

# Coordinated Human Services Transportation Plan 2023-2027



Greater Buffalo Niagara Regional Transportation Council

## **2023-2027 GBNRTC Coordinated Human Services Transportation Plan Update**

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## Chapter 1: Background

### Introduction

*The Coordinated Human Services Transportation Plan for Erie and Niagara Counties serves as a unified, comprehensive strategy for public transportation service delivery that identifies the transportation needs of individuals with disabilities, older adults and individuals with limited incomes. It lays out strategies for meeting those needs and prioritizes ways to meet them. The plan was originally developed in response to new requirements for planning for special needs transportation in the 2005 federal transportation law, the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU). This update covers federal fiscal years 2023–2027 and addresses updated requirements and guidance contained in the [Infrastructure Investment and Jobs Act \(IIJA\) \(Public Law 117-58, also known as the “Bipartisan Infrastructure Law”](#)).*

### What is the Greater Buffalo Niagara Regional Transportation Council?

The Greater Buffalo Niagara Regional Council (GBNRTC) is the federally designated Metropolitan Planning Organization (MPO) for Erie and Niagara Counties and is a partnership of local and state governments working together to make decisions about transportation planning in the Buffalo-Niagara region.

#### GBNRTC members include:

- City of Buffalo
- City of Niagara Falls
- Erie County
- Niagara County
- Niagara Frontier Transportation Authority (NFTA)
- New York State Department of Transportation (NYSDOT)
- New York State Thruway Authority (NYSTA)

The Empire State Development Corporation, the Buffalo Niagara Partnership, and the Seneca Nation of Indians serve formally as Regional Strategic Stakeholders. Working together, GBNRTC members carry out a continuing, cooperative, and comprehensive planning process to develop transportation plans and programs for the Buffalo Niagara region.

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## What is the Moving Forward 2050 Update: A Regional Transportation Plan for Buffalo Niagara?

[\*The Moving Forward 2050 Update\*](#) published in Spring 2023 is a strategic document that underpins planning of the region’s transportation infrastructure. It takes a holistic look at where we are and where we are headed to get us to our shared vision for the region’s future. The 2050 Update aims to use transportation investments to strengthen communities and focus growth where we already have infrastructure, create economic development, and support workforce access. The plan also looks at ways to improve mobility for all using technology, and strives to protect our natural environment by using sustainable materials and innovative design features.

## Coordinated Human Services Transportation Planning

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

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

Accordingly, GBNRTC, with the assistance of the Human Services Transportation Review Team and other health and human services transportation stakeholders developed and adopted four such plans and related updates in 2007, 2011, 2015 and 2019.

## What Is Coordination?

The Federal Transit Administration (FTA) defines transportation coordination as a process that involves multiple entities working together to deliver one or more components of a transportation service so they can increase their capacity to provide trips.<sup>1</sup> Coordination activities can include: sharing passenger trips and vehicles; co-location of facilities, programs or services; collaborating on grant applications, state/local plans, training, vehicle purchasing or maintenance; joint hiring of mobility manager(s); [Federal fund braiding](#); and more.

Other coordination approaches for human service transportation according to the National Council of State Legislatures (NCSL) include “the harmonization of program standards, shared use of resources, synchronized planning and dispatch, multi-agency program discussion and various other techniques”.<sup>2</sup> Within the context of human service transportation, the term coordination refers to agencies, jurisdictions and non-profit organizations working together to maximize transportation services for

<sup>1</sup> <https://www.transit.dot.gov/ccam/about/transportation-coordination#>

<sup>2</sup> <http://www.ncsl.org/research/transportation/human-services-transportation-coordination.aspx>

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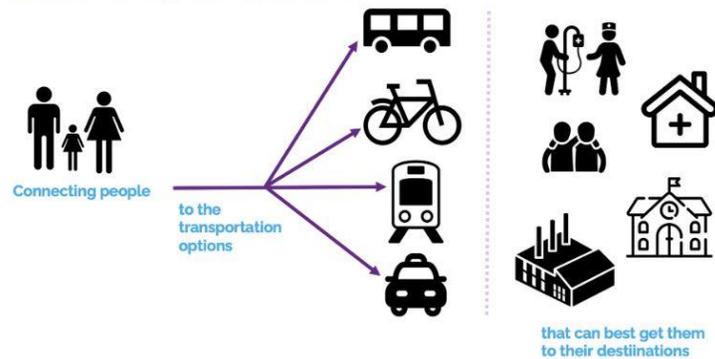


people with disabilities, low-income populations, older adults, and to eliminate service gaps. Various state and federal funding streams have different administrative and eligibility requirements which complicate and increase the need for the coordination of public and human service transportation.

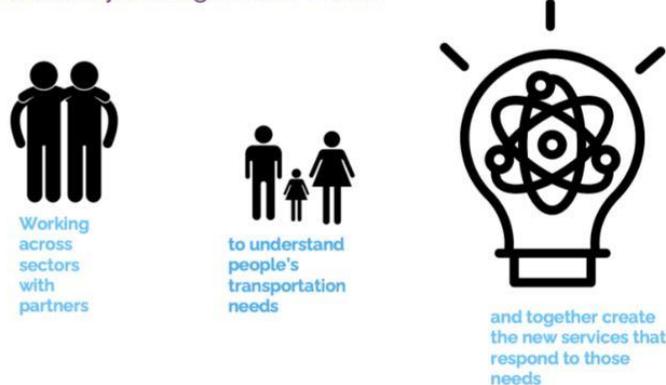
### Mobility Management

Mobility management is an innovative approach for managing and delivering coordinated transportation services to customers, including older adults, people with disabilities, and individuals with lower incomes.<sup>3</sup> According to the National Center for Mobility Management, mobility management is a two-part endeavor whereby the first part focuses on connecting customers to a range of transportation options that can get people where they need to go and the second focuses on coordinating these services and providers to achieve a more efficient transportation service delivery system.

#### What is Mobility Management? Part 1



#### What is Mobility Management? Part 2



Source: National Center for Mobility Management

<sup>3</sup> <https://www.transit.dot.gov/sites/fta.dot.gov/files/docs/resources/171/mobility-management-brochure.pdf>

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## Coordination Efforts & Resources at the Federal Level

### Coordinating Council on Access and Mobility

The [Coordinating Council on Access and Mobility \(CCAM\)](#) is a partnership of federal agencies working to improve the availability, quality and efficient delivery of transportation services for people with disabilities, older adults and people with low incomes. CCAM members continue to work toward issuing policy recommendations and implementing activities that help states and local communities coordinate across the various Federal programs associated with human services transportation.

The CCAM interagency partnership was established in 2004 by [Executive Order 13330](#) to coordinate the efforts of the federal agencies that fund transportation services for targeted populations.

### National Center for Mobility Management (NCMM)

The [National Center for Mobility Management \(NCMM\)](#) is a national technical assistance center funded through a cooperative agreement with the Federal Transit Administration and operated through a consortium of three national organizations—the American Public Transportation Association, the Community Transportation Association of America, and Easterseals, Inc. The mission of the Center is to promote customer-centered mobility strategies that advance good health, economic vitality, self-sufficiency, and community.

### National Aging and Disability Transportation Center (NADTC)

The [National Aging and Disability Transportation Center \(NADTC\)](#) is working to increase access to transportation for older adults, people with disabilities and their caregivers. NADTC is a program of the Federal Transit Administration administered by Easterseals and the National Association of Area Agencies on Aging (n4a) and funded through a cooperative agreement of Easterseals, the National Association of Area Agencies on Aging, the U.S Department of Transportation, and the Federal Transit Administration.

## Coordinated Transportation Plan Elements

The 2023 Coordinated Plan Update builds upon the previous plans for Erie and Niagara Counties and includes the following required elements:

- An inventory of available services that identifies current transportation providers from the public, private, and non-profit sectors
- An assessment of transportation needs for individuals with disabilities, older adults, and persons with low incomes\*
- Identified strategies to address identified gaps in service and achieve efficiencies in service delivery and eliminate or reduce duplication in services for more efficient utilization of resources

\*Low Income is defined as 200% below Federal Poverty Level

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## What else is Included in the Plan Update?

In addition to the inventory of existing public transportation and specialized community transportation services (see Appendix C), demographic and other background information is included in the Coordinated Plan. The region is served by a network of transit and human service transportation options that provide public and special transportation services. The range of services includes those operated by the Niagara Frontier Transportation Authority (NFTA) such as fixed-route and paratransit services to types of transportation provided by human service agencies and private entities. A list of current coordination efforts, as well as needs, gaps and proposed strategies, some carried forward from previous plans, are also presented in this plan update.

## Planning for Emergencies for Vulnerable Populations

Coordinated Plans are updated every four years, and much has changed since the previous Coordinated Plan was developed in 2019.

### Pandemic

Since adoption of our previous Coordinated Plan in November 2019, our region like others around the country and throughout the world were impacted by the Covid-19 pandemic, with significant impacts to our communities, physical and mental health, the economy and the environment. The social and economic impact of the Covid-19 pandemic have been particularly detrimental to member of groups in the most vulnerable situations, and continues to affect populations, including people living in poverty, older persons, persons with disabilities, youth, and black, indigenous and people of color (BIPOC). The lasting effects and how the pandemic will shape our future are just beginning to be understood.

### The November 2022 Snowstorm & December 2022 Blizzard

The region experience two fatal storms in 2022. The November 2022 storm that brought 80 inches of snow within four days to the region was shortly followed by the December Blizzard which resulted in over 50 inches of snow and snowdrifts up to 15 feet. Loss of life, injury, and public and private property damage were among the storms' most harmful effects. Many of those who perished were people who ventured outside or were stranded in their cars in the harsh elements. In some instances, the fatalities included people who had cardiac or other emergencies and were unreachable by EMS due to the extreme conditions.<sup>4</sup>

These extreme events and others in recent years indicate that emergencies in the Buffalo Niagara Region will vary in severity, geographic scope, and the time it takes to restore services. During these emergency events, individuals whose mobility is affected due to age, income, disability, or physical condition are reliant on public or human service transportation. Individuals with a disability and Limited English Proficiency (LEP) may require additional assistance during an evacuation or communication before, during, or after a disaster. As a result, special needs populations often need additional assistance during emergencies to obtain access to vital resources, including food, water, shelter, and healthcare.

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<sup>4</sup> [https://www.buffalony.gov/DocumentCenter/View/11959/NYU-Blizzard-Report---June2023\\_0](https://www.buffalony.gov/DocumentCenter/View/11959/NYU-Blizzard-Report---June2023_0)

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Post analysis of the storm's impacts have identified actionable solutions aimed at improving preparation and recovery, reducing loss of life and property in the future and how to better prepare for extreme weather events of such magnitude.

During emergency events, transportation is coordinated through local and county-level emergency management agencies. The ability to effectively respond to the needs of the most vulnerable populations is contingent upon the level of coordination between the region's transportation resources and service providers and local emergency managers, as well as other stakeholders identified in the planning process. In Erie and Niagara Counties, transportation during an emergency is typically coordinated through emergency management departments at the county and city level in coordination with the state and other partners depending on the scale of an event.

Although there are many local emergency management departments, this plan includes reference to state and county-level agencies that can help direct transportation providers and mobility managers to the appropriate local agencies.

## Emergency Management at the State Level

### **New York State Office of Emergency Management (NYS OEM)**

1220 Washington Avenue  
State Office Campus, Building 7A, Suite 710  
Albany, NY 12226

**Email:** [DHSESPIO@dhses.ny.gov](mailto:DHSESPIO@dhses.ny.gov)

**Phone:** [518-242-5000](tel:518-242-5000)

**Web:** <https://www.dhses.ny.gov/office-emergency-management>

For more than 50 years, the New York State Office of Emergency Management and its predecessor agencies have been responsible for coordinating the activities of all State agencies to protect New York's communities, the State's economic well-being, and the environment from natural and man-made disasters and emergencies. NYS OEM routinely assists local governments, voluntary organizations, and private industry through a variety of emergency management programs including hazard identification, loss prevention, planning, training, operational response to emergencies, technical support, and disaster recovery assistance.

## Emergency Management at the County Level

### **Erie County Emergency Management Civil Defense/Disaster Preparedness Division**

Erie County Public Safety Campus  
45 Elm Street  
Buffalo, New York 14203

**Web:** <https://www3.erie.gov/dhses/disaster-preparedness-homeland-security>

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Within the Erie County Office of Homeland Security and Emergency Services, the Civil Defense/Disaster Preparedness Division executes the County plan for civil defense and disaster relief before, during and after any type of natural, man-made disaster or war time situation. The activities of this Division are mandated by State Law, with the County maintaining control over certain levels of services.

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Darien Pratchett, Emergency Services Coordinator  
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**Niagara County Office of Emergency Services**

Warren J. Rathke Public Safety Training Facility (PSTF)  
5574 Niagara Street Ext. P.O. Box 496  
Lockport, NY 14095-0496  
Web: [https://www.niagaracounty.com/departments/a-f/emergency\\_services\\_fire\\_coordinator/contact\\_us/staff.php](https://www.niagaracounty.com/departments/a-f/emergency_services_fire_coordinator/contact_us/staff.php)

The Niagara County Office of Emergency Services through coordination with all First Responders to respond to, and recover from, all natural and man-made emergencies for our citizens, employers and visitors. This office provides the leadership, training and support to reduce the loss of life and property through an all-hazards emergency management program of planning and preparedness, mitigation, response and recovery throughout Niagara County.

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## Project Selection Process - Section 5310 Program Enhanced Mobility of Seniors and Individuals with Disabilities

The Section 5310: Enhanced Mobility of Seniors and Individuals with Disabilities Program supports transportation services planned, designed, and carried out to meet the special transportation needs of seniors and individuals with disabilities. Eligible projects include both traditional capital investment and nontraditional investment beyond the Americans with Disabilities Act (ADA) complementary paratransit services.

Projects funded under the Section 5310: Enhanced Mobility of Seniors and Individuals with Disabilities are selected through a competitive process and evaluated based on selection criteria developed by the Federal Transit Administration (FTA) and the New York State Department of Transportation (NYSDOT). Eligible projects are then reviewed by a local Human Services Transportation Review Team comprised of representatives familiar with the human service agencies and the transportation issues affecting the target populations in the region. Participation on GBNRTC's Review Team is open to all board member agencies and includes representatives from:

- Erie County Department of Senior Services
- Niagara County Office for the Aging
- Erie County Office of Persons with Disabilities
- New York State Department of Transportation
- Niagara Frontier Transportation Authority
- City of Buffalo

Within New York State, the Section 5310 Program is administered by the main office of the New York State Department of Transportation in Albany, NY. At least 55% of the available funding awards must be programmed for traditional Section 5310 capital projects. The remaining 45% of funds allocated to an area can be used to support public transportation projects that:

- Exceed the requirements of the Americans with Disabilities Act (ADA)
- Improve access to fixed-route service and decrease reliance on complementary paratransit
- Provide alternatives to public transportation projects that assist seniors and individuals with disabilities with transportation.

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

**Federal Transit Administration Section 5310 Program Fact Sheet:**

<https://www.transit.dot.gov/funding/grants/enhanced-mobility-seniors-people-disabilities-fact-sheet-section-5310>

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

[FTA Circular 9070.1G - Enhanced Mobility of Seniors and Individuals With Disabilities Program Guidance and Application Instructions | FTA \(dot.gov\)](#)

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## **New York State Department of Transportation Section 5310 Program Information Page**

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

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

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## Chapter 2: Mobility Today

*Mobility Today is an overview of the state of special needs transportation in the Buffalo Niagara region, including:*

- *Demographic profiles of special needs populations identified in the plan.*
- *Identification of major destinations in the region.*
- *Overview of transportation programs and services in the region.*
- *Documentation of special needs transportation funding in the region.*



Photo Credit: Live Well Erie

### Demographic Profiles of the Target Population

The region's Coordinated Plan identifies special needs populations as individuals with a disability, low-income individuals and seniors age 65+. In addition to these populations, the plan includes information on seniors age 85+ as a subset of the overall senior population who are more likely to include individuals with mobility challenges compared to seniors age 65-84. The plan also calls out veterans, zero car households, LEP individuals and youth age 5-17 as subset target populations. While not necessarily having a special transportation need, these groups tend to be correlated with one or more special needs categories at a higher rate than the general population.

#### ***A Note on Data***

*Unless noted otherwise, the data used in tables and all other map layers for each demographic profile are derived from 2017-2021 American Community Survey (ACS) 5-year estimate data, State of New York Open Data, and Niagara Frontier Transportation Authority (NFTA) Transportation Data. The ACS 5-year estimates are the only ACS datasets reporting at a unit of geography small enough to be meaningful when displayed on U.S. Census tract map.*

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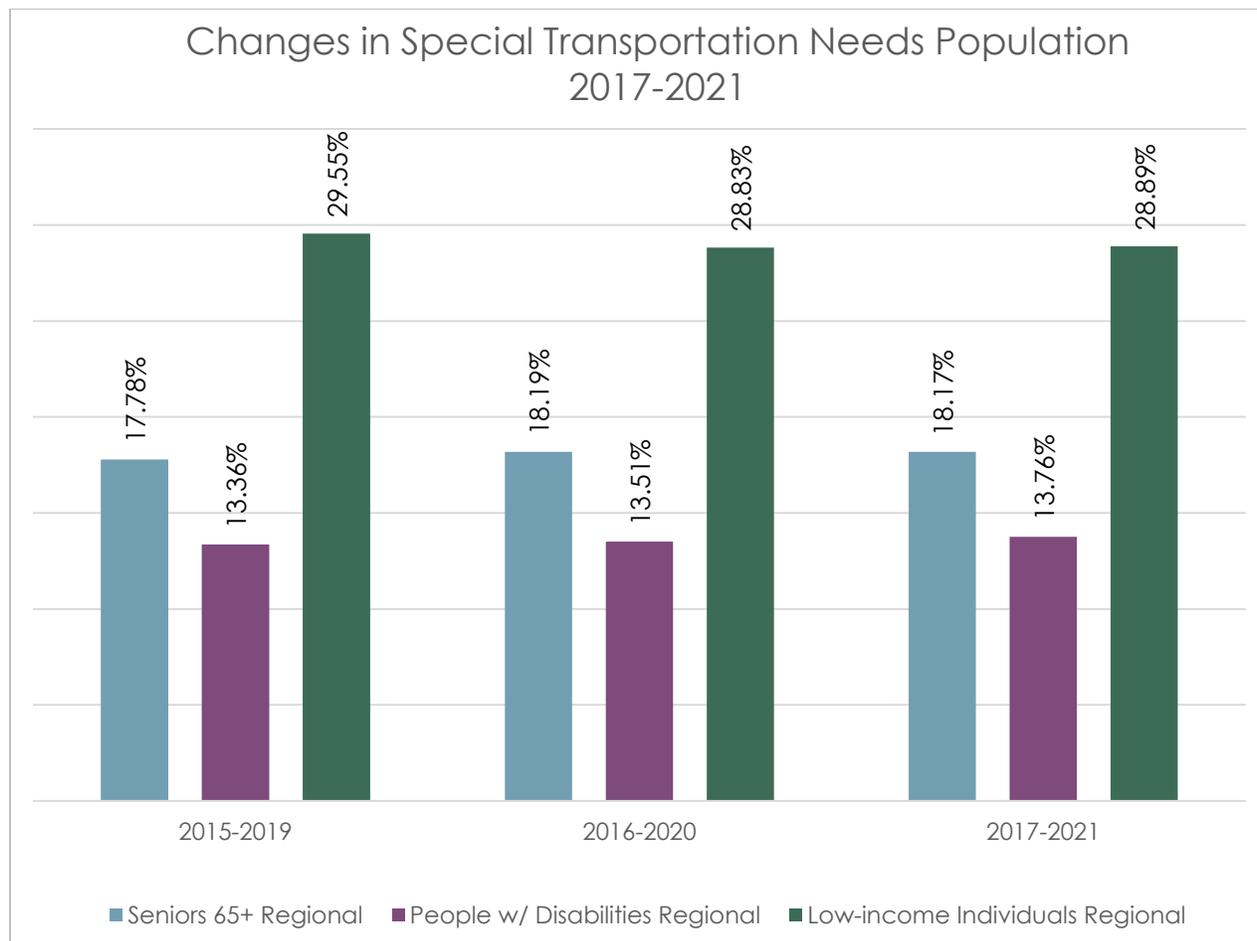
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## Our Special Needs Population

Since 2019 Coordinated Plan, the special needs populations in the region has remained relatively constant as a percentage of the total population. As shown in Figure 1, roughly 60 percent of the region's 1.1 million people continue to fall into at least one category of people with special transportation needs. However, this does not mean that every individual who falls into one or more of the following categories has greater mobility challenges compared to others. For example, a 70-year-old adult, although counted as a senior 65+, may still be able to get around the region without requiring special needs transportation.

Figure 1: Changes in Special Transportation Needs Population 2015-2021





## Regional Population Overview

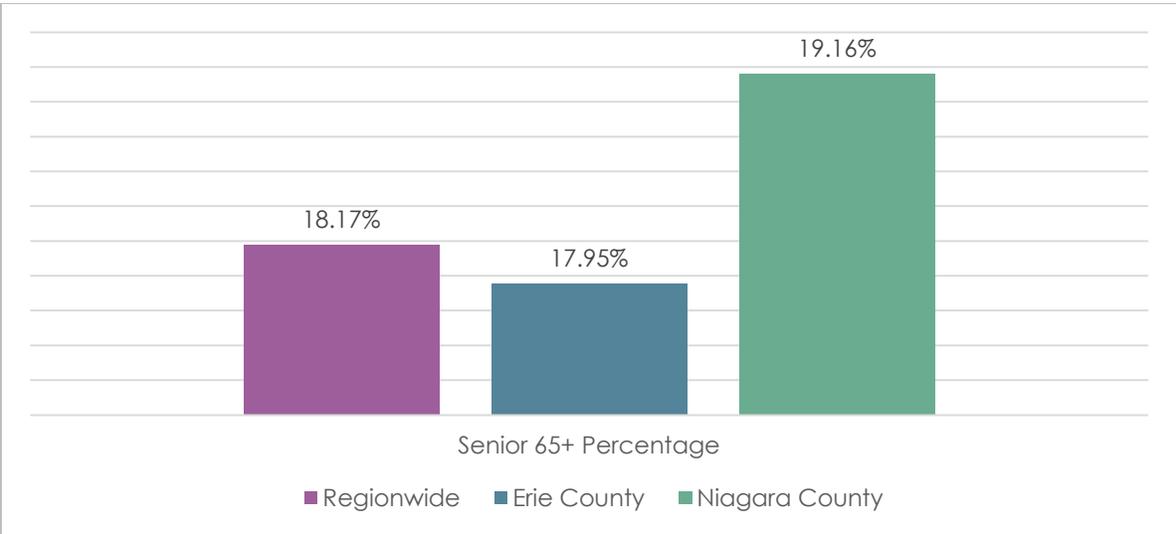
Erie County’s 2021 population, per the American Community Survey (ACS) 2017-2021 Five Year Estimate was 949,715; an increase of 25,724 from the ACS 2013-2017 Census Estimate of 923,991. Niagara County experienced a slight population increase. In ACS 2017-2021, the US Census population estimate for Niagara County was 212,808, which was an increase of 129 people from the 2013-2017 ACS Niagara County population estimate of 212,679.

Since the previous plan, the two major cities in the region have also continued to experience some changes in population. The American Community Survey 2017-2021 data estimates the population of the City of Buffalo to be 276,011 individuals, indicating an increase of approximately 16,437 people overall. During this same time period, the ACS 2017-2021 data notes the City of Niagara Falls to have a population of 48,763 or a slight decrease of 213 residents.

## Older Adults/Seniors

Based on American Community Survey 2017-2021 data, 211,288 people or 18.2% of the population consists of persons 65 years of age or older. As it pertains to mobility, a lack of personal transportation is one of the main reasons why older adults miss medical appointments and are less likely to participate in social, family, and/or religious activities which can result in physical fragility and social isolation.<sup>1</sup>

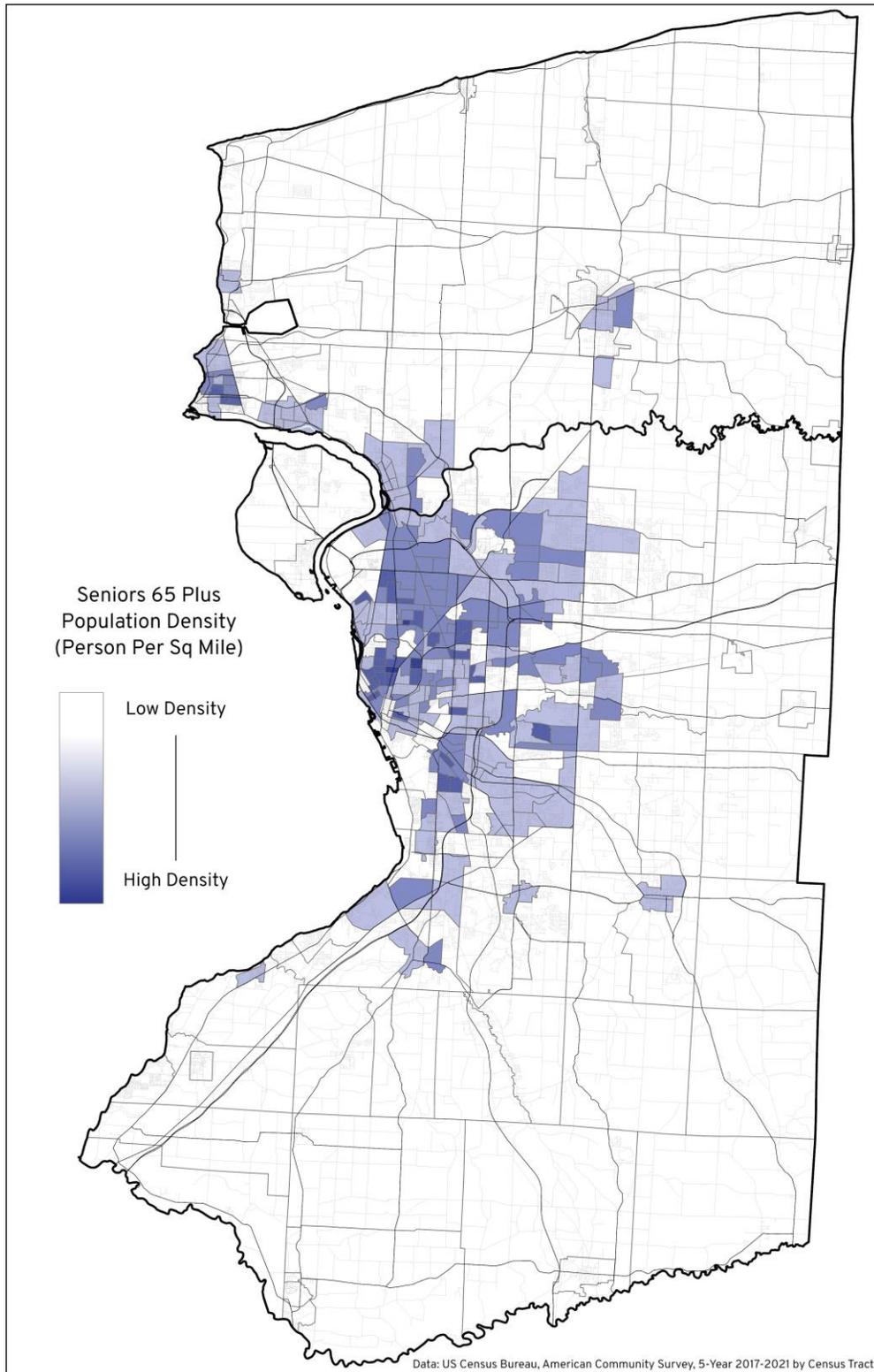
Figure 2: Percentage of Older Adults/Seniors in Buffalo Niagara Region



<sup>1</sup> Transportation for America (2011). Aging in Place, Stuck without Options: Fixing the Mobility Crisis Threatening the Baby Boom Generation. Retrieved from <http://t4america.org/maps-tools/seniorsmobilitycrisis2011/>

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Map 1: Population Density of Older Adults Age 65+ in Erie & Niagara Counties

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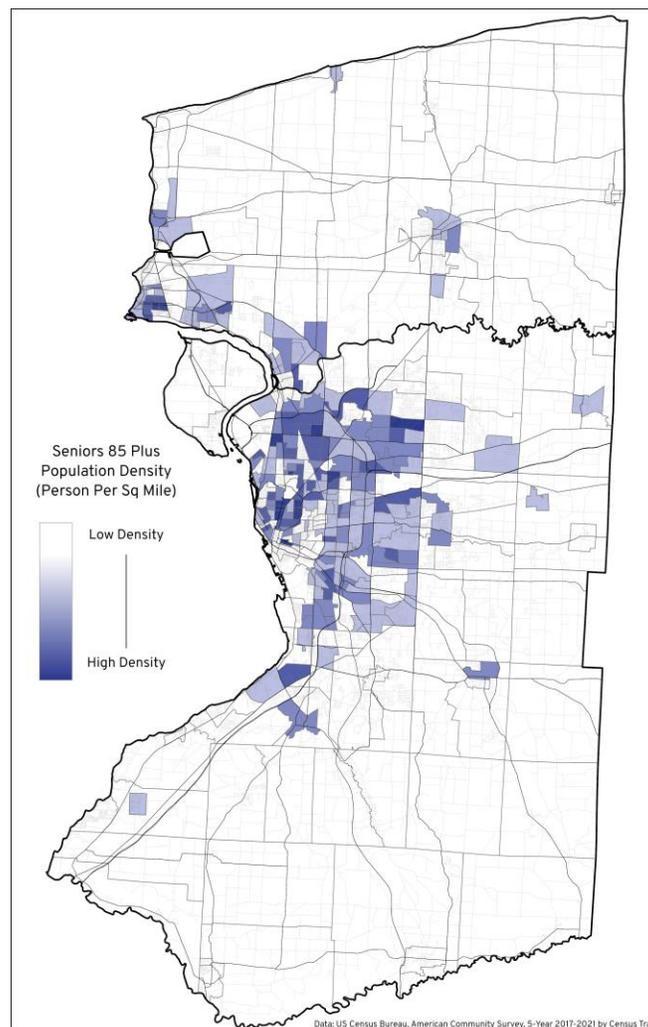


## Seniors Age 85+

Seniors 85+ comprise 2.6 percent of the total regional population or 30,135 individuals. More than half of the oldest seniors in the region reside within the City of Buffalo, the first ring suburban towns of Amherst, Cheektowaga, the Town of Tonawanda, as well as the Town of Hamburg, NY. Given that people age 85+ commonly have more mobility limitations than younger seniors, travel options need to be tailored to meet the needs of the older seniors in the region.

| Top 5 Communities with Population of Age 85 and Older: |               |
|--|---------------|
| Amherst  | 4,820         |
| Buffalo  | 4,351         |
| Cheektowaga  | 2,776         |
| Tonawanda (T)  | 2,416         |
| Hamburg  | 1,747         |
| <b>Top 5 Population Total:</b>                         | <b>16,110</b> |
| <b>85+ Regionwide Population:</b>                      | <b>30,135</b> |
| <b>% of Top 5 Population</b>                           | <b>53.46%</b> |
| <b>Groups:</b>   |               |

Table 1: Top 5 Communities with Older Adults age 85 +



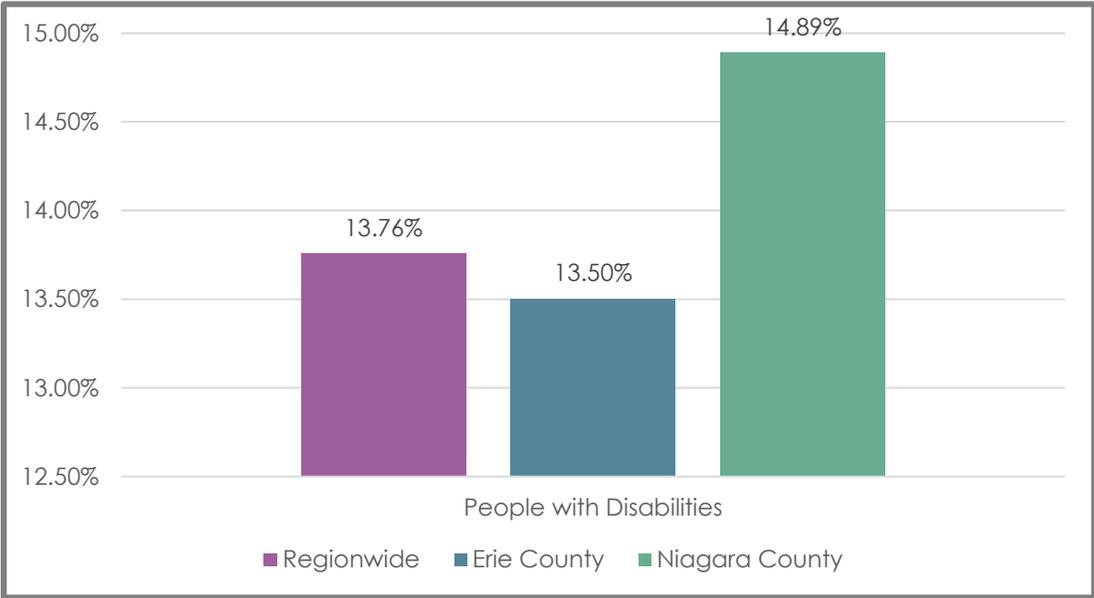
Map 2: Population Density of Older Adults Age 85+ in Erie & Niagara Counties



## People with Disabilities

Over 158,368 individuals or approximately 13.8% of the total population within Erie and Niagara Counties is comprised of individuals living in the community with a disability per the 2017-2021 American Community Survey. Transportation is an issue vital to the quality of life of individuals with disabilities. When physical and cognitive impairments prevent individuals from driving or using public transportation, caregivers often become primary transportation providers. For most of us, transportation is a link to independence, quality of life and social interaction. This is especially true for individuals with disabilities and older adults who no longer or never drove and are therefore reliant on others for their transportation needs.

Figure 3: Percentage of the Populations of Individuals with Disabilities in Erie and Niagara Counties

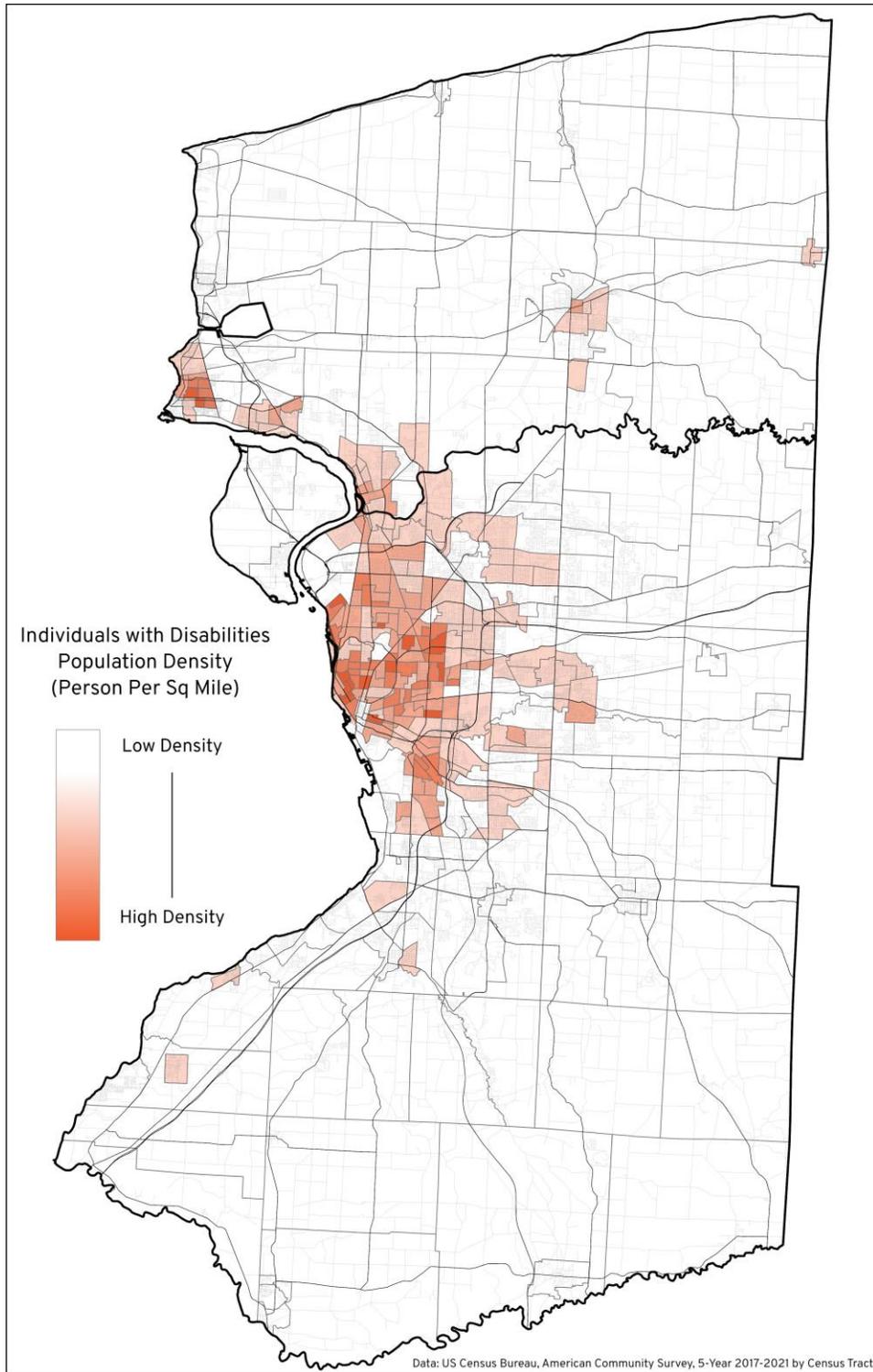


As Maps 1, 2 and 3 illustrate, a significant percentage of seniors and individuals with disabilities live outside the City of Buffalo and in areas where regular public transit service is limited. As noted in previous Coordinated Plans, van service may be available in some of the suburban and rural locations or within larger assisted facilities; however, this service is largely limited and priority is often given to medical trips. Access to non-emergency, social visits, shopping trips or recreational trips in turn on more difficult to fulfill.

Home health aides can provide key services that allow seniors and individuals with disabilities to live independently, often times, deferring the need to move into more costly, acute care facilities. However, aides often face their own transportation barriers. Those without access to a vehicle are often faced with the challenge of reaching those in most in need in suburban and rural areas of the region where mobility options are limited.

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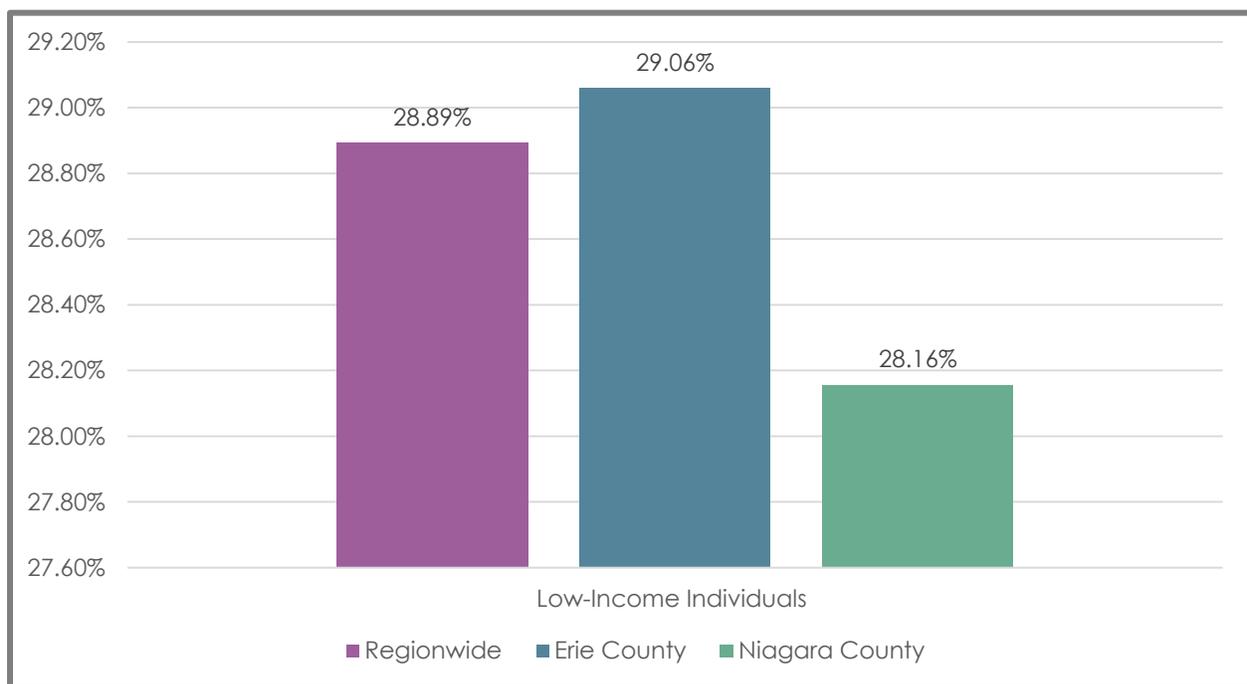
Map 3: Population Density of Individuals with Disabilities in Erie & Niagara Counties



## Low-Income Individuals

The American Community Survey 2017-2021 indicates 327,655 of 1,134,001 people in the region live below the federal poverty level, comprising 28.89% of the total population of Erie and Niagara Counties. This is a decrease from ACS 2013-2017 figure in which 337,975 of 1,106,355 or 30.55% of persons in Erie and Niagara Counties that were previously living below the federal poverty level.

Figure 4: Percentage of Individuals with Low Incomes in Erie and Niagara Counties



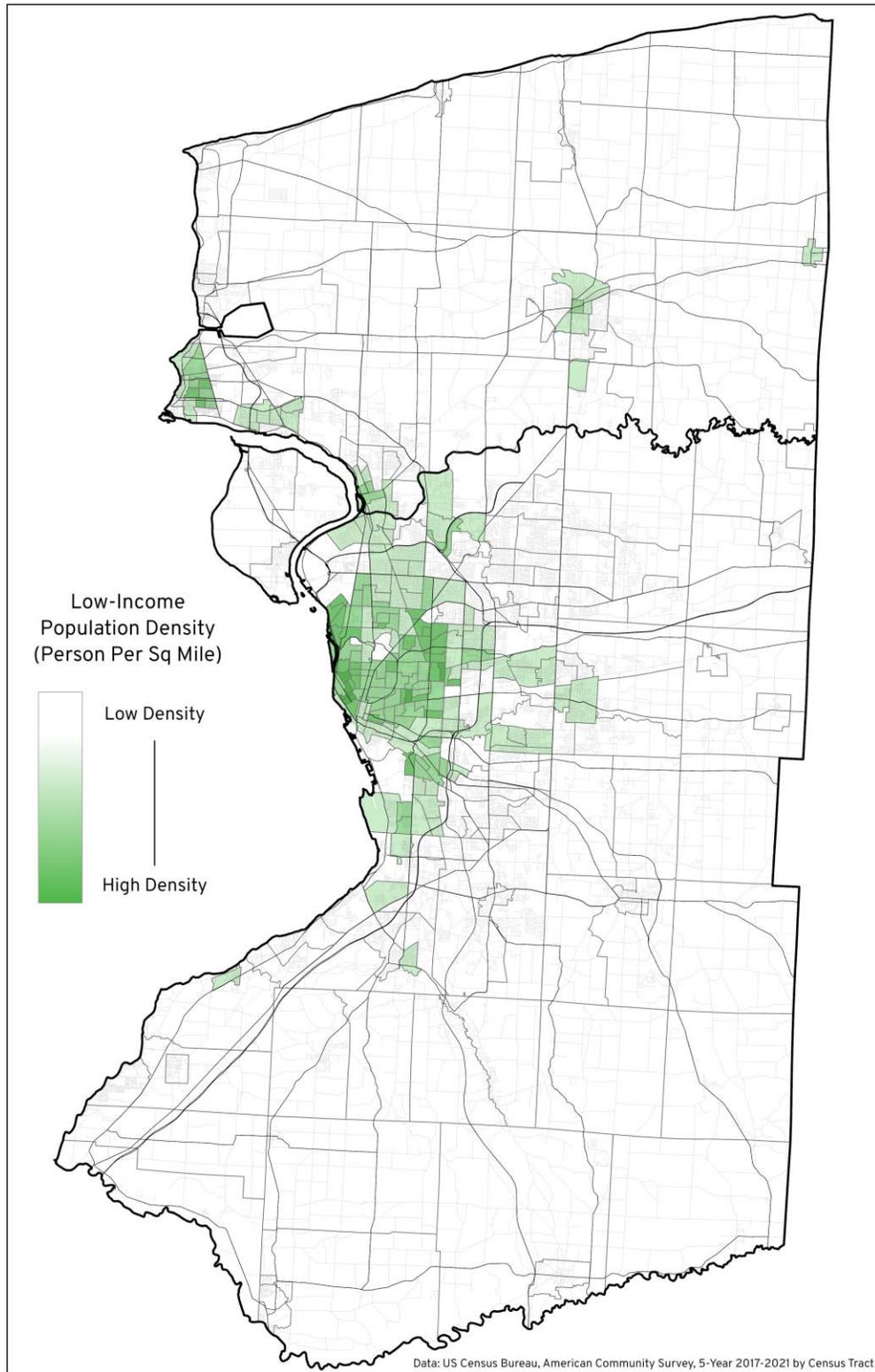
\*Low Income defined as 200% below

Federal Poverty Level

Poverty among individuals in Erie County decreased slightly from 30.48% according to the ACS 2013-2017 to 29.06% per the ACS 2017-2021 estimate. In Niagara County, the percentage of individuals living below the poverty level also decreased from 30.84% per the ACS 2013-2017 to 28.16% according to the ACS 2017-2021 estimate. While the American Community Survey (ACS) indicates a slight decrease in low-income individuals in the region, it is important to note that available data was collected prior to the rise in inflation following the pandemic which has greatly impacted individuals and families across the region and particularly those that are living paycheck to paycheck.

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Map 4: Population Density of Individuals with Limited Incomes in Erie & Niagara Counties



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Map 6: Population Density of Individuals with Limited Incomes in City of Niagara Falls

Traditionally, the highest concentration of economically disadvantaged individuals are located within the Cities of Buffalo and Niagara Falls. However, with the suburbanization of poverty into more areas with fewer transportation options, individuals face additional challenges in accessing key services and recreational opportunities.

| Top 5 Communities with Low Income Populations: |                |
|--|----------------|
| Buffalo  | 130,736        |
| Cheektowaga                                    | 24,470         |
| Amherst  | 23,515         |
| Niagara Falls                                  | 21,256         |
| Tonawanda (T)                                  | 15,779         |
| <b>Top 5 Population Total:</b>                 | <b>215,756</b> |
| <b>Low Income Regionwide Population:</b>       | <b>327,655</b> |
| <b>% of Top 5 Population Groups:</b>           | <b>65.85%</b>  |

Table 2: Top 5 Communities with Populations

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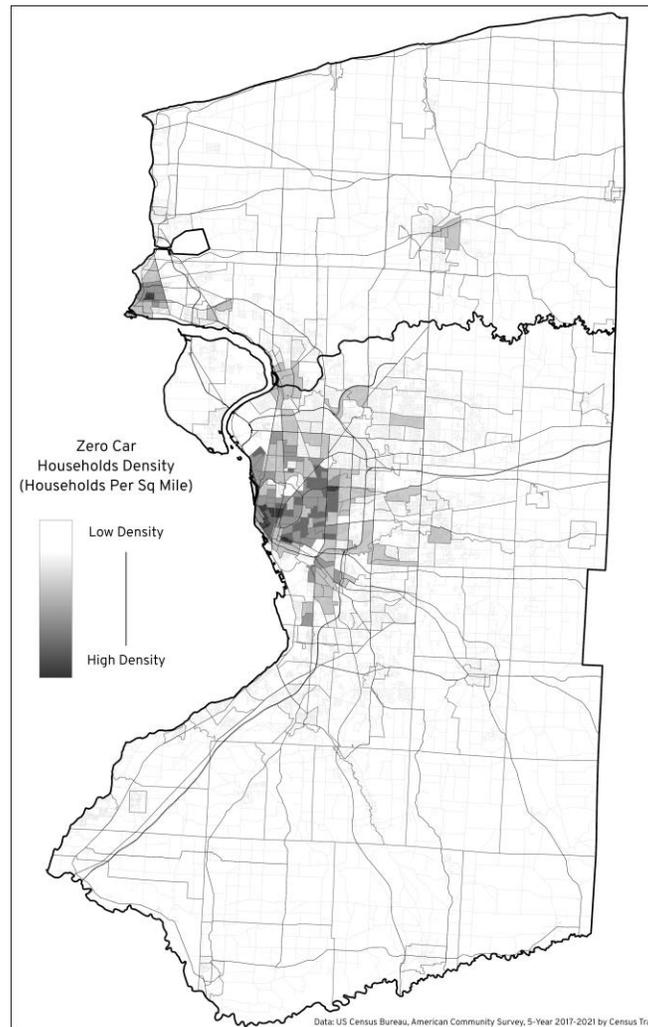


## Zero-Vehicle Households

The 2017-2021 American Community Survey indicates that nearly 12% of the households in the two-county area do not have a vehicle. Within the City of Niagara Falls, 4,509 or 9.25% of households do not have a car and in the City of Buffalo, zero-vehicle households increases 29,209 or to 10.58%.

| Top 5 Communities with Zero Car Households: |               |
|---|---------------|
| Buffalo                                     | 29,209        |
| Niagara Falls                               | 4,509         |
| Amherst                                     | 4,186         |
| Cheektowaga                                 | 3,395         |
| Tonawanda (T)                               | 2,863         |
| <b>Top 5 Population Total:</b>              | <b>44,162</b> |
| <b>Zero Car Households:</b>                 | <b>58,503</b> |
| <b>% of Top 5 Population Groups:</b>        | <b>75.49%</b> |

Table 3: Top 5 Communities with Zero Car Households

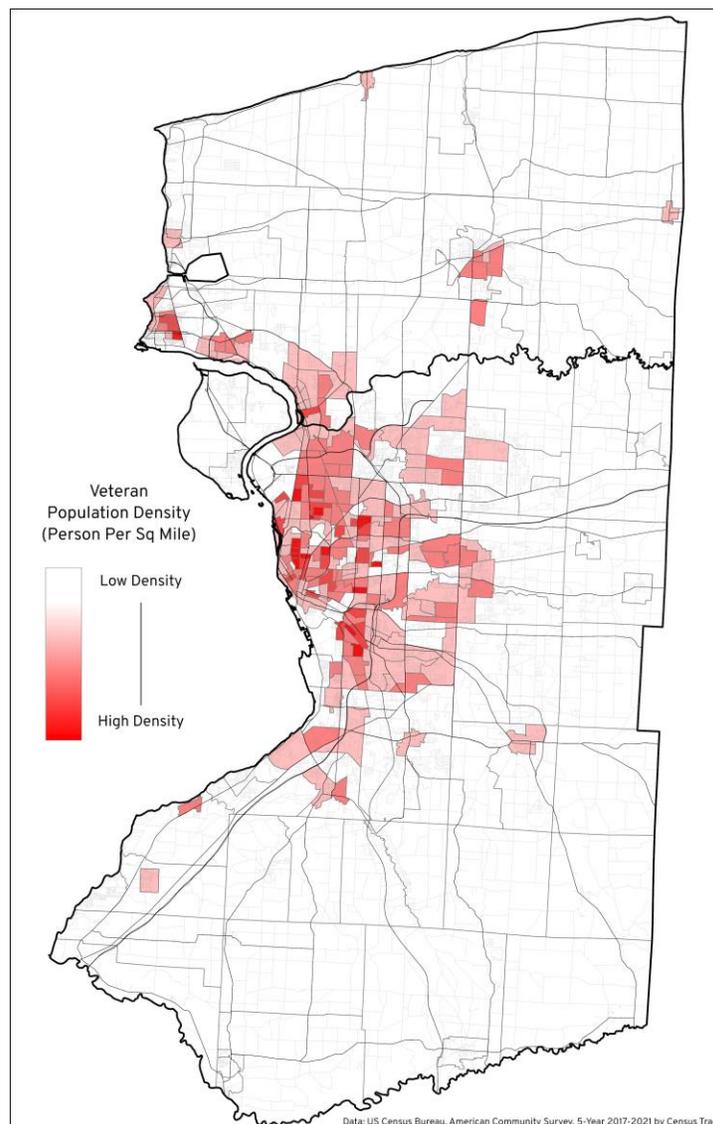


Map 7: Population Density of Zero Car Households in Erie and Niagara Counties



## Veterans

Transitioning from military service to civilian life can be a difficult process for many returning veterans. Erie and Niagara Counties is home to 63,633 veterans or 6.9% of our region's population. For some veterans and their families, routine transportation is a challenge because of a disability or financial hardship... When compared to the general population, a disproportionately higher percentage of veterans have a disability. Map 8 indicates where veterans live in the Buffalo Niagara region.



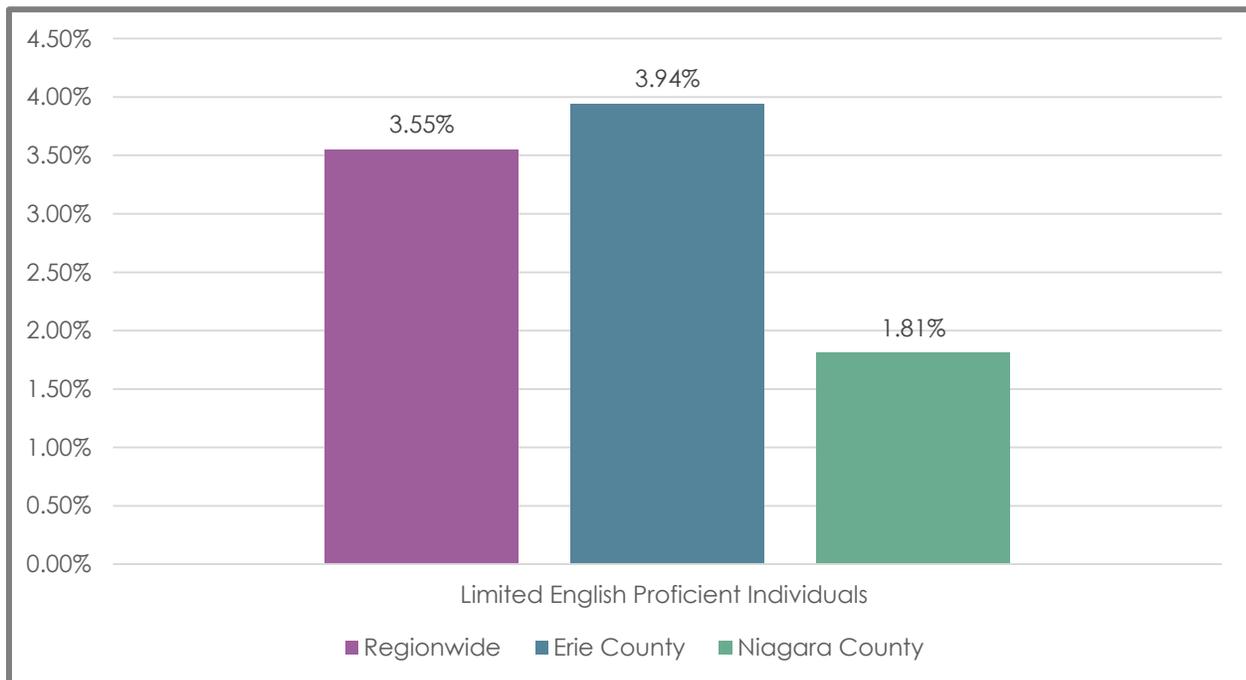
Map 8: Population Density of Veterans in Erie and Niagara Counties



## Limited English Proficient Individuals

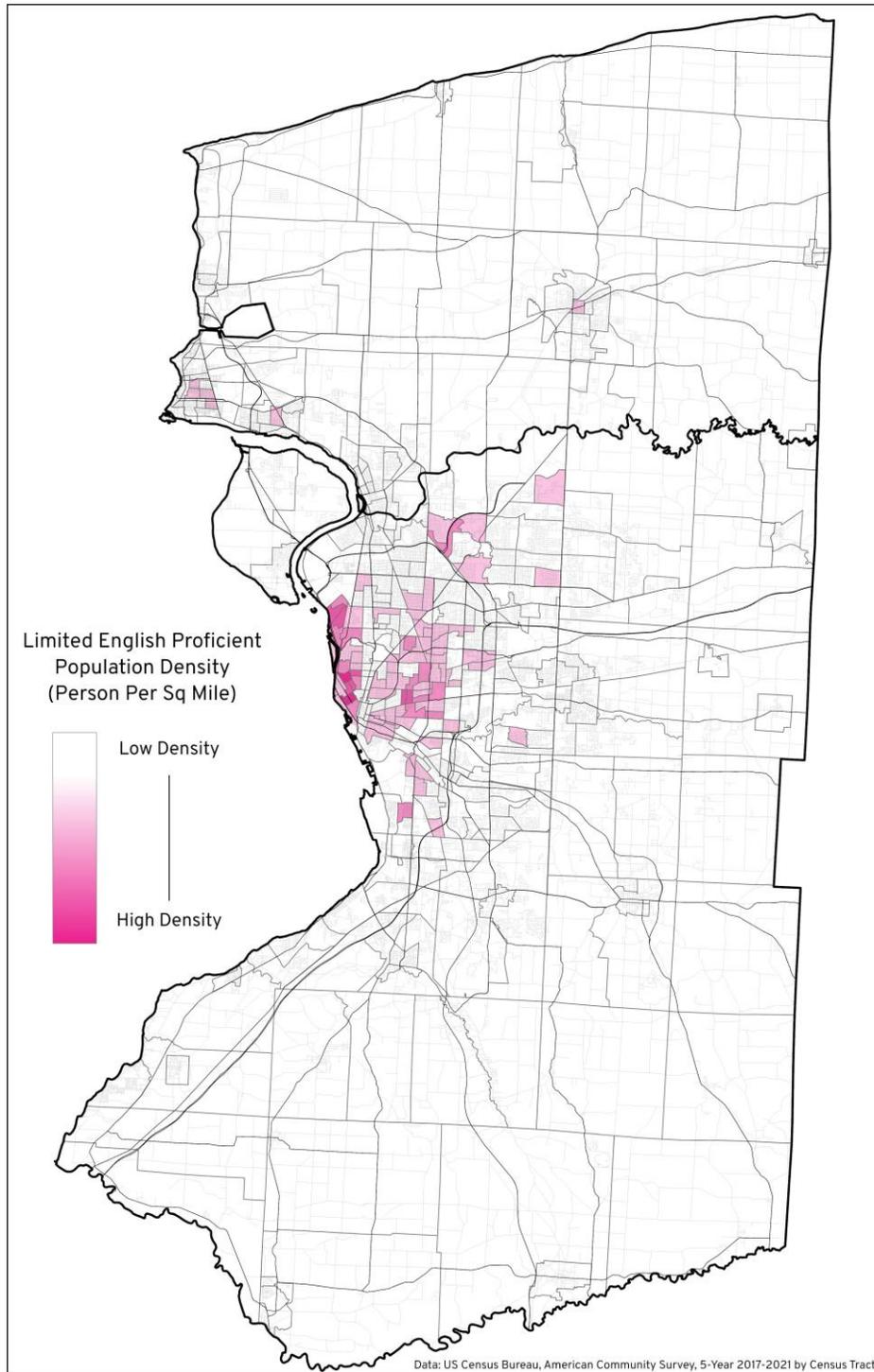
Limited English proficient (LEP) individuals are defined as people who either do not speak English well or do not speak any English. Language difficulties create substantial barriers to accessing employment opportunities, engaging in community or cultural activities, and performing daily tasks. Because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

Figure 5: Percentage of Limited English Proficient (LEP) Individuals in Erie and Niagara Counties



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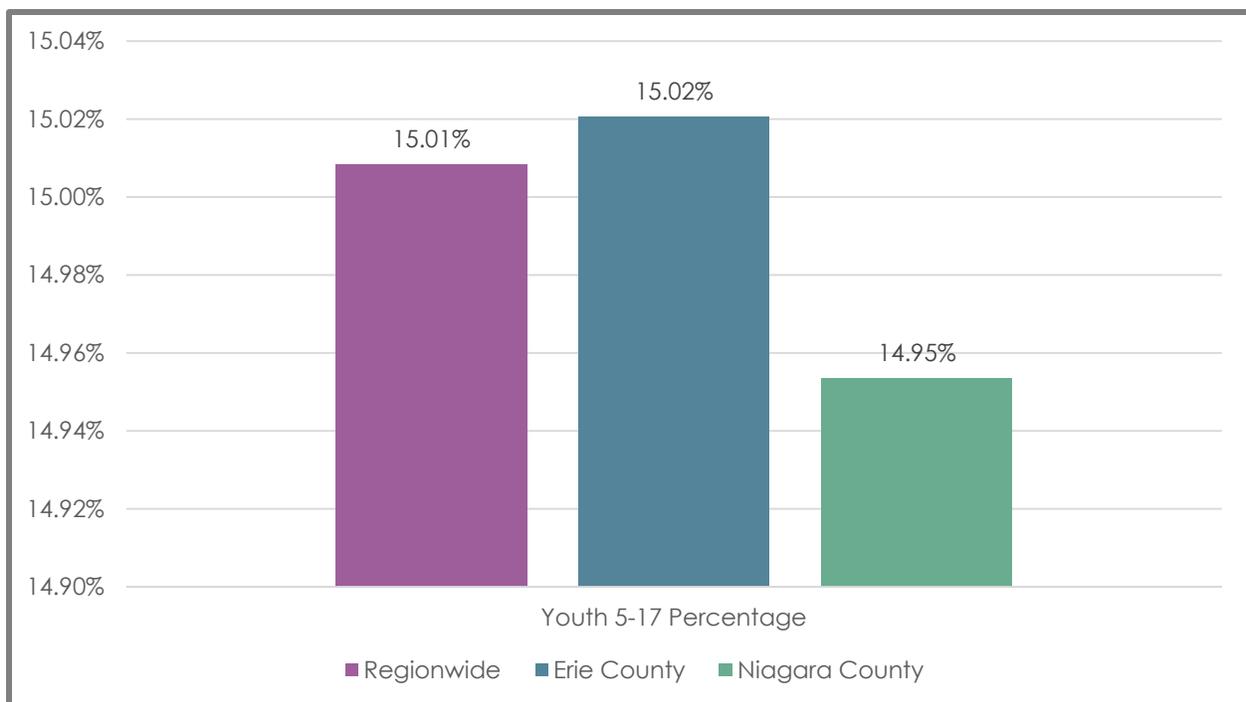
Map 9: Population Density of Limited English Proficient Individuals in Erie and Niagara Counties



## Youth – Age 5-17

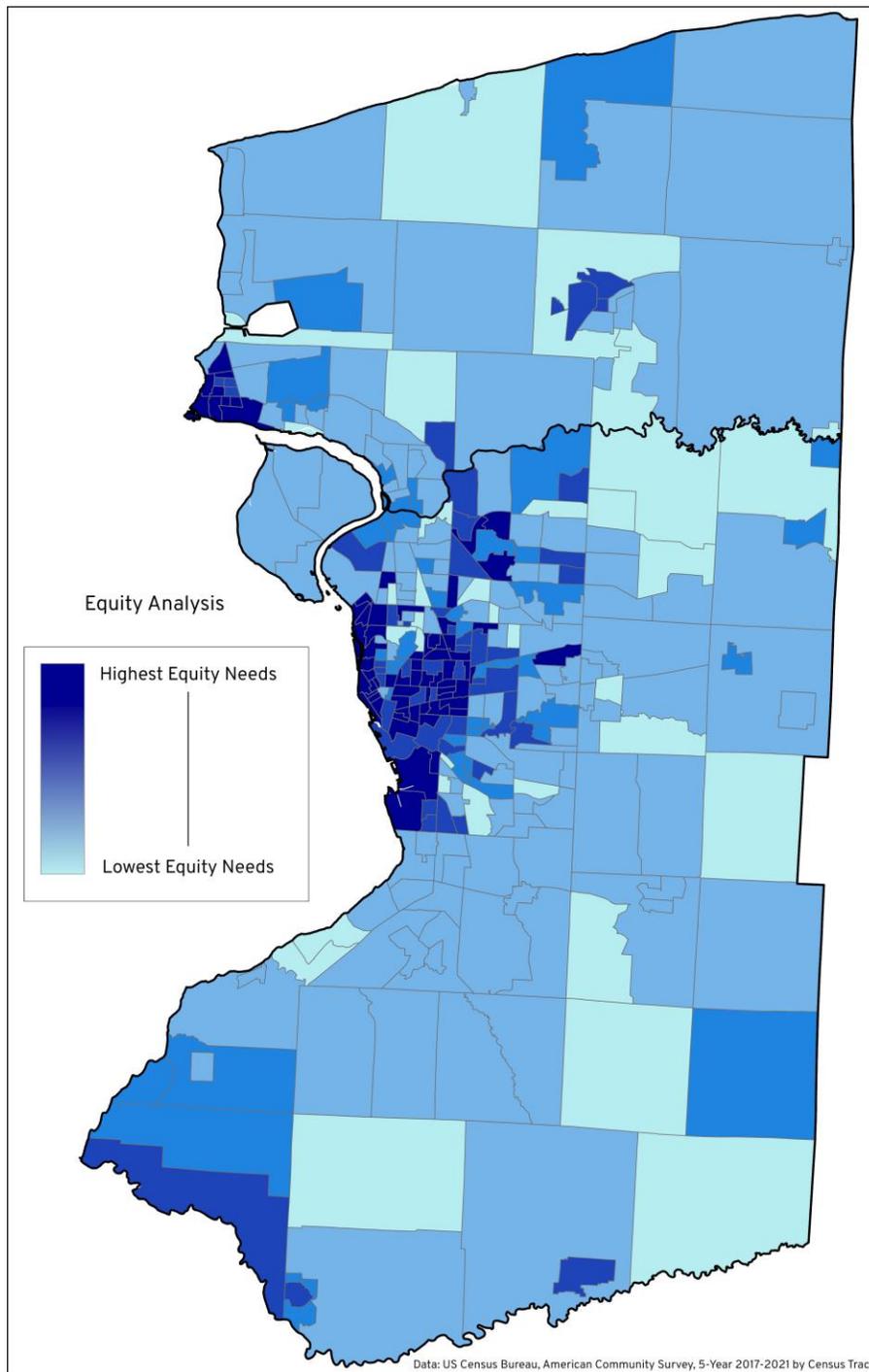
Mobility options for children are generally limited to rides from parents, public transportation, school bus, walking, or biking. In some instances, these options may be unavailable, unreliable or unsafe. In the case of bus transportation, the significant and persistent shortage of bus drivers in the region and nationwide since the pandemic has further added to the complexity of transporting youth to and from school. Furthermore, the school bus often does not provide transportation outside the regular school trip including before/after school activities, to childcare facilities, summer food programs, counseling or after school employment. As a result, the need for investment in non-motorized transportation and supporting programs, such as Safe Routes to School, has become increasingly important to ensure children are able to safely travel to and from school.

Figure: 6 Percentage of Youth Age 5-17 in Erie and Niagara Counties



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*Map 10: Equity Analysis Erie and Niagara Counties*

*A Note about the Equity Map: Analysis uses 2021 ACS 5-Year Estimate data at the census tract level, resulting in tracts that exceed the regional threshold for each indicator. The Equity Map is created by summing the resulting scores of the 5 equity indicators (race, age 65+, income, limited English, and no vehicle access).*

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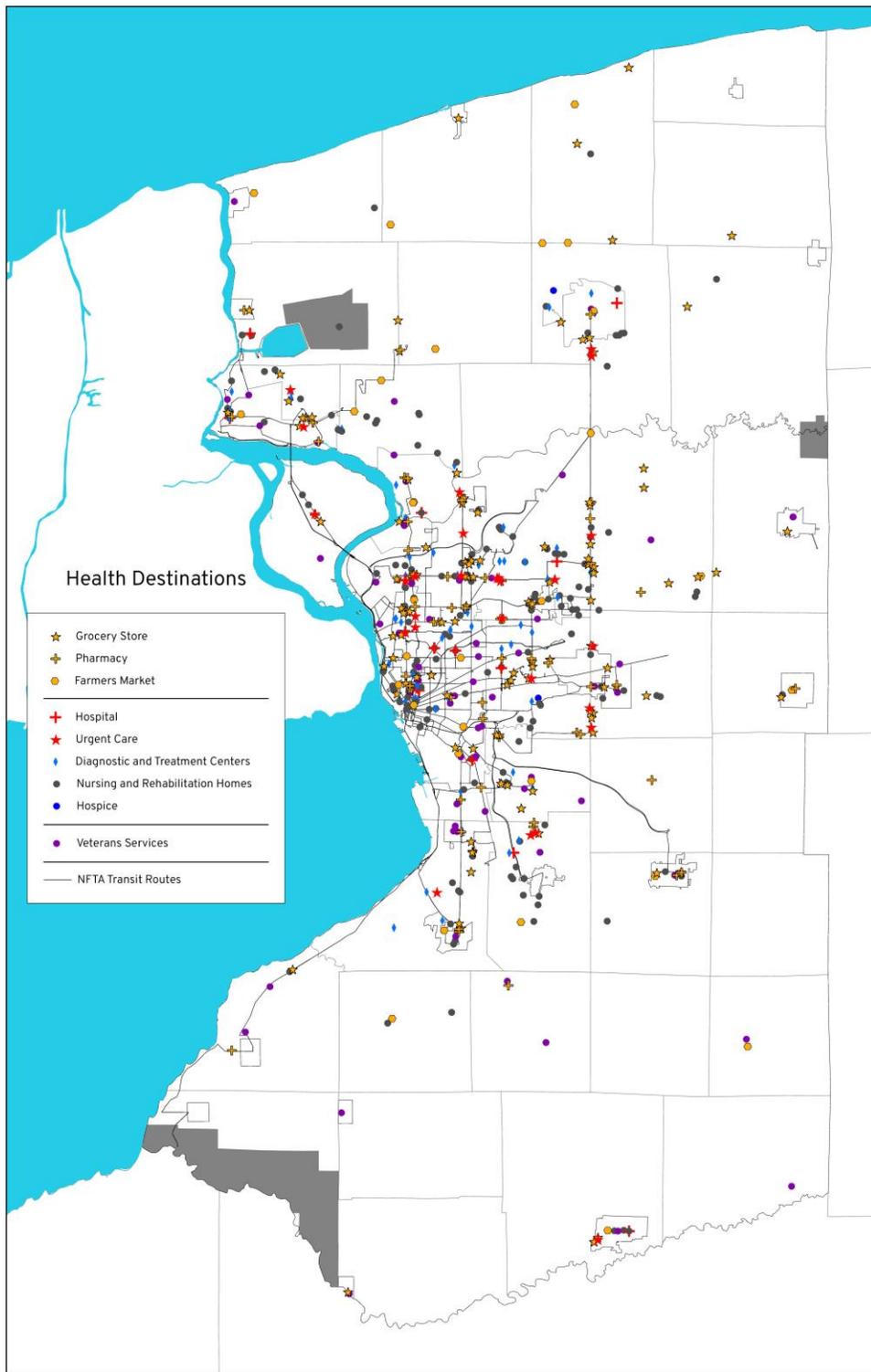


## Key Destinations

People with special transportation needs live throughout the region's two counties in rural, suburban and urban areas alike. For those who cannot or do not drive a car, it is essential that viable options are in place so that they can get where they need to go reliably and safely. Being able to go about one's daily life includes making trips to and from one's home on a regular basis for a wide variety of reasons. People may go to these destinations daily, frequently, or occasionally. These trips include travel to work or school, personal errands, medical appointments, participating in recreational or entertainment activities and so on. Examples of trips include older adults going to a local community center a few times a week, which may be the lifeline they need to remain independent. A family without a car facing economic hardship may need a reliable way to get to a food bank on a regular basis. A person whose mobility prevents them from driving still must get to work. These are illustrative destinations and types of trips which many reflect and impact the "social determinants of health." Social determinants of health reflect the social factors and physical conditions of the environment in which people are born, live, learn, play, work, and age. Given the many and varied reasons people travel, it is not possible to list every trip or destination. Therefore, only key destinations are specifically identified in the plan. These include various medical facilities, including dialysis centers, grocery stores/supermarkets, shopping centers, major parks and entertainment districts.

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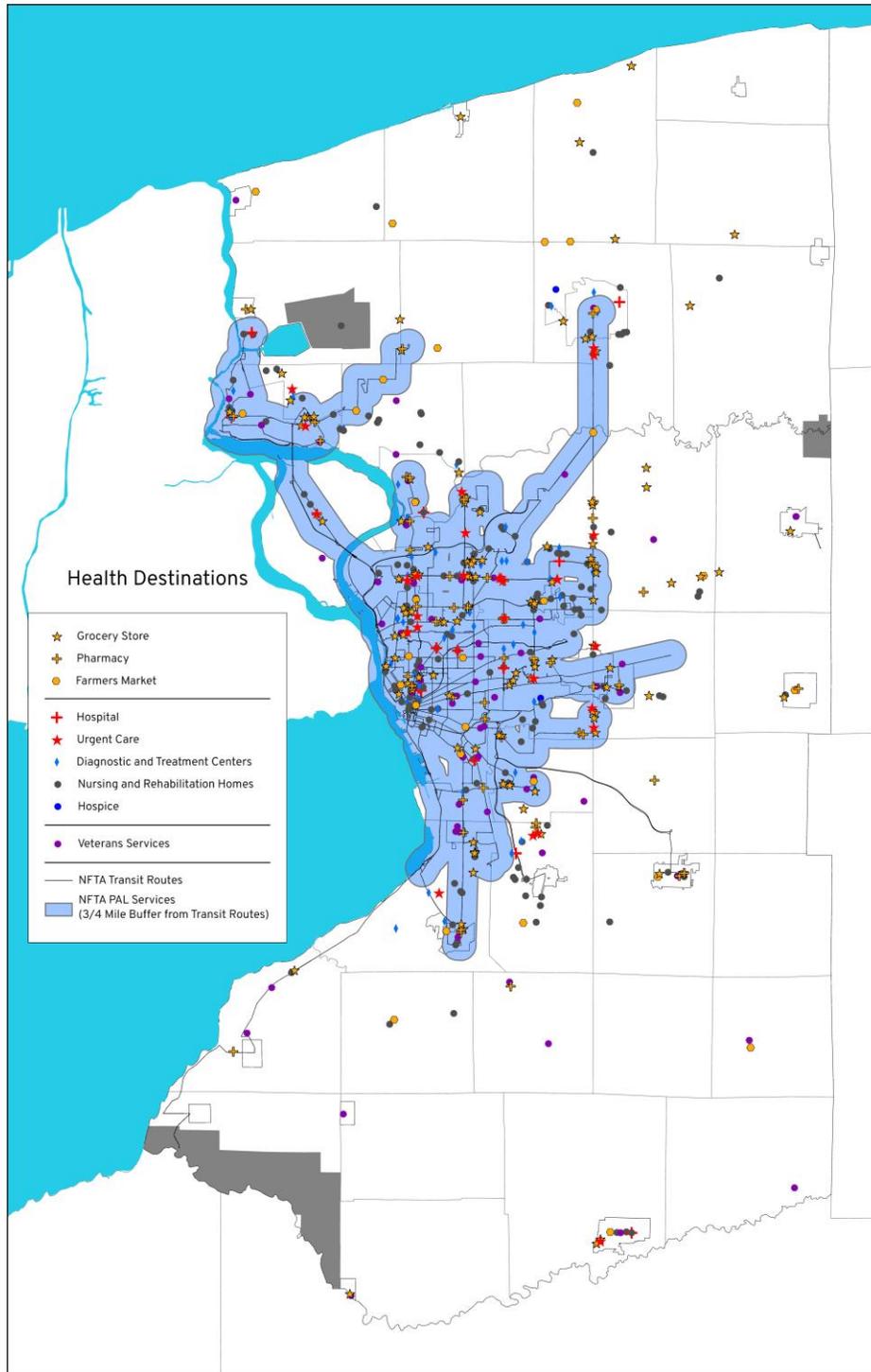
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Map 11: Key Destinations – Healthcare, Human Service and Grocery Stores with Fixed Route Public Transit Overlay

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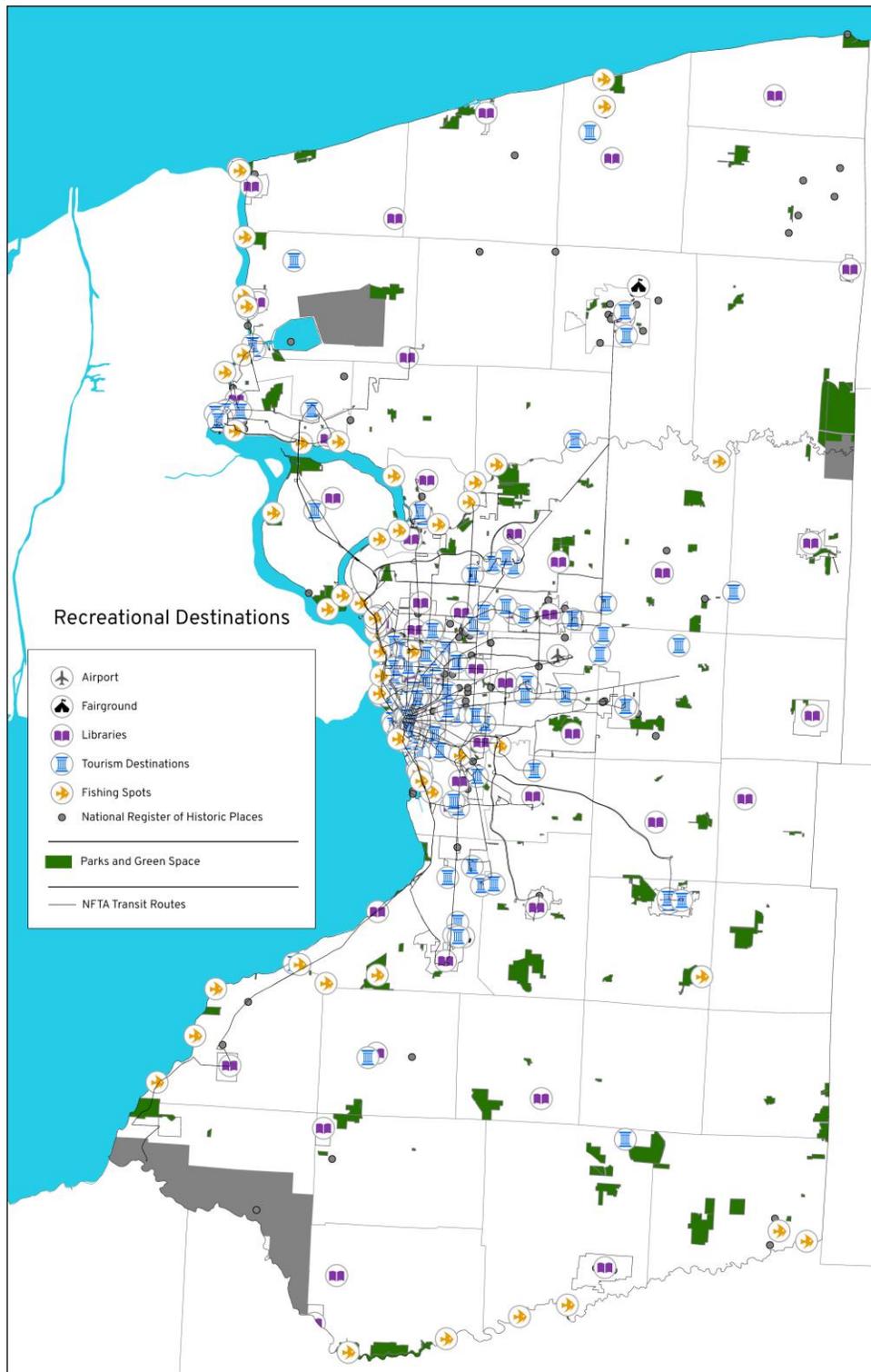
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Map 12: Key Destinations – Healthcare, Human Service and Grocery Stores with Paratransit Service Overlay.

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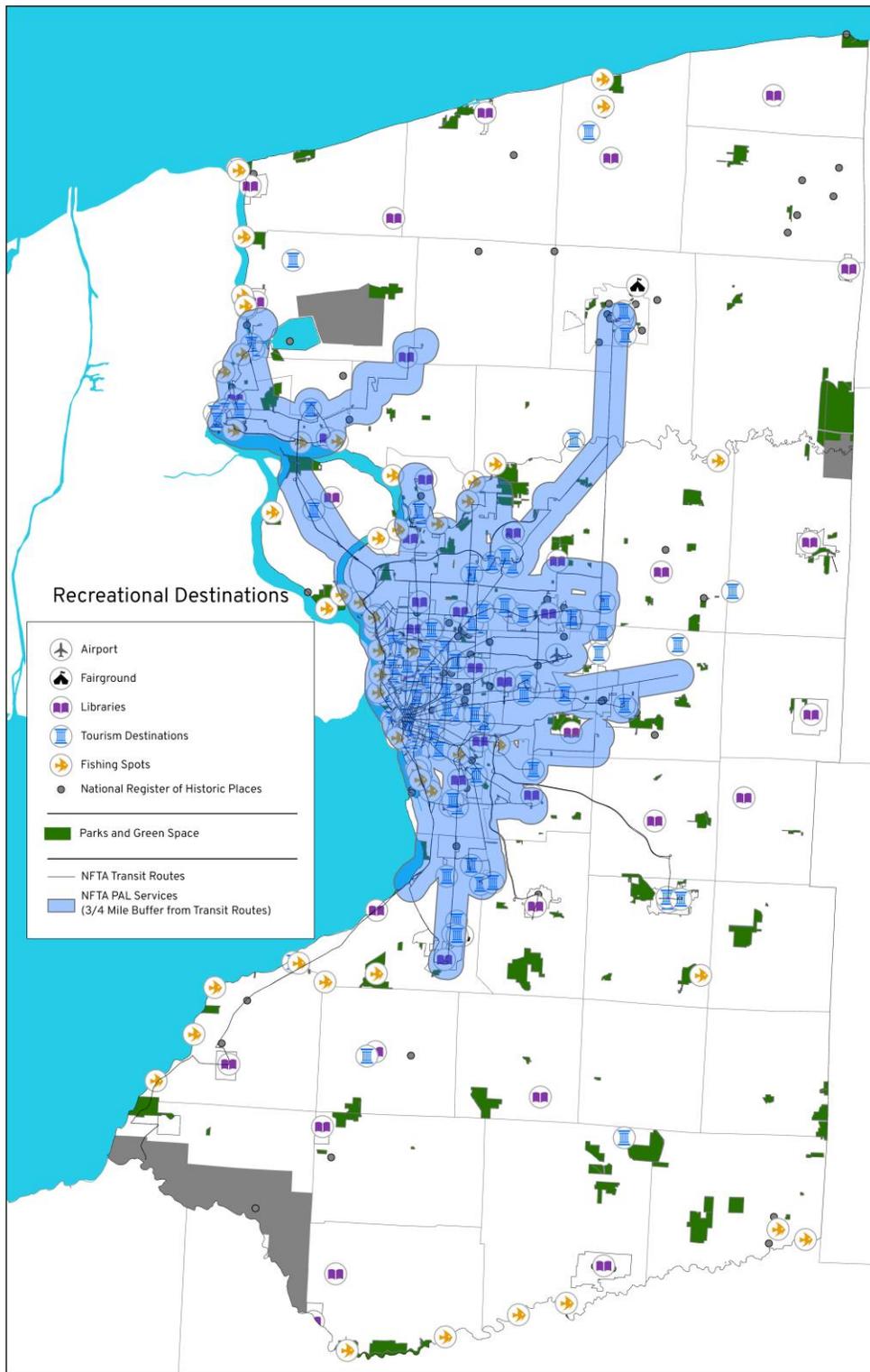
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Map 13: Key Destinations –Parks/Recreational Destinations with Fixed Route Public Transit Overlay

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Map 14: Key Destinations – Parks/Recreational Destinations Paratransit Service Overlay



## Transportation Programs and Services

A wide range of transportation options must be provided to ensure transportation is coordinated at the local, regional, and state levels. In the Buffalo Niagara region, special needs populations are served by a variety of distinct transportation programs and services, each with a discrete service area, target population, and operating authority.

Listed below are categories of transportation programs and services currently offered in the region.

- Fixed-Route Bus and Rail Service on an established route and schedule and open to the public.
- Demand response services operate in response to calls from passengers or their agents to the transportation provider, who then dispatches a vehicle to pick up the passengers and transport them to their destinations. Demand response services are commonly provided through either ADA paratransit or non-ADA paratransit services.
- ADA Paratransit Service — provides complementary paratransit service to people who are unable to use fixed-route service because of a limited ability. Service must be provided within 3/4 of a mile of non-commuter fixed-route bus or rail service during the same hours and days as the fixed-route service. Any public transit agency providing fixed-route service is required to provide complementary paratransit service.
- Shared Rides. Vans or small buses operating as a ride sharing arrangement, providing transportation to a group of individuals directly to a regular destination.
- Door-to-Door Service. Specialized form of paratransit service where a driver meets customers at their door and walks with them to the vehicle and then to the door of their destination.
- Door-through-Door Service. More specialized form of paratransit service than door-to-door where driver escorts customer from inside residence to vehicle and then into their destination. Typically, not available in ADA paratransit service.
- Program Transportation. Specific program services such as medical, community services, education (including school buses) and/or employment. Training programs for individuals or groups to increase the skills, knowledge, and abilities for those using transportation services and travel training professionals.



## Transportation Providers

### Public Transportation

#### Niagara Frontier Transportation Authority

The Niagara Frontier Transportation Authority (NFTA) is a regional multi-modal transportation agency responsible for air and surface transportation for Erie and Niagara Counties. NFTA's public transit operation consists of a regional bus system, a light rail system and complementary paratransit service. With a fleet of 332 buses, 27 rail cars, 35 vans and four trolley-buses carrying about 94,000 people a day, Metro travels nearly 9 million miles in a single year, helping the region save gas, reduce traffic congestion and preserve a clean environment. NFTA carries approximately 14 million passengers annually. It has available capacity for additional passengers on almost all routes. It is an option that can be leveraged by exploring further human service agency-public transit partnerships beyond those currently in place.

#### MetGO

Metro Bus and Rail is in the process of beginning to implement a new fare collection system. The new, MetGo system uses advanced technology to make accessing public transit faster, easier to use and more flexible. The project objectives are to replace fare boxes and ticket vending machines, install new fare gates within underground rail stations and a MetGO Card. MetGO uses an account-based technology to load and store funds for fare payment, and fare products such as time-based passes on the smart cards to access the transit network.

#### Token Transit

In addition to MetGo, NFTA customers with smart phones will be able to continue to have the option to pay their fares quickly and easily using a smart phone application called [Token Transit](#).



Customers are able to purchase single rides, round trip rail passes, and day passes using their credit or debit cards using the Token Transit App. Prior to boarding, customers activate their ticket, and then simply show the mobile ticket to the bus driver or ticket inspector.

#### ADA Complementary Paratransit Services

NFTA also operates the region's ADA paratransit service called Paratransit Access Line (PAL) for individuals with disabilities within a ¾-mile corridor of fixed-route bus service and during the same days and times that the regular bus and rail system is available in an area. For the 2023 plan updated, the most recent PAL information indicated that from April 1, 2022 to March 31, 2023 the NFTA provided 219,169 PAL trips in the region and has an active client base of approximately 4,565 individuals.

In accordance with Section 37.129(a) of Title 49, Part 37 of the Code of Federal Regulations (49 CFR 37.129(a)), NFTA-Metro's complementary Paratransit Access Line (PAL) service is a shared ride service that provides origin-to-destination transportation for paratransit eligible individuals under the Americans with Disabilities Act.

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Individuals may be eligible for PAL if, because of a disability:

- cannot independently board, ride or exit from any vehicle on the fixed route bus or rail system which is accessible and usable by individuals with disabilities.
- cannot use an accessible fixed route vehicle, but the route or the accessible vehicle on the route that would be used is not accessible or usable, or the stop that would be used is not accessible or usable due to the physical characteristics of the stop.
- cannot independently travel to or from the fixed route bus stop or rail station.

The NFTA has a [Citizens Advisory Committee \(CAC\)](#) which is a group comprised of 24 volunteer members (7 transit riders and 17 organizations representing transit riders) who meet with Metro management every 2 months to provide input on various service and community transit issues. These regular meetings provide opportunities for proactive, early, and continuing public participation for Metro projects, programs, and decision making. Additionally, CAC members facilitate public involvement by sharing information about surveys, events, and other participation opportunities with their communities.

In addition to the CAC, the NFTA also has an Accessibility Advisory Committee (ACC). The ACC hosts monthly meetings on the last Thursday of every month at 2:00 PM. The meetings are held in a hybrid format and individuals are welcome to attend in person at 181 Ellicott Street, Buffalo, NY 14203. June and September meetings are held at the Independent Living Center in Niagara Falls, at 746 Portage Road in Niagara County. In the month of August and December there are no meetings held. All meetings are open to the public.

## Seneca Transit Services (STS)

The Seneca Transit System (STS) is a public bus service that provides transportation for all area residents on the Allegany and Cattaraugus Territories and surrounding communities of Western New York. STS strives to provide safe, quality, dependable, economical, and courteous public transportation



to Nation members as well as residents and visitors to the Territories, surrounding communities and the general public. Seneca Transit System currently operates six round trips per day Monday through Saturday and affords the opportunity to provide access for residents to community health, education, and recreation services at the various facilities located on the Seneca Nation and portions of Erie and adjacent counties.

## Human Service Transportation Providers

Human service transportation includes a broad range of services designed to meet transportation needs such as transportation for people with a disability or transportation for seniors. Human service transportation in the region is provided by a vast array of faith-based organizations, non-profit organizations, veterans' organizations, senior centers, community centers and medical facilities. Detailed information on human service transportation providers in the region can be found in Appendix C of this plan.

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

## Privately-Owned Public Transportation

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

## Volunteer Transportation Services

Volunteer Transportation services programs that include volunteer drivers and/or volunteer escorts in providing transportation. Such programs and services may also include volunteer vehicles, as well as paid drivers and vehicles that are owned or leased by the organization providing volunteer transportation. Programs such as [Hearts and Hands](#) and [Rural Transit Service](#) provide this type of service within the region.



## Medicaid Non-Emergency Medical Transportation:

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

Currently in Erie County and Niagara Counties, Medicaid trips for qualifying individuals are now arranged by [Medical Answering Services \(MAS\)](#) which manages the Western Region contract for the New York State Department of Health. As a non-emergency Medicaid transportation management company, MAS contracts with numerous transportation providers to provide service for eligible Medicaid enrollees traveling to Medicaid-covered services.





## Other Direct and Indirect Providers

Direct service transportation providers are those with a primary mission to transport people. There are a number of agencies providing direct transportation service other than the transportation providers listed above. Most have restricted service areas and do not serve the entire region. The volume of trips is less, but they nonetheless play an important role in meeting the transportation needs of the region's special needs populations.

Examples of other direct transportation providers include:

- Taxis
- Transportation Network Companies (TNCs) such as Uber and Lyft
- Limousines
- Airport shuttles
- Charter bus companies
- Ambulances
- Rental cars
- Car-sharing programs
- Bike-sharing companies
- Privately owned ferries
- Private bus companies
- Health and human service programs that offer transportation to their specific client populations.

In addition to the direct service providers, indirect service providers offer transportation-related services that aid individuals with limited mobility or bring services to a person's home so a trip is not needed. Some also offer specialized transportation services, serving only particular clients under unique circumstances for specific purposes.

These indirect services include:

- Grocery and meal delivery services.
- Personal services and companion care programs in which a caregiver may take clients on errands.
- Donated vehicle programs.
- In-home hair care services.
- Pharmacies that deliver prescriptions and pharmaceutical supplies to the home.
- Hospital and medical clinics that will transport their patients to medical appointments.
- Residential, long-term care facilities and group homes that will take their own residents on outings.
- Senior and community centers that have vans for transporting their own clients to and from activities
- Churches and faith-based organizations that may transport their affiliates to and from services or for other necessary purposes.
- Child care facilities that will transport children between school and the child care facility or on special outings.
- Supported employment facilities that transport their clients to training, work, and work-related activities.
- Recreational agencies that transport people to and from activities.

## Innovation, Emerging Technology and Human Services Transportation

New opportunities are being created in the human services transportation field through the use of emerging technologies such as Intelligent Transportation Systems (ITS).

ITS is a set of tools that improves transportation by integrating advanced information and communications-based technologies (ICT) into transportation infrastructure and vehicles. ITS refers to a system of technologies and operational advancements that, when combined and managed, improve the capabilities of the overall transportation system.<sup>2</sup> ITS shows promise to increase efficiency in human service transportation systems by coordinating on-demand and paratransit trips among partnering agencies. New technologies in trip planning also help share data between transportation providers which enable agencies to coordinate trips and serve clients more efficiently.

Other technological advances in transportation including but not limited to wayfinding and navigation for people with disabilities, to advances in vehicle automation that can help people unable or unwilling to drive complete door-to-door demand response trips, show promise to improve special needs transportation delivery in the coming years.

### Microtransit

Microtransit is a service option that is emerging in some areas to help complement fixed route service by providing transportation during time periods or in geographic regions poorly served by regular fixed route service. This type of service typically operates in a designated zone and uses an app-enabled trip request and fare payment functions. Microtransit vehicles either run independently as private businesses or as public-private partnerships with transportation agencies.



Photo Credit: University at Buffalo

<sup>2</sup> USDOT's Intelligent Transportation Systems (ITS) ITS Strategic Plan 2020- 2025. FHWA. Retrieved from [https://www.its.dot.gov/stratplan2020/ITSJPO\\_StrategicPlan\\_2020-2025.pdf](https://www.its.dot.gov/stratplan2020/ITSJPO_StrategicPlan_2020-2025.pdf)

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Microtransit typically uses minibuses that carry 8-30 passengers and can operate under two different models: (1) fixed-route, *fixed schedule (comparable to public transit)* and (2) *flexible route with on-demand scheduling (similar to paratransit)*.<sup>3</sup> Microtransit services can have numerous benefits for both operators and riders. People with disabilities, especially individuals in rural and underserved areas, may particularly benefit from microtransit since flexible transit services can: (1) increase the level of service, (2) reduce dependency on paratransit, and (3) overcome first/last mile challenges by transporting riders to fixed-route stops and stations (Buehler, 2018; Watkins, 2018).

## Funding

The only U.S. Department of Transportation (USDOT) funding source dedicated to special needs transportation is the FTA Section 5310 Program. However, the funding available for the program has always fallen short of the need, as expressed in total grant funding requests in each special needs transportation grant competition. This need has grown faster than funding availability as cutbacks in fixed-route transit services and health care and human services has occurred in the region. Current special needs transportation programs are more reliant on this one funding source than ever. Yet, the funding has not grown fast enough to even keep up with cost increases to provide the existing service. This creates an environment in which programs have difficulty expanding or otherwise innovating to address the mobility needs and gaps found in this plan. There is a need to find more sustainable and stable sources to fund these program.

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<sup>3</sup> Shaheen, Chan, Bansel, & Cohen, 2015. TSRC, UC Berkley. Shared Mobility – Definitions, Industry Developments and Early Understanding. Retrieved from [http://innovativemobility.org/wp-content/uploads/2015/11/SharedMobility\\_WhitePaper\\_FINAL.pdf](http://innovativemobility.org/wp-content/uploads/2015/11/SharedMobility_WhitePaper_FINAL.pdf)



## Chapter 3: Mobility Needs and Gaps

*Mobility Needs & Gaps chapter summarizes the methodology employed to solicit views of key stakeholders and members of the public to learn more about mobility gaps facing the region’s special needs populations. In addition, this chapter:*

- *Summarizes needs and gaps identified through outreach and engagement*
- *Addresses identified needs and gaps by category—geographic, service time, capacity/resource, institutional, infrastructure and awareness gaps.*

### Methodology, Outreach and Planning Process

This plan summarizes the range of coordination issues, service challenges, transportation needs and critical gaps identified in Erie and Niagara Counties. These issues were identified primarily through input received from key stakeholders, a health and human services agencies transportation survey and public outreach meetings.

### Literature Review

In the early stages of this Coordinated Plan update, GBNRTC staff conducted a review of existing local needs assessment reports to identify the most current transportation needs and gaps in the region. In addition, the following studies and surveys have been conducted in recent years with regard to transportation issues relating to the target population and have served to inform the Plan Update.

#### **Moving Forward 2050 Plan Update**

[Moving Forward 2050 Plan Update](#) is a region’s primary tool for laying out significant, long term improvements in their transportation system. It aims to use transportation investments to strengthen communities and focus growth where we already have infrastructure, create economic development, and support workforce access, mobility and quality of life in the Buffalo Niagara region.

#### **NFTA’s Comprehensive Transit-Oriented Development (TOD) Draft Plan (2023)**

Building off the Phase 1 [Comprehensive Transit-Oriented Development Plan](#) aimed as a guided for transit-oriented development to ensure the proposed Metro Rail extension, as well as redevelopment of existing stations supports multi-modal, accessible, mixed-use development that supports transit, the Phase II TOD Strategic Implementation Plan’s goal is to create neighborhoods that seamlessly include transit options, offering accessibility and convenience for all users. The report includes preferred station area infrastructure investments for six existing and future Metro Rail stations that would enhance accessibility, comfortability, and equitable mobility.

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## **Western New York Regional Economic Development Council (WNY REDC) – 2022 Progress Report**

From the WNY REDC’s original Strategy for Prosperity Plan to contribute to the resurgence of the broader economy of New York State and sustainable and long-term growth in jobs and income in the five-county region, the [Western New York Regional Economic Development Council’s \(WNY REDC\) Annual Report](#) showcases the continued focus on post-pandemic recovery efforts. These efforts included prioritizing projects that promote economic sustainability and resiliency within the framework of our regional strategies.

## **Live Well Erie Vision Plan and Annual Report 2022**

[Live Well Erie](#) initiative is designed to help all Erie County residents achieve their full potential. It is organized around a single vision that the new Erie County will leave no one behind. It is necessary to address both health behaviors and the social determinants of health to help residents achieve their full potential. Live Well Erie primarily focuses on addressing the social determinants of health while appreciating of the role health behaviors has on the health of a population.

## **Erie County, NY Community Health Assessment & Community Health Improvement Plan**

The [Erie County, NY Community Health Assessment & Community Health Improvement Plan 2022-2024](#) This report is a compilation of the Erie County Community Health Assessment and the Community Health Improvement Plans (CHIP) for three collaboratively selected indicators. It is designed to create a picture of the health status of the residents of Erie County through a mix of short highlights of and links to full reports created and housed by community partners as well as an assessment of local health data compared to state, national and in some cases worldwide indicators. The CHIPS for the selected indicators will provide the roadmap to create a healthier Erie County for the next three years.

## **Erie County Health Equity Report**

The [Erie County Health Equity Report](#) intended to serve as a resource for all Erie County residents so that they can better understand the issues and status of health equity and health disparities in Erie County. Additionally, the intent is that this report can serve as an initial needs assessment of health equity data in Erie County. As a result, the document may serve as a reference document for finding other reports, databases, datasets, and other documents related to health equity for those in the community interested in this topic.

## **Niagara County Community Health Assessment**

The [2022 Community Health Assessment for Niagara County](#) serves as a blueprint for local community action to improve health and address health disparities. It takes a look at the “broader determinants of health” including factors like education, income, transportation and housing that have been shown to directly influence a person’s health status.

## **AARP New York: Disrupt Disparities: Addressing the Crisis for Rural New Yorkers 50+**

This [2022 report](#) by AARP highlights the transportation needs of rural older adults with limited or no access to public transit, on-demand ride-hailing or taxi services, funding shortages among rising operational costs and adequate volunteers and staffing.

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## **Transportation Equity for Older Adults: Rand Corporation**

This [June 2022 Report](#) by the Rand Corporation provides an overview of — and weighs solutions to — the equity concerns surrounding older-adult transportation. It highlights the individual, social, institutional and environmental factors that contribute to the transportation barriers that older adults face as mobility challenges increase and the ability to drive declines with age. Solutions noted in the report to address these barriers include having a transportation ecosystem that includes door-to-door ride-hailing assistance programs, public transit ambassadors, older adult accessible automated vehicles, delivery services and paratransit.

## **United Way of Buffalo & Erie County ALICE Report**

ALICE or Asset Limited Income Constrained Employed (ALICE) are working families that earn more than the federal poverty limit, making them ineligible for government assistance like food stamps. ALICE families make up 27% of households in Erie County. The [report](#) notes that without that safety net, it is nearly impossible for these families to overcome their circumstances, putting them at increased risk for even more severe hardships like homelessness.

## **City of Buffalo Health Equity Report**

This [City of Buffalo Health Equity Report](#) by the New York State Department of Health provides data on health-related indicators from 2015 to 2018 to assess the extent of health disparities in Minority Areas within the City of Buffalo.

## **Lessons Learned from the Buffalo Blizzard Report**

The study and [report](#) sponsored by the New York University (NYU) Wagner School for Public Service through the initiative of Dean Sherry Glied, in partnership with Mayor Byron Brown and the City of Buffalo to conduct an analysis of the storm’s impacts and to identify actionable solutions aimed at improving preparation and recovery, reducing loss of life and property in the future and how to better prepare for future blizzards of this magnitude.

## **WITHIN Eastside Plan & Quality of Life Report**

[WITHIN East Side Plan Quality of Life Report](#) represents the work a multitude of community partners and neighborhood-based initiatives through 2020-2022 generated the bold and comprehensive vision for East Buffalo. The plan represents a shared commitment to anti-displacement with goals including those focused on transportation and mobility are intended to create beautiful, healthy communities for the very residents who currently live in them. The strategies must be coupled with wealth building and poverty eradicating commitments that simultaneous build up these communities, preserve historic treasures.

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## Coordinated Plan Outreach

Building on the literature review, GBNRTC staff conducted community outreach activities and participated in transportation and mobility meetings to solicit feedback from stakeholders and residents across the region. GBNRTC held over 15 meetings and solicited feedback on emerging mobility needs and gaps and prioritized strategies for addressing transportation needs and gaps. In addition to the targeted outreach, an online survey was conducted to collect feedback from human service organizations, transportation providers and stakeholders.

**Table 4 – Coordinated Plan Outreach**

| <b>Date</b>       | <b>Organization</b>   |
|-------------------|---|
| May 18, 2023      | Live Well Erie Taskforce Meeting  |
| May 18, 2023      | Live Well Erie Older Adult Working Group  |
| June 5, 2023      | Live Well Erie Mobility Sub-Group Meeting   |
| July 20, 2023     | Self-Advocacy Association of Western New York   |
| July 26, 2023     | Live Well Erie Working Families Meeting   |
| August 1, 2023    | Developmental Disabilities Awareness Day Workshop   |
| August 14, 2023   | Erie County GIS- Health & Human Services Transportation Data Meeting                      |
| August 14, 2023   | Niagara County Office of Aging  |
| August 17, 2023   | Live Well Erie Taskforce Meeting  |
| August 18, 2023   | Hearts and Hands Faith in Action  |
| August 22, 2023   | Shared Mobility, Inc.   |
| August 23, 2023   | Rural Transit Service   |
| August 24, 2023   | Westside Community Services   |
| August 25, 2023   | Erie County Town Hall, Schiller Park Senior Center  |
| September 7, 2023 | New York State Master Plan for Aging Buffalo Town Hall, Lincoln Memorial Methodist Church |
| October 17, 2023  | Coordinated Human Services Transportation Plan Public Meetings                            |



## Health and Human Service Agency Transportation Survey

In June-August 2023, the Greater Buffalo Niagara Regional Transportation Council conducted a survey to gather information to better understanding available services, transportation needs and gaps, and challenges faced by individuals and the organizations that serve the target population.

Members of the public and key stakeholders were notified of the online survey through the GBNRTC website, social media platforms and email distribution lists. Paid advertisements were placed also on Facebook. A paper version of the surveys was made available and assistance with filling out the survey form was offered to anyone.

A full summary of responses to the 2023 survey may be found in Appendix B.

## Regional Needs and Gaps

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

The 2023 Coordinated Plan Update reaffirms the needs and gaps identified in the previous plan and identifies additional needs based on input received through the consultation process with human service transportation providers, consumers, transportation providers and other stakeholders in the region.

These identified transportation needs for the target population include:

- Safe and convenient access to appropriate transportation options that enhance mobility for all ages and abilities
- Accessible transportation infrastructure
- Affordable transportation options
- Reliable transportation
- Safe and secure transportation
- Reliable public transportation outside of peak hours
- Clear and centralized information on available transportation options
- Convenient, user friendly trip planning options
- Reasonable travel times
- Seamless connections between transportation services
- Culturally relevant information resources



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

- Significant and sustained driver shortages
- Aging vehicle fleet as many specialized vehicles sat idle during the pandemic
- Group Purchasing (fuel, insurance, maintenance, replacement parts)
- Other Pooled Resources (e.g. background checks)
- Standardized driver training and sensitivity training
- Additional human service agency vehicles
- Wheelchair lifts, accessibility and safety devices
- Low floor vehicles for easier boarding
- Accessible taxi cabs and rideshare options
- Bariatric service vehicles

## Regional Needs and Gaps by Category

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

### Geographic Needs and Gaps

Geographic gaps refer to locations that are not served at all by transportation services or in some cases to areas where service is limited. To be cost-efficient, fixed-route public transportation service is oriented towards serving the region's urban centers, major employment centers, and other urban areas. While NFTA fixed-route service reductions within the last 5 years have not impacted the paratransit service area, spatial gaps in suburban and rural locations where fixed-route transit service is either unavailable or inadequate to meet the daily needs of special needs populations continues to be challenging. For people living in suburban and rural areas, spatial gaps can be especially disruptive as alternative transportation options may not be available where they live or need to get to.

#### *Geographic needs and gaps include:*

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

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## Service Time Needs and Gaps

Service time needs and gaps occurs when transportation service is not available at times when it is needed by transportation disadvantaged populations.

*Service time needs and gaps include:*

- Transportation options are inadequate outside of peak hours — very early in the morning, middle of the day, after 7:00 pm, and on weekends.
- Paratransit systems generally do not provide same-day service, which means riders must always plan trips in advance and cannot be spontaneous about travel.
- Real-time arrival information or an alert when the vehicle is 5 minutes away would help improve paratransit rider experience.
- Most van services for seniors end at 3:00 or 4:00 pm and are not available on weekends.
- Accessible taxi cab service is lacking after 9:00 pm.

## Infrastructure Needs and Gaps

Infrastructure gaps are areas where a lack of physical or technological infrastructure prevents individuals from accessing needed transportation options. Infrastructure gaps can take the form of a major roadway acting as a barrier to accessing daily necessities, a lack of sidewalks connecting to a fixed-route transit stop or intersections not meeting ADA standards.

*Infrastructure needs and gaps include:*

- More complete streets are needed
- More high visibility crosswalks are needed
- Transit facilities and bus stops without accessible walkways and safe crossings.
- No sidewalks or lack of accessible sidewalks due to poor maintenance or lack of snow removal
- Inaccessible sidewalk ramps that aren't level or too steep
- Bus stops lack adequate weather protection and snow removal during winter months
- Rural and suburban roads are unsafe for pedestrian and wheel chair users.
- Pedestrian crossing times at signalized intersections are not long enough for seniors and individuals with mobility impairments.
- More mobility hubs are needed at transit stations
- Some fixed-route transit facilities and bus stops are without accessible walkways and safe crossings.
- Bus stops and other transportation waiting areas lack benches and other amenities (e.g., weather protection) for older adults and individuals with disabilities.
- With a lack of broadband region-wide, some individuals with special transportation needs have limited access to new travel information resources, including mobile and web-based applications.
- Few accessible trails in area parks to provide recreational opportunities for individuals with mobility devices.

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## Institutional Needs and Gaps

Institutional gaps are caused by the rules, regulations and requirements that govern the provision of transportation services. This results in transportation service that can be confusing, inefficient (through duplications, among other things) and disconnected for customers.

*Institutional needs and gaps include:*

- Transportation providers do not group trips or offer shared rides among different special needs populations. This can result from eligibility requirements preventing shared trips. This may result in inefficient delivery of service as vehicles from different agencies travel the same corridor at the same time to serve their clients.
- Cross-county trips within and outside the region are difficult due to a lack of coordination among service providers, human service agencies or program regulations.
- Transportation programs tend to have different eligibility requirements. A person who may qualify for more than one type of service may need to apply for several different programs with each having different requirements and processes. As a result, transfer between different special needs transportation services is cumbersome and may result in additional wait time for a customer to complete a trip.
- Transportation providers and brokers use different scheduling, dispatching and reporting software, making information sharing difficult.
- It is challenging for new programs to compete for funding. As a result, new projects that may effectively fill spatial or other gaps where fixed-route transit is not efficient may not get off the ground.
- Existing special needs transportation programs do not have funding capacity to serve growing demand for their service, resulting in denial of services to eligible riders.
- Complementary ADA paratransit service is funded locally through the transit district's tax base. Since this service is federally mandated, but is funded by the same local tax base as fixed-route transit, ADA paratransit service both competes with funding for fixed-route service and adds to the cost of providing fixed-route service. This can result in decreased fixed-route service in some areas to maintain the minimum level of ADA paratransit service and may discourage expansion of paratransit service beyond the minimum to comply with the ADA requirements.
- Common standards do not exist among agencies, including but not limited to vehicle safety, standards and driver training.

## Capacity and Affordability Needs and Gaps

Capacity gaps can take many forms, but with regard to human services and community transportation include affordability and organizational capacity needs and gaps.

In our region these include:

- Lack of affordable, accessible, or lift-equipped vehicles for individuals with disabilities, but who are not eligible for Medicaid or ADA paratransit services.
- More bariatric and boon equipped vehicles are needed
- Lack of affordable wheelchair service.

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- Lack of reliable and affordable transportation for individuals needing to go to dialysis three or more times per week and the increasing number of individuals needing dialysis transportation in the region.
- Subsidized taxi or ride-hailing services are needed for first-mile/last mile travel
- Restrictive advance notice requirements as most services require at least three days or a two week advance notice to book a trip.
- Increasing demand for medical trips has forced some providers to provide medical only trips which has impacted the availability of transportation options for shopping, barber/salon, banking and other basic need and quality of life trips.

### **Information/Awareness Needs and Gaps**

Learning how to access and utilize transportation options can be a daunting task for individuals unfamiliar with all transportation programs and services available in the region. Gaps in awareness occur when individual riders and social service agencies are not fully informed of available transportation options. While awareness gaps can take many forms, they all stem from a lack of information.

#### *Informational and awareness needs and gaps include:*

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

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## Regional Examples of Addressing Needs and Gaps

### E-Bike Library Pilot in Buffalo and Niagara Falls, NY

During the summer of 2021, Shared Mobility Inc. partnered with the [East Side Bike Club](#) in Buffalo and [Create a Healthier Niagara Falls Collaborative](#) in Niagara Falls to establish the first e-bike library programs in the region. The first of their kind, both programs led by these two community based organizations make pedal-assist e-bikes freely available to residents and include free group rides to build a community around e-bike riding.



### Reddy Bikeshare

Bike-sharing programs provide short-term bike rentals, enabling users to pick up a bike at a self-serve station and return it to other bike stations nearby. [Reddy Bikeshare](#) was launched in 2016, and today has a fleet of 400 GPS-enabled bikes at 100 different stations throughout the cities of Buffalo and Niagara Falls.



### Go Buffalo Niagara

[Go Buffalo Niagara](#) is a program that offers information on transportation options/alternatives for interested riders, including the target population of the Coordinated Plan. While offering potential user options for transit use, bicycling, and walking, Go Buffalo Niagara also links into a carpool-matching program under [NY511](#). Ride seekers are able to register their trip profile information And then request carpool matches for their commute and/or other rides.



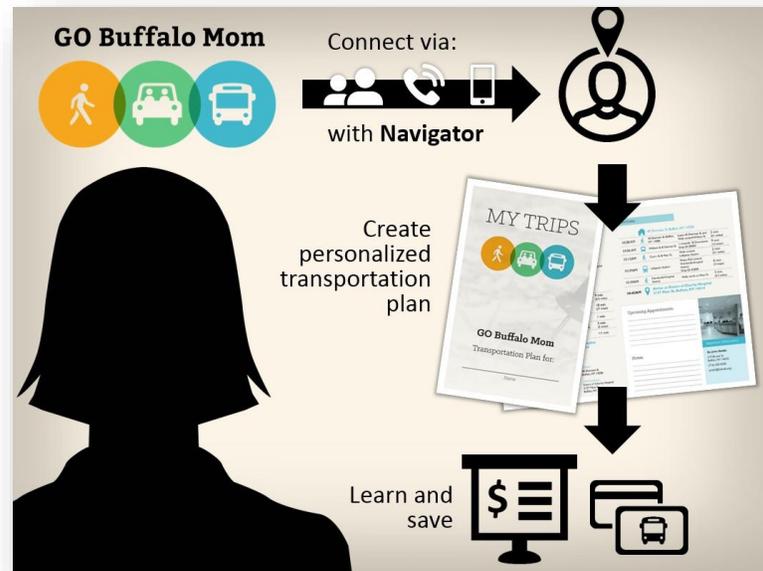
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## GO Buffalo Mom

[GO Buffalo Mom](#) is a travel education/planning and financial planning/savings program for low-income, high risk pregnant women with challenges accessing prenatal care due to transportation. Through a continued partnership between the United Way, Belmont Housing, Buffalo Pre-Natal and Peri-Natal Network and Sister's Hospital and ECMC Family Health Center the program continues to provide low-income, pregnant women with information about access to public transportation and features a transportation navigator who meets and works with



pregnant women to assess their needs and works with them to build an individualized trip plan to get them to medical appointments, WIC, and other key services that factor into having a healthy baby.

## NFTA Adventure Bus

Western New York has many beautiful parks, but getting to these recreational opportunities is not always easy for everyone. Beginning in 2021, on select Saturdays during the summer, NFTA-Metro has been providing free trips on the [Parks Adventure Bus](#) to parks around the region. The 2022 schedule has included trips to nine parks in the region, offering roundtrips each Saturday to the selected park destination.



## Chapter 4: Mobility Tomorrow

*Mobility Tomorrow outlines the region's approach for moving forward with coordinated transportation planning to:*

- *Guide implementation of this vision and mission via the Coordinated Plan's goals and identified strategies to address the needs, gaps, and duplications in the special needs transportation network identified in the plan.*



Photo Credit: Councilmember M. Nowakowski

### **Planning for the Future**

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

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Our demographics, aging infrastructure and resource constraints at all levels of government do not allow for continued sprawl and conventional transportation solutions of more buses, paratransit, van and taxi services to meet demand. Rather, we must continue to seek new ways and strategies to invest in our existing communities, improve coordination among services, take advantage of new technologies and develop innovative ways of delivering cost effective transportation in the region.

### Studies and Projects Underway

The [Buffalo All Access](#) project is led by the Niagara Frontier Transportation Authority in partnership with the Buffalo Niagara Medical Campus, and University at Buffalo and sponsored by the U.S. Department of Transportation Intelligent Transportation Systems – Joint Program Office.

The project aims to solve mobility challenges for all travelers with a specific focus on underserved communities, including people with disabilities, older adults, low-income individuals, rural residents, veterans, and limited English proficiency travelers by deploying an integrated set of travel support services and systems within neighborhoods surrounding the Buffalo Niagara Medical Campus (BNMC). Central to the project is a complete trip platform that is able to factor in travelers' preferences and accessibility-related needs in providing comprehensive trip planning and execution support to registered users. The platform, accessed both offline and online via multiple interfaces including an app, will integrate with multiple enabling technologies and services including fixed route transit, community shuttles, smart intersections that use tactile and mobile technologies that assist travelers with disabilities navigate intersections safely, and wayfinding Infrastructure such as smart signs and information hubs to support outdoor and indoor navigation.



Through the deployment, the Buffalo All Access project seeks to address the challenges facing communities in the area by:

- Providing transit access to healthcare and jobs to underserved residents including persons with disabilities and allowing them to share in the economic development in downtown Buffalo.
- Leveraging technology to work in support for accessible transportation, integrating accessible transportation technology, transit, and connected automation to solve a transportation need.
- Developing a scalable model for considering accessibility and universal design in transportation technology projects.

### Centering People, Place and Policy for Buffalo's Clean Mobility Future

Led by [LISC New York](#) and funded through a \$10 million Clean Neighborhoods Challenge award thru New York's Clean Transportation Prize program, this [project](#) embraces the intersection of multiple problems in inclusive, equitable mobility and climate solutions by identifying strategies focused on people, place and policy in East Buffalo. The project when launched will include direct engagement with residents, community-based organizations, and employers to develop vehicle miles traveled (VMT) reduction strategies, active mobility solutions, electric vehicle adoption and corresponding infrastructure investments that directly respond to these goals. Acknowledging how racism impacts community

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wealth, opportunities will be provided to participate in the clean mobility economy without displacement. Other key goals of the program include:

- Reducing access barriers for participation in the new mobility future through the deployment of e-bikes, electric carshare and mobility as a service.
- Identifying opportunities to install climate smart transit stops and EV charging stations and work with communities to establish safe complete streets through quick build projects that include public art.
- An all ages, all abilities approach that will include curriculum development for youth and dissemination of an education campaign that ties mobility choices to climate change locally.
- Strategic partnerships with targeted employers to incentivize shifting travel modes and implement robust transportation demand management programs.

### **NFTA-METRO Paratransit (PAL) Comprehensive Analysis and Service Expansion Evaluation**

PAL ridership had been increasing prior to the COVID-19 pandemic but experienced a steep reduction in service demand during the pandemic. Over the course of 2022, PAL saw a recovery to pre-pandemic demand and it is anticipated this demand will continue to grow, creating further strain on the entire operation and administration of the program. To address this, the PAL Comprehensive Analysis and Service Expansion Evaluation aims to increase operational efficiency of the PAL system and fleet, examine the effectiveness and sustainability of PAL operations and to enhance the overall customer experience, conduct and evaluation of additional services for future delivery and explore best practices in the industry to meet needs going forward.

### **NFTA-Metro Rail Extension Project**

The purpose of the [proposed Metro Rail Extension Project](#) is to provide a fast, reliable, safe, and convenient transit ride in the Metro Rail Expansion Corridor. The proposed extension will link established and emerging activity centers along the existing Metro Rail Line in the City of Buffalo with existing and emerging activity centers in the Towns of Amherst and Tonawanda to better serve existing rail and bus riders, attract new transit patrons, improve connections to/from Buffalo, Amherst, and Tonawanda. NFTA-Metro is completing the development of a Draft Environmental Impact Statement (DEIS), in cooperation with the Federal Transit Administration. The anticipated release of the DEIS later this year will include a public comment period and public hearings.

### **NFTA-Metro Bus Stop Rebalancing Study**

NFTA-Metro is studying bus stops in order to improve speed and reliability, while preserving accessibility. Over the decades, some routes have collected too many bus stops, and many are close together which has slowed down service riders. Eliminating stops may be challenging for those with mobility limitations, so through the [study](#) the NFTA-Metro team is carefully looking at bus stops on a route by route basis to understand the following:

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- Ridership (how many people use each bus stop)
- Key destinations such as shopping centers, senior centers, apartment buildings, hospitals, and schools
- Transfer locations (intersecting bus routes or Metro Rail)
- Conditions and accessibility at each bus stop such as benches, shelters, concrete pads, and crosswalks.

## Strategies for Coordination

The strategies from 2019 Coordinated Plan were reviewed for the 2023 update. Based on the current unmet transportation needs and gaps, the following key strategies were identified to address and advance transportation coordination and efficiency in Erie and Niagara Counties. A number of strategies were reaffirmed with some slight modifications. These updates have been incorporated in this section.

### Strategies to Address Geographic Gaps

#### **Develop Transportation Options for Suburban and Rural Areas**

By nature of their low densities suburban and rural locations are not well suited for traditional mass transit. However, alternative transportation options and services using more appropriate vehicles or modes should be developed. Ridesharing services like Uber and Lyft provide some options for suburban and rural communities, but affordability of these services can be challenging for individuals with limited and fixed incomes. For employment transportation, vanpools and carpools are other travel options that can help workers to suburban and rural employment that have been developed outside the fixed-route service zone in the Buffalo Niagara region.

#### **Go Buffalo Niagara Vanpool Pilot Program**

The Go Buffalo Niagara Program through federal funding will soon be subsidizing a vanpool program to supplement Western New York's public transit systems and give individuals without the means or desire for their own car a reliable way to get to work. The program will finance up to \$600 per month towards five vans as part of the pilot, with vanpool participants splitting what remains of the bill. Employers may also choose to subsidize their employees' vanpools to retain employees and potentially earn tax benefits.

#### **Steuben Area Rides**

In addition, creative coordination and use of Section 5310 vehicles to provide a means public transportation is another strategy that has had success in rural Steuben County in New York's Southern Tier. [Steuben Area Rides](#) operated by the Arc of Steuben County provides transportation to Arc programs and various other human services agencies, as well as transportation to non-emergency medical services. It also provides public transportation on four major routes in the county. Elements of this model may be beneficial for rural coordination efforts in our region.

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## **First Mile/Last Mile Solutions**

The first mile-last mile gap exists because public transit cannot serve every area in the region and due to urban sprawl and it would not be an economical use of public resources. Therefore it is important to develop services to main line, fixed route services within the region to reduce the distance between a traveler's origin and destination. To complement bus operations, St. Lawrence County in New York State's North Country operates [the First Mile Last Mile Program](#) to transports riders who are ¾ of a mile or more from a designated bus stop. This service is achieved through a corps of volunteer drivers coordinated through the Volunteer Transportation Center, Inc., a third-party organization that serves as the County's program dispatcher and schedules these on-demand rides in 48 hours in advance of a trip.

## **Volunteer Transportation Programs**

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

## **Strategies to Address Service Times Gaps**

### **Develop Late Night and Weekend Service Options**

Develop late night and weekend service options to address the critical commute challenges for 2<sup>nd</sup> and 3<sup>rd</sup> shift workers and access to other important quality of life destinations.

### **Partnering with Taxi and Transportation Network Companies**

Explore opportunities for partnerships with on-demand, taxi and/or Uber or Lyft operators to address geographic and service gaps such as the following programs:

#### **Ryde for Life**

In New Jersey, the [Ryde4Life Program](#) operated by EZ Ride offers transportation for seniors in partnership with Transportation Network Companies (TNC) like Uber and Lyft, which allows them to help more seniors with rides that can be requested in real time or scheduled in advance. Seniors can call to request a ride from 8 am to 8 pm Monday-Friday and Saturday & Sunday from 8 am to 5 pm.

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## **Baltimore TaxiCard Program**

[Baltimore's TaxiCard Program](#) provides subsidized transportation to eligible Baltimore City residents 60 years or older or individuals with a disability. The program is currently funded by the Maryland Department of Transportation and the Baltimore City Health Department Division of Aging & Care. TaxiCard can be used with participating taxicab companies to pay for an entire fare or a portion of the fare 24 hours per day, 7 days a week.

## **GoGo Grandparent**

[GoGo Grandparent](#) started in California and is now has operations in approximately 25 major cities in the U.S. GoGo Grandparent offers digital caregiving assistance for a range of services, including ride-hailing services designed to support seniors and those with disabilities to maintain their independence and facilitate aging in place. The service is open to all and because not everyone has access to or is able to use a smart phone, ride requests may be made with an operator using a phone menu or online dashboard. The New York State Office of Aging has been exploring pilot program opportunities with GoGo Grandparent through different marketing strategies in Erie, Monroe and Suffolk counties to solicit older drivers and reach more senior riders.

## **Strategies to Address Information & Awareness Gaps**

### **Travel Training**

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



### **Mobility Management and Transportation Options Resource Guides**

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

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## **Use of Mobile Technology**

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

## **Strategies to Address Institutional Gaps**

### **One Stop Mobility Center**

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

### **Getthere**

Operated by the Rural Health Network of South Central New York, [Getthere](#) is the mobility management program of the Rural Health Network of South Central New York, whose mission is to advance the health and well-being of rural people and communities. Getthere operates a transportation information and assistance call center, open Monday-Friday, 7:00 to 5:30 PM, that helps those with transportation needs to find workable, affordable solutions. The program also provides transportation information and case management services, financial assistance for eligible individuals who need transportation to healthcare appointments, transportation to employment services, and training on how to use public transportation.

### **Group Insurance & Joint Purchasing**

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

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## Coalition Building

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

## Strategies to Address Capacity and Resource Gaps

### Nontraditional funding sources

If we hope to build a modern transportation system to serve all members of our community and to support our 21st century economic growth, we will have to explore some non-traditional funding sources. In addition to public private partnerships and foundations, the region needs to explore other creative financing mechanisms. Some nontraditional funding options include:

### Dedicating Sales tax Towards Transit

The November 2022 midterm election in the U.S. saw voters approve 14 of the 19 transit ballot measures put before them in communities across the country.<sup>5</sup> Regional ballot initiatives are regularly used to finance transportation investments in states all across the country (including California, Colorado, Georgia, Michigan, Missouri, Idaho, Ohio, South Carolina, and Louisiana). These initiatives have high rates of passage (70-80%) and can be a key mechanism to fund both operations and capital projects for transportation. This legislation would enable a municipality or a group of municipalities to raise additional local money for transportation projects via ballot initiatives, giving voters a more direct role in the process and also showing a clearer correlation between funds being raised and the project(s) for which those funds are used. While dollars raised for regional projects via ballot initiative would not by itself close our transportation infrastructure funding gap, this framework could be an important tool. It would give municipalities both more control of and more of a stake in the projects in their region.

[TransNet](#) is a long-standing example of a nontraditional funding source. TransNet is the San Diego's region's ½-penny sales tax fund dedicated to transportation improvements. The money generated from this tax helps pay for transit, highway, and local street improvements throughout the region. TransNet has been the driving force for improving transportation infrastructure in the San Diego region. TransNet is the half-cent sales tax administered by SANDAG to fund local transportation projects consistent with the Regional Plan. It was first approved by voters in 1987 and extended in 2004 for another 40 years. This program is one of the largest transportation improvement programs in California. TransNet funds

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<sup>5</sup> <https://www.masstransitmag.com/management/article/21286633/2022-election-results-voters-support-14-out-of-19-transit-ballot-initiatives>

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numerous transit, highway, freight, bikeway, and walkway programs, in addition to an environmental conservation program, transit fare subsidies, and grants for smart growth, active transportation, and transportation services for seniors and persons with disabilities.

### **Strategies to Address Infrastructure Gaps**

#### **Smart Growth**

As highlighted in [One Region Forward](#), if we concentrate development of jobs and housing in areas with existing infrastructure within current hubs and corridors, we can create a pattern that is more efficient and can be better served by transportation to improve overall mobility in the region.



#### **Universal Design and the Built Environment**

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

#### **Walk Audits**

A walk audit is an activity in which community members and decision makers observe and identify opportunities to improve the comfort and safety of the surrounding environment for all ages and abilities. [WalkMassachusetts](#) is an example of an organization that has conducted such audits and other activities to encourage better health, a cleaner environment and more vibrant communities. Founded in 1990 and originally known as WalkBoston, WalkMassachusetts has a statewide vision of a Massachusetts where people walking – no matter their race, identity, age, ability, or lived experience – feel safe, connected, and valued on our streets and sidewalks.

#### **Bike Buffalo Niagara - Bicycle and Trails Master Plan Implementation**

[Bike Buffalo Niagara](#), the Regional Bicycle Master Plan for Erie and Niagara Counties serves as a guide for GBNRTC, state agencies, counties, municipalities, advocacy groups and private businesses and foundations to work together to provide a transportation system that safely integrates bicyclists in a coordinated and holistic manner. The intent of the Plan is to create an on-road and off-road network of bicycle facilities that offers a high level of comfort for riders of all ages and abilities.

#### **Mobility Hubs**

A mobility hub offers an integrated suite of mobility services within a defined location to improve the connectivity of the transportation system, reduce dependency on automobiles, vehicle emissions and demand for parking. Locations of frequent transfers or transit hubs are ideal locations for mobility hubs

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and should be equipped with transit shelter, appropriate lighting and pedestrian amenities to maximize accessibility, safety and convenience. Services offered at mobility hubs could include secured bicycle parking, bike sharing, carsharing, centralized web-based ride information system and a TNC and/or taxi pick up and drop of zone.



Source: GBNRTC, Moving Forward

2050 Update

### Facilitate Completion of ADA Transition Plans

Facilitate completion of municipal ADA Transition Plans in the region and associated physical improvements to continue to work toward an accessible regional transportation system.

### Safe Streets for All (SSFA)

The GBNRTC successfully secured funds through the [Safe Streets for All \(SS4A\)](#) program for a planning grant to create a Comprehensive Regional Safety Action Plan. Once the plan is completed, the region will be eligible for future federal funding for infrastructure projects and programs that prevent roadway deaths and serious injuries.

### Implement the New York State Pedestrian Safety Action Plan

Implement the [New York State Pedestrian Safety Action Plan](#) through improvements in pedestrian amenities for safety such as:

- High visibility crosswalk markings and signs
- Pedestrian refuge islands
- Attention-grabbing light beacons.
- Signals with extended crossing times
- Countdown timers that tell pedestrians how many seconds they have to finish crossing the street

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## Implementation

The strategies are intended to be implemented through a wide range of services and programs. These transportation services and programs cover the range of mobility options necessary for those requiring special needs transportation:

- ADA paratransit
- Demand response
- Financial subsidies
- Fixed-route bus and rail service
- Information, referral, and assistance
- Language assistance
- Program transportation
- Shared rides
- Technology
- Travel training programs
- Volunteer programs

Many factors influence particular programs or services. All must be taken into consideration when developing, implementing, and operating services and programs, including an individual's specific need, geographic area, destination, costs, and existing transportation options.

### Section 5310 Program

#### Enhanced Mobility of Seniors and Individuals with Disabilities

The [Section 5310](#) Program supports transportation services planned, designed, and carried out to meet the special transportation needs of seniors and individuals with disabilities. Eligible projects include both traditional capital investment and nontraditional investment beyond the Americans with Disabilities Act (ADA) complementary paratransit services.

At least 55% of the available funding awards must go to traditional Section 5310 capital projects. The remaining 45% of funds may support public transportation projects that exceed the requirements of the ADA, projects that improve access to fixed-route service and decrease reliance by individuals with disabilities on complementary paratransit and for alternatives to public transportation that assist seniors and individuals with disabilities.

The following strategies are considered for implementation. These activities are further categorized according to project type (i.e., capital or operating which is applicable to the federal Section 5310 program).

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## Under the Section 5310 Program:

### Eligible Capital Expenses for 55% of available funds

- Purchase accessible buses or vans;
- Vehicle rehabilitation;
- Radios and communication equipment;
- Computer hardware and software;
- Transit-related Intelligent Transportation Systems (ITS) to enhance and expedite the coordination of transportation operations,
- A Mobility Management Center for scheduling and dispatching of various transportation trips.

### Other Eligible Capital and Operating Expenses for 45% of available funds

#### Capital

- Joint procurement of vehicles, fuel & services;
- Diversify and expand by partnering or contracting vehicles and transportation services through an existing transit operator;
- Purchase accessible taxis;
- Purchase transportation trips in volume from vendors;
- Purchase and install transit amenities that enhance rider experience (storage racks, security cameras, bus shelters, accessible paths to bus stops that may currently be inaccessible).
- Potential may exist to form partnerships with private sponsors and companies to develop sponsorship for construction and installation of bus shelters to preserve public resources for other investments, (i.e. Adopt a shelter program);
- Travel training;
- Volunteer driver programs; and
- Expansion of transportation services (curb-to-curb, curb-to-door, door-to-door, door-through-door service).

#### Operating

- Maintenance and/or fuel consortiums;
- Expand hours of transportation services for persons with disabilities, low-income individuals, and the elderly;
- Shift agency trips to the regular transit route provided by Centro, which operate on fixed-schedules along specific routes with vehicles stopping to pick up and deliver passengers to specific locations;
- Sharing of vehicles. For a vehicle sharing program, a lead agency is typically identified to store, maintain and insure the vehicle, while the “borrowing” organization utilizes the vehicle on a pre-determined schedule, paying an hourly or daily fee.<sup>11</sup>;
- Expand paratransit service beyond the ADA minimum ¾ mile limit. This would include analysis of fixed-route service and paratransit (needs and frequent destinations) in multiple senior and low income apartment complexes in suburban areas prior to expansion decisions;

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- Increase transit service to medical facilities, employment centers, social activities and other “common destinations” for both paratransit and fixed route service;
- Extension of existing fixed routes to targeted residential or employment centers where new or growing employment and residential markets exist;
- Support bus feeder-routes, which are routes that connect to the regular transit route systems that operate on specific routes; and
- Group agency trips to reduce duplication of transportation services.

### **Moving Forward**

Special needs transportation is an integral part of the GBNRTC’s long-range transportation vision. Federal transportation legislation requires that the Coordinated Plan be updated every four years. This plan covers federal fiscal years 2023 to 2027. The investment and coordination opportunities presented in this Coordinated Plan offer potential solutions to the transportation gaps and needs for older adults, people with disabilities and people with limited incomes identified in this plan. The implementation of these and other strategies aim to move our region towards creating a safer, more equitable, reliable transportation system for all ages and abilities.

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## APPENDICES

- Appendix A      Glossary
- Appendix B      Summary of Health and Human Services Transportation Survey Responses
- Appendix C      Inventory of Known Transportation Providers
- Appendix D      Projects Funded through the Section 5310: Enhanced Mobility of Seniors & Individuals with Disabilities Federal Fiscal Years 2019-2022

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## Appendix A Glossary

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## Glossary of Terms

### **Accessibility**

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

### **ADA Complementary Paratransit Service**

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

### **Americans with Disabilities Act (ADA)**

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

### **Brokerage**

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

### **Carpool**

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

### **Consolidation**

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

### **Coordination**

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

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## **Curb-to-Curb Service**

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

## **Demand-Response Service**

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

## **Dial-a-Ride Service**

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

## **Individual/Person with a Disability**

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

## **Door-to-Door Service**

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

## **Employment Transportation**

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

## **Federal Transit Administration (FTA)**

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

## **Fixed-route Transit**

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

## **Human Services Transportation**

Transportation related to the provision of human or social services, including transportation for

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the elderly, people with disabilities, and low-income individuals when the transportation is provided by an arrangement other than public service available to all. Examples may include dial-a-ride (responding to individual door-to-door transportation requests), the use of bus tokens

and/or transit passes for fixed route scheduled services, accessing taxi vouchers and/or mileage reimbursement to volunteers or program participants.

### **Medicaid**

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

### **Operating Assistance**

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

### **Paratransit**

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

### **Rideshare/Ridematch Program**

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

### **Ridesharing**

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

### **Section 5310**

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

### **Shuttle Service**

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

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## **Trip**

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

## **U.S. Department of Transportation (DOT)**

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

## **Vanpool**

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

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## Appendix B

### Summary of Health and Human Services Transportation Survey Responses

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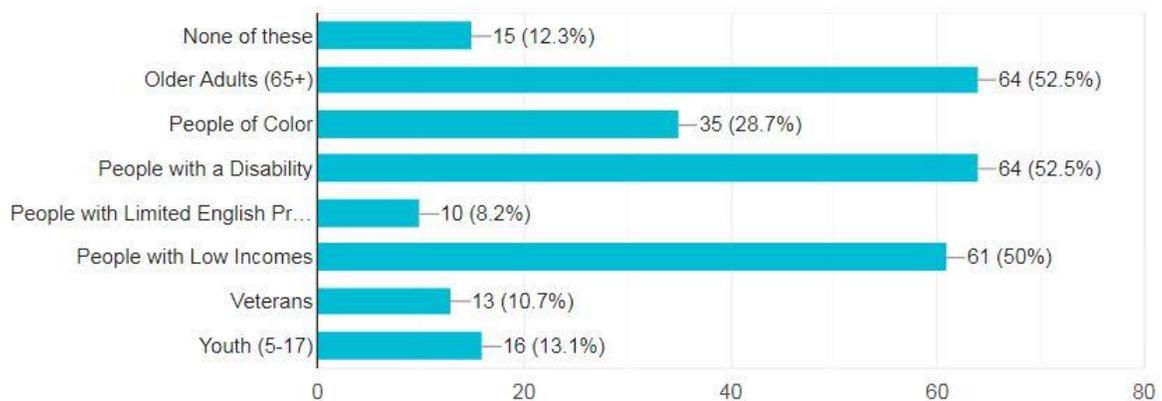
## Health & Human Services Transportation Survey Responses

-129 responses in total

### SUMMARY

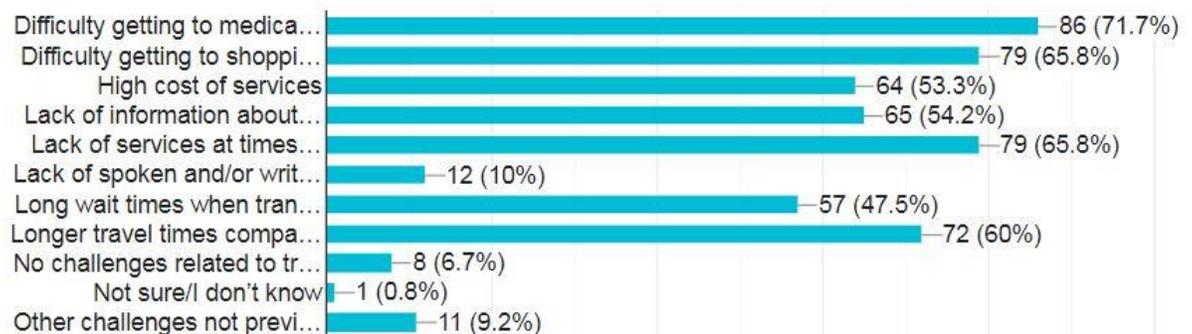
- 1.) Which of the following are you a member or (or are primarily familiar with)? You can select multiple ovals if applicable.

-123 responses



- 2.) Do you (or the groups you are familiar with) experience any of the following challenges related to transportation services?

-121 responses



**Please note the full sentences below of the responses noted above:**

- Difficulty getting to medical appointments and pharmacies (71.7%)
- Difficulty getting to shopping/shopping centers (65.8%)
- High cost of services (53.3%)
- Lack of Information about available services (54.2%)
- Lack of services at times when they are needed (65.8%)
- Lack of spoken and/or written language assistance (10%)
- Long wait times when transferring between services (47.5%)
- Longer travel times compared to other transportation options (driving in a personal vehicle, transit, etc.) (60%)
- No challenges related to transportation services (6.7%)
- Not sure/I don't know (0.8%)
- Other challenges not previously mentioned (9.2%)

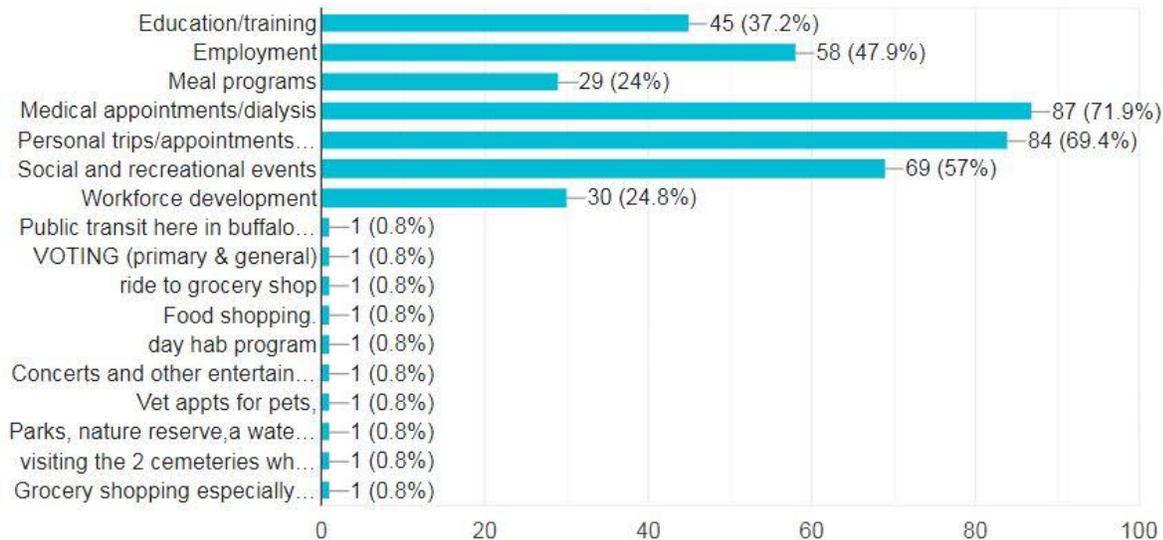
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### 3.) Please identify the most important destination(s) to you (or the groups you are familiar with) with regard to need for transportation. You can select multiple ovals.

-122 responses



### 4.) Do you (or the groups you are familiar with) experience any other challenges to using transportation? – 73 responses

Respondents were allowed to provide written responses to this questions to offer specific feedback. Free form responses below:

- Scheduling difficulties and little opportunity to select preferred times
- Everything is confusing especially if it is me getting to personal things to do. Why do I only get subsidized for medical? Why not me going to see family friends and social outings. I am stuck, and is sad that this can't be figured out. If transportation was important maybe make it free since we are all paying for it anyway. How much do transit need. I see electric busses and other programs that spend my tax money when they can just make it free instead or better serve us
- Price for on-demand services
- Folks getting dropped off in poorly lit areas.
- Discrimination and prejudice towards disabling conditions.
- Long wait times and missed/late to appointments work etc.
- Rural area, limited transportation options other than driving.
- Busses don't always stop at the bus stop when it's only a sign not a fully enclosed bus stop with bench. It's frustrating.
- The disregard of driver whom see you running to catch their bus and drive by you. I have seen this with the elderly

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- When I schedule Paratransit. And I don't realize the person taking my reservations has made a mistake. I go online and try to cancel the mistaken trip. It cancels the right trip also. On top of that if it happens after hours. The automatic call will still call you right before your trip. Like para-transit is still coming. And it doesn't show up. I reported this by leaving messages and going online to report it. And you won't even call me back and explain how this happened. Although when the trip was repeated to me everything is correct. Yet when it was recorded somehow there was a mistake happened. The only reason I wanted a call back so the process could be explained to me in detail so it wouldn't happen again. This situation put me in a bad situation. I'm disabled and had wound up having to be on the bus stop at 5a.m. Then walking 10 blocks in the morning by myself to go work the board of elections.
- Dynamic pricing of Uber; some doctor's won't let me leave after procedure in a curb to curb provider.
- I have no idea. I stretch my budget with Uber or beg rides and spend an hour extra each way in fear of no one showing up
- Affordable wheelchair transportation to required doctor appt., etc. (\$260 round trip)
- Waiting for pick up. Drivers not finding address
- Beg family or call Uber in desperation
- Ridiculous traffic calming measures and unsynchronized traffic lights.
- The elevators in the subway in Buffalo are slow and filthy. You can't understand the floor levels. They really of urine.
- I have no idea if there's even a public, city, bus service in East Aurora.
- Terrible access between North Buffalo and suburbs, where most employment opportunities exist
- Wheelchair available transportation
- Wheelchair access/power chairs
- When not using PAL, bus service is spotty at my place of residence.
- Long wait times and reduced weekend service/hours
- Buses not showing up within a reasonable time. Waiting areas not clean and hard to get to in winter.
- Limited routes to the suburbs.
- When I call Paratransit and the representative doesn't get my trips scheduled right. Sometimes I don't notice until I get the phone call at night. When I cancel the trip that isn't correct. It cancels out the other trip also. This puts me in a bad situation
- Getting to employers on public transportation
- Limited area that public transport covers
- As a homeless service provider who support our homeless and at-risk community members, transportation is a challenge for people living in Niagara County outside of the city of Niagara Falls. Community members living in places like Lockport and North Tonawanda must take multiple buses and transfer in the city of Buffalo to get to Niagara Falls. With limited shelter space in NT and Lockport, Niagara County residents rely on the bus system to visit Niagara Falls for refuge. The Department of Social Services in Niagara County does not have any hotel/motel placements in places like Lockport or North Tonawanda so our homeless community members must bus to Niagara Falls for shelter at Community Missions or a hotel/motel in the city.

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- Limited availability on the weekends
- Challenges with public transportation include not always being affordable to them and difficulty transitioning through different routes with young children or groceries in tow.
- Walking distance between stop and destination, lack of sidewalks in areas that would need to walk.
- In my opinion, the NFTA must serve the public and stop cutting routes. Underserved communities deserve dependable bus service to get to work, shop, etc.
- Lack of availability in the suburbs or in rural areas.
- Clients lose monthly bus passes
- Transportation services being dementia friendly / lack of awareness
- For rural residents EVERYTHING contingent on available transportation options.
- The lack of ANY public transportation
- Lack of access to public transport in more rural communities.
- Medicaid Cab drivers are not nice to those with disabilities and/or behavioral health issues
- Many individuals can't drive for medical reasons.
- No efficient common-sense and frequent route from Sheridan to Millersport Highway. No bus #40 every 30 minutes during the weekends. Bus #35 stops too early during the weekends.
- NYS history of underfunding transportation for disabled that is now in crisis. Spending money on surveys instead of getting those funds to bus companies so they can pay a real wage.
- On time transportation and limited routes.
- Mobility to transportation
- Sometimes there are issues with exact locations for drop off and pick up, especially when streets are closed off for events. Once, a location was misrouted and had I not noticed in advance, I would have been dropped off somewhere on Grand Island rather than near an event downtown at Canalside. Just this week, the Paratransit routing originally wanted to drop me off at a corner too far from the location to where I'd booked my trip for me to walk from that original drop off/pick up spot to/from my destination. Thankfully the driver and I worked out a closer location.
- No bus route on my street
- Yes, due to cognitive disabilities they cannot schedule their own transportation online or via phone.
- Lack of accessible transit stops due to cars blocking curb access for the bus.
- Limited hours, difficulty accessing suburban employers, lack of covered bus shelters to protect from bad weather.
- Paratransit not always available when needed
- Unsafe places to wait for public transportation. For example- uncovered bus stops that do not protect from rain or snow, and unplowed sidewalks and unplowed bus stops which leave people waiting in the street. There is also the "first mile/last mile" problem which means people need to walk a significant distance to get to a nearby bus stop, or to get to their destination after getting off the bus.
- Cost of gas
- Being able to get into and out of vans allows for limited transportation, which is making our services more needed

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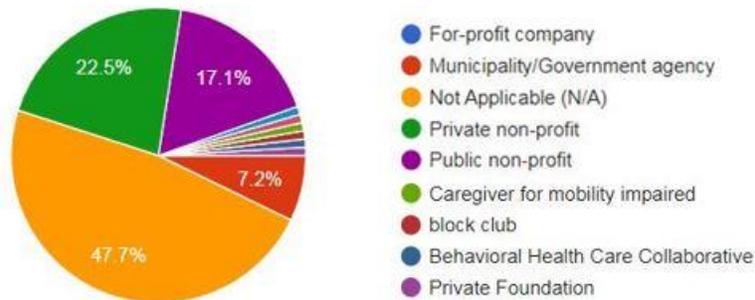
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- Another challenge the groups I'm familiar with often face is reliability when it comes to using transportation. Being late getting picked up and in turn running late to appointments, no-shows from transportation companies, etc. is a common issue unfortunately.
- Absolutely: because of a lack of convenient transit options I have to drive to work and for shopping.
- Yes, schedules for buses have a reduced availability since Covid.
- Unreliable and limited Medicaid provided transportation
- Last minute transportation cancelations
- Confusion or clarity regarding specific routes and connections
- Not a lot of sheltered bus stops, un-maintained roads cause a lot of damage to vehicles and bicycles and cause people to swerve around potholes create an extremely dangerous environment, doesn't help with a bunch of people standing on a corner waiting for their bus
- Frequency of routes
- Unreliable service. Lack of service with many routes having been cut over the last decade.
- Bus frequency

5.) **If you represent an organization, please indicate the type of Organization (mark only one oval).**

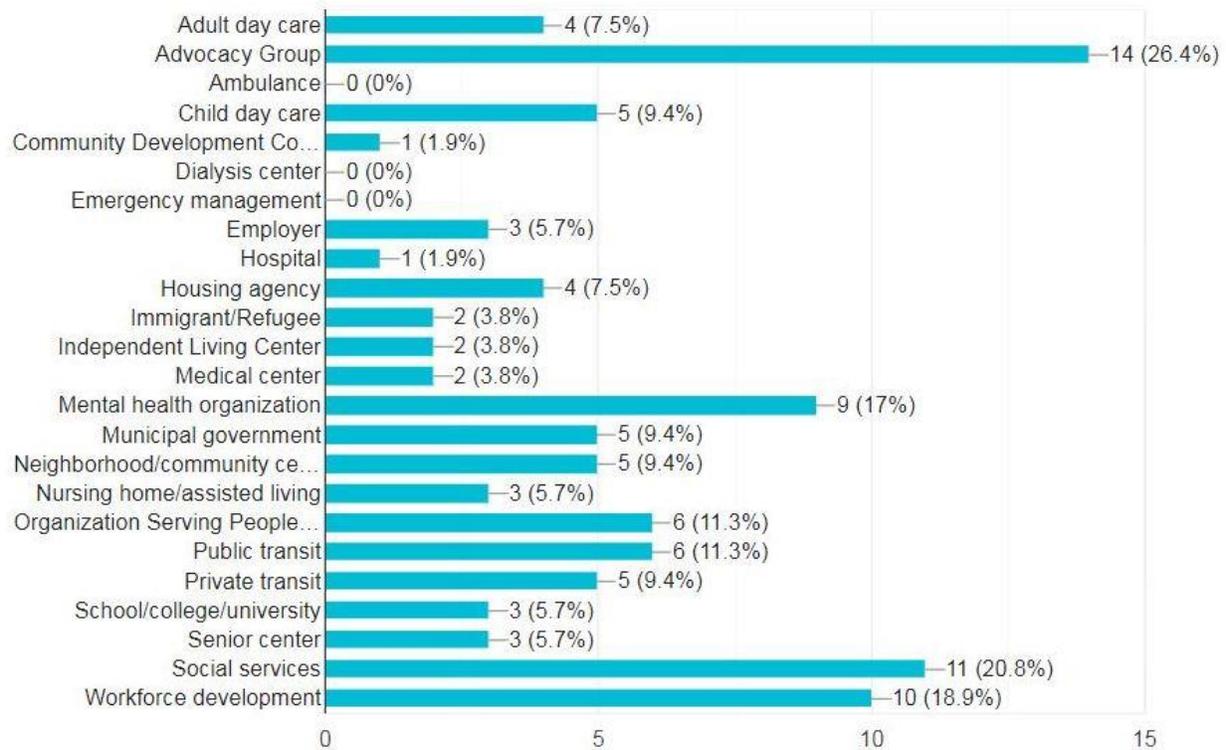
-112 responses



***\*Only organizations that directly provide transportation for their clients answered the remaining questions.***

## 6.) Which best describes your organization related to specialized transportation?

- 54 responses



\*36 separate organizations chose to list their name. Multiple surveys were received from representatives from Catholic Charities, Child Care Network, Hearts and Hands, People Inc. and Value Network/Horizon Health Services whereby these responses were grouped together in the tables for Questions 6-15.

|  |   |
|--|---|
| Alzheimer's Association WNY                  | Adult day care, Independent Living Center, Neighborhood/community center, Senior center   |
| Catholic Charities of Buffalo                | Advocacy Group, Mental Health organization, Social services, Workforce development, Employer  |
| Center for Elder Law & Justice               | Advocacy Group  |
| Child Care Resource Network                  | Child day care, Mental health organization, Organization Serving People with Developmental Disabilities, Social services, Workforce development |
| Citizens for Regional Transit                | Advocacy Group  |
| Coalition for Economic Justice               | Advocacy Group  |
| Communications Workers of America Local 1133 | Hospital, Workforce development   |
| Compass House                                | Housing agency  |
| Cornell Cooperative Extension of Erie County | No response provided  |

|   |  |
|---|--|
| Erie County Office for People with Disabilities | Advocacy Group, Municipal government   |
| Erie County Social Services                     | Social Services, Workforce development   |
| Erie County Senior Services                     | Municipal government   |
| Fillmore Forward                                | Advocacy Group   |
| GObike  | Advocacy Group   |
| Hearts and Hands: Faith in Action, Inc.         | Neighborhood/community center, Nursing home/assisted living, Senior center, Medical Center, Private transit  |
| Homeless Alliance of WNY                        | Housing agency   |
| International Institute of Buffalo              | Immigrant/Refugee Services   |
| James H. Cummings Foundation                    | Adult day care, Child day care, Mental health organization, Neighborhood/community center, Nursing home/assisted living  |
| Kidney Foundation WNY                           | Community Development Corporation (CDC)  |
| NBTA  | Advocacy Group   |
| NIAGARA ORGANIZING ALLIANCE FOR HOPE(NOAH)      | Advocacy Group   |
| OLV Human Services                              | Advocacy Group, Child day care, Employer, Mental health organization, Organization Serving People with Developmental Disabilities, School/college/university, Social services, Workforce development |
| Parent Network of WNY                           | Organization Serving People with Developmental Disabilities  |
| Peaceprints of WNY                              | Housing agency   |
| People Inc.                                     | Adult day care, Employer, Organization Serving People with Developmental Disabilities, Housing Agency, Social services, Workforce development, Advocacy Group  |
| Providence Farm Collective                      | Immigrant/Refugee, Public transit, Private transit, Workforce development  |
| Say Yes Buffalo                                 | School/college/university, Workforce development   |
| Shared Mobility Inc.                            | Public transit, Private transit  |
| SUNY Erie                                       | School/college/university  |
| The Rural Outreach Center                       | Mental health organization, Social services  |
| Town of Collins                                 | Municipal government   |
| Town of Lockport                                | Municipal government, Organization Serving People with Developmental Disabilities, Workforce development   |
| Town of Tonawanda                               | Municipal government   |
| Value Network/Horizon Health Services           | Mental health organization   |
| VIA, Visually Impaired Advancement              | Social services, Workforce development   |
| West Side Community Services                    | Senior center  |

## 7.) What areas do you serve (by zip code(s), municipality, county or other boundaries)?

- 57 responses

|   |   |
|---|---|
| Alzheimer's Association WNY                     | 8 traditional counties of WNY (Allegany, Erie, Niagara, Orleans, Wyoming, Cattaraugus, Chautauqua, Genesee) |
| Catholic Charities of Buffalo                   | All 8 counties of WNY   |
| Catholic Charities of Buffalo                   | Niagara County, Erie County   |
| Center for Elder Law & Justice                  | Several WNY counties, including Erie and Niagara  |
| Child Care Resource Network                     | Erie County and surrounding WNY areas   |
| Citizens for Regional Transit                   | Erie and Niagara Counties   |
| Coalition for Economic Justice                  | Erie County   |
| Communications Workers of America Local 1133    | 14220, 14217, 14210, 14224, 14225   |
| Compass House                                   | All of Erie County  |
| Cornell Cooperative Extension of Erie County    | No response provided  |
| Erie County Office for People with Disabilities | Erie County   |
| Erie County Social Services                     | Erie County   |
| Erie County Senior Services                     | Erie County   |
| Fillmore Forward                                | 14211, 14212  |
| GObike  | 8 counties of WNY   |
| Hearts and Hands: Faith in Action, Inc.         | All of Erie County; Lockport to North Tonawanda Corridor in Niagara County                                  |
| Homeless Alliance of WNY                        | Erie, Niagara, Genesee, Orleans, and Wyoming Counties   |
| International Institute of Buffalo              | Buffalo and surrounding areas   |
| James H. Cummings Foundation                    | Erie County   |
| Kidney Foundation WNY                           | Allegany, Cattaraugus, Chautauqua, Erie, Genesee, Niagara, Orleans, and Wyoming Counties                    |
| NBTA  | 14211   |
| NIAGARA ORGANIZING ALLIANCE FOR HOPE(NOAH)      | 14301 and 14305   |
| OLV Human Services                              | Our schools serve Erie county, but parts of the agency have no boundaries                                   |
| Parent Network of WNY                           | All eight counties in WNY   |
| Peaceprints of WNY                              | Erie County   |
| People Inc.                                     | Erie County, Niagara County and parts of Chautauqua County  |
| Providence Farm Collective                      | No response provided  |
| Say Yes Buffalo                                 | City of Buffalo   |
| Shared Mobility Inc.                            | Buffalo & Niagara Falls   |
| SUNY Erie                                       | Primarily Erie County, but we do not have a boundary  |
| The Rural Outreach Center                       | All of southern WNY, Western Wyoming, NW Allegany, N Catt. Counties   |

|                                       |   |
|---------------------------------------|---|
| Town of Collins                       | Town of Collins   |
| Town of Lockport                      | 14094   |
| Town of Tonawanda                     | Town of Tonawanda   |
| Value Network/Horizon Health Services | 8 counties of WNY   |
| VIA, Visually Impaired Advancement    | Erie, Niagara, Wyoming, Genesee counties                  |
| West Side Community Services          | City of Buffalo, predominantly 14213, 14209, 14222, 14201 |

**8.) What age groups do you serve?** (If you serve seniors, at what age does your organization consider a client to be a senior?)

-55 responses

|   |   |
|---|---|
| Alzheimer's Association WNY                     | All ages, primarily 55+   |
| Catholic Charities of Buffalo                   | We have programs serving all age groups, typically 55 or 60   |
| Center for Elder Law & Justice                  | 50+ for some grants, 60+ for Older Americans' grants  |
| Child Care Resource Network                     | Young children, school-aged children, families, and the early childhood professionals/child care providers serving these families |
| Citizens for Regional Transit                   | All   |
| Coalition for Economic Justice                  | All ages  |
| Communications Workers of America Local 1133    | Healthcare serves all age groups  |
| Compass House                                   | Runaway and Homeless Youth ages 12-24   |
| Cornell Cooperative Extension of Erie County    | No response provided  |
| Erie County Office for People with Disabilities | All   |
| Erie County Social Services                     | 18 and up   |
| Erie County Senior Services                     | 65 plus   |
| Fillmore Forward                                | 18-75, senior = 65  |
| GObike  | All   |
| Hearts & Hands                                  | 60+ and persons with disabilities   |
| Hearts and Hands: Faith in Action, Inc.         | 60+ or persons with disabilities  |
| Homeless Alliance of WNY                        | 18 years and older  |
| International Institute of Buffalo              | 0 to 99   |
| James H. Cummings Foundation                    | Vulnerable youth; older adult/vulnerable adults   |
| Kidney Foundation WNY                           | All ages  |

|  |   |
|--|---|
| NBTA                                       | All age groups  |
| NIAGARA ORGANIZING ALLIANCE FOR HOPE(NOAH) | Inter-faith organizations plus  |
| OLV Human Services                         | Preschoolers, agency serves people from birth to death.   |
| Parent Network of WNY                      | Birth through adulthood.  |
| Peaceprints of WNY                         | 12+ and seniors 55+   |
| People Inc.                                | Birth to Death. Our senior services begin at 55.  |
| Providence Farm Collective                 | All ages, primarily youth and working adult   |
| Say Yes Buffalo                            | Our apprenticeship program works with Buffalo public high school graduates - approximately ages 17 to 21. |
| Shared Mobility Inc.                       | People with the ability to use bikeshare and e-bikeshare  |
| SUNY Erie                                  | N/A   |
| The Rural Outreach Center                  | All   |
| Town of Collins                            | Serve all town residents  |
| Town of Lockport                           | 16-80   |
| Town of Tonawanda                          | all age groups  |
| Value Network/Horizon Health Services      | All Ages  |
| VIA, Visually Impaired Advancement         | All ages  |
| West Side Community Services               | Birth - 65+; we accept seniors starting at age 55+  |

**9.) Please identify any eligibility requirements to qualify clients for services that your organization utilizes (age, residency, disability, income level, etc.)?**

-50 responses

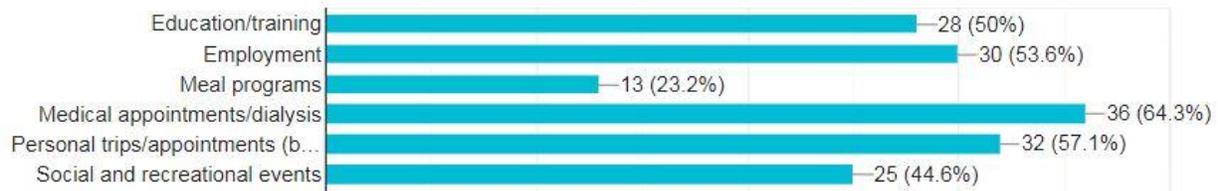
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|--|---|
| Alzheimer's Association WNY                  | No response provided  |
| Catholic Charities of Buffalo                | Age, residency, disability, income level, mental health diagnosis, etc. – eligibility is based on diagnosis and clinical appropriateness for treatment. |
| Center for Elder Law & Justice               | No response provided  |
| Child Care Resource Network                  | All services are related to child care, so our only eligibility requirement is that the request pertains to child care.                                 |
| Child Care Resource Network                  | Income level  |
| Citizens for Regional Transit                | No requirements   |
| Coalition for Economic Justice               | N/A   |
| Communications Workers of America Local 1133 | We care for all   |
| Compass House                                | Ages 12-24  |

|   |   |
|---|---|
| Cornell Cooperative Extension of Erie County    | No response provided  |
| Erie County Office for People with Disabilities | Need a disability   |
| Erie County Social Services                     | Public benefits   |
| Erie County Senior Services                     | Age   |
| Fillmore Forward                                | We serve the Fillmore corridor business districts and neighborhoods from Williams St to East Delevan.   |
| GObike  | No response provided  |
| Hearts and Hands: Faith in Action, Inc.         | 60+ years old or disabled adult, resident of Erie or Niagara County   |
| Homeless Alliance of WNY                        | We primarily serve community members experiencing literal homelessness by HUD's definition. In addition, we have Youth funding to serve youth and young adults age ranges 18-24 who are literally or at-risk of homelessness.   |
| International Institute of Buffalo              | Refugee Status  |
| James H. Cummings Foundation                    | No response provided  |
| Kidney Foundation WNY                           | Patients living in one of the eight counties of WNY with limited means are eligible. Assistance is granted upon patient need and the availability of funds. Patient assistance requests must first be approved by the patient services committee. All assistance is granted on a short-term basis.  |
| NBTA  | Community Block Club  |
| NIAGARA ORGANIZING ALLIANCE FOR HOPE(NOAH)      | N/A   |
| OLV Human Services                              | Varies by department  |
| Parent Network of WNY                           | Special needs (loosely defined)   |
| Peaceprints of WNY                              | Age, parole status, justice history   |
| People Inc.                                     | Varies depending on the service and regulatory agency (age, disability, low-income). A portion of our services require an individual to be eligible for Medicaid. Our services for people with developmental disabilities require individuals to meet requirements set by NYSOPWDD. Our senior services serves individuals 55+, and senior housing requires that elderly participants meet low-income guidelines set by US HUD. |
| Providence Farm Collective                      | Historically underserved or under resourced   |
| Say Yes Buffalo                                 | Buffalo public high school graduates who also live in the city - must be accepted into our apprenticeship program.  |

|                                       |  |
|---------------------------------------|--|
| Shared Mobility Inc.                  | Over 18, need to have a credit card logged for liabilities |
| SUNY Erie                             | N/A  |
| The Rural Outreach Center             | Income level based on HSS guidelines                       |
| Town of Collins                       | No response provided                                       |
| Town of Lockport                      | Town of Lockport resident                                  |
| Town of Tonawanda                     | Residency  |
| Value Network/Horizon Health Services | Based on our partners, we do not provide direct services   |
| VIA, Visually Impaired Advancement    | Disability (i.e. legal blindness)                          |
| West Side Community Services          | Senior program - by age                                    |

**10.) Please identify the most important destinations to your clients in terms of their transportation needs.**

- 57 responses



|                                |  |
|--------------------------------|--|
| Alzheimer's Association WNY    | Education/training, Personal trips/appointments (bank, salon, barber shop, shopping), Social and recreational events   |
| Catholic Charities of Buffalo  | Education/training, Employment, Meal programs, Medical appointments/dialysis, Personal trips/appointments (bank, salon, barber shop, shopping), Social and recreational events |
| Center for Elder Law & Justice | Medical appointments/dialysis, Personal trips/appointments (bank, salon, barber shop, shopping), Social and recreational events, court   |
| Child Care Resource Network    | Education/training, Employment, Medical appointments/dialysis (bank, salon, barber shop, shopping)   |
| Child Care Resource Network    | Employment   |
| Citizens for Regional Transit  | Medical appointments/dialysis, Social and recreational events  |
| Coalition for Economic Justice | Education/training, Meal programs, Medical appointments/dialysis   |

|   |  |
|---|--|
| Communications Workers of America Local 1133    | Employment, Medical appointments/dialysis  |
| Compass House                                   | Education/training, Employment, Personal trips/appointments (bank, salon, barber shop, shopping)   |
| Cornell Cooperative Extension of Erie County    | Education/training, Employment, Medical appointments/dialysis, Personal trips/appointments (bank, salon, barber shop, shopping), Social and recreational events                |
| Erie County Office for People with Disabilities | Education/training, Employment, Meal programs, Medical appointments/dialysis, Personal trips/appointments (bank, salon, barber shop, shopping), Social and recreational events |
| Erie County Social Services                     | Education/training, Employment   |
| Erie County Senior Services                     | Meal programs, Medical appointments/dialysis, Personal trips/appointments (bank, salon, barber shop, shopping)   |
| Fillmore Forward                                | Education/training, Employment, Medical appointments/dialysis, Personal trips/appointments (bank, salon, barber shop, shopping), Social and recreational events                |
| GObike  | Employment   |
| Hearts and Hands: Faith in Action, Inc.         | Meal programs, Medical appointments/dialysis, Personal trips/appointments (bank, salon, barber shop, shopping), Social and recreational events                                 |
| Homeless Alliance of WNY                        | Access to shelter and visits to DSS  |
| International Institute of Buffalo              | Education/training, Employment, Medical appointments/dialysis, Personal trips/appointments (bank, salon, barber shop, shopping)  |
| James H. Cummings Foundation                    | Education/training, Employment, Medical appointments/dialysis  |
| Kidney Foundation WNY                           | Medical appointments/dialysis  |
| NBTA  | Education/training, Employment, Medical appointments/dialysis, Personal trips/appointments (bank, salon, barber shop, shopping), Social and recreational events                |
| NIAGARA ORGANIZING ALLIANCE FOR HOPE(NOAH)      | Education/training, Employment, Social and recreational events, VOTING (primary & general)   |
| OLV Human Services                              | Education/training   |
| Parent Network of WNY                           | Education/training, Employment, Medical appointments/dialysis, Personal trips/appointments (bank, salon, barber shop, shopping), Social and recreational events                |

|                                       |  |
|---------------------------------------|--|
| Peaceprints of WNY                    | Education/training, Employment, Medical appointments/dialysis, Personal trips/appointments (bank, salon, barber shop, shopping)  |
| People Inc.                           | Employment, Medical appointments/dialysis, Personal trips/appointments (bank, salon, barber shop, shopping), Social and recreational events                                    |
| Providence Farm Collective            | Education/training   |
| Say Yes Buffalo                       | Education/training, Employment   |
| Shared Mobility Inc.                  | Education/training, Employment, Medical appointments/dialysis, Personal trips/appointments (bank, salon, barber shop, shopping), Social and recreational events                |
| SUNY Erie                             | Education/training, Employment   |
| The Rural Outreach Center             | Education/training, Employment, Medical appointments/dialysis  |
| Town of Collins                       | No response provided   |
| Town of Lockport                      | Medical appointments/dialysis  |
| Town of Tonawanda                     | N/A  |
| Value Network/Horizon Health Services | Education/training, Employment, Meal programs, Medical appointments/dialysis, Personal trips/appointments (bank, salon, barber shop, shopping), Social and recreational events |
| VIA, Visually Impaired Advancement    | Education/training, Medical appointments/dialysis, Personal trips/appointments (bank, salon, barber shop, shopping)  |
| West Side Community Services          | Meal programs, Personal trips/appointments (bank, salon, barber shop, shopping), Social and recreational events  |

**11.) Please describe how your organization provides transportation to your clients, if applicable, including contracted arrangements with direct providers, reimbursements, and other methods.**

- 43 responses

|                                |   |
|--------------------------------|---|
| Alzheimer's Association WNY    | Refer as applicable (Hearts and Hands)  |
| Catholic Charities of Buffalo  | UberHealth via current grant from OASAS, linkage to Medicaid transportation if eligible |
| Center for Elder Law & Justice | We have hired cabs, Ubers.  |

|   |  |
|---|--|
| Child Care Resource Network                     | We transport resources throughout the community, but we do not transport individuals outside our agency. We are located on a bus route in the city of Buffalo, but we do not currently have funding to provide transportation to the clients that we serve.  |
| Citizens for Regional Transit                   | We do not provide transportation   |
| Coalition for Economic Justice                  | No response provided   |
| Communications Workers of America Local 1133    | No response provided   |
| Compass House                                   | Bus passes and company van   |
| Cornell Cooperative Extension of Erie County    | No response provided   |
| Erie County Office for People with Disabilities | No response provided   |
| Erie County                                     | Bus passes   |
| Erie County Senior Services                     | Logistics of transportation, coordination of funding   |
| Fillmore Forward                                | We don't provide transportation services. We advocate for better transit options, as the lack of available transit impacts the quality of life of the neighborhoods and residents  |
| GObike  | Redesign streets, sidewalks, intersections to make walking, rolling, biking safer, easier.   |
| Hearts and Hands: Faith in Action, Inc.         | Volunteer escorted transportation door through door. Requests called in at least one week in advance, arrangements are made on a best efforts attempt to find a volunteer to transport them. Clients are not charged, volunteers can be reimbursed for mileage driven if requested.  |
| Homeless Alliance of WNY                        | The Homeless Alliance of Western New York (HAWNY) has been the leading provider of homeless research, data collection, and analysis for more than 17 years. Through our community collaboration, data governance, and research, we help homeless service providers optimize their programs by identifying needs and service gaps within the community. |
| International Institute of Buffalo              | We have a budget through Lyft for a very short period of time during the beginning of the Resettlement process and we offer them bus passes for a short time as well.  |
| James H. Cummings Foundation                    | No response provided   |

|  |  |
|--|--|
| Kidney Foundation WNY                      | We arrange transportation for kidney health related patients. This includes but is not limited to those with chronic kidney disease, pre/post kidney transplantation, or those undergoing dialysis treatment. We provide transportation to dialysis or other medical appointments. Rides are arranged using any available transportation company and then paid for privately by us (as opposed to Medicare/Medicaid or private insurance for example). |
| NBTA                                       | N/A  |
| NIAGARA ORGANIZING ALLIANCE FOR HOPE(NOAH) | No response provided   |
| OLV Human Services                         | Children with special needs are transported by school bus for the typical school day. There is no transportation available to families who need to pick a sick child up early or return to family functions after school hours leaving our most needy children lacking the home/school connection that is so very important.   |
| Parent Network of WNY                      | We do not provide transportation.  |
| Peaceprints of WNY                         | Bus passes provided  |
| People Inc.                                | Our agency operates a fleet of 300 vehicles that assist individuals residing in group homes or attending day programs. This fleet is supplemented by contracts with two 3rd party transportation providers who provide pick up & drop off services to day programs during the weekdays. Clients may be referred to paratransit or Erie County Going Places.  |
| Providence Farm Collective                 | Attempted a shuttle for two years to Orchard Park and East Aurora, but was unsuccessful. Transportation stipends now being offered, but does not cover the full cost of transportation   |
| Say Yes Buffalo                            | We provide our apprentices with bus passes. In the past we've partnered with another organization to provide short-term door to door shuttles to a workplace.  |
| Shared Mobility Inc.                       | We provide and maintain a bikeshare fleet (Reddy Bikeshare) for use by anyone with the ability to unlock and ride the bike. Facilitated through a phone app, and outreach events   |
| SUNY Erie                                  | Students are provided with an NFTA bus pass. The college provides an inter-campus shuttle.   |

|                                       |   |
|---------------------------------------|---|
| The Rural Outreach Center             | We offer gas cards, but use Volunteer Transportation Center as our dispatcher. They could use some public support.  |
| Town of Collins                       | Rural Transit Service   |
| Town of Lockport                      | Do not provide - rely on NFTA and Niagara County Rural Transportation   |
| Town of Tonawanda                     | No response provided  |
| Value Network/Horizon Health Services | Our Partner agencies provide transportation. We help coordinate efforts across the region. Transportation Grant with Uber Health, MAS   |
| VIA, Visually Impaired Advancement    | No response provided  |
| West Side Community Services          | We previously were part of the Erie County senior transportation services. When our van became too expensive to maintain and we could not keep a van driver employed, we began contracting with Hearts and Hands to transport seniors in our program to and from their dwelling to our community center and/or shopping trips. When Hearts and Hands sold their van in July, we lost access to transportation for our seniors. We now have a temporary transportation arrangement, but need to find a permanent solution to this problem. |

**12.) If applicable, how does your organization fund its provided transportation services?**

-35 responses

|  |  |
|--|--|
| Alzheimer's Association WNY                  | No response provided   |
| Catholic Charities of Buffalo                | Not Applicable (N/A)   |
| Center for Elder Law & Justice               | Client must pay, or free services  |
| Child Care Resource Network                  | Grant funding. We do not currently receive funding for transportation services |
| Citizens for Regional Transit                | Not Applicable (N/A)   |
| Coalition for Economic Justice               | Not Applicable (N/A)   |
| Communications Workers of America Local 1133 | Not Applicable (N/A)   |

|   |   |
|---|---|
| Compass House                                   | Grant   |
| Cornell Cooperative Extension of Erie County    | Not Applicable (N/A)  |
| Erie County Office for People with Disabilities | Not Applicable (N/A)  |
| Erie County Social Services                     | Government  |
| Erie County Senior Services                     | Grants and Federal, State, County Taxes   |
| Fillmore Forward                                | No response provided  |
| GObike  | Grants  |
| Hearts and Hands: Faith in Action, Inc.         | 5310 Funding; County Contracts; Grants; Private Donations; we do not charge for the service. Most volunteers do not accept the reimbursement of miles, so this is their donation of time to our organization.   |
| Homeless Alliance of WNY                        | We are not a direct service provider. Community members rely on public transportation to visit the Department of Social Services, Shelter, and community resources to prevent homelessness. Access to reliable transportation helps to provide equal access to services for people who are not living in the cities of Niagara Falls and Buffalo. |
| International Institute of Buffalo              | Grants and donations  |
| James H. Cummings Foundation                    | Not Applicable (N/A)  |
| Kidney Foundation WNY                           | Donations and grants  |
| NBTA  | Not Applicable (N/A)  |
| NIAGARA ORGANIZING ALLIANCE FOR HOPE(NOAH)      | Not Applicable (N/A)  |
| OLV Human Services                              | Erie County/school districts  |
| Parent Network of WNY                           | Not Applicable (N/A)  |
| Peaceprints of WNY                              | apply for foundation aid  |
| People Inc.                                     | Through fee-for-service contracts, fundraising and try to connect with local services.  |
| Providence Farm Collective                      | No response provided  |
| Say Yes Buffalo                                 | Grants  |
| Shared Mobility Inc.                            | Sponsored by Independent Health, and Grant funding  |
| SUNY Erie                                       | Student fees  |

|                                       |   |
|---------------------------------------|---|
| The Rural Outreach Center             | Donations   |
| Town of Collins                       | CDBG Funds  |
| Town of Lockport                      | N/A   |
| Town of Tonawanda                     | Not Applicable (N/A)  |
| Value Network/Horizon Health Services | Not Applicable (N/A)  |
| VIA, Visually Impaired Advancement    | Not Applicable (N/A)  |
| West Side Community Services          | Through grants and suggested donations of \$3 per trip, per person. |

**13.) What are the biggest barriers for your clients related to accessing the destinations previously identified?**

- 57 responses

|   |  |
|---|--|
| Alzheimer's Association WNY                     | Live in or travel to a remote location   |
| Catholic Charities of Buffalo                   | All of the above , limited income, affordability   |
| Center for Elder Law & Justice                  | Physical disabilities  |
| Child Care Resource Network                     | Limited income/affordability   |
| Child Care Resource Network                     | Non or limited English speaker   |
| Citizens for Regional Transit                   | Lack of awareness of transportation options  |
| Coalition for Economic Justice                  | Frailty or limited stamina   |
| Communications Workers of America Local 1133    | Pretty much all of the above   |
| Compass House                                   | Mental/behavioral health   |
| Cornell Cooperative Extension of Erie County    | Numbers (2, 5, 6) – Frailty or limited stamina, lack of awareness of transportation options and limited income/affordability |
| Erie County Office for People with Disabilities | Physical disabilities  |
| Erie County Social Services                     | Lack of awareness of transportation options  |
| Erie County Senior Services                     | Frailty or limited stamina   |
| Fillmore Forward                                | Limited income/affordability   |
| GObike  | Limited income/affordability   |
| Hearts & Hands                                  | If they are 60+ or disabled and cannot transport themselves around   |

|  |   |
|--|---|
| Hearts and Hands: Faith in Action, Inc.    | Age, physical disability (physical, vision, hearing...), limited income/affordability, location, lack of transportation, frailty or limited stamina |
| Homeless Alliance of WNY                   | Live in or travel to a remote location  |
| International Institute of Buffalo         | Physical disabilities   |
| James H. Cummings Foundation               | No response provided  |
| Kidney Foundation WNY                      | Limited income/affordability  |
| NBTA                                       | Physical disabilities   |
| NIAGARA ORGANINING ALLIANCE FOR HOPE(NOAH) | Lack of awareness of transportation options   |
| OLV Human Services                         | Limited income/affordability  |
| Parent Network of WNY                      | Physical disabilities   |
| Peaceprints of WNY                         | Limited income/affordability  |
| People Inc.                                | Intellectual disability, physical disabilities, vison loss or blindness   |
| Providence Farm Collective                 | Limited income/affordability  |
| Say Yes Buffalo                            | Please see answer to #14.   |
| Shared Mobility Inc.                       | Lack of awareness of transportation options   |
| SUNY Erie                                  | The amount of time it takes to use public transportation  |
| The Rural Outreach Center                  | Live in or travel to a remote location  |
| Town of Collins                            | Live in or travel to a remote location  |
| Town of Lockport                           | Physical disabilities   |
| Town of Tonawanda                          | N/A   |
| Value Network/Horizon Health Services      | Limited income/affordability  |
| VIA, Visually Impaired Advancement         | Vision loss or blindness  |
| West Side Community Services               | Limited income/affordability  |

**14.) What are the largest organizational challenges or barriers to providing transportation to clients (Ex. Driver availability, funding, vehicle availability, maintenance costs, insurance/liability, etc.)?**

- 43 responses

|   |  |
|---|--|
| Alzheimer's Association WNY                     | No response provided   |
| Catholic Charities of Buffalo                   | Liability, funding, staffing. We do not provide transportation directly for our services.  |
| Center for Elder Law & Justice                  | No funding   |
| Child Care Resource Network                     | Liability, funding/costs   |
| Citizens for Regional Transit                   | No response provided   |
| Coalition for Economic Justice                  | No response provided   |
| Communications Workers of America Local 1133    | We don't provide transportation; we service our patients at our various healthcare facilities, but they must be able to get to us for care.  |
| Compass House                                   | Day passes are expensive and we cannot afford to give everyone a monthly pass.   |
| Cornell Cooperative Extension of Erie County    | While our organization does not provide transportation services, generally speaking I think the biggest challenges are funding and insurance/liability.  |
| Erie County Office for People with Disabilities | Transportation availability  |
| Erie County Social Services                     | Accessible public transportation   |
| Erie County Senior Services                     | Staffing and costs   |
| Fillmore Forward                                | Not applicable to the organization.  |
| GObike  | Costs, public will.  |
| Hearts and Hands: Faith in Action, Inc.         | Driver availability; recruitment of volunteers during the day time when most appointments are; a lot of auto insurance companies penalize volunteer drivers and treat them as Uber or Lyft drivers. Some states have addressed this legislatively, NY has not. |
| Homeless Alliance of WNY                        | Our Continuum of Care spans five counties. We cover urban, rural, and suburban areas.  |
| International Institute of Buffalo              | Funding  |
| James H. Cummings Foundation                    | No response provided   |
| Kidney Foundation WNY                           | Funding  |
| NBTA  | Vehicle availability   |
| NIAGARA ORGANINING ALLIANCE FOR HOPE(NOAH)      | No response provided   |
| OLV Human Services                              | Funding  |

|                                       |  |
|---------------------------------------|--|
| Parent Network of WNY                 | Limited resources  |
| Peaceprints of WNY                    | Funding, vehicle availability  |
| People Inc.                           | Funding, lack of vehicles available to housing units, not enough drivers or staff who can act as drivers.  |
| Providence Farm Collective            | Funding, time, capacity  |
| Say Yes Buffalo                       | Funding - even with bus passes there are still major gaps in accessibility. Some work places cannot be reached with public transportation.<br>The cost for private transportation is too great for most of our students. |
| Shared Mobility Inc.                  | Costs and Capacity, small nonprofit operating large system   |
| SUNY Erie                             | Funding  |
| The Rural Outreach Center             | We would prefer to stay out of the transportation business. This is why our relationship with VTC is so critical to our rural areas.   |
| Town of Collins                       | No public transportation exist in Collins. Only Rural Transit service.   |
| Town of Lockport                      | No response provided   |
| Town of Tonawanda                     | N/A  |
| Value Network/Horizon Health Services | No response provided   |
| VIA, Visually Impaired Advancement    | No response provided   |
| West Side Community Services          | All of the above   |

**15.) Please share any comments or suggestions on topics not previously discussed.**

-16 responses

|                                |   |
|--------------------------------|---|
| Alzheimer's Association WNY    | No response provided  |
| Catholic Charities of Buffalo  | If the Medicaid cab system worked like UberHealth it would do wonders for society. People need to be able to get to more than just medical appointments, and it shouldn't take their whole day away for one appointment because of the way Medicaid Cab currently works in WNY. Another challenge is that you can't bring others in Medicaid Cab. |
| Center for Elder Law & Justice | No response provided  |

|   |  |
|---|--|
| Child Care Resource Network                     | Creation of loan program specifically for first-time car buyers. Program should offer lower interest rates and flexible financing to approved individuals who buy a car that meets state safety standards.   |
| Citizens for Regional Transit                   | No response provided   |
| Coalition for Economic Justice                  | No response provided   |
| Communications Workers of America Local 1133    | No response provided   |
| Compass House                                   | No response provided   |
| Cornell Cooperative Extension of Erie County    | No response provided   |
| Erie County Office for People with Disabilities | No response provided   |
| Erie County Social Services                     | No response provided   |
| Erie County Senior Services                     | No response provided   |
| Fillmore Forward                                | I think the GBNRTC and NFTA should work with the East Side Avenues Initiative folks to address the gap in their program as it pertains to Public Transit. What's the point of redeveloping business and cultural corridors of folks can't easily get to it?  |
| GObike  | Walkability is what our dense city and village centers should offer primarily to those who cannot drive themselves everywhere. Move close to service providers, and you should be able to walk/roll to them all. But our roads are built for car speed, not pedestrian safety. We are isolating those who could otherwise walk because they cannot drive. Meals on Wheels becomes their only lifeline. |
| Hearts and Hands: Faith in Action, Inc.         | No response provided   |
| Homeless Alliance of WNY                        | Homeless services are concentrated in the cities of Buffalo and Niagara Falls. There is a lack of community resources in rural and suburban areas which causes our neighbors to leave their communities and access resources in unfamiliar areas. In addition, weather is a contributing factor for people trying to access shelter, employment, and education opportunities.                          |
| International Institute of Buffalo              | No response provided   |
| James H. Cummings Foundation                    | No response provided   |
| Kidney Foundation WNY                           | No response provided   |
| NBTA  | Better access to bus passes within the underprivileged communities.  |

|  |   |
|--|---|
| NIAGARA ORGANINING ALLIANCE FOR HOPE(NOAH) | No response provided  |
| OLV Human Services                         | No response provided  |
| Parent Network of WNY                      | No response provided  |
| Peaceprints of WNY                         | No response provided  |
| People Inc.                                | No response provided  |
| Providence Farm Collective                 | Increased public transportation options would be greatly helpful  |
| Say Yes Buffalo                            | No response provided  |
| Shared Mobility Inc.                       | No response provided  |
| SUNY Erie                                  | No response provided  |
| The Rural Outreach Center                  | No response provided  |
| Town of Collins                            | No response provided  |
| Town of Lockport                           | No response provided  |
| Town of Tonawanda                          | No response provided  |
| Value Network/Horizon Health Services      | No response provided  |
| VIA, Visually Impaired Advancement         | No response provided  |
| West Side Community Services               | We have reached out to medical transport providers to inquire about using their services for our seniors to come to our program, but unfortunately, most are charging at Medicaid reimbursement rates, which are expensive and not within our budget, nor our senior's out of pocket budgets. |

# 2023 COORDINATED PLAN

Draft Coordinated Human Services Transportation Plan Update

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## Appendix C Inventory of Known Transportation Providers

## REGIONAL TRANSPORTATION PROVIDER INVENTORY

### AMBULANCE

| COUNTY                    | PROVIDER                            | PHONE        | ELIGIBILITY | NOTES |
|---------------------------|-------------------------------------|--------------|-------------|-------|
| Erie and Niagara Counties | <a href="#">AMR</a>                 | 716-882-8400 | All         |       |
| Erie and Niagara Counties | <a href="#">Twin City Ambulance</a> | 716-692-2100 | All         |       |

### BUS

| COUNTY                    | PROVIDER                                     | PHONE        | ELIGIBILITY | NOTES  |
|---------------------------|--|--------------|-------------|--|
| Erie and Niagara Counties | <a href="#">NFTA-Metro</a>                   | 716-855-7211 | All         | Fixed route transit in Erie and Niagara Counties   |
| Erie County               | <a href="#">Seneca Transit System</a>        | 716-945-6487 | All         | Fixed route transit on Allegany and Cattaraugus Territories and surrounding communities of Western New York. |
| Niagara County            | <a href="#">Rural Niagara Transportation</a> | 716-285-9357 | All         | Fixed route transit in Niagara County  |

### AMBULATORY

| COUNTY                    | PROVIDER   | PHONE        | ELIGIBILITY                   | NOTES  |
|---------------------------|--|--------------|-------------------------------|--|
| Erie and Niagara Counties | A Stella Transport Corp.                                 | 716-371-0822 | All                           |  |
| Erie and Niagara Counties | Aces Limousine Service                                   | 716-218-1500 | All                           |  |
| Niagara County            | <a href="#">Aero Transportation</a>                      | 716-283-8294 | All                           |  |
| Erie County               | <a href="#">Alden Senior Van (Town of)</a>               | 716-480-6532 | Resident of Alden, Age 60+    | Service area within the Village and Town of Alden                |
| Erie County               | <a href="#">Amherst Senior Transportation Corp.</a>      | 716-636-3075 | Resident of Amherst, Age 55 + | Rates vary \$10-\$25   |
| Erie and Niagara Counties | <a href="#">American Cancer Society Road to Recovery</a> | 800-227-2345 | Must have a cancer diagnosis  |  |
| Erie County               | <a href="#">ARC of Erie County</a>                       | 833-272-3743 | Clients of ARC of Erie County | Transportation for individuals attending programs in Erie County |
| Erie and Niagara Counties | <a href="#">Aries Transportation, Inc.</a>               | 716-362-9701 | All                           |  |
| Erie and Niagara Counties | <a href="#">Aspire of WNY</a>                            | 716-838-0047 | Clients of Aspire of WNY      | Transportation for individuals attending Aspire programs         |
| Erie and Niagara Counties | <a href="#">Buffalo Transportation</a>                   | 716-259-9444 | All                           |  |
| Erie and Niagara Counties | Cameron Transport Corp.                                  | 716-371-0960 | All                           |  |

**AMBULATORY (con't)**

| <b>COUNTY</b>             | <b>PROVIDER</b>  | <b>PHONE</b> | <b>ELIGIBILITY</b>                                   | <b>NOTES</b>  |
|---------------------------|--|--------------|--|---|
| Erie County               | <a href="#">Canopy of Neighbors</a>                          | 716-285-8133 | Must be a member of Canopy,<br>Age 62 +              |   |
| Erie and Niagara Counties | <a href="#">Cedar Bus Company</a>                            | 716-898-7900 | All  | Same day transport possible. Mon-Sat.,<br>Sundays and holidays as needed.                 |
| Erie and Niagara Counties | <a href="#">Disabled American Veterans (DAV)</a>             | 716-857-3354 | Veteran of Armed Forces                              | Transport to Veteran's Medical Center   |
| Erie County               | <a href="#">Eden (Town of)</a>                               | 716-992-3408 | Resident of Eden, Age 60 +                           |   |
| Erie County               | <a href="#">Elderwood Transportation</a>                     | 716-250-0062 |  |   |
| Erie and Niagara Counties | <a href="#">Empire Transportation Providers</a>              | 716-400-6900 | All  |   |
| Niagara County            | <a href="#">Empower (formerly Niagara Cerebral Palsy)</a>    | 716-297-0998 | Clients of Empower                                   | Transportation for individuals attending<br>programs in Erie County                       |
| Erie County               | <a href="#">Erie County Senior Services Going Places Van</a> | 716-858-7433 | Age 60 +   | Medical, social services, shopping,<br>socialization, suggested donation: \$8 each<br>way |
| Erie and Niagara Counties | <a href="#">ESR Medical Transportation</a>                   | 716-818-8899 | All  |   |
| Erie and Niagara Counties | <a href="#">Freedom Mobility Service</a>                     | 716-228-4199 | All  |   |
| Erie County               | <a href="#">Grand Island Senior Center</a>                   | 716-773-9682 | Resident of Grand Island, Age 50+                    | Medical (on and off GI), shopping ( GI only)  |
| Erie County               | <a href="#">Hamburg (Town of)</a>                            | 716-646-0665 | Resident of Hamburg, Age 55+ or<br>have a disability |   |
| Erie and Niagara Counties | <a href="#">Hearts and Hands</a>                             | 716-406-8311 | Age 60+  | Based on volunteer availability   |
| Erie County               | <a href="#">Heritage Christian Services</a>                  | 716-743-202  | Clients of Heritage Christian<br>Services            | Transportation for individuals attending<br>Heritage Christian Services programming       |
| Erie and Niagara Counties | <a href="#">Hope Medical Transportation</a>                  | 716-994-6350 | All  |   |
| Niagara County            | <a href="#">InTandem</a>                                     | 716-504-2625 | Clients of InTandem                                  | Transportation for individuals attending<br>InTandem programs in Niagara County           |
| Erie County               | <a href="#">Lackawanna Senior Citizens Center</a>            | 716-827-6669 | Resident of Lackawanna, Age 60+                      | Medical, shopping, social with the City of<br>Lackawanna, suggested donation: \$3         |
| Erie County               | <a href="#">Lancaster (Town of)</a>                          | 716-685-3498 | Resident of Lancaster, Age 60+                       | Medical, shopping   |
| Erie and Niagara Counties | <a href="#">LGM Transport</a>                                | 716-428-3339 | All  |   |
| Erie County               | <a href="#">Lord of Life Adult Day Health Center</a>         | 716-668-8000 | Clients of Lord of Life                              | Transportation for individuals attending<br>adult day programming                         |

**AMBULATORY (con't)**

| COUNTY                    | PROVIDER   | PHONE        | ELIGIBILITY  | NOTES   |
|---------------------------|--|--------------|--|---|
| Erie and Niagara Counties | <a href="#">Lyft</a>                                   | 855-865-9553 | All  | Must use a smart phone app to request service 24/7 depending on driver availability                           |
| Erie and Niagara Counties | <a href="#">Medical Answering Services (MAS)</a>       | 800-932-7740 | Medicaid Recipients  | Users must have applied and been approved for Medicaid transportation benefit for travel to medical services. |
| Erie and Niagara Counties | <a href="#">MetroHealth Transportation LLC</a>         | 716-286-5646 | All  |   |
| Erie and Niagara Counties | <a href="#">NFTA Paratransit Access Line (PAL)</a>     | 716-855-7239 | All  | No trip purpose limitations. Must be picked up within 3/4 mile of NFTA-Metro fixed route network.             |
| Erie County               | <a href="#">North Buffalo Community Center</a>         | 716-768-1004 | Age 60 +   | North Buffalo service area, suggested donation: \$3 round trip  |
| Erie and Niagara Counties | <a href="#">People, Inc.</a>                           | 716-880-3890 | Clients of People, Inc.  | Transportation for individuals attending People Inc. programs   |
| Erie and Niagara Counties | Pioneer Logistics, Inc.                                | 716-725-6088 | All  |   |
| Erie and Niagara Counties | Pleasant Ride Transportation                           | 716-994-3355 | All  |   |
| Erie County               | <a href="#">Prime Care Transportation, Inc.</a>        | 716-986-2539 | All  |   |
| Erie and Niagara Counties | <a href="#">Rochester Medical Transportation (RMT)</a> | 585-288-3444 | All  |   |
| Erie County               | <a href="#">Rural Transit Service</a>                  | 716-565-3323 | Age 62 +, SSI, disabled or any age if income within HUD guidelines | Towns of Clarence, Newstead   |
|                           |  | 716-662-8378 | Age 62 +, SSI, disabled or any age if income within HUD guidelines | Towns of Aurora, Boston, Colden, Concord, Elma, Eden, Holland, Marilla, Orchard Park, Sardina and Wales       |
|                           |  | 716-549-5098 | Age 62 +, SSI, disabled or any age if income within HUD guidelines | Towns of Brant, Collins, Evans, North Collins   |
| Erie County               | Schiller Park Senior Services                          | 716-895-2727 | Age 60 +   | Medical, shopping, social ; suggested donation: \$3 each way  |
| Erie County               | <a href="#">Suburban Adult Services, Inc. (SASI)</a>   | 716-805-1555 | Clients of SASI  | Transportation for individuals attending programs in SASI programs  |
| Erie County               | <a href="#">The Belle Center</a>                       | 716-845-0485 | Member of Center, Age 60+  | Transport to and from Center only   |

**AMBULATORY (con't)**

| COUNTY                    | PROVIDER   | PHONE                  | ELIGIBILITY  | NOTES   |
|---------------------------|--|------------------------|--|---|
| Erie County               | <a href="#">Tonawanda (City of)</a>  | 716-505-1172           | City of Tonawanda resident, Age 60+                        | Suggested donation: \$3 each way  |
| Erie County               | <a href="#">Tonawanda (Town of) Senior Center</a>                          | 716-875-1029           | Town of Tonawanda & Village of Kenmore residents, Age 60 + | Fee for service: \$6 one way in town/ \$12 one way out-of-town                      |
| Erie and Niagara Counties | <a href="#">Top Priority Transportation</a>                                | 716-727-1559           | All  |   |
| Erie and Niagara Counties | <a href="#">Uber Ridehailing Services</a>                                  | 800-353-8237           | All  | Must use a smart phone app to request service 24/7 depending on driver availability |
| Erie and Niagara Counties | <a href="#">Western New York Independent Living - Independence Express</a> | 716-836-0822, ext. 126 | Individual with a disability                               | Serves Genesee, Orleans and Wyoming Counties too, \$15 each way, plus \$.50/mile    |

**WHEELCHAIR VAN**

| COUNTY                    | PROVIDER  | PHONE        | ELIGIBILITY                              | NOTES   |
|---------------------------|---|--------------|--|---|
| Erie and Niagara Counties | A Stella Transport Corp.                                  | 716-371-0822 | All                                      |   |
| Erie County               | <a href="#">Alden Senior Van (Town of)</a>                | 716-480-6532 | Resident of Alden, Age 60+               | Service area within the Village and Town of Alden                                 |
| Erie County               | <a href="#">Amherst Senior Transportation Corp.</a>       | 716-636-3075 | Resident of Amherst, Age 55 +            | Rates vary \$10-\$25  |
| Erie County               | <a href="#">ARC of Erie County</a>                        | 833-272-3743 | Clients of ARC of Erie County            | Transportation for individuals attending programs in Erie County                  |
| Erie and Niagara Counties | <a href="#">Aries Transportation, Inc.</a>                | 716-362-9701 | All                                      |   |
| Erie and Niagara Counties | <a href="#">Aspire of WNY</a>                             | 716-838-0047 | Clients of Aspire of WNY                 | Transportation for individuals attending Aspire programs                          |
| Erie and Niagara Counties | <a href="#">Buffalo Transportation</a>                    | 716-259-9444 | All                                      |   |
| Erie County               | <a href="#">Community Services for Every1</a>             | 716-883-8002 | Clients of Community Services for Every1 | Transportation for individuals attending programs in Community Services' programs |
| Erie and Niagara Counties | <a href="#">Disabled American Veterans (DAV)</a>          | 716-857-3354 | Veteran of Armed Forces                  | Transport to Veteran's Medical Center   |
| Erie County               | <a href="#">Elderwood Transportation</a>                  | 716-250-0062 | All                                      |   |
| Erie and Niagara Counties | <a href="#">Empire Transportation Providers</a>           | 716-400-6900 | All                                      |   |
| Niagara County            | <a href="#">Empower (formerly Niagara Cerebral Palsy)</a> | 716-297-0998 | Clients of Empower                       |   |
| Erie and Niagara Counties | <a href="#">Freedom Mobility Service</a>                  | 716-228-4199 | All                                      |   |

**WHEELCHAIR VAN (con't)**

| <b>COUNTY</b>             | <b>PROVIDER</b>  | <b>PHONE</b>           | <b>ELIGIBILITY</b>                     | <b>NOTES</b>  |
|---------------------------|--|------------------------|--|---|
| Erie County               | <a href="#">Hamburg (Town of)</a>  | 716-646-0665           | Resident of Hamburg, Age 55+ or        |   |
| Erie County               | <a href="#">Heritage Christian Services</a>                                | 716-743-202            | Clients of Heritage Christian Services | Transportation for individuals attending Heritage Christian Services programming                              |
| Erie and Niagara Counties | <a href="#">Hope Medical Transportation</a>                                | 716-994-6350           | All                                    |   |
| Niagara County            | <a href="#">InTandem</a>   | 716-504-2625           | Clients of InTandem                    | Transport for individuals attending   |
| Erie County               | <a href="#">Lancaster (Town of)</a>  | 716-685-3498           | Resident of Lancaster, Age 60+         | Medical, shopping   |
| Erie and Niagara Counties | LGM Transport  | 716-428-3339           | All                                    |   |
| Erie County               | <a href="#">Lord of Life Adult Day Health Center</a>                       | 716-668-8000           | Clients of Lord of Life                |   |
| Erie and Niagara Counties | <a href="#">Medical Answering Services (MAS)</a>                           | 800-932-7740           | Medicaid Recipients                    | Users must have applied and been approved for Medicaid transportation benefit for travel to medical services. |
| Erie and Niagara Counties | <a href="#">MetroHealth Transportation LLC</a>                             | 716-286-5646           | All                                    |   |
| Erie and Niagara Counties | <a href="#">NFTA Paratransit Access Line (PAL)</a>                         | 716-855-7239           | All                                    | No trip purpose limitations. Must be picked up within 3/4 mile of NFTA-Metro fixed route network.             |
| Erie and Niagara Counties | <a href="#">People, Inc.</a>   | 716-880-3890           | Clients of People, Inc.                |   |
| Erie and Niagara Counties | Pioneer Logistics, Inc.  | 716-725-6088           | All                                    |   |
| Erie and Niagara Counties | Pleasant Ride Transportation   | 716-994-3355           | All                                    |   |
| Erie County               | <a href="#">Prime Care Transportation, Inc.</a>                            | 716-986-2539           | All                                    |   |
| Erie and Niagara Counties | <a href="#">Rochester Medical Transportation (RMT)</a>                     | 585-288-3444           | All                                    |   |
| Erie County               | Schiller Park Senior Services  | 716-895-2727           | Age 60 +                               | Medical, shopping, social ; suggested donation: \$3 each way  |
| Erie County               | <a href="#">Suburban Adult Services, Inc. (SASI)</a>                       | 716-805-1555           | Clients of SASI                        | Transport for individuals attending SASI programming  |
| Erie and Niagara Counties | <a href="#">Top Priority Transportation</a>                                | 716-727-1559           | All                                    |   |
| Erie and Niagara Counties | <a href="#">Western New York Independent Living - Independence Express</a> | 716-836-0822, ext. 126 | Individual with a disability           | Serves Genesee, Orleans and Wyoming Counties too, \$15 each way, plus \$.50/mile                              |

**STRETCHER**

| COUNTY                    | PROVIDER   | PHONE        | ELIGIBILITY         | NOTES   |
|---------------------------|--|--------------|---------------------|---|
| Erie and Niagara Counties | <a href="#">Aries Transportation, Inc.</a>             | 716-362-9701 | All                 |   |
| Erie and Niagara Counties | <a href="#">Buffalo Transportation</a>                 | 716-259-9444 | All                 |   |
| Erie and Niagara Counties | Cameron Transport Corp.                                | 716-371-0960 | All                 |   |
| Erie and Niagara Counties | <a href="#">ESR Medical Transportation</a>             | 716-818-8899 | All                 |   |
| Erie and Niagara Counties | <a href="#">Medical Answering Services (MAS)</a>       | 800-932-7740 | Medicaid Recipients | Users must have applied and been approved for Medicaid transportation benefit for travel to medical services. |
| Erie and Niagara Counties | <a href="#">Rochester Medical Transportation (RMT)</a> | 585-288-3444 | All                 |   |
| Erie and Niagara Counties | <a href="#">Top Priority Transportation</a>            | 716-727-1559 | All                 |   |

**TAXI**

| COUNTY                    | PROVIDER                            | PHONE        | ELIGIBILITY | NOTES |
|---------------------------|-------------------------------------|--------------|-------------|-------|
| Erie and Niagara Counties | 11-20 Transportation LLC            | 716-416-8700 | All         |       |
| Erie and Niagara Counties | 4K Transportation                   | 716-903-3009 | All         |       |
| Erie and Niagara Counties | A Caring Way Transportation         | 800-843-5485 | All         |       |
| Erie and Niagara Counties | A Dependable Ride                   | 716-423-2323 | All         |       |
| Erie County               | All Medical Transportation, Inc.    | 716-314-9363 | All         |       |
| Erie and Niagara Counties | A Milestone Transportation LLC      | 716-717-5979 | All         |       |
| Niagara County            | A Plus Xpress Transportation        | 716-803-0007 | All         |       |
| Erie and Niagara Counties | A Stella Transport Corp.            | 716-371-0822 | All         |       |
| Erie and Niagara Counties | A1 Express, Inc.                    | 716-881-9777 | All         |       |
| Erie and Niagara Counties | Access Transportation               | 716-541-5199 | All         |       |
| Erie and Niagara Counties | Aces Limousine Service              | 716-218-1500 | All         |       |
| Erie and Niagara Counties | <a href="#">Aero Transportation</a> | 716-283-8294 | All         |       |
| Erie and Niagara Counties | Aishuaibi Transportation Services   | 716-238-3905 | All         |       |
| Erie and Niagara Counties | AJ Kings Transportation LLC         | 716-800-8881 | All         |       |
| Erie and Niagara Counties | Alpha Medical Transportation        | 716-205-8997 | All         |       |
| Erie County               | AO1 Transportation, LLC             | 716-541-5031 | All         |       |
| Erie County               | Art's Car Service                   | 716-573-7809 | All         |       |

**TAXI (con't)**

| <b>COUNTY</b>             | <b>PROVIDER</b>                        | <b>PHONE</b> | <b>ELIGIBILITY</b> | <b>NOTES</b> |
|---------------------------|--|--------------|--------------------|--------------|
| Niagara County            | ASAP Transfer                          | 315-596-0284 | All                |              |
| Erie and Niagara Counties | Aries Transport                        | 716-362-9701 | All                |              |
| Niagara County            | Awke Medical Transportation, LLC       | 716-275-2934 | All                |              |
| Erie and Niagara Counties | B & B Medical Transportation, Inc.     | 716-310-3904 | All                |              |
| Erie and Niagara Counties | Best Bet Transportation LLC            | 716-465-6166 | All                |              |
| Erie and Niagara Counties | Best on the Road Transportation LLC    | 716-400-3196 | All                |              |
| Erie County               | Biands Transportation                  | 716-954-2149 | All                |              |
| Erie and Niagara Counties | Blue Star of Niagara                   | 716-285-3333 | All                |              |
| Erie and Niagara Counties | Blue Water Medical Transportation      | 607-377-7075 | All                |              |
| Erie and Niagara Counties | <a href="#">Buffalo Transportation</a> | 716-259-9444 | All                |              |
| Erie and Niagara Counties | Care Express                           | 585-201-6551 | All                |              |
| Erie County               | Caring Rides Transportation Service    | 716-520-8917 | All                |              |
| Erie County               | Center City Transportation             | 716-951-6256 | All                |              |
| Niagara County            | Compassionate Care of Niagara          | 716-524-2498 | All                |              |
| Erie County               | Cookie Medical Trans. Service          | 585-851-6209 | All                |              |
| Erie and Niagara Counties | CR Recovery Solutions LLC              | 716-545-6832 | All                |              |
| Niagara County            | CSW Medical Transport                  | 315-956-5113 | All                |              |
| Erie and Niagara Counties | D&F Transportation                     | 716-424-6900 | All                |              |
| Erie and Niagara Counties | Dahab Transportation LLC               | 716-541-4045 | All                |              |
| Erie County               | Dave Medical Transportation, LLC       | 716-424-8191 | All                |              |
| Erie and Niagara Counties | DJIB Transportation LLC                | 716-313-6297 | All                |              |
| Erie and Niagara Counties | Easy Ride of WNY, Inc.                 | 716-438-6047 | All                |              |
| Erie and Niagara Counties | Elite Transportation, LLC              | 716-308-8068 | All                |              |
| Erie and Niagara Counties | Eman Health, LLC                       | 716-544-9008 | All                |              |
| Erie and Niagara Counties | Empire Transportation Providers        | 716-400-6900 | All                |              |
| Erie and Niagara Counties | Erie Transportation LLC                | 716-275-7106 | All                |              |
| Erie and Niagara Counties | ESR Medical Transportation             | 716-818-8899 | All                |              |
| Erie and Niagara Counties | Everywhere Safe Transportation, Inc.   | 716-816-5217 | All                |              |
| Erie and Niagara Counties | Freedom Mobility Service               | 716-228-4199 | All                |              |
| Erie and Niagara Counties | Health & Care Transportation, Inc.     | 716-235-4845 | All                |              |
| Erie and Niagara Counties | Healthy Heart Transportation, Inc.     | 716-534-9764 | All                |              |

**TAXI (con't)**

| <b>COUNTY</b>             | <b>PROVIDER</b>                                  | <b>PHONE</b>  | <b>ELIGIBILITY</b>  | <b>NOTES</b>  |
|---------------------------|--|---------------|---------------------|---|
| Erie and Niagara Counties | Heaven Transportation                            | 716-602-6336  | All                 |   |
| Erie and Niagara Counties | Hope Medical Transportation                      | 716-994-6350  | All                 |   |
| Erie and Niagara Counties | Independent Ride Services                        | 716-313-9999  | All                 |   |
| Erie County               | Indispensable Delivery                           | 716--228-3099 | All                 |   |
| Erie and Niagara Counties | Jeanny Luv                                       | 716-260-2983  | All                 |   |
| Erie County               | JF Divine Transportation, LLC                    | 716-507-4666  | All                 |   |
| Erie and Niagara Counties | <a href="#">Kiddie Kab of WNY</a>                | 716-337-5222  | All                 |   |
| Erie County               | Lash Transportation                              | 716-717-0257  | All                 |   |
| Erie and Niagara Counties | LD Transportation                                | 716-579-2718  | All                 |   |
| Erie and Niagara Counties | LGM Transport                                    | 716-428-3339  | All                 |   |
| Erie and Niagara Counties | <a href="#">Liberty Yellow Taxi</a>              | 716-877-7111  | All                 |   |
| Erie County               | LJ Transportation                                | 716-463-4671  | All                 |   |
| Erie and Niagara Counties | LJS Transportation LLC                           | 716-948-5058  | All                 |   |
| Erie County               | Local Ride, LLC                                  | 716-319-4016  | All                 |   |
| Erie and Niagara Counties | Local Transportation Service                     | 716-222-2525  | All                 |   |
| Erie and Niagara Counties | Loyalty Ride, Inc.                               | 716 292-6131  | All                 |   |
| Erie County               | Maple Leaf Transportation                        | 202-658-4450  | All                 |   |
| Erie and Niagara Counties | Mary & John Transportation                       | 716-939-8295  | All                 |   |
| Erie County               | Med-Car Transportation, LLC                      | 716-866-9263  | All                 |   |
| Erie and Niagara Counties | <a href="#">Medical Answering Services (MAS)</a> | 800-932-7740  | Medicaid Recipients | Users must have applied and been approved for Medicaid transportation benefit for travel to medical services. |
| Erie and Niagara Counties | Metro Medical Transportation                     | 716-382-8878  | All                 |   |
| Erie and Niagara Counties | MetroHealth Transportation LLC                   | 716-286-5646  | All                 |   |
| Erie County               | MFA Transportation, Inc.                         | 716-436-8801  | All                 |   |
| Erie and Niagara Counties | Moonlight Transportation                         | 716-717-7987  | All                 |   |
| Erie and Niagara Counties | Mugabo Trans                                     | 404-384-8144  | All                 |   |
| Erie County               | Muna Transportation                              | 716-292-4991  | All                 |   |
| Erie County               | My Companion, LLC                                | 716-329-1251  | All                 |   |
| Erie County               | My Way Mobile, LLC                               | 716-697-9882  | All                 |   |
| Erie and Niagara Counties | New York Help Transportation, Inc.               | 716-908-0476  | All                 |   |

**TAXI (con't)**

| <b>COUNTY</b>             | <b>PROVIDER</b>                             | <b>PHONE</b> | <b>ELIGIBILITY</b> | <b>NOTES</b> |
|---------------------------|---|--------------|--------------------|--------------|
| Erie and Niagara Counties | One Life Transportation                     | 716-544-9008 | All                |              |
| Erie County               | One Stop Transportation Solution            | 716-698-6199 | All                |              |
| Erie and Niagara Counties | Pioneer Logistics, Inc.                     | 716-725-6088 | All                |              |
| Erie and Niagara Counties | Pleasant Ride Transportation                | 716-994-3355 | All                |              |
| Erie County               | Prime Care Transportation, Inc.             | 716-986-2539 | All                |              |
| Erie and Niagara Counties | Priceless Transportation                    | 716-844-1828 | All                |              |
| Erie and Niagara Counties | Queen City Transportation, Inc.             | 716-602-7020 | All                |              |
| Erie County               | Quick Dash                                  | 716-313-5401 | All                |              |
| Erie County               | Quickcab Transportation                     | 716-548-4510 | All                |              |
| Erie County               | R&R On The Go LLC                           | 716-294-7458 | All                |              |
| Erie and Niagara Counties | R1 R2 Transportation LLC                    | 716-416-2824 | All                |              |
| Erie and Niagara Counties | Razor Sharp Transportation                  | 716-896-0326 | All                |              |
| Erie County               | Ridez To Health, LLC                        | 716-520-9159 | All                |              |
| Erie and Niagara Counties | Right Way 2 Go Transportation               | 716-380-1658 | All                |              |
| Erie and Niagara Counties | Rising Phoenix Transport                    | 716-308-4598 | All                |              |
| Erie and Niagara Counties | Rite Away Transportation LLC                | 716-361-1030 | All                |              |
| Erie County               | Riverside Transportation                    | 716-597-2305 | All                |              |
| Erie and Niagara Counties | Roma Transportation Service, Inc.           | 716-239-5535 | All                |              |
| Erie County               | Safe & Sound Transportation, LLC            | 716-969-9254 | All                |              |
| Erie County               | Safe Journeys Medical Trans.                | 716-202-2012 | All                |              |
| Erie County               | <a href="#">Safe Mobility Service Rides</a> | 716-348-9136 | All                |              |
| Erie County               | Safety First Health Transportation          | 716-541-8216 | All                |              |
| Erie County               | Sharifi Transportation LLC                  | 716-538-4477 | All                |              |
| Erie County               | Short Wait Transportation LLC               | 716-229-7777 | All                |              |
| Erie County               | Signature Transport of Buffalo              | 716-855-3939 | All                |              |
| Erie County               | Skyy Homes Transport, Inc.                  | 716-806-1102 | All                |              |
| Erie County               | Smart Rides                                 | 716-881-3003 | All                |              |
| Erie and Niagara Counties | TLC Mobility LLC                            | 716-235-1895 | All                |              |
| Erie and Niagara Counties | <a href="#">Top Priority Transportation</a> | 716-727-1559 | All                |              |
| Erie and Niagara Counties | Tri County Transportation                   | 716-322-6021 | All                |              |
| Erie and Niagara Counties | Wafers Transport                            | 716-249-4800 | All                |              |

**TAXI (con't)**

| <b>COUNTY</b>             | <b>PROVIDER</b>               | <b>PHONE</b> | <b>ELIGIBILITY</b> | <b>NOTES</b> |
|---------------------------|-------------------------------|--------------|--------------------|--------------|
| Erie and Niagara Counties | Well-Timed Transportation     | 716-299-0052 | All                |              |
| Erie and Niagara Counties | WesCare Non-Emergency Medical | 716-479-0210 | All                |              |
| Erie County               | Williams Taxi Services LLC    | 716-475-1147 | All                |              |
| Erie and Niagara Counties | YaYa Health LLC               | 716-202-0910 | All                |              |
| Erie and Niagara Counties | Zoom Ride, Inc.               | 716-456-9666 | All                |              |

# 2023 COORDINATED PLAN

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## Appendix D

Projects Funded thru the Section 5310:  
Enhanced Mobility of Seniors &  
Individuals with Disabilities  
Federal Fiscal Years (FFY) 2019-2022

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## Section 5310 Program - Enhanced Mobility of Seniors & Individuals with Disabilities Projects

The Greater Buffalo-Niagara Regional Transportation Council (GBNRTC) amended its 2020-2024 Transportation Improvement Program (TIP) and added twelve (12) projects funded with Federal Transit Administration allocations for Federal Fiscal Years 2018-19. Through a competitive application and evaluation process, the recommended projects included:

### TRADITIONAL - VEHICLE PROJECTS

| Applicant                      | # Vehicles | Type(s)               | Project Total Cost | Project Federal  | Project Local    |
|--------------------------------|------------|-----------------------|--------------------|------------------|------------------|
| Catholic Health                | 1          | New                   | \$60,333.00        | \$48,266.00      | \$12,066.00      |
| Community Services for Every 1 | 5          | Replacement           | \$343,955.00       | \$275,164.00     | \$68,791.00      |
| County of Erie                 | 2          | Replacement           | \$102,462.00       | \$81,969.00      | \$20,492.00      |
| Town of Hamburg                | 3          | 2 Replacement / 1 New | \$164,517.00       | \$131,614.00     | \$32,903.00      |
| People Inc.                    | 6          | 4 Replacement / 2 New | \$307,386.00       | \$245,909.00     | \$61,477.00      |
| WNY Independent Living         | 1          | New                   | \$47,717.00        | \$38,173.00      | \$9,544.00       |
|                                | <b>18</b>  | <b>TOTAL</b>          | <b>\$1,026,370</b> | <b>\$821,096</b> | <b>\$205,274</b> |

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## OPERATING ASSISTANCE PROJECTS

| Applicant                        | Project Type         | Description  | Project Total Cost | Project Federal  | Project Local    |
|----------------------------------|----------------------|--|--------------------|------------------|------------------|
| ARC of Erie County Chapter       | Operating Assistance | Acquisition of a fleet tracking system to electronically track trips and related data to increase overall service efficiency.  | \$82,738           | \$41,369         | \$41,369         |
| County of Erie                   | Operating Assistance | Provide expanded access to transportation through a partnership with a 3 <sup>rd</sup> party provider for residents whose transportation needs are not met by the Going Places Program parameters. | \$568,000          | \$284,000        | \$284,000        |
| Hearts & Hands - Faith in Action | Operating Assistance | Administrative costs to operate a volunteer driver program for service for elderly and disabled in suburban and rural communities in the region.   | \$682,217          | \$341,108.50     | \$341,108.50     |
| People Inc.                      | Operating Assistance | Provide a mix of transportation services (fixed route, curb to curb, on demand) for individuals with developmental disabilities to access day services and employment opportunities.               | \$188,513          | \$94,256.50      | \$94,256.50      |
| WNY Independent Living           | Operating Assistance | Operating costs (partial driver's salary, gas and vehicle maintenance) to provide expanded access for individuals with disabilities.   | \$50,164           | \$25,082         | \$25,082         |
|                                  |                      | <b>TOTAL</b>   | <b>\$1,571,632</b> | <b>\$785,816</b> | <b>\$785,816</b> |

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## MOBILITY MANAGEMENT PROJECTS

| Applicant                | Project Type        | Description  | Project Total Cost | Project Federal  | Project Local   |
|--------------------------|---------------------|--|--------------------|------------------|-----------------|
| Center for Self-Advocacy | Mobility Management | Expansion of a comprehensive, peer to peer travel training program to provide assistance for people with developmental disabilities to access various forms of public and private transportation in Erie and Niagara Counties. | \$207,151          | \$172,626        | \$34,525        |
|                          |                     | <b>TOTAL</b>   | <b>\$207,151</b>   | <b>\$172,626</b> | <b>\$34,525</b> |

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## Section 5310 Program - Enhanced Mobility of Seniors & Individuals with Disabilities Projects

The Greater Buffalo-Niagara Regional Transportation Council (GBNRTC) amended its 2020-2024 Transportation Improvement Program (TIP) and added eleven (11) projects funded with Federal Transit Administration allocations for Federal Fiscal Years 2020-22. Through a competitive application and evaluation process, the recommended projects included:

### VEHICLE PROJECTS

| Agency Name                                  | County  | Number of Vehicles | Federal Amount        | Local Amount        | Total Cost            |
|--|---------|--------------------|-----------------------|---------------------|-----------------------|
| Aspire of WNY                                | Erie    | 3                  | \$147,547.00          | \$36,887.00         | \$184,434.00          |
| Catholic Health System, Inc.                 | Erie    | 1                  | \$57,941.60           | \$14,485.40         | \$72,427.00           |
| Community Services for Every1                | Erie    | 6                  | \$366,251.00          | \$91,563.00         | \$457,814.00          |
| County of Erie                               | Erie    | 4                  | \$196,730.00          | \$49,182.00         | \$245,912.00          |
| People, Inc.                                 | Erie    | 6                  | \$295,094.40          | \$73,773.60         | \$368,868.00          |
| United Cerebral Palsy of Niagara dba Empower | Niagara | 2                  | \$135,419.20          | \$33,854.80         | \$169,274.00          |
| <b>Total</b>                                 |         | <b>22</b>          | <b>\$1,198,983.20</b> | <b>\$299,745.80</b> | <b>\$1,498,729.00</b> |

### OPERATING ASSISTANCE PROJECTS

| Agency Name                              | County         | Project Proposal   | Federal Amount   | Local Amount     | Total Cost         |
|--|----------------|--|------------------|------------------|--------------------|
| Co. of Erie dba Dept. of Senior Services | Erie           | Rideshare Partnership to augment and expand Going Places Program hours of service to nights and weekends.  | \$445,140        | \$445,140        | \$890,000          |
| Hearts and Hands                         | Erie & Niagara | Administrative and driver reimbursement costs to operate a volunteer driver program for service for older adults and people with disabilities in suburban and rural communities in the region. | \$237,544        | \$237,544        | \$475,088          |
| <b>Total</b>                             |                |  | <b>\$682,684</b> | <b>\$682,684</b> | <b>\$1,365,088</b> |

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## COVID RELIEF PROJECTS

| Agency Name                                | County         | Project Proposal  | Federal Amount   | Local Amount    | Total Cost       |
|--|----------------|---|------------------|-----------------|------------------|
| Co. of Erie dba Dept. of Senior Services * | Erie           | Rideshare Partnership to augment and expand Going Places Program hours of service to nights and weekends.   | \$94,860         | -               | \$94,860         |
| Hearts and Hands *                         | Erie & Niagara | Administrative and driver reimbursement costs to operate a volunteer driver program for service for older adults and people with disabilities in suburban and rural communities in the region | \$221,198        | -               | \$221,198        |
| Hearts and Hands                           | Erie & Niagara | Volunteer Driver Recruitment Campaign to increase the number of volunteer drivers with a focus on the City of Buffalo.  | \$25,000         | \$25,000        | \$50,000         |
| <b>Total</b>                               |                |   | <b>\$341,058</b> | <b>\$25,000</b> | <b>\$366,058</b> |

\*Operating Assistance Projects with partial funding from COVID

## MOBILITY MANAGEMENT ASSISTANCE PROJECTS

| Agency Name                              | County | Project Proposal   | Federal Amount   | Local Amount    | Total Cost       |
|--|--------|--|------------------|-----------------|------------------|
| Co. of Erie dba Dept. of Senior Services | Erie   | Hire a Transportation Supervisor to oversee the whole, expanded Going Places Program, engage with clients and partners and collaborate with other providers in the area.   | \$198,340        | \$51,744        | \$250,084        |
| Center for Self-Advocacy                 | Erie   | Staff support to conduct an outreach campaign to communities in Erie County on the importance of clearing bus stops, sidewalks and curb cuts which impede free movement for older adults and people with disabilities. | \$92,960         | \$23,240        | \$116,200        |
| <b>Total</b>                             |        |  | <b>\$291,300</b> | <b>\$74,984</b> | <b>\$366,284</b> |