

# Coordinated Human Services Transportation Plan 2019-2023



Greater Buffalo Niagara Regional Transportation Council  
November 2019

## **November 2019**

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# 2019 COORDINATED PLAN

Coordinated Human Services Transportation Plan Update



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## Chapter 1: Background

### Introduction

***This is the Coordinated Human Services Transportation Plan for Erie and Niagara Counties. It 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 2019–2023 and addresses updated requirements and guidance contained in the 2015 federal transportation law — Fixing America’s Surface Transportation (FAST) Act.***

### 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 (required for receiving federal transportation funds). Established back in 1974, GBNRTC members include the two counties of Erie and Niagara, City of Buffalo, City of Niagara Falls, and the region’s transportation agencies; the New York State Department of Transportation, Niagara Frontier Transportation Authority, and New York State Thruway Authority.

GBNRTC distributes approximately \$100 million a year to transportation projects and is committed to creating a vibrant future for the Buffalo Niagara Region through planning for transportation which includes Moving Forward 2050, the region’s long-range transportation plan, the Coordinated Human Services Transportation Plan and a number of other multi-modal transportation planning initiatives.

### What is Moving Forward 2050 – Regional Transportation Plan for Buffalo Niagara?

[Moving Forward 2050](#) 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.

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### 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 all Metropolitan Planning Organizations (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 three such plans and related updates in 2007, 2011 and 2015.

### What Is Coordination?

The National Council of State Legislatures (NCSL) defines coordination approaches for human service transportation as “the harmonization of program standards, shared use of resources, synchronized planning and dispatch, multi-agency program discussion and various other techniques”.<sup>1</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 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 the coordination of public and human service transportation.

### Mobility Management

In recent years, human services “coordination” has focused on mobility management, which has been a preferred approach. The Federal Transit Administration (FTA) states that “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. Changes in demographics, shifts in land use patterns, and the creation of new and different job markets require new approaches for providing transportation services, particularly for customers with special needs. Mobility management focuses on meeting individual customer needs through a wide range of transportation options and service providers. It also focuses on coordinating these services and providers to achieve a more efficient transportation service delivery system for public policy makers and taxpayers who underwrite the cost of service delivery.”<sup>2</sup>

<sup>1</sup> <http://www.ncsl.org/research/transportation/human-services-transportation-coordination.aspx>

<sup>2</sup> FTA’s Mobility Management brochure can be found at <https://www.transit.dot.gov/ccam/resources/mobility-management-brochure>

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For the purposes of the Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities program, FTA defines mobility management as “short-range planning and management activities and projects for improving coordination among transportation service providers” and includes travel training, trip planning, and one-stop travel information centers.<sup>3</sup>

Under the Enhanced Mobility program, the Federal Transit Administration (FTA) allows qualifying “Mobility Management” activities to be a capital expense which means that the applicant only needs to provide 20 percent of the cost (and the federal portion is 80%) as opposed to the 50/50 operating match. Additional information on the Section 5310 program may be found at the end of this chapter.

## Coordination Efforts 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 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, and the U.S Department of Transportation, Federal Transit Administration.

## Coordinated Transportation Plan Elements

The 2019 Coordinated Plan Update builds upon the previous plans for Erie and Niagara Counties and includes the following required elements:

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<sup>3</sup> FTA Circular 9070.1G Page I-4. [https://www.transit.dot.gov/sites/fta.dot.gov/files/docs/C9070\\_1G\\_FINAL\\_circular\\_4-20-15%281%29.pdf](https://www.transit.dot.gov/sites/fta.dot.gov/files/docs/C9070_1G_FINAL_circular_4-20-15%281%29.pdf)



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- 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

### **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 which range from services 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 currently funded coordination efforts, as well as needs, gaps and proposed strategies, some carried forward from previous plans, are also presented in this plan update.

Other local plans such as county and city comprehensive plans, senior and social service plans, transportation, transit plans and policies are reviewed and incorporated into GBNRTC's planning efforts.

### **Planning for Emergencies for Vulnerable Populations**

From a severe winter storm to a localized weather event cutting off power and limiting transportation routes, an emergency 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.

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 city and county level in coordination with the state and other partners.

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Although there are many city and 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)**

220 Washington Avenue, Suite 101, Building 22

Albany, NY 12226-2251

Phone: 518-292-2275

Web: <http://www.dhSES.ny.gov/oem/>

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: <http://www2.erie.gov/disaster/>

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.

Gregory J. Butcher, Deputy Commissioner

Phone: 716-858-2944,

E-mail: [gregory.butcher@erie.gov](mailto:gregory.butcher@erie.gov)

James T. Glass, Emergency Services Coordinator

Phone: 716-858-6287

E-mail: [glassj@erie.gov](mailto:glassj@erie.gov)

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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: <http://www.niagaracounty.com/fire/>

The Niagara County Office of Emergency Services will ensure, through coordination with all First Responders that the county is prepared to respond to, and recover from, all natural and man-made emergencies for our citizens, employers and visitors. This office will provide 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.

Jonathan Schultz, Director of Emergency Services & Fire Coordinator

Phone: 716-438-3171

E-mail: [jonathan.schultz@niagaracounty.com](mailto:jonathan.schultz@niagaracounty.com)

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

The 2015 federal transportation bill **Fixing America's Surface Transportation Act (FAST Act)** maintained changes enacted under previous authorizations which require that programs and projects seeking federal funding under the Section 5310 program adhere to a regionally developed Coordinated Plan. This 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 must be selected through a competitive process. Projects are evaluated based on selection criteria by the Federal Transit Administration (FTA) and the New York State Department of Transportation (NYSDOT). Eligible projects are further reviewed by a local Human Services Transportation Review Team comprised of representatives from the two-county area which are familiar with local human service agencies, the target HSTP population, and the transportation issues affecting the target population of the Coordinated Plan. Participation on GBNRTC's Review Team is open to all board member agencies has included representatives from: Erie County Department of Social Services, Niagara County Department of Social Services, Erie County Department of Senior Services, Niagara County Office for the Aging, Erie County Office of Persons with Disabilities, New York State Department of Labor, New York State Department of Transportation and Niagara Frontier Transportation Authority, City of Buffalo and GBNRTC Staff.

Within New York State, the Section 5310 Program is administered by the main office of the New York

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State Department of Transportation in Albany, NY. The 2012 federal transportation legislation **Moving Ahead for Progress in the 21<sup>st</sup> Century (Map-21)** consolidated the New Freedom program (Section 5317) into the Section 5310 Enhanced Mobility of Senior and Individuals with Disabilities Program. Accordingly, Section 5310 solicitations now request project proposals for New Freedom type activities in addition to traditional Section 5310 projects. At least 55% of the available funding awards must be programmed for traditional Section 5310 capital projects while the remaining 45% of funds allocated to an area 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 alternatives to public transportation that assist seniors and individuals with disabilities.

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

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

[http://www.fta.dot.gov/documents/MAP-21\\_Fact\\_Sheet\\_-\\_Enhanced\\_Mobility\\_of\\_Seniors\\_and\\_Individuals\\_with\\_Disabilities.pdf](http://www.fta.dot.gov/documents/MAP-21_Fact_Sheet_-_Enhanced_Mobility_of_Seniors_and_Individuals_with_Disabilities.pdf)

**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:**

<https://www.federalregister.gov/articles/2014/06/06/2014-13178/enhanced-mobility-of-seniors-and-individuals-with-disabilities-final-circular>

**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>

The **FAST Act** continues to require that a specific amount of Section 5310 funding is assigned to each Metropolitan Planning Organization area and that MPOs including GBNRTC participate in review and recommendations for proposed projects seeking Section 5310 funding in their planning jurisdiction.

The New York State Department of Transportation (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 allocations. 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 \(STIP\)](#).



## 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**

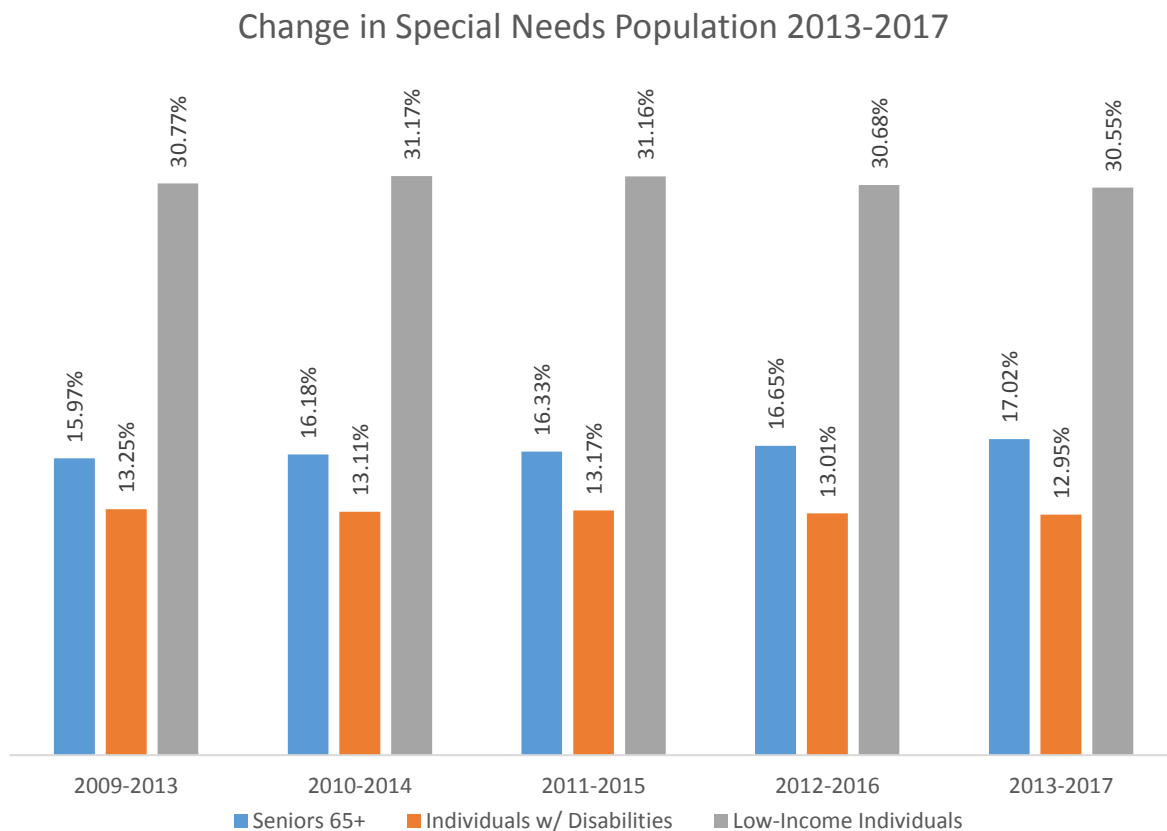
*Unless noted otherwise, the data used in tables and all other map layers for each demographic profile are derived from 2013-2017 American Community Survey (ACS) 5-year estimate data, State of New York Open Data, and Niagara Frontier Transportation Authority (NFTA) Transportation Data. The ACS 5-year 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.*



## Our Special Needs Population

Between 2013 and 2017, the special needs populations in the region increased slightly from 59 to 60 percent of the total population. As shown in Figure 1, this growth was driven primarily by increases in the older adults. During the same time, individuals with a disability and persons with limited incomes stayed relatively constant as a percentage of the total population. While 60 percent of the region’s 1.1 million people fall into at least one category of people with special transportation needs, this does not mean that every individual who falls into one or more of the categories has greater mobility challenges than others. For example, a 70-year-old adult, although counted as a senior 65+, may still be able to transport him/herself without requiring special needs transportation.

Figure 1: Changes in Special Needs Population 2009-2017



## Regional Population Overview

Erie County’s 2017 population, per the American Community Survey (ACS) 2013-2017 Five Year Estimate was 923,991; an increase of 4,761 from the ACS 2009-2013 Census Estimate of 919,230. Niagara County, however, has continued to experience population loss. In ACS 2013-2017, the US Census population

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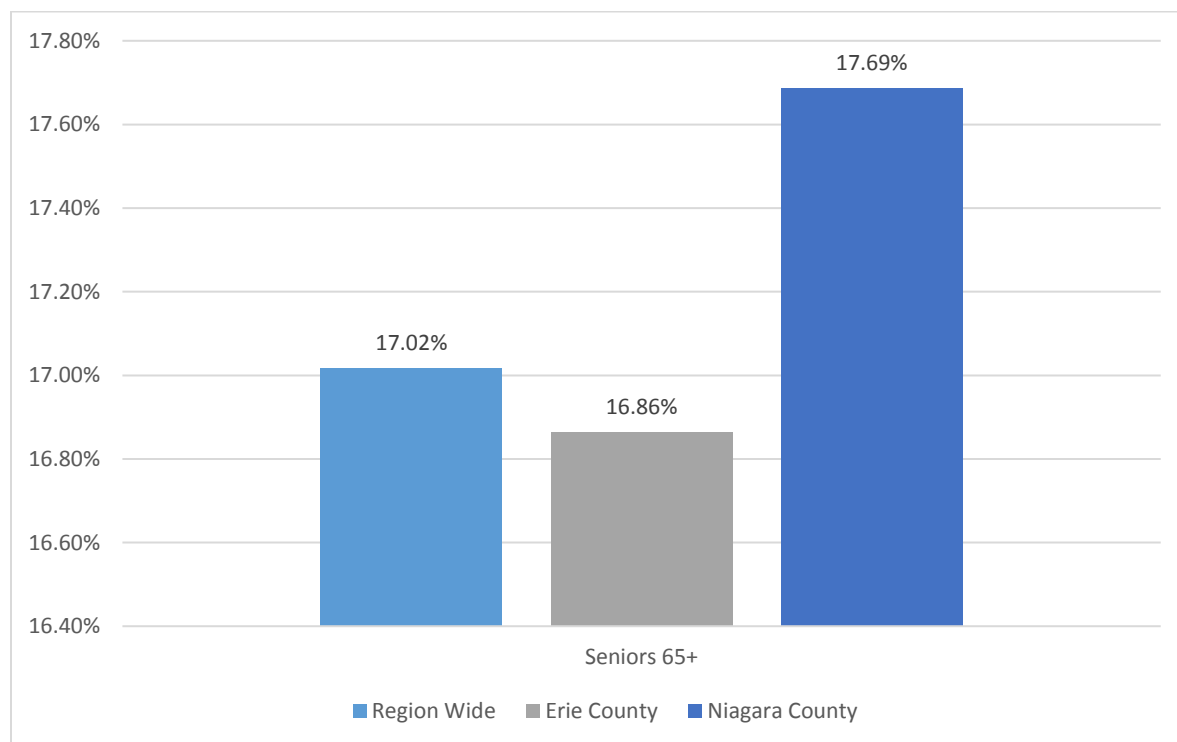
estimate for Niagara County was 215,465 and the 2013-2017 ACS population estimate for Niagara was 212,679.

Since 2013, the two major cities in the region have also continued to experience some decline in population. The American Community Survey 2013-2017 data estimates the population of the City of Buffalo to be 259,574 individuals, indicating a loss of approximately 994 individuals overall. Similarly in Niagara Falls, the ACS 2013-2017 data notes the City of Niagara Falls to have a population of 48,976 or a loss of 944 residents.

### Older Adults/Seniors

The Federal Reserve Bank of Buffalo notes that by the Year 2030, one in five persons in upstate New York will be over the age of 65.<sup>1</sup> Based on American Community Survey 2013-2017 data, 193,434 (15.9%) 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>2</sup>

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

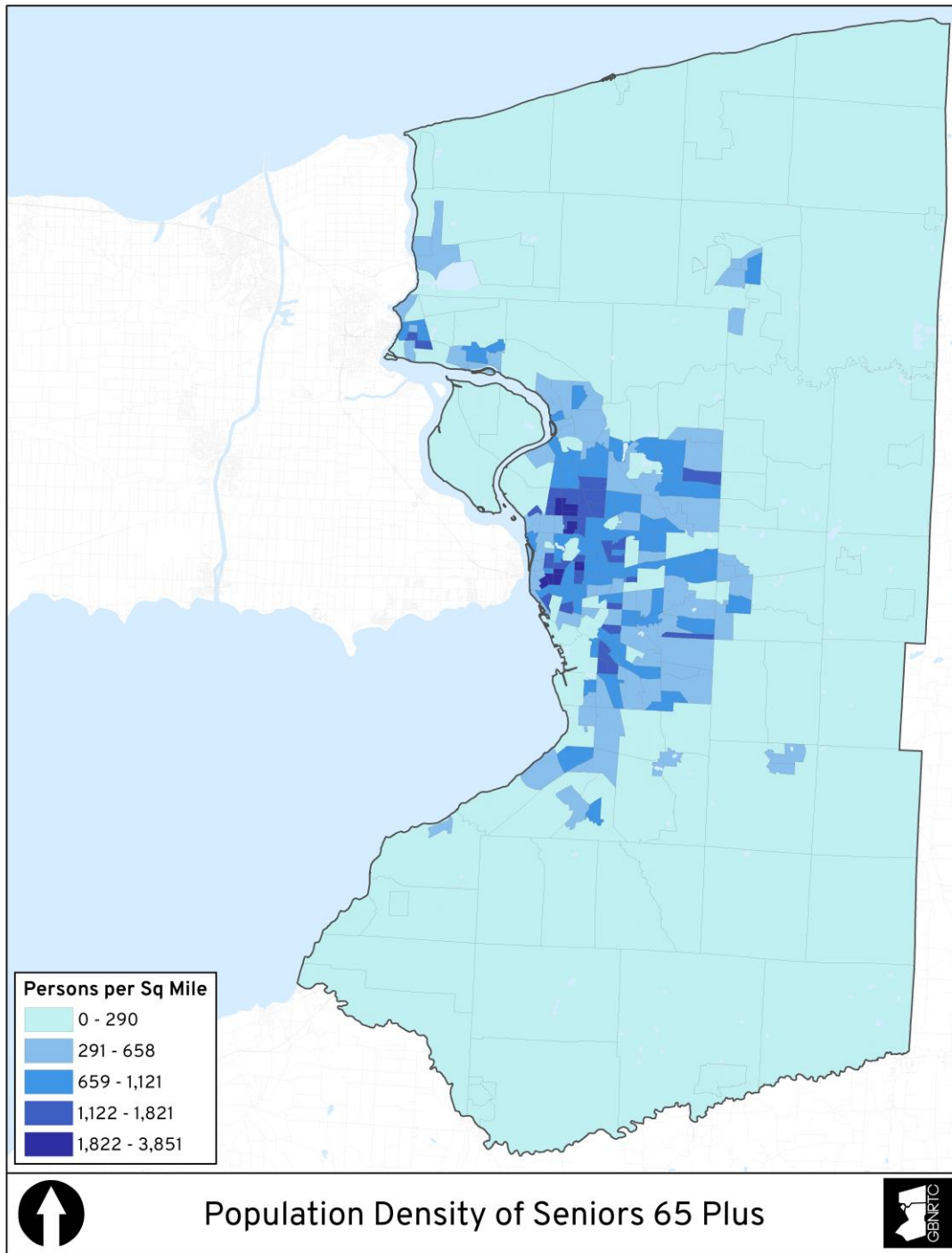


<sup>1</sup> [https://www.newyorkfed.org/medialibrary/media/research/regional\\_economy/glance/upstate\\_glance1\\_06.pdf](https://www.newyorkfed.org/medialibrary/media/research/regional_economy/glance/upstate_glance1_06.pdf)

<sup>2</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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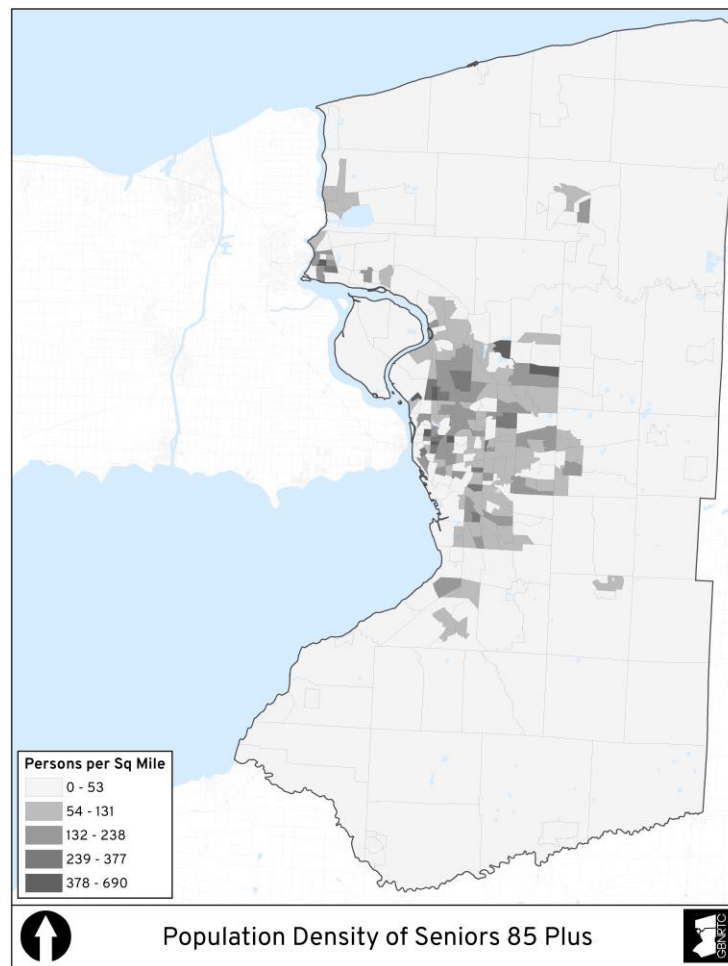


## Seniors Age 85+

Seniors 85+ comprise 2.6 percent of the total regional population. More than half of the oldest seniors in the region reside within the City of Buffalo, the first ring suburban towns of Amherst, Cheektowaga, and 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 Populations of Age 85 and Older		
Amherst	4,787	1
Buffalo	4,353	2
Cheektowaga	2,859	3
Tonawanda (T)	2,669	4
Hamburg	1,648	5
<b>Represents Top 5 with Age 85 and Older Population</b>		<b>53.85%</b>

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



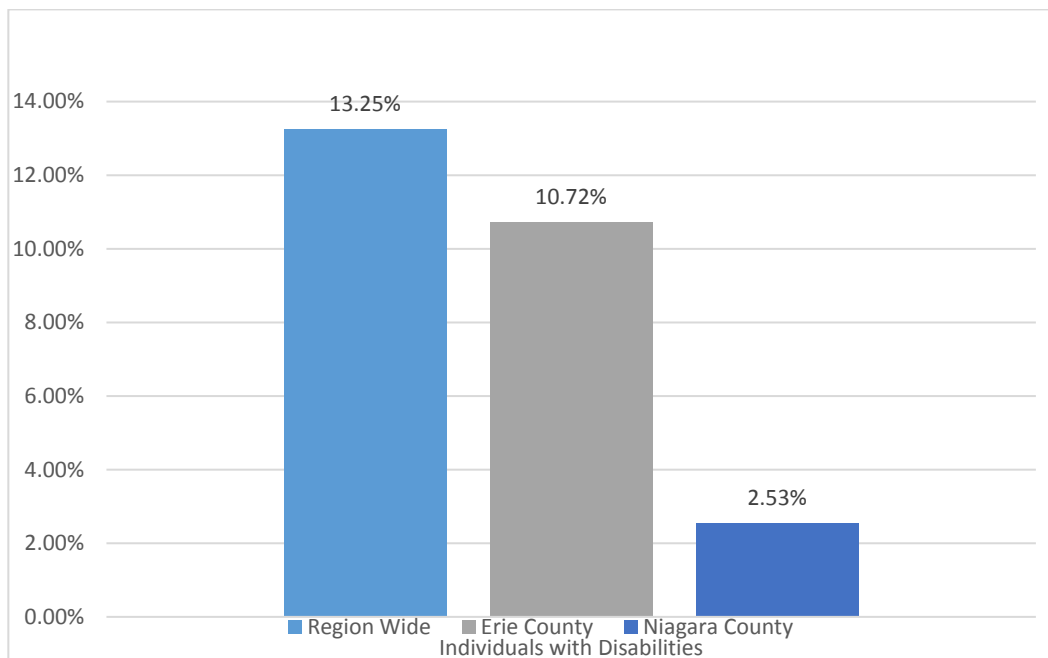
Map 2: Population Density of Older Adults Age 85+ in Erie & Niagara Counties



### Persons with Disabilities

Over 148,732 individuals or approximately 13% of the total population within Erie and Niagara Counties is comprised of individuals living in the community with a disability per the 2013-2017 American Community Survey. Transportation is an issue vital to quality of life 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.

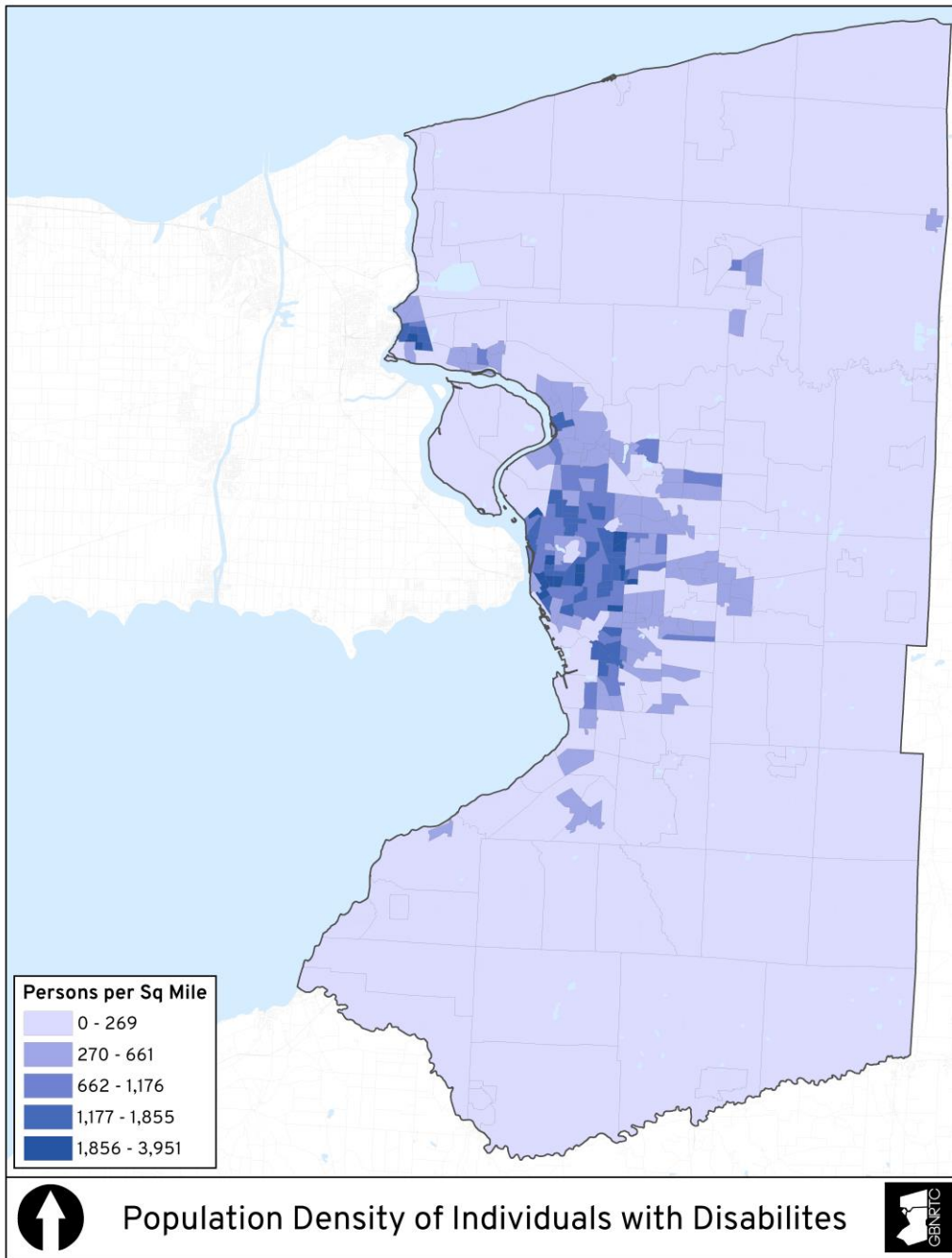
Figure 3: Percentage of the Populations of Individuals with Disabilities in Erie and Niagara Counties



As Maps 1, 2 and 3 illustrate, a significant percentage of the population of seniors and individuals with disabilities is living outside of the City of Buffalo. While these settings provide calm and quiet environments, they are not located in areas with high levels of public transit service. Van service is available within many of the larger assisted facilities; however, the van service is primarily for emergency and medical visits. Access to non-emergency, social visits or shopping trips on facility vans are usually prohibited or considered a low priority. The location of assisted living facilities for older adults and individuals with disabilities in the suburbs creates a further transportation barrier as home health aide workers find it difficult to reach these locations to care for clients. Their services allow seniors and individuals with disabilities to live independently and not in more costly, acute care facilities.

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

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## Olmstead Cabinet

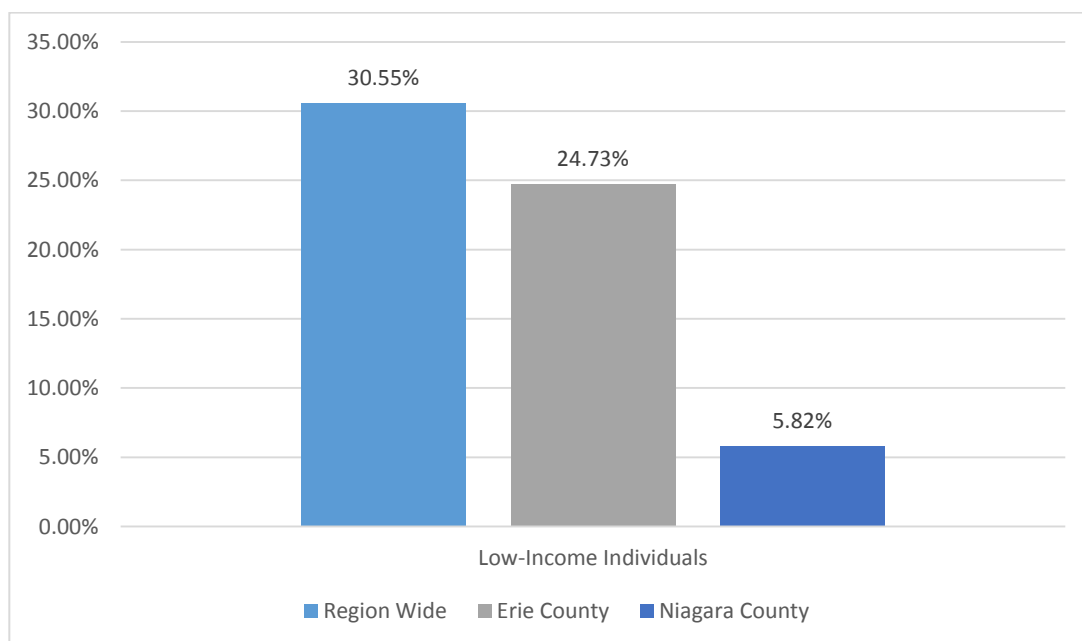
In November 2012, Governor Cuomo issued Executive Order Number 84, creating the Olmstead Development and Implementation Cabinet (Olmstead Cabinet), which was directed to develop a plan to integrate disabled persons into independent living arrangements and competitive employment, consistent with the U.S. Supreme Court’s decision in *Olmstead v. L.C.* (1999). In 2013, the State’s Olmstead Cabinet released its [Report and Recommendations of the Olmstead Cabinet](#), outlining strategies for State agencies to ensure that people with disabilities have the opportunity to live in the “most integrated setting” possible. New York, in essence, is transitioning from centralized support services, such as State institutions, group facilities, and sheltered workshops, to community-based residential settings (i.e. apartments) and competitive-wage employment.

The extent to which this State initiative impacts the need for specialized transportation has yet to be fully realized. However, it could have far-reaching impacts, as individuals with disabilities begin living and working in locations that may, or may not, provide the current level of transportation or specialized transportation services.

## Low-Income Individuals

The American Community Survey 2013-2017 indicates 337,975 of the 1,106,355 persons in the region live below the federal poverty level, comprising 30.55% of the total population of Erie and Niagara Counties. That is a slight decrease from ACS 2009-2013 levels in which 339,817 of 1,104,323 persons or 33.77% in Erie and Niagara counties that were living below the federal poverty level 2013.

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



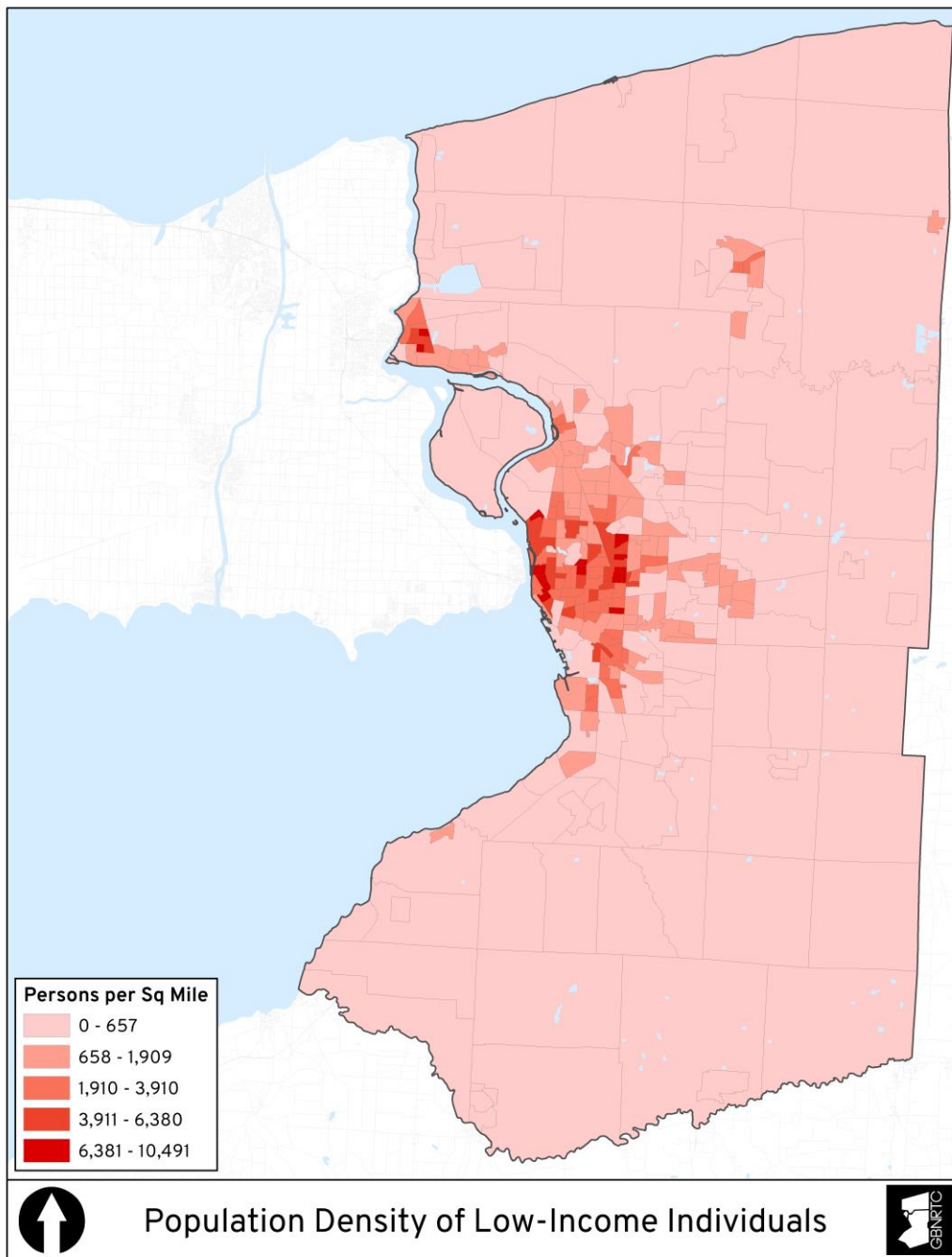
\*Low Income defined as 200% below Federal Poverty Level

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Poverty among individuals in Erie County decreased slightly from 30.73% according to the ACS 2009-2013 to 30.48% per the ACS 2013-2017 estimate. In Niagara County, the percentage of individuals living below the poverty level minimally decreased from 30.95% per the ACS 2009-2013 to 30.84% according to the ACS 2013-2017 estimate.



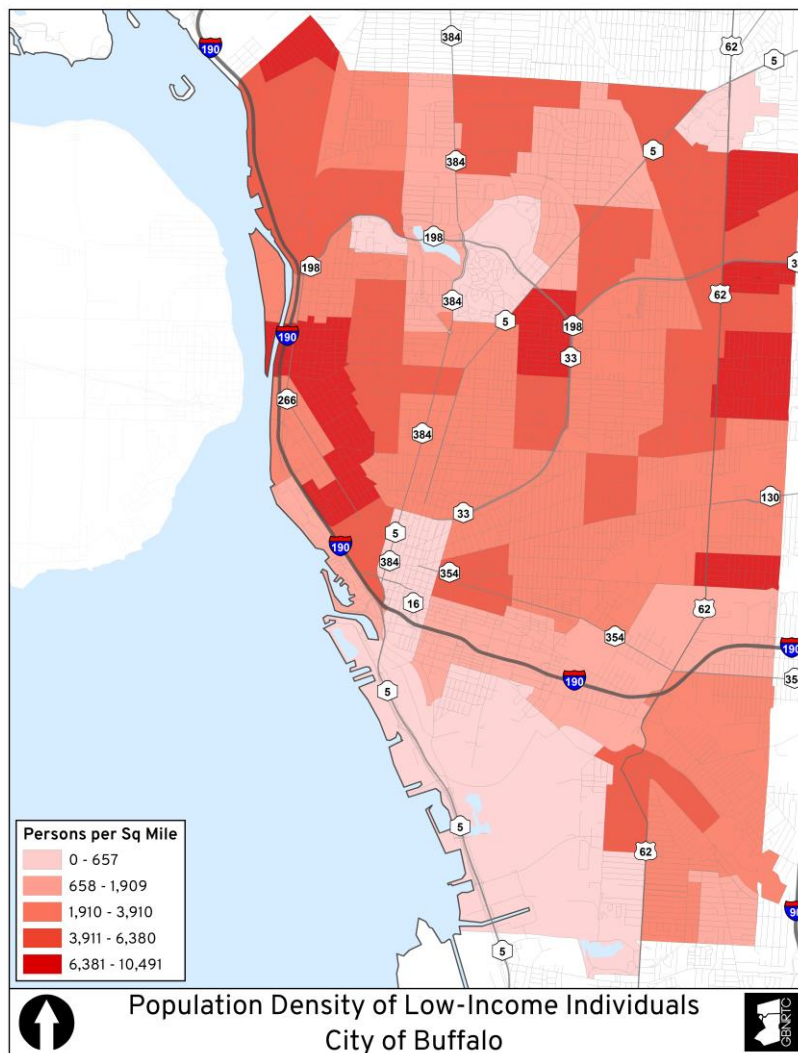
Map 4: Population Density of Individuals with Limited Incomes in Erie & Niagara Counties

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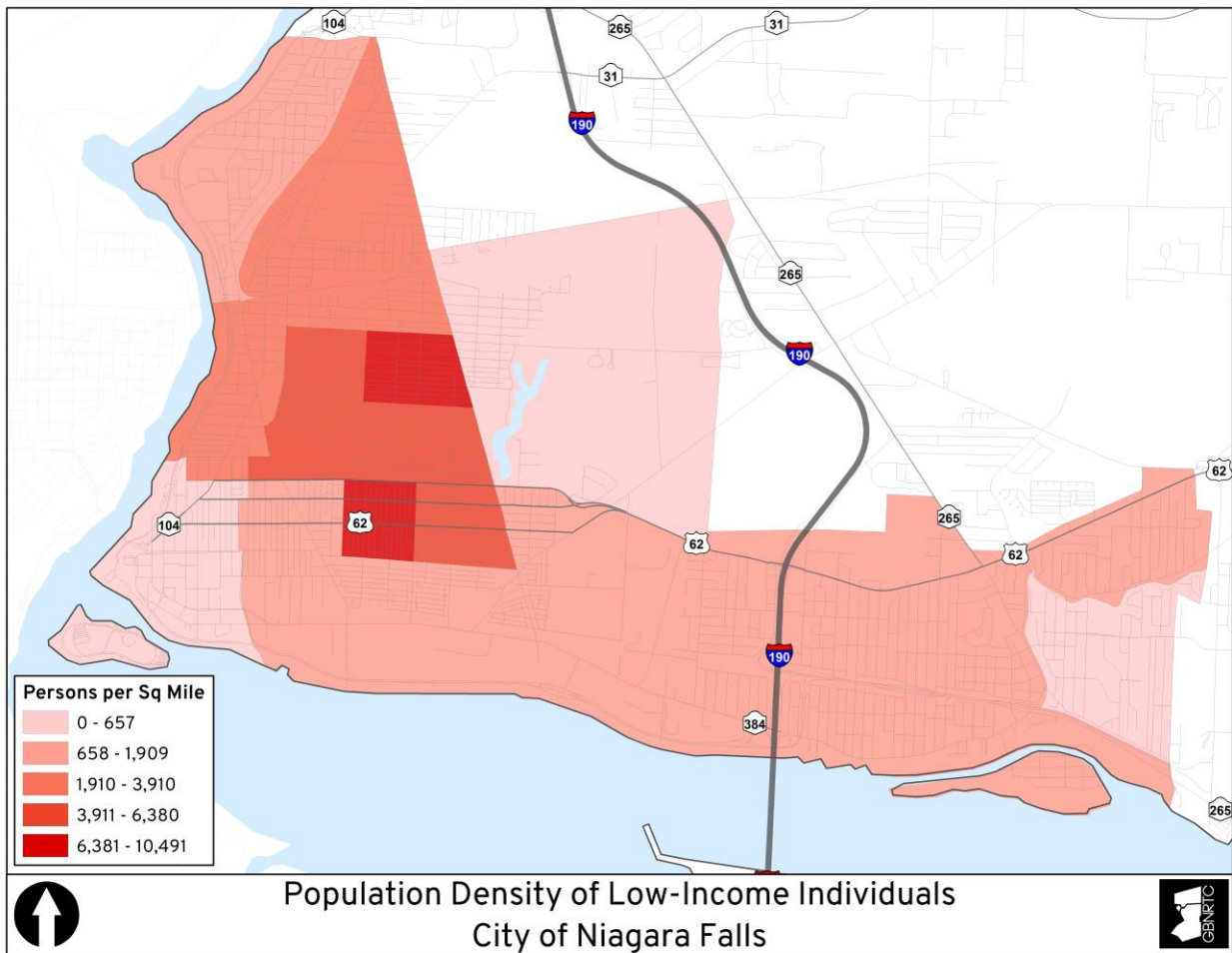
The Cities of Buffalo and Niagara Falls have also realized slight changes in the percentages of persons living below the poverty level since the previously Coordinated Plan. According to the ACS 2013-2017, 52.94% of individuals were living below the federal poverty level in the City of Buffalo, a slight decrease of 1.12% since ACS 2009-2013. In the City of Niagara Falls, the ACS 2013-2017 estimates that 48.8% individuals were living below the poverty level, a slight increase of .9% since ACS 2009-2013.



Map 5: Population Density of Individuals with Limited Incomes in City of Buffalo

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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 with limited incomes face additional challenges in access key services.

TOP 5 Communities with Low Income Populations		
Buffalo	133,043	1
Amherst	24,522	2
Cheektowaga	24,202	3
Niagara Falls	23,718	4
Tonawanda (T)	17,427	5
<b>Represents Top 5 Communities with Low Income Populations</b>		<b>65.96%</b>

Table 2: Top 5 Communities with Populations

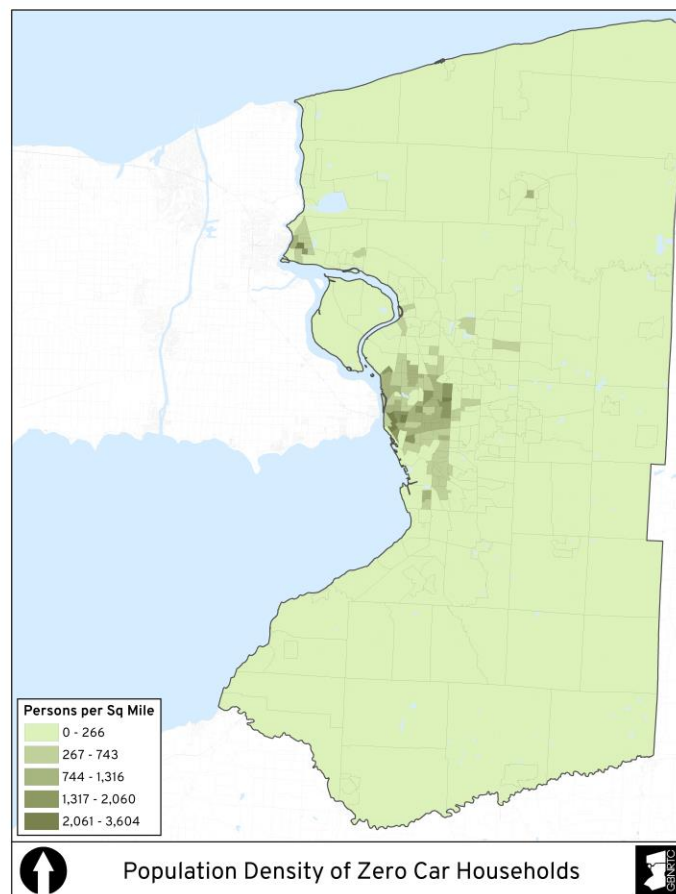


## Zero-Vehicle Households

The 2013-2017 American Community Survey indicates that nearly 12.76% of the households in the two-county area do not have a vehicle. Within the City of Niagara Falls the figure of zero-vehicle households jumps to 20.17% and in the City of Buffalo to 28.33%.

TOP 5 Communities with Zero Car Households		
Buffalo	31,343	1
Niagara Falls	4,296	2
Amherst	4,107	3
Cheektowaga	3,773	4
Tonawanda (T)	3,139	5
<b>Represents Top 5 Communities with Zero Car Households</b>		<b>77.09%</b>

Table 3: Top 5 Communities with Zero Car Households



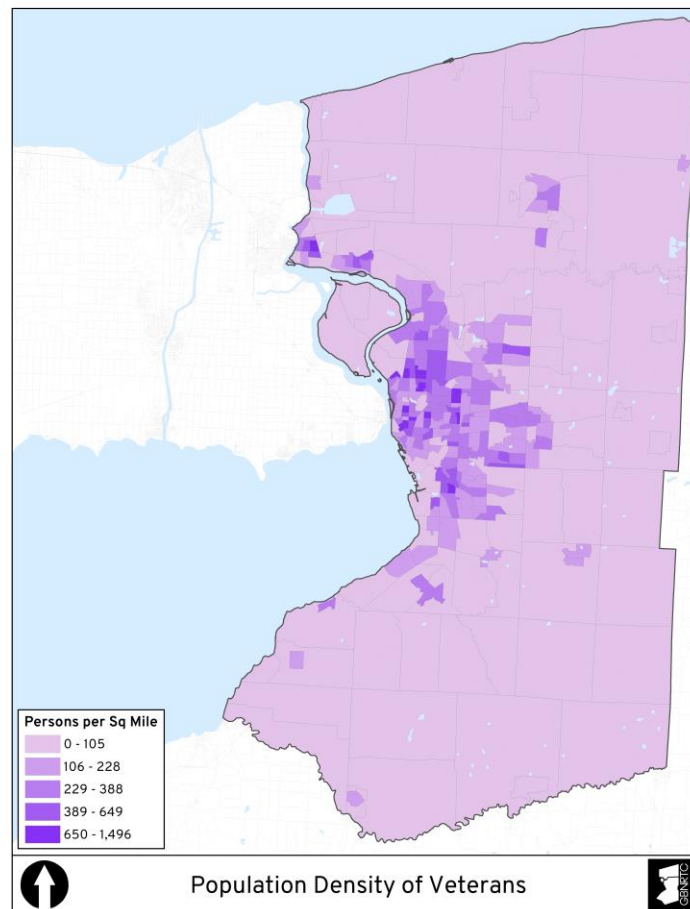
Map 7: Population Density of Zero Car Households in Erie and Niagara Counties





## Veterans

With the recent wind down of the Iraq and Afghanistan wars, many military veterans across the country are returning home and integrating back into civilian life. Transitioning from military service to civilian life can be a difficult process for many returning veterans. At the same time, World War II veterans are well into their 80's and 90's and Korean and Vietnam War veterans are nearly 70 or older. Veterans in Erie and Niagara Counties comprise 7.71% of our region's population. For some veterans and their families, routine transportation is a challenge because of a disability or financial hardship. Many veterans returning home are entering the work force or going back to school with the intent of entering the workforce at a later date. 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.



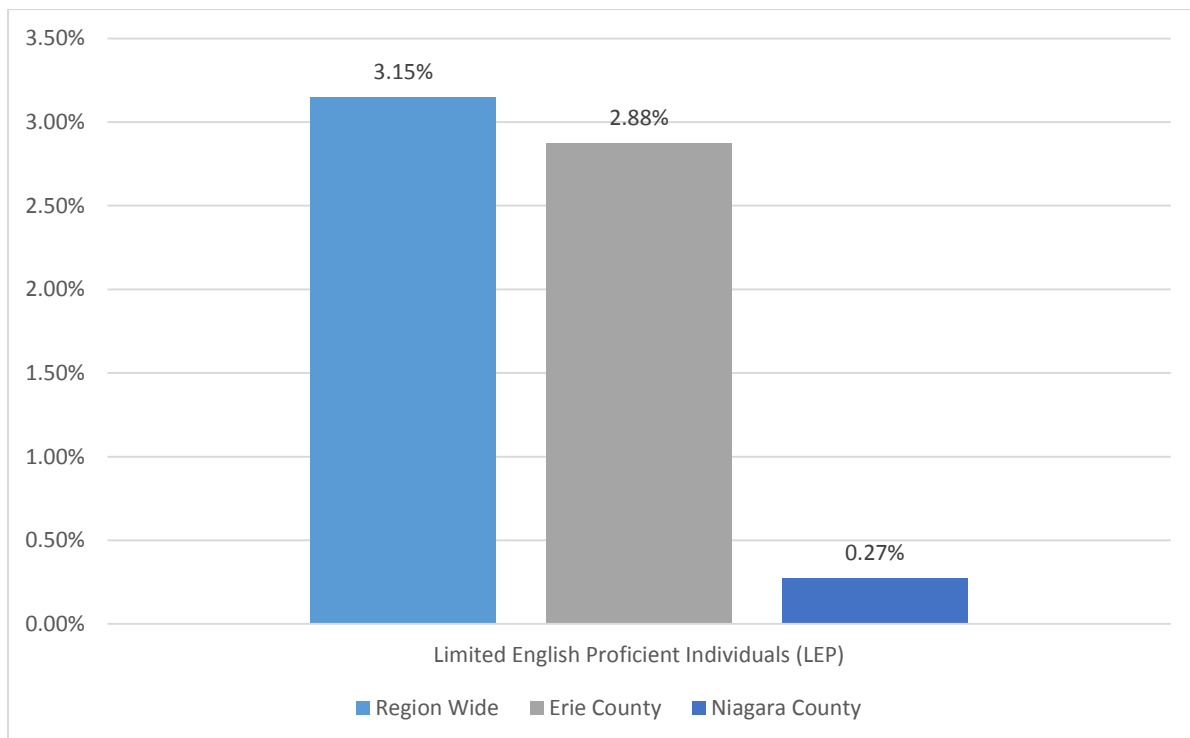
Map 8: Population Density of Veterans in Erie and Niagara Counties



### Limited English Proficient Individuals

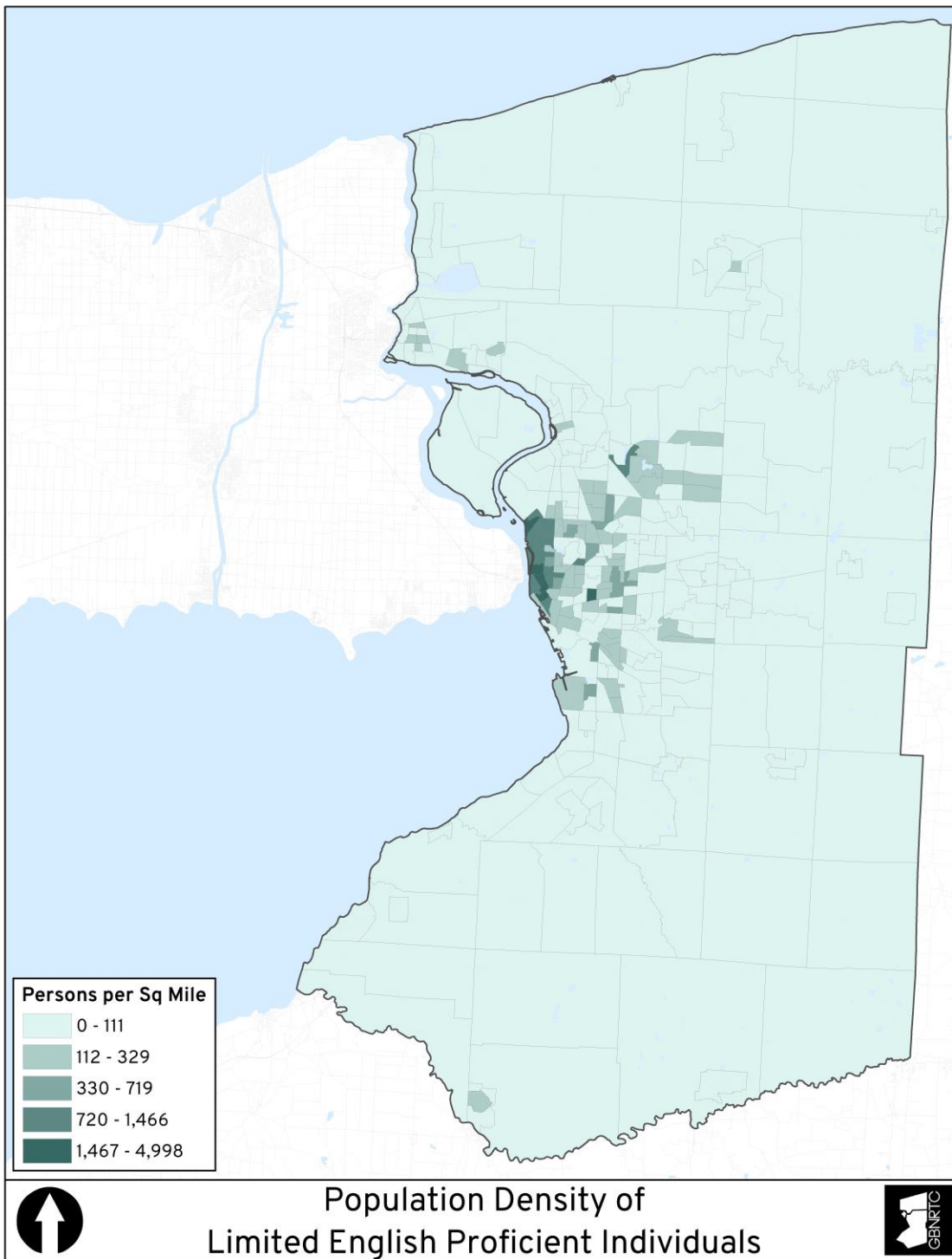
Limited English proficient (LEP) individuals are defined as people who either do not speak English well or do not speak any English. Language difficulties create substantial barriers to accessing employment opportunities, engaging in community or cultural activities, and performing daily tasks. Because 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. Of the 33,849 LEP individuals in the region, 10,100 persons or 30.93% are Spanish language speakers.

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

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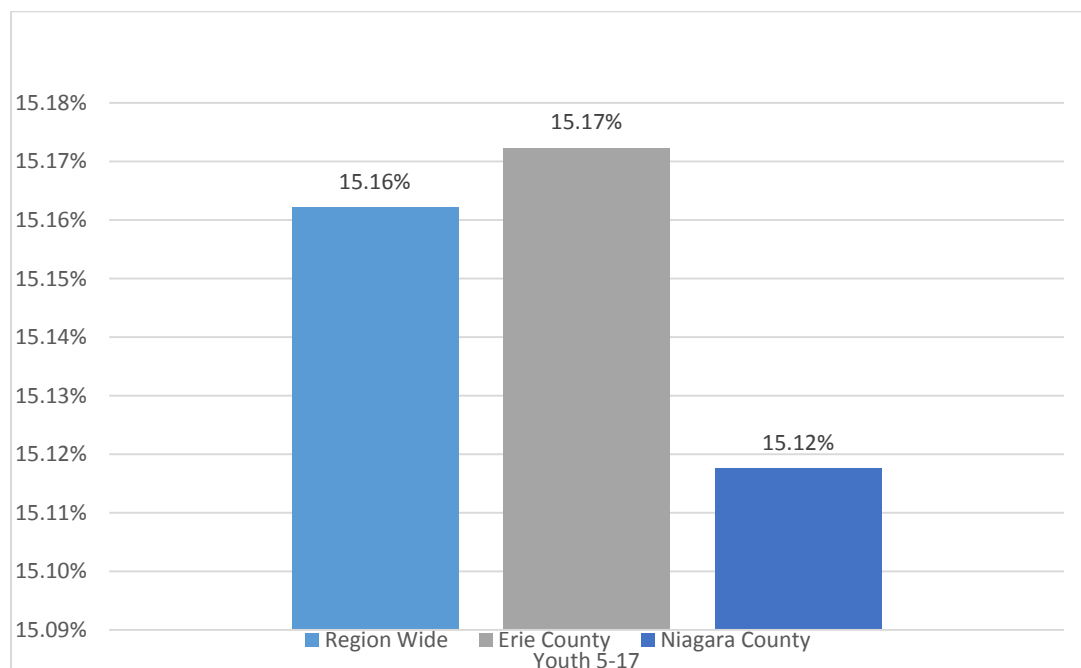
## Youth – Age 5-17

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. Mobility for this segment of the region’s special needs populations is often seen as being fulfilled by the school bus. However, the school bus does not provide transport for before/after school activities or childcare, summer food programs, 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.



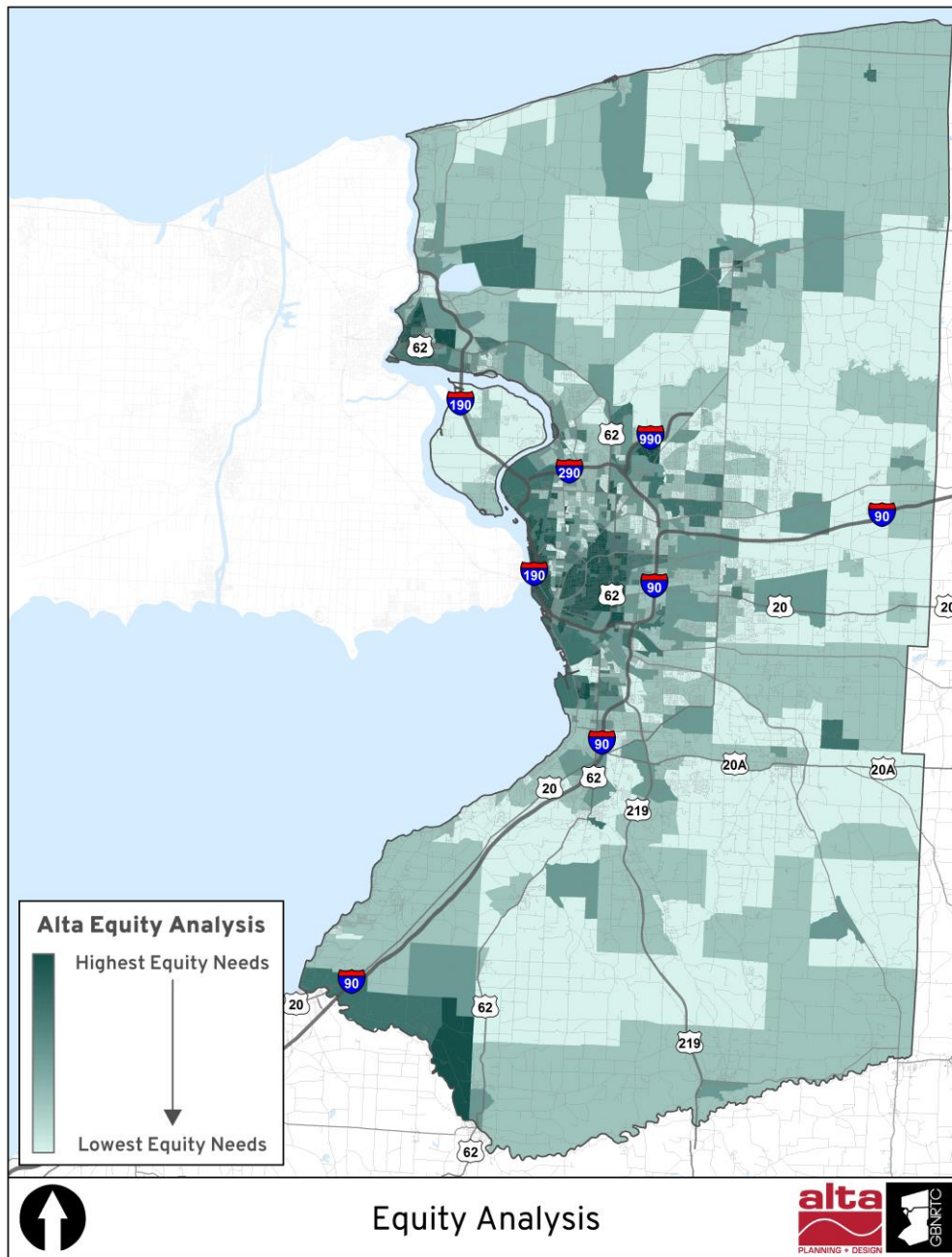
Photo Credit: Live Well Erie

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: the Alta Equity Analysis uses 2017 ACS 5-Year Estimate data at the block group level. The Composite Equity Map is created by summing the resulting scores of the 5 equity indicators (race, age 65+, income, limited English, and no vehicle access). The color ramps for the 5 indicator maps and the 1 composite map (6 equity maps total) are created using 5 classes of Natural Breaks.*

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## Key Destinations

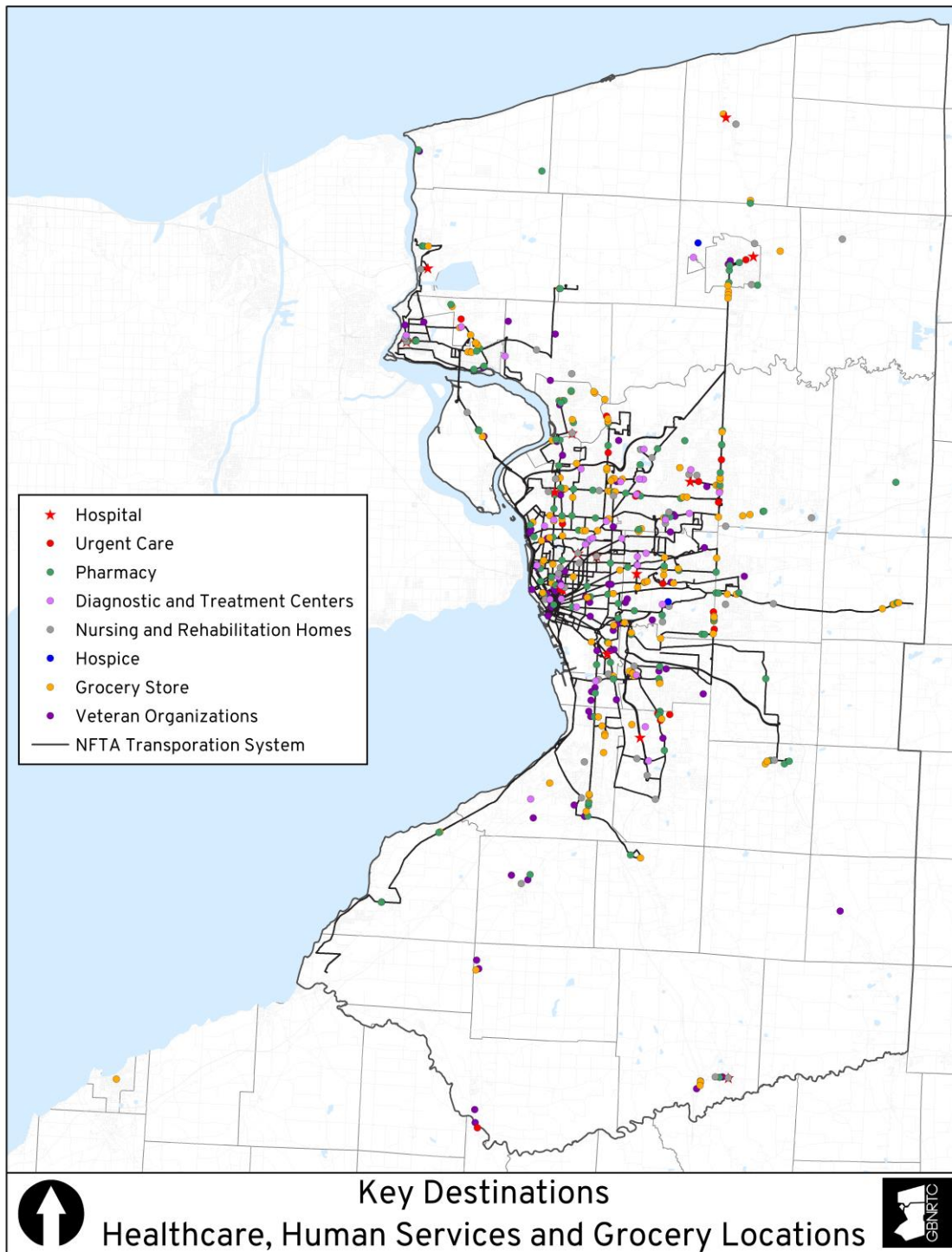
People with special transportation needs live throughout the region's two counties in rural, suburban and urban areas alike. For those who cannot or do not drive a car, it is essential that viable options are in place so that they can get where they need to go reliably and safely. Being able to go about 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 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, many of which reflect 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.<sup>3</sup> 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, grocery stores, and shopping centers.

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<sup>3</sup> Artiga, S. & Heiman, H. (November 4, 2015). Beyond Health Care: The Role of Social Determinants in Promoting Health and Health Equity; From: <https://www.kff.org/disparities-policy/issue-brief/beyond-health-care-the-role-of-social-determinants-in-promotinghealth-and-health-equity/>

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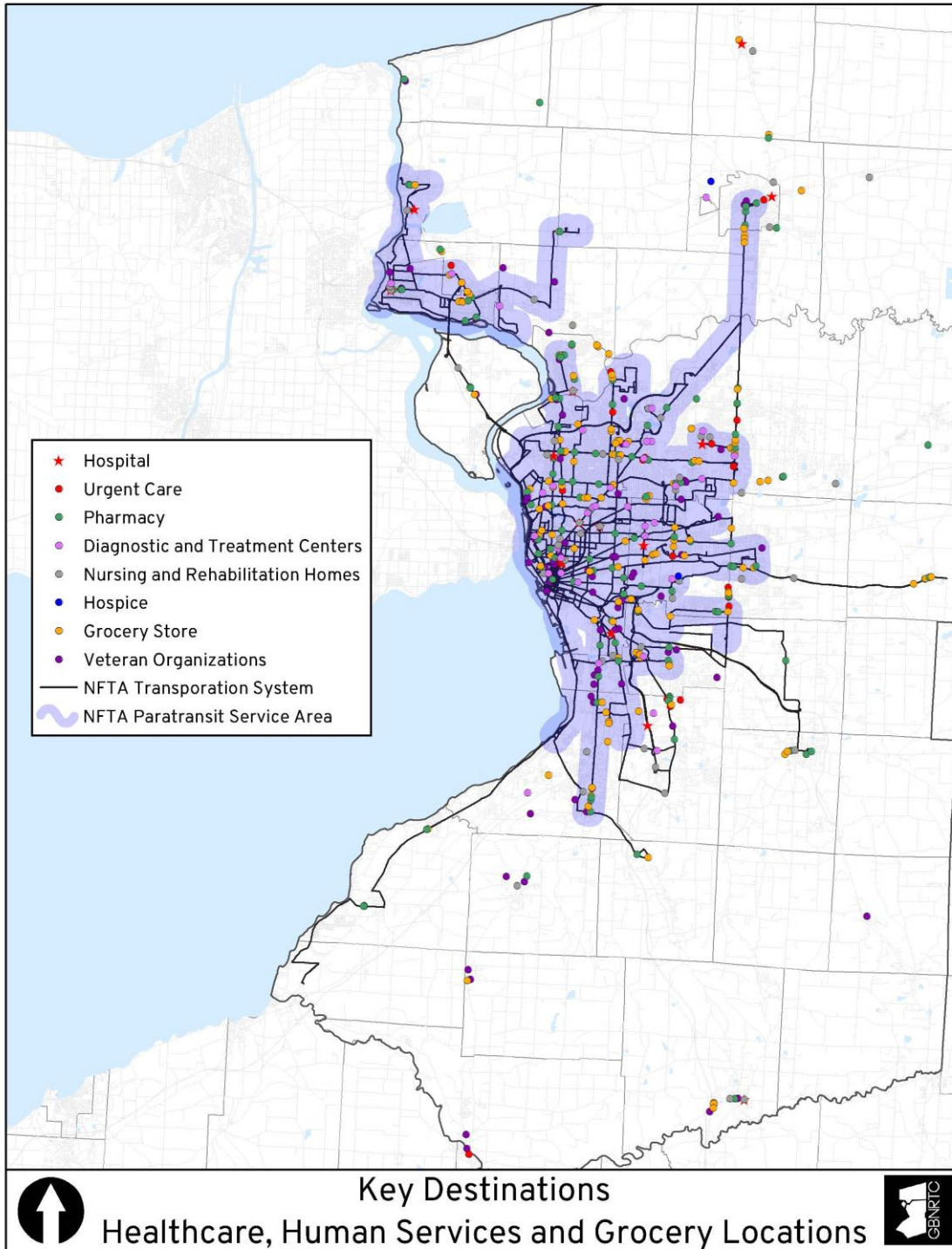
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Map 11: Key Destinations – Healthcare, Human Service and Grocery Stores with Public Transit Overlay

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



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## 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 323 buses, including 99 new fuel efficient compressed natural gas (CNG) vehicles, 27 rail cars, and 74 Metrolink and paratransit services, NFTA operates nearly 970,000 revenue hours and over 11.1 million revenue miles of service each year.

NFTA carries approximately 25 million passengers annually. Where public transit is available, it is the region's most economical travel option; is well-established and subsidized; and has available capacity for additional passengers on almost all routes. It is an option that can be leveraged by exploring further human service agency-public transit partnerships beyond those currently in place.

### Token Transit

Metro customers with smart phones can now 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.



### Fare Collection System

Metro Bus and Rail is in the process of developing a new fare collection system. The new system will use 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 introduce MetGo which is a smart card used to access the transit network.

### 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. The project will better serve existing rail and bus riders, attract new transit patrons, improve connections to/from Buffalo, Amherst, and Tonawanda and support redevelopment and other economic development opportunities. Importantly, it will also serve to improve livability by increasing mobility and accessibility in communities throughout the project corridor. As part of the project preparation process, NFTA has incorporated comments from the scoping process and have prepared the Final Scoping Report as part of the NEPA and SEQRA Environmental Impact Statement process which is currently underway.

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### **NFTA Citizens Advisory Committee**

The NFTA has a [Citizens Advisory Committee \(CAC\)](#) which is a group comprised of 28 volunteer members (6 transit riders and 22 organizations representing transit riders) who meet with Metro management every 2 months to provide input on 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.

### **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. Demand for PAL service in recent years has continued to increase as per the ridership information below:

- In 2015 Coordinated Plan, the most recent PAL trip information indicated that from April 1, 2014 to March 31, 2015 the NFTA provided **168,680** PAL trips in the region and had an active client base of approximately **4,736** individuals.
- For the 2019 plan updated, the most recent PAL information indicated that from April 1, 2017 to March 31, 2018 the NFTA provided **193,136** PAL trips in the region and has an active client base of approximately **5,533** individuals. Then from April 1, 2018 to March 31, 2019 the NFTA provided **200,995** PAL trips in the region and has an active client base of approximately **5,594** individuals.

In accordance with the Americans with Disabilities Act of 1990 (ADA) and its regulations, Section 37.123(e), there are three specific circumstances under which a person would be considered ADA eligible for PAL service:

- The individual is unable, as a result of a physical, visual or mental impairment, and without the assistance of another individual (other than the driver of the bus) to board, ride, or disembark from any vehicle in the fixed route system, which is accessible to individuals with disabilities.
- The individual with a disability could utilize an accessible vehicle, but such a vehicle does not operate on the route he/she wishes to travel.
- The individual with a disability has a specific impairment related condition, which prevents travel to a boarding location or from a disembarking location on the fixed route system.

### **Seneca Transit Services (STS)**

In 2011, the Seneca Nation of Indians (SNI) entered into a partnering agreement with the City of Olean and the Cattaraugus Rehabilitation Center, Inc. to finance the operation of public transportation bus service between the Allegany Territory of the Seneca Nation, the City of Salamanca and the City of Olean. The service was initiated in November 2011 as one route within the operation of the Olean Area Transit System (OATS). With the quick success of the transportation route within the OATS system, SNI engaged in additional transportation planning efforts. In 2013, they initiated the Seneca Transit System (STS) to expand service routes to meet the demands of the community.

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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.

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.



Prior to 2011, NYSDOH delegated administrative responsibility of NEMT programs to the Departments of Social Services at the county level, whereby counties either managed the program in-house or

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contracted with a transportation broker or mobility manager to arrange transportation services for Medicaid recipients. However, in 2011 the State of New York began to conduct a fundamental restructuring of its Medicaid program through the Medicaid Redesign Team Initiative to achieve measurable improvement in health outcomes, sustainable cost control and a more efficient administrative structure. New York State's Medicaid Redesign Team included among its redesign efforts a change in procurement of transportation to a system of regional transportation management contracts as part of their specific transportation cost reduction proposal. 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. They also manage the transportation needs of the New York State Office of Health and Office for People with Developmental Disabilities in the upstate counties.

### 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.

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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 facilitates a connected, integrated and automated transportation system that is information-intensive.<sup>4</sup> ITS shows promise to increase efficiency in human service transportation systems by coordinating 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.<sup>5</sup>

### Microtransit

One new option includes microtransit, which is a privately operated, dynamically routed or crowdsourced transit service. These vehicles either run independently as private businesses or as public-private partnerships with transportation agencies. 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>6</sup>

<sup>4</sup> Barbaresso, J., Cordahi, G., Garcia, D., Hill, C., Jendzejec, A., & Wright, K. (December 2014). USDOT's Intelligent Transportation Systems (ITS) ITS Strategic Plan 2015- 2019. FHWA. Retrieved from <https://www.its.dot.gov/strategicplan.pdf>

<sup>5</sup> U.S. Department of Transportation (n.d.). Accessible Transportation Technologies Research Initiative (ATTRI). Retrieved from [https://www.its.dot.gov/research\\_areas/attri/index.htm](https://www.its.dot.gov/research_areas/attri/index.htm)

<sup>6</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)

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Due to technological advances that make these innovative, flexible service delivery models possible, TNCs 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).



Photo Credit: Buffalo, News

To further address the needs of individuals with disabilities, microtransit agencies have begun to implement programs and practices to better serve riders of all abilities. For example, The Rapid in Grand Rapids, Michigan is currently partnering with Via to implement an updated model for paratransit deployment. The pilot project aims to provide same-day service with a 15 minute wait time or less for eligible riders within a specific service area.<sup>7</sup> In another example, Uber has partnered with members of the deaf community including the National Association of the Deaf and Telecommunications for the Deaf and Hard of Hearing (TDI) to design and implement a series of optional product capabilities to improve the driver-partner experience. These product capabilities include signaling a new trip request with a flashing light in addition to the existing audio notification; texting a driver if there is a need to communicate with them; and, informing riders that their driver is deaf or hard of hearing.<sup>8</sup>

In the case of Lyft, this TNC now offers a service called “Access Mode” in 37 states to accommodate individuals who are unable to transfer out of their wheeled mobility devices or who use scooters that are unable to fit in regular vehicles. When the Lyft app is in access mode, an accessible vehicle is sent to a passenger instead of a standard Lyft vehicle.<sup>9</sup> UberWAV is a similar service provided by Uber that pilots in approximately 11 in the United States and about 16 worldwide.<sup>10</sup>

In some cities, changes in policy led to these new service options. For example, in Chicago, the City Council passed an ordinance requiring TNCs to implement plans to make their fleets more accessible to riders with disabilities. The city then approved accessibility plans from the transportation network companies.<sup>11</sup>

<sup>7</sup> American Public Transportation Association (APTA) Passenger Transport 2019 Volume 77, No. 15. Retrieved from [http://www.nxtbook.com/vgsreprints/APTA/g107588\\_apt\\_a\\_081919/index.php#/1](http://www.nxtbook.com/vgsreprints/APTA/g107588_apt_a_081919/index.php#/1)

<sup>8</sup> <https://www.citylab.com/life/2015/06/uber-feature-for-deaf-drivers/394604/>

<sup>9</sup> <https://www.mobilityworks.com/blog/do-uber-and-lyft-have-wheelchair-accessible-vehicles/>

<sup>10</sup> <https://www.uber.com/us/en/ride/uberwav/>

<sup>11</sup> City of Chicago Transportation Network Provider Rules <https://www.chicago.gov/content/dam/city/depts/dol/rulesandregs/TNPRulesAmendedeffJan12017.pdf>

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## 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. More existing 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.





## 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*
- *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, and transportation needs and gaps identified in Erie and Niagara Counties. These issues were identified primarily through input from meetings with 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 and plans to identify the most up-to-date 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**

[Moving Forward 2050](#) aims to use transportation investments to strengthen communities and focus growth where we already have infrastructure, create economic development, and support workforce access.

#### **NFTA’s Comprehensive Transit-Oriented Development Plan**

The [Comprehensive Transit-Oriented Development Plan](#) aims to guide 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 investments and enables more sustainable forms of redevelopment within existing centers and nodes along proposed Amherst-Buffalo Corridor.

#### **Western New York Regional Economic Development Council – A Strategy for Prosperity Plan and Progress Reports**

This plan was created to help provide a roadmap for the fundamental understanding and improvement of the Western New York economy, to ensure sustainable and long-term growth in jobs and income in the five-county region, and to contribute to the resurgence of the broader economy of New York State. [A Strategy for Prosperity](#) was created in response to Governor Cuomo’s challenge to chart a fresh course

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for sustainable economic growth in New York State and to compete for grants for development projects that can be transformative for our communities.

### **Live Well Erie**

[Live Well Erie](#) is a plan 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 Community Health Assessment**

The [2017-2019 Erie County Community Health Assessment](#) 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.

### **Niagara County Community Health Assessment**

The [2016-2018 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’s Disrupting Racial and Ethnic Disparities: Solutions for New Yorker’s Age 50+**

New York State has long been home to some of the most ethnically diverse neighborhoods in the nation. New York’s ethnic communities—primarily comprised of African American/Black, Asian American/Pacific Islander and Hispanic/Latino populations are not only growing, but also aging at a rapid pace. Given these changing demographics, AARP is partnering with thought leaders, elected officials and leading organizations that serve New York’s ethnic communities in a multi-year effort to identify disparities that exist among their ethnic 50-plus communities this [policy brief](#) and others to fight for solutions to disrupt these disparities.

### **Traditional and Emerging Transportation Services for Older Adults and People with Disabilities Report**

[University at Buffalo’s Center for Inclusive Design’s](#) report examines the barriers and opportunities of various transportation modes for older adults and individuals with disabilities. It includes an overview of traditional transportation options and describes how microtransit and transportation network companies (TNCs) emerged as technology-based disruptions to traditional transit options that both support and supplement and offers recommendations on how TNCs and transit agencies can improve transportation services for older adults and people with disabilities.

### **Buffalo Niagara’s Racial Equity Roundtable - Racial Equity Dividend Report**

The [Racial Equity Roundtable](#) includes more than 30 community leaders from public, private, nonprofits and faith institutions which have developed a plan and continue to work to advance racial equity and promote the change required to accelerate a shared regional prosperity.

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## 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.

## Coalitions and Steering Committees

The GBNRTC has been an active participant in the following efforts which have served to inform the planning process.

### Go Buffalo Mom

Funded in part through the Federal Transit Administration's Rides to Wellness Program, [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. Buffalo babies have a 25% greater chance of being born pre-term compared to the New York State average. As a partnership between NFTA, United Way of Buffalo and Erie County, GBNRTC, Sister's Hospital, ECMC Kensington Family Health Clinic, Belmont Housing Resources of Western New York and Buffalo Pre-Natal and Peri-Natal Network, the Go Buffalo Mom pilot program aims to serve as a bridge between medical and social needs to help Buffalo families build healthier futures for their children.

### EMPLOY Buffalo Niagara

[Employ Buffalo Niagara](#) is an industry-led collaboration working to close the skills gap and provide more effective pathways for employers to connect with individuals looking for careers. The Buffalo Niagara region is expected to have annual job growth of nearly 5,200 jobs through 2022. These jobs will be located throughout Erie and Niagara counties across all skill levels and industries. Ensuring a workforce can access these jobs is critical to sustain this growth. Workers need a variety of transportation options as some will not have the resources for, or access to, a car or may choose not to own one. GBNRTC serves on EMPLOY's Access and Transportation Working Group within the coalition to focus and help develop solutions to workforce transportation challenges.

### Shared Mobility Inc.'s Inclusive Shared Mobility: Analysis of Present Conditions Research Project Steering Committee

As part of the National Aging and Disability Transportation Center's *Getting Ready to Innovate* Grant program, Shared Mobility Inc. engaged in [research](#) to assess inclusivity for older adults, people with disabilities, and veterans in shared-use modes. Shared bicycles, scooters, and cars have become the norm on city streets and continue to shift from exclusive use in large metropolises to small and mid-size cities as well. While these new systems provide great benefits to users and the communities they serve, inclusive design to allow broader access to their services has failed to materialize as a primary focus. The research team identified 10 strategies that shared mobility operators can implement in order to make their programs more inclusive.

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### Healthy Regions Planning Exchange

Organized through the Regional Planning Association (RPA) in New York City, the Healthy Regions Planning Exchange brings together organizations from regions nationwide in order to advance health and equity through transportation, housing, economic mobility or climate adaptation policies. The Buffalo Team is one of 11 cohorts selected to participate in this national exchange and represented by represented by collaboration between GBNRTC, LISC Buffalo and PUSH Buffalo.

### Coordinated Plan Outreach 2018/2019

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. Between late 2018 and September 2019, GBNRTC attended a total of 19 in-person meetings and solicited feedback on emerging mobility needs and gaps and prioritized strategies for addressing identified gaps. In addition to the targeted outreach, in July 2019, the project team developed an online survey to collect feedback from human service organizations, transportation providers and stakeholders.



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**Table 4 – Coordinated Plan Outreach**

<b>Date</b>	<b>Organization</b>
July 18, 2018	Journey’s End Refugee Roundtable
November 27, 2018	New York State Accessible Ride Sharing Services for Customers with Disabilities Forum
December 11, 2018	Community Partners of Western New York Project Advisory Committee Meeting
January 11, 2019	Catholic Health Patient Rideshare Meeting
March 1, 2019	Catholic Health DSRIP Transportation Meeting
April 3-5, 2019	Regional Planning Association – Healthy Regions Workshop
May 23, 2019	EMPLOY Access & Transportation Meeting – Northland
June 21, 2019	Erie County GIS – Workforce Transportation Data Meeting
June 24, 2019	Erie County Regional Impediments to Fair Housing Meeting
July 12, 2019	Erie County Department of Social Services PIVOT Program
July 17, 2019	Erie County Council for the Disabled
July 24, 2019	Project Niagara Connects Meeting – Community Missions, Oishei Mobile Safety Net Team, Evergreen Health, Niagara Gospel Rescue Mission, Cornell Cooperative Extension, SUNY Attain Program
August 3, 2019	Our Driverless Future Community Forum
September 9, 2019	Live Well Erie
September 11, 2019	Buffalo Transit Riders United
September 13, 2019	Hearts & Hands Faith in Action
September 18, 2019	DDAWNY Transportation Committee
September 19, 2019	NFTA Citizens Advisory Council
September 24-25, 2019	AARP New York Leading on Livability Summit
October 16, 2019	Seneca Transit System Mobility Workshop
October 17, 2019	Coordinated Human Services Transportation Plan Public Meeting

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## OUR DRIVERLESS FUTURES

COMMUNITY FORUM ON AUTOMATED MOBILITY

August 3rd, 2019  
9:30 AM - 5:00 PM

The Our Driverless Futures Community Forum held in Buffalo in August 2019 brought together approximately 100 citizens from the region to participate in a day long forum to learn, debate and generate critical information for decision makers to prepare for the future of driverless mobility. Buffalo Niagara's regional forum was one of only four forums held in North America and 18 across Europe.

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## Health and Human Service Agency Transportation Survey

By better understanding available services, the needs and existing gaps or redundancy in human service agency transportation can be more effectively highlighted. Toward that end, a follow up survey to one conducted in 2015 was undertaken. The 2019 survey was shortened to 13 questions and was completed on-line by respondents with paper copies supplied and collected by GBNRTC staff upon request. The survey data is useful in the identification of unmet need and to help develop an updated list of recommendations for future focus. A summary of responses to the 2019 may be found in Appendix C

## Regional Needs and Gaps

Both the 2007 Coordinated Human Services Transportation Plan, the 2011 and 2015 Plan Updates listed needs, and gaps in public transit, human services transportation and coordination efforts aimed at serving transportation disadvantaged populations. Transportation needs 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, personal or cultural obligations, and medical conditions.

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The 2019 Coordinated Plan Update reaffirms these needs and gaps and has added some needs to the list as shown below. However, since the number of transportation funding programs which require coordinated planning has decreased with the elimination of the Section 5316 Job Access Reverse Commute and Section 5317 New Freedom Programs, achieving a broader scale of coordination among agencies has become more challenging. Through consultation with human service transportation providers, consumers, transportation providers and other stakeholders in the region, the following transportation needs for the target population have been identified:

- Safe and convenient access to appropriate transportation options
- Accessible transportation infrastructure
- Affordable transportation options
- Reliable transportation
- Safe and secure transportation
- Reliable public transportation outside of peak hours
- Clear information on available transportation options
- Convenient trip planning
- 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 have been identified:

- 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 (e.g. stepstools)
- Low floor vehicles
- Accessible taxi cabs

## Regional Needs and Gaps by Category

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

### Geographic 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. As a result, there are 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. For these people, spatial gaps can be especially disruptive as alternative transportation options may not be available where they live.



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### *Geographic 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.

### **Service Time Gaps**

Service Time gaps are caused when transportation service is not available at times when it is needed by transportation disadvantaged populations.

### *Service time 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.
- 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 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 gaps include:*

- More complete streets are needed
- More high visibility crosswalks are needed
- A lack of safe options on secondary corridors (eg. Union Road) for zero car households.
- 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.
- 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 pedestrian and bicycle amenities are needed at transit hubs

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- 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 regionwide, some individuals with special transportation needs have limited access to new travel information resources, including mobile and web-based applications.

### **Institutional 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 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.
- Each transportation system has 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.
- Statewide cost-sharing allocation formulas are lacking to allow for standard reimbursement rates for clients who are eligible for multiple transportation services.
- 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.
- Paratransit systems generally do not provide same-day service, which means riders must always plan trips in advance and cannot be spontaneous about travel. 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, driver training, and driver licensing.
- Cross-county trips are difficult due in part to a lack of coordination among service providers.
- Transportation providers and brokers use different scheduling, dispatching, and reporting software, making information sharing difficult.

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### Capacity Gaps

Capacity gaps can take many forms, but with regard to human services and community transportation include affordability and organizational capacity 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.
- Lack of affordable wheelchair service.
- Lack of reliable and affordable transportation for individuals needing to go to dialysis three or more times per week.
- Paratransit systems generally do not provide same-day service, which means riders must always plan trips in advance and cannot be spontaneous about travel.
- Subsidize taxi or ridehailing service for first-mile/last mile travel
- Restrictive advance notice requirements as most services require a two week advance notice

### Information/Awareness 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 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 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.
- Language and cultural barriers prevent diverse riders and clients from accessing transportation options.
- Traveler information technologies are too advanced or are too difficult to acquire for some users who have special transportation needs.
- Decision makers do not know where special needs populations reside in their community and may not be fully aware of their mobility needs and gaps.

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- Fixed-route transit, rideshares and vanpools are often marketed to commuters and not to special needs populations. Furthermore, funding is insufficient to meet the increasing demand for specialized paratransit, volunteer and other community transportation, and hence marketing is not prioritized for these services.
- Special needs populations are not aware of all available resources including online information such as online trip planning services.

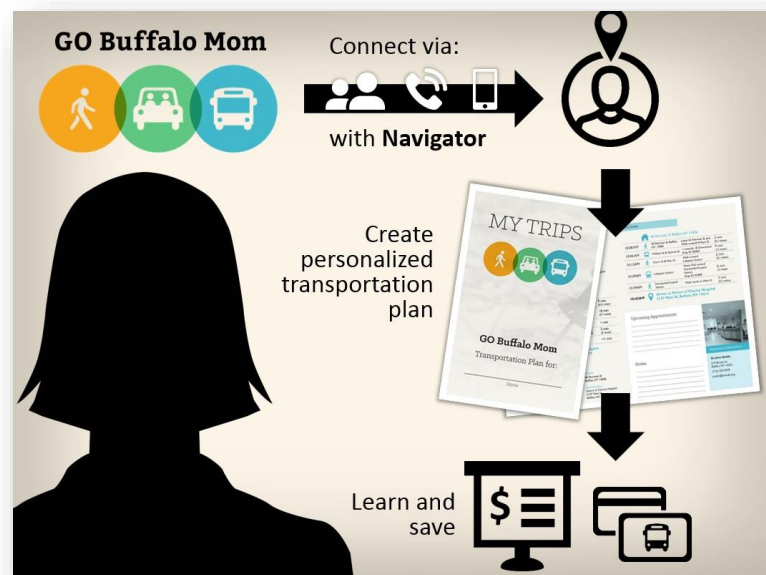
### Regional Examples of Addressing Needs and Gaps

[Go Buffalo Niagara](#) is a partnership between the GBNRTC, GObike, NFTA, and others. Go Buffalo Niagara 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.



### 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. The service is designed for ease of use, affordability, accessibility, and is built around one-on-one relationships between the patient and transportation navigator and the patient and financial counselor.



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The Go Buffalo Mom program provides 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. The pilot program is a partnership between the Niagara Frontier Transportation Authority, United Way of Buffalo and Erie County, Greater Buffalo Niagara Regional Transportation Council, Sister's Hospital OB-GYN Clinic, ECMC Kensington Family Health Clinic, Belmont Housing Resources of Western New York and Buffalo Pre-Natal and Peri-Natal Network and is being funded primarily through a Federal Transit Administration (FTA) Rides to Wellness Grant and other sources.

### **NFTA Travel Training**

Completed in the summer of 2019, NFTA's Mobility Bus now has a travel training and education for community engagement, mobility training and recruitment. In addition to serving as a transportation resource for the community, the bus is utilized by internal staff for classroom training.



### **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 the City of Buffalo in 2016, placing over 30 new bike stations and 200 bikes across the city at key civic, employment, and entertainment destinations. In Fall 2019, Reddybike will expanding its services to the City of Niagara Falls.



### **Rural Transit Service**

Rural Transit Service is a non-profit transportation organization. Rural Transit Service provides safe, affordable and reliable transportation to seniors, low income and disabled clients to allow them to maintain a happier, healthier more independent lifestyle and heighten involvement in the community. Eligible residents are transported to dialysis clinics, medical offices, physical therapy, pharmacies, colleges, work places, nutrition sites, adult day cares, grocery stores, banks, salons/barbers, etc., with medical trips taking priority.



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## Hearts and Hands

Hearts and Hands is a volunteer organization serving our frail or vulnerable neighbors in rural and suburban Western New York communities. Hearts and Hands is a best efforts program at no expense to the care recipient and provides "Door through Door" transportation for medical appointments and local errands.



## 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: Klas Tauberman/Pexels

### Planning for the Future

In 2011 the first Baby Boomers turned 65, beginning what is to be a period of increasing senior populations not only in the region, but the United States as a whole. Over the past decade the number of New Yorkers ages 65 and over increased by 26 percent, making up a larger share of the state's population than ever before.<sup>1</sup> As older adults represent the group with a significant proportion of individuals with special transportation needs, these demographic trends will likely result in greater demand for specialized transportation services in the future. The region's recent history includes loss of fixed-route and demand response service to some areas. With these service reductions people with special transportation needs rely more heavily on private nonprofit, human service and private transportation operators for daily trip needs.

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

<sup>1</sup> <https://nycfuture.org/research/new-yorks-older-adult-population-is-booming-statewide>

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store, the purpose of this plan is to help improve community transportation which includes public transit, paratransit service, vans, taxis, human services transportation and non-emergency medical transportation services that focus on the plan's target population of older adults, individuals with disabilities and persons with limited incomes.

Our 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 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. The following efforts serve to foster coordination across the nation through informational resources, best practices, training and technical assistance opportunities.

### Strategies for Coordination

The strategies from 2015 Coordinated Plan were reviewed for the 2019 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. Vanpools and carpools may be more appropriate travel options for connecting low-density areas in the region to employment centers. As services ridesharing services like Uber and Lyft grow, this may also provide more options for suburban and rural communities in the future.

In addition, creative coordination of Section 5310 vehicles to provide a means public transportation in more rural areas of the region requires further investigation. For more than 30 years, the Arc of Steuben has been providing transportation services to individuals with disabilities. The transportation department operates under the name of [Steuben Area Rides](#) and provides transportation to Arc programs and various other human services agencies, as well as transportation to non-emergency medical services. Steuben Area Rides offers public transportation throughout Steuben County on four routes. Elements of this model may be beneficial for rural coordination efforts in our region.



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

Develop services to main line, fixed route services within the region to reduce the distance between a traveler's origin/destination and a transit station/stop, commonly referred to as the first/last mile.

## **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 and [The Volunteer Transportation Center \(VTC\)](#) which currently operates in the North Country and Genesee County is looking to expand its Western New York footprint. 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 two 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.

#### **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.

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## **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 currently offered by the NFTA and some human service agencies.

### **Promote Transportation Options**

[Go Buffalo Niagara](#) is a partnership between the GBNRTC, GObike, NFTA and others. Go Buffalo Niagara offers information on transportation options/alternatives for interested riders, including the target population of the Coordinated Plan and includes a specific section for [health and human services transportation](#) with links to medical transportation as well as transportation options for older adults and individuals with disabilities.

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.

### **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.

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## **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.

### **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.

### **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. [TransNet](#) is one 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.

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## 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.

With any coordination strategies, the Transit Cooperative Research Program Report 105, “*Strategies to Increase Coordination of Transportation Services for the Transportation Disadvantaged*” has offered these lessons for adopting them:

“An incremental or phased approach to implementing coordinated services can increase the likelihood that the service will be successful; Communication among entities considering or engaged in coordination activities is vital; Time and effort will need to be devoted to developing trust among partners and addressing concerns about control; and the time spent in developing support, resources, and a framework for coordination will pay off in terms of future growth and stability for the effort. Benefits may not appear in the short term.”

### 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 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, car sharing, centralized web-based ride information system and a TNC and/or taxi pick up and drop of zone.



Source: GBNRTC, Moving Forward 2050

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## **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.

## **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

## **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.

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### **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).

#### **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).

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### 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 ¼ 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;
- 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 2019 to 2023.

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## APPENDICES

- Appendix A      Glossary
- Appendix B      Summary of Health and Human Services Transportation Survey Responses
- Appendix C      Inventory of Known Special Needs Transportation Providers
- Appendix D      Projects Funded through the Section 5310: Enhanced Mobility of Seniors & Individuals with Disabilities Federal Fiscal Years 2013-2017



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## Appendix A Glossary



## Glossary of Terms

### **Accessibility**

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

### **ADA Complementary Paratransit Service**

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

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

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

### **Brokerage**

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

### **Carpool**

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

### **Consolidation**

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

### **Coordination**

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

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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.

### **Disabled Person**

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

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

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

### **Employment Transportation**

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

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

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

### **Fixed-route Transit**

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

### **Human Services Transportation**

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

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

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

A federal funding program for work-related transportation for low-income individuals, authorized in the TEA-21 transportation funding act. The purpose of this grant program is to develop transportation services designed to transport welfare recipients and low income individuals to and from jobs and to develop transportation services for residents of urban centers and rural and suburban areas to suburban employment opportunities. Emphasis is placed on projects that use mass transportation services.

### **Medicaid**

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

### **New Freedom Program**

A new program under the SAFETEA-LU federal transportation funding act, New Freedom is intended to provide capital and operating funding for service and facility improvements that go beyond those required by the ADA in addressing transportation needs of persons with disabilities.

### **Operating Assistance**

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

### **Paratransit**

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

### **Rideshare/Ridematch Program**

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

### **Ridesharing**

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

### **SAFETEA-LU**

The current federal funding act for surface transportation programs (including federal transit programs), providing funds over a six-year period though FY2009.

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### **Section 5310**

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

### **Shuttle Service**

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

### **Temporary Aid to Needy Families (TANF)**

Created by the 1996 welfare reform law, TANF is a program of block grants to states to help them meet the needs poor of families. It replaces AFDC, JOBS, Emergency Assistance, and some other preceding federal welfare programs. Program funds are often used to pay for transportation, childcare, and other barriers to workforce participation.

### **Trip**

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

### **United We Ride**

A federal interagency initiative that supports states and their localities in developing coordinated human service delivery systems. United We Ride provides state coordination grants, a transportation coordination and planning self-assessment tool, technical assistance, and other resources.

### **U.S. Department of Health and Human Services (HHS)**

Funds a variety of human services transportation through AoA, Head Start, Medicaid and other programs.

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

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

### **Vanpool**

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



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## Appendix B

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

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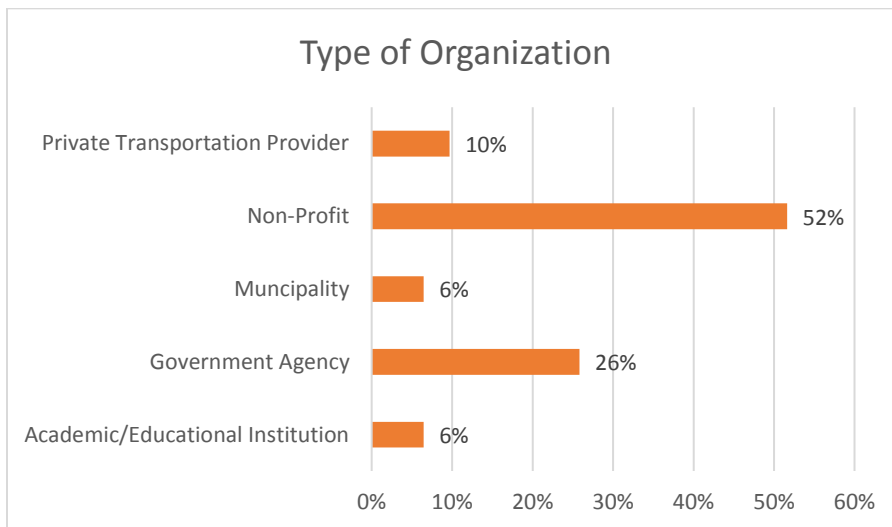
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## Health & Human Services Transportation Survey Responses (31 responses)

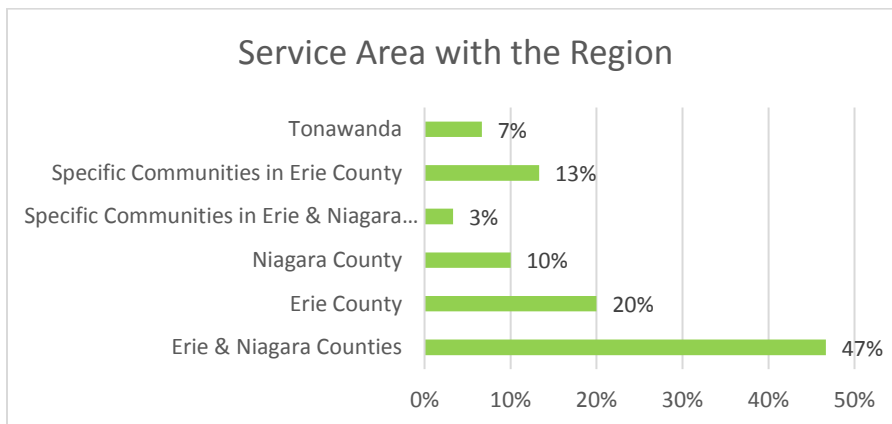
### SUMMARY

Please identify your type of organization?



Private Transportation Provider	10% (3)
Non-Profit	52% (16)
Municipality	6% (2)
Government Agency	26% (8)
Academic/Educational Institution	6% (2)

What areas do you serve?



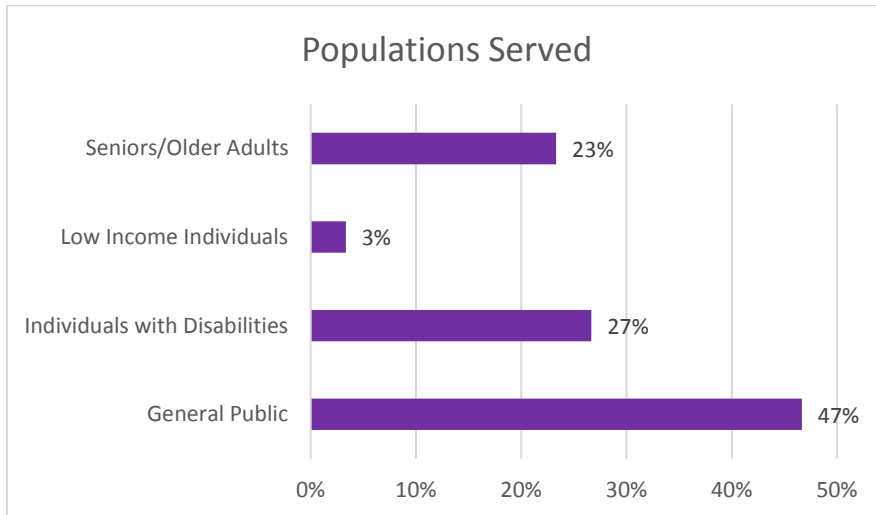
Tonawanda	7% (2)
Specific Communities in Erie County	13% (4)
Specific Communities in Erie and Niagara Counties	3% (1)
Niagara County	10% (3)
Erie County	20% (6)
Erie and Niagara Counties	47% (14)

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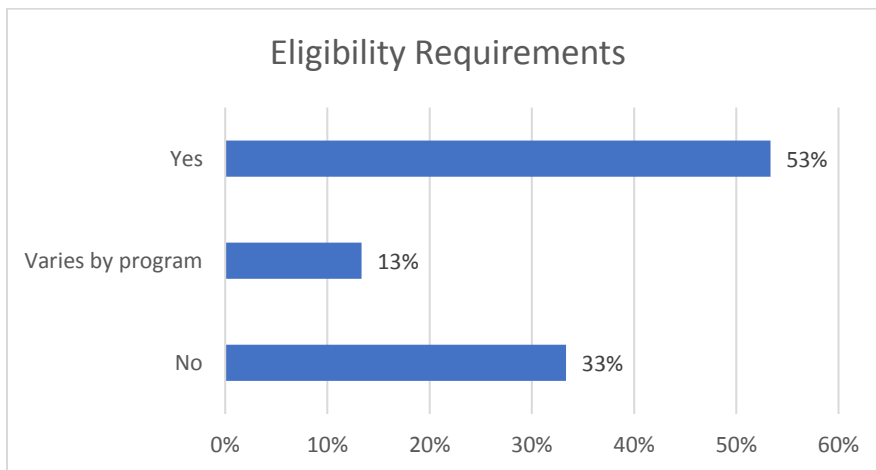


## What populations do you serve?



Seniors/Older Adults	23% (7)
Low Income Individuals	3% (1)
Individuals with Disabilities	27% (8)
General Public	47% (14)

## Does your organization use eligibility requirements to qualify clients for services?



Yes	53% (16)
Varies by Program	13% (4)
No	33% (10)

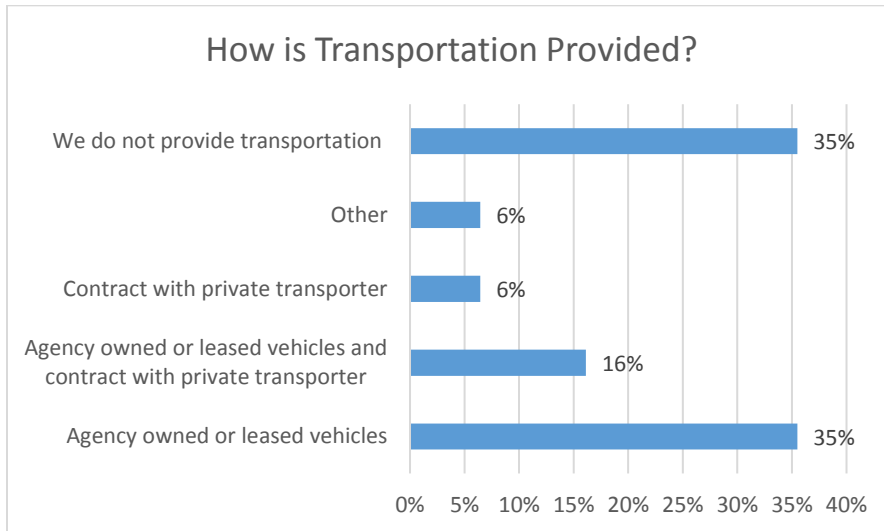


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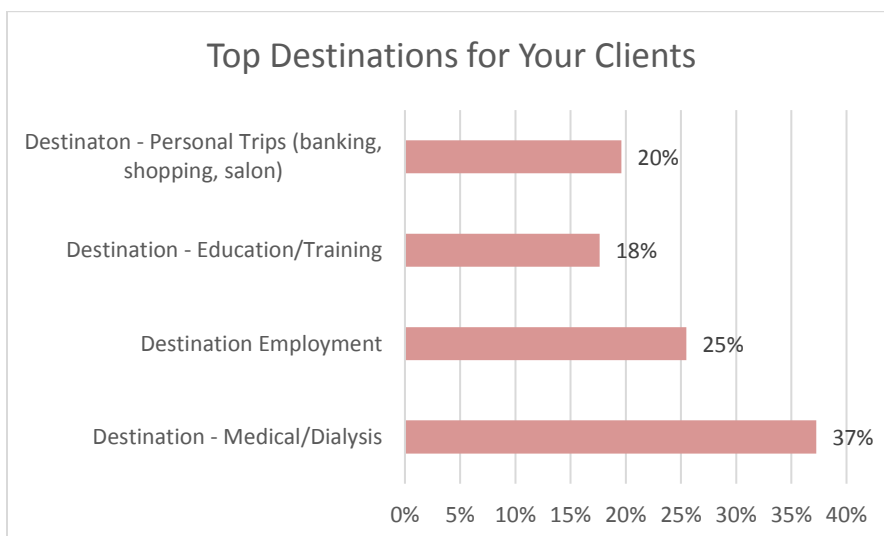


## How does your organization provide transportation to your clients?



We do not provide transportation	35% (11)
Other	6% (2)
Contract with private transporter	6% (2)
Agency owned or leased vehicles & contract with private transporter	16% (5)
Agency owned or leased vehicles	35% (11)

## Choose the TOP 3 destinations for your clients?



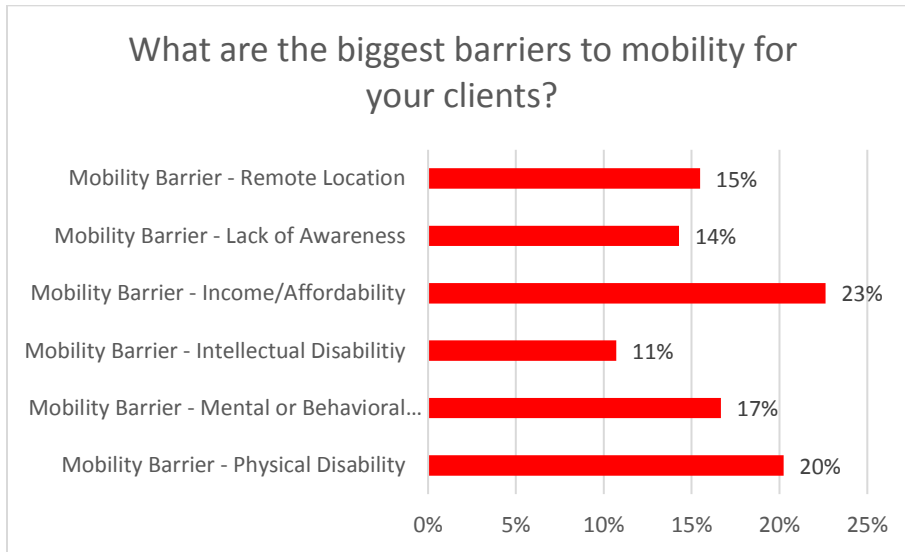
Destination – Personal Trips (banking, shopping, salon)	20% (10)
Destination – Education/Training	18% (9)
Destination – Employment	25% (13)
Destination- Medical/Dialysis	37% (19)

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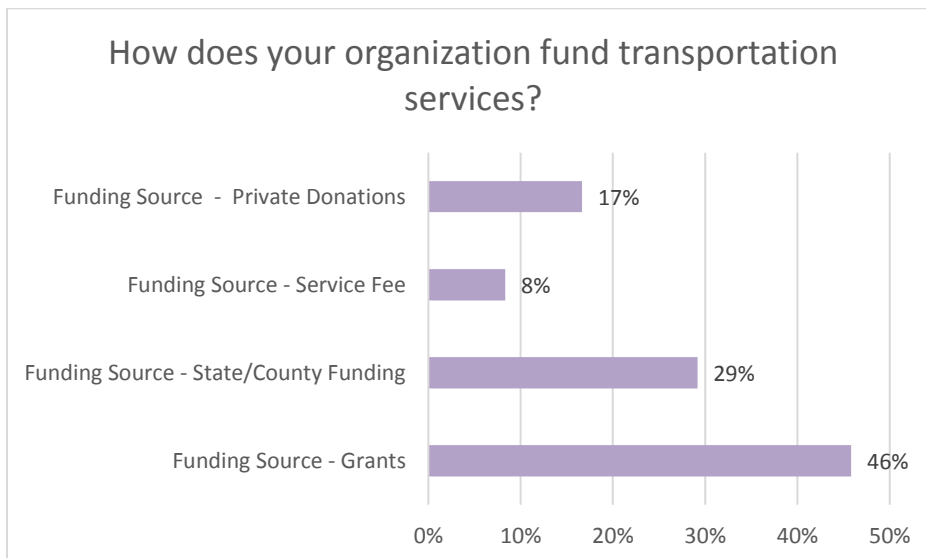


## What are the biggest barriers to mobility for your clients? (Check all that apply)



Mobility Barrier – Remote Location	15% (13)
Mobility Barrier – Lack of Awareness	14% (12)
Mobility Barrier – Income/Affordability	23% (19)
Mobility Barrier – Intellectual Disability	11% (9)
Mobility Barrier – Mental or Behavioral Health	17% (14)
Mobility Barrier – Physical Disability	20% (17)

## How does your organization fund transportation services?



Funding Source – Private Donations	17% (4)
Funding Source – Service Fee	8% (2)
Funding Source – State/County Funding	29% (7)
Funding Source – Grants	46% (11)

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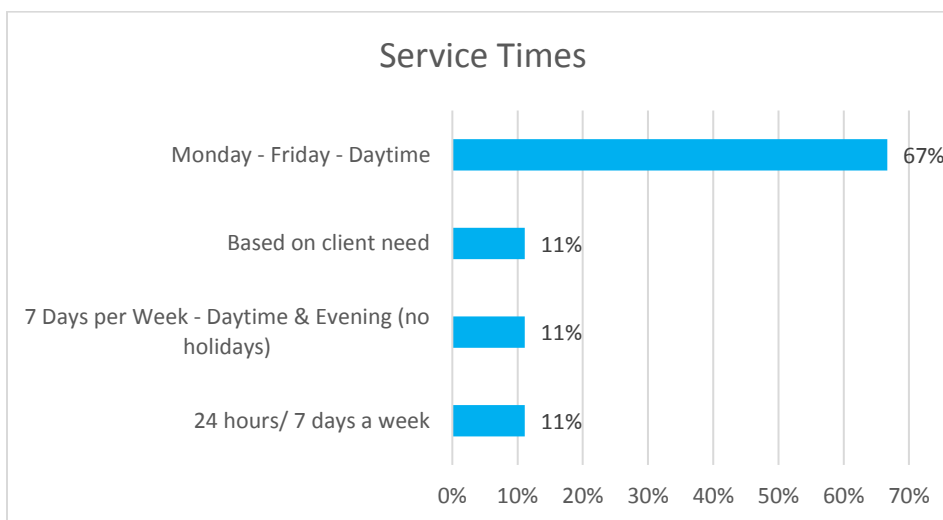
Does your organization DIRECTLY provide transportation for your clients?



Yes 48% (15)  
No 52% (16)

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

When is your service available (days, times)?



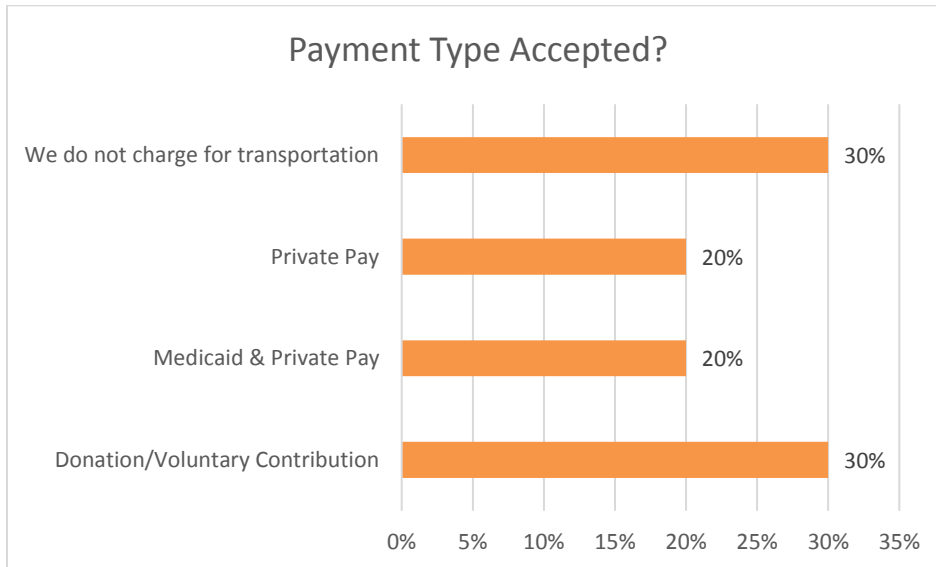
Monday – Friday (Daytime)	67% (6)
Based on client need	11% (1)
7 Days per Week – Daytime & Evening (no holidays)	11% (1)
24 hours/7 days a week	11% (1)

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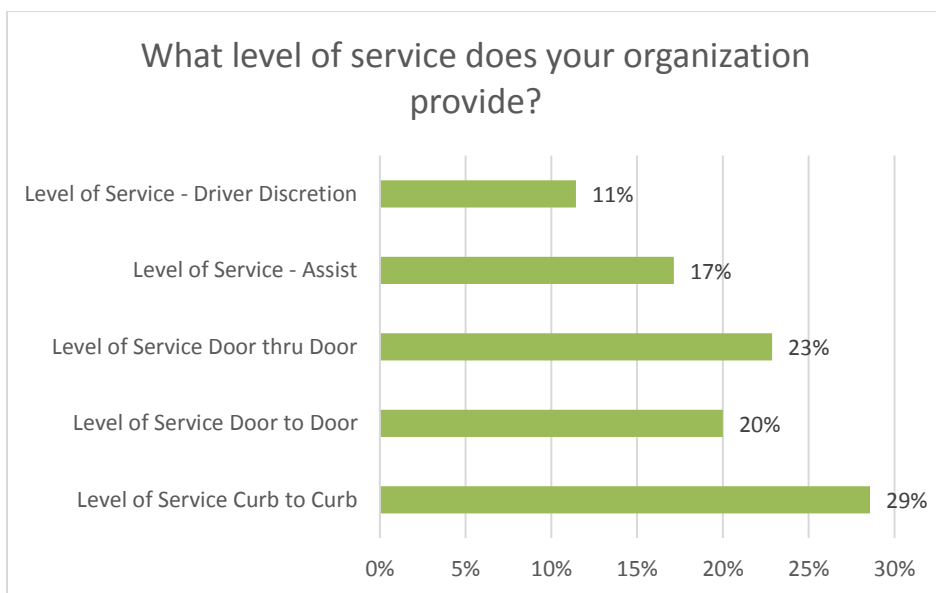


## What types of payment do you accept?



We do not charge for transportation	30% (3)
Private Pay	20% (2)
Medicaid & Private Pay	20% (2)
Donation/Voluntary Contribution	30% (3)

## What level of service does your organization provide? (Check all that apply)



Level of Service – Driver Discretion	11% (4)
Level of Service – Assist Passengers with Equipment/Packages/Bags	17% (6)
Level of Service – Door thru Door	23% (8)
Level of Service – Door to Door	20% (7)
Level of Service – Curb to Curb	29% (10)

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## Appendix C Inventory of Known Special Needs Transportation Providers

## Erie County Known Special Needs Transportation Providers

### Bus | Taxi | Ambulatory | Wheelchair | Stretcher | Ambulance

Bus	Primary Phone	Secondary Phone	Email	Address	Website/Facebook
NFTA	(716) 855-7211	(800)622-1220	<a href="mailto:info@nfta.com">info@nfta.com</a>	181 Ellicott Street, Buffalo, NY 14203	<a href="http://www.nfta.com">www.nfta.com</a>
Seneca Transit System	(58-968-0834		<a href="mailto:sts@sni.org">sts@sni.org</a>	90 Ohi'yo Way, Salamanca, NY 14779	<a href="https://sni.org/sts">https://sni.org/sts</a>

Ambulatory	Primary Phone	Secondary Phone	Email	Address	Website/Facebook
Aces Limousine Service	(716) 218-1500	(716) 204-4863	aces_limo@yahoo.com	10060 County Road, Clarence Center, NY 14032	<a href="http://www.aceslimousine.com/">http://www.aceslimousine.com/</a>
Aries Transport	(716) 362-9701	(716) 352-3839	<a href="mailto:info@ariestransportation.com">info@ariestransportation.com</a>	85 River Rock Drive, #302, Buffalo, NY 14207	<a href="http://ariestransportation.com/">http://ariestransportation.com/</a>
Buffalo Transportation	(716) 259-9444	(716) 877-5600	<a href="mailto:gary@buffalotrans.com">gary@buffalotrans.com</a>	289 Ramsdell Avenue, Buffalo, NY 14216	<a href="https://www.buffalotransportation.com/">https://www.buffalotransportation.com/</a>
City Service Transportation	(716) 931-5406	(716) 931-5406	<a href="mailto:mark@cityservicetransportation.com">mark@cityservicetransportation.com</a>	621 Walden Avenue, Buffalo, NY 14211	<a href="http://cityservicetransportation.com/">http://cityservicetransportation.com/</a>
Divine Hearts Transportation	(844) 290-0930	(716) 205-7146		1089 Kinckead Avenue, N.Tonawanda, NY 14120	
Freedom Mobility Service LLC	(716) 228-4199			181 Oakhurst Street, Lockport, NY 14094	
Hope Medical Transportation	(716) 994-6350	(716) 583-4833		144 Robin Hill Dr, Buffalo, NY 14221	<a href="https://www.hopemedtransport.com/">https://www.hopemedtransport.com/</a>
Prime Care Transportation Inc	(716) 986-2539	(716) 986-2539		130 Hastings Ave, Buffalo, New York 14215	<a href="http://www.primecarefirst.com/">http://www.primecarefirst.com/</a>
Rochester Medical Transportation (RMT)	(585) 288-3444	(844) 768-7433	mdubolino@rmtrans.com	150 Josons Drive, Rochester, NY 14623	<a href="http://www.rochestermedicaltransportation.com/">http://www.rochestermedicaltransportation.com/</a>
Union Transportation Services	(716) 433-2222	(716) 433-4444		112 W Genesee St Suite 1, Lockport, NY 14094	<a href="https://uniontransportation.net/">https://uniontransportation.net/</a>

Wheelchair	Primary Phone	Secondary Phone	Email	Address	Website/Facebook
Aces Limousine Service	(716) 218-1500	(716) 218-1500	aces_limo@yahoo.com	10060 County Road, Clarence Center, NY 14032	<a href="http://www.aceslimousine.com/">http://www.aceslimousine.com/</a>
Aries Transport	(716) 362-9701	(716) 352-3839	<a href="mailto:info@ariestransportation.com">info@ariestransportation.com</a>	85 River Rock Drive, #302, Buffalo, NY 14207	<a href="http://ariestransportation.com/">http://ariestransportation.com/</a>
Buffalo Transportation	(716) 259-9444	(716) 877-5600	<a href="mailto:gary@buffalotrans.com">gary@buffalotrans.com</a>	289 Ramsdell Avenue, Buffalo, NY 14216	<a href="https://www.buffalotransportation.com/">https://www.buffalotransportation.com/</a>
Cameron Transport Corp	(716) 371-0960	(716) 371-0960	amerontransport83@gmail.com	2901 Pine Ave, Niagara Falls, NY 14301	<a href="http://camerontransports.com/#services">http://camerontransports.com/#services</a>
Caring Harts Transport	(716) 457-3051		<a href="mailto:info@carinhartswny.com">info@carinhartswny.com</a>	4077 Main Street, Strykersville, NY 14145	
City Service Transportation	(716) 931-5406	(716) 931-5406	<a href="mailto:mark@cityservicetransportation.com">mark@cityservicetransportation.com</a>	621 Walden Avenue, Buffalo, NY 14211	<a href="http://cityservicetransportation.com/">http://cityservicetransportation.com/</a>
Divine Hearts Transportation	(844) 290-0930	(716) 205-7146		1089 Kinckead Avenue, North Tonawanda, NY 14120	
Elderwood Senior Care	(716) 250-0062	(716) 253-0118	<a href="mailto:info@elderwoodtransportation.com">info@elderwoodtransportation.com</a>	1142 Wehrle Drive, Buffalo, NY 14221	<a href="http://www.elderwoodtransportation.com/">http://www.elderwoodtransportation.com/</a>
Freedom Mobility Service LLC	(716) 228-4199			181 Oakhurst Street, Lockport, NY 14094	
Hope Medical Transportation	(716) 994-6350	(716) 583-4833		144 Robin Hill Dr, Buffalo, NY 14221	<a href="https://www.hopemedtransport.com/">https://www.hopemedtransport.com/</a>
Prime Care Transportation Inc	(716) 986-2539	(716) 986-2539		130 Hastings Ave, Buffalo, New York 14215	<a href="http://www.primecarefirst.com/">http://www.primecarefirst.com/</a>
RMT	(585) 288-3444	(844) 768-7433	mdubolino@rmtrans.com	150 Josons Drive, Rochester, NY 14623	<a href="http://www.rochestermedicaltransportation.com/">http://www.rochestermedicaltransportation.com/</a>
Union Wheelchair/Taxi	(716) 433-2222	(716) 433-4444		112 W Genesee St Suite 1, Lockport, NY 14094	<a href="https://uniontransportation.net/">https://uniontransportation.net/</a>
Cedar Bus Company	(716) 898-7900			401 East Amherst Street, Buffalo, NY 14215	<a href="http://www.cedarbus.com">http://www.cedarbus.com</a>

Stretcher	Primary Phone	Secondary Phone	Email	Address	Website/Facebook
Buffalo Transportation	(716) 259-9444	(716) 877-5600	<a href="mailto:gary@buffalotrans.com">gary@buffalotrans.com</a>	289 Ramsdell Avenue, Buffalo, NY 14216	<a href="https://www.buffalotransportation.com/">https://www.buffalotransportation.com/</a>
Cameron Transport Corp	(716) 371-0960	(716) 371-0960	amerontransport83@gmail.com	2901 Pine Ave, Niagara Falls, NY 14301	<a href="http://camerontransports.com/#services">http://camerontransports.com/#services</a>
City Service Transportation	(716) 931-5406	(716) 931-5406	<a href="mailto:mark@cityservicetransportation.com">mark@cityservicetransportation.com</a>	621 Walden Avenue, Buffalo, NY 14211	<a href="http://cityservicetransportation.com/">http://cityservicetransportation.com/</a>
RMT	(585) 288-3444	(844) 768-7433	mdubolino@rmtrans.com	150 Josons Drive, Rochester, NY 14623	<a href="http://www.rochestermedicaltransportation.com/">http://www.rochestermedicaltransportation.com/</a>

Ambulance	Primary Phone	Secondary Phone	Email	Address	Website/Facebook
AMR- Lasalle	(716) 284-4228			481 William L. Gaiter Pkwy., Buffalo, NY 14215	<a href="http://www.amrwny.net/">http://www.amrwny.net/</a>
Twin City Ambulance	(716) 692-2342	(716) 743-8271			<a href="https://www.tcaems.com/">https://www.tcaems.com/</a>

Taxi	Primary Phone	Secondary Phone	Email	Address	Website/Facebook
1 Allen Taxi Inc	(716) 939-7040	(716) 939-7040			
716 Transportation	(716) 208-1938	(716) 208-1938			
A Dependable Ride	(716) 423-2323	(716) 462-6528	adependablerideinc@hotmail.com	525 Wheatfield Street, N. Tonawanda, NY 14120	<a href="http://www.adependableride.com/">http://www.adependableride.com/</a>
A Plus Xpress Transportation	(716) 803-0007	(716) 807-8446		9215 Niemel Dr Apt 3, Niagara Falls, NY 14304	<a href="https://www.facebook.com/pages/category/Tour-Agency/A-Plus-Express-Transportation-Inc-1665759510402111/">https://www.facebook.com/pages/category/Tour-Agency/A-Plus-Express-Transportation-Inc-1665759510402111/</a>
A Transportation	(716) 420-3611	(716) 209-3111			
A1 Express Inc	(716) 563-3556	(716) 881-9777		260 Doat Street, Buffalo, NY 14211	
AAA Taxi Tour & Limousine Inc	(716) 550-0550	(716) 498-8700	<a href="mailto:mail@demolink.org">mail@demolink.org</a>	<a href="https://www.aataxitour.com/">256 3rd St. suite 12, Niagara Falls, NY 14303</a>	<a href="https://www.aataxitour.com/">https://www.aataxitour.com/</a>
ABC Express Transportation Inc	(716) 828-6303	(716) 828-6303			
Access Transportation	(716) 541-5199	(716) 748-5055			
Aces Limousine Service	(716) 218-1500	(716) 218-1500	aces_limo@yahoo.com	10060 County Road, Clarence Center, NY 14032	<a href="http://www.aceslimousine.com/">http://www.aceslimousine.com/</a>
Aces Taxi	(518) 878-4569	(518) 878-8812			
Aero Taxi	(716) 283-8294	(716) 531-2075	dispatch@aero716.com	6961 Plaza Dr., Niagara Falls NY 14304	<a href="https://www.aero716.com/">https://www.aero716.com/</a>
Albert's Taxi Service	(716) 574-9583				
Alpha Medical Transportation	(716) 251-5917	(716) 316-8156		560 College Ave. , Niagara Falls, NY 14305	
Amadi Transportation Inc	(585) 355-4934	(585) 490-7416	<a href="mailto:amaditransportation@gmail.com">amaditransportation@gmail.com</a>	75 Peter St., Buffalo, NY 14207	<a href="https://www.amaditransportationinc.com/">https://www.amaditransportationinc.com/</a>
American Transportation	(716) 867-8888	(716) 867-8888		2630 Elmwood Ave, Buffalo, NY 14217	
Americare Transportation	(716) 981-0115	(716) 341-4805			
Amherst Transport LLC	(716) 246-9090	(716) 246-9091		1876 Niagara Falls Blvd., Tonawanda, NY 14150	
Aries Transport	(716) 362-9701	(716) 352-3839	<a href="mailto:info@ariestransportation.com">info@ariestransportation.com</a>	85 River Rock Drive, #302, Buffalo, NY 14207	<a href="http://ariestransportation.com/">http://ariestransportation.com/</a>
Around The Town Taxi Service	(716) 348-2777	(716) 348-2777		46 Arborwood Dr, Lancaster, NY 14086	<a href="https://www.facebook.com/aroundthetowntaxi/">https://www.facebook.com/aroundthetowntaxi/</a>
Art's Car Service	(716) 573-7809			300 Easton Ave, Buffalo, NY 14215	
Blue Star of Niagara	(716) 285-3333			1898 Buffalo Ave, Niagara Falls, NY 14303	<a href="https://blueunitedtaxi.com/">https://blueunitedtaxi.com/</a>
Bluebird Mobility	(716) 395-0000	(716) 395-0000	<a href="mailto:dispatch@bluebird-mobility.com">dispatch@bluebird-mobility.com</a>	5477 Main Street, Amherst, New York 14221	<a href="http://www.bluebird-mobility.com/about-us.html">http://www.bluebird-mobility.com/about-us.html</a>
Brassai Inc	(716) 545-3780			9500 Main St. Apt.E, Clarence, NY 14031	
Broadway MD Transportation	(716) 392-9617	(716) 392-9617			
Buf Trans LLC	(716) 348-9928	(720) 345-1626		97 15th Street, Buffalo, New York 14213	<a href="https://bufftrans.com/">https://bufftrans.com/</a>
Buffalo Express MD Trans	(716) 715-9416				
<a href="#">Buffalo Medical Taxi</a>	(716) 446-3623			940 Lafayette Avenue, Buffalo, New York 14209	<a href="https://buffalomedicaltaxi.com/">https://buffalomedicaltaxi.com/</a>
Buffalo Ride	(716) 544-9941	(716) 544-9941			
Buffalo Transportation	(716) 259-9444	(716) 877-5600	<a href="mailto:gary@buffalotrans.com">gary@buffalotrans.com</a>	289 Ramsdell Avenue, Buffalo, NY 14216	<a href="https://www.buffalotransportation.com/">https://www.buffalotransportation.com/</a>
C-Ride Transportation	(502) 356-0862	(716) 202-0419			
Cameron Transport Corp	(716) 371-0960	(716) 371-0960	amerontransport83@gmail.com	2901 Pine Ave, Niagara Falls, NY 14301	<a href="http://camerontransports.com/#services">http://camerontransports.com/#services</a>
Care Express LLC	(585) 201-6551	(585) 201-6551			
Center City Transportation	(716) 951-6256				
Champion Transportation	(585) 993-4649	(585) 256-0386			
CHJ Medical Transportation	(716) 432-1822				
City Medical Transportation	(716) 800-5997	(716) 391-3198			

Taxi	Primary Phone	Secondary Phone	Email	Address	Website/Facebook
City Service Transportation	(716) 931-5406	(716) 931-5406	<a href="mailto:mark@cityservicetransportation.com">mark@cityservicetransportation.com</a>	621 Walden Avenue, Buffalo, NY 14211	<a href="http://cityservicetransportation.com/">http://cityservicetransportation.com/</a>
Compassionate Care of Niagara	(716) 524-2498	(716) 432-5373		1036 Cleveland Ave, Niagara Falls, NY 14305 or 1122 Whitney Ave Niagara Falls, NY 14305	<a href="https://www.facebook.com/pages/category/Transportation-Service/Compassionate-Care-of-Niagara-Inc-313255215692331/">https://www.facebook.com/pages/category/Transportation-Service/Compassionate-Care-of-Niagara-Inc-313255215692331/</a>
Divine Hearts Transportation	(844) 290-0930	(716) 205-7146		1089 Kinckead Avenue, North Tonawanda, NY 14120	
DRG First Choice Transport	(716) 495-5178	(716) 495-5178		371 Northampton Street, Buffalo, NY 14208	
Eagles Transportation	(716) 257-0246				
Empire TransportationProviders	(716) 400-6900	(716) 248-1425		1330 Niagara Falls Blvd, Suite 206, Tonawanda, NY 14150	<a href="https://empiretpi.com/">https://empiretpi.com/</a>
Entransit	(716) 446-3100	(716) 446-3100			
Erie Niagara Taxi	(716) 310-6874	(716) 310-6874	<a href="mailto:info@erieniagarataxi.com">info@erieniagarataxi.com</a>	<a href="#">71 Marne Road, Buffalo, NY 14215</a>	<a href="http://www.erieniagarataxi.com/">http://www.erieniagarataxi.com/</a>
EZ Taxi	(716) 931-3030			3407 Delaware Ave, Kenmore, NY 14217	
Fast Medical Transportation	(646) 667-8933	(716) 416-8816		188 Congress St., Buffalo, NY 14213	
First Medicaid Cab LLC	(718) 552-7729	(718) 552-7729			
Freedom Mobility Service LLC	(716) 228-4199			181 Oakhurst Street, Lockport, NY 14094	
Gold Star Medicaid Services	(716) 536-4611	(716) 228-5874			
Gotta Go Trans Inc	(716) 471-1415				
Great Lake Transportation	(716) 533-3000	(716) 939-8119			
Green Cab BNY INC	(716) 891-9111	(716) 380-0233		93 Maryvale Dr, Buffalo, NY 14225	
Green Team Cab	(914) 576-1200	(914) 576-1213			
Healing Transportation LLC	(716) 218-5804				
High Ocean	(716) 284-8839	(716) 284-8833			
Hill Tribe Transportation	(716) 210-8559	(716) 807-0600		478 Normal Ave., Buffalo, NY 14213	<a href="https://www.cabs.com/cab/16123/hill-tribe-transportation">https://www.cabs.com/cab/16123/hill-tribe-transportation</a>
Hometown Transportation Services	(716) 236-7504	(716) 236-7504			
Hope Medical Transportation	(716) 994-6350	(716) 583-4833		144 Robin Hill Dr, Buffalo, NY 14221	<a href="https://www.hopemedtransport.com/">https://www.hopemedtransport.com/</a>
Jeanny Luv	(716) 260-2983	(716) 260-2983			
Jeeri Transportation	(716) 209-3120	(716) 209-3120			
Jordan Transporting	(716) 524-1488				
Jowenaa Care	(716) 275-3214	(646) 239-1177			
Juniors for Seniors	(716) 868-8015	(716) 868-8015		139 Charlotte Avenue, Hamburg, NY 14075	<a href="http://juniorsforseniors.net/">http://juniorsforseniors.net/</a>
Juniors Transportation	(716) 218-4099	(716) 908-1000			<a href="https://www.facebook.com/juniorstransport/">https://www.facebook.com/juniorstransport/</a>
Kiddie Kab of WNY	(716) 337-5222	(716) 602-5252	<a href="mailto:info@kiddiekabwny.com">info@kiddiekabwny.com</a>		<a href="https://kiddiekabwny.com/">https://kiddiekabwny.com/</a>
Kingdom Transportation INC	(716) 400-1220	(716) 986-4619		407 Minnesota Ave, Buffalo, NY 14215, US	<a href="https://kingdomtransportation.org/contact-us">https://kingdomtransportation.org/contact-us</a>
Kings Taxi LLC	(716) 364-2247				
Kisima Transportation	(716) 392-9763				
LGM Transport Inc.	(716) 428-3339				
Liberty Taxi/Yellow Cab	(716) 877-7111		<a href="mailto:Support@libertycab.com">Support@libertycab.com</a>	1524 Kenmore Avenue, Buffalo, NY 14216	<a href="https://libertycab.com/contact-us/">https://libertycab.com/contact-us/</a>
Light City Transportation	(716) 533-8705	(716) 330-8021		99 Harvard Pl, Buffalo, NY 14209	
Local Transportation Service	(716) 222-2525	(716) 249-9645			
Mascot Transportation	(585) 364-4444				
McDonald's Bus Service	(585) 937-3131				
Med Cab	(718) 637-9044	(716) 604-4809			
Medvan	(716) 685-1550	(716) 685-2550			<a href="http://www.medvan.us/">http://www.medvan.us/</a>
MetroHealth Transportation LLC	(716) 286-5646			1967 Werhle Dr., Suite 1 #086, Buffalo, NY 14221	
My Transportation	(716) 319-4016	(716) 816-6188			



Taxi	Primary Phone	Secondary Phone	Email	Address	Website/Facebook
Namaste Transportation	(716) 480-3960	(716) 480-3960			
Peace Transportation Service	(716) 388-5174	(716) 939-9798			
Pioneer Logistics Inc	(716) 342-2248	(716) 725-6088		71 Military Road, Buffalo, NY 14207	
Pleasant Ride Transportation	(716) 322-6198	(716) 322-6198			
Posten Transportation Inc.	(347) 885-8483	(347) 885-8483			
Prime Care Transportation Inc	(716) 986-2539	(716) 986-2539		3385 Bailey Ave #201, Buffalo, Ny 14215	<a href="http://www.primecarefirst.com/">http://www.primecarefirst.com/</a>
Public Medical Transportation	(607) 377-7075	(607) 377-7075			
Queen City Transportation Inc	(716) 880-9119	(716) 880-9119		381 Busti Ave., Buffalo, NY 14201	
Quick Dash	(716) 313-5401	(716) 313-7148			
Razer Sharp Transportation	(716) 896-0326	(716) 896-0326			
Red Medical Transportation	(716) 939-6201	(716) 249-9014			
Rehoboth Transportation Svcs	(716) 986-7419	(716) 903-2807		22 Dempster St., Buffalo, NY 14206	
RMT	(585) 288-3444	(844) 768-7433	mdubolino@rmtrans.com		<a href="http://www.rochestermedicaltransportation.com/">http://www.rochestermedicaltransportation.com/</a>
Robert Williams	(716) 863-3202	(716) 863-3202			
Roma Transportation Service Inc	(716) 239-5535	(716) 507-2478			
Royal P A Transportation Services	(716) 563-8106	(716) 563-8106		19 John Paul Ct., Buffalo, New York 14206	
Safe & Sound Transportation LLC	(716) 969-9254	(716) 969-9254			
Safe Caravan Inc.	(716) 748-5515	(716) 748-5515			
Safe Mobility Service Rides	(716) 495-9562	(716) 348-9136	<a href="mailto:smsridesllc@gmail.com">smsridesllc@gmail.com</a>	642 Plymouth Ave., Buffalo, NY 14213	<a href="https://www.safemobilityserviceride.com/contact">https://www.safemobilityserviceride.com/contact</a>
Safe Ride of WNY INC	(716) 603-4595	(716) 550-2500		3715 Walden Ave, Lancaster, NY 14086	
Signature Transport of Buffalo	(716) 855-3939	(716) 430-8096	thebyrd1@yahoo.com	233 Shumway Street, Buffalo, NY 14212	
Sky Blue Transportation	(716) 533-2633	(716) 717-0112		276 Esser Ave Buffalo, New York 14207	
Smart Rides	(716) 881-3003	(716) 570-1196		1202 Jefferson Ave, Buffalo, NY 14208	
SMI Transportation	(716) 262-5775	(716) 262-5775		1225 Sycamore St., Buffalo, New York 14211	
Soma Transportation	(585) 355-8247	(585) 355-8247			
Star and Moon Transportation	(716) 770-9270	(716) 336-3602		85 Brayton St, Buffalo, NY 14213	<a href="https://star-moon-transportation-llc.business.site/">https://star-moon-transportation-llc.business.site/</a>
Star6 Transportation Inc	(716) 335-6333	(740) 408-1590	<a href="mailto:star6transportation@gmail.com">star6transportation@gmail.com</a>	1745 Colvin Blvd Tonawanda, NY 14223	<a href="http://star6transportation.com/">http://star6transportation.com/</a>
State Wide Transporters LLC	(716) 284-4144	(716) 284-4144			
Statewide Transportation	(716) 444-3227				
Taleex Transportation LLC	(716) 939-6948	(716) 939-6948		139 Parkdale Ave., # 1, Buffalo, NY 14213	
Timkey Enterprises	(716) 433-0699	(716) 433-0699	<a href="mailto:timkeylimo@verizon.net">timkeylimo@verizon.net</a>		<a href="http://www.timkeylimo.com/">http://www.timkeylimo.com/</a>
Tochi Enterprises/DSB	(315) 708-9152	(315) 401-8187			
Tooties Transportation LLC	(716) 222-3744	(716) 886-6843		183 Florida St., # 2, Buffalo, NY 1408	
Top Priority Transportation	(716) 727-1559	(716) 727-1559			<a href="https://www.topprioritytransportation.com/">https://www.topprioritytransportation.com/</a>
TTS Taxi Service	(716) 812-9394	(716) 228-5580			
United-SY Transportation Inc	(716) 209-3132	(716) 800-2223			
Waris Transportation LLC	(716) 533-3195	(716) 603-8390		55 W Delavan Ave Buffalo, New York, 14213.	
Wego Taxi Tours	(716) 449-0001	(716) 579-0621	wegotaxitours@gmail.com	2618 Walnut Ave., Niagara Falls, NY 14301	<a href="https://www.wegotaxitours.com/">https://www.wegotaxitours.com/</a>
Well-Timed Transportation	(716) 201-7544				
Western Frontier Transportation Svc	(716) 243-0979	(716) 243-0979			
WNY Transportation Services LLC	(716) 800-7676	(716) 939-4016	davidsantiago70@yahoo.com	767 S. Huth Road, Cheektowaga, NY 14225	
Young Transportation	(585) 203-6283	(585) 478-4640			

# Niagara County Known Special Needs Transportation Providers

## Bus | Taxi | Ambulatory | Wheelchair | Stretcher | Ambulance

Bus	Primary Phone	Secondary Phone	Email	Address	Website
NFTA	(716) 855-7211	(800)622-1220	<a href="mailto:info@nfta.com">info@nfta.com</a>	181 Ellicott Street, Buffalo, NY 14203	<a href="http://www.nfta.com">www.nfta.com</a>
Rural Niagara - Operated by Niagara Falls Coach Lines	(716) 285-9357			120 13th St, Niagara Falls, NY 14303	<a href="http://www.niagaracounty.com/County-Information/Public-Transportation-Schedule/Bus_Route2">http://www.niagaracounty.com/County-Information/Public-Transportation-Schedule/Bus_Route2</a>

Ambulatory	Primary Phone	Secondary Phone	Email	Address	Website
Aces Limousine Service	(716) 218-1500	(716) 218-1500	<a href="mailto:aces_limo@yahoo.com">aces_limo@yahoo.com</a>	10060 County Road, Clarence Center, NY 14032	<a href="http://www.aceslimousine.com/">http://www.aceslimousine.com/</a>
Aries Transport	(716) 362-9701	(716) 352-3839	<a href="mailto:info@ariestransportation.com">info@ariestransportation.com</a>	85 River Rock Drive, #302, Buffalo, NY 14207	<a href="http://ariestransportation.com/">http://ariestransportation.com/</a>
Buffalo Transportation	(716) 259-9444	(716) 877-5600	<a href="mailto:gary@buffalotrans.com">gary@buffalotrans.com</a>	289 Ramsdell Avenue, Buffalo, NY 14216	<a href="https://www.buffalotransportation.com/">https://www.buffalotransportation.com/</a>
Cameron Transport Corp	(716) 371-0960	(716) 371-0960			
City Service Transportation	(716) 931-5406	(716) 931-5406	<a href="mailto:mark@cityservicetransportation.com">mark@cityservicetransportation.com</a>	621 Walden Avenue, Buffalo, NY 14211	<a href="http://cityservicetransportation.com/">http://cityservicetransportation.com/</a>
Divine Hearts Transportation	(844) 290-0930	(716) 205-7146		1089 Kinckead Avenue, N.Tonawanda, NY 14120	
Freedom Mobility Service LLC	(716) 228-4199			181 Oakhurst Street, Lockport, NY 14094	
Hope Medical Transportation	(716) 994-6350	(716) 583-4833		144 Robin Hill Dr, Buffalo, NY 14221	<a href="https://www.hopemedtransport.com/">https://www.hopemedtransport.com/</a>
Rochester Medical Transportation (RMT)	(585) 288-3444	(844) 768-7433	<a href="mailto:mdubolino@rmtrans.com">mdubolino@rmtrans.com</a>	150 Josons Drive, Rochester, NY 14623	<a href="http://www.rochestermedicaltransportation.com/">http://www.rochestermedicaltransportation.com/</a>
Union Wheelchair/Taxi	(716) 433-2222	(716) 433-4444		112 W Genesee St Suite 1, Lockport, NY 14094	<a href="https://uniontransportation.net/">https://uniontransportation.net/</a>

Wheelchair	Primary Phone	Secondary Phone	Email	Address	Website
Aces Limousine Service	(716) 218-1500	(716) 218-1500	<a href="mailto:aces_limo@yahoo.com">aces_limo@yahoo.com</a>	10060 County Road, Clarence Center, NY 14032	<a href="http://www.aceslimousine.com/">http://www.aceslimousine.com/</a>
Aries Transport	(716) 362-9701	(716) 352-3839	<a href="mailto:info@ariestransportation.com">info@ariestransportation.com</a>	85 River Rock Drive, #302, Buffalo, NY 14207	<a href="http://ariestransportation.com/">http://ariestransportation.com/</a>
Buffalo Transportation	(716) 259-9444	(716) 877-5600	<a href="mailto:gary@buffalotrans.com">gary@buffalotrans.com</a>	289 Ramsdell Avenue, Buffalo, NY 14216	<a href="https://www.buffalotransportation.com/">https://www.buffalotransportation.com/</a>
Cameron Transport Corp	(716) 371-0960	(716) 371-0960			
Caring Harts Transport	(716) 457-3051		<a href="mailto:info@caringhartswny.com">info@caringhartswny.com</a>	4077 Main Street, Strykersville, NY 14145	
City Service Transportation	(716) 931-5406	(716) 931-5406	<a href="mailto:mark@cityservicetransportation.com">mark@cityservicetransportation.com</a>	621 Walden Avenue, Buffalo, NY 14211	<a href="http://cityservicetransportation.com/">http://cityservicetransportation.com/</a>
Divine Hearts Transportation	(844) 290-0930	(716) 205-7146		1089 Kinckead Avenue, North Tonawanda, NY 14120	
Elderwood Senior Care	(716) 250-0062	(716) 253-0118	<a href="mailto:info@elderwoodtransportation.com">info@elderwoodtransportation.com</a>	1142 Wehrle Drive, Buffalo, NY 14221	<a href="http://www.elderwoodtransportation.com/">http://www.elderwoodtransportation.com/</a>
Freedom Mobility Service LLC	(716) 228-4199			181 Oakhurst Street, Lockport, NY 14094	
Hope Medical Transportation	(716) 994-6350	(716) 583-4833		144 Robin Hill Dr, Buffalo, NY 14221	<a href="https://www.hopemedtransport.com/">https://www.hopemedtransport.com/</a>
Rochester Medical Transportation (RMT)	(585) 288-3444	(844) 768-7433	<a href="mailto:mdubolino@rmtrans.com">mdubolino@rmtrans.com</a>	150 Josons Drive, Rochester, NY 14623	<a href="http://www.rochestermedicaltransportation.com/">http://www.rochestermedicaltransportation.com/</a>
Union Wheelchair/Taxi	(716) 433-2222	(716) 433-4444		112 W Genesee St Suite 1, Lockport, NY 14094	<a href="https://uniontransportation.net/">https://uniontransportation.net/</a>
Cedar Bus Company	(716) 898-7900			401 East Amherst Street, Buffalo, NY 14215	<a href="http://www.cedarbus.com">http://www.cedarbus.com</a>

Stretcher	Primary Phone	Secondary Phone	Email	Address	Website/Facebook
Buffalo Transportation	(716) 259-9444	(716) 877-5600	<a href="mailto:gary@buffalotrans.com">gary@buffalotrans.com</a>	289 Ramsdell Avenue, Buffalo, NY 14216	<a href="https://www.buffalotransportation.com/">https://www.buffalotransportation.com/</a>
City Service Transportation	(716) 931-5406	(716) 931-5406	<a href="mailto:mark@cityservicetransportation.com">mark@cityservicetransportation.com</a>	621 Walden Avenue, Buffalo, NY 14211	<a href="http://cityservicetransportation.com/">http://cityservicetransportation.com/</a>
RMT	(585) 288-3444	(844) 768-7433	<a href="mailto:mdubolino@rmtrans.com">mdubolino@rmtrans.com</a>	150 Josons Drive, Rochester, NY 14623	<a href="http://www.rochestermedicaltransportation.com/">http://www.rochestermedicaltransportation.com/</a>
Cedar Bus Company	(716) 898-7900			401 East Amherst Street, Buffalo, NY 14215	<a href="http://www.cedarbus.com">http://www.cedarbus.com</a>

<b>Ambulance</b>	<b>Primary Phone</b>	<b>Secondary Phone</b>	<b>Email</b>	<b>Address</b>	<b>Website/Facebook</b>
AMR- Lasalle	(716) 284-4228			481 William L. Gaiter Pkwy., Buffalo, NY 14215	<a href="http://www.amrwny.net/">http://www.amrwny.net/</a>
Twin City Ambulance	(716) 692-2342	(716) 743-8271		555 Commerce Drive, Amherst, NY 14228	<a href="https://www.tcaems.com/">https://www.tcaems.com/</a>
<b>Taxi</b>	<b>Primary Phone</b>	<b>Secondary Phone</b>	<b>Email</b>	<b>Address</b>	<b>Website</b>
1 Allen Taxi Inc	(716) 939-7040	(716) 939-7040			
1 ASAP Transfer	(315) 925-2083				
716 Transportation	(716) 208-1938	(716) 208-1938			
A and Z Medical Transportation	(585) 969-8032	(716) 446-7424			
A Dependable Ride	(716) 423-2323	(716) 462-6528	adependablerideinc@hotmail.com	525 Wheatfield Street, N. Tonawanda, NY 14120	<a href="http://www.adependableride.com/">http://www.adependableride.com/</a>
A Plus Xpress Transportation	(716) 803-0007	(716) 807-8446		9215 Niemel Dr Apt 3, Niagara Falls, NY 14304	<a href="https://www.facebook.com/pages/category/Tour-Agency/A-Plus-Express-Transportation-Inc-1665759510402111/">https://www.facebook.com/pages/category/Tour-Agency/A-Plus-Express-Transportation-Inc-1665759510402111/</a>
A Transportation	(716) 420-3611	(716) 209-3111			
A1 Express Inc	(716) 563-3556	(716) 881-9777		260 Doat Street, Buffalo, NY 14211	
AAA Taxi Tour & Limousine Inc	(716) 550-0550	(716) 498-8700	<a href="mailto:mail@demolink.org">mail@demolink.org</a>	<a href="https://www.aataxistour.com/">256 3rd St. suite 12, Niagara Falls, NY 14303</a>	<a href="https://www.aataxistour.com/">https://www.aataxistour.com/</a>
ABC Express Transportation Inc	(716) 828-6303	(716) 828-6303			
Access Transportation	(716) 541-5199	(716) 748-5055			
Aces Limousine Service	(716) 218-1500	(716) 218-1500	aces_limo@yahoo.com	10060 County Road, Clarence Center, NY 14032	<a href="http://www.aceslimousine.com/">http://www.aceslimousine.com/</a>
Aero Taxi	(716) 283-8294	(716) 531-2075	dispatch@aero716.com	6961 Plaza Dr., Niagara Falls NY 14304	<a href="https://www.aero716.com/">https://www.aero716.com/</a>
Alpha Medical Transportation	(716) 251-5917	(716) 316-8156		560 College Ave. , Niagara Falls, NY 14305	
Always On Time Medical Trans	(518) 337-8812	(518) 462-1633			
American Transportation	(716) 867-8888	(716) 867-8888		2630 Elmwood Ave, Buffalo, NY 14217	
Americare Transportation	(716) 981-0115	(716) 341-4805			
Amherst Transport LLC	(716) 246-9090	(716) 246-9091		1876 Niagara Falls Blvd., Tonawanda, NY 14150	
Aries Transport	(716) 362-9701	(716) 352-3839	<a href="mailto:info@ariestransportation.com">info@ariestransportation.com</a>	85 River Rock Drive, #302, Buffalo, NY 14207	<a href="http://ariestransportation.com/">http://ariestransportation.com/</a>
Art's Car Service	(716) 573-7809			300 Easton Ave, Buffalo, NY 14215	
Blue Star of Niagara	(716) 285-3333			1898 Buffalo Ave, Niagara Falls, NY 14303	<a href="https://blueunitedtaxi.com/">https://blueunitedtaxi.com/</a>
Bluebird Mobility	(716) 395-0000	(716) 395-0000	<a href="mailto:dispatch@bluebird-mobility.com">dispatch@bluebird-mobility.com</a>	5477 Main Street, Amherst, New York 14221	<a href="http://www.bluebird-mobility.com/about-us.html">http://www.bluebird-mobility.com/about-us.html</a>
Brassai Inc	(716) 545-3780			9500 Main St. Apt.E, Clarence, NY 14031	
Broadway MD Transportation	(716) 392-9617	(716) 392-9617			
Buffalo Express MD Trans	(716) 715-9416				
Buffalo Ride	(716) 544-9941	(716) 544-9941			
Buffalo Transportation	(716) 259-9444	(716) 877-5600	<a href="mailto:gary@buffalotrans.com">gary@buffalotrans.com</a>	289 Ramsdell Avenue, Buffalo, NY 14216	<a href="https://www.buffalotransportation.com/">https://www.buffalotransportation.com/</a>
C-Ride Transportation	(502) 356-0862	(716) 202-0419			
Cameron Transport Corp	(716) 371-0960	(716) 371-0960	amerontransport83@gmail.com	2901 Pine Ave, Niagara Falls, NY 14301	<a href="http://camerontransports.com/#services">http://camerontransports.com/#services</a>
Care Express LLC	(585) 201-6551	(585) 201-6551			
Center City Transportation	(716) 951-6256				
Champion Transportation	(585) 993-4649	(585) 256-0386			
City Medical Transportation	(716) 800-5997	(716) 391-3198			
City Service Transportation	(716) 931-5406	(716) 931-5406	<a href="mailto:mark@cityservicetransportation.com">mark@cityservicetransportation.com</a>	621 Walden Avenue, Buffalo, NY 14211	<a href="http://cityservicetransportation.com/">http://cityservicetransportation.com/</a>
Compassionate Care of Niagara	(716) 524-2498	(716) 432-5373		1036 Cleveland Ave, Niagara Falls, NY 14305	<a href="https://www.facebook.com/pages/category/Transportation-Service/Compassionate-Care-of-Niagara-Inc-313255215692331/">https://www.facebook.com/pages/category/Transportation-Service/Compassionate-Care-of-Niagara-Inc-313255215692331/</a>
Diamond Taxi	(716) 285-8888	(716) 275-4986			
Divine Hearts Transportation	(844) 290-0930	(716) 205-7146		1089 Kinckead Avenue, North Tonawanda, NY 14120	
DRG First Choice Transport	(716) 495-5178	(716) 495-5178		371 Northampton Street, Buffalo, NY 14208	
Eagles Transportation	(716) 257-0246				

Taxi	Primary Phone	Secondary Phone	Email	Address	Website
Empire TransportationProviders	(716) 400-6900	(716) 248-1425		1330 Niagara Falls Blvd, Suite 206, Tonawanda, NY 14150	<a href="https://empiretpi.com/">https://empiretpi.com/</a>
Entransit	(716) 446-3100	(716) 446-3100			
Erie Niagara Taxi	(716) 310-6874	(716) 310-6874	<a href="mailto:info@erieniagarataxi.com">info@erieniagarataxi.com</a>	<a href="#">71 Marne Road, Buffalo, NY 14215</a>	<a href="http://www.erieniagarataxi.com/">http://www.erieniagarataxi.com/</a>
EZ Taxi	(716) 931-3030			3407 Delaware Ave, Kenmore, NY 14217	
Freedom Mobility Service LLC	(716) 228-4199			181 Oakhurst Street, Lockport, NY 14094	
Gold Star Medicaid Services	(716) 536-4611	(716) 228-5874			
Gotta Go Trans Inc	(716) 471-1415				
Great Lake Transportation	(716) 533-3000	(716) 939-8119			
Green Cab BNY INC	(716) 891-9111	(716) 380-0233		93 Maryvale Dr, Buffalo, NY 14225	
High Ocean	(716) 284-8839	(716) 284-8833			
Hometown Transportation Services	(716) 236-7504	(716) 236-7504			
Hope Medical Transportation	(716) 994-6350	(716) 583-4833		144 Robin Hill Dr, Buffalo, NY 14221	<a href="https://www.hopemedtransport.com/">https://www.hopemedtransport.com/</a>
Jeanny Luv	(716) 260-2983	(716) 260-2983			
Jeeri Transportation	(716) 209-3120	(716) 209-3120			
Jordan Transporting	(716) 524-1488				
Juniors Transportation	(716) 218-4099	(716) 908-1000			<a href="https://www.facebook.com/juniorstransport/">https://www.facebook.com/juniorstransport/</a>
Kiddie Kab of WNY	(716) 337-5222	(716) 602-5252	<a href="mailto:info@kiddiekabwny.com">info@kiddiekabwny.com</a>		<a href="https://kiddiekabwny.com/">https://kiddiekabwny.com/</a>
Kingdom Transportation INC	(716) 400-1220	(716) 986-4619		407 Minnesota Ave, Buffalo, NY 14215, US	<a href="https://kingdomtransportation.org/contact-us">https://kingdomtransportation.org/contact-us</a>
Kings Taxi LLC	(716) 364-2247				
Kisima Transportation	(716) 392-9763				
LGM Transport Inc.	(716) 428-3339				
Liberty Taxi/Yellow Cab	(716) 877-7111		<a href="mailto:Support@libertycab.com">Support@libertycab.com</a>	1524 Kenmore Avenue, Buffalo, NY 14216	<a href="https://libertycab.com/contact-us/">https://libertycab.com/contact-us/</a>
Light City Transportation	(716) 533-8705	(716) 330-8021		99 Harvard Pl, Buffalo, NY 14209	
Local Transportation Service	(716) 222-2525	(716) 249-9645			
Medina Transport Taxi	(585) 798-9400	(585) 798-5200			
Medvan	(716) 685-1550	(716) 685-2550			<a href="http://www.medvan.us/">http://www.medvan.us/</a>
MetroHealth Transportation LLC	(716) 286-5646			1967 Werhle Dr., Suite 1 #086, Buffalo, NY 14221	
My Transportation	(716) 319-4016	(716) 816-6188			
PeaceTransportation Service	(716) 388-5174	(716) 939-9798			
Pioneer Logistics Inc	(716) 342-2248	(716) 725-6088		71 Military Road, Buffalo, NY 14207	
Pleasant Ride Transportation	(716) 322-6197	(716) 322-6198			
Posten Transportation Inc.	(347) 885-8483	(347) 885-8483			
Prime Care Transportation Inc	(716) 986-2539	(716) 986-2539		3385 Bailey Ave #201, Buffalo, Ny 14215	<a href="http://www.primecarefirst.com/">http://www.primecarefirst.com/</a>
Public Medical Transportation	(607) 377-7075	(607) 377-7075			
Queen City Transportation Inc	(716) 880-9119	(716) 880-9119			
Quick Dash	(716) 313-5401	(716) 313-7148			
Red Medical Transportation	(716) 939-6201	(716) 249-9014			
Rehoboth Transportation Svcs	(716) 986-7419	(716) 903-2807		22 Dempster St., Buffalo, NY 14206	
Rochester Medical Transportation (RMT)	(585) 288-3444	(844) 768-7433	<a href="mailto:mdubolino@rmtrans.com">mdubolino@rmtrans.com</a>		<a href="http://www.rochestermedicaltransportation.com/">http://www.rochestermedicaltransportation.com/</a>
Royal P A Transportation Services	(716) 563-8106	(716) 563-8106		19 John Paul Ct., Buffalo, New York 14206	
Safe & Sound Transportation LLC	(716) 969-9254	(716) 969-9254			
Safe Mobility Service Rides	(716) 495-9562	(716) 348-9136	<a href="mailto:smsridesllc@gmail.com">smsridesllc@gmail.com</a>	642 Plymouth Ave., Buffalo, NY 14213	<a href="https://www.safemobilityserviceride.com/contact">https://www.safemobilityserviceride.com/contact</a>
Safe Ride of WNY INC	(716) 603-4595	(716) 550-2500		3715 Walden Ave, Lancaster, NY 14086	
Signature Transport of Buffalo	(716) 855-3939	(716) 430-8096	<a href="mailto:thebyrd1@yahoo.com">thebyrd1@yahoo.com</a>	233 Shumway Street, Buffalo, NY 14212	
Sky Blue Transportation	(716) 533-2633	(716) 717-0112		276 Esser Ave Buffalo, New York 14207	
SMI Transportation	(716) 262-5775	(716) 262-5775		1225 Sycamore St., Buffalo, New York 14211	

Taxi	Primary Phone	Secondary Phone	Email	Address	Website
Star and Moon Transportation	(716) 770-9270	(716) 336-3602		85 Brayton St, Buffalo, NY 14213	<a href="https://star-moon-transportation-llc.business.site/">https://star-moon-transportation-llc.business.site/</a>
Star6 Transportation Inc	(716) 335-6333	(740) 408-1590	<a href="mailto:star6transportation@gmail.com">star6transportation@gmail.com</a>	1745 Colvin Blvd Tonawanda, NY 14223	<a href="http://star6transportation.com/">http://star6transportation.com/</a>
State Wide Transporters LLC	(716) 284-4144	(716) 284-4144			
Taleex Transportation LLC	(716) 939-6948	(716) 939-6948		139 Parkdale Ave., # 1, Buffalo, NY 14213	
Timkey Enterprises	(716) 433-0699	(716) 433-0699	<a href="mailto:timkeylimo@verizon.net">timkeylimo@verizon.net</a>		<a href="http://www.timkeylimo.com/">http://www.timkeylimo.com/</a>
Tochi Enterprises/DSB	(315) 708-9152	(315) 401-8187			
Tooties Transportation LLC	(716) 222-3744	(716) 886-6843		183 Florida St., # 2, Buffalo, NY 1408	
Top Priority Transportation	(716) 727-1559	(716) 727-1559			<a href="https://www.topprioritytransportation.com/">https://www.topprioritytransportation.com/</a>
TTS Taxi Service	(716) 812-9394	(716) 228-5580			
Union Wheelchair/Taxi	(716) 433-2222	(716) 433-4444			
United-SY Transportation Inc	(716) 209-3132	(716) 800-2223			
Waris Transportation LLC	(716) 533-3195	(716) 603-8390		55 W Delavan Ave Buffalo, New York, 14213.	
Wego Taxi Tours	(716) 449-0001	(716) 579-0621	<a href="mailto:wegotaxitours@gmail.com">wegotaxitours@gmail.com</a>	2618 Walnut Ave., Niagara Falls, NY 14301	<a href="https://www.wegotaxitours.com/">https://www.wegotaxitours.com/</a>
Well-Timed Transportation	(716) 201-7544				
WNY Transportation Services LLC	(716) 800-7676	(716) 939-4016	<a href="mailto:davidsantiago70@yahoo.com">davidsantiago70@yahoo.com</a>	767 S. Huth Road, Cheektowaga, NY 14225	

# 2019 COORDINATED PLAN

Coordinated Human Services Transportation Plan Update

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## Appendix D

### Projects Funded thru the Section 5310: Enhanced Mobility of Seniors & Individuals with Disabilities Federal Fiscal Years (FFY) 2013-2017

# 2019 COORDINATED PLAN

Coordinated Human Services Transportation Plan Update



## FFY 2013 – FFY 2015 Section 5310 Program - Enhanced Mobility of Seniors & Individuals with Disabilities Projects

The Greater Buffalo-Niagara Regional Transportation Council (GBNRTC) amended its 2014-2018 Transportation Improvement Program (TIP) by adding twenty (20) new projects funded with Federal Transit Administration allocations for Federal Fiscal Years 2013-2015. Through a competitive application and evaluation process, the approved projects include:

### VEHICLE PROJECTS

Agency Name	County	Number of Vehicles	Federal Amount	Total Cost
Catholic Health System, Inc.	Erie	2	\$83,530	\$104,413
Co. of Erie dba Dept. of Senior Services	Erie	2	\$62,703	\$78,379
Community Services for the Developmentally Disabled, Inc.	Erie	5	\$147,179	\$183,973
Heritage Centers, Inc.	Erie	8	\$246,514	\$308,142
Lord of Life Adult & Child Services, Inc.	Erie	2	\$62,703	\$78,379
Niagara Co. Chapter, NYSARC Inc.	Niagara	4	\$113,677	\$142,097
People, Inc.	Erie	8	\$231,778	\$289,722
Southeast Works	Erie	8	\$250,812	\$313,515
The Summit Center	Erie	3	\$95,065	\$118,831
Town of Hamburg Dept. of Youth, Recreation, & Senior Services	Erie	3	\$97,138	\$121,423
United Cerebral Palsy Association of Niagara County Inc.	Niagara	2	\$65,473	\$81,842
<b>TOTAL</b>		<b>47</b>	<b>\$1,456,572</b>	<b>\$1,820,715</b>

# 2019 COORDINATED PLAN

## Coordinated Human Services Transportation Plan Update



### OPERATING ASSISTANCE PROJECTS

Agency Name	County	Project Proposal	Federal Amount	Local Amount	Total Cost
Co. of Erie dba Dept. of Senior Services	Erie	Provide expanded access to transportation for seniors and individuals with disabilities thru the Department's Going Places Program.	\$289,320	\$289,320	\$578,640
Heritage Centers, Inc.	Erie	Provide transportation services for low-income individuals with developmental disabilities to community employment locations and mobile work site opportunities. Funding will also assist with the purchase of two additional vehicles to provide rides to work locations not accessible by public transportation.	\$89,269	\$89,272	\$178,541
Hearts & Hands Faith in Action, Inc.	Erie & Niagara	Administrative costs to operate a volunteer driver program for service for elderly and disabled in suburban and rural communities in the region.	\$250,000	\$250,000	\$500,000
NFTA	Erie & Niagara	Support the continuation of current levels of paratransit services in areas previously served by Route 57 in the Cities of Tonawanda and North Tonawanda and the Town of Wheatfield.	\$146,783	\$146,784	\$293,567
Community Services for the Developmentally Disabled, Inc.	Erie	The Fill-in the Gap Transportation Program provides a Community Services' Transportation Specialist who will provide screening for program eligibility and ongoing monitoring and evaluation of program services. Actual trips will be arranged through the Center for Transportation Excellence to assist program participants to reach their pre-approved, work-related sites and destinations.	\$98,216	\$98,225	\$196,441
<b>TOTAL</b>			<b>\$873,588</b>	<b>\$873,601</b>	<b>\$1,747,189</b>



# 2019 COORDINATED PLAN

## Coordinated Human Services Transportation Plan Update



### MOBILITY MANAGEMENT PROJECTS

Agency Name	County	Project Proposal	Federal Amount	Local Amount	Total Cost
Co. of Erie dba Dept. of Senior Services	Erie	Call Center scheduling, coordination and dispatch activities for 16 agencies to promote efficiency of existing transportation services.	\$167,874	\$466,648	\$634,522
People, Inc.	Erie	Implementation of a Peer 2 Peer Travel Training Program for individuals with disabilities.	\$125,783	\$31,447	\$157,230
<b>TOTAL</b>			<b>\$293,657</b>	<b>\$498,095</b>	<b>\$791,752</b>

### NON-VEHICLE CAPITAL PROJECTS

Agency Name	County	Project Proposal	Federal Amount	Local Amount	Total Cost
ECMC Lifeline Foundation, Inc.	Erie	Installation of benches, shelters and passenger amenities above and beyond ADA requirements to improve transportation access for elderly and disabled patients served by ECMC.	\$20,000	\$5,000	\$25,000
Heritage Centers, Inc.	Erie	Installation of GPS and vehicle tracking software for real-time location detection, engine diagnostics and fuel efficiency for fleet optimization.	\$8,448	\$2,112	\$10,560
<b>TOTAL</b>					

# 2019 COORDINATED PLAN

Coordinated Human Services Transportation Plan Update



## FFY 2016 – FFY 2017 Section 5310 Program - Enhanced Mobility of Seniors & Individuals with Disabilities Projects

The Greater Buffalo-Niagara Regional Transportation Council (GBNRTC) is intending to amend its 2017-2021 Transportation Improvement Program (TIP) by adding 13 new projects funded with Federal Transit Administration allocations for Federal Fiscal Years 2016-17. Through a competitive application and evaluation process, the recommended projects include:

### VEHICLE PROJECTS

APPLICANT	# Vehicles	County	Project Total Cost	Project Federal	Project Local
Aspire of WNY	3	Erie	\$174,240.00	\$139,392.00	\$34,848.00
People. Inc.	2	Erie	\$116,160.00	\$92,928.00	\$23,232.00
NYSARC, Inc. Erie County Chapter	5	Erie	\$302,149.00	\$241,719.20	\$60,429.80
Town of Hamburg	3	Erie	\$162,394.00	\$129,915.20	\$32,478.80
County of Niagara	2	Niagara	\$195,803.00	\$156,642.40	\$39,160.60
Lord of Life	2	Erie	\$100,433.00	\$80,346.40	\$20,086.60
Community Services -CSDD	2	Erie	\$116,160.00	\$92,928.00	\$23,232.00
County of Erie	1	Erie	\$42,353.00	\$33,882.40	\$8,470.60
	<b>20</b>	<b>TOTAL</b>	<b>\$1,209,692.00</b>	<b>\$967,753.60</b>	<b>\$241,938.40</b>