

# ***Coordinated Public Transit-Human Services Transportation Plan***

*Cattaraugus County,  
New York*

*2014 Update*





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

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

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Municipality Name:

**CATTARAUGUS COUNTY**

Lead Agency:

**Community Transportation Coalition of Cattaraugus County**

**Lead Agency Contact:**

Contact Person:

Paul R. Bishop, Senior Planner

Agency:

Cattaraugus County Department of Economic Development, Planning and Tourism

Mailing Address 1:

303 Court Street

Mailing Address 2:

Little Valley, NY 14755

Phone:

716-938-2369

Fax:

716-938-2779

Email:

prbishop@cattco.org



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

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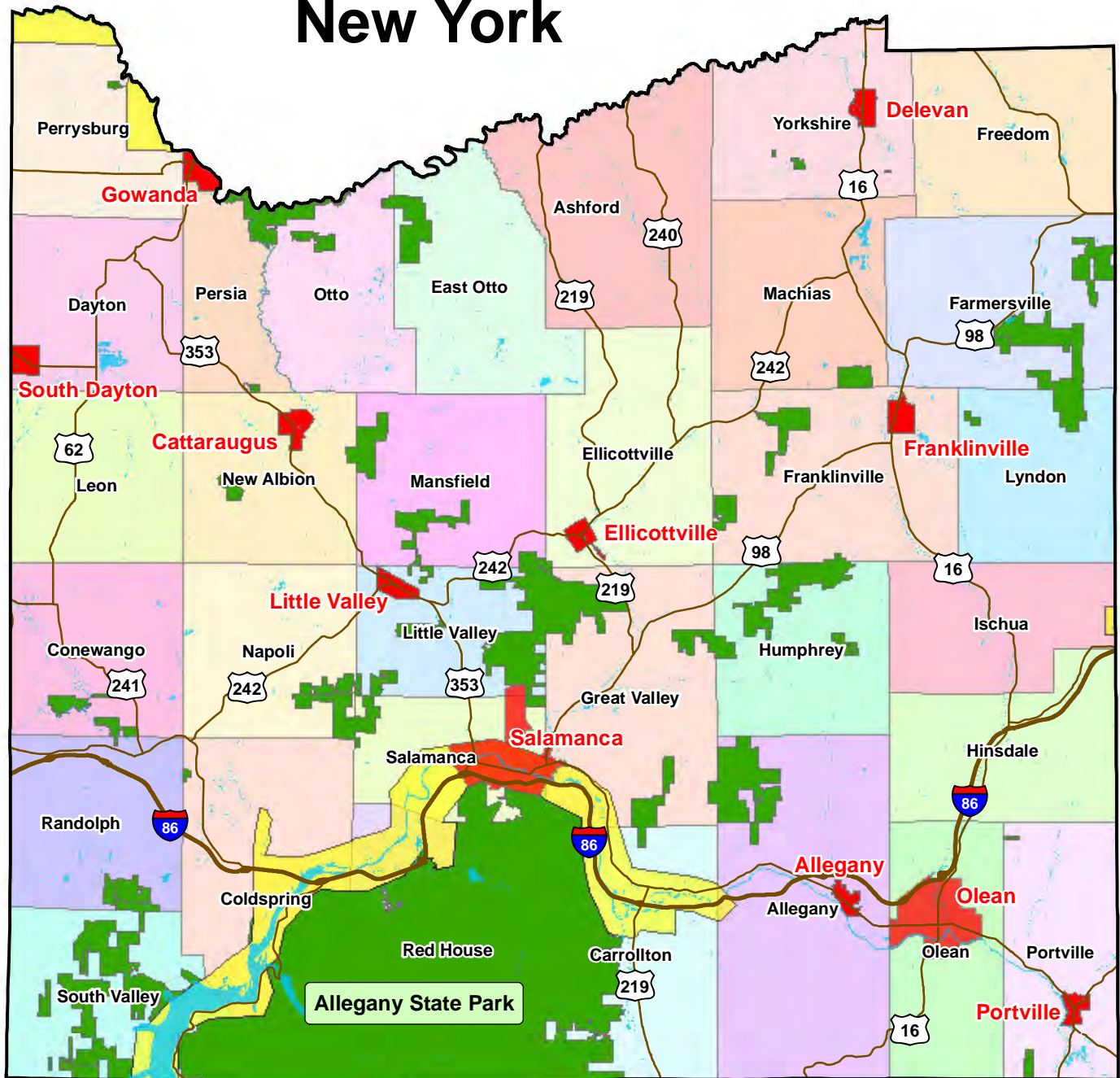
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# Cattaraugus County, New York



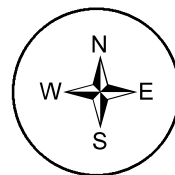
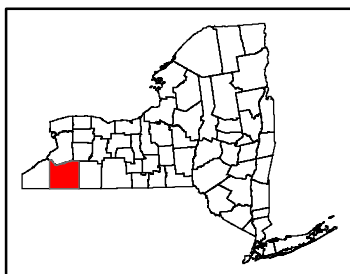
**Population (2010 Census): 80,317**  
**Area: 1,336 square miles (847,000 acres)**

**32 Towns**  
**2 Cities**  
**9 Villages**  
**3 Reservations**

**Allegheny State Park**  
 100 square miles  
 (64,000 acres)

**Agricultural Districts**  
 236,000 acres

**State and County Forests**  
 37,600 acres



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, Senior Planner  
 March, 2012

## 1.0 INTRODUCTION

The Cattaraugus County Coordinated Public Transit-Human Services Transportation Plan has been developed in response to federal law. Adopted in 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” in order to access certain new and existing programs funded by the Federal Transit Administration (FTA). Those programs are:

- Section 5310 - Elderly and Individuals with Disabilities
- Section 5316 - Job Access and Reverse Commute (JARC)
- Section 5317 - New Freedom

SAFETEA-LU (replaced by MAP-21 as of October 1, 2012; refer to Chapter 2) requires that projects selected for funding under these programs be “derived from a locally developed coordinated public transit-human services transportation plan,” and that the plan be “developed through a process that includes representatives of public, private and nonprofit transportation and human services providers and participation by the public.”

The purpose of the required plan is to provide a framework for the coordination of transportation services for aging adults, persons with disabilities, and individuals with economic disadvantages within the planning area. 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 Plan, which updates the 2009 Coordinated Human Services Transportation Plan, will provide a structure for the development of projects that will address the transportation needs of the targeted populations by improving coordination between the many transportation stakeholders (agencies, clients, operators and regulatory entities). The Plan is intended to improve the effectiveness and efficiency of transportation services provided in the area by reducing service duplications, identifying and addressing service gaps, extending the range of services available throughout the area, maximizing interagency cooperation, and prioritizing future investment strategies.

The required components that will be presented in this updated Plan are as follows:

- An assessment of transportation needs for individuals with disabilities, older adults, and persons with limited incomes;
- An inventory of available services that identifies areas of redundant services and gaps in services;
- Strategies to address the identified gaps in services;
- Identification of coordination actions to eliminate or reduce duplication of services and strategies for more efficient utilization of resources; and
- Prioritization of implementation strategies.

## **2.0 FEDERAL PROGRAMS FOR TRANSPORTATION SERVICES**

### **2.1 Federal Transit Administration Programs**

The Cattaraugus County Coordinated Public Transit-Human Transportation Plan was originally drafted to fulfill the requirements of three separate programs, funded under SAFETEA-LU. Since that time, the legislation for these programs, listed below, has expired. A new two-year transportation authorization took effect on October 1, 2012.

Moving Ahead for Progress in the 21<sup>st</sup> Century (MAP-21) furthers several important goals, including safety, state of good repair, performance and program efficiency. MAP-21 gives the Federal Transit Administration significant new authority to strength the safety of public transportation systems throughout the United States. The act also puts new emphasis on restoring and replacing aging public transportation infrastructure by establishing a new needs-based formula program and new asset management requirements. In addition, it established performance based planning requirements that align Federal funding with key goals and progress towards these goals. Finally, MAP-21 improves the efficiency of administering grant programs by consolidating several programs and streamlining the major capital investment grant program known as “New Starts”.

#### **Enhanced Mobility of Seniors and Individuals with Disabilities (5310)**

This program provides formula funding to increase the mobility of seniors and persons with disabilities. Funds are apportioned based on each State’s share of the targeted populations and are now apportioned to both States (for all areas under 200,000) and large urbanized areas (over 200,000). The former New Freedom program (5317) is folded into this program. The New Freedom program provided grants for services for individuals with disabilities that went above and beyond the requirements of the Americans with Disabilities Act (ADA). Activities eligible under New Freedom are now eligible under the Enhanced Mobility of Seniors and Individuals with Disabilities program.

Projects selected for funding must be included in a locally developed, coordinated public transit-human services transportation plan; and the competitive selection process, which was required under the former New Freedom program, is now optional. At least 55 percent of program funds must be spent on the types of capital projects eligible under the former section 5310 -- public transportation projects planned, designed, and carried out to meet the special needs of seniors and individuals with disabilities when public transportation is insufficient, inappropriate, or unavailable. The remaining 45 percent may be used for: public transportation projects that exceed the requirements of the ADA; public transportation projects that improve access to fixed-route service and decrease reliance by individuals with disabilities on complementary paratransit; or, alternatives to public transportation that assist seniors and individuals with disabilities. Using these funds for operating expenses requires a 50 percent local match while using these funds for capital expenses (including acquisition of public transportation services) requires a 20 percent local match.

### **Rural Area Formula Grants (5311)**

This program provides capital, planning, and operating assistance to support public transportation in rural areas, defined as areas with fewer than 50,000 residents. Funding is based on a formula that uses land area, population, and transit service. The program remains largely unchanged with a few exceptions:

#### **Job Access and Reverse Commute Eligible Activities**

Activities eligible under the former Job Access and Reverse Commute (JARC) (5316) program, which provided services to low-income individuals to access jobs, are now eligible under the Rural Area Formula program. In addition, the formula now includes the number of low-income individuals as a factor. There is no floor or ceiling on the amount of funds that can be spent on job access and reverse commute activities.

#### **Tribal Program**

The Tribal program now consists of a \$25 million formula program and a \$5 million discretionary grant program. Formula factors include vehicle revenue miles and the number of low-income individuals residing on tribal lands.

#### **Appalachian Development Public Transportation Assistance Program**

MAP-21 authorizes \$20 million each for FY 2013 and FY 2014 for grants to support public transportation in the Appalachian region.

## **2.2 Other Federal Programs**

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

#### **Temporary Assistance to Needy Families (TANF) Services Fund**

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

- 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



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

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

### **Statewide Mass Operating Assistance (STOA)**

The New York State Department of Transportation distributes about \$3.0 billion annually in Statewide Mass Operating Assistance (STOA), and other transportation assistance, to approximately 130 transit operators. New York State transit systems carry nearly one-third of the nation's transit riders and provide nearly one-quarter of transit services nationwide. Over the past five years statewide ridership has increased by about 13%; it is estimated that more than 70% of these trips are work related.

### **Rural Transportation Assistance Program (RTAP)**

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

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

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

### **Driver Training**

NYSDOT sponsors driver training for small public transit systems and human service transportation operators around New York State. The driver training program includes defensive driving; pre- and post-trip vehicle inspections; wheelchair securement; emergency procedures; customer relations; and, passenger assistance as well as compliance with federal drug and alcohol regulations; blood borne pathogens regulations; and the Americans with Disabilities Act.

### RTAP Scholarships

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

## **2.3 Medicaid**

### **Medicaid (MA)**

Medicaid is a federally mandated health program for individuals or families of low incomes and resources. It is funded by the Federal Government and managed by the States. For those served by Medicaid, the program includes payment for transportation to and from medical appointments, which can include payment for the use of public transportation.

As the federally recognized state Medicaid agency, the New York State Department of Health (NYS DOH) is responsible for ensuring the availability of non-emergency medical transportation for Medicaid enrollees in the State. In some counties, the NYS DOH's transportation program delegates administrative responsibility to local departments of social services. NYS DOH provides the counties with governing regulations, as well as published policy guidance on a variety of Medicaid transportation-related issues.

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

On August 9, 2013, the NYS DOH issued a NYS Medicaid Transportation Management Initiative Funding Availability Solicitation, which sought to select one contractor to provide management and coordination of non-emergency medical transportation for Medicaid fee-for-service enrollees in the seven counties designated as the Western Region (Erie, Niagara, Chautauqua, Cattaraugus, Allegany, Genesee, Wyoming), as part of the latest phase of a state-wide Medicaid Redesign Team initiative.

As of the writing of this Plan, NYS had not awarded the contract to any specific company. Depending on the contractor selected, there is the potential that some or most of the current providers will no longer be involved in providing transportation services. In addition, this may also affect the manner in which human services agencies (i.e. Department of Social Services) utilize Medicaid for their clients' transportation.

### **3.0 PLAN DEVELOPMENT OVERVIEW**

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

#### **3.1 Community Transportation Coalition (CTC) of Cattaraugus County**

The CTC was formed in May of 2008 to address the SAFETEA-LU requirement to complete a Coordinated Public Transit-Human Services Transportation Plan and enable non-profit agencies that service disabled individuals in the community to apply for Section 5310 funding for vehicles to transport those clients. Vision and mission statements were established in 2008 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 CTC provided input into the development of the updated Plan to reflect the current transit activities in the County. The CTC will continue to meet to update the status of evolving needs and the implementation of the plan. These meetings provide an opportunity for continuous public participation in the planning process.

The CTC currently consists of approximately 80 representatives from County and local governments, not-for-profits, private entities, and other interested organizations. Representatives from approximately seventeen organizations attended the first meeting held on June 27, 2013, which began the participation in the planning process for the updated Plan. Summaries of the Coalition meetings are included in Appendix A.

#### **3.2 CTC Steering Committee**

A Steering Committee was also formed in 2008. The CTC Steering Committee serves as the working group for the overall development of the plan by providing updated information, reviewing each component of the plan, suggesting revisions to the content, and recommending strategies for development and action plan for the future. The CTC Steering Committee will continue to meet in a coordination role for the implementation of the plan.

Summaries of the Steering Committee meetings are included in Appendix A.

Members of the Steering Committee for the 2014 update include the following:

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



Cattaraugus County Department of Economic Development, Planning and Tourism

Crystal Abers, Director

\*Paul Bishop, Senior Planner

Cattaraugus-Wyoming Head Start

Ira Katzenstein, CEO

City of Olean, Department of Community Development

\*Mary George, Program Coordinator

Directions in Independent Living

Howard Cornwall, Program Director/Accessibility Consultant

Healthy Community Alliance, Inc.

Sharon Mathe, CEO

Sharon Noecker, Community Programs Coordinator

Seneca Nation of Indians

Jody Clark, Transportation Manager

Anthony Memmo, Transit Program Manager

Southern Tier West Regional Planning and Development Board

\*Ginger Malak, Senior Regional Development Coordinator

The ReHAbilitation Center, Inc.

\*Jim Bellanca, President & CEO (retired in November 2013)

Mari Howard, President & CEO

Tracy Crisafulli, Administrator of Finance

Dan Gayton, Director of Medicaid Service Coordination

Total Senior Care

Anne Feightner, Director

VMC Group, Inc. (Value Management Consultants)

\*Dr. Charles Ganim, President

Chuck Ganim, TMS

### **3.3 Administrative Team**

An Administrative Team was formed for the coordination of the Plan Update Process, facilitation of meetings, and preparation of the Plan. The Administrative Team is comprised of five members of the Steering Committee (noted above with an asterisk). Paul Bishop and Ginger Malak have been designated as the lead contacts for the Plan Update Process.

### **3.4 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 through Cattaraugus County website, and where feasible through CTS agency websites. A notice of the availability of the plan and the opportunity for public comment was publicized through public service announcements.

## **4.0 DEMOGRAPHIC ANALYSIS**

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

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

Also mapped are the location of Clinics and Hospitals (Appendix E) and the location of Major Employers, along with a list of those employers (Appendix F).

### **Population Density**

Highest population densities are located in the Cities of Olean and Salamanca, as well as the Villages of Delevan, Franklinville, Allegany and Gowanda. Somewhat high densities are located in the Villages of Cattaraugus and Little Valley.

### **Total Households**

The number of total households is obviously highest in the cities of Salamanca and Olean. An interesting aspect of this map is that the number of total households is much higher in the towns in the eastern half of the County than in the western half.

### **Elderly Population**

Approximately 21.7 percent of Cattaraugus County population is age 60 and over. This compares to 18.5 percent of the U.S. population 60 and over and 19.0 percent of the New York State population in this age group. Many of our older citizens are representative of the transit dependent population and Cattaraugus County is dealing with a significant higher percentage of those individuals than is the rest of New York State and the U.S. as a whole. While elderly population is located throughout the County, the highest concentrations of elderly residents are located in the Cities of Salamanca and Olean and the Town of Allegany. This map also shows a higher elderly population in the towns in the eastern half of the County than in the western half.

### **Below Poverty Population Density**

The below poverty or low income population tend to depend on public transportation to a greater extent than individuals with a higher level of disposable income. The portion of population living below the poverty level in Cattaraugus County is approximately 17.2 percent. The highest densities of below-poverty population are located in the Cities of Olean and Salamanca, the Towns of Leon and Napoli, and most of the Villages in the County.

### **Zero Vehicle Households**

Individual households who do not own or have access to a private vehicle are also considered transit dependent. An estimated 9.2 percent of total households had no vehicle available for use in 2010. The highest densities of the zero-vehicle households are located in the Cities of Olean and Salamanca as well as the Village of Franklinville. A high density also exists in the Towns of Leon and Conewango in the western part of the County. This may be due to the higher Amish population in those Towns.

### **Persons with Ambulatory Difficulty Density**

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

### **Clinics and Hospitals**

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

### **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.

## 5.0 INVENTORY OF SERVICES AND RESOURCES

There have been various changes in the types of transportation provided in Cattaraugus County since the first coordinated plan was submitted in 1995. The current system has enabled seniors and those with disabilities to have a number of different options depending on where they reside in the County. Since 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 levels of service. The long term goal of this group is to provide a county-wide system by coordinating the existing methods available and utilizing new funding available at both the state and federal level. The identification of stakeholders in community transportation is important to the development of the coordinated transportation plan. Stakeholders are considered as providers and/or users of community transportation services. Many of the stakeholders agreed to participate in the coordinated plan development process as members of the CTC's Steering Committee.

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

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

To assess the existing transportation activities in Cattaraugus County, the Administrative Team utilized the NYSDOT survey instrument, "Inventory of Services and Resources" to inventory the following data from the stakeholders: Number of vehicles, ADA accessibility, equipment, funding sources, service routes & areas, hours of operation, days of operation, and type of ridership. The survey instrument and the tabulation of data from survey responses are in Appendix C.

The following descriptions of the stakeholders provides only a snapshot of each organization and is not meant to duplicate all the data contained in the survey instrument. For more detailed information, please refer to the survey responses included in Appendix C.

## 5.1 Regional Transportation Operators

### **Coach USA**

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

### **Fullington Trailways**

Fullington Trailways provides inter-city service from Buffalo to Pittsburgh to Buffalo. The service travels Route 219 through the County.

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

## 5.2 Transit Systems

### **“ACCESS Allegany”**

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

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

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

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

### **Olean Area Transportation System (OATS)**

The City of Olean operates the Olean Area Transit System (OATS) to serve the City of Olean and its environs in Cattaraugus County, including the Village of Allegany, the City of Salamanca and the Allegany Territory of the Seneca Nation of Indians. The service is provided under a third-party contract operator agreement (with First Transit, Inc.), using four City-owned buses including two 28-passenger and two 20-passenger buses. All buses are equipped with wheelchair lifts. Fixed-route service to identified bus stops and via “flag stops” along the routes operates Monday through Saturday. Route deviation service is available, with a reservation two days before the ride.

OATS service operates on five bus routes. The OATS City bus route operates seven round trips each day between the hours of 7:15 a.m. and 6:25 p.m., Monday through Saturday (Route 1). The

OATS Cuba-Oil Spring-Olean-Salamanca bus route operates three round trips each day between the hours of 7:04 a.m. and 9:30 p.m. (Routes 2, 3, and 4). OATS St. Bonaventure service operates on one route with two variations during academic sessions. One variation provides service via a 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 between the hours of 7:30 p.m. to 12:30 a.m. The second route variation provides late night service from St. Bonaventure University to the Village of Allegany. This service operates Thursday through Saturday nights between the hours of 11:00 p.m. to 3:00 a.m.

“Route deviation service” is available to riders of the OATS system. Under this service provision, riders may call to schedule a “route deviation” within  $\frac{3}{4}$  mile off the normal route. Route deviation service must be requested at least two days before the ride is needed. By providing route deviation service, the City satisfies federal requirements to provide public transportation services for elderly individuals or persons with disabilities.

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

### **Seneca Transit System (STS)**

The STS currently provides service with four runs a day connecting Steamburg, Salamanca, Little Valley, Cattaraugus, Gowanda and Irving. It operates its scheduled route Monday through Friday from 6:30 am until 7:00 pm. STS will deviate from its scheduled route by up to  $\frac{3}{4}$  of a mile for those who cannot get to the stop. Seneca Transit System currently has two buses and contracts with First Transit to provide the service. The STS has increased coordination in the County by synchronizing several of their stops in Salamanca with Olean Area Transit System (OATS) stops, thereby allowing STS passengers access to the Olean area and other stops on the OATS system.

## **5.3 Common Carriers**

### **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. Carrier Coach also operated a large fleet of vehicles for The ReHabiliation Center.

### **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: Olean Area Transit System (OATS) and Seneca Transit System (STS). In Allegany County, First Transit contracts to operate Allegany County Transit (ACT).

### **Trans-Am Ambulance Service**

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

**WCA Services**

Although based in Chautauqua County, WCA Services provides wheelchair, non-emergent ambulance and advanced life support transportation to Cattaraugus 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.

**Wyoming Transit Service (WYTS)**

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



## 5.4 Mobility Management Provider

### VMC Group, Inc. (Value Management Consultants)

VMC is the current contractor for Mobility Management with Cattaraugus County and The ReHabilitation Center, which is the satisfactorily scheduling and maintenance of trips with the County's 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, and with The ReHabilitation Center. 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	dTran	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	dTran	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.	PreTran	Youth Bureau/Dept. of Aging
	Stop Based	Routes determined by stopping at specific places on specific days	Routes that stop at senior facilities and facilities for disabled.	PreTran	Dept. of Aging/Rehab Center
	Combination	Route based on the combinations of fixed route passenger and stop based strategies.		PreTran	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	dTran	

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

fixed routes designed for picking up specific passengers on specific days. 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 2015 calendar year, with the County having an option to extend for an additional two-year period. VMC's contract with The ReHAbilitation Center runs through June 2015. During these periods, the scope of these Agreements may be extended and/or additional services purchased by the County or The ReHAbilitation Center. 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 shown in Appendices B-2 and B-3 in the form of routes.

## **5.5 Human Service Transportation Providers**

### **Cattaraugus Rehabilitation Center, Inc. and NYSARC Inc., Cattaraugus County Chapter (The ReHAbilitation Center)**

The ReHAbilitation Center has been serving people with disabilities, mental health diagnoses and the elderly for over 55 years. The ReHAbilitation Center assists their clients through a continuum of service that fosters community participation and personal independence. Residential Services provide community living options in safe, comfortable homes with varying levels of supervision. Service Coordination provides case management. Day Programs provide instruction in a full range of life skills. The Employment Connection and SubCon Industries provide vocational and training opportunities. Recreation programs are also provided to ensure those with special needs have access to a high quality of life.

The Rehabilitation Center provides countywide transportation daily to individuals with disabilities and the elderly. Transportation is provided, from private residences throughout the community as well as from the many residential sites operated by the agency, for participation in day programs and vocational services. The Rehabilitation Center contracts with The VMC Group and Carrier Coach, Inc., in coordination with Cattaraugus County, to manage and operate subscription service on ten routes operating throughout Cattaraugus County. The routes are run Mondays through Fridays and service the Olean, Allegany and Salamanca areas.

### **Cattaraugus Community Action, Inc. (CCA)**

Cattaraugus Community Action (CCA) is a comprehensive non-profit service provider offering many services and opportunities for low-income and disenfranchised people. CCA's main office is located in Salamanca, but the agency does have some satellite offices. Services are offered in seven categories - energy conservation, emergency and homeless services, housing, nutrition, victim services, youth programs and mental health services.

CCA has three departments: Energy and Housing Services; Services, and Transitional Services. The Energy and Housing Department is comprised of the agency's property management, weatherization and home rehabilitation programs. The Services Department provides nutrition,

youth placement prevention, and domestic violence and sexual assault programs. The Transitional Services Department provides services for people who are homeless or at-risk; transition age youth employment program; and mental health services (located at the Cattaraugus County Department of Community Services' three office locations).

CCA provides limited transportation services for their customers enrolled in the programs, which include those serving households who are homeless or at risk; serving victims of domestic violence, sexual assault or other crime victims; and those providing youth case management services. CCA does have a small fleet of vehicles used to transport customers, although the majority of customers are transported in staff personal vehicles. CCA staff regularly link customers with the OATS bus. CCA also relies on volunteer community members to bring clients to their various locations. In order to conserve resources and encourage customer self-reliance, transportation services are individualized depending upon the customer's needs and resources.

### **Cattaraugus County Department of Nursing Homes**

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

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

### **Cattaraugus-Wyoming Head Start**

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

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

### **Council on Addiction Recovery Services, Inc. (CAREs)**

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

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

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

Programs that assist with transportation include prevention sponsored youth programs, the half-way house and the supportive living case management components. Typical transports are those associated with accessing service and complying with requirements imposed by courts (if applicable). For youth programs, transportation is limited to agency sponsored activities. CAREs currently has one 15 passenger vehicle and two mini-vans. Additionally, VMC Group facilitates transportation by utilizing volunteers and taxicabs. Reimbursement is made under DSS Medicaid.

### **Eden Heights of Olean**

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

Eden Heights of Olean provides 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.

### **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. HCA owns one van which is operated in partnership by Love INC Springville. Scheduling and volunteer drivers are coordinated by Love INC for this door-to-door transportation of last resort. The main service area for this program is Springville and surrounding municipalities within the northwest portion of Cattaraugus County and parts of Erie County. Their service area is illustrated in Appendix B-2.

### **HomeCare & Hospice**

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

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

### **Interfaith Caregivers**

Interfaith Caregivers is a non-denominational agency that specializes in providing volunteer transportation to many series of various organizations. The agency 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. Their service area is illustrated in Appendix B-2.

### **Mental Health Association in Cattaraugus County (MHACC)**

The mission of the Mental Health Association is to promote mental health and wellness in children, families and adults through person-to-person support, advocacy and community education.

The MHACC currently has a 7-passenger van that is used for events, short trips in Olean and around Cattaraugus County. Many current clients in the Olean area attempt to utilize the current OATS bus system, but for many of them the cost is more than they can afford, and MHACC does not have the financial means to assist them. Most funding for the MHACC comes through State grants. The Camp New Horizons, a summer day camp program, serves a total of 75 children (25 per week) over a three-week period. Each day during that time, trips are made throughout Cattaraugus County. MHACC rents vans from Mallery's for these trips.

### **Olean Child Day Care Center, Inc. (OCDC)**

OCDC is the oldest non-profit licensed day care center in Olean, NY. They work hard to create a nurturing environment where each child can *grow* as an individual, *learn* about the world around them, and enhance their developmental skills through creative *play*. They have two vehicles that provide demand response transportation for their clients. Located across the street

from Foundations For Change, their clients can utilize that stop 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.

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

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

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

STEL 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.

### **Suburban Adult Services, Inc. (SASi)**

SASi is a not-for-profit organization dedicated to providing individuals with developmental and intellectual disabilities with programs and services that will enable them to lead meaningful lives and be as independent as possible. Their programs include employment training and placement, clinical and habilitation services, twenty-four hour residential care facilities, service coordination, recreation and therapeutic horsemanship. Suburban Adult Services, Inc. has a service agreement with Wyoming Transit Service to provide transportation for their clients living in Delevan (Cattaraugus County). SASi also owns vehicles for use in their programs.

### **Total Senior Care (PACE)**

Total Senior Care is a Program of All-inclusive Care for the Elderly (PACE), providing comprehensive medical care and long-term services for frail adults. Clients are 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 safely at home for as long as possible. Clients must qualify for nursing home eligibility by the NYS Uniform Assessment System intake/assessment tool.

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



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

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

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

## **5.6 Human Service Transportation Users**

### **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, 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.

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

### **Cattaraugus County Department of Community Services (DCS)**

Formerly called Mental Health, this County Department offers transportation service for their clients to their Foundations For Change, a PROS (Personalized Recovery Oriented) program located in Olean for those with mental health issues. DCS utilizes Carrier Coach for transporting clients to PROS, 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 DSS for medical transport. The fixed route of OATS stops at the Foundations for Change location and the Cattaraugus County Building.

### **Cattaraugus County Department of Social Services (DSS)**

This agency offers 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 and WCA Services are the primary contractors for this type of transport.

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 Health Department**

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

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

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

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

### **Cattaraugus County Youth Bureau**

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

### **Directions In Independent Living**

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



**Genesis House of Olean, Inc.**

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

**NYS Office for People with Developmental Disabilities (OPWDD)**

The Office for People with 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. OPWDD provides funding for bus and van transportation service for clients.

## **5.7 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 in finding and obtaining services.

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

**Cattaraugus County Department of Economic Development, Planning and Tourism**

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

**United Way of Cattaraugus County**

This agency has played a huge role in raising funds to help the people in need throughout the County. They have experienced a number of situations where transportation has prevented individuals from accessing much needed services.

### **Southern Tier West Regional Planning and Development Board**

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

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

## **6.0 2009 - 2013 ACCOMPLISHMENTS – ENHANCED COORDINATION**

Since the completion of the 2009 Coordinated Plan, many accomplishments have been made. There are many examples of ongoing coordination of transportation services and activities in Cattaraugus County. Previous and on-going negotiations among entities have proven beneficial to enhance public transit services and the effective use of available federal, state and local transportation resources. Accomplishments in 2009 – 2013 due to enhanced coordination are described below.

### **Established OATS Olean-St. Bonaventure-Allegany Bus Route**

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

### **Established City of Olean - The ReHAbilitation Center Partnership**

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

### **Established Cuba-Olean-Salamanca OATS System**

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

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

The service from the City of Olean to The ReHAbilitation Center manufacturing facility in Salamanca stops in the morning at residential facilities operated by The ReHAbilitation Center in Olean to pick up clients that work at its manufacturing facility located at 65 South Avenue in Salamanca. The afternoon trip brings the workers back to the residential facilities after completion of work shifts. This service realizes transportation opportunities identified in the 2009 Cattaraugus Coordinated Plan.

To promote the availability of the service to the general public, a significant marketing effort was undertaken to encourage utilization of the OATS Cuba-Olean-Salamanca-Seneca OATS bus route. Various promotions, such as free rides on various holidays, were offered to promote the public transportation service and enhance ridership.

### **Established Access to Transportation into Allegany County**

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

- Enhances public transportation options for residents of their respective service areas.
- Helps eliminate duplication of stops and drops.
- Both systems accept monthly passes issued by either organization as valid fare payment media to ride public transportation vehicles operated by either system.

### **Established Seneca Transit System**

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

### **Established County-wide Mobility Management**

Cattaraugus County and The ReHAbilitation Center named the VMC Group as the mobility manager. The consolidation of mobility management activities between Cattaraugus County and The Rehabilitation Center, Inc. has allowed more efficient:

- Transportation for the severely physically and mentally disabled and the frail elderly of these organizations and has eliminated some duplicative services.
- Use of 5310 vehicles and availability during off hours

### **Established a “One Stop Coordinated Transportation Gateway”**

The “One Stop Coordinated Transportation Gateway” operated by the VMC Group assists with the increasing needs of mobility management in coordinating services: timing, frequency, and availability/access of public transportation services. The Rehabilitation Center buses are now used by both entities for transportation to various programs resulting in the ability to share assets and resources. The Gateway provides the ability to add collaborations and additional partners which can result in adding capacity to the system thus creating further connections across the entire county to meet employment and human service needs.

**Established a Paratransit System**

The partnership between Cattaraugus County and The Rehabilitation Center focuses on providing services for people with disabilities that are not able to ride the public system. Runs have been coordinated with various Cattaraugus County programs and The ReHAbilitation Center programs due to the partnership that was established. Progress has been made to develop a paratransit and public system in other areas of the county and partnering with the Seneca Nation of Indians to develop their public and paratransit systems.

**Continuation of Regional Coordination and Cooperation**

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

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

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

## 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 County for specific populations

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, continuing significant duplication of costs for the agencies attempting to address this need independently will exist. 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

The map of The ReHAbilitation Center 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.

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

- Central Cattaraugus County

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

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

## **7.2 Unmet Needs/Gaps**

### Service Needs

- Reliable public transportation would ease travel expenses for many employees
- Coordinate transportation process with business and industry
- Need further reliable routes Countywide that would appeal to working people and those needing public transportation for appointments
- Need to create more public transportation routes to cover evening hours and summertime
- Provision of access to pick up and drop off points.
- 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
- Fewer limitations on provider regulations and more flexibility in blending special populations
- 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
- Connect with new Seneca Transit System routes
- Lack of service in the Gowanda area due to the loss of a vehicle by a faith based provider
- Need to transport people applying for disability at the Social Security hearings held in Buffalo and Jamestown

### User Training

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

### Payments of Fares

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

### Coordination of Providers

- Need County Coordinator/Entity to draw down funds, i.e. municipal or non-profit entity
- 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.
- 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 volunteer transportation providers such as Healthy Community Alliance/Love INC in the Gowanda area and Interfaith Caregivers in the Olean area
- Eliminate barriers to coordinating duplicate 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”, possibly including school buses
- Coordination with other providers such as Coach USA, Fullington Trailways, and others
- Initiation of a feasibility study for unique providers or populations

### Marketing and Promotion

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



## **8.0 COORDINATED SOLUTIONS AND STRATEGIES TO MEET UNMET NEEDS**

The Community Transportation Coalition (CTC) of Cattaraugus County Steering Committee reviewed the inventory of community mobility resources and services to identify the transportation needs of individuals with disabilities, older adults, and people with low incomes and to develop transportation coordination strategies among agencies for meeting those local needs. This review resulted in the identification of recommended: strategies for development, opportunities for coordination, further coordination activities, and potential transportation service projects; for which to pursue funding to address community mobility needs. 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.

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

### **8.1 Strategies for Development**

#### **Strategies to Address Gaps in Transportation Services**

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 and 5311 programs should be sought to enhance public, private, and non-profit entities providing transportation services. The Community Transportation Coalition Steering Committee will continue to identify project proposals that are consistent with its Vision and Mission and advance funding applications.

#### **Strategies to Address Duplication of Transportation Services**

Coordination between stakeholder agencies regarding public and human service transportation providers is essential to eliminating service duplications and to provide efficient and cost effective services. Survey and interview results yielded a number of opportunities to establish coordination among transportation stakeholders and providers. The feasibility of realizing the opportunities will continue to be explored through the efforts of the Steering Committee and focus groups.

#### **Strategies to Efficiently Use Resources**

##### Vehicle Resources

Opportunities may exist to utilize agency buses, especially those purchased with Section 5310 funds, to meet transportation needs, during regular down times when they are not being used. The City of Olean 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.

Exploration of the utilization of Section 5310 buses owned by The ReHabilitation Center to provide additional OATS service during regular down times may provide opportunities to expand public transportation in the community.

#### Management Resources

It is most beneficial for Cattaraugus County transportation partners to continue to support mobility management practices on a county-wide basis. The continuation of the facilitated transportation services is a good development strategy for specific County departments with the objective to minimize cost to the County. Mobility management would also benefit other transportation related agencies in the future with the goal to expand the current practices to accommodate additional agency transportation needs.

#### Financial Resources

A continuing contribution of financial resources by the County as well as all partners toward the operations of OATS will enable the availability of public transportation to access services for all agency clients and customers that would otherwise not be financially feasible. All sources of financial assistance will support the maintenance and the enhancement of the OATS system.

## **8.2 Opportunities for Further Coordination**

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

#### Fixed Route Providers - Open to Coordination

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

##### For-Profit Providers

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

### Public Providers

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

One example of this potential is with First Transit, Inc. Considering the company has contracts to operate ACT, OATS, and STS, future collaborations for a regional system may be possible.

### Transportation Providers/Users - Coordination Potential

Transportation service providers include non-profit and governmental agencies that transport clients to access needed health and human service activities or treatments. While some agencies may have fleets of vehicles and others only have one small van to meet their client needs, there is a potential for sharing and coordination of services. This also includes “for-profit” firms that provide vehicles and rides or manage the transportation needs for contract agencies. Such services can provide an opportunity for transportation coordination 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 other category of agencies that have the potential for coordination are those that do not own vehicles or has access to vehicles, but are in need of transportation services. The Transportation Providers/Users that have the potential for coordination include:

### For-Profit Providers

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

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

- The ReHAbilitation Center
- Cattaraugus Community Action, Inc.
- Cattaraugus County Department of Nursing Homes
- Cattaraugus-Wyoming Project Head Start
- Council on Addiction Recovery Services, Inc.
- Eden Heights of Olean
- Healthy Community Alliance, Inc.
- Homecare & Hospice
- Interfaith Caregivers
- Mental Health Association of Cattaraugus County
- Olean Child Day Care Center, Inc.
- Southern Tier Environments for Living, Inc.
- Suburban Adult Services, Inc.
- Total Senior Care

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

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

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

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

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

#### Transportation Providers – Limited or No Coordination Potential

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

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

#### School Districts and Affiliated Agencies

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

Randolph Academy Union Free School District 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.

### **8.3 Further Coordination Activities**

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*.

- *Establish regular meetings of Community Transportation Coalition Steering Committee*
- *Continue and maintain focus groups, including major stakeholders: Cattaraugus County, Cattaraugus County Department of Social Services, City of Olean, St. Bonaventure University, the Seneca Nation of Indians, and the The ReHAbilitation Center to consider organizational agreements and models to address continuing mobility needs*
- Establish focus groups to consider common issues and opportunities, to review maps of transportation services and target population groups for gaps and duplications, and to recommend compensation strategies to realize coordination opportunities
- Provide opportunities for public participation in plan development and implementation
- Report on on-going community coordination activities to policy makers
- Establish partnering agency agreements to realize coordination opportunities
- Establish partnerships to address gaps and duplications
- Annual Solicitation for FTA projects
- Submit CTC recommendations and endorsements for funding applications
- Continue activities for the identification of coordination opportunities, such as transportation services to major employment centers for low-income or disabled community members
- Survey employers for transportation needs of their employees
- Contact school districts to determine availability of vehicles when schools are not in session
- Consideration and planning for siting residential facilities by private or public developers should be coordinated with local and regional planning department to ensure that transit access is considered in the early stages of planning
- Explore opportunities for partnering agreements to enable coordinated transportation to major urban centers across county borders

## 8.4 Possible Projects for Funding Consideration

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

## 9.0 EXPECTED BENEFITS

Previous and on-going negotiations among entities have proven beneficial to enhance public transit services and the effective use of available federal, state and local transportation resources. The accomplishments between 2009 – 2013 have proven that enhanced coordination is essential. Many benefits are expected from a plan of this magnitude. Among them is the elimination of duplicate services, better communication between agencies, improved overall quality of life and better coordination of existing vehicle needs and helps communities thrive.

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.

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

Demographic trends are reshaping land use and transportation patterns and driving sustainable growth and redevelopment back into existing communities. Baby boomers (those born between 1946 and 1964) began turning 65 in 2011. One effect of this locally is that Cattaraugus County's population is aging at a faster rate than that of New York State and the U.S. as a whole. Persons 65 and older comprise 13.7% of the U.S. population, 14.1% of New York State's population, and 16.1% of Cattaraugus County's population. This large wave of population, as they enter retirement, will have a profound impact on transportation systems as their decreased use of the automobile will result in increased dependence on alternative transportation systems. A well-coordinated transportation plan will be necessary for these Baby Boomers to maintain their quality of life.

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 and citywide scope 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 or should reduce agency-wide from the very benefits that the elimination of duplication brings to the table.

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

## **Appendix A**

### **Community Transportation Coalition (CTC) of Cattaraugus County**

#### **Minutes from Community Transportation Coalition Meetings and Steering Committee Meetings**

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# Community Transportation Coalition of Cattaraugus County

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

## Community Transportation Coalition Meeting Summary

**June 27, 2013**

The Community Transportation Coalition of Cattaraugus County met on June 27, 2013 at The ReHабilitation Center in Olean, New York. The following persons were in attendance:

### **Those Present**

Jodi Fuller  
Tom Buckler  
Paul Bishop  
Mary George  
Howard Cornwall  
Tom Donnarumma  
Jim Gorman  
Muriel Sweitzer  
Sharon Noecker  
Diane Clayson  
Joanne Holdridge  
Judy Weider  
Ginger Malak  
Jim Bellanca  
Dan Gayton  
Ann Feightner  
Charlie Ganim

### **Affiliation**

Cattaraugus Community Action  
Cattaraugus Co Dept of Community Services  
Cattaraugus Co Dept of Planning ED&T  
City of Olean  
Directions in Independent Living  
First Transit  
First Transit  
Genesis House  
Healthy Community Alliance  
HomeCare & Hospice  
Love Inc. of Gowanda  
Love Inc. of Gowanda  
Southern Tier West RP&DB  
The Rehabilitation Center  
The Rehabilitation Center  
Total Senior Care  
VMC Group, Inc.

### **1. Welcome and Introductions**

Jim Bellanca welcomed everyone to the first meeting of the Coalition for the purpose of preparing a 2013 Update to the Coordinated Pubic Transit - Human Services Transportation Plan. He referred to the PowerPoint and gave an overview of **Today's Agenda** (slide 2).

He introduced the Administrative Team and presenters of the meeting's program.

Jim Bellanca, President & CEO, The Rehabilitation Center  
Paul Bishop, Senior Planner, Cattaraugus Co Dept of Planning ED&T  
Charlie Ganim, Ph. D, President of VMC Group, Inc.  
Mary George, Program Manager, City of Olean  
Ginger Malak, Senior Regional Development Coordinator, Southern Tier West  
Regional Planning and Development Board

Mr. Bellanca asked those in attendance to introduce themselves and indicate why they have come and what they hope to gain from the meeting. He stated that the Administrative Team needs to hear from everyone as to their needs and find solutions. Collaboration is key. How do we work together, and it is most important to work together, to take full advantage of the available funding.

Paul Bishop presented slides 3 - 7 providing an overview of the Plan and why an update is required.

### **(3) General Description**

#### **(4) From Executive Order 13330**

The first Cattaraugus County Coordinated Service Transportation Plan was completed in 1995. Most of the groups represented here today participated in the development of that plan. Executive Order 13330, signed by President Bush in 2004, began a new process. This order directed municipalities and organizations to look at their fleets and determine ways that transportation could be coordinated among sometimes very diverse groups.

The **Cattaraugus County 2009 Coordinated Public Transit-Human Services Transportation Plan** was developed in response to Federal legislation entitled **SAFETEA-LU (Safe, Accountable, Flexible, Efficient Transportation Equity Act – A Legacy for Users)** that required the establishment of a “locally developed, coordinated public transit-human services transportation plan” for all Federal Transit Administration (FTA) programs for underserved populations.

Although agencies are still currently operating under SAFETEA-LU, a new Federal Transportation Law was passed last year called **MAP-21 (Moving Ahead for Progress in the 21st Century Act)**.

### **(5) Plan Development**

In early 2008, a large group of all those that either provided or needed transportation services were assembled. This group eventually became the Community Transportation Coalition (CTC) of Cattaraugus County. It is also very important that the general public be aware of and involved with this process, so they will be kept up-to-date and notified as efforts continue.

## **(6) Why Does the Plan Need Updating?**

As was mentioned previously, SAFETEA-LU required that there be a local **updated** coordinated plan for all Federal Transit Administration programs for underserved populations. Those FTA programs include: Elderly Individuals and Individuals with Disabilities (Section 5310), Job Access and Reverse Commute (JARC) (Section 5316), and New Freedom (Section 5317). Funding for some of the vehicles in the County comes from the Section 5310 program. Hence, to be eligible for this program and others, the 2009 plan needs to be updated, since the requirement is that the plan needs to be updated on a four year cycle.

Much of the information in the 2009 plan is still valid. However, certain sections have changed over the last few years and will need to be reviewed and/or revised.

## **(7) What Will Be Reviewed?**

The 2010 Census has been released since the last plan and maps will need updated. Demographic trends are reshaping land use and transportation patterns and driving sustainable growth and redevelopment back into existing communities. A couple of interesting demographic facts to point out: 1) the County's median age has increased from 37.4 in the 2000 Census to 40.7 in the 2010 Census - that's almost a 9% increase in 10 years!; 2) for the 20 years from 1980-2000 the County's population decreased by 2%; and 3) In the **12 years** from 2000 until 2012 (est.), the County's population decreased by 5.4%. So, the population is getting older fast in the County and at the expense of losing the younger people. Just one more reason to increase the transportation opportunities.

Mary George and Jim Bellanca presented the accomplishments achieved since the preparation of the previous plan (slides 8 & 9).

Ginger Malak presented slides 10 – 14. She added the following comments referring to the slides:

## **(10) What is the Plan Update Process**

### **(11) Who is Involved in the Update**

**Coalition.** A list of 80 some individuals who served on the Coalition for the 2009 Plan development was used for the invitation to today's meeting. The list will be updated as the process is navigated. A list of the members can be found in the 2009 Plan.

During the development of the 2009 Plan, the Coalition met several times. For the 2013 Update, only two meetings are planned - today's meeting and a final meeting at the completion of the Plan.

**Steering Committee.** The Administrative Team are in the process of inviting a select number of agencies to serve on the Steering Committee. This Committee will be the **core working group** for the Update. Meetings will not be more than once a month and probably will be less. Communication will be more through emails and the website that is being constructed for this purpose.

As the Update Process unfolds, other agencies will be invited to attend Steering Committee meetings as specific topics are discussed.

**Administrative Team.** The Administrative Team is composed of five presenters of today's agenda. They will be coordinating the Update Process and facilitating all the meetings.

#### **(12) Who to contact with questions**

Paul Bishop, Jim Bellanca and Ginger Malak are the three Team members to receive your calls & emails if you have questions. However, please feel free to contact any of the five Team members.

#### **(13) What are the Methods of Communication**

During the development of the 2009 a series of coalition meetings were held and many Steering Committee meetings. In addition to that, interviews with all stakeholders were conducted. The Team would like to make the **current process** more streamlined and eliminate the need for so many meetings.

In addition to the Steering Committee Meetings a **Regional Transit Website** has been created to help with communication to all. That site will include:

- Today's PowerPoint Presentation
- Minutes of Steering Committee Meetings
- List of Steering Committee Members
- Required surveys like the Inventory of Services and Resources that is already available
- Updated demographic data and other information
- Q&A – Questions regarding the Plan that are emailed to the Team will be posted on the website with answers so everyone can benefit from them.
- Please check the website often for updates.  
<http://www.southerntierwest.org/special/CTC%20Coalition/default.html>

#### **(14) What is the Regional Connection**

**Regional Transportation Strategy.** The Southern Tier West's Regional Transportation Strategy was prepared during the same time as the 2009 Cattaraugus County Plan. This was the first comprehensive Transportation Plan for the region and included Mobility as one of the areas that was covered.

**Regional Mobility Management Committee.** The Committee is composed of representatives of the Mobility systems in each county and the SNI. You will find a listing on the Regional Transit Website.

**Regional Projects.** The Committee has talked about several regional projects. The creation of the Website is one and park and rides throughout the region is another.

**Regional Coordinated Effort.** It is hoped that a regional coordinated effort will be built– a seamless transit system - where each county system and SNI system is linked to each other so someone from Whitesville in Allegany County can get to Westfield in Chautauqua County. The Effort is much more than moving people, but thinking as a region.

Charlie Ganim presented JARC/New Freedom Grant – How does It relate (slide 15). His comments included:

- Definitions
  - single ride – one individual
  - paratransit – group rides
- Application process
- Emphasized the importance of ridership tied to employment
- marketing/outreach/education

Jim Bellanca presented the last slide – What’s Next? His comments included:

- Officially, the Plan is due in August, but it is only necessary to submit it prior to grant application.
- The Plan requires Cattaraugus County Legislative approval
- There are 4 elements to define and would invite everyone to participate in doing so: look at - help to define these 4 elements
  - Collaboration
  - Innovation
  - Transparency
  - Participation

Below is the results of the brainstorming session to define the 4 elements mentioned above. Jodi Fuller assisted in recording the main thoughts on flip charts. The discussion and flip chart notations combined are as follows:

### **Collaboration**

- Collaboration – Co-Operation
  - Define several methods/ways of collaboration
  - Collaboration is not just cooperation – meeting with each other is not necessarily working together
  - Collaboration leads to cooperation
- Recognize Uniqueness
- Willingness to listen
- Find common ground

### **Innovation**

- “Out of the box” Thinking
  - Think outside the box – reduce, reuse, recycle
  - Creative thinking of resources and money
  - Really be radical in our thinking
- Peer Participation

- Meet the needs of our clients/customers
- Peers driving peers
- DOT has free program software – ride share
- Communication
  - Lack of communication is preventing innovation
  - Need to sell the idea
  - Educate as to the benefit
- Relentless follow-up to the innovation
  - Flow of data – how is it working?
- What already exists? Don't Re-create the wheel
  - Show how it was done and now this is a better idea
- New Representation
  - Get people involved that have not participated before
- Willingness to take risk

### **Transparency**

- Keep everyone informed via various methods ( website counter)
  - Oversight
  - Representation sharing ideas
  - Inform people in a way they can access

### **Participation (how will this be evident in the plan)**

- Broad based representation
- Commitment
- Completion of assignments
  - Ownership/accountability

Mr. Bellanca closed by saying that this process should develop a long term relationship between participants that will last far beyond the period of plan preparation.

The meeting was adjourned at 12:15 pm.



# Community Transportation Coalition of Cattaraugus County

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

## Steering Committee Meeting Summary

**December 18, 2013**

The Steering Committee of the Community Transportation Coalition of Cattaraugus County met on December 18, 2013 at 10:00 am at Jamestown Community College, Depot Building, in Olean, New York. The following persons were in attendance:

### **Those Present**

Mary George  
Howard Cornwall  
Sharon Mathe  
Ann Feightner  
Paul Bishop  
Ginger Malak  
Charles Ganim

### **Affiliation**

City of Olean  
Directions in Independent Living  
Healthy Community Alliance  
Total Senior Care  
Cattaraugus Co Dept of Planning ED&T  
Southern Tier West RP&DB  
VMC Group, Inc. (via phone)

### **1. Welcome and Introductions**

Paul Bishop welcomed everyone to the first meeting of the Steering Committee. Mr. Bishop reviewed the agenda for the meeting and proceeded to walk through the PowerPoint slides aimed to initiate discussion.

### **2. Review the Existing Plan**

Mr. Bishop reviewed the Plan Development and Mr. Ganim assisted in discussing What Are Our Accomplishments.

- 1) Hiring of VMC Group as the County-Wide Mobility Manager
- 2) Coordination of paratransit, single ride, Medicaid trips, can accommodate more than one transportation provider
- 3) Collaboration with the Seneca Nation of Indians in developing an OATS route to Salamanca.
- 4) Collaboration with Allegany Western Steuben Rural Health Network to develop an OATS-Access Allegany link
- 5) Paratransit System provided by VMC Group
- 6) OATS and Access Allegany coordinate bus passes between the two counties

### **3. Review Updates Thus Far**

Mr. Bishop outlined what updates that have been done thus far.

- 1) Established Steering Committee
- 2) Defined Responsible Parties
- 3) Created Communication System through the website developed by Southern Tier West

### **4. Outline What Updates Need to be Done**

Mr. Bishop continued to discuss the slide – What is the Plan Update Process?

- 4) Collect & Compile Data and Information – in the process of doing this. New maps have been created of the different routes within the county by the different providers. USA Coach and Fullington bus routes will be updated as well.

Mary George mentioned additions to the map. She will give Mr. Bishop the details.

### **5. Identify Needs/Gaps, Goals, and Strategies**

Ginger Malak stated that it is very important that this Plan receives input from the members of the Coalition and especially the Steering Committee. While Mr. Bishop and she have taken on the task to update the Plan, the content must come from the stakeholders. She encouraged the Steering Committee members to review the whole Plan and provide feedback on it.

As Mr. Bishop went through the slides outlining the Needs/Gaps, the comments and suggestions were noted as the different areas as follows:

#### **Needs/Gaps: Service Needs**

- Ganim: Employment service needs are still current and applicable
  - S3 – Maybe accomplished but to what extent?
  - S5 – Reword this to accommodate more routes
- Ganim: need to inventory people riding the bus
  - S9 – Maybe accomplished but tweaked in terms of include routes from Salamanca to Irving and Salamanca to Olean
  - S13 – How to blend the populations in regards to regulations
- Ganim: Hook up with SNI Transit – collaborate and link routes
  - New S – Connect with the SNI's new routes
- Mathe: LOVE INC is at a decreased service. Existing funding under NYS Rural Health through the NYS Department of Health will no longer fund operations of an existing service. Springville will continue with a decreased service, while Gowanda no longer can afford operating.
- Ganim: He will see if and how VMC might be able to help to provide service.
- Mathe: Suggested also bringing in Interfaith Caregivers.
- Volunteer Services provide assistance with their own buses.
- George: Question as to disposition of their older buses.



- Bishop: What about opportunities to coordinate with schools to utilize their school buses during their down time.
- Ganim: He has worked with over 200 school districts and did do that with the elderly at the time, but we need to look at the need during their off hours.
- S8: Can now be considered an accomplishment
- S10: Can now be considered an accomplishment

#### **Needs/Gaps: User Training**

- Freightner: User training for the mental health population
  - U1 – rephrase this as to the population rather than the agencies
  - Accomplished to some extent.

#### **Needs/Gaps: Payments and Fares**

- George: Shared payment models have been established through coordination. The process has begun with OATS and Allegany Access
  - P2 – enhance rather than establish
- Ganim: Coordinated services' payment exists
  - P5 – continue and improve it

#### **Needs/Gaps: Coordination of Providers**

- Ganim: New C - initiation of feasibility study for unique providers or population.
- Ganim: C2, 3, and 4 could be considered as accomplishments
- Ganim: New C – Coordination with other providers (such as Coach USA and Fullington Trailways)
- C6: This has been established – STW Regional Mobility Management Committee
- C10: Discussed earlier
- C16: This would include school buses discussed earlier

#### **Needs/Gaps: Marketing and Promotion**

- M4: “shared fares” rather than “shared payments”

In the interest of time, Further Coordination Activities were not discussed and the Committee moved on to discuss the Possible Projects for Funding Consideration.

#### **Possible Projects for Funding Consideration**

- PP3: Still valid -...."Replacement of buses for The ReHabiliation Center"
- PP6: Can now be considered an accomplishment
- PP8: Can now be considered an accomplishment
- New PP: 3-County Coordination using the same software
- New PP: Funding for the planning and development of projects
- George: There is a problem with the wording of PP11. She will work on revising the wording.

## **6. What's Next?**

Mr. Bishop stated that he would like to have a draft of the updated plan for the Coalition to see by the end of January. He suggested a meeting of the Coalition on January 29, 2014 to review the draft.

The meeting was adjourned at 11:45 am.



# Community Transportation Coalition of Cattaraugus County

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

## Steering Committee Meeting Summary

January 29, 2014

The Steering Committee of the Community Transportation Coalition of Cattaraugus County met on January 29, 2014 at 10:00 am at Jamestown Community College, Depot Building, in Olean, New York. The following persons were in attendance:

### Those Present

Paul Bishop  
Howard Cornwall  
Tracy Crisafulli  
Charles J. Ganim  
Chuck Ganim  
Mary George  
Ann Feightner  
Mari Howard  
Ginger Malak  
Anthony Memmo

### Affiliation

Cattaraugus Co Dept. of Planning, ED&T  
Directions in Independent Living  
The Rehabilitation Center  
VMC Group, Inc.  
VMC Group, Inc.  
City of Olean  
Total Senior Care  
The Rehabilitation Center  
Southern Tier West RP&DB  
Seneca Nation of Indians

### I. Welcome and Introductions

Ginger Malak welcomed everyone to the second meeting of the Steering Committee. She reviewed the agenda for the meeting.

### II. Review of December 18, 2013 Committee Meeting

Ms. Malak stated that the Steering Committee members accomplished much work at the last meeting in reviewing the Unmet Needs and Gaps (Service Needs, User Training, Payment of Fares, Coordination of Providers and Marketing Promotion) and Possible Projects for Funding Consideration that were included in the 2009 Coordinated Plan. In the interest of time, the group did not review Further Coordination Activities. Ms. Malak stated that the Committee would review those at this meeting.

Ms. Malak reported that Mr. Bishop prepared a summary of the recommendations made at the last meeting. She emphasized that this is a work in progress and additional comments, suggestions, and/or revisions will be accepted on parts of the Plan that have already been reviewed, and of course that which will be reviewed at this meeting.

Mr. Bishop gave an explanation regarding the color coding of the summary.

- Black – considered to be acceptable
- Green and checked – reviewed and revised by the Committee
- Green, italicized and unchecked – needs work on the wording
- Red – considered to be the Committee's primary recommendations

### **III. Continue to Identify Needs/Gaps**

As Mr. Bishop went through the items listed under Further Coordination Activities, the comments and suggestions were noted as follows:

- Collaboration is important for more efficient and effective service
- F1
  - Need narrative on who are the “partners” or “groups” that have been meeting
  - Partnerships and agreements are continuously being refined. It is an evolving process.
  - The Seneca Nation of Indians should be included
  - This can be considered accomplished
- Recommendation – the Steering Committee should meet at least twice a year to continue a dialogue regarding collaboration and revisit the Plan
- F5 - F7 – “establish focus groups”?
  - Malak: During the preparation of the 2009 Coordinated Plan, the Coalition thought it was important to establish several different “focus groups” to continue to discuss the items listed in these activities long after the
  - Fuller: combine the narratives of these - funding, operational, organizational
  - George: As there are established groups that meet, the words maintain & continue should replace “establish”
  - If there are groups that meet on a regular basis, members of the Coalition should be made aware of these meetings.
- George: In regard to F13 – How are we addressing this?
  - Bishop: To be discussed later in the agenda.
- Fuller: In regard to F19, Cattaraugus Community Action will be establishing an 10-bed mixed emergency residential facility in Salamanca. CCA plans to purchase the Smoke Shop building next to SAVE-A-LOT. As OATS has a scheduled stop at the grocery store, transportation services will be linked to the residential facility.
- F20 & F22 – can be considered as accomplished
  - George: OATS has a run to Cuba and Access Allegany has a run to Portville. They can be considered as accomplished, but there is much more to be done
- F21
  - George: need to have Coach USA at the table
  - Memmo: SNI has developed an interactive site for the three-county region
  - Malak: Need to have this link for STW regional website

Although the Committee reviewed Possible Projects for Funding Consideration at the last meeting, further comments were made as follows:

- Fuller: In regard to PP4, multiple agencies need training for multiple customers, not just disabled and elderly. The need for training is ongoing.
  - Ganim: Maybe this can also be included under “coordination”. This can be used as a tool for marketing. John Reel has also said this.
  - Cornwall: Access Allegany provides training in Allegany and will provide that training for others.
- George: In regard to PP11, there are two thoughts – 1) need more fixed routes and 2) need for users to schedule their appointments around the fixed routes. The Committee needs to have the hospital and other medical facilities involved in this discussion.
- George: In regard to PP12, for future outreach it is anticipated that the transit systems within the region would develop common materials. It would result in a collective effect in sustaining the marketing/practical materials. It is anticipated that the agencies would also share the responsibility of training as well as marketing.
  - Fuller: For example, training/materials on “how to read a bus schedule?”
  - Memmo: SNI has one.
  - This is Primary need
  - Community service outings is another form of training
  - Rehab – public service – they could fill the places for brochures
- Memmo: In regard to PP14, agencies need to discuss what information would be made available
- Memmo: The Seneca Nation of Indians should be added to this.
- Memmo: A 3-county/SNI architectural survey has been discussed to look at the basic needs of all the partners; Identify the need for same operating system; and fire and emergency systems. Larry Kaminski of the Allegany/ Western Steuben Rural Health Network is taking the lead on this project and would like Southern Tier West to conduct the survey.
  - George: Although there are no funds for the survey, it should not take too much time.
- Ganim: VMC’s responsibility for mobility has expanded from only the county, to The Rehabilitation Center, and then to public transit. How do we share services without sharing funding – how can we do that to benefit all?

#### **IV. Collect and Compile Data and Information**

Mr. Bishop reported that he has been working on collecting and compiling the required data and information, including various maps, for the Plan. Maps were obtained from Chuck Ganim regarding routes and services.

The updates to the Demographic Data and associated maps is substantial due to the 2010 Census data was released after the 2009 Plan was completed. Several maps were distributed for review, including:

- Population Density
- Elderly Population

- Mobility Limited Population
- Zero Vehicle Household
- Below Poverty Population

Mr. Bishop reported that an Inventory of Services and Resources is required. He has received most of the surveys thus far. The Inventory's focus is on those that have buses, but all need to complete it to be all encompassing.

Ms. George stated that Coach USA should be contacted to complete the survey as well, as they receive STOWA monies to operate buses. They should have to participate in the coordination of services and have a seat at the table.

## **V. Public Participation**

Mr. Bishop stated that 5310 funding is directly tied to the Plan and as a result Public Participation is required. A survey will be available for public comment, distributed through a press release and the County website. A sample survey from The Upper Cumberland Human Resource Agency was distributed for comment.

Ms. Howard suggested reported that perhaps Saint Bonaventure's marketing students could prepare and conduct the survey for the Coalition.

## **VI. Status Report From the State**

Ms. Malak reported that Mr. Bishop and she had a telephone conversation with Tom Vaughn from NYS Department of Transportation regarding the deadline for the Coordinated Plans. Contrary to what was believed that the Plans had an official deadline in the fall of 2013, Cattaraugus County's Plan is not late. Mr. Vaughn stated that 5310 funding is expected to be announced very soon. As long as Plans are in final draft stages within two months following the announcement, they will be accepted.

Further, Mr. Bishop reported that even if the Update to the 2009 Plan is not completed within that time frame, the State will honor the 2009 Plan and not penalize any applicants. This is very good news for Cattaraugus County. Therefore, it is anticipated that a draft of the Plan will be completed by mid-March and the Legislature will approve it by the end of March.

## **VII. What's Next?**

Mr. Bishop stated that he would like to have a draft of the updated plan for the Coalition to review by the end of February. He suggested a meeting of the Coalition on February 26 at 10:00 am at the Total Senior Care Center. An RSVP notice will be emailed to members of the Coalition.

The meeting was adjourned at 10:30 am.



# Community Transportation Coalition of Cattaraugus County

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

## Community Transportation Coalition of Cattaraugus County

### Meeting Summary

**March 12, 2014**

The Community Transportation Coalition of Cattaraugus County met on March 12, 2014 at 10:00 am at The ReHAbilitation Center in Olean, New York. The following persons were in attendance:

#### **Those Present**

Paul Bishop  
Tom Buckler  
Howard Cornwall  
Tracy Crisafulli  
Tom Donnarumma  
Laura Elliott-Engel  
Mary George  
Jim Gorman  
Ann Feightner  
Mari Howard  
Ira Katzenstein  
Ginger Malak  
Candy Plants

#### **Affiliation**

Cattaraugus Co Dept. of Planning, ED&T  
Cattaraugus Co Dept. of Community Services  
Directions in Independent Living  
The Rehabilitation Center  
First Transit  
CAREs  
City of Olean  
First Transit  
Total Senior Care  
The Rehabilitation Center  
Cattaraugus/Wyoming Counties Project Head Start  
Southern Tier West RP&DB  
United Way

#### **I. Welcome and Introductions**

Paul Bishop welcomed everyone to the Coalition meeting to review the draft of the 2014 Coordinated Public Transit-Human Services Transportation Plan. Introductions were made of those present.

Mr. Bishop reported that the Steering Committee had several meetings to review the 2009 Plan. The 2014 draft Plan Update is a result of their efforts. He thanked the Committee members for all their work and feedback. He also thanked everyone for completing the Inventory and updating their agency profile.

## **II. Review of the Draft 2014 Plan Update**

### **General Revisions Made to Plan**

Ginger Malak reported that she wished to “shake things up” by giving the 2014 Plan Update a new look and more stream lined. In the preparation of the Plan Update, the following are the thoughts behind the general changes:

- Keep the Plan Update current
- Remove the commentary that was in the 2009 Plan
- Keep the narrative on the individual agencies in Chapter 5 Inventory of Services and Resources to a minimum focusing on transportation

Ms. Malak stated that all narrative submitted by agencies was appreciated and that while it may have been edited, for the most part the narratives are included in the Plan Update, but perhaps in several different Chapters. There are other narratives, such as the history of agencies/transit systems, that are not included in the Plan Update but can be found on the Regional Transit webpage (soon to be live on Southern Tier West website). She added that she will point out other changes as the group reviews the updated Plan. She emphasized that the Plan Update should represent the thoughts and ideas of the Coalition and if members find any inaccuracies please bring them to her attention.

### **Chapter 1 Introduction**

Ms. Malak reported that the Introduction has changed very little.

### **Chapter 2 Federal Programs**

Ms. Malak reported that this chapter has been revised to reflect the authorization of MAP-21 to replace SAFETEA-LU. Other Federal programs have been added to the narrative. At the suggestion of Dan Piccioli, a section on the NYS Department of Health’s Medicaid Redesign has been included.

Mr. Bishop reported that he had talked with Tom Vaughn from NYS DOT and was told that the solicitation for funding for Section 5310 vehicles has not been announced yet. Therefore, the County has a little more time to submit the Plan. The new suggested dates for getting the Plan adopted by the County Legislature are as follows:

Tuesday, March 25	Deadline for prefile of resolution
Wednesday, April 2	Review by Development and Ag Committee
Wednesday, April 9	Approval by County Legislature

Laura Elliott-Engel stated that under the Federal 1115 waiver, the Medicaid Redesign may be waived for high need users of transportation. This was further discussed.

A discussion followed regarding the State’s Medicaid Redesign including:

- Discussion continues at State on the delivery of service and a contract for Mobility Management has not been awarded for the WNY Region
- How the Redesign will affect the Southern Tier West region and other rural areas



- Only two agencies have been awarded the contracts in the State thus far.
- Cathy Young has introduced legislation in the State budget regarding this. Mari Howard helped write it.
- Southern Tier West hosted a meeting of the State Representatives (Young, Giglio, Goodell) and the STW Mobility Management Committee in Salamanca. Southern Tier West also arranged for a meeting with NYS Department of Health and the STW Committee in Albany.

### **Chapter 3 Plan Development Overview**

Ms. Malak reported that the title has changed for this chapter and that a section on the Administrative Team has been added, as well as updating of members. Other than that this chapter has remained the same.

Mary George inquired as to Public Participation. Mr. Bishop responded that the Plan Update will be on the County's website. An on-going survey for the public will be prepared and provided to the media and placed on the County's website. It was suggested that a survey for the ridership of OATS should also be available. Ms. George stated that she could accommodate that request.

### **Chapter 4 Demographics**

Mr. Bishop stated that for the Update, he was able to use the 2010 Census and the 2012 Estimates to revise the demographic data. Maps to be included in the Plan Update were passed around for review.

### **Chapter 5 Inventory of Services and Resources**

Ms. Malak reported that as she was reviewing this chapter in the 2009 Plan the titles of the different organizations did not make sense to her. She expressed the need to identify those agencies that provide transportation services through their own vehicles vs. those agencies that use other entities to provide the service for their clients. She emphasized that this is the way she views these organizations, but if it is incorrect please speak up. The information submitted by each agency was used to update this chapter.

Further discussion followed with members suggesting several changes to the chapter.

### **Chapter 6 Accomplishments**

Ms. Malak reported that the Administrative Team felt strongly that the Plan Update needed to include a chapter of the Accomplishments that have been made since the 2009 Plan was prepared. These accomplishments were presented to the Coalition at the first meeting.

Further discussion followed with members suggesting several changes to the chapter. Tom Donnarumma stated that the Plan is the best defense for the success of the system/process. It shows that it works – why fix what isn't broken.

## **Chapter 7 Needs-Gap Analysis**

Mr. Bishop reported that the Steering Committee reviewed the Needs-Gaps Analysis from the 2009 Plan and as a result: a few were deleted, added, or moved to the accomplishments.

In regard to the Existing Service Area Coverage, Mr. Donnarumma inquired as to the service gap in the Gowanda area. He reported that the Seneca Transit System goes to Gowanda.

Mr. Bishop explained that Healthy Community Alliance had reported that Love Inc. no longer had a van to serve the Gowanda area, leaving a service void. Ms. Elliot-Engel reaffirmed that there is a need for transportation in Gowanda which will grow in the near future. She explained that Total Senior Care and her agency are planning to move into the Healthy Community Alliance building located in the old school building in Gowanda.

## **Chapter 8 Coordinated Solutions and Strategies to Meet Unmet Needs**

Ms. Malak explained that in the 2009 Plan, there was a chapter on Coordination of Transportation Services and Resources, a chapter on Strategies for Development, and a chapter on Action Plan. She has combined those chapters for the 2014 Update and gave it a new title. Also, some of the discussion in the Coordination chapter went into the Accomplishments.

Mr. Bishop asked members if there might be additional projects that should be listed in 8.4. He stated that one project that had been discussed is park and ride locations throughout the County, such as on Route 16, Seneca Allegany Casino, and the County Building in Olean. Ms. Malak stated that several locations were included in the WNY Regional Sustainability Plan.

Further discussion followed with members suggesting several changes to the chapter.

## **Chapter 9 Expected Benefits**

Mr. Donnarumma stated that the existing Coordinated Public Transit-Human Services Transportation Plan has already yielded many accomplishments that benefit the County and Region.

Further discussion followed with members suggesting several changes to the chapter.

## **III. Adjournment**

The meeting was adjourned at 11:30 am.

**Appendix B-1**  
**Transportation Providers**  
**That Are**  
**Open To Coordination**

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**Public Bus Routes**

Coach USA - East-West Schedule

Coach USA - North-South Schedule

Coach USA Shortline Schedule

Fullington Trailways Schedule

OATS - City of Olean

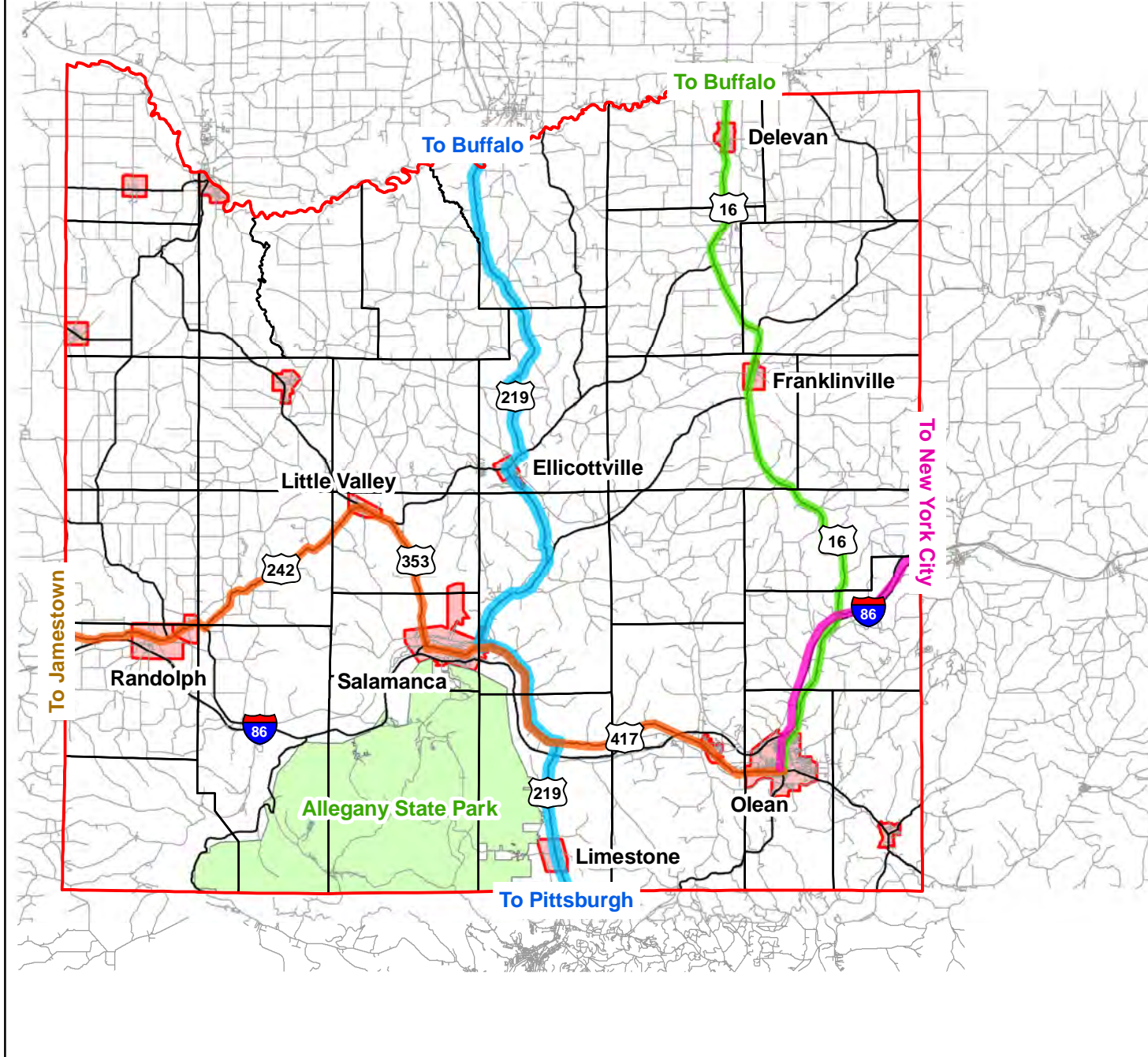
OATS Morning and Afternoon  
Cuba-Olean-Salamanca  
Cuba  
Olean  
Salamanca

OATS Night  
Olean-Salamanca  
Salamanca

OATS Late Night  
St. Bona to Allegany

Seneca Transit System

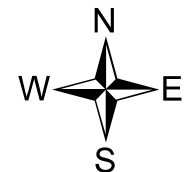
# Public Bus Routes Through Cattaraugus County



## 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												
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, 4<sup>th</sup> 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 1-800-352-0979 (evenings & weekends)



From OLEAN • ELMIRA • ITHACA • BINGAHAMTON To NEW YORK

Schedule Number	110/4	100	12	102	112	106/104	2	130/108	6	131	116	114	124/118	122					
FOLDER No. B <b>2510B</b>																			
FREQUENCY	Daily	Daily	Daily	Daily	Daily	Daily	Daily	Daily	Daily	Fri/Su	Daily	Daily	Daily	Daily					
Jamestown, NY	lv							645a											
Falconer, NY	lv							652a											
Salamanca, NY	lv							745a											
Olean, NY	ar							820a											
OLEAN, NY	HTL lv							945a											
Belvidere (Jct. Interstate 86 & NYS Rt. 19)	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	lv					D		D					D						
BINGHAMTON, NY	HTL ar					1050a		150p					550p						
UTICA, NY	CVB ar							1100a						505p					
Utica College, Utica, NY	ar							1108a						513p					
Clinton, NY	ar							1126a						531p					
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					
Chenango Forks, NY	ar							135p						740p					
BINGHAMTON, NY	CVB ar							150p						755p					
BUFFALO, NY	GL lv				240a		600a	900a					1130a	100p					
ROCHESTER, NY	lv				440a		745a	115p					115p	240p					
Syracuse, NY	lv				615a			1030a					315p	425p					
Cortland, NY	lv												350p						
Geneva, NY	ar					835a		1130a											
Binghamton, NY	GL ar				735a	1055a		150p			220p		430p	615p					
CORNELL UNIVERSITY, NY	CVB																		
North Campus CC Lot	lv	110a	415a		640a		905a	1205p			215p		410p	605p					
West Campus Baker's Flaggpole	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		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	Bing'ton NYC Comm. Special	↓		↓	816a	↓			Friday Sunday Non-Stop Express	406p			D					
Hancock, NY	lv					834a					424p			D					
Roscoe, NY	lv					900a					450p			D					
Livingston Manor, NY	ar					909a					459p								
Parksville, NY	ar					920a					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			555p	550p	755p	955p					
MONTICELLO, NY	lv	500a	800a	→ 810a	1030a	← 1000a	100p	400p	→ 410p				800p	1000p					
Middletown, NY	ar	↓	↓	845a	1110a			145p			640p								
Newburgh, NY	ar			953a	1228p			243p			733p								
Poughkeepsie, NY	ar			1106a															
RIDGEWOOD, NY (Rt. 17 South)	lv				D1148a		D 215p				D 715p		D 915p	1123p					
(Park & Ride Terminal)																			
NEW YORK, NY (PABT) (41st. St. & 8th Ave.)	HTL ar	650a	950a		1220p		250p	555p		545p	750p		950p	1159p					
Woodbury Common, NY	lv			925a			218p		525p										
NANUET, NY (Thwy. Exit 14, Park & Ride)				1000a			248p		600p										
WHITE PLAINS				1025a			314p		625p										
Queens Village				1110a			415p		710p										
HEMPSTEAD, NY (Grey. Term., Jackson St.)		D 755a		D1135a			D 445p		D 735p										
Mineola (Carle Place) (130 E. Jericho Tpke.)		D 805a		D1145a			D 500p		D 745p										
Melville (Huntington) (Exit 49)		D 820a		D1202p			D 517p		D 802p										
Islip (LIE Exit 55)		D 831a		D1213p			D 528p		D 813p										
Lake Ronkonkoma (Exit 60)		D 840a		D1222p			D 540p		D 822p										
PATCHOUGUE, NY (L.I.) (Sunrise Highway	ar	852a		1234p			600p		834p										
Waldbaums Shopping Center)																			

From ALBANY To BINGHAMTON

Folder No. <b>2511</b>		ADT	HTL
Frequency		Daily	Daily
BOSTON, MA	lv	710a	1205p
Albany, NY	ar	1045a	350p
Albany, NY	lv	1045a	430p
SUNY Albany, NY		----	450p
Schenectady, NY		1115a	510p
SUNY Cobleskill, NY		1200p	605p
Oneonta, NY		1240p	645p
BINGHAMTON, NY	ar	135p	750p
Binghamton, NY	lv	210p	805p
Monticello, NY	ar	355p	955p
Ithaca, NY (bus terminal)*	ar	310p	940p
Utica, NY	ar	500p	----
OLEAN, NY	ar	610p	----

\*Makes Cornell stops before terminal

From BINGHAMTON To ALBANY

Folder No. <b>2511</b>		HTL	ADT
Frequency		Daily	Daily
Olean, NY	lv	----	945a
Utica, NY	lv	----	1100a
Middletown, NY	lv	----	1113a
Monticello, NY	lv	----	1210p
ITHACA, NY (bus terminal)*	lv	840a	1240p
BINGHAMTON, NY (terminal)	ar	950a	150p
Binghamton, NY (terminal)	lv	1000a	300p
Oneonta, NY		1110a	402p
SUNY Cobleskill, NY		1155a	440p
Schenectady, NY		1240p	532p
SUNY Albany, NY		D 105p	D 544p
Albany, NY	ar	115p	610p
Albany, NY	lv	130p	810p
BOSTON, MA	ar	520p	1215a

\*Makes Cornell stops before terminal

SCHEDULE NOTES

- \* 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

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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

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 percent (10%) 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.

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).

Non-Discrimination Policy

Hudson Transit Lines, Inc. is committed to ensuring that no-person is excluded from, or denied the benefits of our services on the basis of race, color, or national origin as protected by Title VI of the Civil Rights Act of 1964, as amended. Any person who believes that they have, individually, or as a member of any specific class of persons, been subjected to discrimination on the basis of race, color or national origin, may file a complaint in writing to Hudson Transit Lines, Inc. To file a complaint, or for more information on Hudson Transit Lines, Inc.'s obligations under Title VI write to: 4 Leisure Lane, Mahwah, NJ 07430 or visit [www.shortlinebus.com](http://www.shortlinebus.com).

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all from the comfort of your seat!

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**From NEW YORK To BINGHAMTON • ITHACA • ELMIRA • OLEAN**

Schedule Number (FOLDER No. B 2510B)		101	105	1	103/131	107	3	111/117	113	109	115	7	119		5	123	9	125		
Frequency		Daily	Daily	Daily	Daily	Daily	Daily	Daily	Daily	Daily	Daily	Daily	Daily	Daily	Daily	Daily	Daily	Daily		
PATCHOUGUE, NY (L.I.) Sunrise Hwy Waldbaums Lake Ronkonkoma (Exit 60) Islip (LIE Exit 55) Melville (Huntington) (Exit 49) Mineola (Carle Place) (130 E. Jericho Tpke.) HEMPSTEAD, NY (Grey. Term., Jackson St.) Queens Village WHITE PLAINS NANUET, NY (Thwy. Exit 14, Park & Ride) Woodbury Common, NY	lv lv lv lv lv lv lv lv lv			719a 731a 740a 751a 808a 818a 843a 940a 1005a 1040a			1140a 1153a 1201p 1214p 1234p 1249p 119p 204p 225p 255p					300p 315p 325p 340p 405p 420p 450p 546p 616p 646p			630p 642p 651p 702p 714p 729p 754p 831p		853p 905p 914p 925p 942p 1022p 1107p			
NEW YORK, NY (PABT) (41st & 8th)	HTL lv	800a			1015a	1230p		230p	430p		430p		630p			830p		1100p		
RIDGEWOOD, NY (Rt. 17 N. Park & Ride) <i>Poughkeepsie, NY</i> <i>Newburgh, NY</i> Woodbury Common, NY Middletown, NY	lv lv lv lv lv	825a		↓ 1012a	1040a	1255p		255p	455p		455p	532p 617p	655p			855p		1125p		
MONTICELLO, NY MONTICELLO, NY	ar lv	950a 955a	↓ 1020a	1145a 1210p	1205p →1210p	220p 225p	405p 425p	420p →425p	620p 625p	→630p	Friday Sunday Non-Stop Express	731p 806p 825p	820p 825p		D D	D D	D D	D D		
Monticello Gaming and Raceway Liberty, NY (Jct. Rt. 17 & 52) LIBERTY, NY (Village)	lv lv lv		1026a 1045a 1050a													1020p	→1035p	1237a	→1250a	
Parksville, NY Livingston Manor, NY Roscoe, NY Hancock, NY Deposit, NY	lv lv lv lv lv		1100a 1111a 1120a 1148a 1206p																110a ↓ D	
BINGHAMTON, NY BINGHAMTON, NY	HTL ar CVB lv	1135a 1145a	1240p		150p 205p	405p 415p		605p 615p	805p 815p	900p	755p		1005p 1015p			1205a 1215a		240a 245a		
Whitney Point, NY Owego, NY	lv lv	1205p			237p	435p		637p	835p				1035p			1235a		305a		
ITHACA, NY (Bus Term.)	ar	1250p			315p	525p		725p	* 940p				*1140p			* 140a		* 415a		
CORNELL, UNIV., NY – Theatre Arts Ctr. West Campus Baker's Flagpole North Campus CC Lot	ar ar CVB ar	1255p 100p 105p			320p 325p 330p	503p 535p 540p		730p 735p 740p	935p 930p 925p				1135p 1130p 1125p			135a 130a 125a		410a 405a 400a		
Binghamton, NY Geneva, NY Cortland, NY (40 Grant St.) SYRACUSE, NY T (7140) (170-174) ROCHESTER, NY BUFFALO, NY	GL lv ar ar ar GL ar	115p 240p ↓ 435p 615p			310p 400p 440p 655p 850p	515p ↓ 630p 945p 1120p								1115p ↓ 1230a 400a						
BINGHAMTON, NY Chenango Forks, NY Greene, NY Oxford, NY Norwick, NY Sherburne, NY Hamilton, NY (Colgate University) Morrisville, NY Clinton, NY Utica College, Utica, NY UTICA, NY	CVB lv ar ar ar ar ar ar ar ar ar CVB ar				210p 225p 240p 300p 310p 330p 355p 405p 437p D 500p			615p 630p 645p 705p 715p 735p 800p 810p 842p D 905p												
BINGHAMTON, NY Owego, NY Waverly, NY ELMIRA, NY	HTC lv lv lv ar				210p 245p 305p 325p			615p 650p 710p 730p					1015p 1050p 1110p 1130p							
ELMIRA, NY Corning, NY Bath, NY Hornell, NY Almond, NY Alfred Station, NY Alfred, NY Belmont, NY Belvidere (Jct. Interstate 86 & NYS Rt. 19) OLEAN, NY	lv lv ar ar ar ar ar ar ar HTC ar				325p			730p					1130p							
Olean, NY Salamanca, NY Falconer, NY Jamestown, NY	lv ar ar ar				635p 710p 800p 810p															

\* Serves Cornell Campus first    *Italic type denotes connecting service.*

2510A-0322dh

**TERMINALS & TICKET AGENTS**

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

BELMONT, NY: Crosby Mini Mart, 48 Willets Ave. (NYS Rt. 19), 800-631-8405, ext. 3

BINGHAMTON, NY: Short Line Terminal, 607-722-7553

BUFFALO, NY: Trailways Terminal, 181 Ellicott St., 716-852-1750

COLGATE UNIVERSITY: Student Travel Center, 315-228-6847

CORNING, NY: Soul Full Cup of Coffee, 81 West Market St., 607-936-9030

Pickup and discharge on Chestnut St. and Dennison Parkway

DEPOSIT, NY: Wheelers Collision, 32 Oak St., call Binghamton for info

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

HAMILTON, NY: Colgate Book Store, 3 Utica St. (NYS Rt. 12B), 800-631-8405, ext. 3

HANCOCK, NY: JN Mason Insurance, 65 W. Front Street, 607-722-7553

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., NO TICKETS – information only, 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

Pickup & Discharge at Park & Ride located off Exit 49 on north side on LIE service road

MIDDLETOWN, NY: Short Line Terminal 14 Railroad Ave., 845-343-3903

MINEOLA: Stop 24 124 E. Jericho Tpke, 800-631-8405, ext. 3

MONTICELLO, 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: G&G Sweet Shoppe, 326 W. Rt. 59, 800-631-8405, ext. 3, Bus Pickup/Discharge at Park & Ride Lot on Rt. 59 opposite entrance to I-87 N (Thruway, Forman Dr)

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 Limosine Service, 301 Union St. (closed Sundays), 800-631-8405, ext. 3

ONEONTA, NY: Bus Terminal, 7 Market St., 607-432-2661

OWEGO, NY: Smoke Shop, 70 N. Ave., 607-687-3483

POUGHKEEPSIE, NY: Milt's Cigar & Variety, 270 Main Mall, 845-471-6276

PATCHOGUE, NY: Purchase cash fare from driver to Islip; make final purchase in Islip. Bus stops in front of RDM Stationery in the Waldbaums Plaza.

QUEENS VILLAGE, LI: JD Foods, 219-17 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, 223 State St., 518-346-6113

SHERBURNE, NY: Big M Supermarket, 607-674-4180

SUFFERN, NY: Multiservices, 90 Orange Ave., 845-369-7003

UTICA, NY: Utica College, Student Activities Office, Strebel Student Center, 1600 Burrstone Rd., 315-792-3037

WAVERLY, NY: Terminal Barber Shop, 239 Broad St., 607-565-2878

WHITE PLAINS, NY: White Plains Bus Center, 11 Ferris Ave., 914-428-0854

WOODBURY COMMON, NY: Bus stop near Clock Tower.

Tickets at information Center, 800-631-8405, ext. 3

# BINGHAMTON ITHACA

## NEW YORK CITY



***Serving:***

- **Ridgewood**
- **Middletown**
- **Monticello**
- **Liberty**
- **Alfred**
- **Rochester**
- **Elmira**
- **Utica**
- **Olean**
- **Long Island**
- **Albany**



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**EFFECTIVE JANUARY 2013**

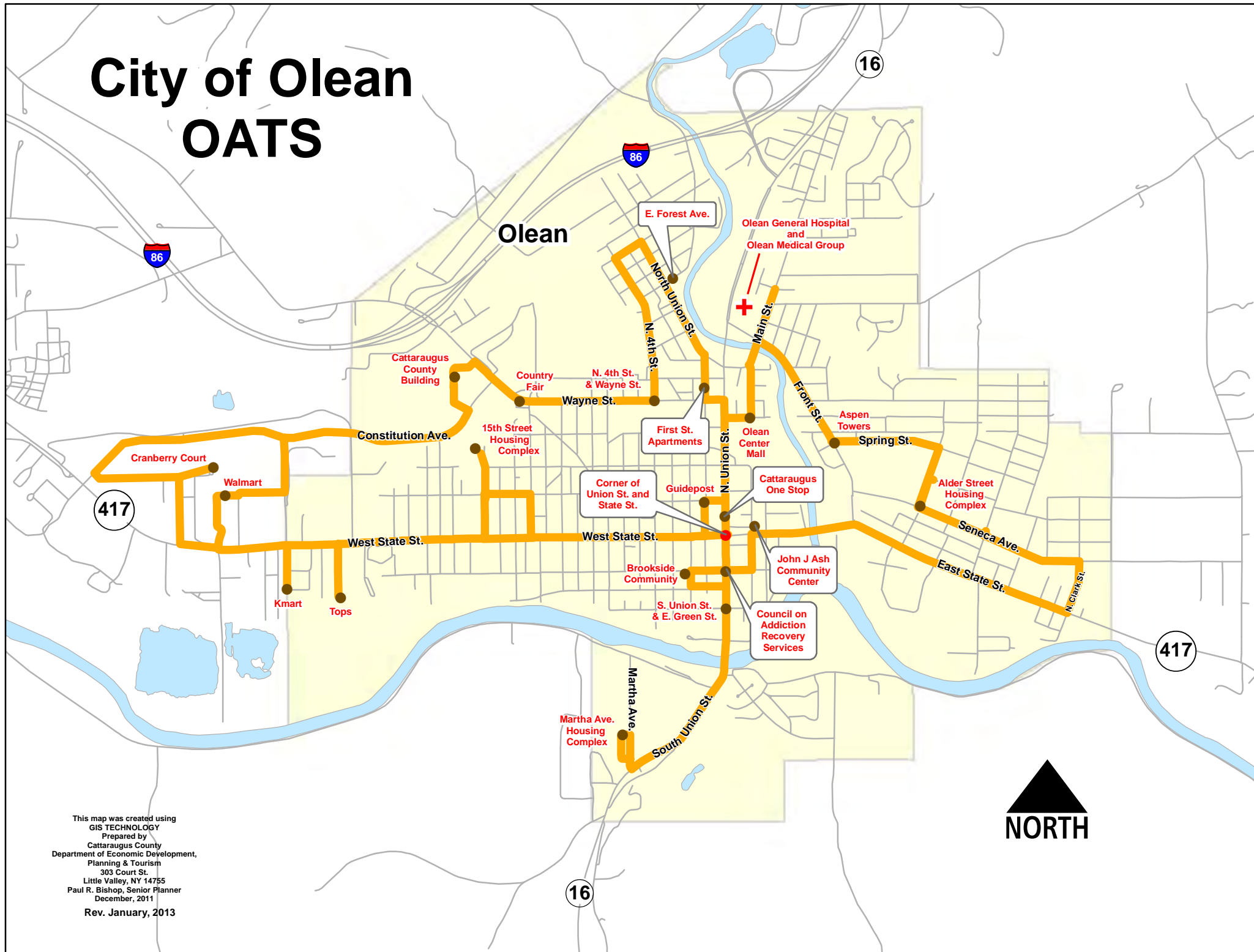
<b>BUFFALO—DUBOIS—PITTSBURGH</b> (Daily)		
Buffalo, NY		2:00 p.m.
Springville	flag stop	2:35 p.m.
Ellicottville	flag stop	3:00 p.m.
Salamanca	flag stop	3:20 p.m.
Seneca Allegany Casino		3:30 p.m.
Olean		4:00 p.m.
Bradford		4:30 p.m.
Lantz Corners	flag stop	4:55 p.m.
Kane	flag stop	5:05 p.m.
Wilcox	flag stop	5:20 p.m.
Johnsonburg	flag stop	5:30 p.m.
St Marys	flag stop	5:40 p.m.
DuBois, PA	arrive	6:25 p.m.
DuBois, PA	leave	6:40 p.m.
Sykesville	flag stop	6:50 p.m.
Big Run	flag stop	7:00 p.m.
Punxsutawney	flag stop	7:10 p.m.
Indiana		7:50 p.m.
Blairsville	flag stop	8:05 p.m.
Delmont	flag stop	8:20 p.m.
Monroeville	flag stop	8:35 p.m.
Pittsburgh, PA		9:10 p.m.

Fullington Trailways  
November, 2013

<b>PITTSBURGH—DUBOIS—BUFFALO</b> (Daily)		
Pittsburgh, PA		5:05 a.m.
Monroeville	flag stop	5:20 a.m.
Delmont	flag stop	5:30 a.m.
Blairsville	flag stop	5:50 a.m.
Indiana		6:15 a.m.
Punxsutawney	flag stop	6:55 a.m.
Big Run	flag stop	7:05 a.m.
Sykesville	flag stop	7:15 a.m.
DuBois, PA	arrive	7:35 a.m.
DuBois, PA	leave	8:05 a.m.
St Marys	flag stop	8:50 a.m.
Johnsonburg	flag stop	9:00 a.m.
Wilcox	flag stop	9:10 a.m.
Kane	flag stop	9:25 a.m.
Lantz Corners	flag stop	9:35 a.m.
Bradford		10:05 a.m.
Olean		10:35 a.m.
Seneca Allegany Casino		11:05 a.m.
Salamanca	flag stop	11:15 a.m.
Ellicottville	flag stop	11:30 a.m.
Springville	flag stop	11:55 a.m.
Buffalo, NY		12:45 p.m.

Fullington Trailways  
November, 2013

# City of Olean OATS



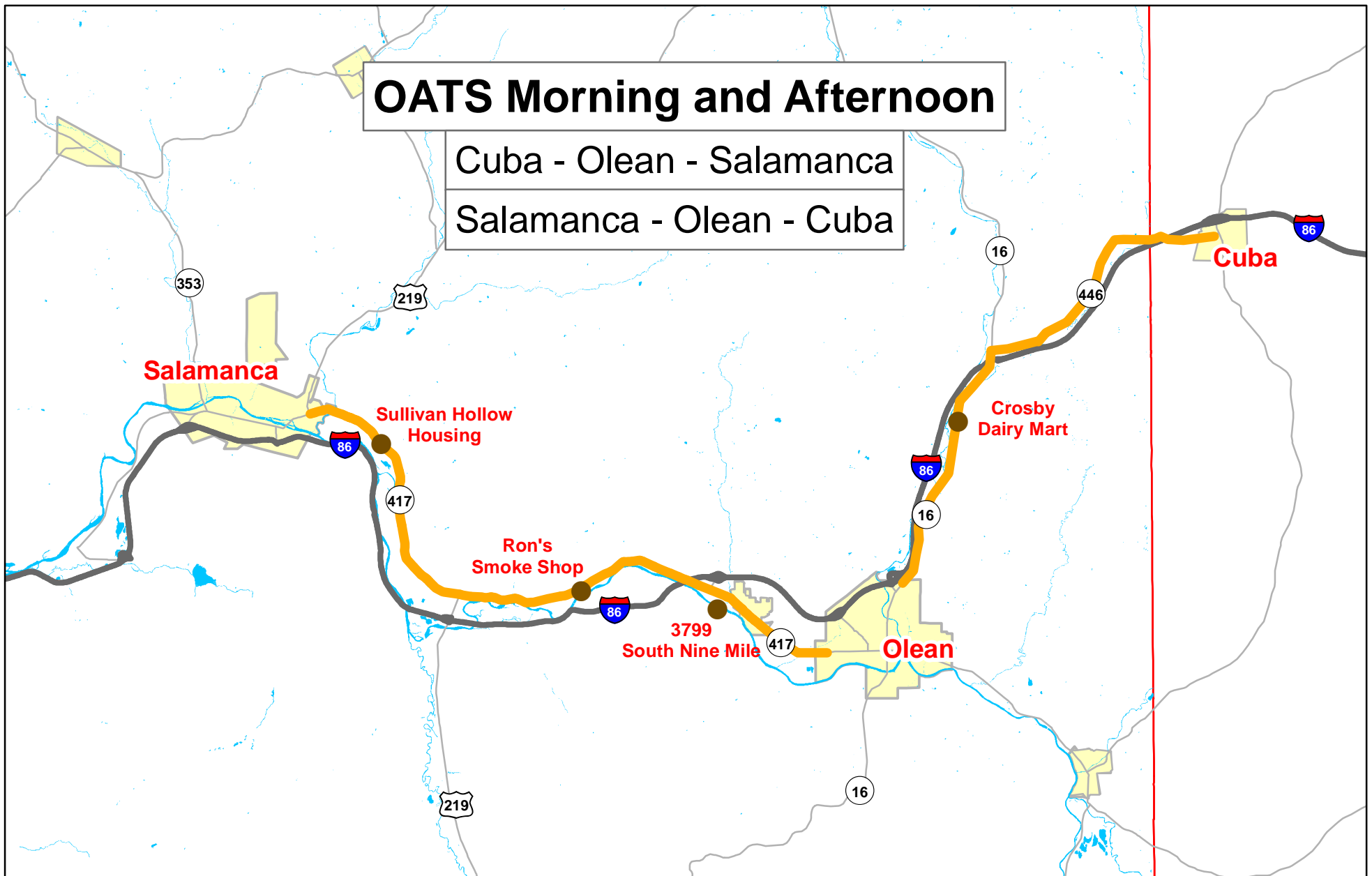
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Prepared by  
Cattaraugus County  
Department of Economic Development,  
Planning & Tourism  
303 Court St.  
Little Valley, NY 14755  
Paul R. Bishop, Senior Planner  
December, 2011  
Rev. January, 2013



# OATS Morning and Afternoon

Cuba - Olean - Salamanca

Salamanca - Olean - Cuba

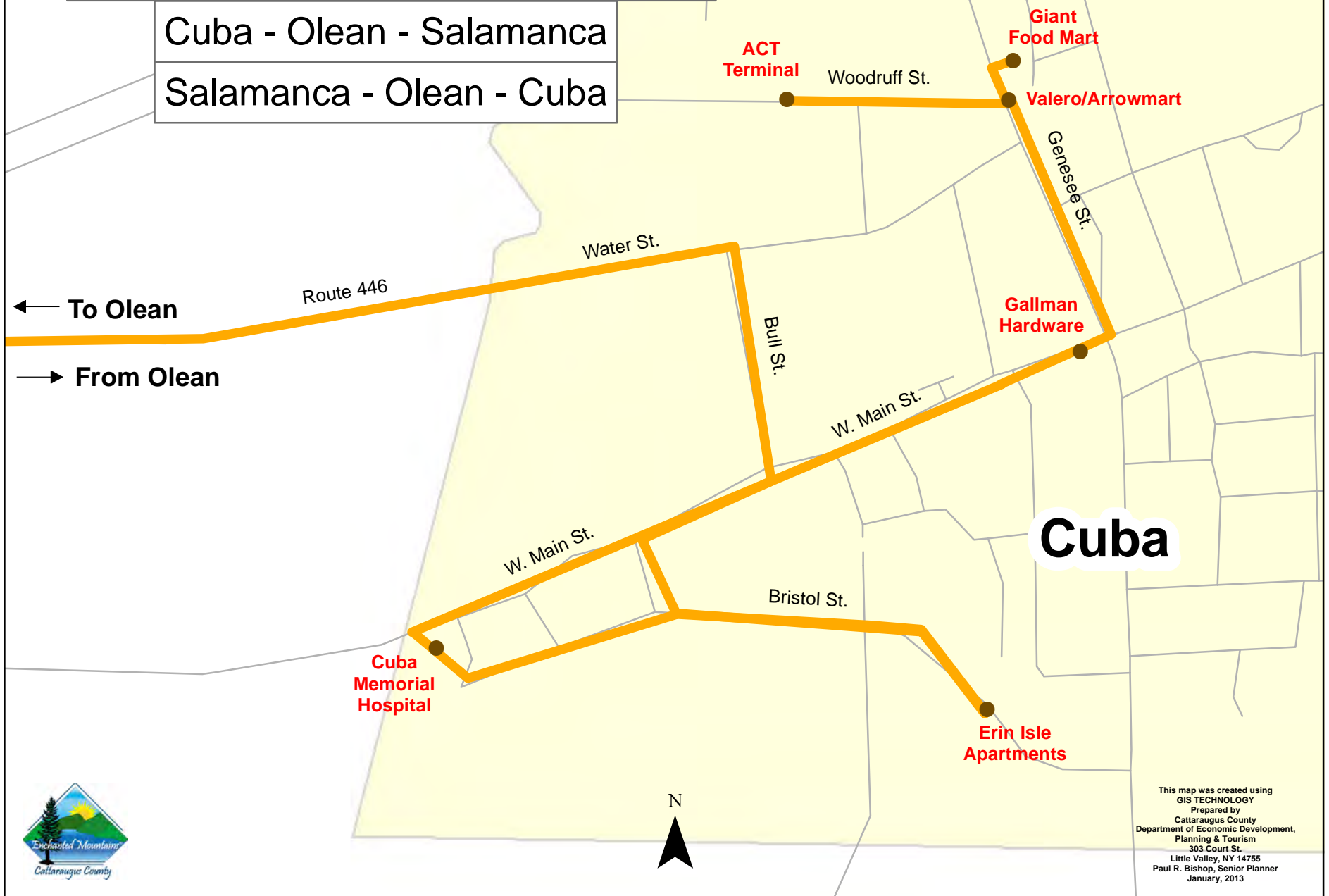


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Paul R. Bishop, Senior Planner  
January, 2013

# OATS Morning and Afternoon

Cuba - Olean - Salamanca

Salamanca - Olean - Cuba



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January, 2013

# OATS Morning and Afternoon

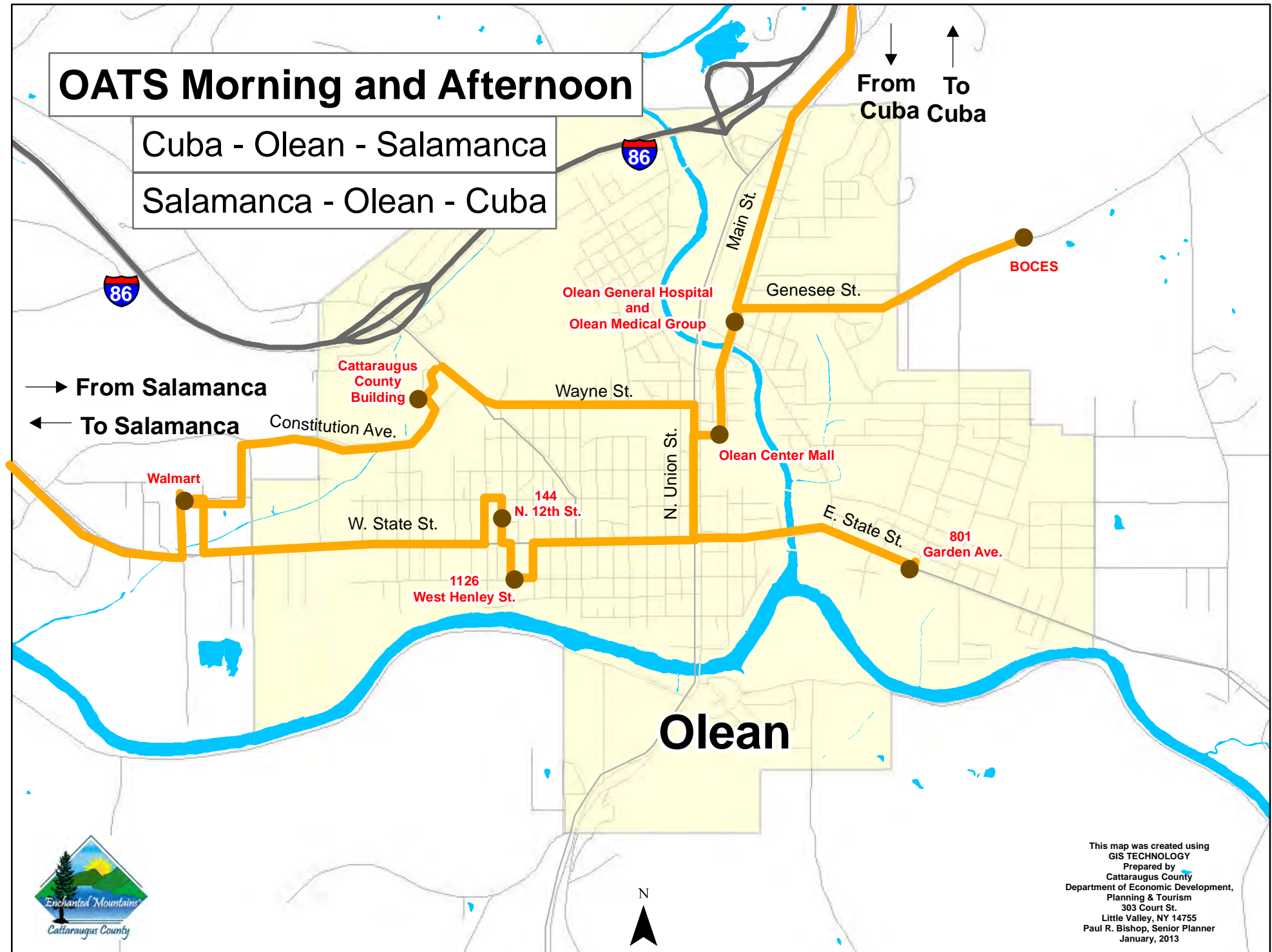
Cuba - Olean - Salamanca

Salamanca - Olean - Cuba

From Cuba  
To Cuba

→ From Salamanca

← To Salamanca



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January, 2013

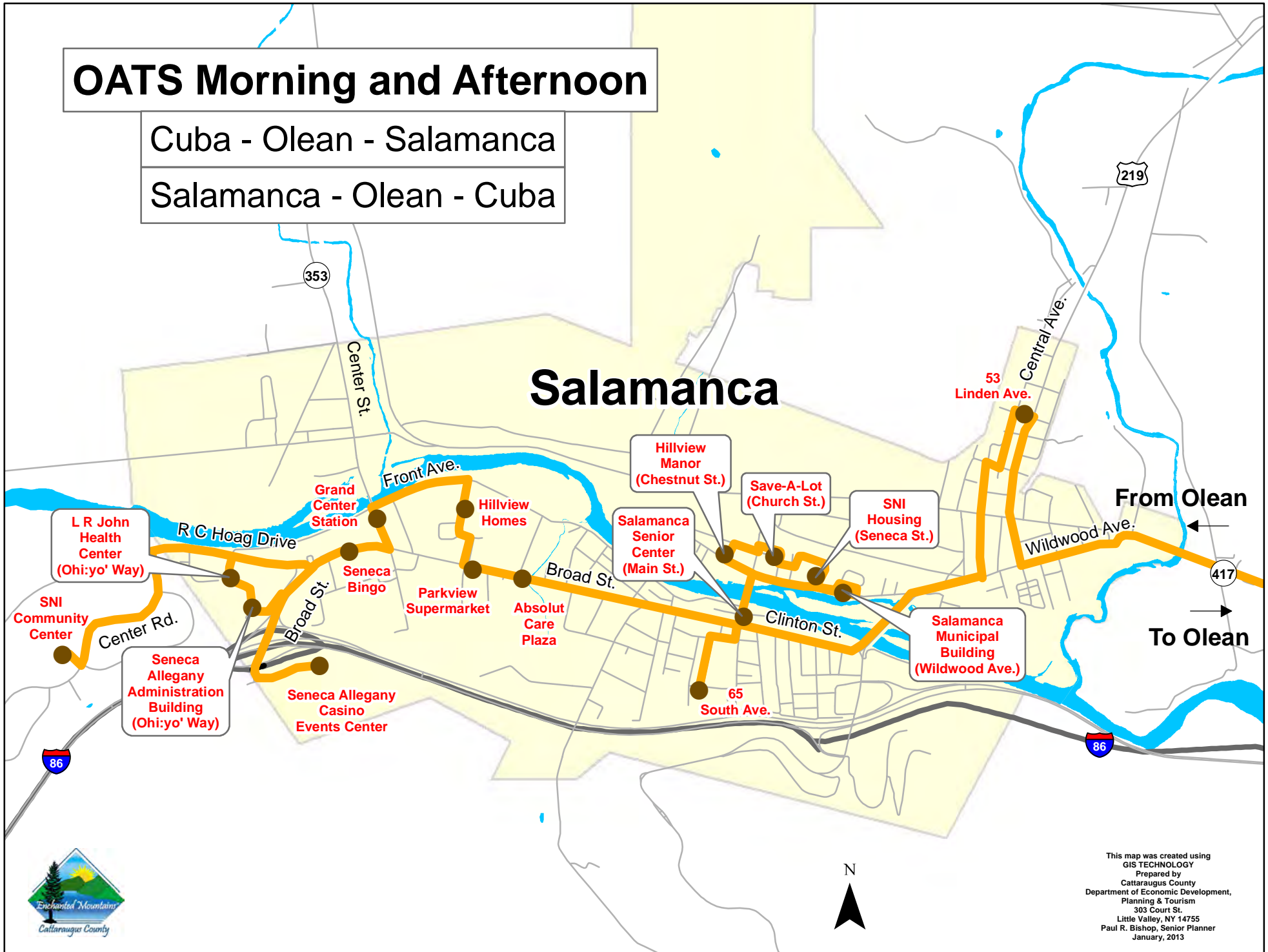


# OATS Morning and Afternoon

Cuba - Olean - Salamanca

Salamanca - Olean - Cuba

## Salamanca

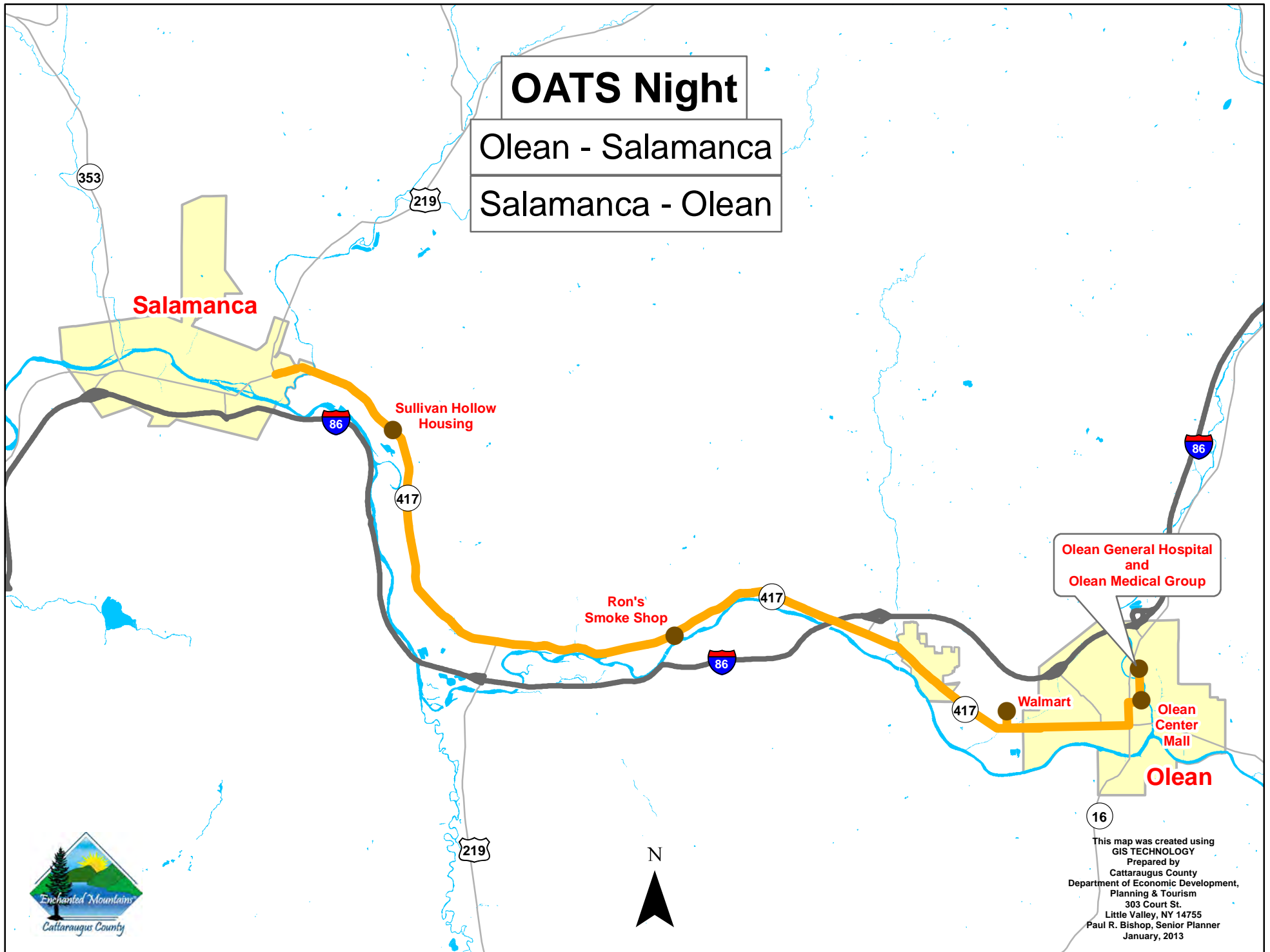


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January, 2013

# OATS Night

Olean - Salamanca

Salamanca - Olean



Olean General Hospital  
and  
Olean Medical Group

Olean  
Center  
Mall

16

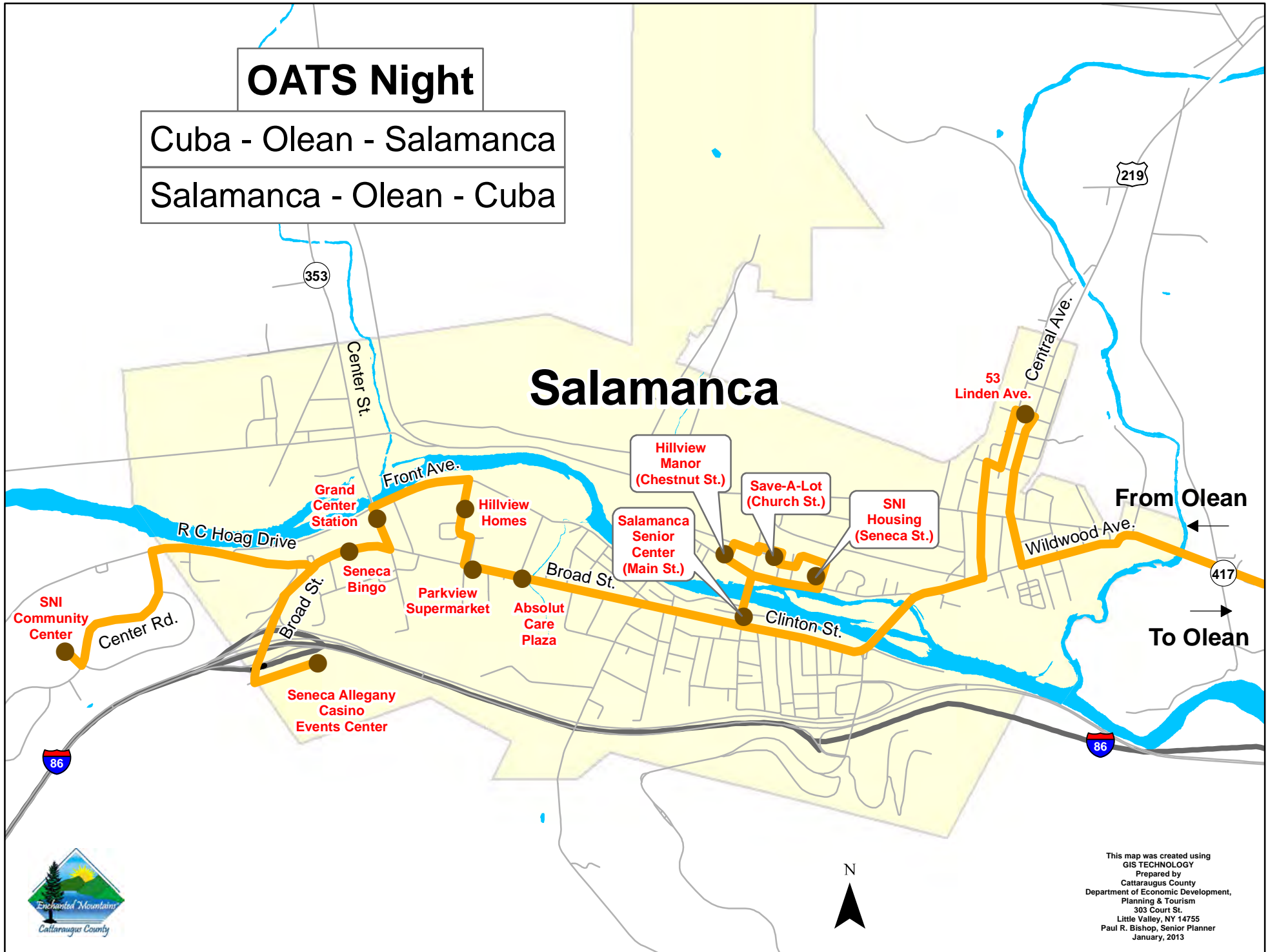
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January, 2013

# OATS Night

Cuba - Olean - Salamanca

Salamanca - Olean - Cuba

## Salamanca



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January, 2013



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Paul R. Bishop, Senior Planner  
January, 2012

**THE SENECA NATION OF INDIANS IS AN  
EQUAL OPPORTUNITY PROVIDER.**

**CIVIL RIGHTS STATEMENT**

The Seneca Nation of Indians is committed to providing non-discriminatory service to ensure that no person is excluded from participation in, or denied the benefits of, or be subjected to discrimination in the receipt of its services on the basis of race, color, or national origin as protected by Title VI of the Civil Rights Act of 1964 ("Title VI").

To request additional information about Title VI, or if you believe you have been subjected to discrimination and would like to submit a written complaint, please contact Cheryl Curry at the information provided.

**AMERICANS WITH DISABILITIES ACT  
PARATRANSIT POLICY:**

The Seneca Nation of Indians provides buses equipped with wheelchair lifts on its fixed routes, with route deviation by prior request, during its hours of operation Monday through Friday, 6:30 a.m. to 6:30 p.m.

Please call 716-945-1790, extension 3055, or 585-934-0834 to for additional information or to request route deviation service during regular working hours, 9:00 a.m. to 4:30 p.m., Monday through Friday, except holidays.



**HOURS OF OPERATION**

**MONDAY—FRIDAY  
6:30a to 7:00p**

**FARE STRUCTURE**

One Zone: \$1.00  
Both Zones: \$2.00  
Children under 12: FREE  
Route Deviation: Twice the Fare

**EXACT FARE REQUIRED**

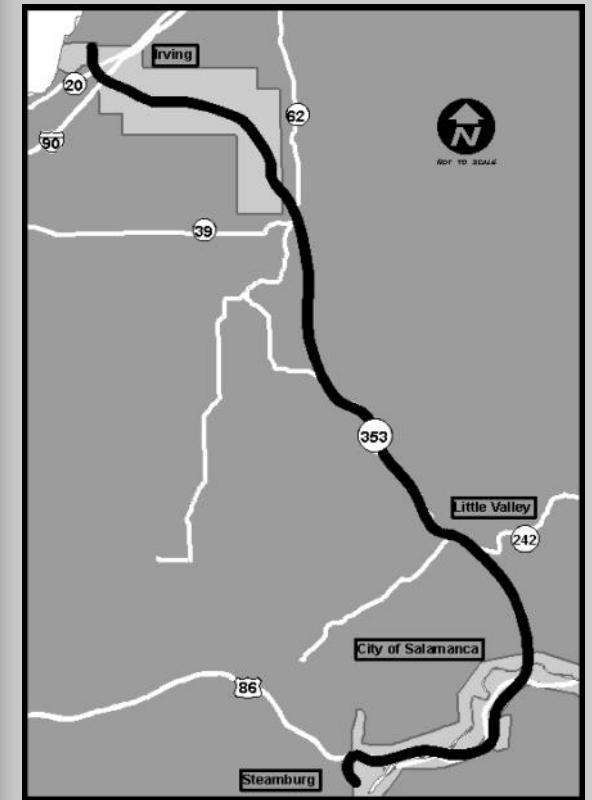
**THANK YOU**

We apologize for any inconvenience and work hard to provide the convenient, reliable service. If you have any additional questions or concerns please contact:

Seneca Transit Service  
SNI Community Planning & Development Dept.  
90 Oh:yo Way  
Salamanca, NY 14779  
Phone: 716-945-1790  
Email: STS@sni.org



**First Transit**



**CONTACT US**

**716-945-1790 ext. 3055**

**TDD 711**

**[www.sni.org/STS](http://www.sni.org/STS)**





# SENECA TRANSIT SYSTEM SCHEDULES

## MAIN LINE

Monday - Friday 6:30 am - 7:00 pm

FROM IRVING TO STEAMBURG																
ZONE 1									ZONE 2							
IRVING BINGO HALL	SENECA ONE STOP - IRVING	CATT. COMMUNITY CENTER	WILLIAM SENECA BUILDING	SNI LAUNDROMAT	WINI KETTLE BUILDING	CATT. HEALTH CENTER	OAK TREE COMPLEX	SHOP & SAVE - GOWANDA	CATT. COUNTY BUILDING	GRAND CENTER STATION	SALAMANCA BINGO HALL	ALLEGANY COMMUNITY CENTER	LRJ HEALTH CENTER	SENECA ALLEGANY ADMIN BUILDING	STEAMBURG COMMUNITY CENTER	TURTLE PIT CAFÉ & SMOKE SHOP
6:30a	6:32a	6:45a	6:47a	6:48a	6:49a	6:50a	6:51a	7:04a	7:37a	7:47a	7:50a	7:54a	7:58a	8:00a	8:17a	8:20a
9:00a	9:02a	9:15a	9:17a	9:18a	9:19a	9:20a	9:21a	9:34a	10:07a	10:17a	10:20a	10:24a	10:28a	10:30a	10:47a	10:50a
11:30a	11:32a	11:45a	11:47a	11:48a	11:49a	11:50a	11:51a	12:04p	12:37p	12:47p	12:50p	12:54p	12:58p	1:00p	1:17p	1:20p
3:00p	3:02p	3:15p	3:17p	3:18p	3:19p	3:20p	3:21p	3:34p	4:07p	4:17p	4:20p	4:24p	4:28p	4:30p	4:47p	4:50p
FROM STEAMBURG TO IRVING																
ZONE 2									ZONE 1							
TURTLE PIT CAFÉ & SMOKE SHOP	STEAMBURG COMMUNITY CENTER	SENECA ALLEGANY ADMIN BUILDING	LRJ HEALTH CENTER	ALLEGANY COMMUNITY CENTER	SALAMANCA BINGO HALL*	GRAND CENTER STATION	CATT. COUNTY BUILDING	SHOP & SAVE GOWANDA	OAK TREE COMPLEX	CATT. HEALTH CENTER	WINI KETTLE BUILDING	SNI LAUNDROMAT	WILLIAM SENECA BUILDING	CATT. COMMUNITY CENTER	SENECA ONE STOP - IRVING	IRVING BINGO HALL
8:35a	8:38a	8:57a	8:59a	9:03a	9:07a	9:09a	9:19a	9:52a	10:05a	10:06a	10:07a	10:08a	10:09a	10:11a	10:24a	10:26a
11:05a	11:08a	11:27a	11:29a	11:33a	11:37a	11:39a	11:49a	12:22p	12:35p	12:36p	12:37p	12:38p	12:39p	12:41p	12:54p	12:56p
1:35p	1:38p	1:57p	1:59p	2:03p	2:07p	2:09p	2:19p	2:52p	3:05p	3:06p	3:07p	3:08p	3:09p	3:11p	3:24p	3:26p
5:05p	5:08p	5:27p	5:29p	5:33p	5:37p	5:39p	5:49p	6:22p	6:35p	6:36p	6:37p	6:38p	6:39p	6:41p	6:54p	6:56p

\* Seneca Allegany Casino offers free shuttle service every 15 minutes from Seneca Gaming and Entertainment in Salamanca.

### HELPFUL INFORMATION FOR RIDING STS

- ⇒ Try to be a few minutes early to your pick up destination; especially in bad weather.
- ⇒ Stops are curbside in front of your stop location. If that is not an option, please wave to the driver, they are trained to look for passengers.
- ⇒ Please have exact fare available. \$1.00 regular fare within zone, \$2.00 to connect through zones.
- ⇒ Children under 12 must be accompanied by an adult 18+
- ⇒ All busses are wheelchair accessible. Personal care attendants ride free with disabled passengers.
- ⇒ If you would like to ride STS and are at a location which is not on the normal bus route, contact the call center at 716-945-1790 ext. 3055 to schedule a route deviation. STS will deviate from the scheduled route up to ¾ of a mile for those who cannot get to the stop. The fare for the deviation is two times the regular fare.
- ⇒ Sorry, no pets are allowed on bus. Only registered service animals are permitted.
- ⇒ The service does not run on the following Holidays: Labor Day-9/3/13  
Thanksgiving Day-11/28/13, Christmas Day-12/25/13, New Year's Day-01/01/14,  
Memorial Day-05/27/14, Independence Day-07/04/14

### STS CONNECTIONS

- ⇒ Olean Area Transit System (OATS) #002 at Grand Center Station, Salamanca Bingo Hall, Allegany Community Center, LRJ Health Center, and Salamanca Administration Building
- ⇒ OATS #003 at Salamanca Bingo Hall and Grand Center Station
- ⇒ NFTA Lotus Bay #76S at Irving Bingo Hall



<http://www.cityofolean.org/CommDev/OATS/index.html>



<http://metro.nfta.com/Routes/Routes.aspx>

## **Appendix B-2**

### **Transportation Providers With Coordination Potential**

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#### **The ReHAbilitation Center / First Transit Routes**

- Overall Network
- Delevan (R-DELEVAN)
- Ellicottville (R-ELLCOTTVILLE)
- Fall Rd. (R-FALLRD)
- Five Mile (R-FIVEMILE)
- Franklinville (R-FRANKLINVILLE)
- Olean 1 (R-OLEAN1)
- Olean 2 (R-OLEAN2)
- Olean 3 (R-OLEAN3)
- Olean 4 (R-OLEAN4)
- Salamanca (R-SALAMANCA)\
- West (R-WEST)

#### **VMC - Cattaraugus County Department of Aging Routes:**

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

#### **VMC - The ReHAbilitation Center and Department of Community Services Foundations for Change:**

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

#### **Total Senior Care (PACE)**

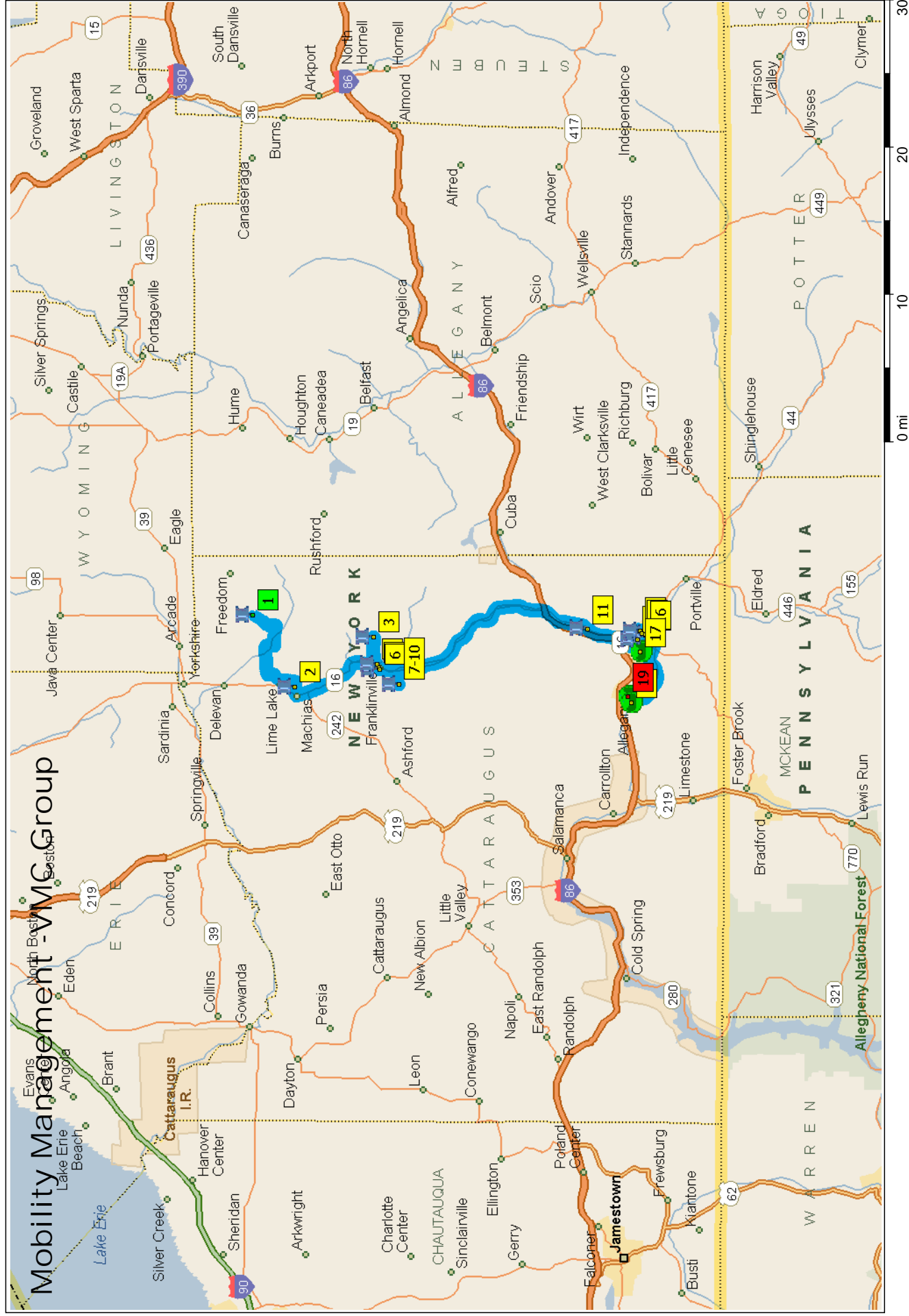
- Monday AM - Pickup (PACE 1)
- Monday PM - Drop Off (PACE 2)
- Tuesday AM - Pickup (PACE 3)
- Tuesday PM - Drop Off (PACE 4)
- Wednesday AM - Pickup (PACE 5)
- Wednesday PM - Drop Off (PACE 6)
- Thursday AM - Pickup (PACE 7)
- Thursday PM - Drop Off (PACE 8)
- Friday AM - Pickup (PACE 9)
- Friday PM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

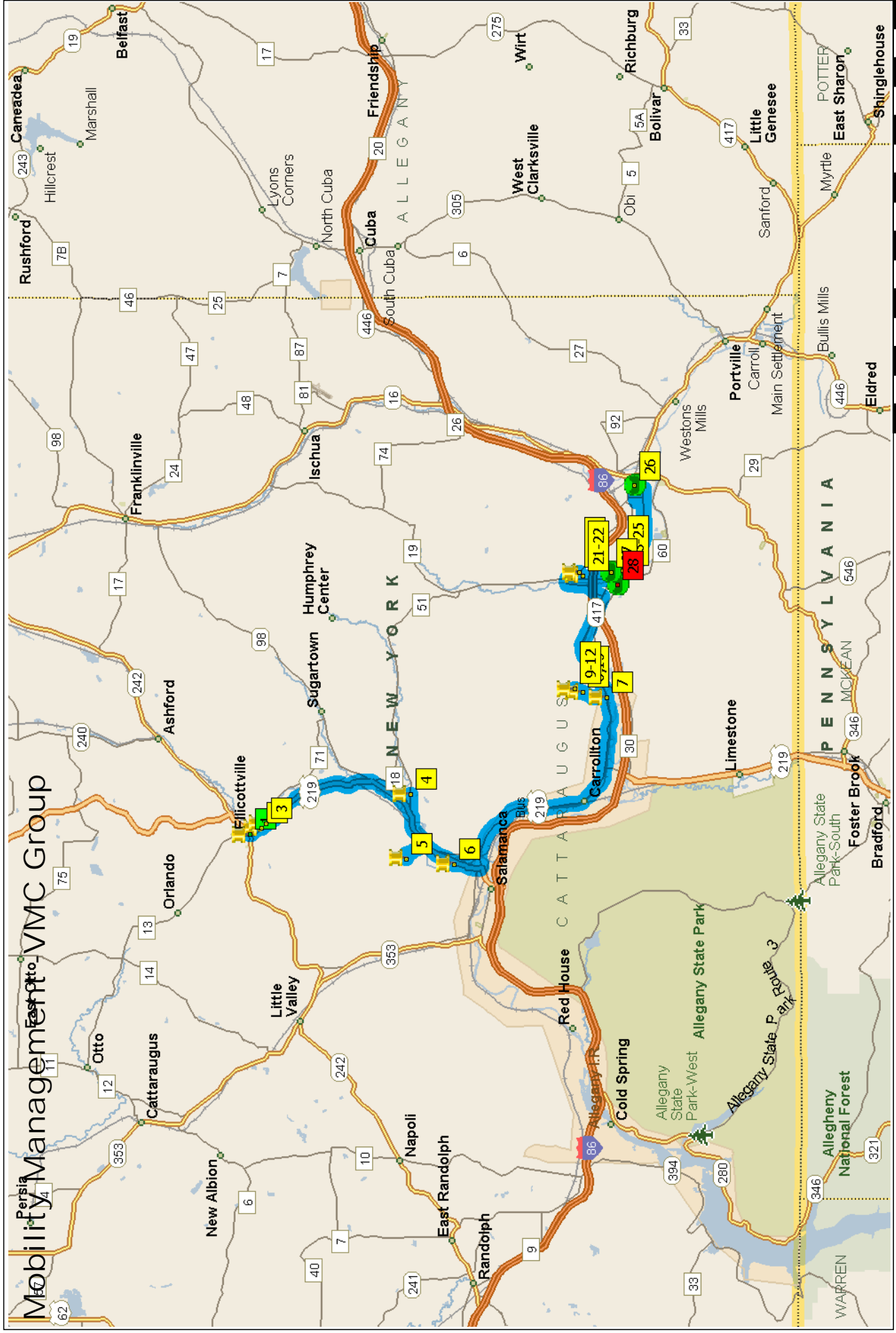
#### **Healthy Community Alliance / Interfaith Caregivers Coverage Areas**



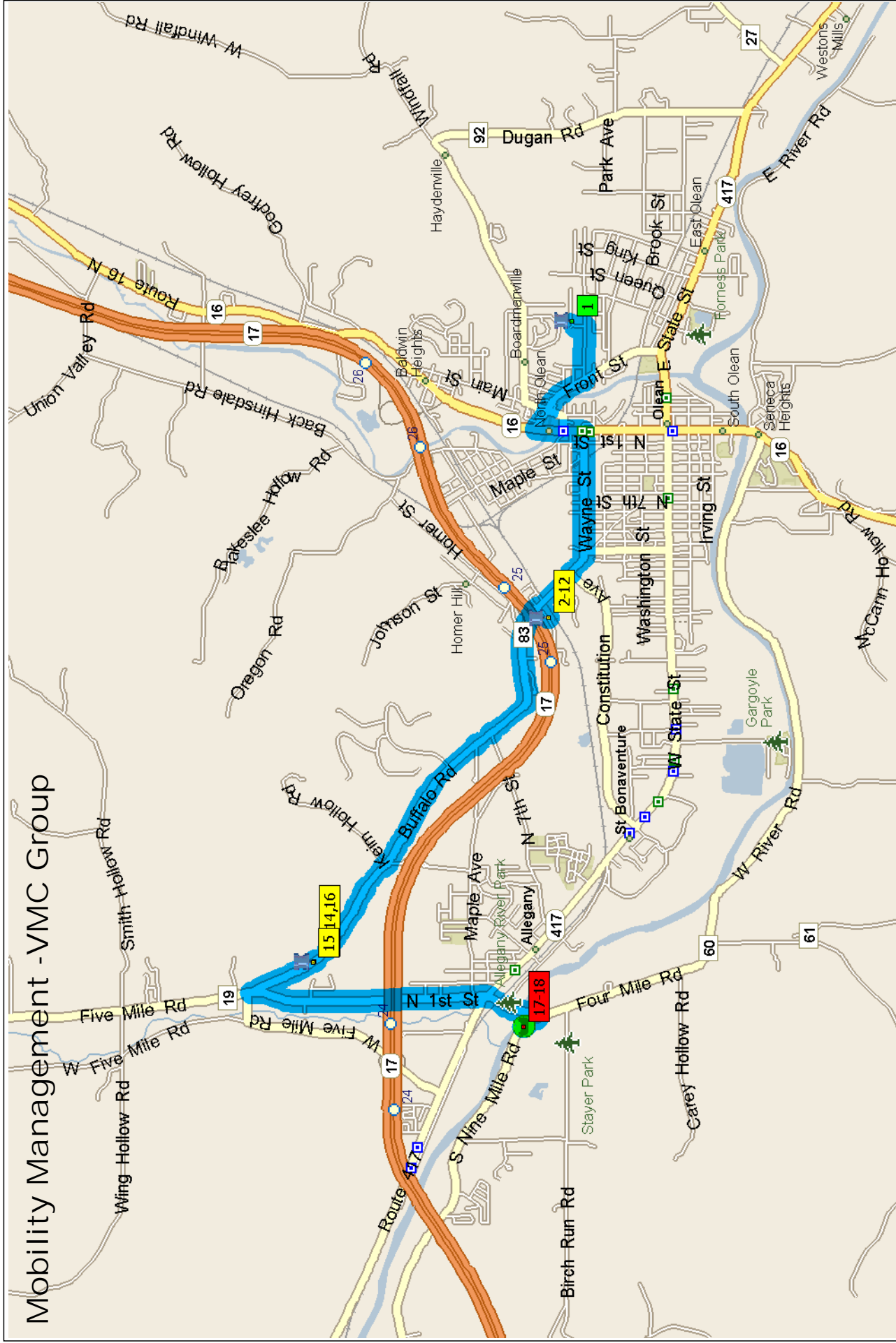


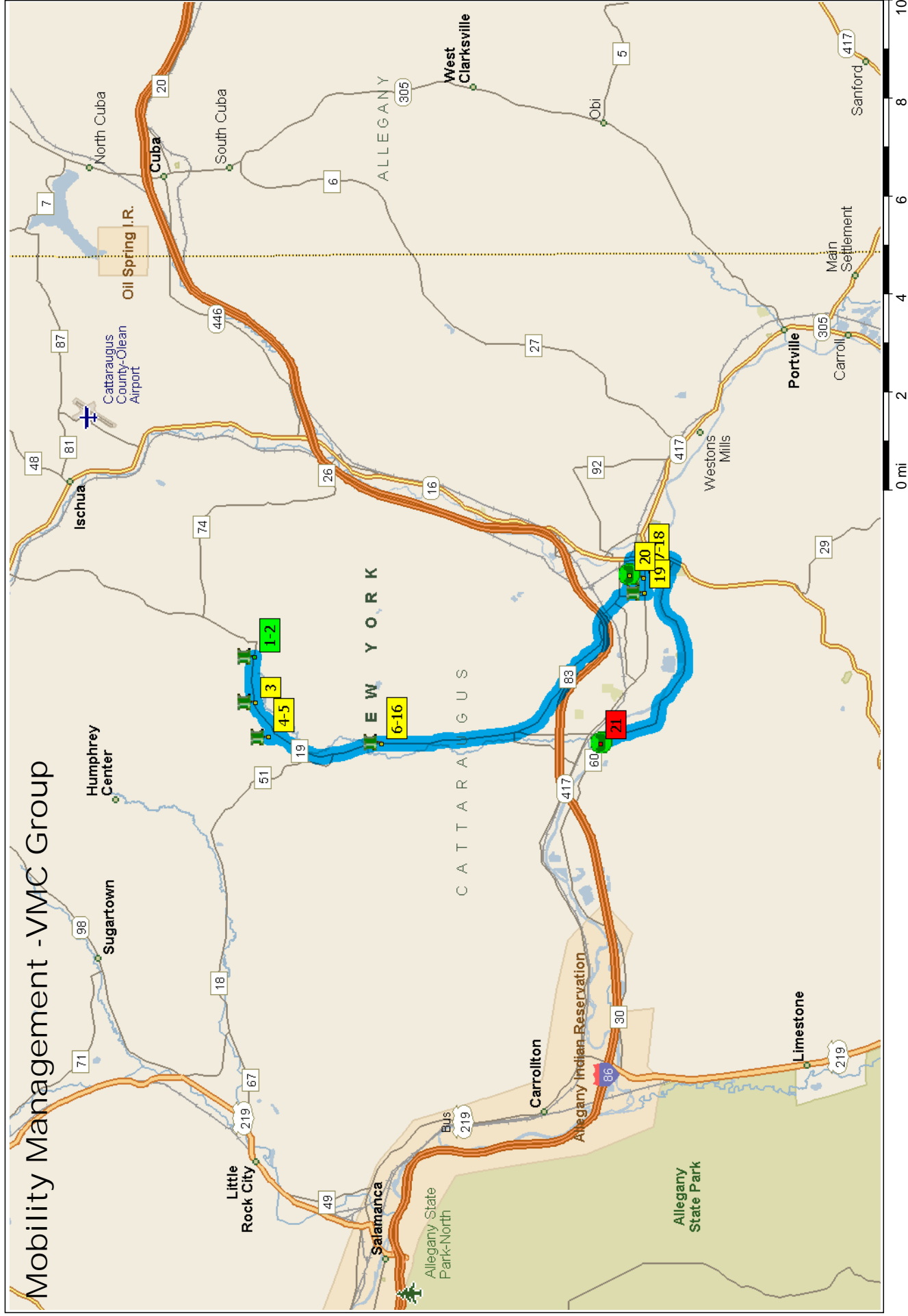
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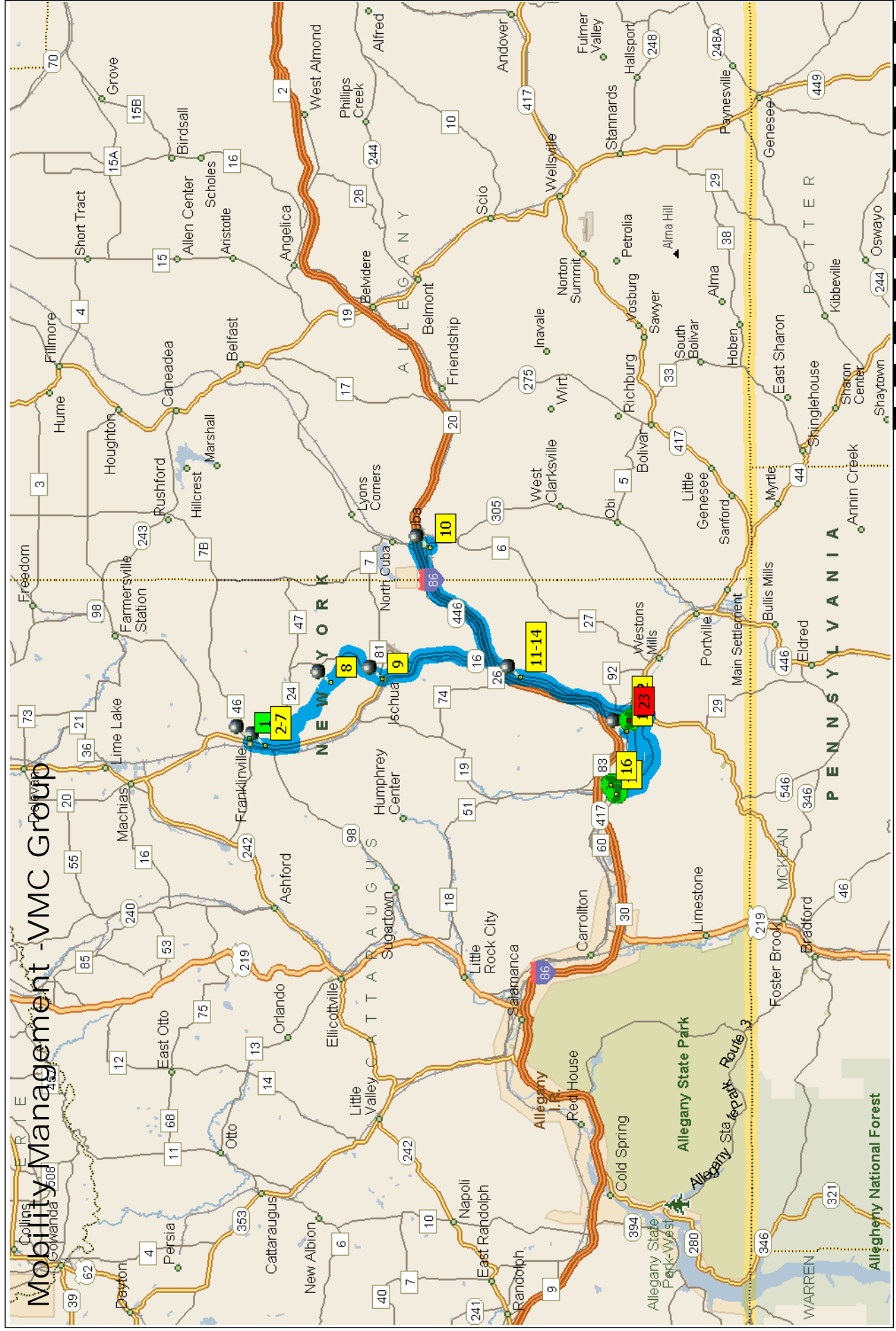


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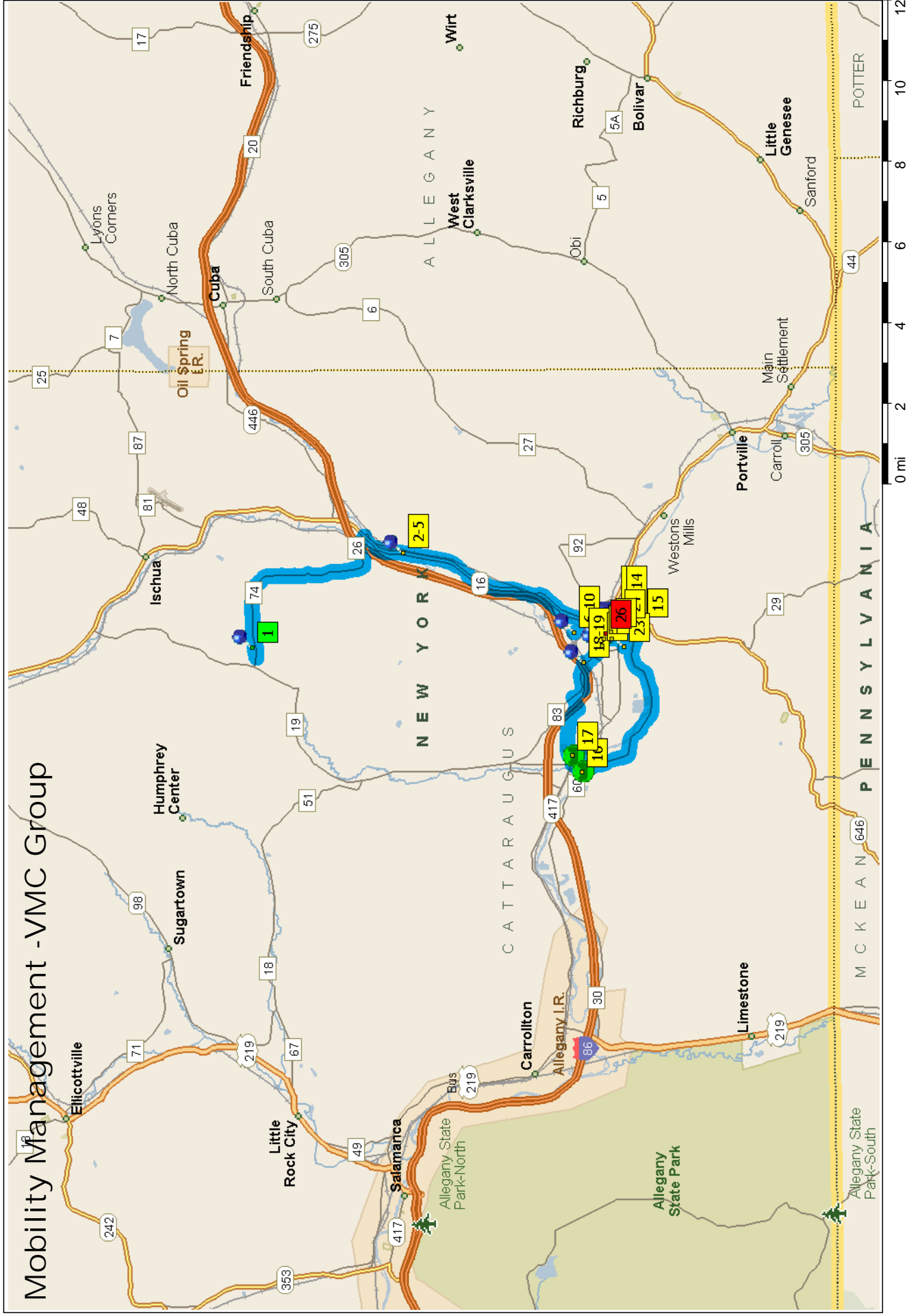




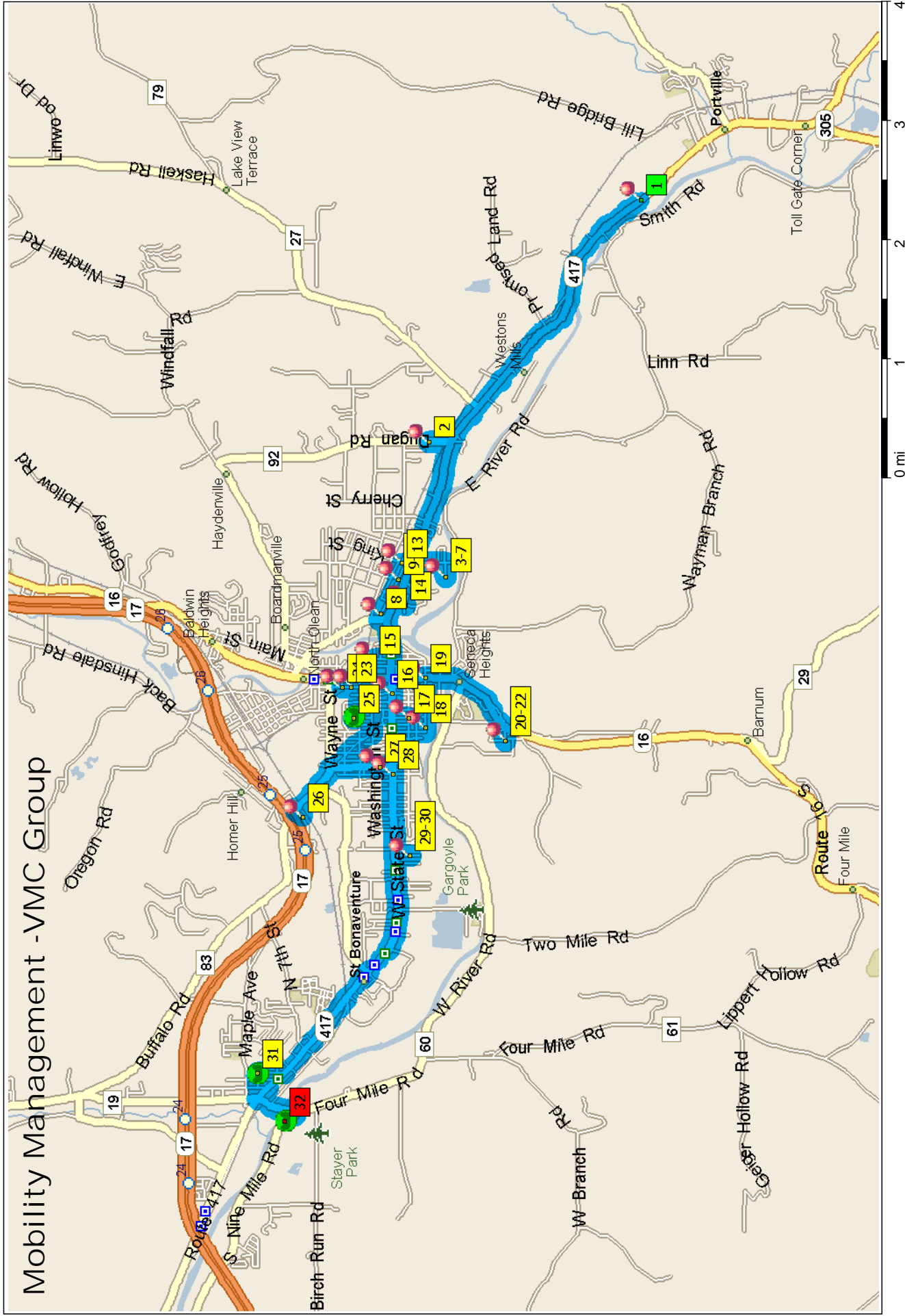




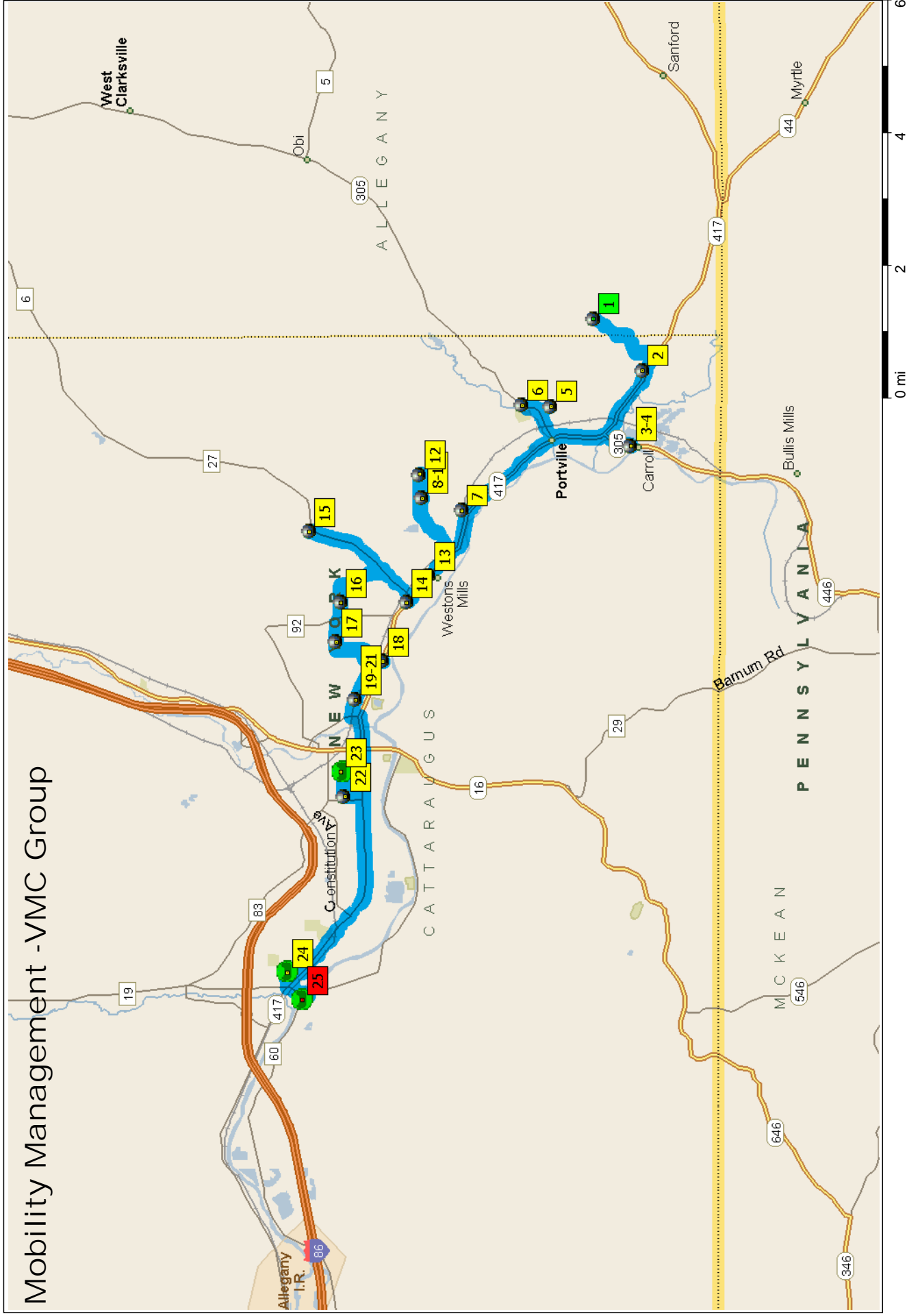
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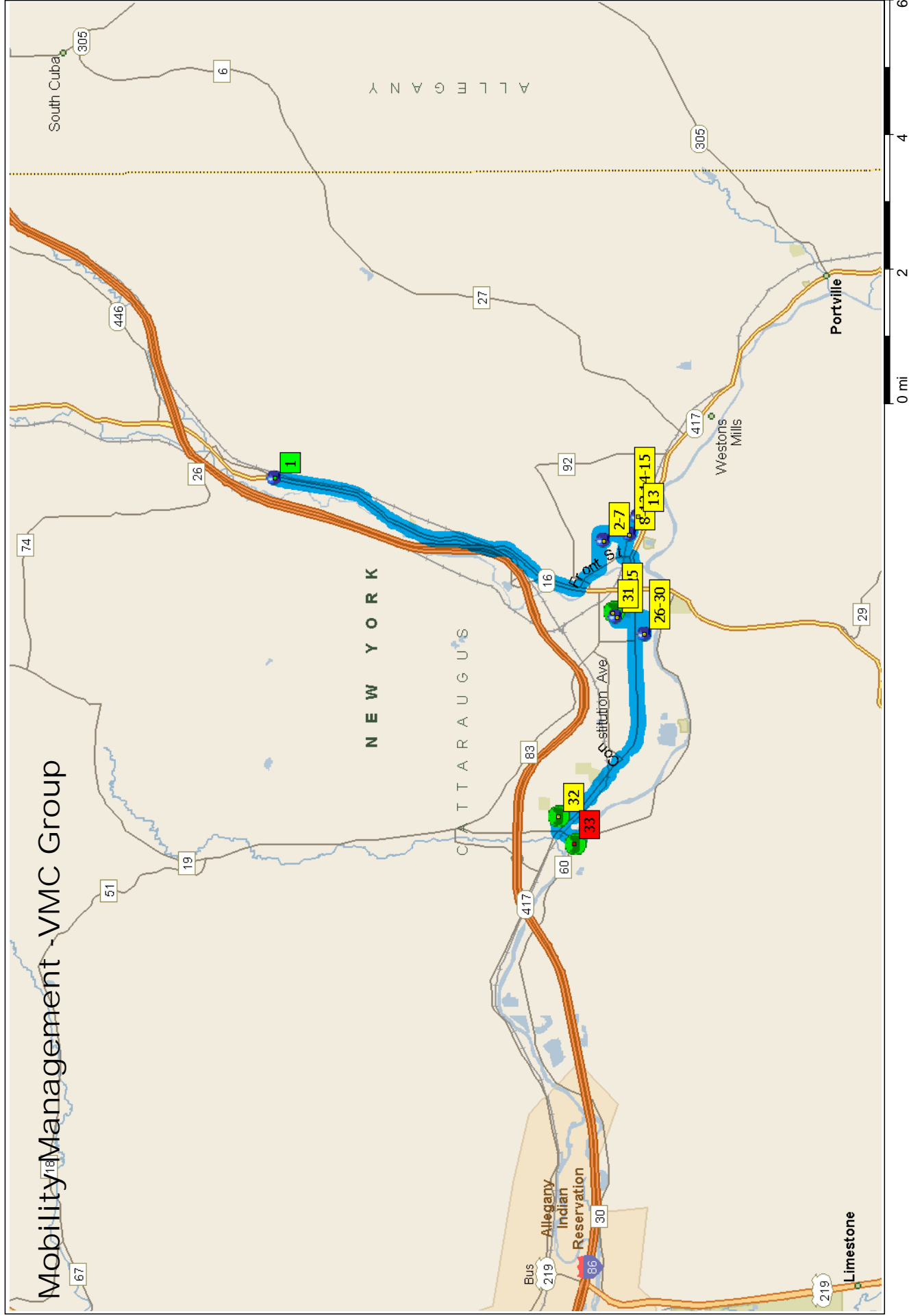
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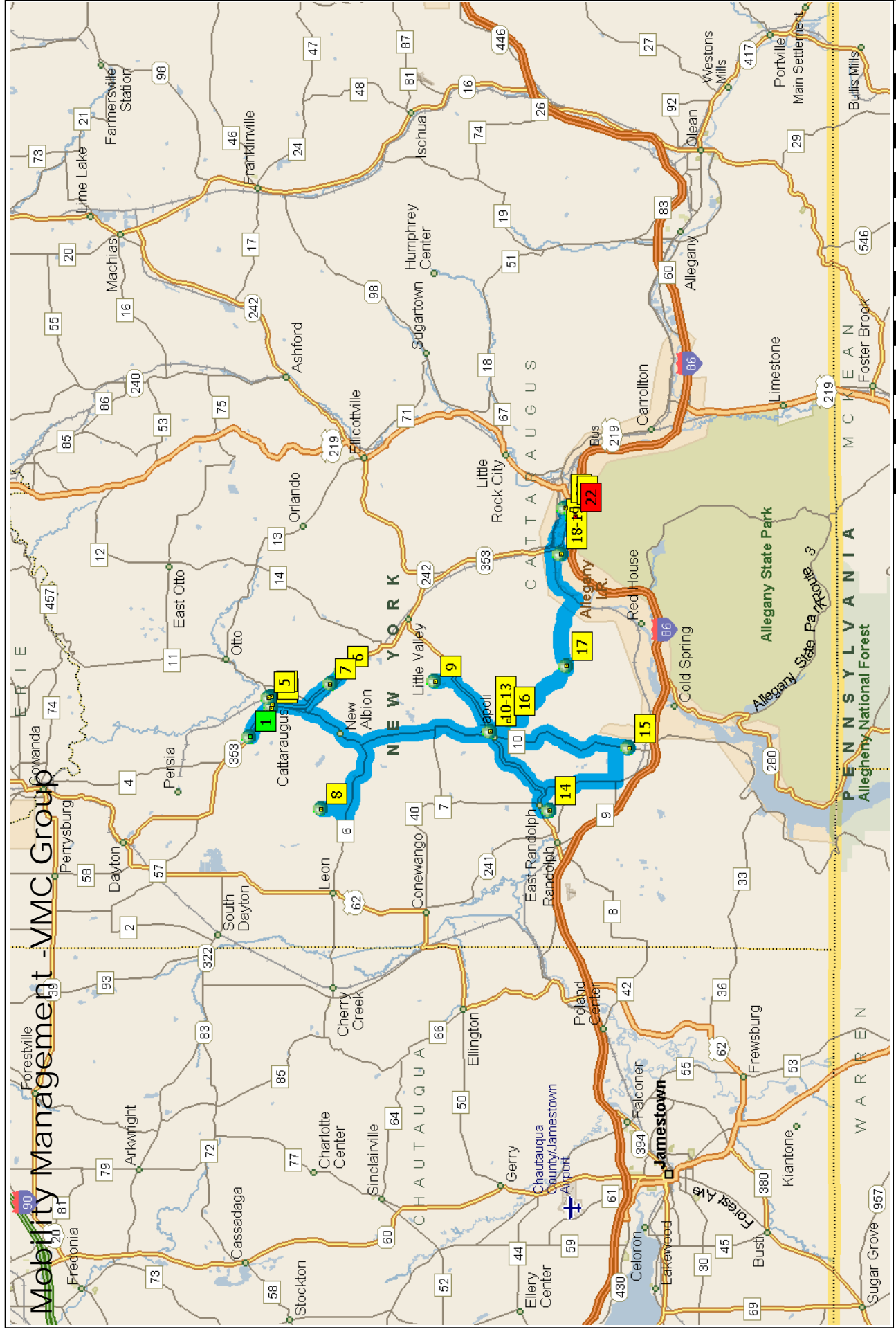


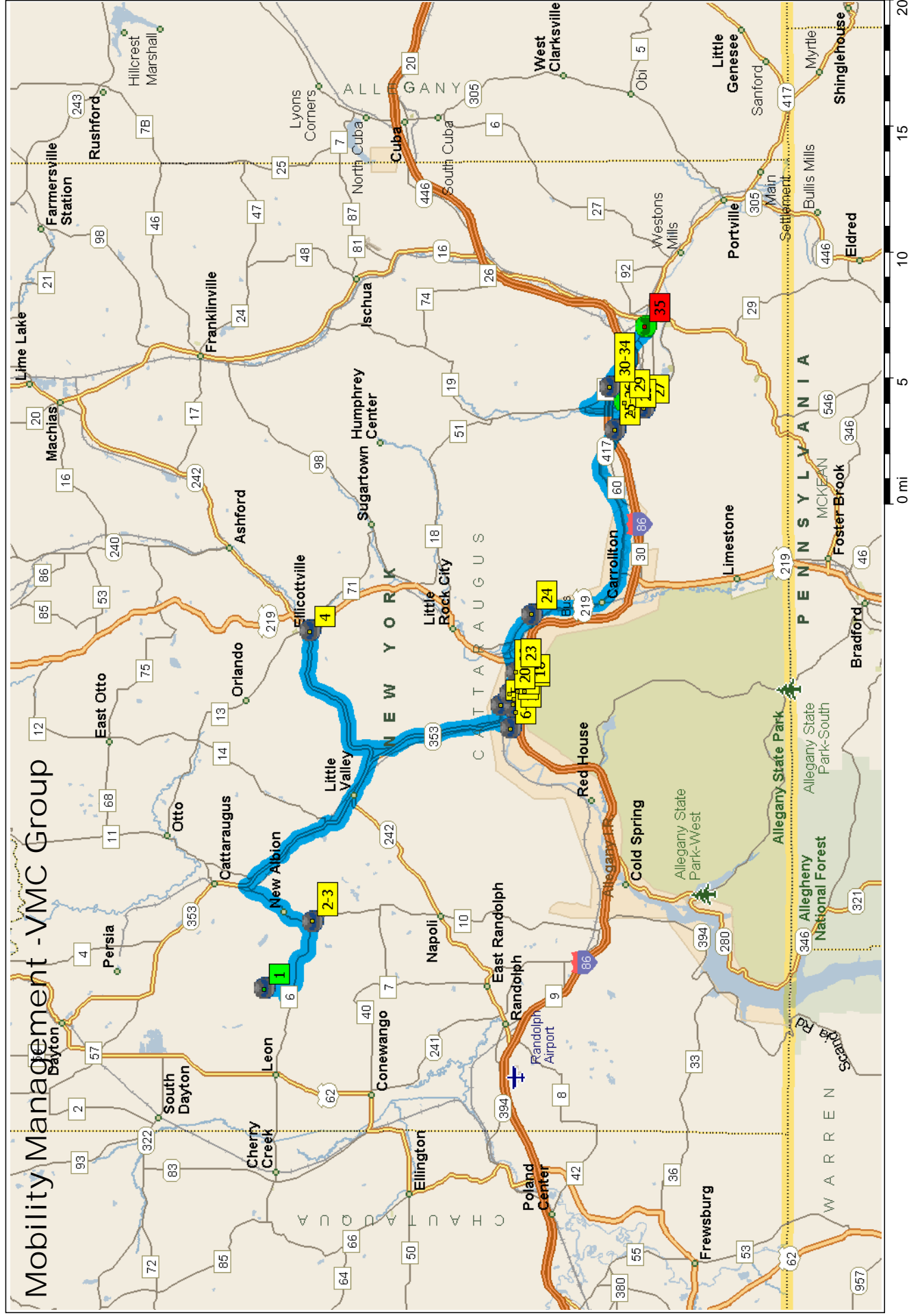
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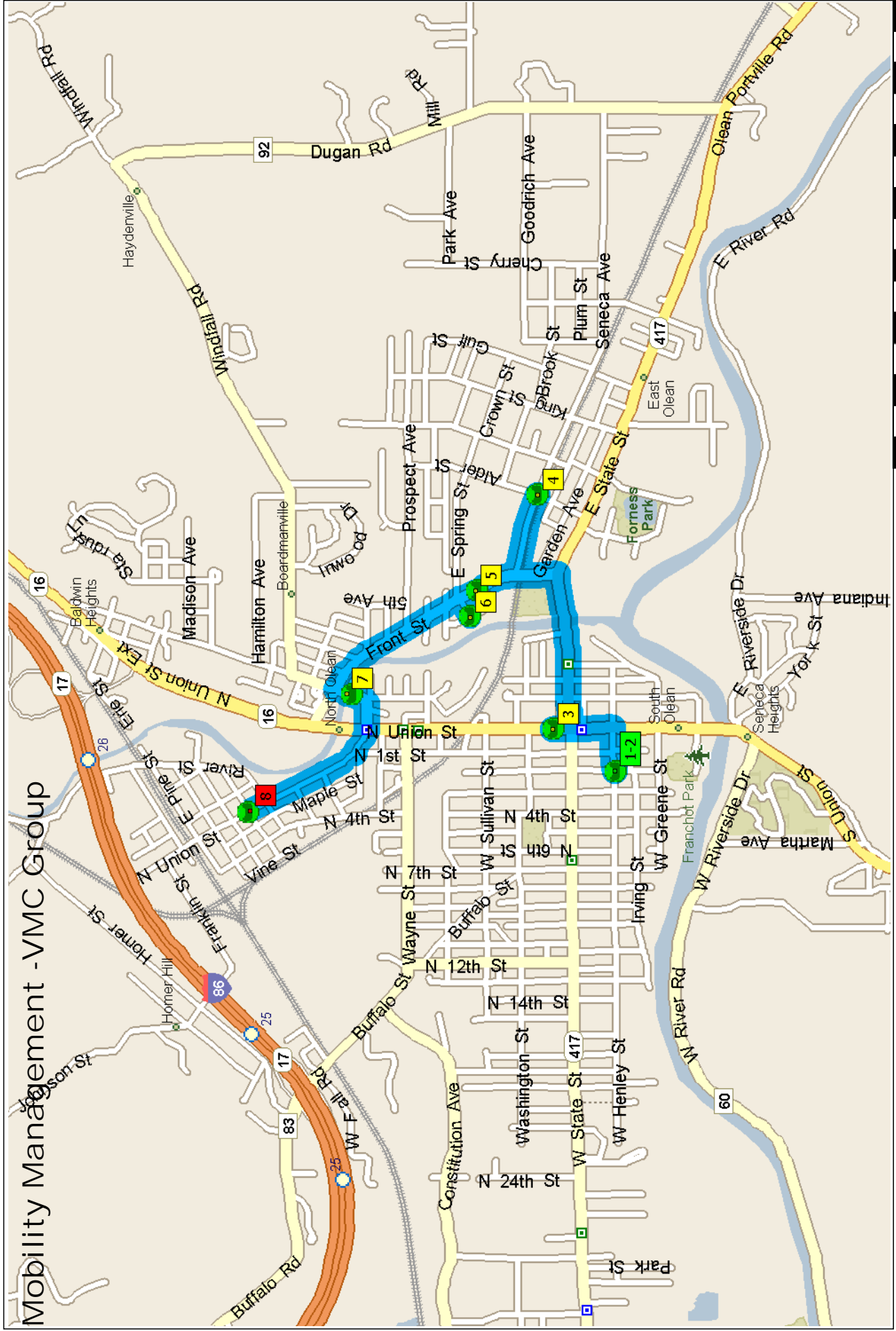






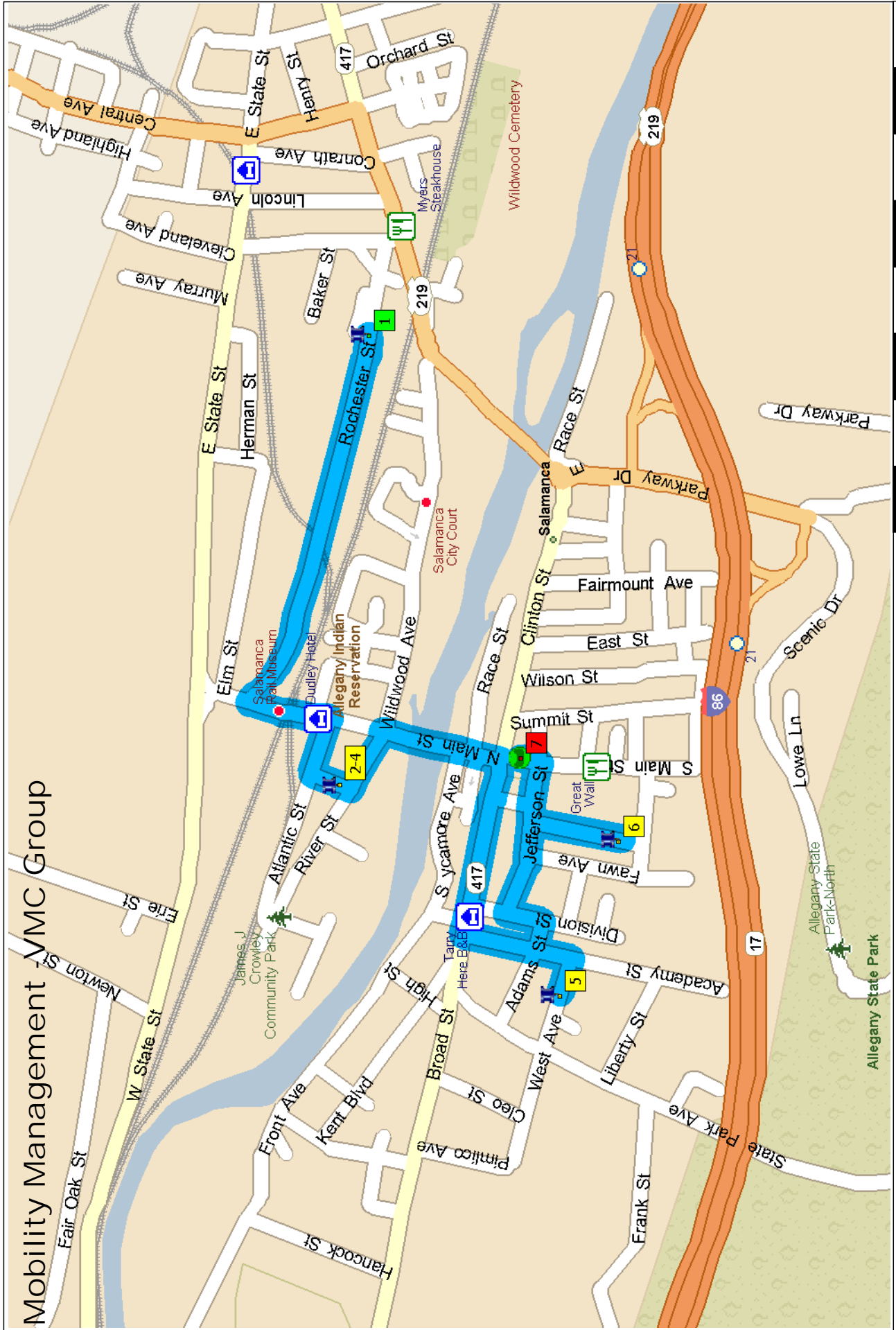


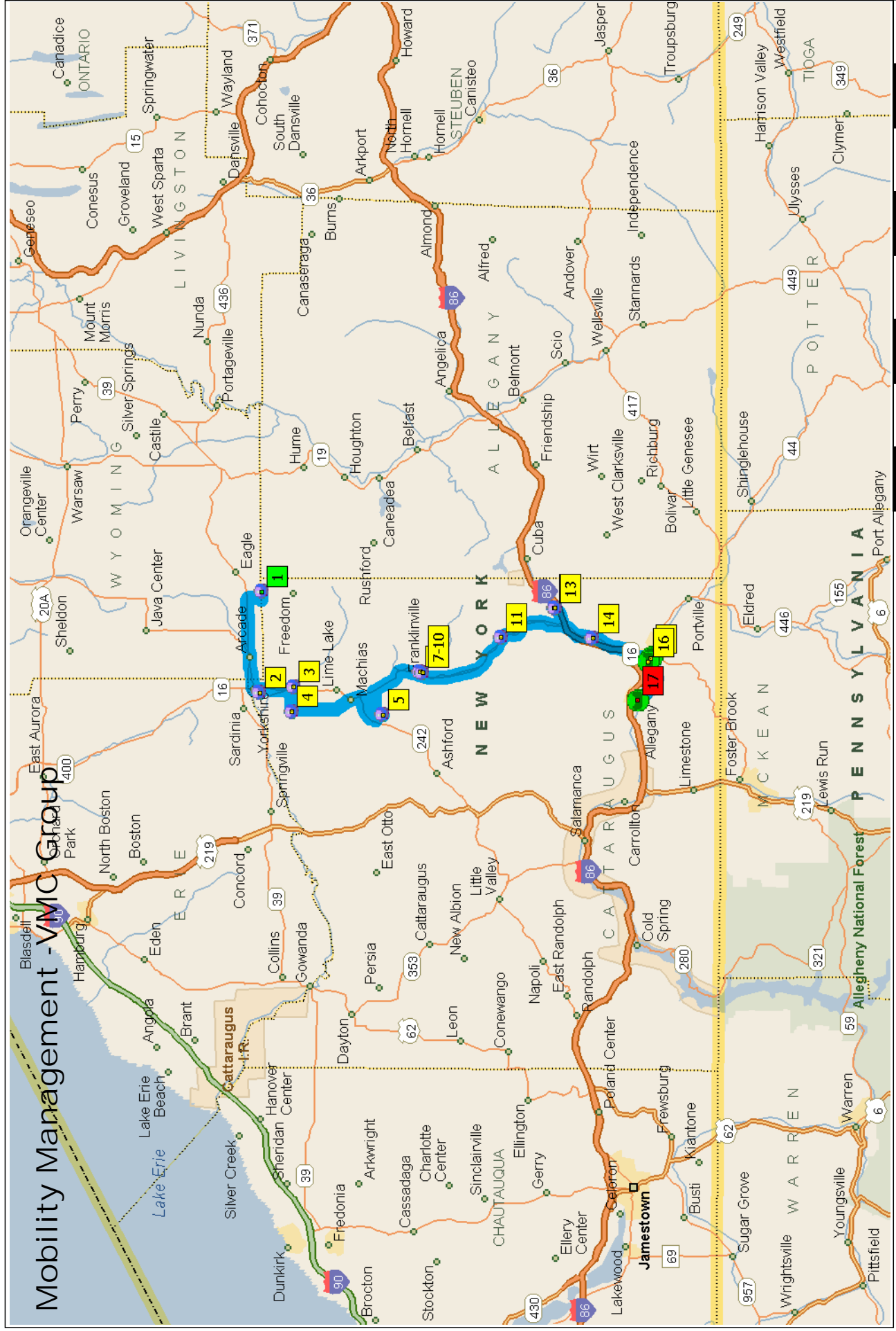
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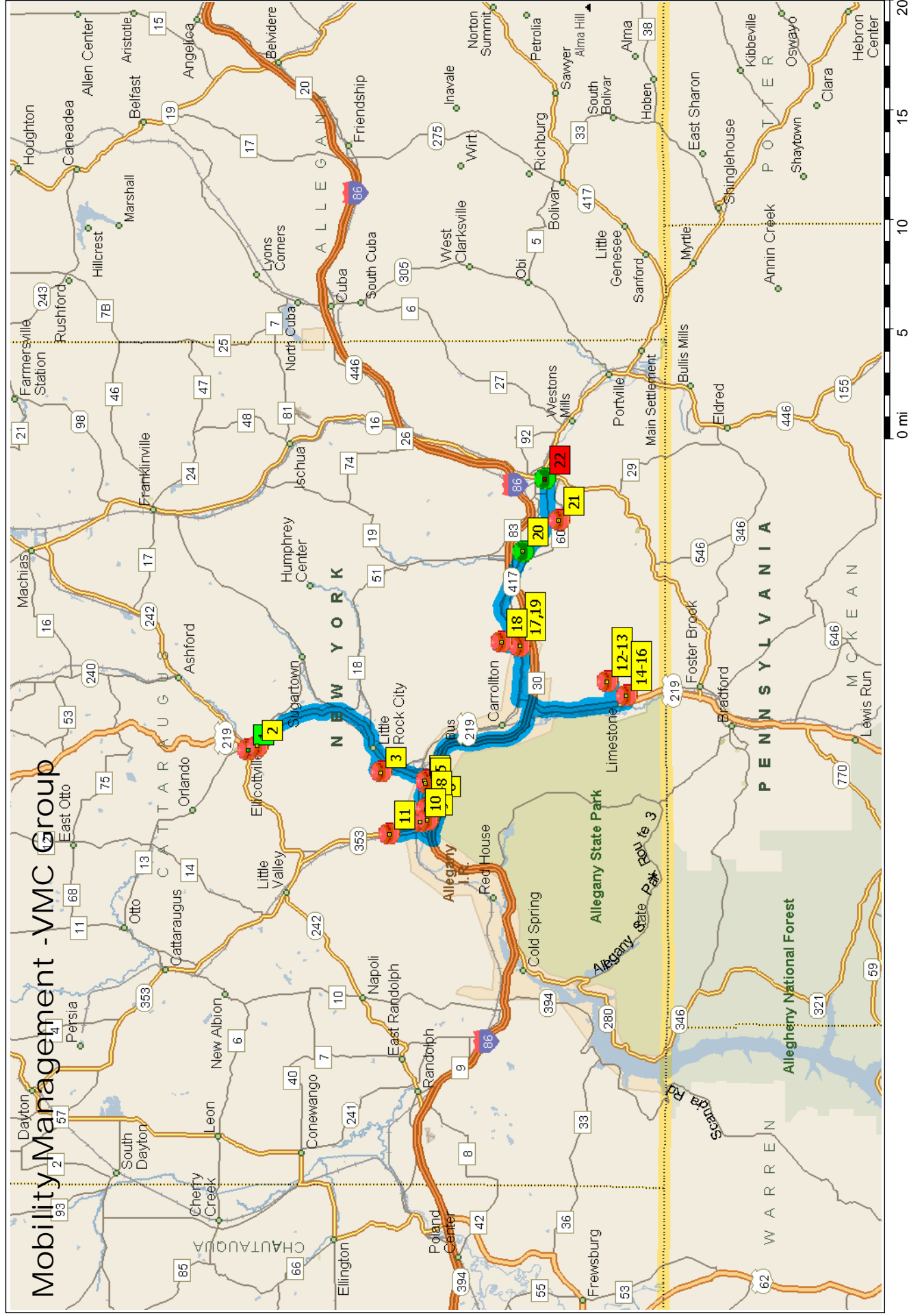


# Mobility Management - VMC Group





# Mobility Management - VMC Group



# X-GUIDE4.AM

## Mobility Management - VMC Group





# Transportation Schedule

<u>Monday AM-Pickup</u>	<u>Bus 1</u>	<u>Bus 2</u>	<u>Bus 3</u>	<u>Bus 4</u>	<u>Bus 5</u>	<u>Bus 6</u>	<u>Bus 7</u>
7:45-Little Valley	8:10- Cuba	7:45-Bolivar	8:45- Cuba	9:00-Obi	8:30-Olean	8:30-Great Valley	
Erie Street-1	Genessee Street-1	Plum St. -1	Stout Rd.-1	Route 305-1	Seneca St.-1	Mutton Hollow-1	
8:00-Salamanca	8:20- Olean	8:00-Portville	9:15-Portville	9:15-Portville	8:40-Olean	8:40-Salamanca	
East State St.-2	Route 16 N-1	Pine St.-1	Main St.-1	Nouvoo Rd.-1	Front St.-3	Chestnut St. -2	
8:10-Salamanca	8:30-Allegany	8:05-Portville	Drop off at T5C	10:00-Cuba	Drop off TSC	Drop off at T5C	
Chestnut St.-4	Main St.-1	Portville Square-1		Keller Hill Rd.-1			
Drop off at TSC	8:45-Olean	8:10-Portville	10:30-p/u at TSC	10:30-Hinsdale	9:15-Olean	10:00-Friendship	
	Eden Heights-2	Portville-Ceres Rd.-1	take home-Front St.	Underwood Manor-2	Martha Ave.-1	Queen Ann st.-1	
9:25-Olean	Drop off at TSC	8:20-Olean	Olean	Drop off at TSC	Drop off TSC	10:20-Cuba	
Front Street-7		Park Ave.-1				Bristol St.-1	
Drop off at TSC	9:15-Olean	8:30-Olean			11:00-Allegany	Drop off at TSC	
	Sullivan St.-1	Alder Court-2			Five Mile Rd.-1		
10:00-Olean	9:30-Olean	Drop off at TSC			Drop off TSC		
Cranberry St. -2	16th St.-1						
Drop off at TSC	9:40-Olean						
	Pines NH-1						
	Drop off at TSC						
	10:30-Olean						
	Route 16 S.-1						
	Drop off at TSC						

<u>Monday PM-Drop Off</u>	<u>Bus 1</u>	<u>Bus 2</u>	<u>Bus 3</u>	<u>Bus 4</u>	<u>Bus 5</u>	<u>Bus 6</u>	<u>Bus 7</u>
2:30-Olean	2:45-Cuba	3:00-Olean	1:00-Olean	2:55-Olean	2:00-Salamanca		
Front Street-7	Keller Hill-1	16th St. -1	Alder Court-1	Seneca St.-1	Sullivan St.-1		
	Olean	Olean			Olean		
3:15-Salamanca	Route 16 N.-1	Alder Court-1	2:45-Friendship	3:30-Hinsdale	Front St.-2		3:30-Olean
Chestnut St.-4	Cuba	Olean	Queen Ann St.-1	Underwood Manor-2			Route 16 S.-1
Great Valley-1	Genessee St.-1	Pines NH-1	Cuba		2:40-Olean		Olean
			Bristol St.-1		Eden Heights-2		Martha Ave.-1
	3:45-Olean	3:55-Obi					
	Cranberry St.-2	Route 305-1	3:40-Little Valley		3:50-Portville		
	Allegany	Portville	Erie St.-1		Nouvoo Rd.-1		
	Main St.-1	Pine St.-1	Allegany		Portville		
	Allegany	Portville	Five Mile Rd.-1		Stout Rd.-1		
	3rd St.-1	Portville Square-1					
		Portville					
		Main St.-1					
		Portville					
		Portville-Ceres Rd.-2					
		Bolivar					
		Plum St. -1					

<u>Tuesday AM-Pickup</u>						
<u>Bus 1</u>	<u>Bus 2</u>	<u>Bus 3</u>	<u>Bus 4</u>	<u>Bus 5</u>	<u>Bus 6</u>	<u>Bus 7</u>
7:45-Little Valley	9:00- Cuba	7:45-Bolivar	8:45-Olean	8:05-West Valley		
Erie Street-1	Stout Rd.-1	Plum St.-2	Martha Ave.-2	Route 219-1		
8:00-Salamanca	9:15- Obi	8:00-Portville	9:00-Olean	8:30-Great Valley		
East State St.-1	Route 305-1	Pine St.-1	Pines-1	Mutton Hollow-1		
8:10-Salamanca	Drop off at TSC	8:10-Portville	9:10- Olean	8:40-Great Valley		
Chestnut St.-3		Portville-Ceres Rd.-1	Park. Ave.-1	Route 219-1		
8:15-Salamanca	10:15-Olean	8:40-Olean	9:30-Olean	8:50-Salamanca		
Waite St.-1	Cranberry St.-1	Front St.-2	Sullivan St.-1	Chestnut St.-1		
8:30-Allegany	Drop off at TSC	8:20-Olean	Drop off at TSC	Drop off at TSC		
3rd St.-1		Seneca St.-1				
8:40-Olean	11:00-Allegany	Drop off at TSC	10:20-Cuba	10:00-Portville		
Eden Heights-1	Five Mile Rd.-1		Bristol St.-1	Main St.-1		
Drop off at TSC	Drop off TSC	10:00-Cuba	Drop off TSC	10:30-Olean		
9:25-Olean		Keller Hill Rd.-1		Route 16 S.-1		
Front Street-2		Drop off at TSC		Drop off at TSC		
9:30-Olean						
Henley St.-1						
Drop off at TSC						
10:15-Allegany						
Maple St.-1						
Drop off at TSC						



<u>Wednesday AM-Pickup</u>						
<u>Bus 1</u>	<u>Bus 2</u>	<u>Bus 3</u>	<u>Bus 4</u>	<u>Bus 5</u>	<u>Bus 6</u>	<u>Bus 7</u>
7:45-Little Valley	8:45-Cuba	8:00-Allegany	8:05-Cuba	7:45-Bolivar	8:30-Olean	8:05-West Valley
Erie Street-1	Stout Rd.-1	3rd St.-1	Genesee St. -1	Plum St. -2	Seneca St.-1	Route 219-1
8:00-Salamanca	9:00-Obi	8:35-Olean	8:15-Hinsdale	9:15-Portville		8:30-Great Valley
East State St.-1	Route 305-1	Cranberry St. -1	Route 16 N-1	Portville Sq.-1	Drop off TSC	Mutton Hollow-1
8:10-Salamanca	9:15-Portville	8:50-Olean	8:40-Olean	9:20-Portville		8:40-Salamanca
Chestnut St.-5	Main St.-1	Eden Heights-4	Front St.-2	Pine St.-1		Chestnut St. -2
Drop off at TSC	Drop off at TSC	9:00-Olean	Drop off at TSC	9:30-Olean	9:15-Olean	Drop off at TSC
	10:30-Olean	Pines-3		Alder Ct. -2	Martha Ave.-1	
9:25-Olean	Route 16 S.-1	10:00-Olean	10:00-Cuba	9:40-Olean	Drop off TSC	10:00-Friendship
Front Street-7	Drop off at TSC	Pines-3	Keller Hill Rd.-1	Sullivan St.-1		Route 219-1
Drop off at TSC		Drop off at TSC	10:15-Cuba	Drop off at TSC		Drop off at TSC
			Bristol St.-1			
			10:25-Cuba	10:30-p/u at TSC		
			Nursing Home-1	take home-Front St.		
			10:30-Hinsdale	Olean		
			Underwood Manor-2			
			Drop off at TSC	11:00-Allegany		
				Five Mile Rd.-1		

<u>Wednesday PM-Drop Off</u>						
<u>Bus 1</u>	<u>Bus 2</u>	<u>Bus 3</u>	<u>Bus 4</u>	<u>Bus 5</u>	<u>Bus 6</u>	<u>Bus 7</u>
2:30-Olean	2:20-Olean	2:45-Cuba	2:35-Olean	2:15-Olean	1:50-Olean	2:10-Salamanca
Front Street-5	Eden Heights-4	Genesee St.-1	Pines-2	Sullivan St.-1	Front St.-1	East State St.-1
	Olean	Cuba		Olean	Portville	Salamanca
3:15-Salamanca	3:45-Route 16 N.-1	Keller Hill-1	3:40-Allegany	Pines-2	Portville Sq.-1	Chestnut St.-1
Chestnut St.-5	Allegany		Five Mile Road-1	3:30-Portville		West Valley
Great Valley-1	Cranberry St.-2		Little Valley	Pine St.-1	3:00-Olean	Route 219-1
	Allegany		Erie St.-1		Seneca St.-1	Great Valley
	3rd St.-1	3:55-Obi			Olean	Mutton Hollow-1
	Olean	Route 305-1			Alder St.-2	
	Route 16 S.-1	Portville			Olean	
		Pine St.-1			Route 16 N.-1	3:30-Olean
		Portville				Route 16 S.-1
		Portville Square-1				
		Portville				
		Main St.-1				
		Bolivar				
		Plum St.-2				

<b>Thursday AM-Pickup</b>						
<b><u>Bus 1</u></b>	<b><u>Bus 2</u></b>	<b><u>Bus 3</u></b>	<b><u>Bus 4</u></b>	<b><u>Bus 5</u></b>	<b><u>Bus 6</u></b>	<b><u>Bus 7</u></b>
7:45-Little Valley	8:10- Cuba	7:45-Bolivar	8:45-Cuba	8:30-Allegany	8:05-West Valley	
Erie Street-1	Genessee Street-1	Plum St. -2	Stout Rd.-1	Seneca St.-1	Route 219-1	
8:00-Salamanca	8:30-Allegany	8:00-Portville	9:00-Obi	8:40-Olean	8:30-Great Valley	
East State St.-1	3rd St.-1	Pine St.-1	Route 305-1	Front St.-3	Mutton Hollow-1	
8:10-Salamanca	8:30-Allegany	8:05-Portville	9:15-Portville	Drop off TSC	8:40-Great Valley	
Chestnut St.-5	Main St.-2	Portville-Ceres Rd.-2	Nouvoo Rd.-1		Route 219-1	
Drop off at TSC	8:45-Olean	8:10-Portville		10:30-Olean	8:50-Salamanca	
	Eden Heights-1	Portville Square-1	10:20-Cuba	Route 16 N.-1	Chestnut St. -1	
9:25-Olean	8:55-Olean	8:30-Olean	Bristol St.-1	Drop off TSC	Drop off at TSC	
Front Street-4	Pines-1	Alder Court-2	Drop off at TSC			
Drop off at TSC	9:15-Olean	Drop off at TSC			10:00-Portville	
	Sullivan St.-1				Main St.-1	
10:00-Olean	9:30-Olean	10:00-Cuba			Drop off at TSC	
Cranberry St. -2	301 W. Henley-1	Keller Hill Rd.-1				
Drop off at TSC	10:00-Allegany	Drop off at TSC				
	Maple St. -1					
11:00-Allegany	Drop off at TSC					
Five Mile Rd.-1						
Drop off TSC	10:30-p/u at TSC					
	Take Home					
	Allegany-Main St.-1					

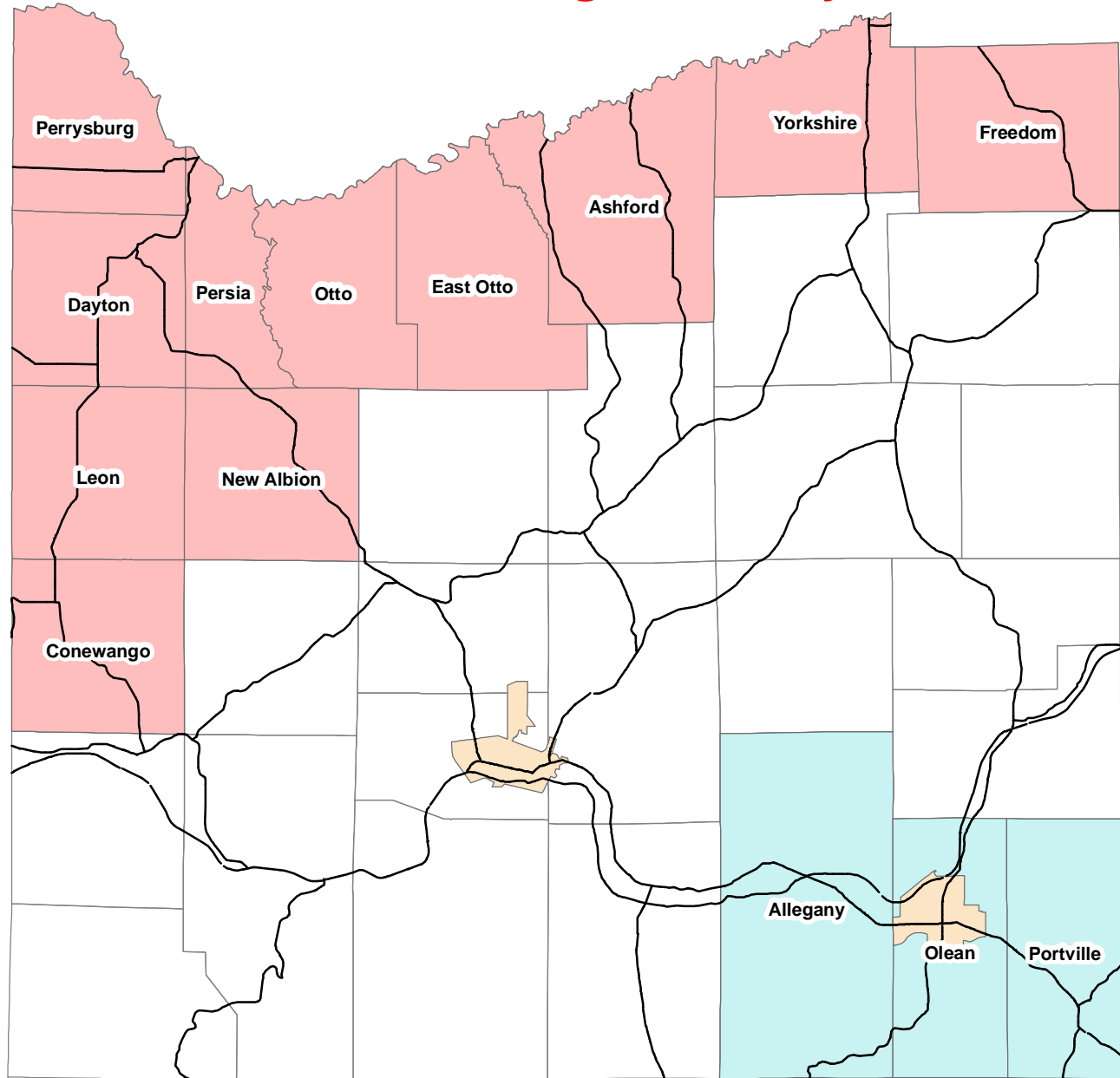






<b>Friday AM-Pickup</b>						
<b><u>Bus 1</u></b>	<b><u>Bus 2</u></b>	<b><u>Bus 3</u></b>	<b><u>Bus 4</u></b>	<b><u>Bus 5</u></b>	<b><u>Bus 6</u></b>	<b><u>Bus 7</u></b>
<b>7:45-Little Valley</b>	<b>8:20- Olean</b>	<b>7:45-Bolivar</b>	<b>9:00-Obi</b>	<b>8:30-Olean</b>	<b>8:00-West Valley</b>	
<b>Erie Street-2</b>	<b>Route 16 N-1</b>	<b>Plum St. -2</b>	<b>Route 305-1</b>	<b>Seneca St.-1</b>	<b>Route 219-1</b>	
<b>8:00-Salamanca</b>	<b>8:30-Allegany</b>	<b>8:00-Portville</b>	<b>9:30-Olean</b>	<b>8:40-Olean</b>	<b>8:30-Great Valley</b>	
<b>East State St.-2</b>	<b>3rs St.-1</b>	<b>Pine St.-1</b>	<b>Pines 1</b>	<b>Front St.-3</b>	<b>Route 219-1</b>	
<b>8:10-Salamanca</b>	<b>8:35-Allegany</b>	<b>8:05-Portville</b>	<b>Drop off at TSC</b>	<b>9:30-Olean</b>	<b>8:40-Salamanca</b>	
<b>Chestnut St.-4</b>	<b>E. Main St.-1</b>	<b>Portville Square-1</b>	<b>10:00-Olean</b>	<b>Sullivan St.-1</b>	<b>Chestnut St. -1</b>	
<b>Drop off at TSC</b>	<b>8:45-Olean</b>	<b>8:10-Portville</b>	<b>Pines-2</b>	<b>10:20-Cuba</b>	<b>9:15-Olean</b>	
	<b>Eden Heights-2</b>	<b>Portville-Ceres Rd.-1</b>		<b>Bristol St.-1</b>	<b>Martha Ave.-1</b>	
<b>9:25-Olean</b>	<b>Drop off at TSC</b>	<b>8:30-Olean</b>		<b>Drop off at TSC</b>	<b>Drop off TSC</b>	
<b>Front Street-6</b>		<b>Alder Court-1</b>			<b>10:00-Friendship</b>	
<b>Drop off at TSC</b>	<b>9:15-Olean</b>	<b>8:40-Park Ave. -1</b>			<b>Queen Ann st.-1</b>	
	<b>Sullivan St.-1</b>	<b>Drop off at TSC</b>			<b>10:30-Olean</b>	
<b>10:00-Olean</b>	<b>9:30-Olean</b>	<b>10:00-Cuba</b>			<b>Route 16 S. -1</b>	
<b>Cranberry St. -2</b>	<b>16th St.-1</b>	<b>Keller Hill Rd.-1</b>				
<b>Drop off at TSC</b>	<b>9:40-Olean</b>	<b>10:30-Hinsdale</b>				
	<b>Pines NH-1</b>	<b>Underwood Manor-2</b>				
	<b>Drop off at TSC</b>	<b>Drop off at TSC</b>				
		<b>10:45-Allegany</b>				
	<b>10:30-Olean</b>	<b>Maple St.-1</b>				
	<b>Route 16 S.-1</b>	<b>11:30-Olean</b>				
	<b>Drop off at TSC</b>	<b>Alder Court-1</b>				

<u>Friday PM-Drop Off</u>						
<u>Bus 1</u>	<u>Bus 2</u>	<u>Bus 3</u>	<u>Bus 4</u>	<u>Bus 5</u>	<u>Bus 6</u>	<u>Bus 7</u>
2:30-Olean	2:45-Cuba	2:55-Olean	1:50-Olean	2:15-Olean	2:20-Olean	2:00-Salamanca
Front Street-6	Keller Hill-1	Seneca St.-1	Front St.-2	Sullivan St.-1	Pines-2	Chestnut St.-1
	3:30-Hinsdale	Olean			2:50-Olean	Great Valley
3:15-Salamanca	Underwood Manor-2	Alder Court-2	2:45-Friendship	2:40-Olean	Pines-1	Route 219-1
Chestnut St.-4		Olean	Queen Ann St.-1	Eden Heights-2		West Valley
		Park Ave.-1		Allegany	3:45-Olean	Route 219-1
				Maple St.-1	Route 16 N.-1	Salamanca
		3:30-Olean			Olean	State St.-1
		Route 219 N.-1		3:55-Obi	Martha Ave.- 1	
		Cuba		Route 305-1	Allegany	
		Bristol St.-1		Portville	3rd St.-1	
				Portville-Ceres Rd.-2	Allegany	
				Portville	Main St.-1	
				Portville Square-1	Olean	
				Bolivar	Cranberry St.-2	
				Plum St. -2	Little Valley	
					Erie St. -2	

# Coverage Area for Healthy Community Alliance / Love INC and Interfaith Caregivers in Cattaraugus County



## Legend

-  Healthy Community Alliance / Love INC
-  Interfaith Caregivers



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, Senior Planner  
March, 2014

## **Appendix B-3**

### **Transportation Providers With Limited or No Coordination Potential**

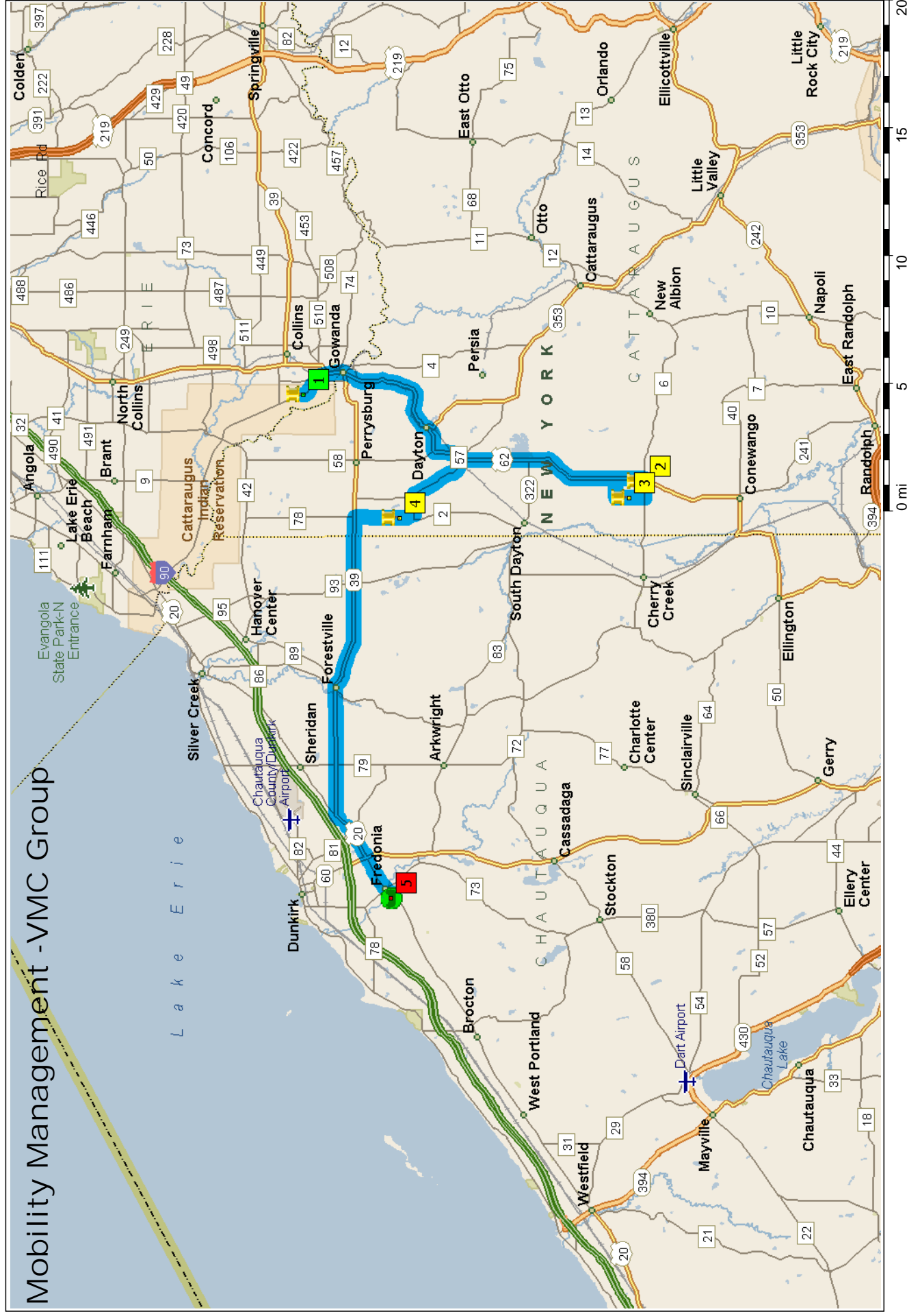
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VMC - Cattaraugus County Preschool Routes:

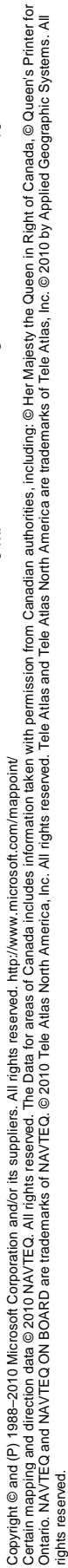
- Gowanda-Leon-Pine Valley-Fredonia (C-BFLOHS)
- Napoli-Little Valley-East Otto-Cattaraugus (C-CATTLV1)
- Salamanca-Cattaraugus (C-CATTLV2)
- South Valley-Randolph-East Randolph-Coldspring (C-RAND)
- Freedom-Arcade-Yorkshire-Machias-Springville (C-SPLG1)
- Springville-Collins-Gowanda-South Dayton (C-SPLG2)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

C-BFLOHS.AM

## Mobility Management - VMC Group



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rights reserved.



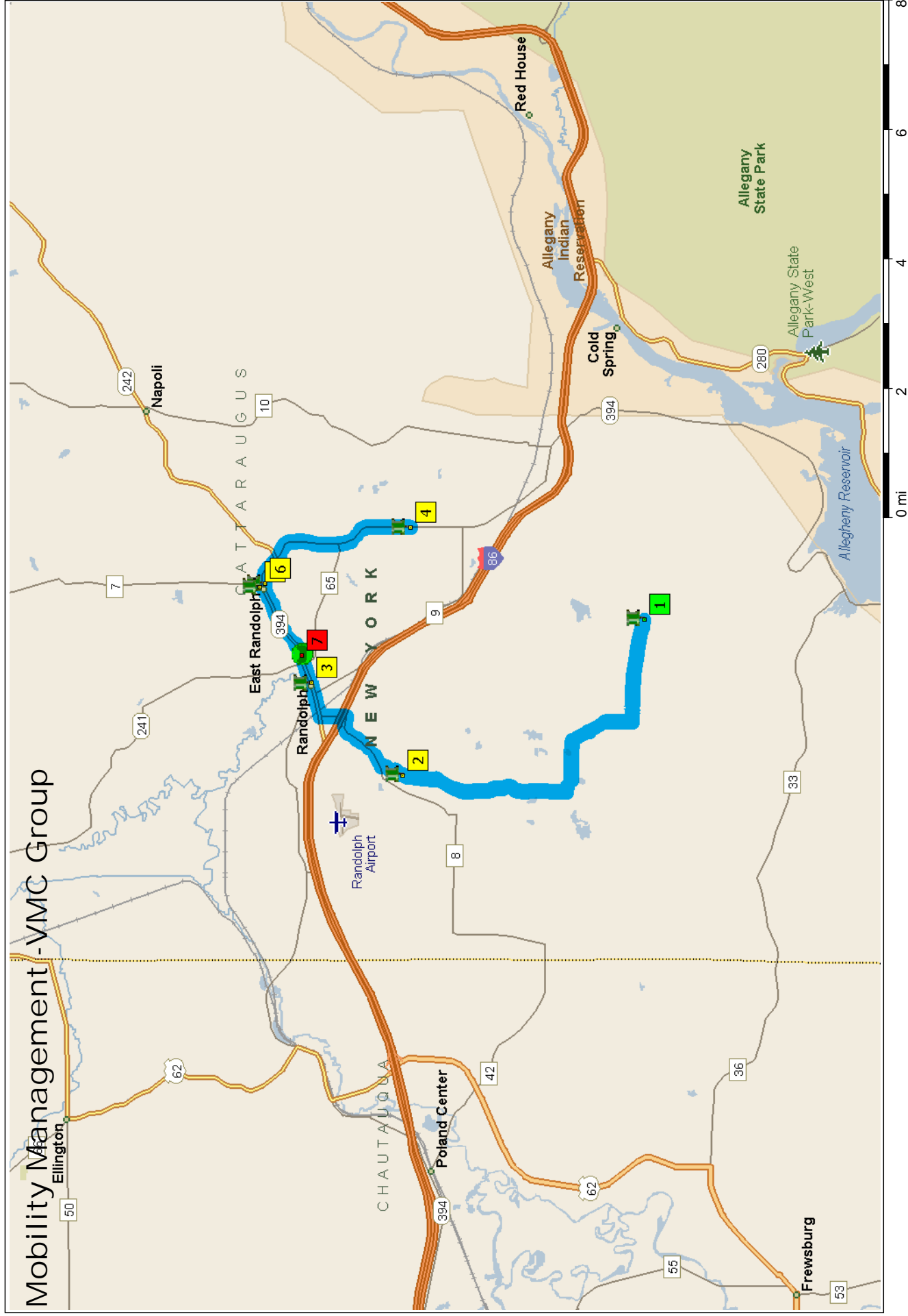
# Mobility Management -VMC Group



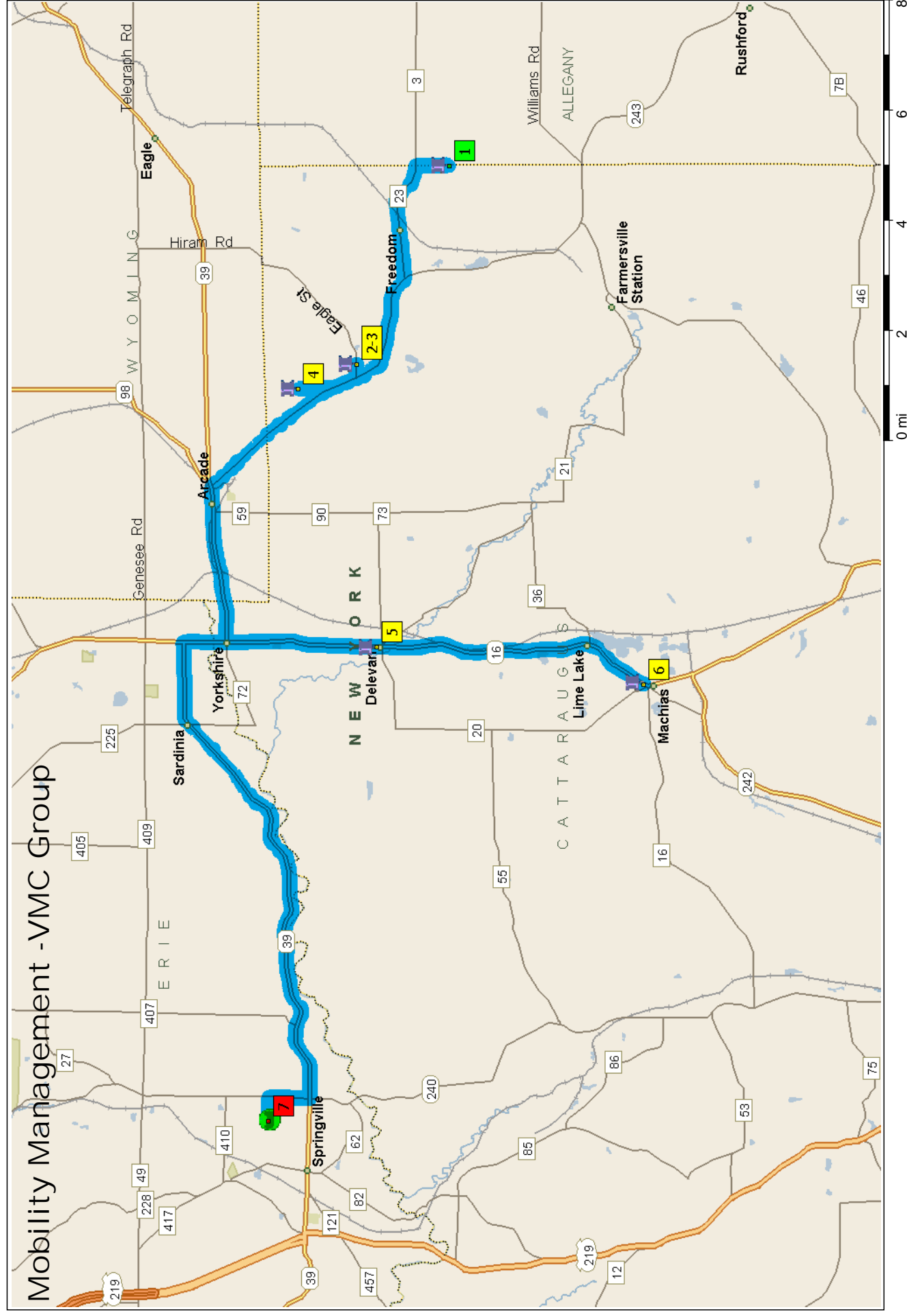


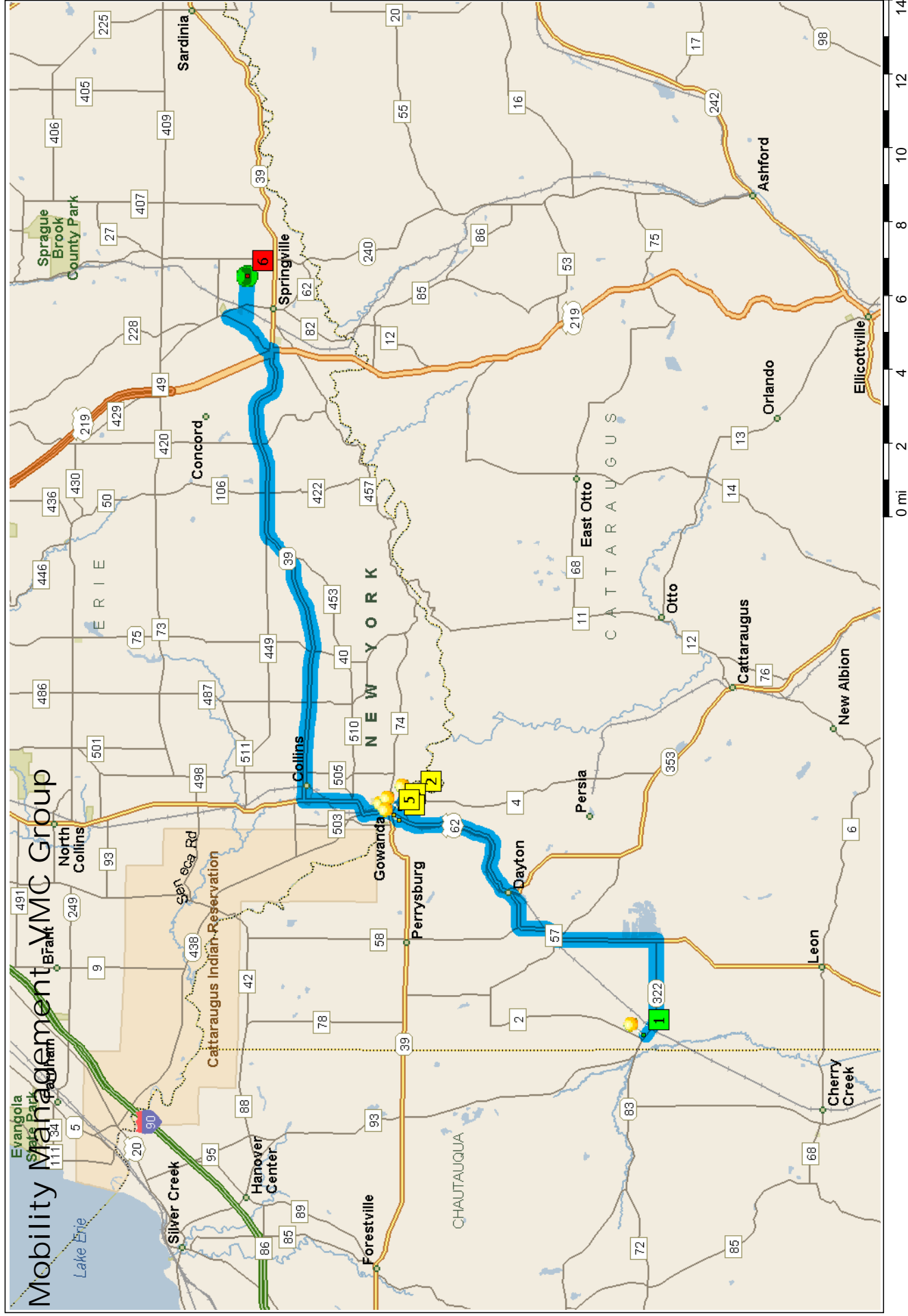
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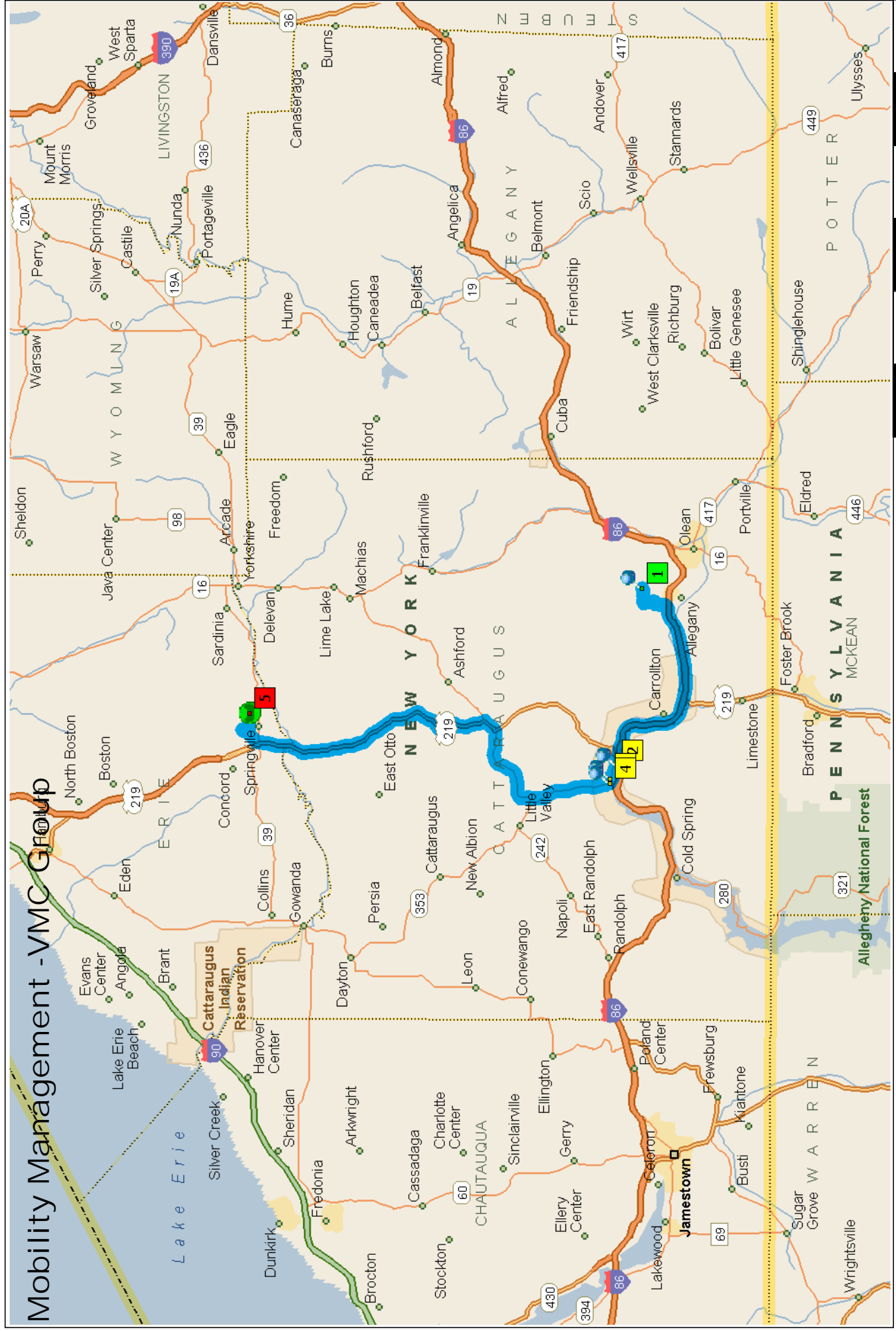
## Mobility Management -VMC Group



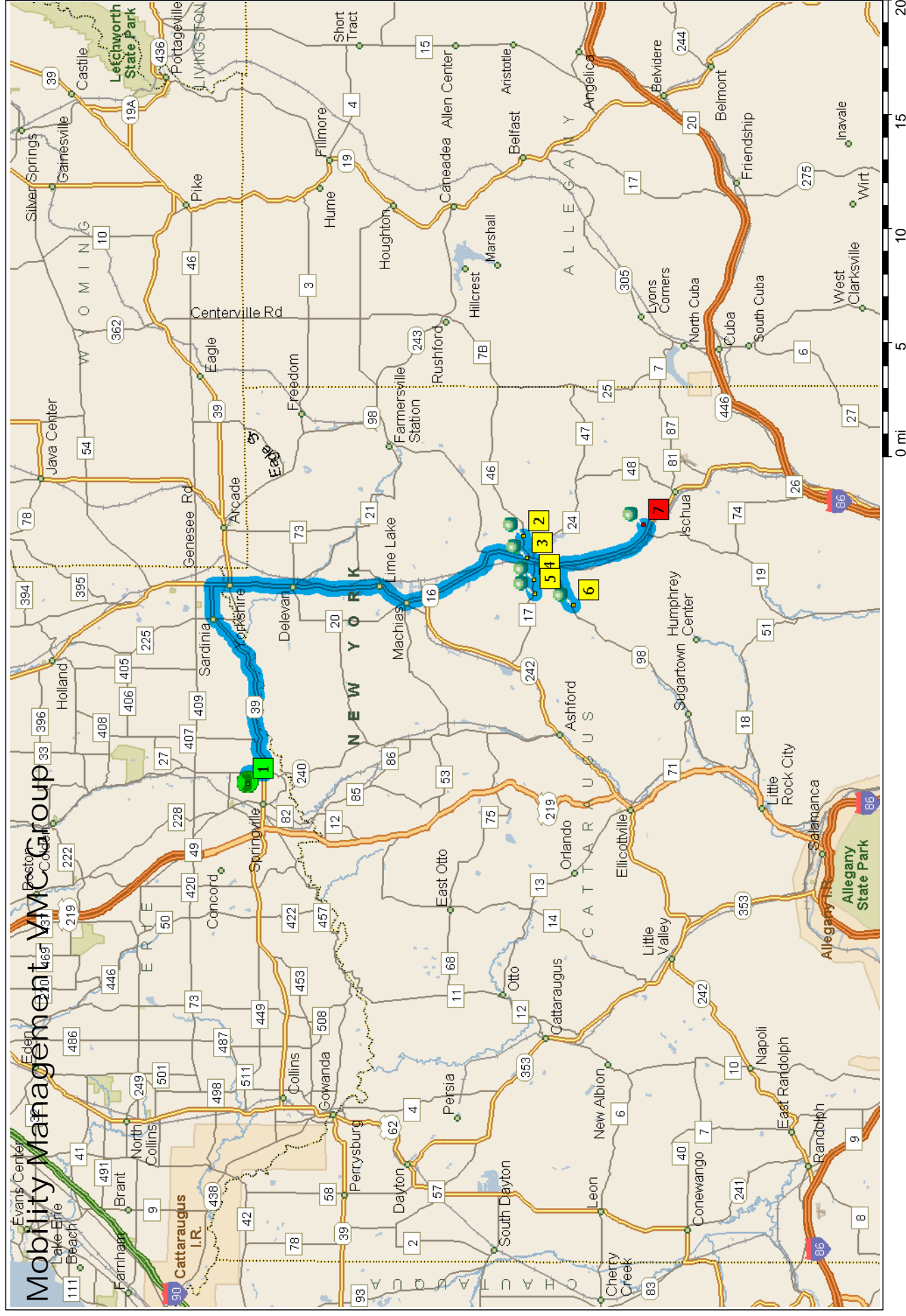


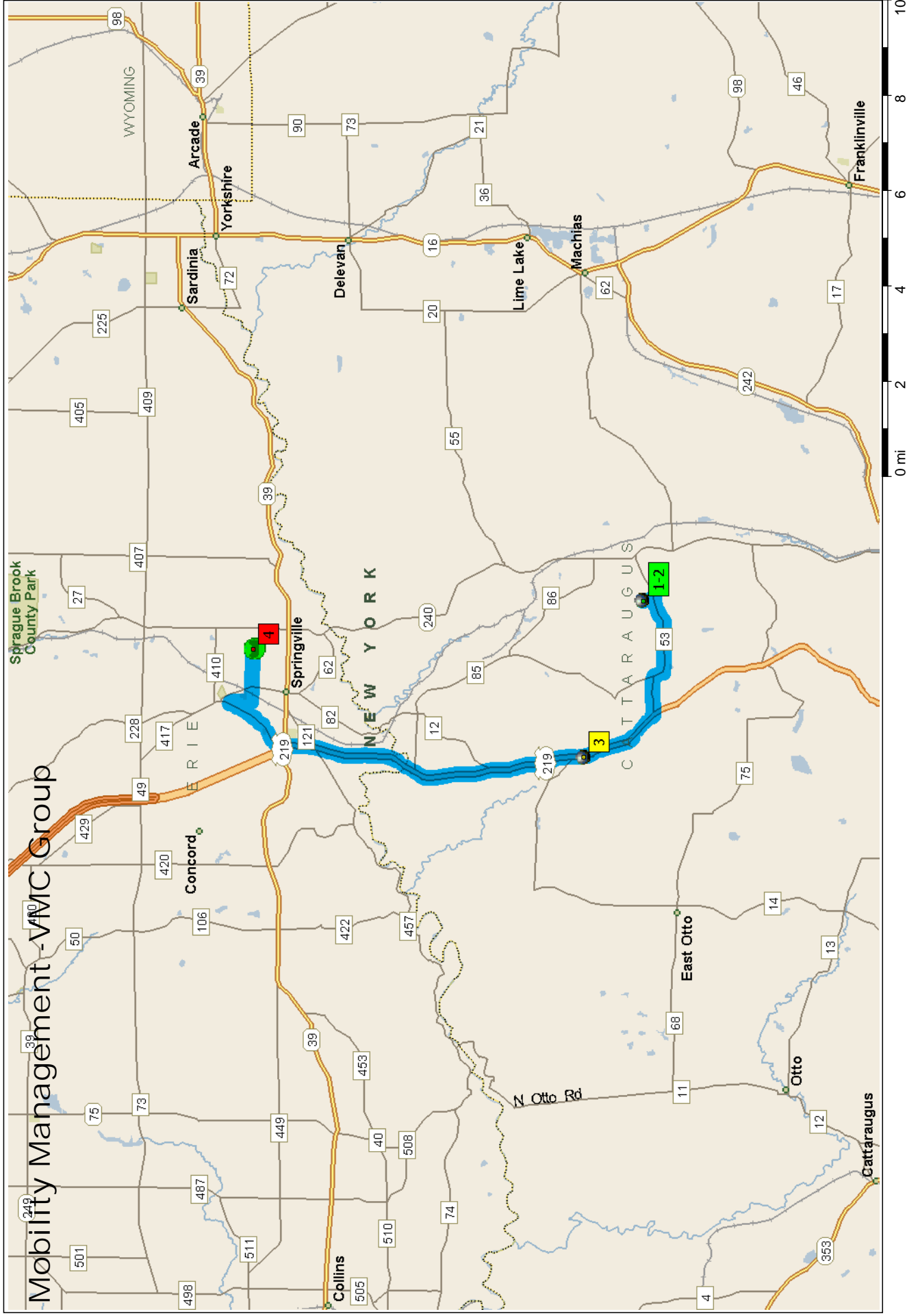




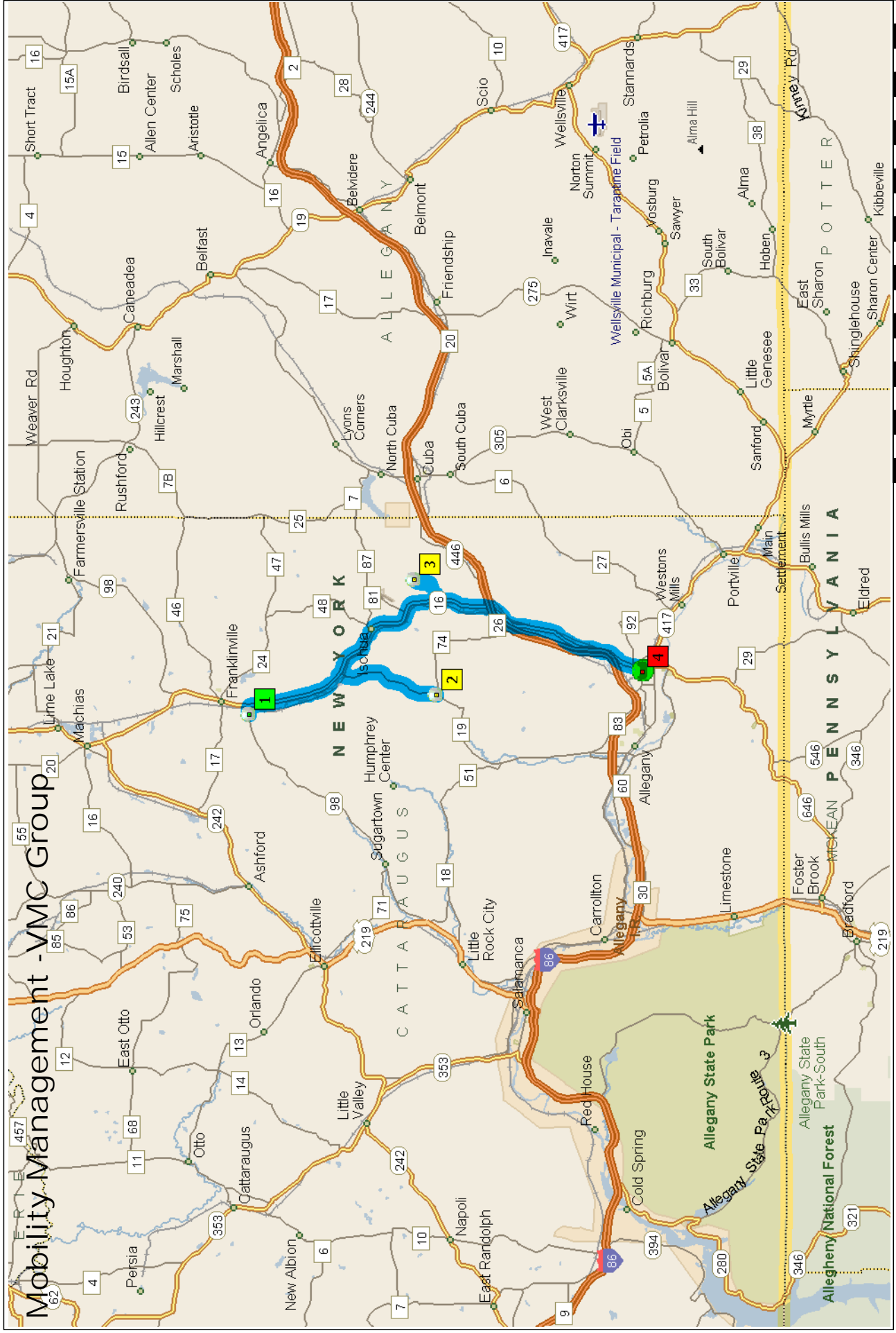


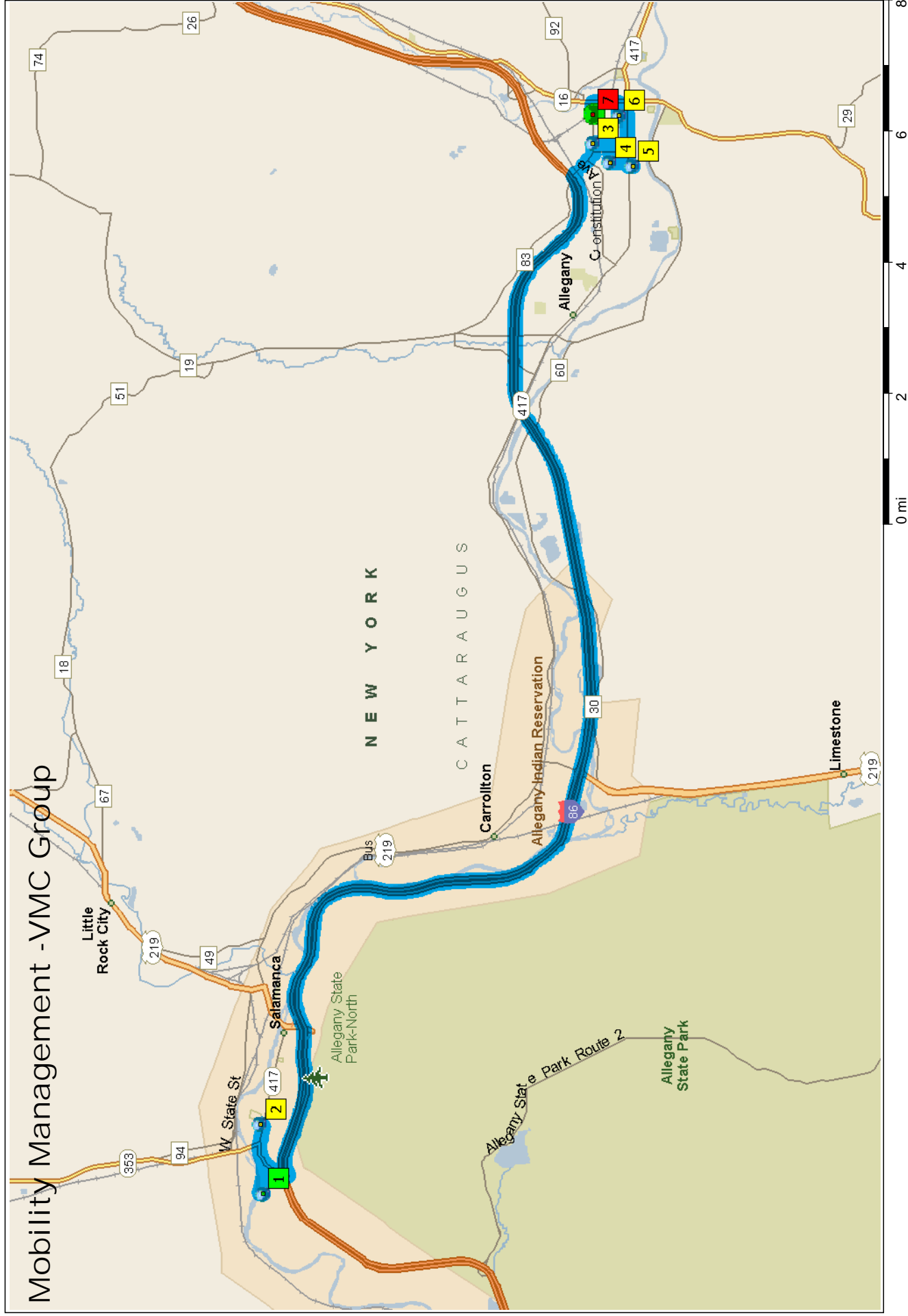
0 mi 10 20 30











## **Appendix C**

### **Tabulation of Survey Responses Inventory of Services and Resources**

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Inventory of Services and Resources

Inventory of Services and Resources - Agency Contact Information



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

	AGENCY	CONTACT	CONTACT INFORMATION	TYPE OF SERVICE	SERVICE AREA	CLIENTELE	ADA VEHICLES	CAR	VAN	BUS	TOTAL	RECOMMENDATIONS	MAJOR OBSTACLES
1	Cattaraugus Community Action	Jodi Fuller	(945-1041 X115) jfuller@ccaction.org	Human Service (Demand Response)	Countywide	Low Income and Victim Services	0	0	1	0	1	Develop countywide system. Increase availability in evenings and weekends for those working non-traditional hours.	Accessibility in the norther region of the County....very few options for those without access to a vehcle. Change mindset from reliance on personal vehicles to other options available. Education about other options.
	Derby Apartments	Jennifer Burt	(372-0429) jburt@ccaction.org	Human Service (Demand Response)	City of Olean	Low Income	0	2	0	0	2	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	Human Service (Demand Response)	Countywide	Low Income and Homeless	0	0	0	0	0	Reliable, on-time, consistent route, more hours.	Men and women from prison do not have money for a bus and have to walk to appointments.
3	Mental Health Association in Cattaraugus County	Joann McAndrew	(372-0208) jmcandrew@mhacatt.org	Not-for-Profit (Demand Response)	Countywide	Diagnosed Mental Illness	0	0	1	0	1	Need public transportation in evening hours.	Currently unaffordable for those not covered by Medicaid.
4	The Pines Healthcare and Rehabilitation Centers	Tim Hellwig	thellwig@catco.org	Human Service (Demand Response)	Route 16 Corridor	Nursing Home Residents	1	0	1	0	1		
5	City of Olean (OATS)	Mary George	(376-5647) mgeorge@cityofolean.org	Fixed Route and Route Deviation	Olean, Cuba, Allegany, Salamanca	Public	4	0	0	4	4	Continue to coordinate transportation service providers to optimize resources.	Establish shared payment model. Publicize to promote utilization. Medicaid redesign
6	Seneca Nation of Indians	Tony Memmo	(532-4900 X5018) anthony.memmo@sni.org	Fixed Route and Route Deviation	Steamburg, Salamanca, Irving	Public	2	0	0	2	2		
6	Cattaraugus County - Department of Social Services	Dan Piccioli	(701-3553) dppiccioli@catco.org	Human Service (Demand Response)	Countywide	Low Income, Disabled, Elderly	0	0	0	0	0	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@catco.org	Human Service (Demand Response and Subscription)	Countywide	Certified Disabilities	0	0	2	0	2	Affordable, dependable, available public transportation	Currently routes are not countywide or appealing to working people
8	Cattaraugus County - Department of Aging	Catherine Mackay	(701-3226) cmmackay@catco.org	Human Service (Subscription)	Countywide	Elderly	0	0	0	0	0	Share assets & resources, eliminate duplication of stops & drops. Collaborate w/faith based	Need County Coordinator/Entity to draw down funds, ie: muni or non-profit
9	Cattaraugus County - Youth Bureau	Pat Siminski	(938-2618) pasiminski@catco.org	Human Service (Demand Response and Subscription)	Countywide	Youth (0 to 3 years)	0	0	0	0	0		
10	Cattaraugus County - Health Department	Dr. Kevin Watkins	(701-3382) kdwatkins@catco.org	Human Service (Demand Response)	Countywide	Family Planning, Early Intervention	0	0	0	0	0		
11	Cattaraugus County - Veterans Service Agency	Steve McCord	(701-3297) semccord@catco.org		Countywide	Veterans and Families	0	0	0	0	0		
12	Cattaraugus County - NY Connects	Michelle Federowicz	(701-5601) mfederowicz@catco.org				0	0	0	0	0		
13	The ReHAbilitation Center	Mari Howard	(375-4747) mhoward@rehabcenter.org	5310 Not-For-Profit (Subscription)	Countywide	Disabled and Elderly	12	0	0	12	12	The cost of transportation is becoming prohibitive. Sharing services and integration, where, appropriate, would be a benefit.	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	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)	Ann Feightner	(379-8474) afeightner@totalseniorcare.org	Not-For-Profit (Based on participant care plan)	Countywide	Elderly	4	0	0	4	4	High quality specialized and coordinated mobility services that reduce costs per trip.	Meeting unique program regulations and frail elderly needs.
16	Healthy Community Alliance	Sharon Noecker	(532-1010) noeckers@hcanetwork.org										
17	Love INC	Wendy Cocca	(592-3761) office@loveincspringville.com	Not-For-Profit (Demand Response)	Northern Cattaraugus County, Springville	Low Income, Elderly, Public	0	0	1	0	1	Need newer vehicle to continue providing service.	Funding to provide a vehicle and its associated costs. Lack of options in northern part of County.
18	First Transit, Allegany County Transit	Tom Donnarumma	(585-968-0834) tom.donnarumma@firstgroup.com	Public (Demand Response, Route Deviation)	Allegany, Cattaraugus, Chautauqua, Erie	Public	25		10	15	25	Coordination	
19	United Way of Cattaraugus County	Candy Plants	(372-3620) UWcatco@verizon.net	Not-For-Profit	Countywide	Non-Profit Organizations	0	0	0	0	0		
20	Caring Hart's Transport	Tricia Hart	(457-3051) info@caringhartswny.com	Non-Emergency Assisted Care Transportation	Western New York	Public							
21	Cattaraugus and Wyoming Counties Project Head Start	Ira Katzenstein	(373-2447) ikatzenstein@headstartnetwork.com	Human Service (Demand Response and Subscription)	Cattaraugus and Wyoming Counties	Children (Low Income Families)		1	3	7	11		
22	Directions in Independent Living	Lenny Liquori Howard Cornwall	lliquori@oleanic.org hcorwall@oleanic.org	Human Service (Demand Response)	Cattaraugus and Allegany Counties	Disabled	0	0	0	0	0		
23	Cattaraugus County Council on Alcoholism and Substance Abuse	Laura Elliott-Engel, Sonya McCall	(373-4303 ext. 509) smccall@councilonaddiction.org	Not-for-Profit (Demand Response)	Countywide	Chemically and Behaviorally Disabled	0	0	4	0	4		
24	Olean Child Day Care Center	Betsy Bathurst	(372-4225) betsybathurst@yahoo.com	Daycare, Not-For-Profit (Demand Response)	Olean and Allegany	Children	0	0	2	0	2	Additional transportation funding	Barrier to coordination of duplicated services
25	CAEW-BOCES	Lynda Quick	(376-8254) lynda_quick@caboces.org	School (Demand Response and Subscription)	Cattaraugus-Allegany-Erie-Wyoming Counties	Public (Children to Seniors)							
26	Randolph Academy Union Free School District	Lori DeCarlo	(358-6866) ldecarlo@randolphacademy.org	School (Demand Response and Subscription)	Western New York	Schoolchildren	0	2	2	1	5		
27	Trans Am Ambulance Services	Walt Reisner	(372-5871) wreisner@transamservices.com	Ambulances, Wheelchair Vans and Medicab Car	Cattaraugus and Western Allegany Counties	Public	Yes						
28	Interfaith Caregivers	Megan Taylor	(372-6283) megantaylor@interfaithcaregiversinc.org	Not-For-Profit (Demand Response)	Southern Cattaraugus County	Low Income, Elderly, Public	0	0	0	0	0		
29	Coach USA / Shortline Bus		(800-631-8405)	Public - Bus		Public							
30	Fullington Trailways		(372-4546) 301 S. Union St., Olean, NY	Public - Bus		Public							
31	Carrier Coach		(373-5589) 502 N. Barry St., Olean, NY	Public - Bus		Public							
32	Alley Catt Taxi		(372-7171) 718 E. State St., Olean, NY	Public - Taxicab		Public							
34	Reed's Cab Service		(945-3333) 303 Central Ave., Salamanca, NY	Public - Taxicab		Public							
35	Silver Roads Taxi		(373-1717) 718 E. State St., Olean, NY	Public - Taxicab		Public							
36	Southern Tier Transportation		(372-4646) 808 Reed St., Olean, NY	Public - Taxicab		Public							

## COMMUNITY TRANSPORTATION COALITION OF CATTARAUGUS COUNTY TASK FORCE

Last Name	First Name	Title	Agency	Email	Phone	Mailing Address	City	State	Zip
Whitwood	Carrie	Executive Director	Allegany/Western Steuben Rural Health Network	whitwoodc@awsrh.org	585-593-5223	85 N Main St	Wellsville	NY	14895
Brand	Wendy	Community Liaison	Assemblyman Giglio Office	giglioj@assembly.state.ny.us	716-373-7103	700 W State St	Olean	NY	14760
Kimelberg	Michael	Chief Planning Officer	Seneca Nation of Indians	michael.kimelberg@sni.org					
Clark	Jody	Transportation Manager	Seneca Nation of Indians	jody.clark@sni.org	716-945-1790 X3051	3689 Center Rd.	Salamanca	NY	14779
Williams	Nancy	Community Planner	Seneca Nation of Indians	nancy.williams@sni.org					
Memmo	Tony	Transit Program Manager	Seneca Nation of Indians	<a href="mailto:anthony.memmo@sni.org">anthony.memmo@sni.org</a>	716-532-4900 X5018	12837 Route 438	Irving	NY	14081
Hart	Tricia	CEO	Caring Hart's Transport	tricia@carinhartswny.com	716-457-3051	PO Box 57	Strykersville	NY	14105
Searles	Jack	County Administrator	Catt. Co. Administration	jrsearles@cattco.org	716-938-2577	1 Leo Moss Dr, Suite 0123	Olean	NY	14760
Miller	Dawn	Director	Catt. Co. Community Services	dmmiller@cattco.org	716-701-3294	1 Leo Moss Dr, Suite 4308	Olean	NY	14760
Buckles	Tom	Foundations for Change	Catt. Co. Community Services	<a href="mailto:tjbuckles@cattco.org">tjbuckles@cattco.org</a>	716-373-8080 X5301	203 Laurens St.	Olean	NY	14760
McCall	Sonya	Director of Clinical Services	Catt. Co. Council on Alcohol & Substance Abuse	<a href="mailto:smccall@councilonaddiction.org">smccall@councilonaddiction.org</a>	716-373-4303 X509	201 S Union St.	Olean	NY	14760
Mackay	Catherine	Aging Director	Catt. Co. Dept. of Aging	cmmackay@cattco.org	716-701-3226	1 Leo Moss Dr, Suite 7610	Olean	NY	14760
Bishop	Paul	Senior Planner	Catt. Co. Econ Dev, Plan & Tourism	prbishop@cattco.org	716-938-2369	303 Court St	Little Valley	NY	14755
Abers	Crystal	Director	Catt. Co. Econ Dev, Plan & Tourism	<a href="mailto:cabers@cattco.org">cabers@cattco.org</a>	716-938-2310	303 Court St	Little Valley	NY	14755
Watkins	Kevin	Health Department Director	Catt. Co. Health Dept	kdwatkins@cattco.org	716-701-3382	1 Leo Moss Dr, Suite 4010	Olean	NY	14760
Hellwig	Tim	Administrator	Catt. Co. Nursing Homes	<a href="mailto:thellwig@cattco.org">thellwig@cattco.org</a>	716-701-4515	2245 W State St, The Pines	Olean	NY	14760
VanDeCar	Jeff	Deputy County Administrator	Catt. Co. Administration	jmvandecar@cattco.org	716-938-2235	303 Court St	Little Valley	NY	14755
Lecceadone	Thomas	Sr. Accountant	Catt. Co. Social Services	tplecceadone@cattco.org	716-701-3463	1 Leo Moss Dr, Suite 6010	Olean	NY	14760
Piccioli	Dan	Commissioner	Catt. Co. Social Services	dppiccioli@cattco.org	716-701-3553	1 Leo Moss Dr, Suite 6010	Olean	NY	14760
McCord	Steve	Director	Catt. Co. Veterans Service Agency	semccord@cattco.org	716-701-3297	1 Leo Moss Dr, Suite 6510	Olean	NY	14760
Evans	Tony	Director	Catt. Co. Youth Bureau	alevans@cattco.org	716-938-2611	200 Erie St	Little Valley	NY	14755
Siminiski	Pat	Special Needs Prgm Coordinator	Catt. Co. Youth Bureau	pasiminiski@cattco.org	716-938-2618	200 Erie St	Little Valley	NY	14755
Kirsop	Karen	Transportation Coordinator	Catt/Wyoming Counties Project Head Start	kkirsop@headstartnetwork.com	716-373-2447 X16	101 South St	Olean	NY	14760
Katzenstein	Ira	Director	Catt/Wyoming Counties Project Head Start	ikatzenstein@headstartnetwork.com	716-373-2447	101 South St	Olean	NY	14760
Zerbian	Tina	CEO	Cattaraugus Community Action Inc.	tzerbian@ccaction.org	716-945-1041 X111	25 Jefferson St	Salamanca	NY	14779
Fuller	Jodi	COO	Cattaraugus Community Action Inc.	jfuller@ccaction.org	716-945-1041 X115	25 Jefferson St	Salamanca	NY	14779
Gayton	Dan	Director of Medicaid Service	Cattaraugus Rehabilitation Center	dgayton@rehabcenter.org	716-375-4740 X165	3799 S. Nine Mile Rd.	Allegany	NY	14706
Crisafulli	Tracy	Administrator of Finance	Cattaraugus Rehabilitation Center	<a href="mailto:trcrisafulli@rehabcenter.org">trcrisafulli@rehabcenter.org</a>	716-375-4730 X533	1439 Buffalo St	Olean	NY	14760
Klute	Daryl	Manager of Communications	Cattaraugus Rehabilitation Center	dklute@rehabcenter.org	716-375-4739	1439 Buffalo St	Olean	NY	14760
Howard	Mari	President and CEO	Cattaraugus Rehabilitation Center	<a href="mailto:mhoward@rehabcenter.org">mhoward@rehabcenter.org</a>	716-375-4747	1439 Buffalo St	Olean	NY	14760
Cornwall	Howard	Program Director	Directions in Independent Living	hcornwall@oleanilc.org	716-373-4602	512 W State St	Olean	NY	14760
Liguori	Lenny	CEO	Directions in Independent Living	<a href="mailto:lliguori@oleanilc.org">lliguori@oleanilc.org</a>	716-373-4602	512 W State St	Olean	NY	14760
Donnarumma	Tom	General Manager	First Transit	<a href="mailto:tom.donnarumma@firstgroup.com">tom.donnarumma@firstgroup.com</a>	585-968-0834				
Gorman	Jim	Area Vice President	First Transit	jim.gorman@firstgroup.com	716-675-7505 X215	PO Box 332	Buffalo	NY	14224
Lounsbury	Linore	Executive Director	Genesis House	<a href="mailto:ghouse@roadrunner.com">ghouse@roadrunner.com</a>	716-373-3354	PO Box 139	Olean	NY	14760
Mathe	Sharon	Executive Director	Healthy Community Alliance	mathes@hcanetwork.org	716-532-1010	26 Jamestown St	Gowanda	NY	14070
Noecker	Sharon	Community Programs Coordinator	Healthy Community Alliance	noeckers@hcanetwork.org	716-532-1010	26 Jamestown St	Gowanda	NY	14070
Cocca	Wendy	Executive Director	Love INC of Springville	office@loveincspringville.com	716-592-3761	62 E. Main St.	Springville	NY	14141
Faulkner	Joni	Transportation Manager	HomeCare & Hospice	jfaulkner@homecare-hospice.org	716-372-2106	1225 W State St	Olean	NY	14760
Gonska	Jean	Director of Service Advancement	HomeCare & Hospice	jgonska@homecare-hospice.org	716-372-5735	1225 W State St	Olean	NY	14760
Mahoney	Carol	CEO	HomeCare & Hospice	cmahoney@homecare-hospice.org	716-372-5735	1225 W State St	Olean	NY	14760
Taylor	Megan	Director	Interfaith Caregivers	megantaylor@interfaithcaregiversinc.org		34 N 4th St	Allegany	NY	14706
McAndrew	Joann	Executive Director	Mental Health Association of Cattaraugus County	<a href="mailto:jmcandrew@mhacatt.org">jmcandrew@mhacatt.org</a>	716-372-0208	121 N. Union St.	Olean	NY	14760
Federowicz	Michelle	POE Coordinator	NY Connects	mfederowicz@cattco.org	716-701-5601	130 S Union St, Suite 6	Olean	NY	14760
Reel	John	Mobility Specialist	NYSDOT	jreel@dot.state.ny.us	518-457-8368	50 Wolf Road	Albany	NY	12232
Bathurst	Betsy	Executive Director	Olean Child Day Care	<a href="mailto:betsybathurst@yahoo.com">betsybathurst@yahoo.com</a>	716-372-4225	212 Laurens St	Olean	NY	14760
Aiello	William	Mayor	Olean City	<a href="mailto:waiello@cityofolean.org">waiello@cityofolean.org</a>	716-376-5615	101 E State St	Olean	NY	14760
George	Mary	Program Coordinator	Olean City	mgeorge@cityofolean.org	716-376-5647	101 E State St	Olean	NY	14760

**COMMUNITY TRANSPORTATION COALITION OF CATTARAUGUS COUNTY TASK FORCE**

Last Name	First Name	Title	Agency	Email	Phone	Mailing Address	City	State	Zip
DeCarlo	Lori	Superintendent	Randolph Academy Union Free School	ladecarlo@randolphacademy.org	716-358-6866	336 Main St - ER	Randolph	NY	14772
Giblin	Mary Ellen		Salamanca Area Senior Center/Lions	jmegiblin@msn.com					
Ald	Steve	Director Real Estate Dev.	Souther Tier Env for Living Inc.	alds@stel.org	716-366-3200	715 Central Ave	Dunkirk	NY	14048
Malak	Ginger	Senior Regional Dev Coordinator	Southern Tier West RP&DB	gmalak@southerntierwest.org	716-945-5301 X201	4039 Route 219, Suite 200	Salamanca	NY	14779
Defazio	Rob		St. Bonaventure University	rdefazio@sbu.edu					
Higley	Carol		St. Bonaventure University	chigley@sbu.edu					
Winger	Phil		St. Bonaventure University	pwinger@sbu.edu					
Feightner	Ann	Program Officer	Total Senior Care, Inc (PACE)	<a href="mailto:afeightner@totalseniorcare.org">afeightner@totalseniorcare.org</a>	716-379-8474	519 N Union St	Olean	NY	14760
Reisner	Walt	COO	Trans Am Ambulance Services Inc.	wreisner@transamservices.com	716-372-5821	1658 Olean-Portville Rd	Olean	NY	14760
Sportelli	Vito J.		Transportation Grant Consultant	vitosportelli@yahoo.com	716-689-2252	68 Snowberry, East	Amherst	NY	14051
Plants	Candace	Director, CEO	United Way	UWcattco@verizon.net	716-372-3620	807 W State St	Olean	NY	14760
Smith	Gail	Administrative Assistant	United Way	UWcattco@verizon.net	716-372-3621	807 W State St	Olean	NY	14761
Covert	Christy	Transportation Mgmt. Services	VMC Group, Inc.	ccover@vmcgroup.com	716-373-2223	124 N Union St, Basement	Olean	NY	14760
Ganim	Dr. Charles	President	VMC Group, Inc.	cjg@vmcgroup.com	716-285-6000	9701 N Falls Blvc, Suite A	Niagara Falls	NY	14304
Miller	Rhonda	Chief Financial Officer	YMCA	rmiller@olean-bradfordymca.org	716-701-1316	1101 Wayne St	Olean	NY	14760

**Appendix D**

**Demographic Data**

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Population Density

Total Households

Elderly Population

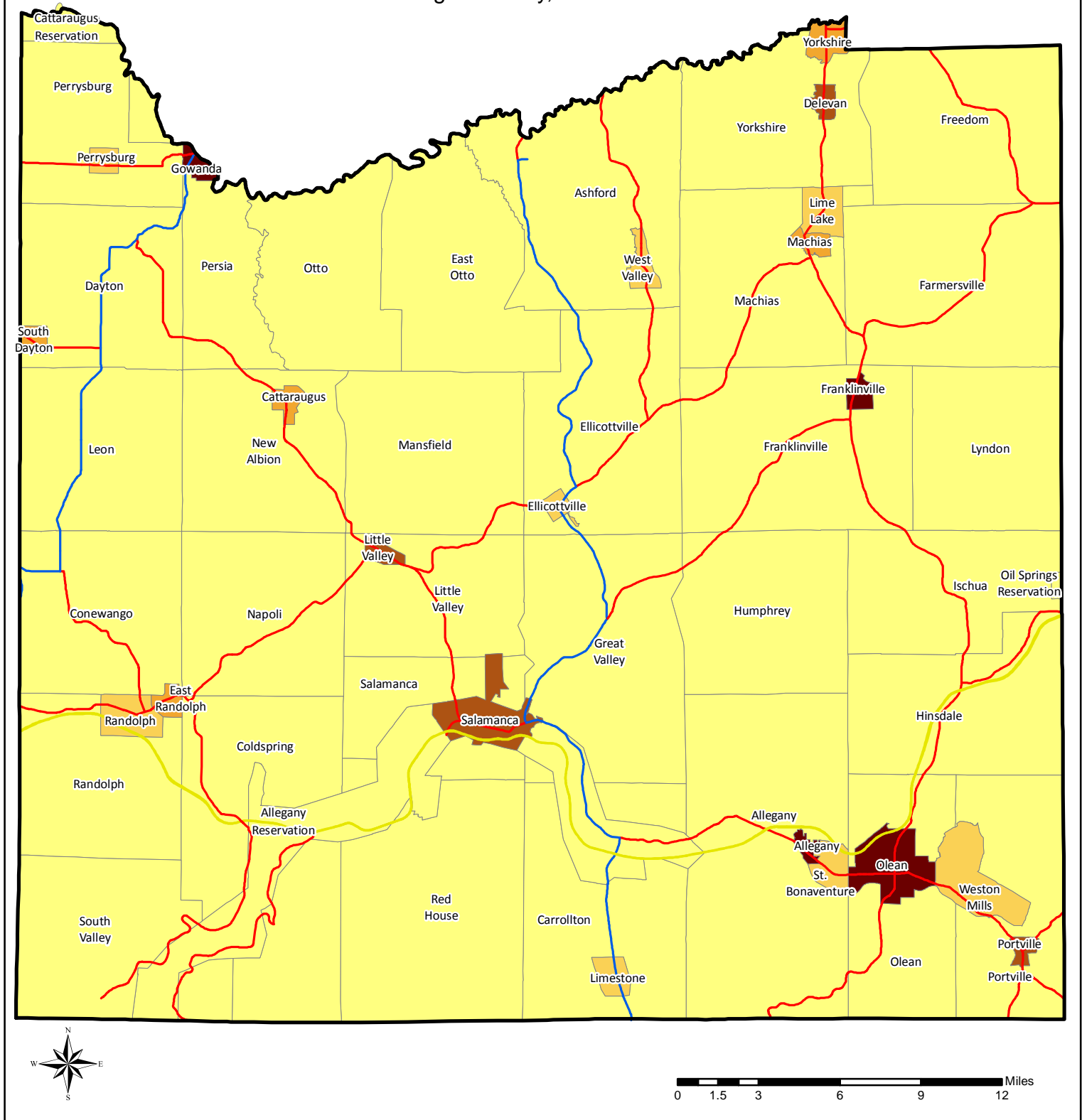
Below Poverty Population Density

Zero Vehicle Households

Persons with Ambulatory Difficulty Density

# POPULATION DENSITY

Cattaraugus County, New York



## Legend

### Major Highways

- I-86
- State Highways
- US Highways

### Persons per Square Mile

- 0 - 65
- 66 - 450
- 451 - 900
- 901 - 1500
- 1501 - 2400

Data Source:

U.S. Census Bureau

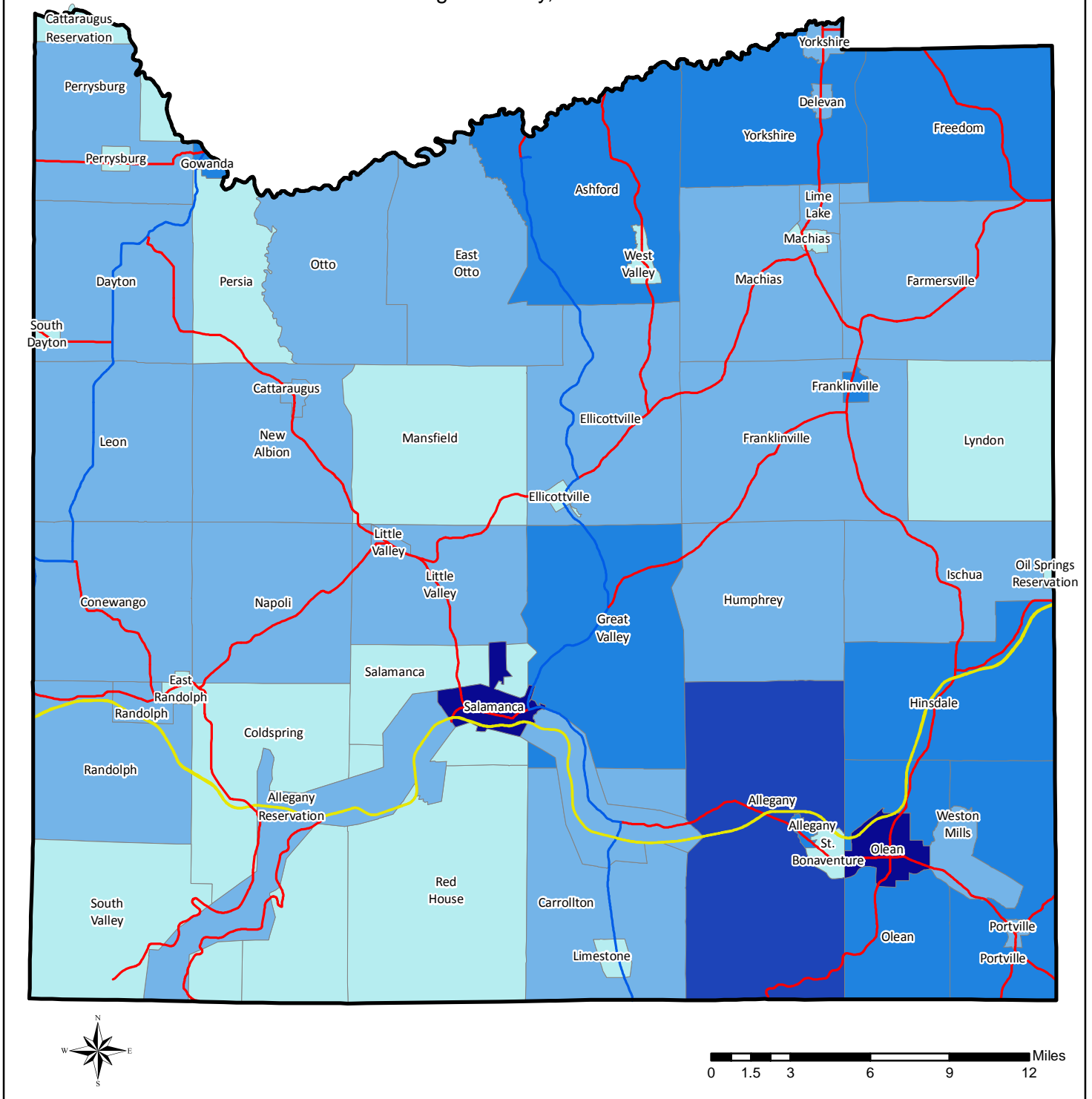
2007-2011 American Community Survey



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 Planning & Tourism  
 303 Court Street  
 Little Valley, NY 14755  
[www.cattco.org](http://www.cattco.org)  
 James H. Isaacson, Senior Planner  
 May 2013

# TOTAL HOUSEHOLDS

Cattaraugus County, New York



## Legend

### Major Highways Total Households

<span style="color: yellow;">—</span> I-86	<span style="background-color: #e0f2f1;"> </span> 0 - 300
<span style="color: red;">—</span> State Highways	<span style="background-color: #bbdefb;"> </span> 301 - 600
<span style="color: blue;">—</span> US Highways	<span style="background-color: #90caf9;"> </span> 601 - 1,000
	<span style="background-color: #64b5f6;"> </span> 1,001 - 2,500
	<span style="background-color: #42a5f5;"> </span> 2,501 - 6,500

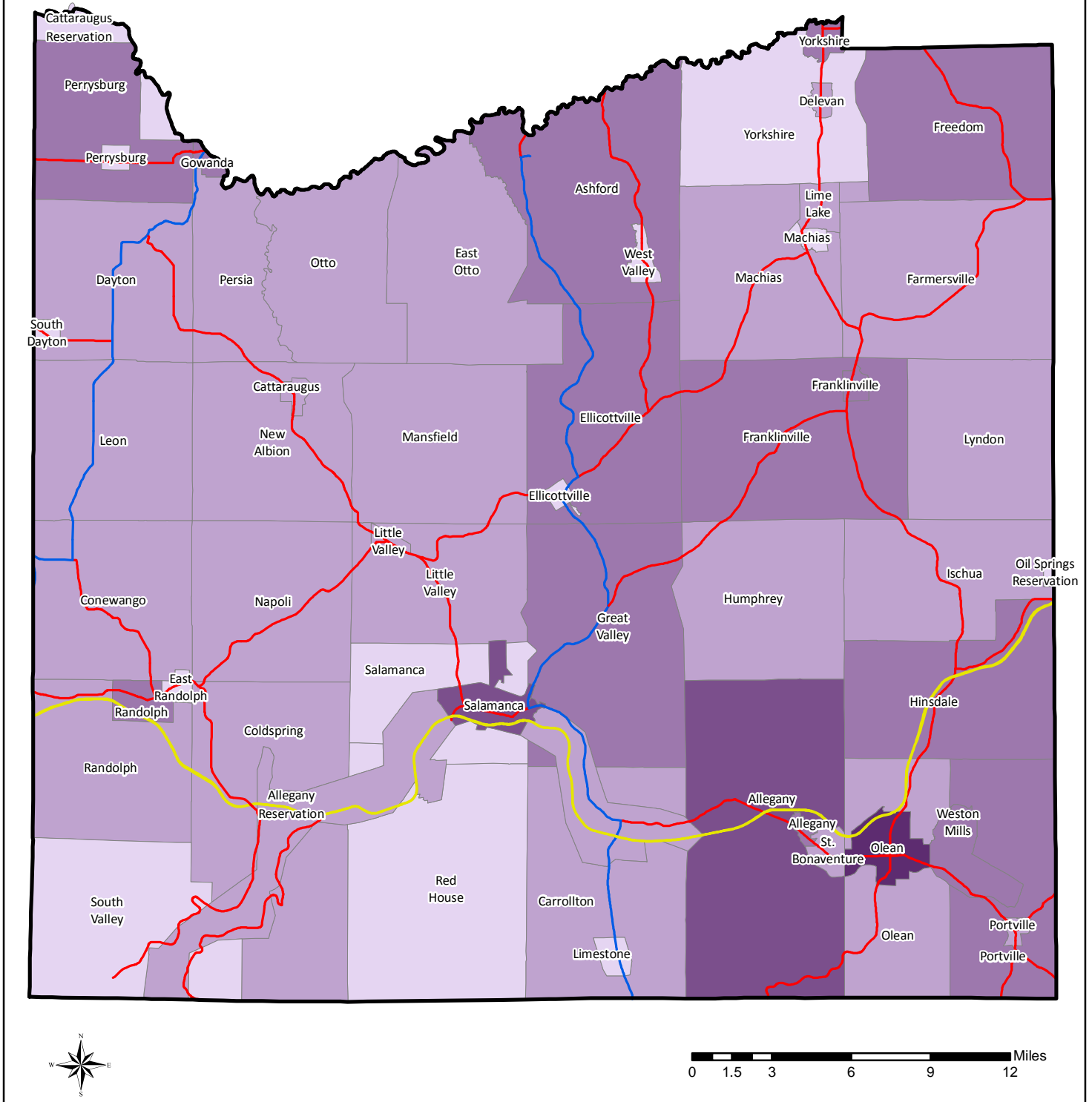
Data Source:  
U.S. Census Bureau  
2007-2011 American Community Survey



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May 2013

# ELDERLY POPULATION

Cattaraugus County, New York



## Legend

### Major Highways Elderly Population

<span style="color: red;">—</span> I-86	<span style="background-color: #f0f0f0; border: 1px solid black; padding: 2px;">0 - 100</span>
<span style="color: blue;">—</span> State Highways	<span style="background-color: #d0d0d0; border: 1px solid black; padding: 2px;">101 - 200</span>
<span style="color: green;">—</span> US Highways	<span style="background-color: #b0b0b0; border: 1px solid black; padding: 2px;">201 - 400</span>
	<span style="background-color: #909090; border: 1px solid black; padding: 2px;">401 - 900</span>
	<span style="background-color: #707070; border: 1px solid black; padding: 2px;">901 - 2,500</span>

Data Source:  
U.S. Census Bureau  
2007-2011 American Community Survey

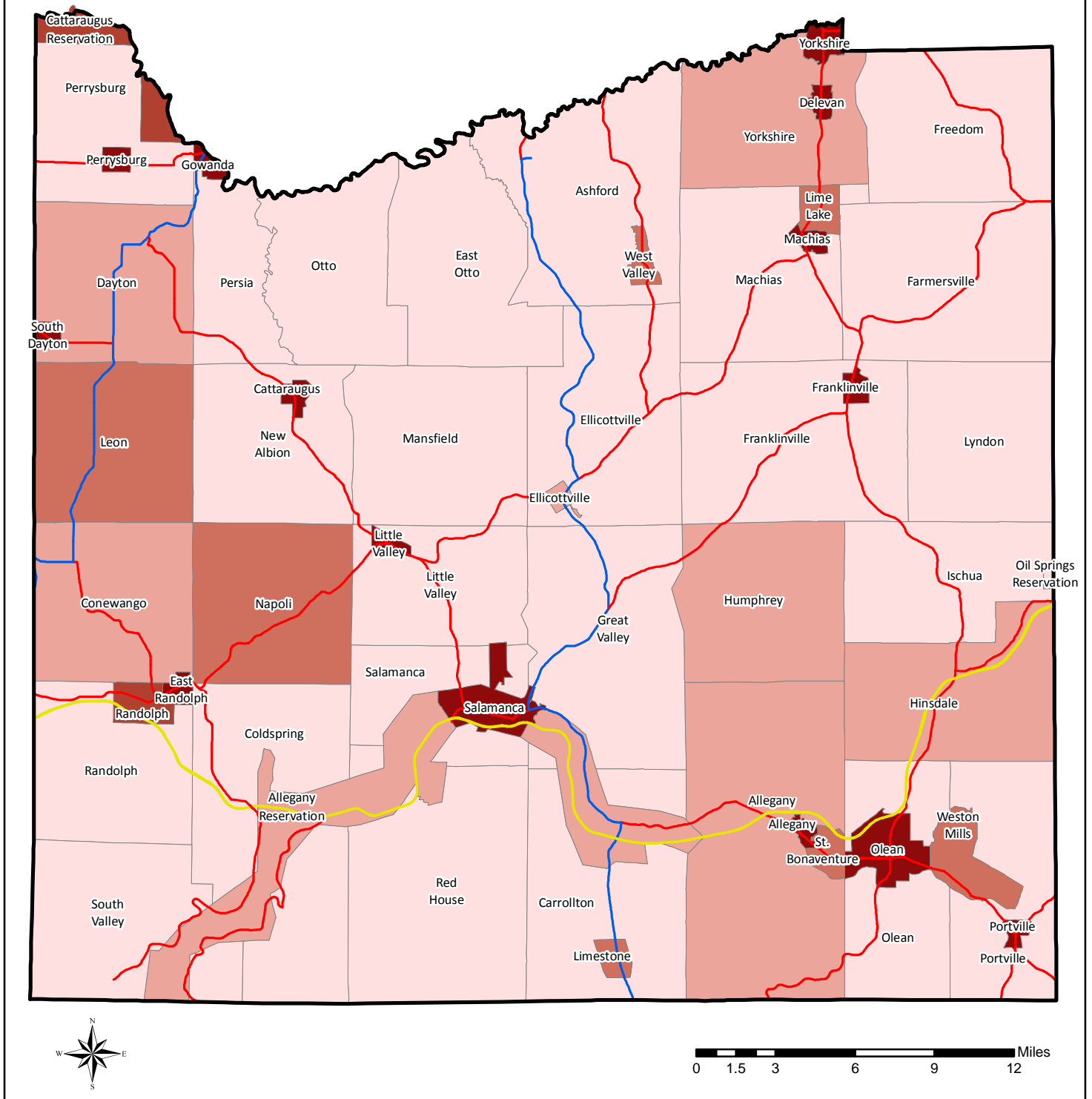


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May 2013



# BELOW POVERTY POPULATION DENSITY

Cattaraugus County, New York



## Legend

### Major Highways Below Poverty Population Density

Yellow line	I-86
Red line	State Highways
Blue line	US Highways
Light pink	0 - 5 persons per square mile
Light red	6 - 12
Medium red	13 - 35
Dark red	36 - 90
Very dark red	91 - 500

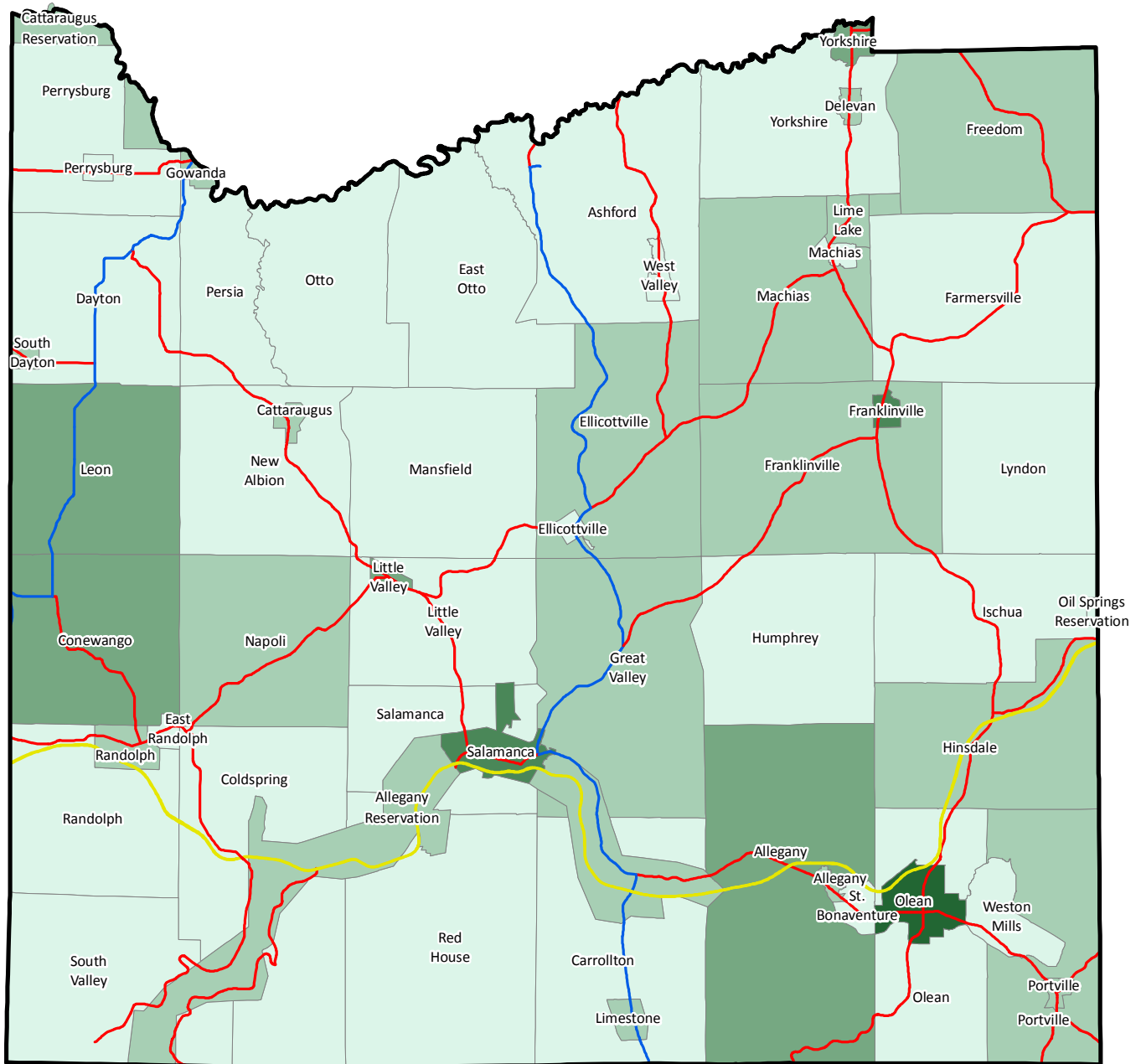
Data Source:  
U.S. Census Bureau  
2007-2011 American Community Survey



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# ZERO VEHICLE HOUSEHOLDS

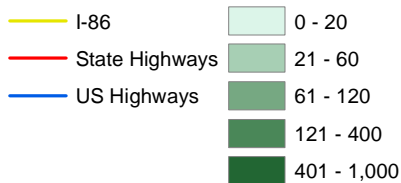
Cattaraugus County, New York



0 1.5 3 6 9 12 Miles

## Legend

### Major Highways Zero Vehicle Households



Data Source:  
U.S. Census Bureau  
2007-2011 American Community Survey

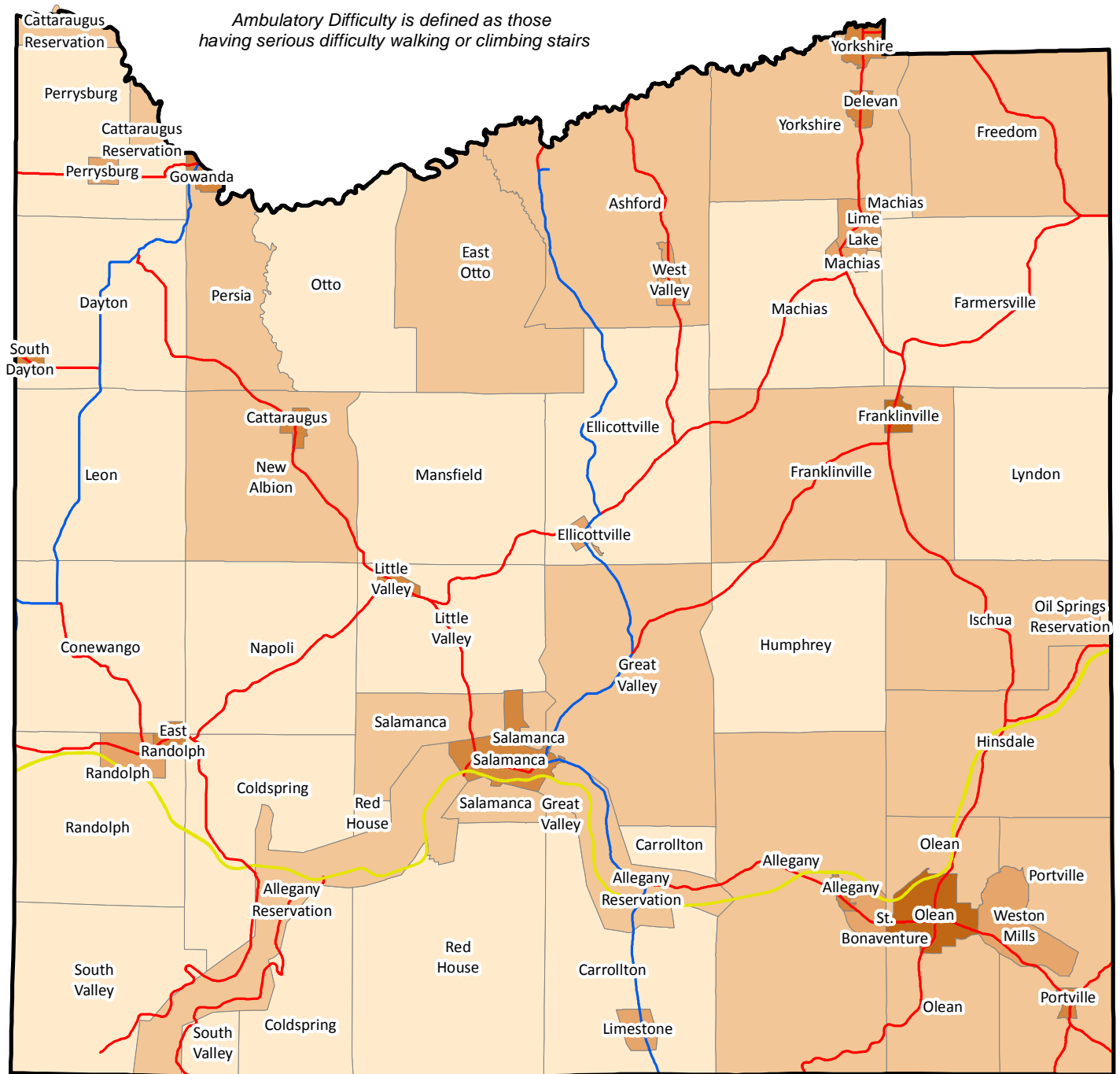


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# PERSONS WITH AMBULATORY DIFFICULTY DENSITY

Cattaraugus County, New York

*Ambulatory Difficulty is defined as those having serious difficulty walking or climbing stairs*



0 1.5 3 6 9 12 Miles

## Legend

### Major Highways

- I-86
- State Highways
- US Highways

	0 - 2
	2 - 8
	8 - 37
	37 - 118
	118 - 183

Data Source:

U.S. Census Bureau

2008-2012 American Community Survey



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 January 2014

**Appendix E**  
**Clinics and Hospitals**

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Selected Clinics in Cattaraugus County

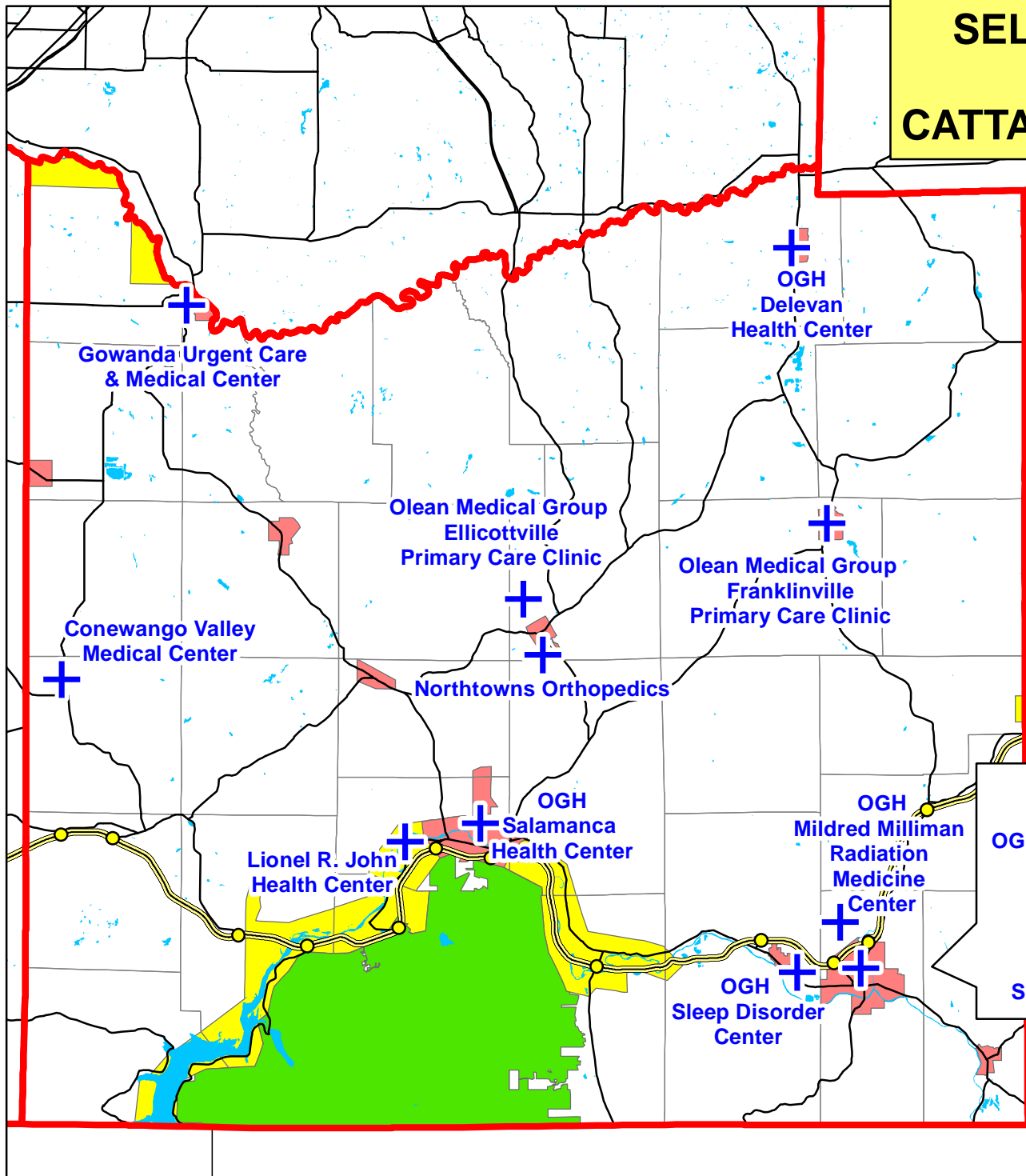
Selected Hospitals in Western new York

# SELECTED CLINICS IN CATTARAUGUS COUNTY

*Community  
Transportation  
Coalition  
of  
Cattaraugus County*



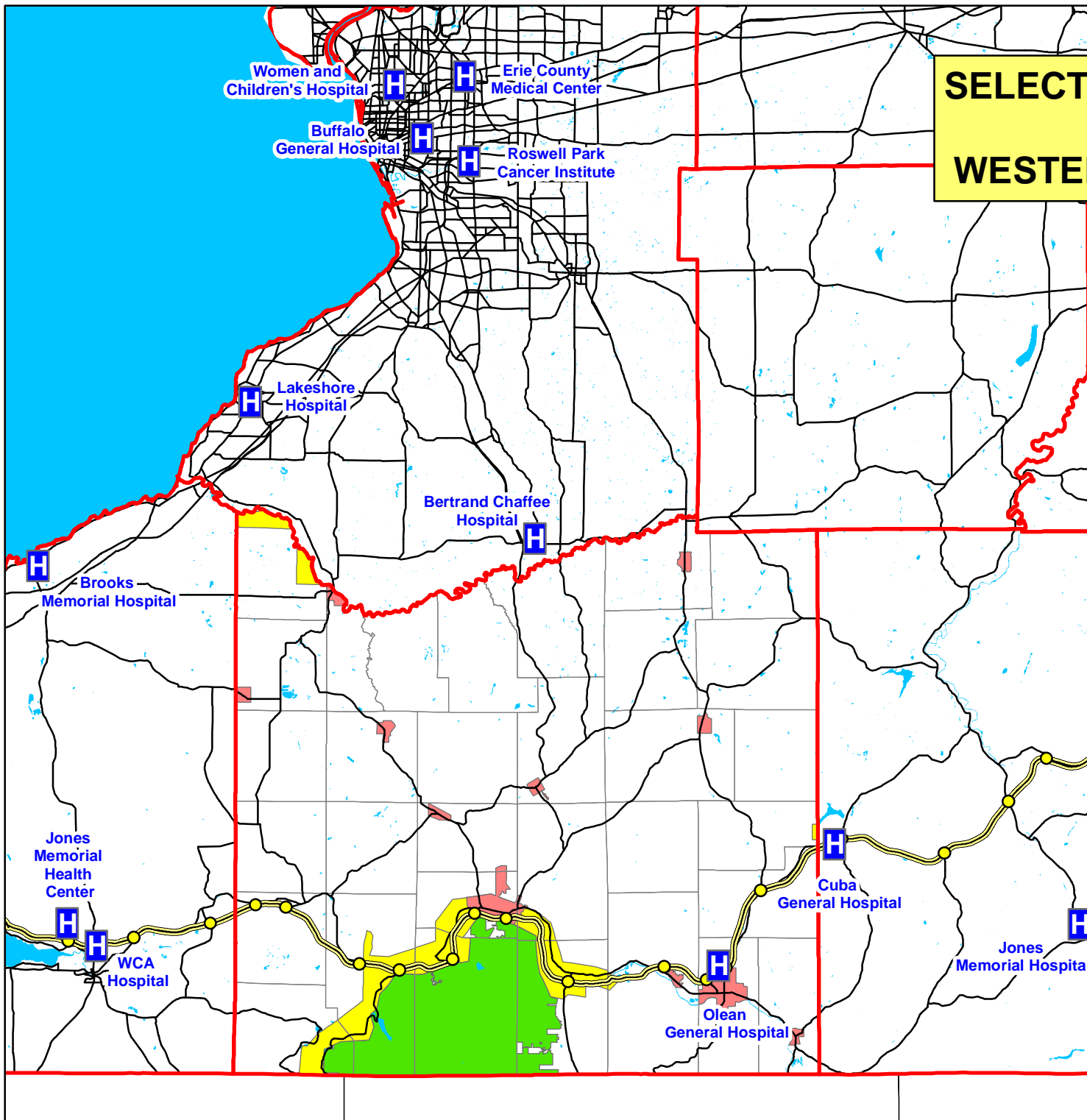
0 2.5 5 10  
Miles



**Additional Olean Clinics:**  
 Olean Medical Group  
 OGH Holiday Park Health Center  
 Omega Family Healthcare  
 MASH Urgent Care  
 VA Clinic  
 Medical Arts  
 Universal Primary Care  
 Southern Tier Cancer Center



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 January, 2014



# SELECTED HOSPITALS IN WESTERN NEW YORK

*Community  
Transportation  
Coalition  
of  
Cattaraugus County*



0 2.5 5 10  
Miles



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Planning & Tourism  
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Little Valley, NY 14755  
Paul R. Bishop, Senior Planner  
January, 2014

## **Appendix F**

### **Major Employers**

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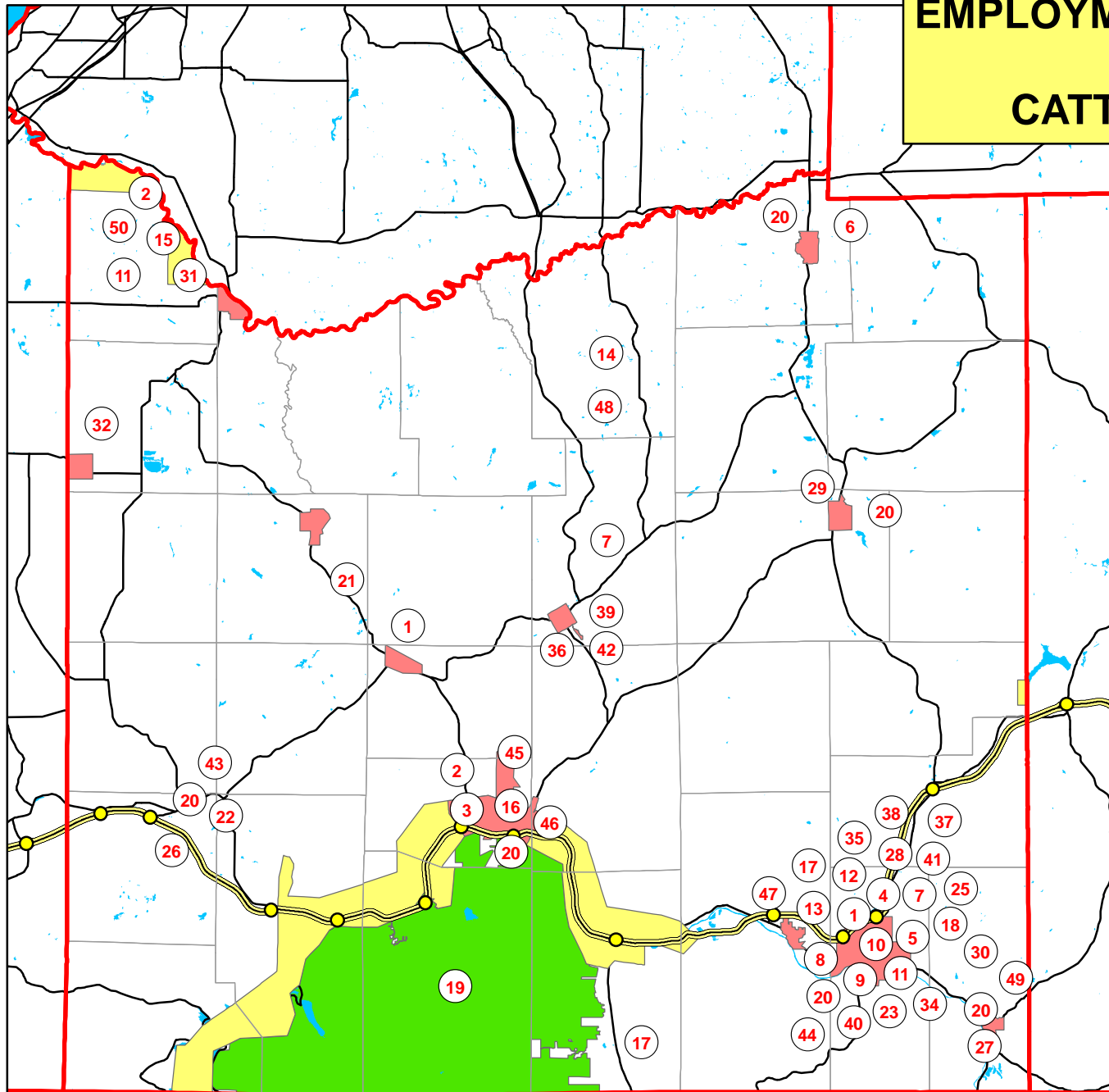
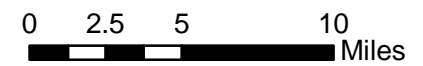
Employment Concentrations in Cattaraugus County

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.**

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January, 2014

# 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	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 City School	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 Central School	Education, school
16	325	Salamanca Central School	Education, school
17	288	Allegany/Limestone School	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	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 Central School	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	SolEpoxy	Adhesives
42	112	Ellicottville Central School	Education, school

## CATTARAUGUS COUNTY EMPLOYERS

<b>No.</b>	<b>Estimated Number of Employees</b>	<b>Employer</b>	<b>Type</b>
<b>43</b>	105	Randolph Academy Union Free School	Education, school
<b>44</b>	104	Rieds Food Barn	Grocery stores
<b>45</b>	104	Philadelphia Furniture Mfg. Co.	Wood furniture
<b>46</b>	99	Absolute Care of Salamanca	Skilled nursing care facilities
<b>47</b>	98	Kmart	Retail
<b>48</b>	96	West Valley Central School	Education, school
<b>49</b>	90	Spragues Maple Farms	Maple syrup and restaurant
<b>50</b>	90	Forts Grocery Inc	Grocery stores