Coordinated Transportation Plan

Creatively Working Together to Best Fulfill Individual Needs and Improve Future Efficiency and Sustainability

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The Chautauqua County Transportation Coalition is headed by Mobility Manager Jennifer Blair and made up of representatives from various transportation providers and human service agencies in the Chautauqua County. In accordance with the Section 5310 Elderly Individuals and Individuals with Disabilities Program, the Section 5316 Jobs Access and Reverse Commute Program, and the Section 5317 New Freedom Program, the Chautauqua County Transportation Coalition has developed the Chautauqua County Coordinated Transportation Plan to coordinate transportation providers to improve services to senior, disabled, and low-income citizens. Chautauqua County has an aging and poor population when compared to the rest of New York State and the United States. The transportation system must reflect these demographics, so it is a priority to improve services to these segments of the population.

**GOALS**

The broad, overarching goals of the mobility management process are to:

1. Improve transportation accessibility for all residents, specifically service to seniors, the disabled, and the low-income
2. Coordinate the needs of transportation providers, human service agencies, and local employers

Some of the more specific major goals of this initiative are to:

1. Formulate one resource for all transportation information in the county
2. Eliminate/reduce duplication of services
3. Share costs and services to reduce expenditures
4. Provide travel training for people in need of this service

**STRATEGIES**

To achieve these goals, the Chautauqua County Transportation Coalition currently plans to:

- Establish a one-stop call and/or click center for all Chautauqua County transportation information. A person would call a single number and, based on his or her eligibility, special needs, location, and when he or she wants to travel, the operator would refer the person to the transportation provider(s) that is(are) able to serve him or her.
- Distribute a travel training needs assessment survey to local human service agencies to determine the needs of the senior, disabled, and low-income citizens of Chautauqua County. A travel training program will be formulated to fulfill these needs.
- Create a community of local transportation providers that will meet monthly to identify duplication and work to reduce and ideally eliminate it.
- Investigate the viability of fleet management software that can satisfy the needs of multiple transportation providers in the county.
- Develop additional innovative programs such as a rideshare program and/or volunteer driver program to supplement existing services and target more of the population.
EXECUTIVE SUMMARY

**Benefits**

With these strategies in place, Chautauqua County transportation providers will:

- Provide more rides
- Decrease vehicle needs
- Improve communication between riders and agencies
- Allow for easier access to employment for low-income residents
- Provide seniors and disabled residents with more options to reach necessary services
- Rely less on local taxpayer dollars
- Be more efficient in providing the same level of service

These efforts will result in an improved quality life for all residents of Chautauqua County. If low-income residents are able to access job training and employment, this segment of the population will have more spending power to patronize local businesses and will rely less on government assistance. A better trained workforce should make it more attractive for businesses to set up shop in Chautauqua County. More transportation access for senior and disabled residents of Chautauqua County will allow more of this segment of the population in Chautauqua County to access necessary services and take additional shopping and social trips to improve quality of life. More efficient transportation providers should require less taxpayer assistance and be more sustainable. A coordinated transportation system with open lines of communication will be able to adjust quickly to changes and adopt innovative solutions to problems. Ideally, the coordination practices of the transportation providers of Chautauqua County will invoke similar efforts in other disciplines, which should pass on similar benefits to the area's residents.

This will be a continually updated plan in which the latest strategies and projects are explained in detail. It is important to the Chautauqua County Transportation Coalition to keep the public, all government agencies, human service organizations, and local employers updated on what this group is working toward. Transportation is intertwined with all other services in the county, so this needs to be a transparent and collaborative process.
INTRODUCTION

WHY DO WE NEED A COORDINATED TRANSPORTATION PLAN?
Chautauqua County has a rapidly aging population and below average income levels compared to the rest of New York State and the United States.

Did you know?

- Nearly 23% of this county’s residents are over 60 years old, compared to 19% of New York State’s population and 19.1% of the United States’ population.
- In Chautauqua County, households earn an average of $50,823 with a median of $40,639. In the United States, average annual household income is $68,914 (median of $50,221); in New York State, average annual household income is $78,947 (median of $54,649).
- In 2000, transportation costs accounted for 36 cents out of every dollar spent in the poorest fifth of American households, 98% of which was spend on purchasing, operating, and maintaining their cars. (According to the National Association for State Community Services Programs’ 2008 issue brief entitled "The Stranded Poor: Recognizing the Importance of Public Transportation for Low-Income Households")

With these facts, it is essential for Chautauqua County to provide affordable, quality transportation for the aging and low-income populations without placing any increased burdens on taxpayers. We have a commitment to our aging population to help to provide a sensible standard of living. This population needs access to reliable transportation to reach medical and other services, so we must provide it at a reasonable cost to taxpayers. Low household incomes affect all residents in Chautauqua County. Low household incomes correlate with increased crime, poor health, and less education. Crime results in exorbitant prison and court costs, depreciated home values, decreased feelings of security, and a lesser quality of life for everyone in a community. Poor health results in a greater burden on taxpayers to fund medical costs. Low levels of education correlate with lower incomes for offspring, which can incite a vicious cycle of poverty. If transportation services are able to assist the low-income to reach quality jobs and employment-related training and activities, thereby aiding to increase income opportunities, some of these correlating problems can be assuaged.
Chautauqua County currently has eight transportation providers, both private and public. With this many providers among a population as small as Chautauqua County’s, duplication and over-service of certain areas is inevitable. With a plan in place to consolidate and share the resources of these providers, this duplication can be minimized.

These increases in efficiency will result in financial savings, which will allow for transportation providers to reallocate these savings to:

- cover more geographic area (such as rural and out of state service)
- offer more flexible service times
- provide higher quality overall service and maintenance

**WHO IS INVOLVED?**

Chautauqua Area Regional Transit System (CARTS) and Chautauqua Works are the lead agencies in this coordination project. The following agencies have agreed to coordinate together to work toward this project’s goals: The Resource Center, TEAM Services, the Office for the Aging, the Chautauqua Adult Day Care Center, the Veterans Service Agency, Chautauqua County Department of Social Services, SUNY Fredonia, Aspire of WNY, the Retired and Senior Volunteer Program, Joint Neighborhood Projects, and the Southwestern Independent Living Center.
WHAT ARE THE MAJOR GOALS?
Broadly, the overarching goals in this project are to improve transportation for the low-income, disabled, and senior residents of Chautauqua County and to coordinate the needs, decisions, and actions by local transportation providers, human service agencies, and employers. More specifically, to reach these broad goals, we plan to:

- Formulate one resource for all transportation information in the county
- Eliminate/reduce duplication of services
- Share services and costs to reduce expenditures
- Provide travel training for people in need of this service
- Introduce innovative new programs and/or add to existing ones to supplement the services currently offered

HOW WILL WE REACH THESE GOALS?

Committees
We will create the general Mobility Stakeholder Committee as well as four more in-depth subcommittees: the Duplication of Services Subcommittee, the Finance/Shared Services Subcommittee, the One-Stop Call/Click Center Subcommittee, and the Volunteer Subcommittee. Members of the Mobility Stakeholders Committee volunteered for the subcommittees based on their respective expertise and the impact that aspect of the Coordinated Transportation Plan would have on their respective agencies. Each subcommittee will focus on reaching several goals, reporting back to the Mobility Stakeholder committee with its progress.

Duplication
We have compiled a list of providers, days and hours of operation, areas served, number of vehicles, and funding sources. There are multiple strategies to alleviate duplication of services. First, representatives from agencies can meet and identify specific areas and routes where duplication may be occurring. This is the first step Chautauqua County will take to consolidate routes and reduce duplication. Another future step is to aggregate all route, schedule, and eligibility information in one location. One way to do this is to overlay routes from all providers on the County’s geographic information system (GIS). We can then analyze this mapping information along with other relevant schedule and eligibility information. Fleet management software could also be extremely important to this process (reference the Fleet Management section below). We will use this information and evaluate the needs of individual customers to conceive innovative solutions to duplication and overservice.

Depending on how this process moves along, it may be realistic for the County to submit its transportation information to Google Transit. Google Transit allows for users to search for the available public transportation options when using the popular Google Maps service (similar to MapQuest). Google Transit, as a free service provided by Google, is a practical option for rural areas like Chautauqua County to transmit transportation information to its residents.
Fleet Management
CARTS has been approved for Section 5311 funding to purchase fleet management software and GPS hardware. This technology allows for transportation providers to track their drivers in real time. Some transportation providers in the county offer a call-in service to be picked up and transported. Currently, when that happens, dispatchers use mapping technology on their computers and must communicate via two-way radio to drivers who they believe are close to the pickup site. With this technology, these inefficiencies would be alleviated; the dispatchers would be able to see the exact location of every vehicle in their fleet.

With this technology, transportation providers would be able to run reports on individual drivers or groups of drivers to identify where operations need improvement. Providers can replay routes to give concrete evidence regarding any customer or driver disputes. Clocking in and out for drivers can be done electronically rather than manually, as their time clock can start at the instant their vehicle begins to move.

Chautauqua County transportation providers will explore the realistic possibility of buying fleet management technology together. This consolidation would allow for each provider to view where all the vehicles in its fleet, as well as all the others, are located and the routes they have taken. This would enable the providers and other interested parties to see where duplication and over-service consistently occur more efficiently and likely more effectively than human analysis. This software also should increase the efficiency of each provider’s services, as the technology is able to monitor things and perform tasks that are impossible or time-consuming for human employees to perform.

One-Stop Center
Currently, Chautauqua County does not have one place where people can go (physically, via telephone, or via the Internet) to access all transportation information. This alone can be a deterrent for people to utilize public transportation. If information is not easily accessible, many people will not go the extra mile to find that information. They also may continue to patronize a provider that does not best satisfy their needs. There are several models for physical and/or web-based one-stop centers.
We aim to compile information together to create a website and/or integrate with an existing call-in service. United Way established a one-stop call center in Chautauqua County several years ago, but it was shut down in 2010 because it was not cost-effective due to low call volume. Due to this history, it is most realistic to attach a one-stop call center to existing services. The Chautauqua County Office for the Aging operates the Chautauqua County chapter of NY Connects, a call-in center for citizens to obtain information and get connected to county services. United Way also operates a 211 telephone service for the Western New York region out of the Olmstead Center for Sight in Buffalo. Either of those services may be able to absorb Chautauqua County transportation information to become a one-stop call center. This would reduce or even eliminate startup, marketing, and staffing costs. A potential website would show people, in an easy to use and understand format, all of the different services available and the routes, schedules, eligibility information, and contact information for each service.

Travel Training Program
A major question among transportation providers in Chautauqua County is: why don’t more people utilize these services? In a county with below-average income levels and a burgeoning senior population, public transportation should be a cornerstone of the county. However, it has not reached that point as of yet.

We have developed a survey to learn why more people in these target segments (low-income, seniors, disabled) do not access these services. They may be unaware of the services, unable to read schedules, or afraid to ride alone. It is our goal to deduce if travel training is necessary and, if so, what types of training would benefit citizens the most. We can utilize the volunteer resources available in Chautauqua County to provide this travel training to ensure that more people utilize the accessible transportation services.

Volunteer Driver Program
In a rural county, a public transit system cannot fulfill every need if it wishes to be efficient and cost-effective. To serve more needs without expending the resources of a public transit program, a volunteer driver program is a great alternative. Many models exist, but we envision a program in which those without special transportation needs (they are able to ride in a passenger motor vehicle without assistance), encompassing senior citizens and others without access to their own transportation, are serviced. There is an existing volunteer driver program, but it is very limited in its scope. The program "employs" only five regularly scheduled volunteer drivers and 15 overall, so there is a limit on how many rides can be provided. Also, it only provides rides to out-of-county medical appointments, with preference given to seniors. In the new program, public transit would focus on fixed route service and serving riders with disabilities and other special needs that would not be able to be fulfilled by a volunteer driver. This program would focus on transporting clients that are not along fixed route services and that do not possess special transportation needs.

In the new program we envision, volunteers would drive their own cars at the beginning; these volunteers would be recruited and given times to be "on-call". They would be reimbursed for mileage, as they are now. We would explore ways to potentially compensate these volunteers to attract more to the program; possibilities include a small stipend for long-term drivers, public transit credit, or credit to use for future use in the volunteer driver program. Credit for public transit and/or for future use in the volunteer driver program would be aimed at the aged 50 and up residents in the region. Residents from this age group are more likely nearing the end of their working years and have or will soon have
more spare time to give back to the community, while also planning for their future needs. Donating time to the volunteer driver program would achieve both objectives; volunteers would give back to members of the community and will have a transportation option to fall back on if and when they cannot or will not operate their own motor vehicle anymore. Fares charged would be comparable to the currently available transportation options (public transit door-to-door and curb-to-curb service). This program would also explore accepting trade-ins of vehicles to be used within the program. If seniors have determined that they cannot drive anymore, they can trade in their vehicle for above market value to this program in exchange for credit to use within the program and/or on public transit. This would allow for the program to attract volunteers who may not have access to their own vehicles or would prefer not to use their own vehicles in the program.

Rideshare Program

A rideshare program can consist of a combination of carpools and vanpools. The members of both carpools and vanpools live in close proximity to one another, work close to one another, and have comparable work schedules. In both types of ridesharing, commuters come together to save money, reduce their impact on the environment, and share the stress of driving. **Carpools** form when people come together and share space in a personal vehicle to travel to and from work. The members of the group may alternate who drives if each member has access to his or her own vehicle, or one member may drive every day while the others contribute to gas costs. **Vanpools** are essentially large carpools that utilize a rented or leased van with high capacity, rather than a personal automobile. Vanpools consist of groups of around 6 to 15 people. Each member contributes a share of leasing, gas, and maintenance costs. The drivers, who must be certified to operate the vehicle, may pay a lesser share or nothing at all in exchange for driving and maintaining the vehicle.

Much like the volunteer driver program, a rideshare program would give transportation-challenged residents another alternative to public transportation. However, rather than provide periodic rides to access services and social activities, a rideshare program would give residents another option to get to work and employment-related training and activities. With Chautauqua County's proximity to Erie County and the City of Buffalo as well as, to a lesser extent, Erie, PA, there is a need to transport citizens to bigger cities for work. As of now, Coach USA offers routes to Erie and Buffalo from Chautauqua County, but these are limited by both time and pickup locations.

The best centrally operated rideshare program would have multiple facets. The County would likely run or oversee a rideshare website and promote this website to both employers and residents. Carpools would then emerge from this service as residents discover the website and employers promote the benefits of carpooling to their employees. The County also would need to discover whether there is local demand for vanpools. If it is a viable option, there are several ways in which vanpooling could be integrated into the transportation system. The County itself could purchase vans to market to the public or contract with a third-party operator like Enterprise. A private company already has the infrastructure and proven methods in place to succeed, so this would likely be the most realistic option for Chautauqua County. The County can use its connections and power to persuade employers and market to residents, while the private company would handle the fundamentals of vanpooling.
PLAN METHODOLOGY

HOW DID WE GET TO THIS POINT?

Initial Stakeholders Meeting
This process commenced with an initial stakeholders meeting involving political decision makers, local human service agencies, local public transportation providers, private and non-profit agencies, and state agencies. The lead agencies, Chautauqua Area Regional Transit System (CARTS) and Chautauqua Works, were identified out of this meeting. Key stakeholders were also identified out of this meeting; representatives from the agencies in this group make up the Mobility Stakeholders Committee as well as the more focused Duplication of Services, Finance/Shared Services, One-Stop Call/Click Center, and Volunteer Subcommittees. Based on research of other comparable areas and their approaches to coordinate transportation systems, we identified these subgroup foci as some major facets of an efficient and effective transportation system.

A multitude of agencies have agreed to coordinate together in this process. These include CARTS, The Resource Center, TEAM Services, Chautauqua Works, the Chautauqua County Office for the Aging, the Chautauqua Adult Day Care Center, the Veterans Service Agency, Chautauqua County Department of Social Services, SUNY Fredonia, Aspire of WNY, the Retired and Senior Volunteer Program, Joint Neighborhood Projects, Veterans Service Agency and the Southwestern Independent Living Center. These agencies have active presences in the Mobility Stakeholder committee, the four subcommittees, and are involved in this process in other various ways.

Demographic Analysis
We analyzed data from the U.S. Census Bureau to determine the need for an enhanced mobility program. Through this analysis, we found that Chautauqua County has an aging and poor population when compared to the rest of the state and nation. At the same time, the population of the county and its two cities are declining. More vulnerable segments of the population, such as seniors and low-income residents, are most likely to use public transit, but decreasing population leads to less demand from the less vulnerable portions of the population. This predicament necessitates a need for quality, efficient public transportation; we must cut costs while maintaining sufficient levels of service to meet the individual needs of Chautauqua County residents.

Inventory of Services and Resources
We compiled an inventory of current transportation services and resources in Chautauqua County. We identified eight transportation providers and then collected such relevant data as days and hours of operation, areas served, clientele, number of annual trips, number of vehicles, ADA (Americans with Disabilities Act) accessibility, funding sources, and whether the provider is funded privately or publicly.

Need/Gap Analysis
This information was then used to conduct a need/gap analysis to determine where the current transportation services are lacking or need improvement. We identified twenty potential needs to address with mobility management strategies.

Stakeholders Survey
We then distributed a survey to the Mobility Stakeholders Committee to determine what members believed were the most realistic and priority needs to alleviate. Based on their responses, we have most voraciously pursued the highest priority and most realistic needs.
Case Studies
In addition to internal investigation and surveying, we have researched numerous other mobility management strategies and initiatives from other similar counties throughout the country. Case studies have been relevant to multiple steps to this process; this information was used in part to identify the most important topics for subcommittees to focus on, the needs and gaps in the County's existing services, and to serve as a guide for this new and innovative mobility management process in Chautauqua County. It is extremely important to discover what has already proven to be successful to keep this process on course and to provide evidence for the decisions we make.
Forces at the federal and county level have influenced the direction of this coordinated transportation effort. New legislation, visions for the future, and increases in particular types of funding have helped to shape where we have reached in this process.

**FEDERAL LEVEL**
The Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU) was signed into law on August 10, 2005, by President George W. Bush. This act guaranteed $244.1 billion for highways, highway safety, and public transportation. SAFETEA-LU aims to improve transportation services for persons with disabilities, older Americans, and individuals with lower incomes.

This act requires all Federal Transit Administration (FTA) programs for underserved populations to establish a "locally developed, coordinated public transit-human services transportation plan." This plan should identify the transportation needs of individuals with disabilities, the elderly, and people with low incomes, provide strategies to meet these needs locally, and prioritize these transportation needs for funding and implementation. Communities must coordinate transportation resources provided through multiple federal programs. A coordinated plan for human services transportation should enhance transportation access, minimize duplication of services, and encourage the most cost-effective transportation possible. Many levels of coordination in this process are possible. Sharing rides, vehicles, and funding are the most obvious; however, other needs exist that are applicable to coordination, such as sharing maintenance, training, listing services, information technology, and intelligent transportation systems.

The programs for these underserved populations are funded through the Elderly Individuals and Individuals with Disabilities program (Section 5310), the Job Access and Reverse Commute program (Section 5316), and the New Freedom Program (Section 5317).

**Elderly Individuals and Individuals with Disabilities Program (Section 5310)**
This Federal Transit Authority (FTA) program funds public transportation capital projects planned, designed, and carried out to meet the special transportation needs of elderly individuals and individuals with disabilities.

**Jobs Access and Reverse Commute Program (Section 5316)**
This Federal Transit Authority (FTA) program funds projects to develop and maintain transportation services designed to transport welfare recipients and other eligible low-income individuals to and from employment and employment-related training and activities. This program also funds public transportation projects designed to transport residents of urbanized and non-urbanized areas to suburban employment opportunities.

**New Freedom Program (Section 5317)**
This Federal Transit Authority (FTA) grant program funds new public transportation services and public transportation alternatives beyond those required by the Americans with Disabilities Act of 1990. These new services and alternatives assist individuals with disabilities with transportation, including transportation to and from jobs and employment-related training and opportunities.
The Chautauqua County Department of Planning and Economic Development recently released its 20/20 Comprehensive Plan. This comprehensive plan states, as one of its many goals, to "improve coordination and cost benefit results of community services and infrastructure investment." More specifically, the plan for the future aspires toward increases in public transit ridership and elimination of service duplication by bringing public and private transportation providers and human service agencies together. The plan calls for continued sufficient access to adequate health care for all Chautauqua County residents. Also targeted in detail is Chautauqua County's workforce; workers need to be educated, well-trained, and appealing to businesses to promote economic development and success in the County.

Throughout this plan, there are several common themes. Coordination, quality service, and focus on individual residents are three that are relevant to this planning process. The County as a whole has recognized that, to remain viable in the future and to continue to fulfill the individualized needs of residents, we must coordinate, consolidate, and not be afraid to think innovatively. As a rural community, Chautauqua County has many assets to offer, most importantly its people. The individual needs of residents must always be at the forefront of decisions, as these residents are the county's greatest and most essential resources. We must continue to provide quality transportation to necessary medical services and affordable transportation to employment and employment-related training and services to support Chautauqua County's realistic and exciting goals for the future.
We foster coordination among transportation providers to eliminate duplication of services and pursue innovative approaches in order to maintain current levels of service while improving efficiency, adding additional and higher quality services across more geographical area, and fulfilling more individualized needs. Transportation services are an important component of life for many Chautauqua County residents, so we work to ensure the long-term viability of these services.
**Involved Agencies**

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<tr>
<th>Key Stakeholders</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>CARTS Public Transportation</strong></td>
</tr>
<tr>
<td>CARTS is a public transportation operator and coordinator for all non-emergency Medicaid transportation, including coordination of the OFA and RSVP volunteer transportation program for OFA and Medicaid, Chautauqua Adult Day Care, DSS, Veterans Service Agency, The Resource Center, and private carriers.</td>
</tr>
</tbody>
</table>

| **Chautauqua County Department of Social Services** |
| The DSS contracts with CARTS to coordinate non-emergency Medicaid transportation, Welfare to Work, and other transportation needs. The DSS also coordinates low-income employment and training trips. |

| **Chautauqua County Office for the Aging** |
| The OFA contracts with CARTS to provide senior transportation to medical appointments. The OFA also coordinates senior aide workers, both as escorts and in-office, and assists in educating the public about public transportation. It partners with RSVP and the Day Care Centers to help fund transportation for seniors. |

| **Chautauqua County Veterans Service Agency** |
| The Veterans Service Agency Contracts with CARTS to provides drivers, maintenance, and coordinates dispatch for the VSA bus program. As of June 2010, CARTS now schedules all Veterans Service Agency rides on the VSA bus. The VSA has a vehicle sharing arrangement with CARTS for breakdown situations. The DPF provides fueling center and maintenance if CARTS is not available. |

| **The Resource Center** |
| TRC is a 5310 provider that services over 300 individuals of Chautauqua County's disabled community daily. It is also a provider of non-emergency Medicaid transportation coordinated with CARTS. |

| **TEAM Services** |
| TEAM Services is a non-profit provider of public transportation for individuals seeking employment, medical services, educational opportunities, etc. |

| **Chautauqua Adult Day Care Centers, Inc.** |
| The Chautauqua Adult Day Care Centers is a 5310 provider and coordinates service with CARTS to the day care centers located in the North and South County and in Westfield. |

| **Coach USA** |
| Coach USA is an intercity provider from Chautauqua County to Buffalo and the Randolph and Salamanca and Olean areas. Coach USA also provides non-emergency Medicaid rides coordinated by CARTS. |

| **SUNY Fredonia Public Transportation** |
| SUNY Fredonia is a 5311 provider of transportation in the village of Fredonia sponsored by Chautauqua County. |

| **Jamestown School Board of Education** |
| The Jamestown School Board of Education shares a bus washing facility with transportation providers. |

| **Chautauqua Works** |
**KEY STAKEHOLDERS**

Chautauqua Works assists with assessing ride needs and coordinating trips with CARTS and various other private carriers. The agency also helps to educate the public about public transportation and coordinate employer transit tax benefits.

<table>
<thead>
<tr>
<th><strong>Southwestern Independent Living Center</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>The Southwestern Independent Living Center assists and provides rides to the disabled population. The SILC also provides training on the needs and regulations of the disabled population to other agencies.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>New York State Department of Transportation</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>The DOT serves as a funding source and assists with training.</td>
</tr>
</tbody>
</table>
**Duplication of Services Subcommittee**

**PURPOSE**
- Review and analyze routes and schedules of all transportation providers in the county to identify where duplication occurs
- Identify and assess the personal mobility options of those requiring transportation services in the county and where various agencies can consolidate
- Reach additional riders with more time flexibility and geographic coverage

<table>
<thead>
<tr>
<th>AGENCY</th>
<th>NAME</th>
<th>CONTACT INFORMATION</th>
</tr>
</thead>
</table>
| Workforce Investment Board, Inc. | Jennifer Blair | (716) 661-8492  
  jblair@chautauquaworks.com |
| TEAM Services                 | Ken Brentley  | (716) 661-1562  
  Ken.brentley@teamsvs.org |
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|                               | Michele Westphal | (716) 661-8488  
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| Filling the Gap, Inc.         | Mike Suppa    | Michael.suppa@fillingthegap.net |
| Aspire of WNY                 | Percy Williamson | (716) 505-5715  
  Percy.williamson@aspirewny.org |
Finance/Shared Services Subcommittee

**PURPOSE**

- Determine how to best utilize JARC, NF, and other funding sources by sharing costs and services
- Model other similar counties that are far along in the cost-sharing process and use strategies that have proven to be successful
- Explore the cost-effectiveness of technology, service, and maintenance upgrades and the processes in which multiple agencies would purchase these upgrades together

**MEMBERS**

<table>
<thead>
<tr>
<th>AGENCY</th>
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<tbody>
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<td>(716) 661-8492 <a href="mailto:jblair@chautauquaworks.com">jblair@chautauquaworks.com</a></td>
</tr>
<tr>
<td>CARTS</td>
<td>Cheryl Gustafson</td>
<td>(716) 661-8486 <a href="mailto:gustafsc@co.chautauqua.ny.us">gustafsc@co.chautauqua.ny.us</a></td>
</tr>
<tr>
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<td>(716) 661-1562 <a href="mailto:Ken.brentley@teamsvs.org">Ken.brentley@teamsvs.org</a></td>
</tr>
<tr>
<td>Chautauqua Adult Day Care Centers, Inc.</td>
<td>Frank Bercik</td>
<td>(716) 665-4899 <a href="mailto:frankadc@windstream.net">frankadc@windstream.net</a></td>
</tr>
<tr>
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</tr>
<tr>
<td></td>
<td>Cynthia Neu</td>
<td>(716) 485-4640 <a href="mailto:Cynthia.neu@resourcecenter.org">Cynthia.neu@resourcecenter.org</a></td>
</tr>
</tbody>
</table>
One-Stop Call/Click Center Subcommittee

**PURPOSE**

- Formulate a centralized database of all available transportation resources
- Multiple approaches to create this one-stop center: a website in which all information is aggregated, a physical call center, and/or enhancements to the existing services available in the 211 and 511 call services
- Evaluate all possible options and choose the optimal solution to provide the citizens of Chautauqua County with a single, easy to access resource for all transportation needs

<table>
<thead>
<tr>
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</tr>
<tr>
<td>TEAM Services</td>
<td>Ken Brentley</td>
<td>(716) 661-1562 <a href="mailto:Ken.brentley@teamsvs.org">Ken.brentley@teamsvs.org</a></td>
</tr>
<tr>
<td>Chautauqua County OFA</td>
<td>Mary Ann Spanos</td>
<td>(716) 753-4471 <a href="mailto:spanosm@co.chautauqua.ny.us">spanosm@co.chautauqua.ny.us</a></td>
</tr>
<tr>
<td>CARTS</td>
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</tr>
<tr>
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<td><a href="mailto:kerri.brown@cchn.net">kerri.brown@cchn.net</a></td>
</tr>
<tr>
<td>The Resource Center</td>
<td>Karen Moynihan</td>
<td>716-661-1418 <a href="mailto:Karen.senske@resourcecenter.org">Karen.senske@resourcecenter.org</a></td>
</tr>
<tr>
<td></td>
<td>Cynthia Neu</td>
<td>(716) 485-4640 <a href="mailto:Cynthia.neu@resourcecenter.org">Cynthia.neu@resourcecenter.org</a></td>
</tr>
</tbody>
</table>
KEY STAKEHOLDERS

Volunteer Subcommittee

**PURPOSE**

- Identify consumers in need of travel training and match them with the appropriate volunteer(s)
- Identify sources for volunteer educators and travel trainers
- Best and most efficiently utilize the volunteer force to reconcile training needs
- Develop a travel training program for disabled, senior (60 years and older), and low-income individuals in order to increase transportation accessibility and independence for improved quality of life

**MEMBERS**

<table>
<thead>
<tr>
<th>DEPARTMENT</th>
<th>NAME</th>
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<tbody>
<tr>
<td>Workforce Investment Board, Inc.</td>
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<td>(716) 661-8492</td>
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<tr>
<td></td>
<td></td>
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<td></td>
<td></td>
<td><a href="mailto:Cynthia.neu@resourcecenter.org">Cynthia.neu@resourcecenter.org</a></td>
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<td>Ross IES</td>
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<td></td>
<td></td>
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<tr>
<td>Erie 2 BOCES</td>
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<td>(716) 484-6190</td>
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<td></td>
<td></td>
<td><a href="mailto:jgolden@e2ccb.org">jgolden@e2ccb.org</a></td>
</tr>
<tr>
<td>Chautauqua Works</td>
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<td></td>
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<tr>
<td>CARTS</td>
<td>Michele Westphal</td>
<td>(716) 661-8488</td>
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<td></td>
<td></td>
<td><a href="mailto:westpham@co.chautauqua.ny.us">westpham@co.chautauqua.ny.us</a></td>
</tr>
</tbody>
</table>
Mobility Stakeholders Committee

**PURPOSE**

- Review and track the progress of the four subcommittees
- Approve updates to the transportation plan
- Involve all affected stakeholders in the planning and implementation process

**MEMBERS**

<table>
<thead>
<tr>
<th>AGENCY</th>
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<tbody>
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<td>Aspire of WNY</td>
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<tr>
<td></td>
<td>Percy Williamson</td>
<td>(716) 505-5715 <a href="mailto:Percy.williamson@aspirewny.org">Percy.williamson@aspirewny.org</a></td>
</tr>
<tr>
<td>CARTS</td>
<td>Paul Abram</td>
<td>(716) 661-8455 <a href="mailto:abramp@co.chautauqua.ny.us">abramp@co.chautauqua.ny.us</a></td>
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</tr>
<tr>
<td></td>
<td>Holly Johnson</td>
<td>(716) 661-8487 <a href="mailto:johnsonh@co.chautauqua.ny.us">johnsonh@co.chautauqua.ny.us</a></td>
</tr>
<tr>
<td></td>
<td>Michele Westphal</td>
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</tr>
<tr>
<td>Chautauqua County Health Network</td>
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<tr>
<td></td>
<td>Lisa Schmidtfrerick</td>
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</tr>
<tr>
<td>SUNY Fredonia Transportation</td>
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<td>(716) 753-4702 <a href="mailto:smithd@co.chautauqua.ny.us">smithd@co.chautauqua.ny.us</a></td>
</tr>
<tr>
<td></td>
<td>Vince Gugino</td>
<td>(716) 673-3381 <a href="mailto:Vince.gugino@fredonia.edu">Vince.gugino@fredonia.edu</a></td>
</tr>
</tbody>
</table>
# Key Stakeholders

<table>
<thead>
<tr>
<th>Agency</th>
<th>Name</th>
<th>Contact Information</th>
</tr>
</thead>
</table>
| The Resource Center | Mark Morton | (716) 661-1420  
Mark.Moron@resourcecenter.org |
| | Cynthia Neu | (716) 485-4640  
Cynthia.neu@resourcecenter.org |
| | Karen Moynihan | (716) 661-1418  
Karen.senske@resourcecenter.org |
| | Lauren Ryan | Lauren.ryan@resourcecenter.org |
| | Ellen Vellia | Ellen.vellia@resourcecenter.org |
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| Chautauqua County VSA | Troy Smith | (716) 661-8255  
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| Chautauqua Works | Karen Colaiacovo | (716) 487-5127  
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| Chautauqua Adult Day Care Centers, Inc. | Frank Bercik | (716) 665-4899  
frankadc@windstream.net |
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jgolden@e2ccb.org |
| Chautauqua County DPF | George Spanos | (716) 661-8400  
spanosg@co.chautauqua.ny.us |
| Coach USA | Mike Ferianc | (724) 282-3080  
Mike.ferianc@coachusa.com |
## KEY STAKEHOLDERS

### Other Stakeholders

<table>
<thead>
<tr>
<th>DEPARTMENT</th>
<th>NAME</th>
<th>CONTACT INFORMATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>WCA Services</td>
<td>Nicole Russo</td>
<td>(716) 487-1124 <a href="mailto:nicole.russ@wcaservices.com">nicole.russ@wcaservices.com</a></td>
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<tr>
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<td>David Thomas</td>
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<tr>
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</tr>
<tr>
<td></td>
<td>Barb Bobseine</td>
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</tr>
<tr>
<td>CODI</td>
<td>Carol Ford</td>
<td>(716) 366-3333 <a href="mailto:cford@chautopp.org">cford@chautopp.org</a></td>
</tr>
<tr>
<td>CHRIC</td>
<td>Cindy Rockey</td>
<td>(716) 661-7334 <a href="mailto:Cindy_Rockey@chric.org">Cindy_Rockey@chric.org</a></td>
</tr>
<tr>
<td>United Way</td>
<td>Richard Fleurant</td>
<td>(716) 483-1561 <a href="mailto:rfleurant@uwayscc.org">rfleurant@uwayscc.org</a></td>
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<tr>
<td>Sheldon Foundation</td>
<td>Linda V. Swanson</td>
<td>(716) 664-9890 <a href="mailto:sheldonorg@alltel.net">sheldonorg@alltel.net</a></td>
</tr>
<tr>
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</tr>
<tr>
<td>United Way</td>
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<tr>
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<td>CTAA</td>
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<tr>
<td>CCIDA</td>
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<tr>
<td>Jamestown Community College</td>
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<td>(716) 338-1341 <a href="mailto:lorifabritius@mail.sunyjcc.edu">lorifabritius@mail.sunyjcc.edu</a></td>
</tr>
<tr>
<td>DEPARTMENT</td>
<td>NAME</td>
<td>CONTACT INFORMATION</td>
</tr>
<tr>
<td>----------------------------------------------------------</td>
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</tr>
<tr>
<td>City of Dunkirk Planning</td>
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<td>(716) 837-0833</td>
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<td>Mental Health Assoc.</td>
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<td>Heritage Village</td>
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<td></td>
<td></td>
<td><a href="mailto:bellis@heritage1886.org">bellis@heritage1886.org</a></td>
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<td>Joint Neighborhood Project</td>
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<td><a href="mailto:barbijnp@netsync.net">barbijnp@netsync.net</a></td>
</tr>
<tr>
<td>Heritage Group</td>
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<td></td>
<td>Cheryl Evan</td>
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<td>Chautauqua County Dept. of Planning and Econ. Development</td>
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<tr>
<td></td>
<td></td>
<td><a href="mailto:geisem@co.chautauqua.ny.us">geisem@co.chautauqua.ny.us</a></td>
</tr>
</tbody>
</table>
# Inventory of Services and Resources

*(Inventory data found in Attachment IV)*

<table>
<thead>
<tr>
<th>Provider</th>
<th>Days of Operation</th>
<th>Hours of Operation</th>
<th>Area(s) Serviced</th>
<th>Number of Vehicles</th>
<th>Funding Source(s)</th>
<th>Public/Private</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chautauqua Area Regional Transit System</td>
<td>Monday - Friday</td>
<td>6AM – 6PM</td>
<td>Chautauqua County</td>
<td>26 + 7 Backup (All ADA Accessible)</td>
<td>5311, 5316 &amp; 5317 Eligible</td>
<td>Public</td>
</tr>
<tr>
<td>Chautauqua County Chapter ARC</td>
<td>Monday - Friday</td>
<td>5AM – 5PM</td>
<td>Chautauqua and Cattaraugus Counties</td>
<td>13 + 4 Backup (All ADA Accessible)</td>
<td>5310, 5316 &amp; 5317 Eligible</td>
<td>Private</td>
</tr>
<tr>
<td>TEAM Services</td>
<td>Monday - Friday</td>
<td>8:00AM-2:00 PM (Office Hours)</td>
<td>Chautauqua County, Erie, PA and Buffalo, NY</td>
<td>7 Buses, 3 W/C Vans, 2 Ambulatory Vans (All ADA Accessible)</td>
<td>5310, 5316 &amp; 5317 Eligible</td>
<td>Public</td>
</tr>
<tr>
<td>Coach USA</td>
<td>Sunday - Saturday</td>
<td>4:30 AM-7:30 PM</td>
<td>Jamestown to Dunkirk; Dunkirk to Silver Creek/Irving; Jamestown to Olean</td>
<td>1 (Not ADA Accessible)</td>
<td>5311</td>
<td>Public</td>
</tr>
<tr>
<td>Chautauqua Adult Day Care Centers, Inc.</td>
<td>Monday - Friday, Saturday (Jamestown Only)</td>
<td>8:00 AM-4:00 PM</td>
<td>Jamestown, Dunkirk, Westfield and Surrounding Areas</td>
<td>5 (3 ADA Accessible)</td>
<td>5310/Local Funds</td>
<td>Private</td>
</tr>
<tr>
<td>SUNY Fredonia</td>
<td>Sunday - Saturday</td>
<td>7:15 AM-10:30 PM</td>
<td>Village of Fredonia</td>
<td>3 (All ADA Accessible)</td>
<td>5311</td>
<td>Public</td>
</tr>
<tr>
<td>Southwestern Independent Living Center</td>
<td>Monday - Friday; Evenings and Weekends Upon Request</td>
<td>8:00 AM-4:30 PM</td>
<td>Chautauqua County</td>
<td>2 (Both ADA Accessible)</td>
<td>5310</td>
<td>Private</td>
</tr>
<tr>
<td>Chautauqua County Veterans Service Agency</td>
<td>M,W,F to Buffalo Thurs. to Erie, PA</td>
<td>6:00 AM-5:00 PM</td>
<td>Chautauqua, Erie, NY and Erie, PA Counties</td>
<td>1 (ADA Accessible)</td>
<td>Local Funds/Donations 5310 Eligible</td>
<td>Private</td>
</tr>
</tbody>
</table>
WHAT DATA MUST WE HAVE TO DETERMINE SERVICE NEEDS?

Population Density

Why is this important?
It is important to determine whether or not more people are moving into Chautauqua County and, if they are, where the population is increasing. This information shows where the County needs to enhance or diminish services to remain cost-effective yet also best serve residents.

Senior Population

Why is this important?
We need to determine how great of a need there is for increased transportation for seniors. Is Chautauqua County’s population relatively old or young when compared to the rest of the state and the nation? If the population is aging quickly, then there will be more demand for these services as time moves on. In this case, we would need to share services and costs in order to avoid increasing the burden on taxpayers.

Low-Income Population

Why is this important?
Low-income individuals are significantly more likely than average earners to utilize public transit as a means to get to and from employment, medical services, and other services. The low-income population of Chautauqua County is significant to Job Access Reverse Commute (JARC) funding.

Major Employers

Why is this important?
Significant service to the major employers of Chautauqua County needs to exist in order to provide individuals with access to these jobs. This is also significant to JARC funding. Along with medical facilities, transportation services for employment activities are the fundamental pillars on which a coordinated transportation plan needs to be developed.

Medical Facilities

Why is this important?
The elderly and disabled are significantly more likely than the average population to access public transit, often to reach medical services. Extensive service to these facilities is a requisite in any coordinated public transportation plan.

The associated maps contained in "Attachment III" represent the current population disbursements of the following five categories based on the 2000 Census:
DEMOGRAPHIC ANALYSIS

TABLE 1: POPULATION

<table>
<thead>
<tr>
<th>YEAR</th>
<th>CITY OF JAMESTOWN</th>
<th>CITY OF DUNKIRK</th>
<th>CHAUTAUQUA COUNTY</th>
</tr>
</thead>
<tbody>
<tr>
<td>2010</td>
<td>31,146</td>
<td>12,563</td>
<td>134,905</td>
</tr>
<tr>
<td>2000</td>
<td>31,730</td>
<td>13,131</td>
<td>139,750</td>
</tr>
<tr>
<td>1990</td>
<td>34,681</td>
<td>13,989</td>
<td>141,895</td>
</tr>
</tbody>
</table>

Source: U.S. Census Bureau, 1990, 2000, and 2010 Censuses

According to Table 1 above, Chautauqua County has faced a population decline over the past two decades. This trend is also reflected in both the cities of Jamestown and Dunkirk, the two cities located within the County.

TABLE 2: SENIOR POPULATION

<table>
<thead>
<tr>
<th>CATEGORY</th>
<th>CITY OF JAMESTOWN</th>
<th>CITY OF DUNKIRK</th>
<th>CHAUTAUQUA COUNTY</th>
</tr>
</thead>
<tbody>
<tr>
<td>Seniors 60+ (2010)</td>
<td>6,198</td>
<td>2,631</td>
<td>30,528</td>
</tr>
<tr>
<td>Seniors 60+ (2000)</td>
<td>6,228</td>
<td>2,837</td>
<td>28,308</td>
</tr>
<tr>
<td>%60+ Pop. (2010)</td>
<td>19.9%</td>
<td>20.9%</td>
<td>22.6%</td>
</tr>
<tr>
<td>%60+ Pop. (2000)</td>
<td>19.6%</td>
<td>21.6%</td>
<td>20.2%</td>
</tr>
<tr>
<td>NYS %60+ Pop. (2010)</td>
<td>19.0%</td>
<td>19.0%</td>
<td>19.0%</td>
</tr>
<tr>
<td>U.S. %60+ Pop. (2010)</td>
<td>18.5%</td>
<td>18.5%</td>
<td>18.5%</td>
</tr>
</tbody>
</table>

Source: U.S. Census Bureau, 2000 and 2010 Censuses

According to Table 2, the senior population (defined here as people aged 60 and over) has increased slightly over the past decade in Chautauqua County despite an overall decline in general population. The senior populations in the cities of Jamestown and Dunkirk are considerably higher than the U.S. average, and the City of Jamestown's senior population as a percentage of total population has increased. The senior populations of the County and the cities of Jamestown and Dunkirk are considerably higher than the United States and New York State levels.
### TABLE 3: LABOR AND INCOME

<table>
<thead>
<tr>
<th>CATEGORY</th>
<th>CITY OF JAMESTOWN</th>
<th>CITY OF DUNKIRK</th>
<th>CHAUTAUQUA COUNTY</th>
</tr>
</thead>
<tbody>
<tr>
<td>% in Labor Force (2000)</td>
<td>62.1%</td>
<td>58.8%</td>
<td>61.4%</td>
</tr>
<tr>
<td>U.S. % in Labor Force (2000)</td>
<td>63.9%</td>
<td>63.9%</td>
<td>63.9%</td>
</tr>
<tr>
<td>Median Household Income (2000)</td>
<td>$25,837</td>
<td>$28,313</td>
<td>$33,458</td>
</tr>
<tr>
<td>U.S. Median Household Income (2000)</td>
<td>$41,994</td>
<td>$41,994</td>
<td>$41,994</td>
</tr>
<tr>
<td>Mean Travel Time to Work (2000)</td>
<td>15.1 min.</td>
<td>16.2 min.</td>
<td>18.4 min.</td>
</tr>
</tbody>
</table>

*Source: U.S. Census Bureau, 2000 Census*

### TABLE 4: LABOR AND INCOME CONTINUED

<table>
<thead>
<tr>
<th>CATEGORY</th>
<th>CITY OF JAMESTOWN</th>
<th>CITY OF DUNKIRK</th>
<th>CHAUTAUQUA COUNTY</th>
</tr>
</thead>
<tbody>
<tr>
<td>% in Labor Force</td>
<td>62.8% (+/-2.0%)*</td>
<td>62.2% (+/-3.2%)</td>
<td>60.4% (+/-0.9%)</td>
</tr>
<tr>
<td>NYS % in Labor Force</td>
<td>63.7% (+/-0.1%)</td>
<td>63.7% (+/-0.1%)</td>
<td>63.7% (+/-0.1%)</td>
</tr>
<tr>
<td>U.S. % in Labor Force</td>
<td>65.0% (+/-0.1%)</td>
<td>65.0% (+/-0.1%)</td>
<td>65.0% (+/-0.1%)</td>
</tr>
<tr>
<td>Median Household Income</td>
<td>$33,092 (+/-1,954)</td>
<td>$33,849 (+/-2,513)</td>
<td>$40,639 (+/-1,127)</td>
</tr>
<tr>
<td>NYS Median Household Income</td>
<td>$55,603 (+/-178)</td>
<td>$55,603 (+/-178)</td>
<td>$55,603 (+/-178)</td>
</tr>
<tr>
<td>U.S. Median Household Income</td>
<td>$51,914 (+/-89)</td>
<td>$51,914 (+/-89)</td>
<td>$51,914 (+/-89)</td>
</tr>
<tr>
<td>Mean Household Income</td>
<td>$42,215 (+/-1,829)</td>
<td>$42,966 (+/-2,526)</td>
<td>$50,823 (+/-1,047)</td>
</tr>
<tr>
<td>NYS Mean Household Income</td>
<td>$80,374 (+/-276)</td>
<td>$80,374 (+/-276)</td>
<td>$80,374 (+/-276)</td>
</tr>
<tr>
<td>U.S. Mean Household Income</td>
<td>$70,883 (+/-123)</td>
<td>$70,883 (+/-123)</td>
<td>$70,883 (+/-123)</td>
</tr>
<tr>
<td>Mean Travel Time to Work</td>
<td>14.9 min. (+/-0.9)</td>
<td>13.3 min. (+/-1.2)</td>
<td>17.6 min (+/-0.4)</td>
</tr>
<tr>
<td>NYS Mean Travel Time to Work</td>
<td>31.3 min. (+/-0.1)</td>
<td>31.3 min. (+/-0.1)</td>
<td>31.3 min. (+/-0.1)</td>
</tr>
<tr>
<td>U.S. Mean Travel Time to Work</td>
<td>25.2 min. (+/-0.1)</td>
<td>25.2 min. (+/-0.1)</td>
<td>25.2 min. (+/-0.1)</td>
</tr>
</tbody>
</table>

*Source: U.S. Census Bureau, 2006-10 American Community Survey 5-Year Estimates*

*Margin of errors shown in parentheses*
**DEMOGRAPHIC ANALYSIS**

Tables 3 and 4 show that the residents of Chautauqua County have median and mean household incomes well below the national and state averages. The households of Dunkirk and Jamestown have considerably lower incomes than the county average. Compared to state and national levels, lower percentages of the residents of Chautauqua County as a whole and the cities of Dunkirk and Jamestown are in the labor force. The low-income are the most likely to use public transit so, with Chautauqua County's relatively low levels of income, there is a significant market for these services. We need to give this segment of the population the necessary opportunities to find work.

With the short average commute times of Chautauqua County residents, public transit may emerge as a more viable option. In a county without any major traffic issues, driving is almost always going to be a faster option than public transit. However, if a person’s commute time is already short, then he or she would likely be more willing to add a few more minutes to that already short commute time in order to save some money, avoid the hassles of driving alone, and reduce fossil fuel emissions.

---

**TABLE 5: POVERTY AND HOUSING**

<table>
<thead>
<tr>
<th>CATEGORY</th>
<th>CITY OF JAMESTOWN</th>
<th>CITY OF DUNKIRK</th>
<th>CHAUTAUQUA COUNTY</th>
</tr>
</thead>
<tbody>
<tr>
<td>% Families Below Poverty Level (2000)</td>
<td>15.8%</td>
<td>18.5%</td>
<td>9.7%</td>
</tr>
<tr>
<td>% NYS Families Below Poverty Level (2000)</td>
<td>11.5%</td>
<td>11.5%</td>
<td>11.5%</td>
</tr>
<tr>
<td>% U.S. Families Below Poverty Level (2000)</td>
<td>9.2%</td>
<td>9.2%</td>
<td>9.2%</td>
</tr>
<tr>
<td>Median Housing Value</td>
<td>$52,400</td>
<td>$52,100</td>
<td>$64,000</td>
</tr>
<tr>
<td>NYS Median Housing Value</td>
<td>$148,700</td>
<td>$148,700</td>
<td>$148,700</td>
</tr>
<tr>
<td>U.S. Median Housing Value</td>
<td>$119,600</td>
<td>$119,600</td>
<td>$119,600</td>
</tr>
</tbody>
</table>

*Source: U.S. Census Bureau, 2000 Census*

As shown in Table 5, the percentage of families below the poverty level in Chautauqua County is relatively even with the U.S. average. Within the two cities of Jamestown and Dunkirk this percentage is much higher, which likely indicates a higher percentage of public transit riders in these two cities. It is this segment of the population that is most likely to use transit as a means to get to and from work, medical appointments, and other services. This has a large implication for JARC funding in order to increase transit accessibility for these residents for employment purposes.
## TABLE 6: POPULATION BY DISTRICT

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Dunkirk</td>
<td>12,563</td>
<td>13,131</td>
<td>20.9%</td>
<td>2,792.8</td>
</tr>
<tr>
<td>Jamestown</td>
<td>31,146</td>
<td>31,730</td>
<td>20.5%</td>
<td>3,460.7</td>
</tr>
<tr>
<td>Arkwright</td>
<td>1,061</td>
<td>1,126</td>
<td>21.1%</td>
<td>29.7</td>
</tr>
<tr>
<td>Busti</td>
<td>7,351</td>
<td>7,780</td>
<td>27.7%</td>
<td>153.8</td>
</tr>
<tr>
<td>*Lakewood</td>
<td>3,002</td>
<td>3,258</td>
<td>30.4%</td>
<td>1,501.0</td>
</tr>
<tr>
<td>Carroll</td>
<td>3,521</td>
<td>3,635</td>
<td>25.4%</td>
<td>105.4</td>
</tr>
<tr>
<td>*Frewsburg</td>
<td>1,906</td>
<td>1,965</td>
<td>26.8%</td>
<td>560.6</td>
</tr>
<tr>
<td>Charlotte</td>
<td>1,729</td>
<td>1,713</td>
<td>19.2%</td>
<td>96.5</td>
</tr>
<tr>
<td>**Sinclairville</td>
<td>588</td>
<td>665</td>
<td>21.0%</td>
<td>367.5</td>
</tr>
<tr>
<td>Chautauqua</td>
<td>4,464</td>
<td>4,666</td>
<td>26.5%</td>
<td>66.4</td>
</tr>
<tr>
<td>*Mayville</td>
<td>1,711</td>
<td>1,756</td>
<td>21.8%</td>
<td>855.5</td>
</tr>
<tr>
<td>Cherry Creek</td>
<td>1,118</td>
<td>1,152</td>
<td>20.7%</td>
<td>30.5</td>
</tr>
<tr>
<td>*Cherry Creek</td>
<td>461</td>
<td>551</td>
<td>21.1%</td>
<td>329.3</td>
</tr>
<tr>
<td>Clymer</td>
<td>1,698</td>
<td>1,501</td>
<td>18.5%</td>
<td>47.0</td>
</tr>
<tr>
<td>Dunkirk</td>
<td>1,318</td>
<td>1,387</td>
<td>41.9%</td>
<td>209.2</td>
</tr>
<tr>
<td>Ellery</td>
<td>4,528</td>
<td>4,576</td>
<td>32.2%</td>
<td>95.1</td>
</tr>
<tr>
<td>*Bemus Point</td>
<td>364</td>
<td>340</td>
<td>35.9%</td>
<td>910.0</td>
</tr>
<tr>
<td>Ellicott</td>
<td>8,714</td>
<td>9,280</td>
<td>28.5%</td>
<td>285.7</td>
</tr>
<tr>
<td>*Jamestown West</td>
<td>2,408</td>
<td>2,535</td>
<td>36.2%</td>
<td>963.2</td>
</tr>
<tr>
<td>*Celoron</td>
<td>1,112</td>
<td>1,295</td>
<td>23.9%</td>
<td>1,588.6</td>
</tr>
<tr>
<td>*Falconer</td>
<td>2,420</td>
<td>2,540</td>
<td>23.4%</td>
<td>2,200</td>
</tr>
<tr>
<td>Ellington</td>
<td>1,643</td>
<td>1,639</td>
<td>18.2%</td>
<td>44.9</td>
</tr>
<tr>
<td>French Creek</td>
<td>906</td>
<td>935</td>
<td>18.9%</td>
<td>25.0</td>
</tr>
<tr>
<td>Gerry</td>
<td>1,905</td>
<td>2,054</td>
<td>29.2%</td>
<td>52.6</td>
</tr>
<tr>
<td>Hanover</td>
<td>7,127</td>
<td>7,638</td>
<td>23.4%</td>
<td>144.6</td>
</tr>
<tr>
<td>*Forestville</td>
<td>697</td>
<td>770</td>
<td>19.2%</td>
<td>697</td>
</tr>
<tr>
<td>*Silver Creek</td>
<td>2,656</td>
<td>2,896</td>
<td>18.8%</td>
<td>2,414.5</td>
</tr>
<tr>
<td>Harmony</td>
<td>2,206</td>
<td>2,339</td>
<td>23.5%</td>
<td>48.5</td>
</tr>
<tr>
<td>*Panama</td>
<td>479</td>
<td>491</td>
<td>26.5%</td>
<td>217.7</td>
</tr>
<tr>
<td>Kiantone</td>
<td>1,350</td>
<td>1,385</td>
<td>26.1%</td>
<td>73.0</td>
</tr>
<tr>
<td>Mina</td>
<td>1,106</td>
<td>1,176</td>
<td>21.5%</td>
<td>30.8</td>
</tr>
<tr>
<td>North Harmony</td>
<td>2,267</td>
<td>2,521</td>
<td>26.3%</td>
<td>53.7</td>
</tr>
<tr>
<td>Poland</td>
<td>2,356</td>
<td>2,467</td>
<td>22.4%</td>
<td>64.0</td>
</tr>
<tr>
<td>Pomfret</td>
<td>14,965</td>
<td>14,703</td>
<td>17.5%</td>
<td>340.9</td>
</tr>
<tr>
<td>*Fredonia</td>
<td>11,230</td>
<td>10,706</td>
<td>15.4%</td>
<td>2,159.6</td>
</tr>
<tr>
<td>Portland</td>
<td>4,827</td>
<td>5,002</td>
<td>19.0%</td>
<td>140.7</td>
</tr>
<tr>
<td>*Brocton</td>
<td>1,486</td>
<td>1,547</td>
<td>21.0%</td>
<td>874.1</td>
</tr>
<tr>
<td>Ripley</td>
<td>2,415</td>
<td>2,636</td>
<td>22.1%</td>
<td>49.4</td>
</tr>
<tr>
<td>*Ripley</td>
<td>872</td>
<td>1,030</td>
<td>24.6%</td>
<td>622.9</td>
</tr>
<tr>
<td>Sheridan</td>
<td>2,673</td>
<td>2,838</td>
<td>24.5%</td>
<td>71.7</td>
</tr>
<tr>
<td>Sherman</td>
<td>1,653</td>
<td>1,553</td>
<td>16.2%</td>
<td>45.5</td>
</tr>
</tbody>
</table>
**Demographic Analysis**

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>*Sherman</td>
<td>730</td>
<td>714</td>
<td>19.3%</td>
<td>912.5</td>
</tr>
<tr>
<td>Stockton</td>
<td>2,248</td>
<td>2,331</td>
<td>21.7%</td>
<td>47.5</td>
</tr>
<tr>
<td>*Cassadaga</td>
<td>634</td>
<td>676</td>
<td>28.3%</td>
<td>704.4</td>
</tr>
<tr>
<td>Villenova</td>
<td>1,110</td>
<td>1,121</td>
<td>21.9%</td>
<td>30.7</td>
</tr>
<tr>
<td>Westfield</td>
<td>4,896</td>
<td>5,232</td>
<td>27.6%</td>
<td>103.7</td>
</tr>
<tr>
<td>*Westfield</td>
<td>3,224</td>
<td>3,481</td>
<td>27.5%</td>
<td>916.1</td>
</tr>
</tbody>
</table>

*Source: U.S. Census Bureau, 2000 and 2010 Censuses*

**Legend**

- City
- Town
- Village
- Census-Designated Place

*A village or census-designated place (dark blue and light green colors in the table above) is located within the town (darker green color) listed above it (example: Forestville and Silver Creek are villages located within the Town of Hanover). The population of the village or CDP is included in the town it is located within.*

**Sinclairville is located on the border of the Town of Charlotte and the Town of Gerry**

It is important to understand the population centers of Chautauqua County to predict where demand will be strongest. The areas with the most population should have higher demand and thus more service from transportation providers. Areas with higher senior populations should demand more alternative transportation, as seniors are less likely to use their own private vehicles to travel than the general population.
Need/Gap Analysis

Analysis Process
1) What population is currently served?
2) Where is this population?
3) How many annual trips are provided?
4) What various uncoordinated transportation providers are currently performing these services?
5) Whose needs are not being met?

Based on this analysis and all data collected, we can make the following assessments:

Duplicative service exists in the following areas (areas over-served):
- City of Dunkirk
- City of Jamestown
- Jamestown to Dunkirk/Silver Creek
- Jamestown to Westfield
- Jamestown to Clymer
- Jamestown to Frewsburg
- Jamestown to Sinclairville/Cherry Creek
- Dunkirk to Stockton/Cassadaga
- Dunkirk to Ripley

This duplication is provided by as many as three providers in some areas; however, there are various reasons for this duplication. In the City of Jamestown and Dunkirk, there is public transit via fixed route or dial-a-ride service. In addition, The Resource Center and Adult Day Care Centers are utilizing their vehicles to pickup/return their clients during peak hours of the day (between 7 AM – 9 AM and 3 PM – 5 PM). This duplication exists due to the peak time and increased need for additional vehicles to accommodate the ridership. Review of each provider’s pickups is needed to determine where the actual overlap is occurring. Further review of the rural areas is needed to determine if the duplication is due to capacity issues or lack of coordination. Duplication exists between the public Coach USA inter-city routes from Jamestown to Buffalo, the CARTS system (to Dunkirk & Silver Creek), and the Chautauqua County Veterans Service Agency bus. Further review is also needed to determine the extent to which this is due to lack of coordination or capacity issues.

Limited service exists in the following areas (areas under-served):
- Southern and western portions of the County, primarily the townships of Ripley, Mina, French Creek, Clymer, and Harmony
- Eastern area of the County, including Villenova, Cherry Creek, Ellington, and Poland

Further review is needed to determine if the duplication of services is due to capacity issues or lack of coordination.
No service exists in the following areas (areas with no service):

- Service is provided in every township on at least a limited basis.

GAPS/NEEDS IDENTIFIED:

- Early morning, evening, and weekend service
- Holiday service
- Flexibility for early shifts, overtime, and last minute changes in shift time
- Limited rural service
- Limited out-of-state service
- Limited education of transportation services available
- Limited service for combination trips (i.e., children to daycare and parent to employment
- Need for more "travel training"
- Need for employer inventory/survey/support of public transportation
- Employer education on tax benefits for transportation
- Affordable purchase of cars for low-income to get to work
- Accessible cabs (vans with wheelchair lifts)
- Emergency breakdown of mobility aid (i.e., battery goes dead on electric chair)
- Cab fare structure for multiple agency pickups/better coordination
- Underutilization of park-and-ride with transit (used mostly for carpooling)
- Lack of incentive for employees to take transit for Welfare to Work
- Need to coordinate carpooling
- Need for a one-stop center for transportation
- Need for transportation opportunities for people with disabilities to attend work centers and other programs
- Need for driver training program for individuals with disabilities
Need/Gap Priority Survey

During the Mobility Stakeholders Committee meeting held on December 2, 2011, the committee completed a survey to determine the level of importance (priority) for each of the preceding needs and gaps. The survey was sent to all committee members who were not present at the meeting. Below are the final results based on survey responses; the needs are ranked and colored. 1 is the most desirable and 20 is the least while darkest colors are the most desirable. Attached in Attachment V are the survey tallies and methodology.

**Level of Priority Based on Survey of Mobility Stakeholders Committee:**

1. Early morning, evening, and weekend service
2. Need for transportation opportunities for people with disabilities to attend work centers and other programs
3. Need for employer inventory/survey/support of public transportation
4. Need for a one-stop center for transportation
5. Need for more travel training
6. Limited rural service
7. Limited education of transportation services available
8. Flexibility for early shifts, overtime, and last minute change in shift time
9. Cab fare structure for multiple agency pickups/better coordination
10. Underutilization of park-and-ride with transit (used mostly for carpooling)
11. Lack of incentive for employees to take transit for Welfare to Work
12. Limited service for combination trips (i.e., children to daycare and parent to work)
13. Employer education on commuter tax benefits
14. Need to coordinate carpooling
15. Accessible cabs (vans with wheelchair lifts)
16. Holiday service
17. Need for driver training for people with disabilities
18. Emergency breakdown of mobility aid (i.e., battery on electric chair dies)
19. Affordable purchases of cars for low-income to get to work
20. Limited out-of-state service

[Least Important to Most Important]
Manitowoc County, Wisconsin

Relevance to Chautauqua County

Manitowoc County has a population of 81,349 covering 592 square miles of land (137 persons/square mile), compared to Chautauqua County's 134,905 covering 1,062 miles of land (127 persons/square mile). This county's primary cities are Manitowoc, with 32,794 people, and Two Rivers, with 11,712 people, comparable to Jamestown (31,146) and Dunkirk (12,563). Manitowoc County is located on Lake Michigan, much like Chautauqua County’s location on Lake Erie. Like Chautauqua County, Manitowoc County is located outside of any metropolitan area.

One-Call Center

Manitowoc hired its Mobility Manager in 2008, and one of this new program's first goals was to establish a one-stop call center for all transportation information. This county identified a need to simplify the process to obtain transportation and to provide easy-to-access sources for this information. While this is the short-term goal of the one-call center, the County will be able to use this service in the long-term to identify unmet needs and implement programs to satisfy those needs. The City of Manitowoc's transit clerk absorbed the duties of a one-stop clerk after the partners determined that the clerk was already responding to community questions about transportation services and would be able to handle the additional call volume. The County has streamlined the eligibility process with the establishment of the one-call center. The one-call clerk now determines eligibility for several programs after the one-call clerk and the Mobility Manager worked to combine four separate applications into one to streamline this process.

Resource Directory

When the County began the mobility management process, another of its major goals was to accumulate a resource directory of all transportation services available in the county. The resource directory is intertwined with the one-call center, as both were established to improve customer service and easily transmit information to users. The resource directory has questions at the front to determine if fixed-route transit is a realistic option for the reader's needs. Inside, the directory includes information on taxi, limousine, ferry, car rentals, airport, and in-home services as well as their Bus Buddy program. The Mobility Manager is in contact with service providers and the one-call center clerk to update the resource directory with service changes. To market this, the Mobility Manager published the brochure on her website and distributes it to agencies with clients who may need this information.

Bus Buddy Program

The Bus Buddy Program matches up new users of public transit with an experienced user. The program targets those who would benefit from the use of public transportation but cannot or will not use it for some reason. They may not understand routes and schedules or they may be afraid to travel alone. Manitowoc County recruits experienced users of public transit as volunteers to become Bus Buddies.
**Volunteer Driver Program**

Manitowoc County has implemented a volunteer driver program. To be eligible for this program, riders must be 65 years or older, reside in rural Manitowoc County, be certified for the Manitowoc County Elderly Program, be ambulatory (use a cane or walker), and be able to transfer into a personal car safely. Rides must be scheduled at least 48 hours in advance. Volunteer drivers are recruited through local agencies and through other marketing. The drivers use vehicles provided through the program, rather than their own. The program is still in a growth phase.

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**Steuben County, New York**

**Relevance to Chautauqua County**

Steuben County has a population of 98,990 over a land mass of 1,393 square miles (71 persons/square mile). Like Chautauqua County, Steuben County contains two cities: Corning and Hornell. Both are analogous in size to Dunkirk, so Steuben County does not contain a city of Jamestown's size. Steuben County is also located in New York's Southern Tier.

**2-1-1 Helpline**

Steuben County utilizes the 2-1-1 service as a one-call center for its transportation information. Residents can call 211 via telephone or go to 211helpline.org to access the information. This Finger Lakes 2-1-1 service provides information and referral in Steuben, Chemung, Allegany, Schuyler, and Yates Counties, but is located in Bath in Steuben County. By compiling all of its information into one place, it was able to attach to the existing 2-1-1 service without exhausting any of its own manpower. The 2-1-1 service can give information to callers and/or refer them to the best available services to fulfill their needs.

**Volunteer Driver Program**

The Steuben Coordinated Transportation's Volunteer Driver Program (SCT-VP) provides food-related and non-emergency medical transportation to any resident without access to any other means of transportation. The County developed this volunteer program because public transportation is not always a viable option due to the rural geography of this area. The program targets residents over 60 years old and transportation-disadvantaged residents. This program gives rides that total between 80,000 and 90,000 miles per year. Steuben also offers the Steuben County Transportation Scheduling Service (SCT-SS) to provide transportation for residents receiving benefits from the Department of Social Services. Volunteers use their own vehicles and are reimbursed for miles driven, meals, and any parking expenses incurred while volunteering.
Case Studies

Need a Ride? Program

Steuben County developed a website (needaride.info) to compile all transportation information for the county. The website contains information on volunteer driver programs; public bus routes, schedules, and fares; private transportation information; taxi and car service; and phone contact information. It is also piloting a RideShare program in which residents can find carpool or vanpool partners. The Steuben County Coordinated Transportation's Mobility Management group worked with CSS (Chemung-Schuyler-Steuben) Workforce New York to develop a brochure with all public bus routes, schedules, and fares in Chemung, Schuyler, and Steuben Counties. The brochure also offers alternative transportation contact information, such as taxi, volunteer driver, and private transportation systems.

Sullivan County, New Hampshire

Relevance to Chautauqua County

Sullivan County has a population of 43,472 within 537.4 square miles of land (80 persons per square mile), while Chautauqua County has 127 persons per square mile. The county has just one city, Claremont, with a population (13,355) similar to Dunkirk's. Sullivan County is 120 miles from Boston, while Chautauqua County is less than 200 miles away from the major cities of Toronto, Ontario; Cleveland, Ohio; and Pittsburgh, Pennsylvania. The median household income was $50,689 (with a margin of error of $2,193) according to the U.S. Census Bureau's 2010 American Community Survey 5-Year Estimates. This is well below the national average, though still considerably higher than Chautauqua County's ($40,639 +/-$1,127).

Volunteer Driver Program

Sullivan County implemented a volunteer driver program as part of its mobility management process. Sullivan County's volunteer driver program was developed to provide rides to senior citizens to access grocery shopping centers, medical services, pharmacies, banks, and social activities. According to the New Hampshire Department of Transportation, elderly adults who do not drive take 15% fewer trips to the doctor, 59% fewer trips for shopping and other related activities, and 65% fewer trips for social activities than those who drive. This volunteer program was developed in an attempt to alleviate this issue and to reduce the institutional costs of moving senior citizens to assisted living homes. Riders call the Volunteer Driver Coordinator to schedule a ride; if possible, the driver connects the rider to public transit options, but he or she will drive the rider to and from the appointment or service if public transit cannot meet the rider's needs.

To volunteer in this program, potential drivers must have automobile liability insurance, fill out an application, complete an interview, consent to driving record and criminal background checks, and complete a driving refreshment course. The drivers can volunteer as much or as little as they like and can always decline trips.
Arrowhead Region, Minnesota

Relevance to Chautauqua County

The Arrowhead Region consists of four counties, Carlton, Cook, Lake, and St. Louis, in northwest Minnesota. According to the 2010 Census, the population of these four counties is 251,654. About 80% of this population is concentrated in St. Louis County, where Duluth (86,265), the region's biggest city, is located. The population spread is similar, though on a smaller scale, to Chautauqua, Cattaraugus, Allegany, and Wyoming County's proximities to Erie County, specifically the City of Buffalo. These five counties in the Western New York region have a combined population of 1,225,363, in which approximately 75% of the population is concentrated in Erie County (919,040). The Arrowhead Region has a harsh winter climate, much like Chautauqua County's, which makes transportation difficult in the winter.

Rural Rides Program

The Rural Rides Program is supported by the Minnesota Workforce Center, the Arrowhead Economic Opportunity Agency, and Arrowhead Transit. This program provides Rideshare matching, volunteer driver services, and individualized transportation planning. To qualify for these services, customers must be earning 150% or less than the poverty level income. Also, the customer must be at risk of losing a job, be unable to attend job training, or be unable to engage in job searches and interviews because of a lack of transportation. Some of the transportation barriers that qualify are limited access to public transportation, shift time when public transportation is unavailable, lack of wheelchair-accessible vehicles, no driver's license, and challenges in transportation for children to and from child care during work and employment-related training and activities.

The Rural Rides program provides individualized travel plans for low-income individuals. The program conducted approximately 500 individualized travel plans in its first 18 months of operation. When producing one of these plans, the following process is followed: first, the Rural Rides Program seeks to familiarize clients with the available public transit schedule and educate them on all public transit options. If public transportation can fulfill the needs of the customer, bus tickets and taxi vouchers can be provided through the Arrowhead Economic Opportunity Agency. However, if public transportation is not viable, participants are then encouraged to find friends working at or near their job site with whom they can carpool. The friends must be registered with Rural Rides and provide proof of insurance and a valid drivers' license. Either the rider or driver must meet income guidelines to qualify for financial support through Rural Rides. Usually participation in the program is limited to three months, but some exceptions are made for participants with severe economic challenges. Drivers submit mileage information every week, and may receive up to $150 in mileage reimbursements per month. If no ridesharing options are available, the client may be matched with a volunteer driver, whose mileage is reimbursed through the program. Through its first 18 months of operation, the Rural Rides program provided more than 31,000 rides through these rideshare and volunteer driver services.


Region XII, Iowa

RELEVANCE TO CHAUTAUQUA COUNTY
The Region XII Council of Governments is made up of six rural Iowa counties: Audubon, Carroll, Crawford, Greene, Guthrie, and Sac. This region has a total population (74,671) of slightly more than half of Chautauqua County's (134,905) in an area approximately three times as large (3,462 square miles to 1,062). The population density of this region is only 22 persons per square mile compared to 127 in Chautauqua. A viable program in an area this sparsely populated would be more successful in a denser area like Chautauqua County.

JOBJET PROGRAM
The Region XII COG operates JobJet, a vanpool program that serves the region. The Region XII COG also operates the local public transit system and works to promote regional economic and workforce development. The program grew from a concept suggested by two of the biggest local employers, Tyson Foods and Farmland Foods. It was marketed as a program that supplements the existing public transit system while supporting local economic and workforce development. This program currently coordinates and operates six vanpools of between four and ten people. Members live in close proximity to one another, work in the same general location, and have comparable work hours.

State of Wisconsin

RELEVANCE TO CHAUTAUQUA COUNTY
Wisconsin has implemented state-wide policies that affect both its urban counties as well as its rural counties. Only 19 of Wisconsin's 72 counties are more densely populated than Chautauqua County, yet it has implemented alternative transportation options across the whole state.

RIDESHARE PROGRAM
The Wisconsin Department of Transportation first established its rideshare program in its most heavily populated areas: the southeastern portion of the state and the Madison area. The success of the program led the State of Wisconsin to expand it across the entire state. The DOT established a website for the rideshare program. New applicants can either fill out an application online or send one in via postage mail to be accepted into the system. The database gives potential commuters a list of matches that live and work in similar areas and travel to work at similar times. This software also can
be used to find bike buddies to bicycle to work with. Approximately 3,600 residents from the southeastern Wisconsin and Madison areas registered for the service in 2011.

The Wisconsin Department of Administration also oversees a vanpool program to commute to Madison from surrounding areas. This is not a state-wide policy like the carpool program. Interested commuters can contact the Vanpool Office via telephone or e-mail and, if enough people in their areas are interested, a vanpool can be formed. Also, there is an online directory of all existing vanpools; there are currently 87 in operation. The vanpool program charges extremely low rates compared to what a private vendor would charge to incentivize residents to utilize this alternative mode of commuting. These rates vary depending on round-trip commute distance and number of passengers. Anyone is eligible to participate, but at least one state employee must be in every vanpool.

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**ITNEverywhere**

**Relevance to Chautauqua County**

ITNEverywhere targets small and rural communities. In New York State, Tompkins County has developed a plan to implement the program. Tompkins County has a population of 101,564 within 460 square miles of land (221 persons per square mile) compared to Chautauqua County’s 134,905 in 1,062 square miles of land (127 persons/square mile). Tompkins County's biggest city is Ithaca, home to Cornell University, with a population of 30,014, comparable to Jamestown.

Cattaraugus County, Chautauqua County's neighbor to the east, has also expressed interest in joining the pilot implementation of ITNEverywhere. Cattaraugus County's population is significantly lower and less dense (80,317 total and 62 persons per square mile) than Chautauqua's. Chautauqua County is somewhere between Hopkins County and Cattaraugus County's demographics.

**What is it?**

ITNAmerica is a national non-profit organization that seeks to provide financially sustainable and efficient transportation services to senior citizens. The organization recruits volunteers to drive, then reimburses volunteers partially for miles traveled and gives transportation credits for the rest of the trip. The driver can then transfer the transportation credits to a family member, save them for his or her own later use, or donate them to others. As a nationwide organization, a senior citizen's relative can volunteer and drive in an ITNAmerica program in one community, then transfer the credits to the senior citizen to use in another ITNAmerica program in another location. The organization establishes a personal account for every customer to use to pay for rides. The customer can add money from a bank account to his or her account, bank up miles by volunteering, or trade in a car for miles through the CarTrade program. These donated cars can then be used within the ITNAmerica program to supply volunteers who do not have cars of their own with vehicles to serve customers. Currently, ITNAmerica is designed to serve populations of over approximately 150,000 residents within about a 15 mile radius.
Chautauqua County obviously does not have a population of 150,000 residents in a 15 mile radius, so the classic ITNAmerica model is not feasible for this area. However, ITNAmerica has a new program, ITNEverywhere, in the research and development phase. ITNEverywhere targets small and rural communities like Chautauqua County, and seeks to use existing private service capacity, information technology, and shared costs and services to implement the program. The Harry and Jeannette Weinberg Foundation is providing matching funds for the first four New York counties to contract with ITNAmerica to establish Community Pilot programs, which is the current step in the R&D phase for this program.
PROPOSED MOBILITY PROGRAM

LEAD AGENCIES
Chautauqua Works and Chautauqua Area Regional Transit (CARTS)

PARTNERS

1. **Chautauqua County - CARTS Public Transportation** – CARTS will expand the use of the scheduling and dispatch software recently purchased through NYS DOT Section 5311 funds to better coordinate services and reach the goal of a one-stop call center.

2. **Chautauqua County DSS** – The DSS will assist with educating the public about public transportation and coordinate low-income employment and training trips.

3. **Chautauqua County OFA** – The OFA will house the one-stop call center for transportation information within its existing NY Connects service. It will also help to educate its clients and the public about public transportation. This agency will also partner with RSVP and the Day Care Centers to help fund transportation for seniors.

4. **Chautauqua County Veterans Service Agency** – This agency will continue to contract with CARTS to provide drivers and maintenance and coordinate dispatch for the VSA bus program.

5. **The Resource Center** – TRC will work to educate its clients and the public about public transportation. TRC and CARTS will consolidate overlapping routes as the two agencies analyze routes by area.

6. **TEAM Services** – TEAM will also participate in the consolidation process between TRC and CARTS. TEAM will be open to public riders.

7. **Chautauqua Adult Day Care Centers** – Chautauqua Adult Day Centers will continue to coordinate with CARTS to provide service to the day care centers located in the North and South County and in Westfield.

8. **Coach USA** – Coach USA will continue to provide intercity service from Chautauqua County to Buffalo and the Randolph, Salamanca, and Olean areas. Coach USA will also continue to provide non-emergency Medicaid rides coordinated by CARTS.

9. **SUNY Fredonia Public Transportation** – SUNY Fredonia will continue to provide rides in the Village of Fredonia.

10. **Chautauqua Works** – Chautauqua Works will assist with the employer transit tax benefit education process and the travel training program to educate the public on transportation. This agency will continue to coordinate trips with CARTS and various other private carriers and coordinate employer transit tax benefits.

11. **Southwestern Independent Living Center** – The Southwestern Independent Living Center will help to determine travel training needs for the disabled population of Chautauqua County. The SILC will serve as a source of expertise and consultancy on the disabled community throughout this process.

12. **New York State DOT** – The DOT will continue to serve as a source of funding and guidance throughout the coordination process.

13. **Jamestown School Board of Education** – The Jamestown School Board of Education will continue to share its bus wash facility with transportation providers.

14. **Chautauqua County DPF** – The DPF will continue to provide a fueling site and maintenance for the VSA's bus, the DSS Medical van, Chautauqua Adult Day Care Center vehicles, and the Sheriff's Department and provide overflow maintenance for CARTS.
15. **Retired Senior Volunteer Program** – The Retired Senior Volunteer Program will continue to recruit volunteer drivers for the OFA Volunteer Driver Program and may serve as a source for volunteers for a more extensive volunteer driver program in the future. This agency will continue to provide umbrella insurance and assist with training.

16. **Chautauqua County Airport** – CARTS will continue to share a mechanic with the Jamestown Airport.

17. **Falconer Central School** – Falconer Central School shares its bus wash facility with transportation providers.

18. **Wal-Mart** – Wal-Mart will continue to subsidize senior citizen trips in the Dunkirk/Fredonia area.

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### SERVICE PROVIDERS (SHARED VEHICLES)

1. **CARTS Public Transportation** – 5311 – 33 buses (26 routes)
2. **The Resource Center** – 5310 – 17 buses
3. **TEAM Services** – 5310 – 17 buses
4. **Coach USA** – 5311 – 1 Bus
5. **Chautauqua Adult Day Care Center** – 5310 plus 3 vans
6. **SUNY Fredonia** – 5311 – contracts out service presently provided by Coach USA – 1 bus
7. **Southwest Independent Living Center** – private human service agency – 2 vans
8. **Chautauqua County Veterans Service Agency** – 5310 – 1 bus
9. **Aspire of WNY** – 5310

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### RIDE NEEDS (NEED RIDES BUT HAVE NO VEHICLES)

- Office for the Aging (OFA)
- Department of Social Services (DSS)
- Mental Health
- some long-term health care facilities
- Jamestown Community College
- Jamestown Business College
- Chautauqua Works
- Employers

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### FUNDING SOURCES

- Federal & State (5310, 5311, JARC, CST, STOA)
- Chautauqua County
- Inter-agency/department contractual funds
- Fares
- Donations
- OFA
- DSS
**PROPOSED MOBILITY PROGRAM**

**FUNDING SOURCES (CONTINUED)**

- The Resource Center (TRC)
- WNY Development Disabilities Services Office (DDSO)
- Aspire of WNY
- People, Inc.
- Evercare
- Safehouse

**IDENTIFIED SERVICE AREAS (BY PROVIDER)**

- **CARTS and The Resource Center/TEAM Services** – all of Chautauqua County
- **Coach USA** – serves the corridor from Jamestown to Dunkirk and then to Silver Creek. In addition, they serve the corridor from Jamestown to the outlying eastern counties
- **Chautauqua Adult Day Care** – serves Jamestown, Dunkirk, and Westfield and surrounding areas
- **SUNY Fredonia** – serves the Village of Fredonia and the SUNY Fredonia campus
- **Southwestern Independent Living Center** – serves the disabled as needed in Chautauqua County
- **Chautauqua County Veterans Service Agency** – provides transportation to any Chautauqua County veteran in need of transport to Buffalo or Erie VA hospitals
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<td>Initial Meeting of Confirmed Partners</td>
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**MAJOR GOALS & STRATEGIES**

**Broad Goals**

The two major goals in this project are to (1) improve transportation services for the senior, disabled, and low-income residents of Chautauqua County and to (2) coordinate the needs and actions of local transportation providers, human service agencies, employers, and individuals.

Each of the goals and strategies explained below has been developed to achieve one or both of these overarching goals.

**Focused Goals & Strategies**

**GOAL #1: ELIMINATE/REDUCE DUPLICATION OF SERVICES**

**Strategy to meet this goal:**

Establish working group of transportation providers to analyze areas of over-service

**Current Situation**

Chautauqua County currently has eight transportation providers, each targeting slightly different segments of the population. The routes and schedules, as well as the clientele served, of these providers partially overlap. Certain areas and times of day are over-served, while other areas and times are under-served. The Need/Gap Analysis displays where the current needs and gaps in services exist. This lays out where duplication exists, which are the areas and times that need to be analyzed. If duplication is reduced, providers should be able to add services to serve the areas and the times that are currently under-served.

**Chautauqua County Future Outlook**

When all transportation providers are brought to the table to discuss the viability of the transportation system as a whole, the most obvious discussion points should involve where these providers are offering more services than they need to. To improve efficiency, one's mind first jumps to consolidation and elimination of duplicative routes and services. The Duplication of Services
Subcommittee has been established to analyze the routes area by area to determine where routes can be merged, eliminated, and changed to become more efficient. With improvements in efficiency, transportation providers will be able to extend services to under-served areas and times.

**Projects to Meet Strategy:**
1. TRC and CARTS worked to merge TRC’s Route 3 with CARTS’ existing routes in the Sinclairville-Cherry Creek-Ellington-Kennedy-Jamestown area. – implemented 5/1/2012
2. All CARTS routes are uploaded on the state GIS system, while TRC has several routes in the system. TRC is making changes to routes and will send its routes to the State in the future. – partially completed
3. Establish working group within the Duplication of Services Subcommittee to target specific agencies and get only the involved agencies at the table. – first meeting on 7/18/2012, next meeting on 8/16/2012

**GOAL #2: SHARE SERVICES AND COSTS ACROSS AGENCY LINES**

**Strategy to meet this goal:**
1. Multiple agencies collaboratively purchase GPS fleet management software

**Current Situation**
CARTS and other transportation providers do not currently utilize fleet management software to track their vehicles. Currently, dispatchers from a home base must communicate to drivers where they need to go and how to get there when new customers call in. The dispatchers must predict where drivers are on their routes and then, based on those predictions, contact the closest driver to a new requested pickup. Providers have no concrete method to tell if a driver is efficient or inefficient because the provider has limited oversight over its vehicles. Fleet management software and hardware can monitor speeding and other unsafe driving, give a warning if a vehicle is idling too long, and keep a record of every stop that a driver makes. Providers can run reports on individual drivers
and groups of drivers on various criteria to determine which drivers are the most valuable and which ones need improvement. This software can also eliminate the printing of schedules; drivers would view continually updated schedules on tablets in their vehicles. CARTS alone is exploring the purchase of fleet management software, but other providers can piggyback onto this purchase. If several transportation providers purchase the same GPS fleet management software, each provider can see where other agencies’ vehicles are and where duplication occurs. Fleet management software should result in greater efficiency within transportation providers’ operations as well as the knowledge of the locations of multiple agencies’ vehicles throughout the day.

**Chautauqua County Future Outlook**

CARTS was approved for approximately $182,000 in funding to purchase fleet management software. RouteMatch, the company that provides the software that CARTS currently uses, offers GPS fleet management services. If CARTS determines that less training and adjustment time will be needed with the implementation of RouteMatch software, this will be a significant factor in the decision process. There are numerous other vendors to consider in this process. The main characteristics of an effective fleet tracking system in Chautauqua County are: all vehicles from all participating agencies can be tracked, but vehicles from different agencies are distinguishable; billing information can be extracted easily to expedite the billing process; pickup schedules can be sent in real-time to tablets in vehicles; and vehicles can be tracked in real-time. With fleet management software and hardware, agencies will be able to detect duplication and determine where consolidation can take place. Getting experts from different agencies together to talk about various targets and strategies to reduce duplication is a great help to the process, but being able to see the routes and the raw information will also be beneficial.
**Projects to Meet Strategy:**

1. CARTS applied for Section 5311 grant funding to purchase fleet management software and hardware – **approved in 7/2012 for approximately $182,000**
2. Reach out to other transportation providers to potentially buy technology together – **in progress**
3. Contact vendors to present their products in preparation for a competitive bid process. Multiple vendors need to be a part of this process. – **first presentation on 7/11/2012, second presentation on 8/15/2012**

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**GOAL #3: FORMULATE ONE RESOURCE FOR ALL TRANSPORTATION INFORMATION IN THE COUNTY**

**Strategy to meet this goal:**

1. Create a one-stop center for all transportation needs

**Current Situation**

Chautauqua County does not currently have one location where people can call, access via the Internet, and/or physically go to in order to access all county transportation information. This can deter people from using public transportation; some people will not use a service or product if the essential information is not available in a simple format.

**Models**

There are several models for physical and/or web-based one-stop centers. One model is found in the Manitowoc County, Wisconsin, case study earlier in the "Case Studies" section. When Manitowoc County initiated its mobility management process, one of the most significant initial goals was to establish a one-stop call center for all transportation information. The City of Manitowoc's transit clerk absorbed the duties of a one-stop clerk after the mobility management stakeholders determined that the clerk would be able to handle the additional call volume. The County had to compile all transportation information available to make this work, but the one-stop center has been met with positive reviews and has been an important part of the transformation of the County's transportation system.

Another model for a one-stop center is found in the Steuben County, NY, case study earlier in the "Case Studies" section. Steuben County established a website with all county transportation information (needaride.info). The website contains information on public bus routes, schedules, and fares; private transportation providers; taxi and car services; and volunteer driver programs. Steuben County also participated in a similar inter-county project with Chemung and Schuyler Counties to produce a brochure with all public bus routes, schedules, and fares as well as taxi, car rental volunteer driver, and private transportation options for the three counties. In addition to its website, Steuben County utilizes the 2-1-1 phone service as its one-call center for transportation information. Residents can call 211 via telephone to access the information. The Finger Lakes 2-1-1 service provides information and referral in Steuben, Chemung, Allegany, Schuyler, and Yates Counties, but Steuben decided to use the 2-1-1 service as its telephone center for transportation information. The
MAJOR GOALS & STRATEGIES

2-1-1 service can give information to callers and/or refer them to the best available transportation services to fulfill their needs.

In both cases, the counties identified needs to simplify the process to access transportation and to provide easy-to-use sources for the necessary information. Residents no longer need to call multiple transportation providers to determine their eligibility for a service or to access information. While these are the short-term goals of a one-stop center, these counties will be able to use this service to identify unmet needs. When a website or phone service is made available to the public, users will make clear the shortcomings of that particular service as well as the entity (or entities) that it represents. When a user has a complaint about a bus route, he or she will likely contact the e-mail or phone number provided on the website or the phone number of the one-stop call center. These are, in theory, the most visible and accessible mediums of information for users. The operator(s) of the website and/or the one-stop call center clerk(s) would be made aware of the various shortcomings of the transportation system that they represent due to their interaction with the users. This expertise can be used to identify unmet needs in the mobility management process.

Chautauqua County Future Outlook
The Steuben County model, piggybacking a one-stop call center onto an existing service, is the most realistic for Chautauqua County to follow. United Way set up a one-stop call center in Chautauqua County several years ago, but it shut down at the end of 2010 because it was not cost-effective due to low call volume. Due to this history, it is most realistic to attach a one-stop call center to existing services. United Way operates a 2-1-1 telephone service for western New York out of the Olmstead Center for Sight in Buffalo, and that service may be able to absorb Chautauqua County transportation information to become a one-stop call center. NY Connects is a local call-in service that providers callers with information on services that fit callers’ needs. NY Connects will serve anyone that calls, though it is primarily used to refer callers to medical services. It currently does not provide detailed transportation information to callers, but it is feasible to integrate this information into the service. With its proximity to Chautauqua County, Steuben County can serve as a valuable resource for Chautauqua County's efforts. Transportation providers in Chautauqua County can easily witness first-hand how Steuben coordinates with the Finger Lakes 2-1-1 service and use Steuben's process as a model.

Tasks to Achieve Strategy:
1. OFA and RSVP have been coordinating with Medical transportation to provide volunteer drivers to transport elderly and Medicaid client to medical appointments. OFA will turn over the scheduling of the volunteer drivers to CARTS. OFA will also provide a Senior Aide to CARTS to assist with the scheduling by 09/30/09 – GOAL MET
2. By 11/09 – Assess dispatch and scheduling software coordination module to add to the current software. Medicaid staff, Veterans and Volunteer program are now utilizing software through CARTS – 1/1/11.
3. Inventory transportation providers that are willing to be a part of the one-stop call center by 2011.
4. Apply for Section 5311 funds to fund the Coordination module in next grant process – 2012.
5. Develop system for operation of call center - 2012.
6. Determine staffing needs, funding (cost sharing) and support for any additional staff needs - 2012.
7. Develop marketing plan to advertise new call center by 2012.
8. Launch One-Stop Call Center by 2013.
9. Visit to Steuben County to observe the workings of their coordinated transportation system, specifically its integration with the 2-1-1 service. – 7/26/2012

**GOAL #4: PROVIDE TRAVEL TRAINING FOR THOSE IN NEED OF THE SERVICE**

**Strategies to meet this goal:**
1. Provide a travel training program that satisfies the needs of low-income, disabled, and senior residents

**Current Situation**
Chautauqua County is poor and aging when compared to the rest of the state and nation. Low-income and elderly populations are significantly more likely to access public transportation than the average population. With these demographics, public transportation should be a very important and highly utilized part of infrastructure in Chautauqua County. However, it has not yet reached that status. There are reasons why more people do not access these services, so Chautauqua County needs to work to resolve whatever these reasons are.

People may be afraid of riding alone, may not understand the schedules and routes, may be unable to afford public transportation, or may be unaware of the services offered. We need to determine what these reasons actually are, then establish a travel training program to provide these services. Through local agencies, volunteers can be recruited to ride along with first-time users of public transportation, explain bus schedules to those who do not understand them, and/or educate those who do not know the multitude of services available.
MAJOR GOALS & STRATEGIES

Models
Access Allegany from Allegany County, New York, established a Travel Training program targeting low-income, senior, and disabled individuals. To do this, Allegany has three different training focuses: intensive one-one training, small group training, and large group orientation training. Allegany offers travel information from specific origin to specific destination (individualized information on how to get from point A to point B), a general overview of public transportation (how to read schedules, pay fare, use vehicle features, locate a stop, etc.), how to use personal mobility devices with public transportation, and alternative modes and strategies to use instead of or in addition to public transportation (ridesharing, volunteer driver programs, private vendors, biking, walking, etc.). Allegany used surveys to determine what needs were prevalent and needed to be addressed to increase ridership.

Manitowoc County, Wisconsin, established the Bus Buddy program. In this program, experienced riders of the public transit system volunteer to ride along with first-time riders who have requested Bus Buddies. This is one form of the volunteer training that Chautauqua County will pursue; if the fear of riding the bus alone is one of the most significant reasons why people do not use public transportation, then the Bus Buddy program will be an important model for Chautauqua County.

Chautauqua County Future Outlook
We have developed a survey to distribute to local human service agencies (to distribute to their clients) in order to determine what travel training needs people have. The agencies we have targeted for this survey serve primarily low-income, disabled, and elderly clients; these target populations are more likely than the general population to utilize public transportation or have a need for public transportation. If someone does not have access to a vehicle but still does not utilize public transportation, what are the reasons for this? Based on this survey, we can focus on the most important travel training needs and decide on the best solutions to fulfill these needs.

Projects to Meet Strategy:
1. Formulate a travel training needs survey and accompanying letter to distribute to local human service agencies. – completed 3/29/2012
2. Distribute the survey and letter to at least ten local human service agencies. – completed 8/2012
3. Compile survey results and incorporate results into this plan – deadline for return of surveys is 9/14/2012
4. Determine what travel training needs are apparent then use those results to formulate the next step in this process – anticipated 9/2012

GOAL #5: INTRODUCE INNOVATIVE NEW PROGRAMS AND/OR ADD TO EXISTING PROGRAMS TO SUPPLEMENT THE SERVICES OFFERED CURRENTLY

Strategies to reach this goal:
1. Expand the breadth of the volunteer driver program
2. Establish a rideshare program
STRATEGY #1: VOLUNTEER DRIVER PROGRAM

Current Situation
The Retired Seniors Volunteer Program (RSVP), the Office for the Aging (OFA), and CARTS currently work together to operate a volunteer driver program to transport people to out-of-county medical appointments. The program gives preference to seniors. The agencies suggest that people make an appointment for a ride at the very least a week in advance. Riders are given an envelope to mail in a suggested donation amount based on the number of miles traveled, but they can donate as much or as little as they choose. The program currently has 15 overall drivers, five of whom drive the bulk of the trips. RSVP recruits most of the volunteers, primarily targeting retired residents. RSVP interviews all prospective volunteers. Volunteers are reimbursed at $0.555 per mile plus toll costs and up to $5 for food depending on the duration of the trip. CARTS handles the paperwork for reimbursement.

Chautauqua County's transportation providers currently tailor to individual transportation needs for rural residents by conducting door-to-door and curb-to-curb service for residents. When buses or vans have to go off track to pick up riders, this adds to fuel costs, wear and tear due to increased vehicle mileage, and more pay to drivers due to more time on routes.

Models
Steuben County operates two separate volunteer driver programs: The Steuben Coordinated Transportation's Volunteer Driver Program (SCT-VP) provides food-related, non-emergency medical, and human service agency trips to any resident without access to any other means of transportation, while the Steuben County Transportation Scheduling Service (SCT-SS) to serve eligible residents who receive benefits from the Department of Social Services. The County developed the SCT-VP because public transportation is not always a viable option due to the rural geography of this area. Rather than extend the public transportation system's resources to serve these customers, Steuben County developed the volunteer driver program to reach them. Riders schedule rides through the 2-1-1 service, then volunteers pick up the riders free of charge. Volunteers use their own vehicles and are reimbursed for miles driven, meals, and any parking expenses incurred while volunteering. Within a month of their rides, riders are notified of the suggested donation amount, but no rider is denied because he or she does not or cannot pay the donation.

Sullivan County also operates a volunteer driver program. This program is very similar to Steuben County's program, which seeks to provide trips to those without access to transportation. Sullivan County's demographics are very similar to Chautauqua County's, so the County decided to form a volunteer driver program in response to community needs. In a rural area, it is impossible for a public transportation system to serve every transportation need and remain financially viable at the same time. First, riders schedule rides by contacting the Volunteer Driver Coordinator, then volunteers will come to pick them up and connect them to public transportation if realistic; if this would not fulfill their needs, volunteers will take them to and from their appointment or trip. According to information released by Sullivan County, from July 2011 to February 2012 the program has fulfilled over 90% of ride requests at an average cost of $14.60 per ride. It has provided 1,092 trips, 71% of which were to medical trips, 20% to dialysis trips, and 9% to personal trips. The program has 36 volunteers and is available 24 hours a day, 7 days a week.
MAJOR GOALS & STRATEGIES

ITNAmerica is a nationwide non-profit. The classic ITNAmerica program is designed to serve dense metropolitan and suburban areas, but ITNEverywhere has been developed to serve communities like Chautauqua County. This program is intended to serve people of all ages, but focuses on the senior population. Tomkins County has contracted with ITNAmerica to be a part of its ITNEverywhere Community Pilot program. ITNAmerica operates separate but affiliated volunteer driver programs in each region under the umbrella of ITNAmerica; account balances can be transferred to any ITNAmerica program. ITNAmerica partially reimburses drivers for gas costs while driving, making up the difference with transportation credits. These credits can transferred to a family member, saved for later, or donated. A person can donate his or her car to the program in exchange for credit; this can be useful for seniors who cannot or do not want to drive themselves anymore.

Chautauqua County Future Outlook

While the existing program in Chautauqua County provides a helpful service, it serves a limited clientele and is unsustainable. One of the major goals of the coordinated transportation process is to become more sustainable and improve transportation services for seniors, the low-income, and the disabled. As an alternative to transportation providers, Chautauqua County should look to establish a more extensive volunteer driver program that takes from existing models. Rather than invest money in ITNEverywhere, we can pull the ideas from that program that will best fulfill local needs as well as draw ideas from other similar programs. The goal is to establish a sustainable volunteer driver program that can supplant some of the wide-reaching routes that certain transportation providers run. The most crucial element of a successful volunteer driver program is a plentiful staff of motivated, capable drivers. To attract volunteers, the program could explore several options: pay stipends to long-term drivers, compensate volunteers with service later (like the personal account system of ITNAmerica), and give public transportation credits in return for volunteering. More volunteer agencies should be involved in this process than one (currently only RSVP).

Currently the public transportation services charge a premium fare (yet extremely reasonable when compared to other alternatives) fare to go off-route to pick up customers; the volunteer driver program should charge comparable fares to keep the program financially viable. Rather than a donation system, like what is currently utilized by the volunteer program, a fare system would allow for the program to bring in guaranteed revenue. Optimally, the program should supplant some of the public transportation services currently offered. The buses used by CARTS and other agencies should be used to provide scheduled route service and to serve those with special needs (the disabled and others that would have difficulty getting into and traveling in a regular passenger motor vehicle), while a volunteer system would be able to serve those with transportation needs that are not on or near existing routes but are able to ride in a regular passenger motor vehicle.

STRATEGY #2: RIDESHARE PROGRAM

What is a Rideshare program?

A rideshare program consists of either or both carpools and vanpools. Carpools form when a person has space in his or her vehicle on a commute and decides to bring one or more passengers along in exchange for gas money or some other benefit. The members of the group may alternate who drives if each member has access to his or her own vehicle. Vanpools are essentially large carpools that utilize a rented or leased van with high capacity rather than an automobile. Vanpools consist of groups of around 6 to 15 people, with only certain members certified as drivers. Each member contributes a share of leasing, gas, and maintenance costs. The drivers may pay a lesser share or nothing at all in exchange for driving and maintaining the vehicle. The members of both carpools and
vanpools live close to one another, work close to one another, and have similar work schedules. In most cases, a carpool or vanpool group has a set schedule that the group follows all the time, barring schedule changes made and agreed upon in advance.

**Current Situation**

Chautauqua County's proximity to the significantly more populous Erie County and City of Buffalo necessitates a need to transport workers from Chautauqua County to Buffalo as well as within Chautauqua County. When analyzing Erie, Chautauqua, Cattaraugus, Alleghany, and Wyoming Counties, 75% of this region's population is centered in Erie County. Population centers likely hold the most job opportunities, so many residents from the other counties in this region are likely commuting to Erie County for employment. Though it is important to provide transportation within Chautauqua County, it is also important to work to provide transportation to employment hubs like Buffalo. These residents will theoretically be able to earn higher incomes in an area like Erie County with more job opportunities. Thus, they will have more money to inject into the local economy along with the other added benefits that come with increased income.

Ridesharing needs to be emphasized by various county agencies and local employers as a major part of this goal. Both carpooling and vanpooling are realistic solutions to increase the options that Chautauqua County residents have. Many people do not own their own cars. CARTS public transit and Coach USA can only offer a limited number of routes at certain times; they cannot serve every resident's needs due to costs and capacity issues. Carpools and vanpools are more options that will ideally motivate residents to travel to quality training and find gainful employment by alleviating transportation concerns.

**Models**

The state of Wisconsin has a statewide rideshare program. The program first developed and succeeded in the most populous parts of the state, southeastern Wisconsin and the Madison metropolis, then was spread to the entire state and its bordering counties. The State Department of Transportation operates a website (http://www.dot.wisconsin.gov/travel/commuter/rs-index.htm) in which residents can register their commute information and run searches for potential matches. Users can integrate their Facebook accounts with their rideshare accounts so that other users can see their public information before choosing a match. This website also has a well-developed employer section that clearly lays out the many benefits of promoting a rideshare program and the options available to employers to realize these benefits.

The JobJet program in six rural Iowa counties (Audubon, Carroll, Crawford, Greene, Guthrie, and Sac) grew from a concept suggested by two of the biggest employers in the county, Tyson Foods and Farmland Foods. This has been marketed to citizens and bureaucratic groups as a program that supports local economic development and provides transportation access to work. The total population of these six rural counties is only a little more than half that of Chautauqua County's while covering a land mass approximately three times larger. This vanpool model has been implemented in areas far more rural than Chautauqua County, which bodes well for the viability of a vanpool program in this area. This program coordinates work schedules and locations to arrange workers into groups of four to ten people for each of the six vanpools. Members live in close proximity to one another, work in the same general location, and have similar work hours.
Chautauqua County Future Outlook

Chautauqua County should work to market the benefits of ridesharing to local employers and residents. One way to do this is to establish a ridesharing website in which residents can submit information and locate potential matches. There are numerous third party websites that seek to act as this facilitator, but the County can do a significantly better job at this. The County has the resources and the connections to local employers to promote the program to both these employers and the residents they employ. A government-led rideshare program should leave clients with a greater sense of security than a faceless website, such as Craigslist or eRideShare, without any significant oversight. Though a statewide system like Wisconsin's is likely unrealistic in the much more populous and demographically diverse state of New York, Chautauqua County can derive many facets of that system to its local program. An easy-to-navigate website catering to both employers and employees is necessary. Extending the service to neighboring counties would be a great precedent to follow, as well.

The County needs to consider adding a vanpool system in which a lead agency would facilitate and potentially partially subsidize the cost of a vanpool. Buffalo is the second largest city in New York and, especially in the North County, many residents commute north to Buffalo’s metropolitan area for employment. There are currently many private vanpool options available, but many residents will not necessarily pursue these options unless they are aided by a knowledgeable governmental agency and given some added incentive to do so. For a vanpool system to work, employers must be involved in every step of the process to coordinate schedules, promote the program, and hopefully provide benefits to its employees that utilize the service.

The Commuteride program in Ada County, Idaho, in which the large city of Boise is located, outlines several elements leading to a successful rideshare program:

- Develop innovative partnerships
- Reach out to and involve area employers
- Understand unique needs of individual communities
- Obtain strong political support from local leaders
- Emphasize ease of use for business by, for example, working with reliable, experienced third-party operators
- Emphasize ease of use for commuters
- Ensure access to a guaranteed ride home

Assorted Future Goals to Develop

- Educate employers on the need to support transportation and assist with education to their employees. Also, employers need to be educated about the transportation tax benefits available to employers.
- Develop a comprehensive "Marketing Plan" to encompass all transportation available in Chautauqua County.
- Determine the need for a full-time staff person to market the transportation and continue the education process required to keep the public, agencies and employers in the know about transportation.
- Review and assess the Regional Plan and determine how Chautauqua County can better connect with our neighboring counties.
MAJOR GOALS & STRATEGIES

Assorted Projects to Achieve Broad Goals

Projects to Meet Strategy:

1. OFA and RSVP have been coordinating with Medical transportation to provide volunteer drivers to their program. OFA will turn over the scheduling of the volunteer drivers to CARTS/Medical Transportation. OFA will provide a Senior Aide to CARTS/Medical Travel to assist with the scheduling by 09/30/09 – GOAL MET.

2. Implement an "Individualized Transportation Plan" for agencies/transit to be able to assess a clients/riders transportation needs and options by 1/1/2013.

3. Assess and evaluate a plan among our partners to reduce duplication of services and routes by 01/01/10 (on-going).

4. Evaluate and implement a "Voucher Program" in order to accommodate people in need of evening and weekend service or places that have limited public transportation. Apply for funding through the JARC or New Freedom Programs and other funding sources that will assist with the cost of transporting the elderly, the disabled and low-income individuals – 07/1/11.

5. Evaluate the under-utilization of vehicles during evenings and weekends and determine where vehicle sharing can take place – 2010.

6. The Jamestown Gateway Station Intermodal and Visitor Center renovation project located on 2nd Street between Jefferson and Washington Streets will provide for passenger transfers between the CARTS system and the Coach USA inter-city. Renovations to this facility will begin in 2009 with an anticipated completion in 2010. The proposed facility will allow for a waiting area, rest room facilities and information – completion anticipated 2013.

7. Complete bus stop sign installation in rural areas – completed 12/10

8. Review the replacement of the scheduling/approval number program for Medical Transportation (Medicaid rides) with the current CARTS scheduling program. This will provide for a smooth transition in coordinating the rides, reduce data entry, reduce the amount of paper used and reduce the faxing necessary. Estimate this transition in 2010. – completed 1/1/2011.
Achieving these major goals using the strategies listed above will result in numerous benefits:

- **Duplicative services will be eliminated or reduced** due to increased communication between agencies. This process has brought transportation providers closer than before and has forced each to look beyond the scope of their own agencies to the big picture. Costs would be reduced by consolidating services. We would be able to leverage multiple funding sources, identify unleveraged funding sources, and pursue community contributions from local businesses.

- A more centralized call and/or web service for transportation information will give clients **easier access to information**. A single phone number and/or website can be marketed to the public more so than disparate resources. Clients will no longer need to call around or search around to find what transportation services they are eligible to receive, what providers serve their areas, or what providers operate during the times they need to be transported.

- A travel training program for riders of public transportation will help **increase ridership** as well as increase the visibility of transportation to the public, employers, and agencies. A travel training program will help to transport more elderly, disabled, and low-income residents to necessary services and **inject money into the local economy**.

- Investing in GPS fleet management software and hardware will result in **greater efficiency** for transportation providers. This software will allow dispatchers to track vehicles in real-time and monitor all aspects of driver performance. Transportation providers will be able to determine where inefficiencies occur. Billing and dispatching will be more efficient, as an electronic record of all travel is kept and can be extracted.

- A rideshare program would give residents, specifically those with low incomes, another relatively **inexpensive, alternative mode of transportation to get to work** and access employment-related training and activities. Carpooling is more flexible than public transportation and may make it easier for parents to transport their children to day care services.

- A volunteer driver program would **supplement existing public transportation**. A volunteer driver program would be able to give rides to transportation-challenged riders who do not need special accommodations and are able to ride in a personal motor vehicle without assistance. A robust volunteer driver program with a full staff of volunteers would limit public transportation’s responsibilities to fixed route service and serving those who need assistance to ride in a vehicle.

- **The burden on taxpayers will be reduced** as consolidation occurs. The goal is to offer the same level of services at lower costs by pursuing and implementing alternative solutions to the needs of community residents.
CONCLUSION

We will work to coordinate the transportation providers of Chautauqua County to further expand access to the senior, disabled, and low-income citizens of Chautauqua County who need these services to remain in their homes and communities. The results of this coordination could be significant in cost savings not only to the agencies providing or utilizing these services, but also to the local taxpayer who is supporting these services through general fund dollars. This will be an ongoing working plan that will benefit the residents, riders, agencies and employers of Chautauqua County alike.

Through the following courses of action, a more efficient and effective mobility program will emerge:

- Foster communication between agencies
- Share services and costs
- Compile all transportation information into one place
- Explore and utilize potential technological solutions to problems
- Determine unmet needs
- Add additional programs (rideshare program, volunteer driver program, etc.) to supplement existing services

These benefits are to be expected:

- Provide more rides
- Increase service area
- Decrease vehicle needs
- Improve lines of communication between riders and agencies
- Easier access to jobs for the low-income and to services for the elderly and disabled, which results in more money in communities
- Tax savings for residents
- Keep residents in local communities

On a grander scale, a coordinated transportation system will:

- Improve the quality of life for all Chautauqua County residents
  - More transportation for the low-income to access jobs results in more opportunities for this segment of the population to earn higher incomes
  - Higher income levels correlate with less crime, higher levels of education for offspring, and better health
  - Less crime and better health result in lower costs to society
  - Low-income individuals earning more results in less government assistance
- Establish a precedent of coordination in our local governments
  - If transportation providers in Chautauqua County can prove that sharing services and costs and making the tough decisions for the best of its people is effective, this can spill over into other sectors of our government as well as others
- Provide much-needed services to the most vulnerable segments of our population
  - Transportation services for the elderly, disabled, and low-income are necessary for a developed society
  - These necessary services need to be provided with management of resources in mind
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ATTACHMENT I:
Federal United We Ride Vehicle Resource Sharing Policy Statement
Policy:
Federal Executive Order 13330 on Human Service Transportation Coordination directs Federal agencies funding human services transportation services to undertake efforts to reduce transportation service duplication, increase efficient transportation service delivery, and expand transportation access for seniors, persons with disabilities, children, low-income persons and others who cannot afford or readily use automobile transportation. Consistent with this presidential directive, members of the Federal Interagency Coordinating Council on Access and Mobility (CCAM) adopt the following policy statement:

"Member agencies of the Federal Coordinating Council on Access and Mobility resolve that Federally-assisted grantees that have significant involvement in providing resources and engage in transportation should coordinate their resources in order to maximize accessibility and availability of transportation services".

Background:
Often Federal grantees at the State and local levels restrict transportation services funded by a Federal program to clients or beneficiaries of that Federal program. Some grantees do not permit vehicles and rides to be shared with other federally-assisted program clients or other members of the riding public. Federal grantees may attribute such restrictions to Federal requirements. This view is a misconception of Federal intent. In too many communities, this misconception results in fragmented or unavailable transportation services and unused or underutilized vehicles. Instead, federally assisted community transportation services should be seamless, comprehensive, and accessible to those who rely on them for their lives, needs, and livelihoods.

Purpose:
This policy guidance clarifies that Federal cost principles do not restrict grantees to serving only their own clients. To the contrary, applicable cost principles enable grantees to share the use of their own vehicles if the cost of providing transportation to the community is also shared. This maximizes the use of all available transportation vehicles and facilitates access for persons with disabilities, persons with low income, children, and senior citizens to community and medical services, employment and training opportunities, and other necessary services. Such arrangements can enhance transportation services by increasing the pool of transportation resources, reducing the amount of time that vehicles are idle, and reducing or eliminating duplication of routes and services in the community.
Applicable Programs:
This policy guidance applies to the programs listed at the end of this document, as well as any other Federal program that allows funds to be used for transportation services. Any specific arrangements would be subject to the rules and policies of participating program(s). This guidance pertains to Federal program grantees that either directly operate transportation services or procure transportation services for or on behalf of their clientele.

Federal Cost Principles Permit Sharing Transportation Services:
A basic rule of appropriations law is that program funds must only be used for the purposes intended. Therefore, if an allowable use of a program’s funds includes the provision of transportation services, then that Federal program may share transportation costs with other Federal programs and/or community organizations that also allow funds to be used for transportation services, as long as the programs follow appropriate cost allocation principles. Also, if program policy permits, vehicles acquired by one program may be shared with or used by other Federal programs and/or community organizations to provide transportation services to their benefiting population.

Federal agencies are required to have consistent and uniform government-wide policies and procedures for management of Federal grants and cooperative agreements – i.e., a “Common Rule.” Federal agencies are also required to follow uniform cost principles for determining allowable costs found in OMB circulars, the guidance which the Office of Management and Budget (OMB) developed on these matters.

These circulars set forth the standard Federal cost principles for determining allowable costs. For example, the allowability of costs incurred by State, local or federally-recognized Indian tribal governments is determined in accordance with the provisions in OMB Circular A-87, Cost Principles for State, Local, and Indian Tribal Governments. The allowability of costs incurred by non-profit organizations is determined in accordance with the provisions in OMB Circular A-122, Cost Principles for Nonprofit Organizations. The allowability of costs incurred by education institutions is determined in accordance with the provisions in OMB Circular A-21, Cost Principles for Education Institutions. The OMB Circulars are available at http://www.whitehouse.gov/omb/circulars/index.html.

OMB also required Federal agencies that administer grants and cooperative agreements to State, local and Tribal governments to put the uniform standards into their respective regulations. The table below illustrates where in the Code of Federal Regulations (CFR) you may find the uniform management and financial standards for applicable programs by responsible department.

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1 Program funds mean Federal funds. To the extent allowable under the applicable program’s statutory and regulatory provisions, program funds also mean any State or local funds used to meet the Federal program’s matching or cost-sharing requirement.
OMB established Title 2 of the CFR as the single location where the public can find both OMB guidance for grants and cooperative agreements (subtitle A) and the associated Federal agency implementing regulations (subtitle B). To date, the provisions of OMB Circular A-110 have been codified at 2 CFR Part 215; OMB Circular A-21 at 2 CFR Part 220; OMB Circular A-87 at 2 CFR Part 225; and, OMB Circular A-122 at 2 CFR Part 230. Once the consolidation project has been completed, title 2 of the CFR will serve as a “one stop-shop” for grant policies and governmental guidance on applicable financial principles and single audit policy.

None of the standard financial principles expressed in any of the OMB circulars or associated Federal agency implementing regulations preclude vehicle resource sharing, unless the Federal program’s own statutory or regulatory provisions restrict or prohibit using program funds for transportation services. For example, one common financial rule states the following. “The grantee or sub grantee shall also make equipment available for use on other projects or programs currently or previously supported by the Federal Government, providing that such use will not interfere with the work on the project or program for which it was originally acquired. First preference for other use shall be given to other programs or projects supported by the awarding agency. User fees should be considered if appropriate. Notwithstanding the encouragement to earn program income, the grantee or sub-grantee must not use equipment acquired with grant funds to provide services for a fee to compete unfairly with private companies that provide equivalent services, unless specifically permitted or contemplated by Federal statute.” Hence, this directive clearly signals Federal policy calling for multiple and full

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**Attachment I**

<table>
<thead>
<tr>
<th>Department</th>
<th>Grants Management Common Rule (State &amp; Local Governments)</th>
<th>OMB Circular A-110 (universities &amp; non-profit organizations)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Agriculture</td>
<td>7 CFR 3016</td>
<td>7 CFR 3019</td>
</tr>
<tr>
<td>Commerce</td>
<td>15 CFR 24</td>
<td>15 CFR 14</td>
</tr>
<tr>
<td>Defense</td>
<td>32 CFR 33</td>
<td>32 CFR 32</td>
</tr>
<tr>
<td>Education</td>
<td>34 CFR 80</td>
<td>34 CFR 74</td>
</tr>
<tr>
<td>Energy</td>
<td>10 CFR 600</td>
<td>10 CFR 600</td>
</tr>
<tr>
<td>Health &amp; Human Services</td>
<td>45 CFR 92</td>
<td>45 CFR 74</td>
</tr>
<tr>
<td>Housing &amp; Urban Development</td>
<td>24 CFR 85</td>
<td>24 CFR 84</td>
</tr>
<tr>
<td>Interior</td>
<td>43 CFR 12</td>
<td>43 CFR 12</td>
</tr>
<tr>
<td>Justice</td>
<td>28 CFR 66</td>
<td>28 CFR 70</td>
</tr>
<tr>
<td>Labor</td>
<td>29 CFR 97</td>
<td>29 CFR 95</td>
</tr>
<tr>
<td>State</td>
<td>22 CFR 135</td>
<td>22 CFR 145</td>
</tr>
<tr>
<td>Transportation</td>
<td>49 CFR 18</td>
<td>49 CFR 19</td>
</tr>
<tr>
<td>Treasury</td>
<td>--</td>
<td>--</td>
</tr>
<tr>
<td>Veterans Affairs</td>
<td>38 CFR 43</td>
<td>--</td>
</tr>
</tbody>
</table>

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2 Uniform Administrative Requirements for Grants and Cooperative Agreements to State, Local and Tribal Governments, in the regulations shown in column two of the above table. For example, these provisions appear
use of equipment purchased with grant funds. Grantees may even charge reasonable user fees to defray program costs. Program income includes income from fees for services performed and from the use or rental of real or personal property acquired with program grant funds. As a general matter, each program would use its share of the income in accordance with the program’s regulations or the terms and conditions of the award.

In summary, allowability of costs is determined in accordance with applicable Federal program statutory and regulatory provisions and the cost principles in the OMB Circular that applies to the entity incurring the costs. Federal cost principles allow programs to share costs with other programs and organizations. Program costs must be reasonable, necessary, and allocable. Thus, vehicles and transportation resources may be shared among multiple programs, as long as each program pays its allocated (fair) share of costs in accordance with relative benefits received.

A limited number of Federal block grant programs are exempt from the provisions of the OMB uniform standards and the OMB cost principles circulars. Excluded programs in the U.S. Department of Health and Human Services include the Community Services Block Grant program, the Social Services Block Grant program, the Community Mental Health Services Block Grant program, and the Substance Abuse Prevention and Treatment Block Grant program. The State Community Development Block Grant program under the U.S. Department of Housing and Urban Development (HUD) is also an excluded program. State fiscal policies apply to grantees and their sub-recipients under these programs. Unless Federal law or any applicable implementing program regulations restrict or prohibit the use of Federal program funds for transportation services, we believe that it is unlikely that a State’s fiscal policies would impede vehicle sharing.

Of course, all recipients (e.g., grantees, sub-grantees and sub-recipients) of Federal program funds must use the funds in ways that meet all applicable programmatic requirements, together with any limitations, restrictions, or prohibitions.

Possibilities for Meeting Transportation Needs:

- Partner with other program agencies. For example, a program serving the aging population owns and operates shuttle buses that provide transit services for senior citizens in several rural communities. The agency partnered with other programs to expand service to provide transportation for persons with disabilities working in community rehabilitation programs (CRPs), to provide transportation to key employment locations, and to provide Medicaid non-emergency medical transportation. This was done via a cost-sharing arrangement.

- Maximize use. For example, a for-profit organization receiving Federal Head Start funds purchased specially equipped buses to transport children to and from their Head Start facility. Generally, the buses are only used during specific hours of the day. During the idle periods (including evenings and week-ends), the organization rents the vehicles to another program serving seniors and persons with disabilities to provide transportation for recreational events, and personal needs (e.g., grocery shopping, hair dresser, medical appointments). The rental contract...
includes payment for extra costs incurred, such as expanded insurance coverage and additional fuel expenses. While this extra service is not allowable with Head Start funds, the income generated by the use of the buses during idle periods may be viewed as incidental to the primary use of the buses, as long as such use does not interfere with regular Head Start transportation services.

- Pool resources. For example, a community action and economic development agency, another non-profit organization, and a community mental health center receiving Community Service Block Grant funds, Community Development Block Grant funds, Social Service Block Grant funds, Community Mental Health Block Grant funds and/or Substance Abuse Prevention and Treatment Block Grant funds teamed up with the State agency that administers the Temporary Assistance for Needy Families (TANF) program and the State’s Labor Department. Each funding source provided an allocable amount of seed money to start a shuttle operation service in the local service areas with high unemployment and no public transportation services. Each funding source also pays its fair share of allowable ongoing costs in accordance with the benefit received by each party. The operation is based on fixed routes that connect individuals to job and training sites, outpatient mental health services, and substance abuse treatment and counseling services in the area. The operation also provides a feeder service to connect clientele to public transportation that goes into the downtown area.

- Partner with non-profit or other community organizations. For example, several agencies contracted with a local organization that operates a van service to provide door-to-door service for their clientele, transporting them to key places in the area. Such places include hospitals and other medical facilities, child care centers, senior citizen centers, selected employment sites, and prisons for family visitation purposes.

- Engage the business community. For example, various programs within the State’s transportation department, labor department, the TANF agency, and agencies that provide community health care and assistance for the aged worked with employers in the area to contribute to the expansion of a local transportation system. The private system provides shuttle service to selected employment sites and curb-to-curb services to CRCs, senior citizen centers, retail centers, community health centers or substance abuse treatment and counseling centers, hospitals and other locations. The service is sustained through a fare-based system, with each agency benefiting from the expanded service subsidizing an allocable portion of the fares for their clientele. This service helps participating employers and their family members, as well as job seekers, dislocated workers, current employees and their family members to have access to a range of services and opportunities.

- Facilitate car-pooling. For example, a local Workforce Investment Board identified clientele with reliable cars living in various locales that they pay to pick-up other people in their area going to the same employment or training site. Participating riders pay a fare to ride. The State’s TANF agency and the State’s Office for the Aging also participate in the car pooling activity by defraying a portion of the fare for their riders. These other agencies also help to expand the available cars in different locales by paying for necessary car repairs and insurance cost for their share of participants.
Arrange ride sharing. For example, an agency that receives program funds to assist elderly individuals purchased a van to transport their clientele to medical services and other destinations. Other program agencies worked out a financial agreement with this agency to pick up their clients living in the same neighborhoods and take them to and from destinations along the van’s route.

Earn income: For example, the State’s Department of Transportation noticed that some of the shuttle buses that they own have been underutilized. The Department of Transportation used three of those shuttle buses to launch a fixed bus route service in areas of the State lacking access to adequate transportation to shopping, work, school, training, medical services, and other daily needs. The bus service is open to the public and fares are charged. Other State agencies, such as the Department of Human Services entered into a Memorandum of Agreement to provide program funds to the Department of Transportation for applicable fare costs for their respective clientele benefiting from the service. The income generated could be used to defray operating costs or for other program purposes, in accordance with the applicable program and administrative rules.

**Programs Covered:**
The following Federal programs generally allow program funds to be used for transportation services. Nevertheless, you should still check with your program liaison as needed, to determine whether the particular service you would like to provide would be an allowable use of funds. For example, under HUD’s Community Block Grant Program, funds may be used to pay for certain transportation services (e.g., fares), but not others (e.g., personal auto repair costs or personal auto insurance).

**Department of Transportation**
DOT/Federal Transit Administration (FTA)/Capital Improvement
DOT/FTA/Elderly and Persons with Disabilities
DOT/FTA/Job Access Reverse Commute
DOT/FTA/New Freedom
DOT/FTA/Non Urbanized Formula (Rural)
DOT/Urbanized Formula

**Department of Education**
ED/Assistance for Education of All Children with Disabilities (Individuals with Disabilities Education Act)

**Department of Health and Human Services - Administration for Children and Families (ACF)**
HHS - ACF/Community Services Block Grant Program
HHS - ACF/Head Start
HHS - ACF/Social Services Block Grants
HHS - ACF/State Councils on Developmental Disabilities and Protection & Advocacy Systems
HHS - ACF/Temporary Assistance for Needy Families
HHS – ACF/Promoting Safe and Stable Families Program
HHS – ACF/Development Disabilities Project of National Significance
HHS – ACF/Refugee and Entrant Assistance Discretionary Grants
HHS – ACF/Refugee and Entrant Assistance State Administered Programs
HHS – ACF/Refugee and Entrant Assistance Targeted Assistance
HHS – ACF/Refugee and Entrant Assistance Voluntary Agency Programs

HHS-Administration on Aging
HHS – Administration on Aging (AoA)/Grants for Supportive Services and Senior Centers
HHS - AoA/Programs for American Indian, Alaskan Native, and Native Hawaiian Elders

HHS - Centers for Medicare and Medicaid (CMS)
HHS - CMS/Medicaid
HHS – CMS/State Children’s Health Insurance Program

HHS - Health Resources and Services Administration (HRSA)
HHS - HRSA/ Community Health Centers
HHS - HRSA/Healthy Communities Program
HHS - HRSA/HIV Care Formula
HHS - HRSA/Rural Health Care Network
HHS – HRSA/Rural Health Care Outreach Program
HHS – HRSA/Healthy Start Initiative
HHS – HRSA/Maternal and Child Services Grants
HHS – HRSA/Ryan White CARE Act Programs

HHS - Substance Abuse Mental Health Services Administration (SAMHSA)
HHS - SAMHSA/ Community Mental Health Services Block Grant

Department of Housing and Urban Development (HUD), Office of Community Planning and Development (OCPD)
HUD - OCPD/Community Development Block Grant
HUD - OCPD/ Housing Opportunities for Persons with AIDS
HUD - OCPD/Supportive Housing Program

Any other Federal program that allows funds to be used for transportation services.
ATTACHMENT II:
Department of Social Services Transportation Plan
ATTACHMENT III:
Chautauqua County Demographic Maps

Revised – 8/09 (committee approval pending)
ATTACHMENT IV:
Inventory of Services and Resources
The following tables contain specific information regarding each transportation provider in Chautauqua County. This information was used to produce the more concise table of services and resources, and then used to conduct a need/gap analysis.

<table>
<thead>
<tr>
<th>AGENCY</th>
<th>Chautauqua Area Regional Transit System (CARTS)</th>
</tr>
</thead>
<tbody>
<tr>
<td>CONTACT PERSON</td>
<td>Cheryl Gustafson, Senior Project Coordinator</td>
</tr>
<tr>
<td>MAILING ADDRESS</td>
<td>234 Hopkins Avenue Jamestown, NY 14701</td>
</tr>
<tr>
<td>PHONE</td>
<td>(716) 665-6466</td>
</tr>
<tr>
<td>Fax</td>
<td>(716) 661-8470</td>
</tr>
<tr>
<td>E-MAIL</td>
<td><a href="mailto:gustafsc@co.chautauqua.ny.us">gustafsc@co.chautauqua.ny.us</a></td>
</tr>
<tr>
<td>TYPES OF SERVICE</td>
<td>Public transportation including fixed, rural, and ADA paratransit</td>
</tr>
<tr>
<td>FLEET TYPE</td>
<td>Bus</td>
</tr>
<tr>
<td>NUMBER OF VEHICLES IN FLEET</td>
<td>26 + 7 backup</td>
</tr>
<tr>
<td>NUMBER OF ADA ACCESSIBLE VEHICLES</td>
<td>33</td>
</tr>
<tr>
<td>DAYS OF OPERATION</td>
<td>Monday-Friday</td>
</tr>
<tr>
<td>HOURS OF OPERATION</td>
<td>6 AM – 6 PM</td>
</tr>
<tr>
<td>NUMBER OF ANNUAL TRIPS</td>
<td>181,076 (2010)</td>
</tr>
<tr>
<td>SERVICE AREA(S)</td>
<td>Chautauqua County including the cities of Jamestown and Dunkirk</td>
</tr>
<tr>
<td>CLIENTELE</td>
<td>Elderly, disabled, and low-income are primary riders. Service is open to all individuals.</td>
</tr>
<tr>
<td><strong>Agency</strong></td>
<td>Chautauqua County Chapter ARC</td>
</tr>
<tr>
<td>----------------------</td>
<td>---------------------------------------------</td>
</tr>
<tr>
<td><strong>Contact Person</strong></td>
<td>Don Christner</td>
</tr>
<tr>
<td><strong>Mailing Address</strong></td>
<td>200 Dunham Avenue</td>
</tr>
<tr>
<td></td>
<td>Jamestown, NY 14701</td>
</tr>
<tr>
<td><strong>Phone</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Fax</strong></td>
<td></td>
</tr>
<tr>
<td><strong>E-mail</strong></td>
<td><a href="mailto:Don.christner@gmail.com">Don.christner@gmail.com</a></td>
</tr>
<tr>
<td><strong>Types of Service</strong></td>
<td>Not-for-profit/Section 5310</td>
</tr>
<tr>
<td><strong>Fleet Type</strong></td>
<td>Bus</td>
</tr>
<tr>
<td><strong>Number of Vehicles in Fleet</strong></td>
<td>13 + 4 backup</td>
</tr>
<tr>
<td><strong>Number of ADA Accessible Vehicles</strong></td>
<td>17</td>
</tr>
<tr>
<td><strong>Days of Operation</strong></td>
<td>Monday-Friday</td>
</tr>
<tr>
<td><strong>Hours of Operation</strong></td>
<td>5 AM – 5 PM</td>
</tr>
<tr>
<td><strong>Number of Annual Trips</strong></td>
<td>135,460 (2010)</td>
</tr>
<tr>
<td><strong>Service Area(s)</strong></td>
<td>Chautauqua County including the cities of Jamestown and Dunkirk</td>
</tr>
<tr>
<td><strong>Clientele</strong></td>
<td>Disabled</td>
</tr>
<tr>
<td><strong>AGENCY</strong></td>
<td>TEAM Services</td>
</tr>
<tr>
<td>------------</td>
<td>---------------</td>
</tr>
<tr>
<td><strong>CONTACT PERSON</strong></td>
<td>Ken Brentley</td>
</tr>
<tr>
<td><strong>MAILING ADDRESS</strong></td>
<td>200 Dunham Avenue, Jamestown, NY 14701</td>
</tr>
<tr>
<td><strong>PHONE</strong></td>
<td>(716) 661-1562</td>
</tr>
<tr>
<td><strong>FAX</strong></td>
<td>(716) 661-1563</td>
</tr>
<tr>
<td><strong>E-MAIL</strong></td>
<td><a href="mailto:ken.brentley@teamsvs.org">ken.brentley@teamsvs.org</a></td>
</tr>
<tr>
<td><strong>TYPES OF SERVICE</strong></td>
<td>Not-for-profit-demand service for individuals with disabilities</td>
</tr>
<tr>
<td><strong>FLEET TYPE</strong></td>
<td>7 bus, 3 wheelchair vans, 2 ambulatory vans</td>
</tr>
<tr>
<td><strong>NUMBER OF VEHICLES IN FLEET</strong></td>
<td>4 + 3 backup</td>
</tr>
<tr>
<td><strong>NUMBER OF ADA ACCESSIBLE VEHICLES</strong></td>
<td>12</td>
</tr>
<tr>
<td><strong>DAYS OF OPERATION</strong></td>
<td>Monday-Friday (office hours); on-call 24 hours per day w/24 hour notice</td>
</tr>
<tr>
<td><strong>HOURS OF OPERATION</strong></td>
<td>8:00 AM – 2:00 PM; on-call 24 hours per day w/24 hour notice</td>
</tr>
<tr>
<td><strong>NUMBER OF ANNUAL TRIPS</strong></td>
<td>23,920 (2010)</td>
</tr>
<tr>
<td><strong>SERVICE AREA(S)</strong></td>
<td>Chautauqua County, including the cities of Jamestown and Dunkirk; outside the county, including Erie, PA, and Buffalo, NY</td>
</tr>
<tr>
<td><strong>CLIENTELE</strong></td>
<td>Disabled, low-income, special needs, and senior citizens</td>
</tr>
<tr>
<td><strong>AGENCY</strong></td>
<td>Coach USA</td>
</tr>
<tr>
<td>-----------------</td>
<td>------------------------------------------------</td>
</tr>
<tr>
<td><strong>CONTACT PERSON</strong></td>
<td>Mike Ferianc</td>
</tr>
<tr>
<td><strong>MAILING ADDRESS</strong></td>
<td>P.O. Box 1602, Butler, PA 16003</td>
</tr>
<tr>
<td><strong>PHONE</strong></td>
<td>(724) 282-1000</td>
</tr>
<tr>
<td><strong>FAX</strong></td>
<td>(724) 282-3080</td>
</tr>
<tr>
<td><strong>E-MAIL</strong></td>
<td><a href="mailto:mike.ferianc@coachusa.com">mike.ferianc@coachusa.com</a></td>
</tr>
<tr>
<td><strong>TYPES OF SERVICE</strong></td>
<td>Public transportation</td>
</tr>
<tr>
<td><strong>FLEET TYPE</strong></td>
<td>Bus</td>
</tr>
<tr>
<td><strong>NUMBER OF VEHICLES IN FLEET</strong></td>
<td>1</td>
</tr>
<tr>
<td><strong>NUMBER OF ADA ACCESSIBLE VEHICLES</strong></td>
<td>0</td>
</tr>
<tr>
<td><strong>DAYS OF OPERATION</strong></td>
<td>Sunday-Saturday</td>
</tr>
<tr>
<td><strong>HOURS OF OPERATION</strong></td>
<td>4:30 AM – 7:30 PM (Monday-Saturday); 9:30 AM – 3:10 PM (Sunday)</td>
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<tr>
<td><strong>NUMBER OF ANNUAL TRIPS</strong></td>
<td>1,200</td>
</tr>
<tr>
<td><strong>SERVICE AREA(S)</strong></td>
<td>Chautauqua County – corridor from Jamestown to Dunkirk to Silver Creek/Irving; corridor from Jamestown to Olean (Cattaraugus County)</td>
</tr>
<tr>
<td><strong>CLIENTELE</strong></td>
<td>Public</td>
</tr>
<tr>
<td><strong>NOTES</strong></td>
<td>Has a total of 62 vehicles</td>
</tr>
<tr>
<td><strong>AGENCY</strong></td>
<td>Chautauqua Adult Day Care Centers, Inc.</td>
</tr>
<tr>
<td>---------------------</td>
<td>----------------------------------------</td>
</tr>
<tr>
<td><strong>MAILING ADDRESS</strong></td>
<td>358 East 5th Street</td>
</tr>
<tr>
<td></td>
<td>Jamestown, NY 14701</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>TYPES OF SERVICE</strong></td>
<td>Demand service for adult clients – seniors and disabled - 5310</td>
</tr>
<tr>
<td><strong>NUMBER OF VEHICLES IN FLEET</strong></td>
<td>5</td>
</tr>
<tr>
<td><strong>DAYS OF OPERATION</strong></td>
<td>Monday-Friday; Saturday (Jamestown only)</td>
</tr>
<tr>
<td><strong>NUMBER OF ANNUAL TRIPS</strong></td>
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<tr>
<td><strong>CLIENTELE</strong></td>
<td>Adults with disabilities</td>
</tr>
<tr>
<td><strong>MAILING ADDRESS</strong></td>
<td>G107 Williams Center</td>
</tr>
<tr>
<td></td>
<td>Fredonia, NY 14063</td>
</tr>
<tr>
<td></td>
<td></td>
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<tr>
<td><strong>TYPES OF SERVICE</strong></td>
<td>Public transportation</td>
</tr>
<tr>
<td><strong>NUMBER OF VEHICLES IN FLEET</strong></td>
<td>3</td>
</tr>
<tr>
<td><strong>DAYS OF OPERATION</strong></td>
<td>Sunday-Saturday</td>
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<tr>
<td><strong>NUMBER OF ANNUAL TRIPS</strong></td>
<td>49,639</td>
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<tr>
<td><strong>CLIENTELE</strong></td>
<td>Open to the public</td>
</tr>
<tr>
<td>AGENCY</td>
<td>Southwestern Independent Living Center</td>
</tr>
<tr>
<td>--------------------------------</td>
<td>----------------------------------------</td>
</tr>
<tr>
<td>CONTACT PERSON</td>
<td>Helen Kern</td>
</tr>
<tr>
<td>MAILING ADDRESS</td>
<td>878 North Main Street, Jamestown, NY 14701</td>
</tr>
<tr>
<td>PHONE</td>
<td>(716) 661-3010</td>
</tr>
<tr>
<td>E-MAIL</td>
<td><a href="mailto:helen@ilc-jamestown-ny.org">helen@ilc-jamestown-ny.org</a></td>
</tr>
<tr>
<td>TYPES OF SERVICE</td>
<td>Demand service for individuals with disabilities</td>
</tr>
<tr>
<td>FLEET TYPE</td>
<td>Van</td>
</tr>
<tr>
<td>NUMBER OF VEHICLES IN FLEET</td>
<td>2</td>
</tr>
<tr>
<td>NUMBER OF ADA ACCESSIBLE VEHICLES</td>
<td>2</td>
</tr>
<tr>
<td>DAYS OF OPERATION</td>
<td>Monday-Friday; evenings and weekends on request</td>
</tr>
<tr>
<td>HOURS OF OPERATION</td>
<td>8 AM – 4:30 PM</td>
</tr>
<tr>
<td>NUMBER OF ANNUAL TRIPS</td>
<td>1,500</td>
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<tr>
<td>SERVICE AREA(S)</td>
<td>Chautauqua County</td>
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<tr>
<td>CLIENTELE</td>
<td>Disabled</td>
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<tr>
<th>AGENCY</th>
<th>Chautauqua County Veterans Service Agency</th>
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<tr>
<td>CONTACT PERSON</td>
<td>Troy Smith</td>
</tr>
<tr>
<td>MAILING ADDRESS</td>
<td>South County Office Building, 4th Street, Jamestown, NY 14701</td>
</tr>
<tr>
<td>PHONE</td>
<td>(716) 661-8255</td>
</tr>
<tr>
<td>FAX</td>
<td>(716) 661-8257</td>
</tr>
<tr>
<td>E-MAIL</td>
<td><a href="mailto:tsmith@co.chautauqua.ny.us">tsmith@co.chautauqua.ny.us</a></td>
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<tr>
<td>TYPES OF SERVICE</td>
<td>Demand service for veterans to Buffalo and Erie Veterans hospitals</td>
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<tr>
<td>FLEET TYPE</td>
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<td>HOURS OF OPERATION</td>
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<td>NUMBER OF ANNUAL TRIPS</td>
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<td>SERVICE AREA(S)</td>
<td>Chautauqua County to Erie, PA, and Buffalo, NY</td>
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<tr>
<td>CLIENTELE</td>
<td>Disabled veterans</td>
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ATTACHMENT V:
Need/Gap Priority Survey Responses and Methodology
Need/Gap Priority Survey Responses and Methodology

Priority rank was determined by weighting each response and adding the weighted responses together. The highest sum has the highest priority rank. Listed below are the weights for each response:

- **Unrelated/Unrealistic** – each response multiplied by 1
- **Related, But Unrealistic/Not a Priority** – each response multiplied by 2
- **Neutral** – each response multiplied by 3
- **Related/Realistic/Priority** – each response multiplied by 4
- **Very Realistic/High Priority** – each response multiplied by 5

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<th>Total Rating Points X's Response Rate</th>
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<td>1 (3)</td>
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<td>Limited Rural Service</td>
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<td>Limited Education of Transportation Services Available</td>
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<td>7 (28)</td>
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<td>Flexibility For Early Shifts, Overtime, and Last Minute Change in Shift Time</td>
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<td>7 (21)</td>
<td>4 (16)</td>
<td>3 (15)</td>
<td>14 (1.0)</td>
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<td>Lack of Incentive For Employees to Take Transit For Welfare to Work</td>
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<td>0 (0)</td>
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<td>Need to Coordinate Carpooling</td>
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<td>Accessible Cabs (Vans With Wheelchair Lifts)</td>
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<td>2 (2)</td>
<td>2 (4)</td>
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## Attachment V

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<th>MSC Response Rate: % of Members</th>
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<td>Affordable Purchases of Cars For Low-Income to Get to Work</td>
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Meeting Minutes and Relevant Materials
Duplication of Services Subcommittee

October 13, 2011 Duplication of Services Subcommittee Meeting
Time Met / Location: 10:00 AM / CARTS Conference Room

Present: Team Services – Ken Brentley; The Resource Center – Cynthia Neu, Lauren Ryan, Ellen Vellia, Karen Senske, Don Christner; CARTS – Holly Johnson, Cheryl Gustafson, Michele Westphal; Mobility Manager – Rich Kimball

Absent/Excused: Don Christner (The Resource Center)

I. Election of Spokesperson/Chair (Gives Brief Subcommittee Report to Mobility Stakeholders Committee)
   - Karen Senske graciously agreed to be our spokesperson when addressing the Mobility Stakeholders Committee. Thanks Karen!

II. Subcommittee Objectives (Discussed and Proposed)
   - Review and dissect routes to determine broader coverage
   - Analyze where routes overlap
   - Identify and assess needs of individual passengers for eligibility of services purposes

III. Expected Work to Meet Objectives (Discussed and Proposed)
   - Collaborate with county GIS (Geographic Information System) department and provide appropriate data (routes and times) for each service provider. This will involve overlaying data from The Resource Center and CARTS, but may be expanded to include other human service agencies or transportation providers in the future.
   - Research possibility of state assistance with GIS.
   - If government assistance is unavailable, color-coated pins, thread, and/or markers, etc. will be used to overlay routes (step 1) and times (step 2).
   - Identify individuals with special needs to determine which people are capable and not capable of using public transportation.

IV. Expected Outcomes (Discussed and Proposed)
   - A product (map or chart) that clearly identifies routes and times for each service provider will be created.
   - An updated/current list of individuals will be created to determine who is: a.) not capable of using public transportation; b.) capable of using public transportation; c.) possibly able to use public transportation with travel training assistance.

V. Review of Services/Routes
   - This was tabled until the next meeting as GIS and/or other route and time information is not available as yet.
VI. Other Business

- Cheryl Gustafson informed the subcommittee that, according to the New York State DOH, Medicaid transportation will be coordinated through the use of state regional offices. CARTS will not be affected at this time because it is already considered to be a public transportation coordinator.

VII. Schedule Date/Time/Location for Next Meeting

- The next meeting will be held at 10:00 A.M. on Wednesday, November 16, 2011 in the 2nd floor board room of The Resource Center at 200 Dunham Ave.
November 16, 2011 Duplication of Services Subcommittee Meeting  
*Time Met / Location: 10:00 AM / 200 Dunham Ave., 2nd Floor Board Room*

**Present:** Team Services – Ken Brentley; The Resource Center – Cynthia Neu, Lauren Ryan, Karen Senske, Don Christner; CARTS – Holly Johnson, Cheryl Gustafson, Michele Westphal; Mobility Manager – Rich Kimball

I. **Chautauqua County GIS Update**  
- GIS map of TRC (Routes 1, 3, and 8) stops along CARTS (Route 10) was distributed.  
- It was noted that Chris Kinn, GIS administrator for Chautauqua County, will no longer be employed by the county as of 12/31/11.  
- GIS could potentially be used as a tool to reduce mileage expenditures for TRC and increase ridership for CARTS resulting in additional revenue and a possible reduction in rates.  
- Other points discussed include: the need to analyze each TRC bus route in more detail, get print-outs of CARTS routes and place them on transparencies over TRC routes (if GIS resources become limited), and individual needs of clients/consumers should be focal point of transportation discussion.

II. **NYS GIS Assistance Update**  
- Rich Quodomine is available to input data from TRC and CARTS and map it in a similar fashion to the map distributed to the subcommittee. One major benefit of utilizing the state's resources is that GIS could be used to map rides outside of Chautauqua County (i.e. Cattaraugus County).  
- The group agreed to continue to work with Chris Kinn as long as possible and look into perhaps contracting her services when her employment with the county ends.

III. **Public Transportation Review and Identification of Special Needs Passengers**  
- Although lists were briefly reviewed, it was determined that for the next meeting TRC will provide a list of riders on Routes 1, 3, and 8 who fit into one of the following categories: able to use public transportation, could use public transportation with at least some level of support or travel training, or not able to use public transportation.

IV. **Discussion of Overlaying Service Provider Routes and Times – What's Our Next Step?**  
- The subcommittee suggested contacting Chris Kinn to see if she can plot TRC routes 1, 3, and 8 using colored lines and overlay them with CARTS route 10. Rich Kimball agreed to make the contact.

V. **Other Business**  
- No other business.

VI. **Schedule Date/Time/Location for Next Meeting**  
- The next meeting is scheduled for Wednesday, December 15th at 10:00 A.M. and will be held in TRC's Dunham Ave. 2nd Floor Board Room.
December 15, 2011 Duplication of Services Subcommittee Meeting

Time Met / Location: 10:00 AM / 200 Dunham Ave., 2nd Floor Board Room

Present: Team Services – Ken Brentley; The Resource Center – Ellen Vellia, Cynthia Neu, Lauren Ryan, Karen Senske, Don Christner; CARTS – Holly Johnson, Cheryl Gustafson, Michele Westphal; Aspire of WNY – Percy Williamson; Mobility Manager – Rich Kimball

I. Chautauqua County GIS Developments
   • Chris Kinn is retiring and will no longer be available to input GIS data for the subcommittee. Any support from the Economic Planning and Development Office would be on a very limited basis as there will be no one specifically assigned to her duties.

II. NYS GIS/Follow-Up Procedure with Rich Quodomine
   • Contact information has been exchanged between Rich Quodomine, Chris Kinn, and Lauren Ryan. Chris will be sending all "shaping" files for CARTS and Lauren has already sent some data to Rich Q.
   • Percy Williamson expressed an interest in sending route information to Rich Q. as well. Rich Kimball will make the initial contact and provide Percy with Rich Q.’s e-mail address.

III. Review TRC Passenger Lists for Routes 1, 3, and 8
   • Lauren prepared and distributed a cost analysis for TRC's Route 3 (Thank you Lauren!).
   • Map A (TRC and CARTS Transportation remains the same) displays TRC's yearly cost as $101,779.20.
   • Map B (TRC loses 7 riders to CARTS/TRC bus has 8 open seats) TRC's yearly cost would be reduced to $90,825.60 and CARTS yearly revenue, based on 2012 rates, would be $9,134.40.
   • Map C (TRC loses 4 riders to CARTS/TRC has 5 open seats) TRC's yearly cost would be $86,150.40 and additional revenue for CARTS would be $5,220.00.

IV. Review Updated Overlay of CARTS/TRC Routes (If Available)
   • Chris Kinn called Rich Kimball just prior to the meeting and apologetically stated that she was unable to provide this information in time for the meeting.

V. Other Business
   • No other business.

VI. Schedule Date/Time/Location and Assign Facilitator for January Meeting (Rich Out-Surgery)
   • Discussion resulted in a consensus to set the date, time, and location once GIS maps are received from Rich Quodomine. Cheryl agreed to be the point of contact (Thanks Cheryl!) and will notify the subcommittee of possible meeting times once she receives the maps.
June 26, 2012 Duplication of Services Subcommittee Meeting

Time Met / Location: 10:00 AM / 200 Dunham Ave., 2nd Floor Board Room

Present: TEAM Services – Ken Brentley; The Resource Center –Cynthia Neu, Lauren Ryan, Karen Moynihan, Don Christner; CARTS – Holly Johnson, Cheryl Gustafson; Filling the Gap, Inc. – Mike Suppa; Mobility Intern – Mark Geise

Absent/Excused: Ellen Vellia (The Resource Center), Michele Westphal (CARTS), Percy Williamson (Aspire of WNY)

I. Introduce New Member, Mobility Intern Mark Geise

II. Approve/Amend Purpose for Coordinated Transportation Plan
   - Cindy suggested a change from the original purpose from "the needs of individual passengers to determine what services they are eligible to receive" to "the personal mobility options of those requiring transportation services in the county"
   - The following purpose was approved for use:
     o Review and analyze routes and schedules of all transportation providers in the county to identify where duplication occurs
     o Identify and assess the personal mobility options of those requiring transportation services in the county and where various agencies
     o Reach additional riders with more time flexibility and geographic coverage

III. Update on New York State GIS Assistance from TRC and Aspire of WNY
   - Aspire was not present to update the group. Mark will contact Aspire to procure route, time, and client information.
   - The Resource Center is currently working to change routes, so no further information has been sent to the GIS. Most changes to TRC routes are taking place in Dunkirk. Lauren stated that TRC should wait until everything is finalized in the future before TRC sends updated GIS information to the State. She said that it is wasteful to spend the time to send out route information while further changes are still to be made. Karen stated that it would be easier to work on individual areas and routes by meeting together, rather than use the GIS at this point in time. Holly stated that, once this group has worked to make changes and solve some of the issues at hand then the information can be sent to update the GIS to be able to visualize the changes.

IV. Review Updated Overlay of CARTS/TRC Routes
   - Discussion contained in Item III.

V. Identify and Discuss Next Duplication/Consolidation Target
   - The three main targets for the next meeting are:
     1. Dunkirk to Westfield
     2. Clymer to Jamestown
     3. Dunkirk to Hartfield
MEETING MINUTES & RELEVANT MATERIALS

- In Dunkirk, 15 people are currently transferred from Chestnut to Lake Shore on weekday afternoons. Now, riders are first picked up from the Work Center, then from the Day Habilitation Center. Cindy stated that it would be better if the Work Center clients could be picked up later, as they could work 4,000 more hours in a year and help to bring in additional funding. She stated 8 or 8:30 to 4 as the target times for these clients to be at the Work Center. Workers are stopping their work when the bus comes at 2:30, so a later arrival time would be better for those clients. The Day Habilitation clients are currently being picked up later than necessary, so their pickup time could be moved earlier. CARTS could send a bus to pick up these clients depending on times and where these clients are going from Dunkirk. Currently, there is a CARTS bus leaving from Dunkirk City Hall at 3:05, so there is potential for consolidation. TRC will bring information about the clients to the next meeting.

- The group agreed that this subcommittee should continue to meet monthly, but also further divide into working groups to target individual areas. With CARTS, TEAM, and TRC at the table, the discussion will be focused on the specifics of that consolidation, rather than the general discussion that this subcommittee must address.

VI. Other Business

- TEAM Services and CARTS should set up a working meeting about the contract to open TEAM up to public riders. This is likely a three-way contract with CARTS, TEAM, and the State. John Reel from the State must be contacted to see if he needs to be a part of this process.

VII. Schedule Date/Time/Location for Next Meeting

- July 19 was mentioned as a tentative date for the next meeting, but a concrete date, time, and location will be established via e-mail.
Meeting Minutes & Relevant Materials

July 18, 2012 Duplication of Services Working Group Meeting

Time Met / Location: 10:00 AM/CARTS Conference Room

Present: TEAM Services – Ken Brentley; The Resource Center – Karen Moynihan, Cynthia Neu, Lauren Ryan, Ellen Vellia; CARTS – Holly Johnson, Cheryl Gustafson, Michele Westphal

Review of three target areas:

I. Dunkirk to Westfield
   - It was determined that the corridor between Ripley and Dunkirk is duplicated by CARTS and TEAM Services. Tasks to be completed for next meeting:
     o TRC/TEAM staff will check on two riders' status as to ability to ride public transportation.
     o TRC/TEAM staff will calculate any cost savings by eliminating the TEAM Services route and placing passengers on CARTS. This is needed to determine feasibility of eliminating or reducing the TEAM route.
     o Medicaid clients in the Dunkirk area (Park Avenue) currently on CARTS could be given to TEAM Services. Revenue calculations to be completed by CARTS.

II. Clymer to Jamestown
   - It was determined that the TEAM Services route between Jamestown and Clymer was not duplicating the CARTS service. TEAM is running at different times than CARTS and there are several clients on this TEAM run that require more assistance than can be provided on the public transportation route. Both the TEAM and CARTS routes in this area are running at almost full capacity.

III. Dunkirk to Hartfield
   - It was determined that, unless the clients in the Hartfield area could change to the Jamestown center, CARTS could do only the return trip for these clients.
     - TRC/TEAM staff to find out what arrival time and return times actually are and if there is any flexibility in times or location.
   - Note: one of the riders mentioned in "Dunkirk to Westfield" #1 actually rides with the Hartfield riders.

Next Meeting: August 1, 2012 at 1:00 PM at the 200 Dunham Avenue 2nd floor board room.
MEETING MINUTES & RELEVANT MATERIALS

August 1, 2012 Duplication of Services Subcommittee Meeting
Time / Location: 1:00 PM / 200 Dunham Ave., 2nd Floor Boardroom

Present: CARTS – Cheryl Gustafson, Holly Johnson, Michele Westphal; The Resource Center – Karen Moynihan, Cynthia Neu, Lauren Ryan, Ellen Vellia; TEAM Services – Ken Brentley; WIB, Inc. Mobility Intern – Mark Geise

Absent/Excused: Don Christner (TRC), Michael Suppa (Filling the Gap, Inc.)

I. Working Meeting Update
- The group made some changes to the July 18 working meeting minutes. According to TRC, the confusion occurred in the "Dunkirk to Westfield" section. Cindy wanted to take out language that the TEAM route would be eliminated. Ken stated that the word "duplication" should be removed, so the language "investigating potential cost savings as well as other possibilities to coordinate this service area" will now be used.
- In the "Dunkirk to Westfield" corridor, Cheryl stated that there is significant potential cost savings available if CARTS and TRC coordinate their routes. Cindy stated that TRC serves as a safety net for clients. Its routes were developed because some clients could not ride CARTS. She expressed concern that TRC could lose vehicles if it eliminated a route (or routes). Karen stated that TRC cannot make quick changes after the issues it encountered when it tried to eliminate out-of-county service. The Work Center moved its start time half an hour earlier, so Ellen stated that they want their clients there earlier than CARTS would get them there. Cheryl and Michele asked if there is flexibility with Work Center start times (can people get there later than 8), and representatives from TRC implied that there is some flexibility depending on the client. Michele stated that CARTS has both a scheduled pickup and a private pay pickup every morning in Ripley, so both TRC and CARTS do not need to travel there.
- Cheryl stated that changes to CARTS's Route 10 resulted in about $1,300 in savings per month, while she estimated a $1,080 revenue increase for TRC.

II. Aspire of WNY Update
- Aspire of WNY did not provide detailed information to Mark. They have been difficult to reach. Aspire provides transportation to the group homes in Jamestown and does not do medical calls. Further information such as number of vehicles, service times, and routes were not given.

III. Next Working Meeting Target Areas
- The two agencies will not explore any new target areas until the target areas being discussed now are thoroughly analyzed. TRC will bring its cost projections to the next meeting. Representatives from TRC and CARTS both agreed that each agency should further explore the possibilities and analyze the numbers in the areas where duplication has been identified. Karen stated that she does not think TRC can move as fast to implement changes as this subcommittee seems to want to move.

IV. Other Business
MEETING MINUTES & RELEVANT MATERIALS

- Though it does not necessarily pertain to the scope of this subcommittee, Karen stated that TRC’s maintenance department plans to install GPS fleet tracking units in approximately 20 of its vehicles. The vendor, Orion, was willing to install units in TRC’s vehicles for the low cost of $1,000 overall for a 90 day trial period. The purpose of this software is simply to track and monitor the vehicles.

V. Schedule Date/Time/Location for Next Meeting
- The next meeting will be held on August 16 at 1:00 PM in the CARTS conference room.
August 16, 2012 Duplication of Services Working Group Meeting

Time Met / Location: 1:00 PM / CARTS Conference Room

Present: The Resource Center – Karen Moynihan, Cynthia Neu, Ellen Vellia; CARTS – Holly Johnson, Cheryl Gustafson; WIB, Inc. Mobility Intern – Mark Geise

Absent/Excused: Ken Brentley (TEAM Services), Don Christner (The Resource Center), Lauren Ryan (The Resource Center), Michele Westphal (CARTS)

Review and discussion of two target areas:

I. Dunkirk to Westfield

- TRC calculations on potential savings by transitioning passengers to CARTS.
  - TRC did not have the calculations at the time of this meeting. TRC will provide this information to CARTS at or before the next meeting.
- Ellen and Karen discussed why clients need to get into the Work Center earlier (more billable hours, more funding for the Work Center, ratio of disabled to non-disabled workers). They stated that the Work Center and TRC are not likely to have clients arrive any later than they are now. Karen stated that if TRC or TEAM have an earlier bus from Ripley to Dunkirk there may still be clients that have a need to arrive later and could potentially be on CARTS buses arriving at approximately 8:30 AM or 10:15 AM.
- Cheryl stated that we need to look at the current situation without accounting for hypothetical future changes that may or may not happen. She said that CARTS has two runs going to the Ripley/Westfield area and it does not make sense for both CARTS and TRC to be in the area if possible. Mark stated that any changes to routes would be temporary if better alternatives emerge in the future. Cheryl and Mark said that we cannot take into account hypothetical behavioral issues when changing routes. Mark stated that the worst-case scenario is CARTS and TRC are right where they started. Cindy expressed concern that TRC could lose vehicles if it stops going out to certain areas. Holly mentioned Route 10 as a specific example where consolidation benefitted both CARTS and TRC, implying that the two agencies need to continue to work together on similar efforts. Cheryl stated that both TRC and CARTS have a need to reduce costs and/or increase revenue. She stated it only makes sense to look at what we can do right now to help both agencies.
- Cindy discussed the possibility of a Program Without Walls located in the Ripley and Westfield area. Pickups for all services in that area would be at the Program Without Walls location. Cindy stated that this development will not take place in the near future, but it is something to consider when making decisions.
- TRC may base a bus in Westfield to avoid deadheading.

II. Dunkirk to Hartfield

- Arrival and return times from TRC/TEAM and possible flexibility?
  - TRC identified two riders in the Hartfield area that could potentially ride CARTS.
  - Ellen called the TRC offices to try to obtain specific scheduling and service information about one client, but she was unable to get the information during the meeting. She will provide this information to CARTS by the end of next week.
MEETING MINUTES & RELEVANT MATERIALS

- CARTS could be in the Hartfield area at 9:15 AM in the morning and arrive in Dunkirk at 10:15 AM. The clients would depart from Dunkirk at around 2:30-3:00 PM (the time depends on their location in Dunkirk).
- CARTS would be in the Westfield area at 7:00 AM and 9:15 AM arriving in Dunkirk at 8:30 AM and 10:15 AM, respectively.

III. Other Business
- Cindy notified CARTS representatives that a client had an issue with the accuracy of a CARTS schedule available online. She was not sure what route was involved, but she will get more information and contact Cheryl or Holly.

IV. Schedule Date/Time/Location of Next Meeting
- The next meeting will be scheduled via e-mail.
MEETING MINUTES & RELEVANT MATERIALS

Finance/Shared Services Subcommittee

October 26, 2011 Finance/Shared Services Subcommittee Meeting

Time Met / Location: 10:00 AM / CARTS Conference Room

Present: Team Services – Ken Brentley; The Resource Center – Cindy Neu; CARTS – Cheryl Gustafson; Chautauqua Works – Karen Colaiacovo; Mobility Manager – Rich Kimball

I. Election of Spokesperson (Gives Brief Subcommittee Report to Mobility Stakeholders Committee)
   - Cheryl Gustafson graciously agreed to be the Subcommittee Spokesperson. Thank you Cheryl!

II. Subcommittee Objectives (Discussed and Identified)
   - Share ideas and research cost-effectiveness of GPS software.
   - Research other NYS counties to gain a better understanding of shared finances and services.
   - Explore usages of vouchers with matching funds and provide marketing and outreach to local agencies and employers.

III. Expected Work to Meet Objectives (Discussed and Identified)
   - Identify NYS counties that utilize shared services and voucher programs, explore their implementation of ideas, and determine what would work best for Chautauqua County.
   - The Resource Center and CARTS will collaborate on a pilot program for exchanging information and ideas and associated shared cost-effectiveness of purchasing GPS software that could be implemented with other county agencies.
   - Complete outreach to local agencies and determine willingness to provide matching voucher funds.

IV. Expected Outcomes (Discussed and Identified)
   - Plan and execute a workable shared transportation service program for Chautauqua County.
   - Purchase or lease a GPS software system that can be used jointly between The Resource Center and CARTS to include shared training and support costs.
   - Execute a workable fiscal plan to manage voucher funds among various Chautauqua County agencies.

V. New Freedom and JARC Voucher Updates
   - Ken Brentley stated that the TEAM Services New Freedom grant expires July 31, 2012. This grant allocates $123,000 with a local match of 50% or $61,500. In addition, TEAM Services has $30,000 available through The Resource Center’s internal voucher program.
   - Cheryl Gustafson stated that CARTS and the Workforce Investment Board are working collaboratively to secure a grant extension of voucher funds totaling $75,000 over a two year period. Tom Vaughan, Acting Public Transportation Bureau Director for the NYS DOT, will assist with the application process and has been asked to provide information about the
drafting and matching funds solicitation processes of other counties in New York State that utilize JARC vouchers.

VI. Other Business
- Ken Brentley noted that most vouchers have to be paid up front and then go through a complex reimbursement procedure and emphasized the importance of spending all available funds to ensure procurement of future funds when reapplying.
- Members discussed the practicalities for sharing costs, but funding is needed, and may be limited, to jumpstart shared services (e.g. GPS software and vouchers would require a local match for grant proposals). Cheryl Gustafson gave a brief overview of the effects the proposed county budget (legislative vote will take place this evening) would have on CARTS personnel and services – the elimination of a full time mechanic, possible restructuring of routes, and a $.25 hike on all fares. Ken Brentley pointed out that rising gas prices and vehicle maintenance costs contribute to the reduction of available transportation funds for human service agencies.
- Karen Colaiacovo stated that ACCESS-VR provides services and financial assistance for individuals with disabilities that could possibly be used to help support matching funds for a voucher program that would enable them to seek and maintain employment.
- Cindy Neu is working closely with Karen Senske and The Resource Center's transportation department and can report back with details about a proposal to purchase GPS systems for twenty vehicles. The subcommittee will then examine CARTS RouteMatch software proposal to determine if a shared system would be cost-effective for both parties.

VII. Schedule Date/Time/Location for Next Meeting
- The next meeting is scheduled for Monday, November 21, 2011, at 9:30 A.M. Location is TBD.
November 21, 2011 Finance/Shared Services Subcommittee Meeting

Time Met / Location: 9:30 AM / CARTS Conference Room

**Present:** Team Services – Ken Brentley; The Resource Center (TRC) – Cindy Neu; CARTS – Cheryl Gustafson; Chautauqua Adult Day Care Centers, Inc. – Frank Bercik; Mobility Manager – Rich Kimball

**I. Welcome New Member – Frank Bercik**
- The subcommittee welcomed its newest member, Frank Bercik, and briefed him on the primary discussions of planning and activity that took place during our first meeting held October 20, 2011.

**II. GPS Software Information/Webinar Update**
- Cheryl Gustafson discussed recent findings from a webinar she attended that introduced "tablets" as a new technology offered by the RouteMatch, a software program currently used by CARTS for scheduling, record keeping, and producing manifests. Tablets are much cheaper than the vehicle modules (mounted in busses) originally proposed to CARTS by RouteMatch. The cost is $250 per tablet with a $15 fee per month per tablet. Tablets have to be purchased, not leased, but memory size can be increased for future usages of each tablet. Features of the tablet include the ability to: provide real time manifest and navigational (GPS) information for the dispatcher and driver, display no-shows, and promote driver safety with a feature that does not allow a driver to engage the system unless the vehicle is parked.

- Ken Brentley and Cindy Neu reported that TRC’s Vehicle Optimization Subcommittee will be voting (TBD) on leasing GPS units for 25 vehicles. They have received proposals from three vendors and will be deciding on which vendor to contract with based on agency needs and cost-effectiveness. The new technology will provide analysis of all cost centers and send data directly to TRC’s finance department. Additionally, the software will enable TRC to track routes and vehicle idle times.

- Members discussed that one benefit to leasing is that technology changes rapidly and one downside is that grant funds cannot be used to support leasing of GPS equipment.

- Cindy will check to see if a member of TRC’s Vehicle Optimization Subcommittee could possibly attend our next meeting. Cheryl suggested contacting a county IT representative for availability as well.

**III. New Freedom Voucher Update**
- Ken reported that approximately $9,000 of voucher funds have been utilized in last six to seven months. TEAM Services, Inc. busses are being used by TRC to transport clients and people in the general public who are enrolled in TRC’s dental and health clinics (for a charge of $1 per one-way trip). An ongoing initiative will continue to expand weekend services for trips to medical services and daily activities and include clients from Hospice and Aspire of WNY. Ken noted that the reimbursement process for New Freedom vouchers takes extra administrative time initially, but is expected to "speed up" once the process is in place.

**IV. JARC Voucher Update**
MEETING MINUTES & RELEVANT MATERIALS

- Rich Kimball stated that he contacted the Department of Labor (DOL) and several staff persons from Chautauqua Works and the Department of Social Services (DSS) to determine what matching funds may be available for the voucher program. The DOL currently has no existing funds for transportation allocation. Chautauqua Works has $250 of Workforce Investment Act (WIA) funds available for each client, some of which may be available for transportation, although the traditional eight-week work training program is not currently being funded, so voucher funding may be limited to the Summer Youth Program and would require additional administrative cost to Chautauqua Works. DSS staff, although not currently working with taxi services (but have in the past), could possibly provide funding and issue vouchers to customers who require a taxi ride to get to work in the evenings or on weekends when CARTS is not available.

V. JARC Voucher Brainstorm

- What are the limitations for usage? 1.) Funding for transportation must be provided "up front"; 2.) Most agencies do not have current matching funds; 3.) CARTS busses cannot be utilized/CARTS ticket and passes cannot be purchased because there cannot be a matching of FTA or DOT funds.

- What is the best process for issuing vouchers? Ken suggested looking at agencies that are already funding transportation for clients and customers. TEAM Services, Inc. used Rainbow Cab as a primary vendor for vouchers (before New Freedom funds were available) and stated that this taxi service provider utilized the best practices for returning billing statements. Ken identified a concern with cab companies who accept vouchers: drivers have accepted vouchers as payment, but did not transport the person, in some cases, to where he or she was supposed to go under the terms of voucher usage (i.e. the casino instead of a medical appointment).

- What agencies would be able to provide funding? The subcommittee discussed the following agencies as possible sources of matching funds: DSS, Chautauqua Works (WIA support funds), TRC (supported employment funds), and possibly Adult Career and Continuing Education Services-Vocational Rehabilitation (ACCES-VR). It was also suggested that Cummins Engine or other major area employers be contacted.

VI. Other Business

- Frank Bercik stated that a possible shared service could occur between Chautauqua Adult Day Care Centers, Inc. and CARTS by scheduling and conducting one driver orientation and safety session simultaneously for both agencies.

VII. Schedule Time/Date/Location for Next Meeting

- The next meeting is scheduled for December 19, 2011, at 9:30 A.M. and will be held in the CARTS conference room.
April 16, 2012 Finance/Shared Services Subcommittee Meeting

Time Met / Location: 9:30 AM / CARTS Conference Room

Present: TEAM Services – Ken Brentley; The Resource Center – Cynthia Neu, Karen Senske (new member); CARTS – Cheryl Gustafson

Excused/Absent: Frank Bercik (Chautauqua Adult Day Care Centers, Inc.)

I. Agency Updates
   • 5310 Vehicle Replacement/Purchases:
     o Ken stated the TEAM was not receiving any buses from this grant and that TRC was approved for three buses.
     o The new Section 5310 grant application is out and due to the State sometime in June. Ken said that TEAM will be applying for one or two buses in this application.

   • GPS Technology Considerations/Purchases:
     o Ken stated that we need to continue to investigate the opportunity to share this purchase with CARTS and any other agencies interested. He also suggested that they check with Karen LaSota (TRC) on possible grant funding through the New Freedom.
     o Karen stated that there could be a hold on any purchasing of this equipment but felt that we should continue to investigate our options so we are ready when they are able to purchase in the future.
     o Cheryl stated that CARTS is still waiting on approval of their Section 5311 grant request for this technology and the data communication modules. If approved, it will still be some time before they are ready to bid and order.
     o Cindy suggested that we contact other One-Stop Call Centers in the state and see what vendors they are using and have a few of those vendors present to us. Cindy, Karen, and I will all make phone calls to see who the other call centers are using.

II. Discussion of Handout – "The Case for Cost Sharing" by Mike Labello, NYSDOT
   • It was agreed this should be investigated. When Cindy, Karen, and Cheryl call the call centers for the info above, they will ask if they have "cost sharing contracts" and if they would share a copy with us.
   • It was also discussed that after the Key Stakeholder meeting we may want to consider visiting Oswego County Opportunities (in the document as having done this for many years).

III. New Freedom Grant Update
   • Ken said they are spending the vouchers, but are still finding it difficult to locate matching funds. They will be asking the state for an extension, as they will not spend all the funds before the grant period is up.
   • Cindy said that TRC was just notified and approved for funding for her position as Mobility Manager. Total grant is $70,981.

IV. Other Business
MEETING MINUTES & RELEVANT MATERIALS

- No other business.

V. Schedule Time/Date/Location for Next Meeting
- The next meeting will take place on May 14, 2012, at 10:00 AM in the CARTS conference room.
May 14, 2012 Finance/Shared Services Subcommittee Meeting  
*Time Met / Location: 10:00 AM / CARTS Conference Room*

**Present:** TEAM Services – Ken Brentley; The Resource Center – Cynthia Neu; CARTS – Cheryl Gustafson; Chautauqua Adult Day Care Centers, Inc. – Frank Bercik

**Excused/Absent:** Karen (Senske) Moynihan (The Resource Center)

I. **Agency Updates:**
   - GPS Technology
     Cindy and Cheryl stated that they both had made some contacts but no return calls so nothing to really report at this meeting. They will follow up at the next meeting. Cheryl stated that there still has been no approval on the Section 5311 grant. She also will get information on what the DPF is utilizing on their trucks.
   - Other
     Frank Bercik, ADC Direction, stated that they were applying for one replacement bus through Section 5310. They put out their Public Notice.

II. **Cost Sharing**
   - Cindy and Cheryl will report on this also at the next meeting.
   - Oswego, Steuben, and Catt/Alleghany Counties were suggested to visit.

III. **Other Business**
   - Cheryl stated that the intern to replace Rich during his medical leave, Mark Geise, will start on June 4th. He will work through mid-August.

IV. **Schedule Time/Date/Location for Next Meeting**
   - The next meeting will take place on June 11, 2012, at 10:00 AM in the CARTS conference room.
MEETING MINUTES & RELEVANT MATERIALS

June 11, 2012 Finance/Shared Services Subcommittee Meeting

Time Met / Location: 10:00 AM / CARTS Conference Room

Present: TEAM Services – Ken Brentley; The Resource Center (TRC) – Cindy Neu; CARTS – Cheryl Gustafson; Chautauqua Adult Day Care Centers, Inc. – Frank Bercik; WIB, Inc. Mobility Intern – Mark Geise

Excused/Absent: Karen Moynihan (The Resource Center)

I. Introduce Mark Geise, new Mobility Intern

II. Agency Updates

• GPS Technology
  o Cheryl stated that CARTS is still waiting for approval on its Section 5311 grant request for tablet/GPS technology. Cheryl contacted the DPF to see what GPS units they are using. She met with them to experience the technology first-hand; they also lent her one, which she brought to the meeting to show the group. They use Sierra Wireless units and currently utilize the Sheriff’s software program. The units are able to provide real-time information, including mileage traveled, the times the vehicle starts and stops, and location. When Cheryl spoke with the DPF, they stated that the only downfall with the units is they sometimes need to be physically reset.
  o Cindy suggested that we set up a joint meeting with RouteMatch and other vendors to determine which would best fulfill the needs of all involved agencies. Before setting up these meetings, all of these entities must make clear what they would need from the software. Ken stated that all agencies would utilize the basic GPS location software, but each will likely have differing billing and other special needs. For any tablet/GPS technology that multiple agencies would buy together, Cindy stated that the main criteria would be: location information is available to all involved agencies and data can be exported for billing purposes. She stated that this would be a three bid system, so the group would need to find at least three suitable vendors. Karen was contacted via telephone, and she provided the names of four vendors of GPS location software that she had researched in the past: FleetMatics, Orion, WexSmart, and Telenov through AT&T. Mark will research and contact these vendors, RouteMatch, and others and report back to the group.

• 5310 Vehicle Replacement/Purchases
  Frank stated that the Chautauqua Adult Day Care Centers applied for a replacement bus to upgrade from a van it is currently using. Cindy stated that TRC put out an application for two replacement vehicles. Ken stated that TEAM Services also applied for two vehicles.

III. Cost Sharing

• The group agreed that meetings with other counties that have already gone through the cost sharing process should be the first course of action before we decide what direction we want Chautauqua County to go in. Cindy suggested Steuben County as the most logical choice to first meet with due to its proximity and its extensive cost sharing experience; Deb Gleason was

mentioned as the contact. Cindy must meet with TRC's oversight body before the group can schedule a visit to Steuben County.

IV. Other Business
   • No other business.

V. Schedule Date/Time/Location for Next Meeting
   • The next meeting is scheduled on July 11, 2012, at 1:00 PM in the CARTS conference room.
July 11, 2012 Finance/Shared Services Subcommittee Meeting

Time Met / Location: 1:00 PM / CARTS Conference Room

Present: TEAM Services – Ken Brentley; The Resource Center (TRC) – Cindy Neu; CARTS – Cheryl Gustafson, Paul Abram; Chautauqua Adult Day Care Centers, Inc. – Frank Bercik; WIB, Inc. Mobility Intern – Mark Geise

Absent/Excused: Karen Moynihan (The Resource Center)

I. Update on Section 5311 Funding from Cheryl
   • CARTS received approval this week for funding for multiple upgrades. They will receive just under $19,000 for two-way radio communications upgrades, $50,000 to pave their side parking lot, $30,000 for surveillance equipment, and approximately $182,000 for AVL and fleet management systems for buses. This is 10% local share funding.
   • CARTS is now in the resolution process; they must set up contracts and wait for the State to act. Cheryl predicted it would be some time in 2013 before they will see the money.

II. Presentation of Fleet Management Software by FleetMatics

III. Discussion of Presentation
   • FleetMatics Strengths and Weaknesses
     o FleetMatics would not be able to satisfy some of the major needs of CARTS, TRC, and TEAM Services. FleetMatics software would not be able to provide manifests with client location, information, eligibility, and special needs to tablets in drivers' vehicles, which Cheryl stated was a major need of CARTS. FleetMatics also would not be able to satisfy TRC's billing needs. TRC has customers that travel various distances to different services with different eligibility, so billing is a complicated process. TRC currently does this by hand using Microsoft Excel, so they need any new technology investment to make this process more efficient. FleetMatics did not appear to be able to aid in this billing process.
   • Future Presentations
     o Cheryl stated that she would contact Mike Labello from the New York State DOT about what vendors he would recommend.
     o Cindy stated that no single vendor will be perfect, but some will be able to satisfy many of our needs. Paul and Ken stated that some vendors will tailor their products to the individual needs of purchasers, so this could be a factor in future decisions.
     o Cheryl and Paul stated that, to the best of their knowledge, RouteMatch is able to provide all the needs that CARTS has in AVL and fleet management software.
     o The representatives from each agency will send Mark a brief description of their needs and expectations of fleet management software to use in correspondence with other vendors.

IV. Approve or Amend Subcommittee Purpose Statement
The group decided to make some minor changes so the purpose statement will read as follows:

- Determine how to best utilize JARC, NF, and other funding sources by sharing costs and services
- Model other similar counties that are far along in the cost-sharing process and use strategies that have proven to be successful
- Explore the cost-effectiveness of technology, service, and maintenance upgrades and the processes in which multiple agencies would purchase these upgrades together

V. Visits to Other Counties (Steuben?)
- Cindy stated that she has a list of approximately 15 ARCs that she has been contacting over the past week. She is focused primarily on the agencies in Steuben and Tompkins Counties. She stated that some ARCs provide fare information while others do not, so this is something that TRC will be interested in learning more about during visits.

VI. Other Business
- No further business.

VII. Schedule Date/Time/Location for Next Meeting
- The date, time, and location of the next meeting will be determined via e-mail.
August 15, 2012 Finance/Shared Services Subcommittee Meeting

**Meeting Times & Location:** 10:00 AM / CARTS Conference Room

**Present:** CARTS – Holly Johnson; The Resource Center – Karen Moynihan, Cynthia Neu; Chautauqua Adult Day Care Centers, Inc. – Frank Bercik, Karen Lucks; RouteMatch – Alicia Cohen; WIB, Inc. Mobility Intern – Mark Geise

**Absent/Excused:** Cheryl Gustafson (CARTS), Ken Brentley (TEAM Services)

Alicia Cohen, a sales representative from RouteMatch, made a presentation to this group. Representatives from TRC and CARTS provided specific features they would desire in AVL/fleet management software. Alicia covered each point, gave software and tablet demonstrations to show what they can do, and answered other assorted questions.

- **Coordination module**
  - There are various coordination options. If each provider had separate systems, vehicle locations could be made visible to the other providers, but no detailed information would be shown. All providers also could be on one system together, which would make all information available to all.
  - The group agreed that each provider would have separate systems to begin, with the potential of further coordination in the future. We are not near the point where we could consider operating on one single system.
  - Cindy stated that she will need to ask questions at TRC about confidentiality issues.

- **AVL and mobile data computers**
  - RouteMatch is compatible with a number of tablets available on the market (RouteMatch would provide a list of the best fits on the market). Alicia had the Galaxy tablet, but that is no longer available for purchase; she showed the group the Panasonic Toughpad, a premium tablet option, online to explain some of its features.
  - Manifests can be done entirely over the tablet. A driver's next trips would be displayed on the tablet; if a location is new to the driver, the GPS component of the tablet can give turn-by-turn directions to that location.
  - Costs: implementation services and licensing initial costs (dependent on number of hours this takes), cost to purchase tablets (Alicia estimated the price of Panasonic Toughpads at about $800 each, but there is a wide range of prices on the market), monthly RouteMatch software costs (depends on number of users on the software), and monthly costs for tablets (estimated by Alicia at $15-20 per month per tablet). The unlimited data plan for tablets is unnecessary. Alicia will send price estimates later in the week.

- **Capture each trip's data for reporting/billing purposes by the vehicle operator**
  - RouteMatch's ICs would come in and transfer customer information (from Excel, Access, etc.) to software. Consultants would also transfer all billing rules to the RouteMatch software.
Alicia stated that a provider can have some vehicles with tablets and some without. In this case, information from vehicles without tablets would need to be inputted manually to the RouteMatch software.

- Multiple drivers able to drive in same vehicle per day (password system)
  - RouteMatch uses a password system to distinguish between drivers.
  - Tablets may be mounted in vehicles or assigned to drivers and taken from vehicle to vehicle, depending on what the provider decides is easiest.

- Reporting compatible with TRC's finance system (Epicor/Active Planner)
  - RouteMatch should be able to integrate with Epicor through a module. RouteMatch has never done a module for Epicor specifically, but it has done so for multiple similar resource planning systems.

- Employees can swipe ID card to identify themselves when driving vehicles
  - RouteMatch is developing swipe card technology compatible with the tables and software, but it is not available as of yet. At least initially, a unique password would be the only way to identify different drivers.

- If card reader is available, track attendance with passenger ID cards
  - Read above.

- Standard fleet tracking (GPS location, reduced idling, speeding detection, dangerous driving, etc.)
  - RouteMatch provides GPS location, but does not do advanced fleet tracking. It can work with third-party fleet tracking vendors to provide these services.

- Other
  - Karen and Cindy stated that they would like for managers of homes to be able to view vehicle locations, when drivers are idling for too long, when drivers are speeding, and other advanced fleet tracking. As explained above, RouteMatch only provides GPS location service and would not be able to provide those additional services without contracting with a third-party vendor. RouteMatch would be able to provide managers of homes with the locations of vehicles through a web portal; these managers would not be users of the software and would not have access to all information.
  - Holly expressed concern about how CARTS would be able to tell when drivers have switched vehicles. Alicia stated that, when switching vehicles, the driver can log out and log back in. This would prompt the driver for a new starting mileage value, in which the driver would enter the starting mileage of the new vehicle.
  - RouteMatch has three different levels of optimization (XP, PM, and TS). XP is complete manual scheduling, PM gives some recommendations about optimization, and TS can fully optimize routes.
One-Stop Call Center Subcommittee

November 3, 2011 One-Stop Call Center Subcommittee Meeting
Time Met / Location: 10:00 AM / CARTS Conference Room

Present: The Resource Center – Cynthia Neu; CARTS – Paul Abram; Chautauqua County Health Network – Michael Pease; WIB, Inc. Mobility Manager – Rich Kimball

I. Election of Spokesperson (Gives Brief Subcommittee Report to Mobility Stakeholders Committee):
   - Mike Pease graciously accepted the role as our subcommittee’s spokesperson. Thanks Mike!

II. Subcommittee Objectives (Discussed and Identified):
   - Identify key partners who will provide information, resources, and services
   - Identify where the call center will be located and what it will look like

III. Expected Work to Meet Objectives (Discussed and Identified):
   - Develop outreach to key partners for discussion and gage interest and support for call center
   - Investigate current and successfully operating one-stop call centers

IV. Expected Outcomes (Discussed and Identified)
   - A data base of available travel resources
   - A functional one-stop call center that is unique to Chautauqua County

V. Review of One Call-One Click Toolkit
   - A guide to understanding, devising, and implementing a community one-stop call center, created as resource by the Community Transportation Association, was distributed and reviewed.
   - The subcommittee agreed that pieces of each of the four types of call centers (public transit/web-based, 5-1-1 services, rideshare database and matching services, and specialized human service transportation information and scheduling) could all be incorporated at some level either at the call center itself or in fragmentations within the transportation and human service providers. Additionally, website could be utilized for information about and referrals to specific agency programs and services.
   - The call center should provide program information, counseling assistance, and access to transportation services. Mike Pease noted that the levels of service will be contingent upon funding and community and agency support. Cindy Neu stated that it is important to identify the individual needs of consumers who will be utilizing the one-stop call center services and should include all modes of mobility, such as safe walking and biking, in addition to public and private transportation.
   - During a discussion involving the function of the call center, it was agreed that information, referral, and eligibility determination services should be priorities and other services such as travel training, travel orientation, shared reservations, joint scheduling, and joint dispatching
could be logical progressions should enough funding and support become available. Staffing could include an Ombudsperson who would need to be trained and have knowledge of all call center programs and services.

- Rich Kimball asked the subcommittee to review three websites of communities (Manitowoc, Wisconsin; Paducah, Kentucky; Steuben County, New York) that have adopted various forms of call centers. Cindy Neu stated that she travels to Steuben County and may be willing to observe how their system operates.

VI. Initial Discussion of Chautauqua County One-Stop Call Center

- What will the call center look like? Paul Abram gave a summary of how CARTS, Carrier Coach, the RSVP volunteer transportation program, and VSA's transportation services are currently coordinated much like a small-scale model of a one-stop call center. Mike Pease suggested that the call center should include the utilization of a website in addition to a knowledgeable person to manage calls and make appropriate referrals in order for the system to work well. Cindy Neu suggested that the call center be used as an umbrella system that maximizes the efforts of other Mobility Stakeholder subcommittees involved in planning the reduction of duplication of services and travel training.

- Where could/should it be located? The subcommittee agreed that it should be located in an office either in space available at a local agency with vested interest in the project but will review other alternatives. Paul Abram and Rich Kimball both noted that the new CARTS junction will be located in the renovated train station and presented this idea as one option. Other options will be discussed once the subcommittee networks with key partners involved in the planning process.

- Will additional funding be required to support and staff the call center? Although volunteers could be used to staff the call center, the subcommittee emphasized the need for funding for startup costs (desks, phones, computers, etc.) and long-term funding, such as a New Freedom grant, would be necessary to keep the call center in operation.

VII. Other Business

- Cindy Neu proposed that seeking Tiger grant funding for 2012 could help with costs. The Gebbie Foundation, Sheldon House, United Way, and Northern Chautauqua Community Foundation were discussed as possible financial supporters.

VIII. Schedule Date/Time/Location for Next Meeting

- The next meeting is scheduled for Thursday, December 8, 2011 at 10:00 AM and will be held at CCHN (200 Harrison St., Suite 2, Jamestown).
December 8, 2011 One-Stop Call Center Subcommittee Meeting

Time Met / Location: 10:00 AM / CCHN (Jamestown)

Present: The Resource Center – Karen Senske; TEAM Services – Ken Brentley; CARTS – Paul Abram; Chautauqua County Health Network – Michael Pease; WIB, Inc. Mobility Manager – Rich Kimball

Excused/Absent: Cynthia Neu, Mary Ann Spanos

I. Welcome New Members!
   • The subcommittee welcomed Ken Brentley and Karen Senske who attended in place of Cynthia Neu. Mary Ann Spanos was not able to attend due to a scheduling conflict.

II. Compile Initial List of Chautauqua County Transportation Providers
   • The subcommittee reviewed a list a transportation providers from the County Coordination Transportation Plan and agreed that each provider should be given the opportunity to provide information about their services. Suggestions were also made to include Aspire of WNY, WCA Services, and Advanced Transportation.
   • Once a list of all potential providers is compiled marketing will follow in various forms depending on cost of each: letters or surveys to transportation providers, PSA's, radio/TV ads, agency newsletters, and e-mail.

III. Brainstorm – What Transportation Provider Information Should Be Included On Website or Archived At Call Center?
   • The main page of the website should include a brief description and eligibility guidelines for each provider's services.
   • A link for each provider website should be included. If the provider does not maintain a website then detailed information should be available through a drop-down menu. A filter could also be used so that a person can navigate to find specific information to meet her or his needs.

IV. Review One Call-One Click Website Models
   • The models used by Paducah, Kentucky and Steuben County, New York were briefly discussed.
   • The subcommittee reviewed a five-page summary containing information about the Manitowoc, Wisconsin one-call service and noted many similarities to Chautauqua County: two cities with relatively the same population, three types of public transportation services with approximately the same number of routes, and demonstrated collaboration with county and agencies providing services to people who are elderly or disabled.

V. Other Business
   • Discussion took place revolving around potential resources for developing a website. It was noted that a typical website developer charges upwards of $70 per hour. Other more cost-effective solutions included: contacting the Rural Transportation Association Program (RTAP) which provides free information about designing your own website and contacting local
colleges (and possibly high schools) to determine if interns could be utilized. If feasible, the subcommittee concluded that using interns is the best approach given that they may also be used to collect and input data on the website.

VI. Assign Facilitator for Next Meeting (Rich Out – Surgery)
- Rich Kimball will contact Cindy Neu to see if she would be willing to coordinate the next meeting.

VII. Schedule Date/Time/Location for Next Meeting
- TBD
MEETING MINUTES & RELEVANT MATERIALS

April 3, 2012 One-Stop Call Center Meeting
Time Met / Location: 9:30 AM / CARTS Conference Room

Present: TEAM Services – Ken Brentley, United Way – Tory Irgang, CARTS – Paul Abram

Excused/Absent: Rich Kimball (WIB, Inc.), Mike Pease (Chautauqua County Health Network), Cindy Neu (The Resource Center)

I. Presentation by Tony Irgang
- Tory Irgang of United Way was invited to attend to discuss their experiences with establishing a similar One Call/One Click Center:
  - Tory explained that some years ago the UW created a "First Call for Help" project which at the time was known as Project Dial. They also had a grant-funded local 211 call center which they found to be very difficult to sustain. Based on fifteen to eighteen calls a year received it was calculated that the cost was approximately $40.00 per call which made it difficult to justify its continued existence. The local call center was shut down at the end of 2010. Due to this experience Tory recommended to Rich in previous discussions to strongly consider utilizing an existing call center with dedicated funding to piggyback on to.
  - The current UW 211 call center for this area is now based in Erie County and operated by the Blind Association. The call center can also be accessed through 211wny.org. This arrangement has brought the cost down to approximately $9.50 per call. Tory stated that the 211 phone attendant asks probing questions and uses a database of regional information to try to match the caller’s need. One challenge being to ensure there is someone dedicated to updating the regional database. Tory invited Chautauqua County to explore adding the mobility one call/one click center onto UW’s 211 system adding that if we wish to pursue this she would bring other staff to the table to discuss. Some estimate of the number of phone calls this added component might generate would also be necessary for planning purposes. Tory indicated that there may not be an additional charge to add this service to the 211 system unless the call volume is significantly increased. The present hours for the UW 211 center are Monday through Friday 8 a.m. to 8 p.m., with no weekend service.

II. Other Business
- Ken Brentley suggested that if the committee decides to move forward in this direction that consideration should be given to what other parties should be a part of the planning and development process.
- Ken also expressed concern about using temporary funding sources as there may be no local funds available to support this program when the temporary funding is goes away.
- Ken also suggested the committee look at a web-based directory adding that resources and support may be available from local colleges to develop such a program.

III. Schedule Time/Date/Location for Next Meeting
- TBD
July 3, 2012 One-Stop Call Center Subcommittee Meeting

Time Met / Location: 10:00 AM / CARTS Conference Room

Members: The Resource Center – Cynthia Neu; TEAM Services – Ken Brentley; Chautauqua County OFA – Mary Ann Spanos; CARTS – Paul Abram; Chautauqua County Health Network – Michael Pease, Kerri Brown; WIB, Inc. Mobility Intern – Mark Geise

I. Introduce New Member Mark Geise

II. Review United Way's 211 Presentation

- Mark reviewed Tory Irgang's presentation on United Way's 211 service from the previous meeting.
- Mary Ann suggested NY Connects as a superior alternative to the 211 service. The Chautauqua County OFA operates the local NY Connects service. This service operates as the central intake for community resources. NY Connects is available for any and all citizens "from birth to death" regardless of what services they are attempting to access. The specialist who answers calls assesses the caller's needs, gives him or her all viable options, and then refers the caller to a service that will fulfill his or her needs. Mary Ann stated that the best model for NY Connects is a blend of local money, grants, and shared services.
- Cindy then stated that it is an important decision to determine whether a one-call service would be a dispatching service for all agencies or if this would serve as simply an information hub. Mark stated that he sees this one-call center initially as important for marketing. Rather than have to call multiple numbers to determine eligibility for various services, this number would be marketed to give callers the answers they need in one call. Regular clients of CARTS, TRC, TEAM Services, and other providers would continue to call each provider, while new and inexperienced users would call the one-stop number.
- The group decided that all transportation calls may be routed through NY Connects eventually once agencies have adjusted to the new service. This can cut costs, as less full-time employees at each agency would have to be staffed to handle calls; one specialist at the OFA would filter all transportation calls. Mary Ann stated that Meals on Wheels experienced a similar phenomenon. Over time, the various Meals on Wheels chapters determined that directing all calls to the NY Connects center was more efficient than fielding some calls individually.
- Mike questioned how changes in routes would affect the database of information that NY Connects would have at its disposal. Mark then stated that eligibility, service area, and service times should be the main criteria that the NY Connects specialist would use to match up callers with the appropriate services, at least initially. Route information would not be essential to operate this service at the outset. Cindy then brought up the impact of GPS fleet management software on this process. If transportation providers are able to secure funding for this software then it will be easier to see all routes. At this point, it could be feasible for the NY Connects specialist to determine what specific bus(es) a caller should take, rather than simply referring him or her to the appropriate provider.

III. Web-Based One-Click Center
MEETING MINUTES & RELEVANT MATERIALS

A. Sources of Long-Term Resources and Support
   - The group decided that it is better to piggyback on an existing service like NY Connects rather than establish a website specifically for Chautauqua County transportation information. Ken expressed concern that a locally operated website would not be able to be continually updated due to a lack of resources.

B. What Information Should Be Included?
   - Cindy suggested that Mark starts a Mobility Management website. This website would inform the public of all of the transportation changes in the county and the new services that will be available. The coordinated transportation plan, meeting minutes, and other new developments should be published and routinely updated to keep the public in the loop on the mobility management process.

IV. Discuss and Identify Next Course of Action
   - Mark and Cindy will prepare a write-up for Mary Ann for the Council of Long Term Care meeting on July 18. Mark will be out of town and Cindy has another meeting at this time, so Mary Ann can present to the council on the developments from this subcommittee. This presentation will explain why transportation services integrated with the existing NY Connects service is beneficial for all involved parties and how we came to this decision.
   - Cindy recommended that representatives from each subcommittee should meet prior to the next Mobility Stakeholders meeting to ensure that each subcommittee’s goals and strategies are compatible with one another.
   - Mike stated that public awareness will be extremely important to this process once we take the next step to put the one-stop call center idea into practice. He suggested TV, radio, and newspapers as media mediums through which to get the word out to the public about this new service. Cindy also suggested changing the appearance of the CARTS, TRC, and TEAM Services buses to more easily differentiate between agencies. Advertisements on buses would be an additional source of revenue; this additional revenue could be used to partially fund the one-stop center.
   - Cindy stated that we will need to present this to the Mobility Stakeholders Committee before implementing changes. She suggested some cost information and a sample demonstration as part of this presentation. Ken stated that we should present each alternative we have discussed and then explain why we made this decision.

V. Other Business
   - We welcome Kerri Brown from the Chautauqua County Health Network to the subcommittee! She will be replacing Mike due to his transition into his new position as interim executive director of the Chautauqua Center.

VII. Schedule Date/Time/Location for Next Meeting
   - The next meeting is scheduled for August 7 at 10:00 AM in the CARTS conference room.
The following was written to the Long-Term Care Council on behalf of the One-Stop Call Center Subcommittee:

July 12, 2012

To the Long-Term Care Council,

My name is Mark Geise and I am the Mobility Intern acting on behalf of the One-Stop Call Center Subcommittee of the Chautauqua County Mobility Stakeholders Committee. This subcommittee is made up of representatives from CARTS, TRC, TEAM Services, the CCHN, and the WIB. The larger Mobility Stakeholders Committee must approve the initiatives taken by the individual subcommittees. This letter is to ask the Long-Term Care Council to approve and support the One-Stop Call Center Subcommittee's initiative to pursue the integration of a one-stop call center for transportation information into the existing NY Connects service operated by the Office for the Aging.

The One-Stop Call Center Subcommittee has weighed other potential courses of action and decided that NY Connects is the premier avenue to establish a one-stop call center for transportation. The group has also explored integrating with United Way's Western New York 211 service located in Buffalo and establishing a new service just for transportation information. Unlike United Way's 211 service, NY Connects is located locally and thus is up-to-date with the region's needs and trends. Unlike a new service, NY Connects has existing staff, clients, and visibility to the public through marketing. Further research and support is needed to determine the costs, implementation, and sustainability of this potential new partnership.

Integrating transportation information into NY Connects will open up new sources of funding for NY Connects. If integration develops to the point where the NY Connects service operator serves as a dispatcher for transportation providers, providers will reduce labor costs and contribute funds to the operation, improvement, and sustainability of the local NY Connects service. If we work to integrate transportation information, this will improve the level of service that callers will receive; they will receive information about medical or employment services as well as how to get to those services. Transportation is inherently intertwined with all other services.

The Mobility Stakeholders Committee seeks to establish interagency and interdepartmental coordination. This is a fantastic opportunity to put this coordination to practice; we can realistically improve the level of service for local residents while benefiting all involved agencies.

We would like to take this recommendation to the next Mobility Stakeholders Committee meeting with the approval and support of the Long-Term Care Council.

Sincerely,

Mark Geise, Workforce Investment Board, Inc. Mobility Intern
August 7, 2012 One-Stop Call Center Subcommittee Meeting

**Time Met / Location:** 10:00 AM / CARTS Conference Room

**Present:** The Resource Center – Karen Moynihan; TEAM Services – Ken Brentley; Chautauqua County OFA – Mary Ann Spanos; CARTS – Paul Abram; WIB, Inc. Mobility Intern – Mark Geise

**Absent/Excused:** Cynthia Neu (The Resource Center), Kerri Brown (Chautauqua County Health Network)

### I. NY Connects Update

- Mary Ann spoke about the presentation to the Long-Term Care Council. The Long-Term Care Council developed a plan to establish a hub for all community resource information, and NY Connects was developed to fill this need. NY Connects currently takes about 200 calls per month, but call volume is increasing.
- She also spoke about advertising for the program; she said that there may be potential $10 million in funding for NY Connects programs in the new future if a waiver is approved. If more can be added to NY Connects, it may open up new opportunities for funding. More funding should result in more marketing for the service.
- The Long-Term Care Council gave approval to this subcommittee to continue to move in this direction. The integration of transportation information is in line with the goals of NY Connects.
- Mary Ann also explained a Chautauqua County Health Network grant that will fund secure electronic messaging between the doctors, hospitals, nursing homes, and the Office for the Aging. If agencies have a system for electronic referrals, this is another source of potential linkage.

### II. NY Connects Funding Details and Other Discussion

- **Will there be additional costs and, if so, how much?**
  - Mary Ann stated that we can begin to move in this direction and then confront potential costs when we reach that point. The federal government is taking $10 billion in Medicaid savings and reinvesting it in infrastructure; if approved, a piece of that will serve to beef up the NY Connects system as a central hub for available services. Approval for this funding may impact potential costs. Ken stated that, eventually, he envisions a per call cost for the service from transportation providers.
  - **What is the timeline the OFA is expecting?**
    - Mary Ann gave the end of the year as a possible guideline to begin integrating transportation information. CARTS will likely be the first provider to move in this direction, as it serves the widest clientele and is most closely affiliated with the OFA at the present time.
    - Mary Ann suggested that the transportation providers and the NY Connects service operator devise a universal intake sheet. Paul will provide Mark with CARTS’s intake criteria on the RouteMatch software. Mary Ann will contact the NY Connects operator and get her thoughts about what information would be necessary. Karen also mentioned some criteria that TRC would need on this sheet (Does this person access any TRC services?).
III. United Way 2-1-1 Alternative
- Steuben County Model (Mark, Cindy, and/or Paul can present findings from Steuben County visit)
  - Mark explained the Steuben County model briefly. In Steuben County, the Finger Lakes 2-1-1 service is housed in the same location as its mobility management staff, volunteer driver program coordinator, and other employees who contribute to the Steuben County transportation system. The location of the 2-1-1 center is an advantage to Steuben County because they are in tune with and in close proximity to it. In Chautauqua County, utilizing the 2-1-1 service would force calls to go out of the county.
- How will we further pursue this option?
  - Paul stated that Tory Irgang offered for a 2-1-1 operator to come and speak to the subcommittee to answer more specific questions. Mary Ann stated that the most important question to ask will be: do they do an intake about the person’s needs and eligibility and counsel the caller?
- Other
  - The group discussed some benefits and downsides of the 2-1-1 service. There is potentially no additional cost depending on call volume, but it is not housed locally and may not be able to provide the level of service that NY Connects would be able to.
  - NY Connects and 211 are unaffiliated at the present time, so essentially 2-1-1 operates regionally and NY Connects operates within counties.

IV. Other Business
- Ken expressed concern that some transportation providers may be given additional business/referrals without contributing funding to the program. Mark stated that NY Connects would only provide an intake and referral service to the providers that participate in this initiative, so it should be an advantage to be a part of this process. The NY Connects service would not have the same detailed information for non-participating providers as it would for the providers at this table.

V. Schedule Date/Time/Location for Next Meeting
The next meeting is scheduled for September 11 at 8:30 AM in the CARTS conference room.
MEETING MINUTES & RELEVANT MATERIALS

Volunteer Subcommittee

October 27, 2011 Volunteer Subcommittee Meeting
Time Met / Location: 10:00 AM / CARTS Conference Room

Present: Resource Center – Cindy Neu; Erie 2 BOCES – Joyce Golden; Chautauqua Works – Karen Colaiacovo; CARTS – Michele Westphal; Mobility Manager – Rich Kimball

Excused/Absent: Ron Veklotz (OFA), Joyce Golden (Erie 2 BOCES), Rebecca Ruiz (Ross IES)

I. Election of Spokesperson (Gives Brief Subcommittee Report to Mobility Stakeholders Committee)
   • Cindy Neu graciously accepted a role as the subcommittee’s spokesperson. Thank you Cindy!

II. Subcommittee Objectives (Discussed and Identified)
   • Identify consumers in need of travel training and match them with appropriate volunteers.
   • Identify sources for volunteer educators and travel trainers.
   • Develop a travel training program for individuals who are elderly, disabled, or have low income in order to increase transportation accessibility and independence for improved quality of life.

III. Expected Work to Meet Objectives (Discussed and Identified)
   • Research successful travel training programs and adapt a program to meet the needs of elderly, disabled, and individuals with low income in Chautauqua County.
   • Provide outreach to human service agencies to: identify eligible consumers (Step 1); complete a needs assessment then collect and analyze data from developed surveys (Step 2); invite identified consumers to travel training information sessions (Step 3).
   • Conduct outreach to volunteer agencies to obtain a pool of trainers.

IV. Expected Outcomes (Discussed and Identified)
   • A sustained consumer and volunteer base to support a travel training program.
   • A functional travel training program monitored by quality assurance measures.

V. Review of Current/Possible Volunteer Program Involvement
   • The subcommittee identified agencies that could be involved in developing and implementing a travel training program: Compeer, RSVP, SUNY Fredonia, JCC, United Way (North and South County Offices), Ross IES, and the Chautauqua County Mental Health Association.

VI. Other Business
   • The subcommittee proposed to have a work session for the next meeting to develop a mission statement and two surveys that can be distributed to: 1.) human service agencies and 2.) potential volunteer agencies.
VII. Schedule Date/Time/Location for Next Meeting

- The next meeting will be held in the CARTS conference room on November 30, 2011 at 10:00 AM.
November 30, 2011 Volunteer Subcommittee Meeting

Time Met / Location: 10:00 AM / CARTS Conference Room

Present: The Resource Center – Cindy Neu; Ross IES – Rebecca Ruiz; CARTS – Michele Westphal; Mobility Manager – Rich Kimball

Excused/Absent: Ron Veklotz (OFA), Joyce Golden (Erie 2 BOCES), Karen Colaiacovo (Chautauqua Works)

I. Assign Spokesperson for Next Mobility Stakeholders Meeting, December 2\textsuperscript{nd} (Cindy Is Unable to Attend)
   • Michele agreed to read the minutes from our last meeting. Thanks Michele!

II. Mission Statement
    • This was tabled until the next meeting when more subcommittee members are able to attend. The consensus was that more input is needed from a broad range of stakeholders.

III. Human Services Needs Assessment Survey
    • A sample "Travel Training Needs Assessment Survey" (please see attached at the end of minutes) was created to include subcommittee suggestions: developed with checklists and open-ended questions (including a comment/suggestion area) to gain a clear understanding of transportation needs and barriers, easy to understand, and one-page format.
    • It was pointed out that this is only a draft and should be reviewed by other subcommittee members as well as those who will be distributing the survey.
    • It was noted that this survey is useful for understanding the usage and needs of current/potential CARTS users, but a more detailed/modified survey could address the needs of people who access other modes of transportation. This could be used to identify those who would benefit from outreach, education, and travel training tailored to creatively maximizing all sources of transportation.

IV. Volunteer Agencies Survey
    • This was also tabled until the next meeting.

V. Other Business
    • No other pressing business.

VI. Schedule Date/Time/Location for Next Meeting
    • The next meeting will be held in the CARTS conference room at 10:00 AM on January 18, 2012.
The Volunteer Subcommittee produced the following materials during its January 18, 2012 meeting (minutes unavailable):
Agency Demographic Form

Agency Name:

Contact Last Name | First Name | Middle Initial

Street

City | State | Zip

Phone | Fax

E-mail

1. What are the general demographics of your clientele? (Please mark all that apply)

☐ Disabled

☐ Low Income

☐ Senior (60+ years of age)

☐ Other ___________________

2. What is the age range of your clientele? (Please mark all that apply)

☐ Under 18 years of age

☐ 18-35 years of age

☐ 36-59 years of age

☐ 60+ years of age

3. Would your agency be interested in: (Please mark all that apply)

☐ Sending a representative to be part of our committee?

☐ Being trained as a volunteer travel educator or trainer?

☐ Designating a recipient of service to become a volunteer travel trainer, educator or bus buddy?

☐ Meeting with someone to learn more?
Sample Travel Training Needs Assessment Survey

1.) Do you own or have access to a vehicle? ___ YES ___ NO

2.) If no, which of the following modes of transportation do you use most frequently? (Please check all that apply):
   ___ walk ___ bike ___ taxi ___ CARTS public transit
   ___ family ___ friend ___ neighbor ___ housemate
   ___ church ___ counselor/case manager/other community member
   ___ other agency (please list): ____________________________________________

3.) If you sometimes or have never used CARTS public transit, please check all that apply:
   ___ afraid ___ can't afford ___ don’t live near a route
   ___ unfamiliar with CARTS ___ not accessible ___ don’t know how

4.) Which of the following would help you use CARTS?
   ___ learning to read a schedule ___ learning how to get to the bus stop
   ___ having someone ride along with me ___ learning routes

5.) Do you use a mobility device such as:
   ____ cane _______ walker ______ wheelchair _____ other

6.) Would it be helpful if assistance were to become available to learn how to use CARTS public transit?
   ___ YES ___ NO

Comments or Suggestions:
________________________________________________________________________________
________________________________________________________________________________
________________________________________________________________________________

(Optional) If you would like more information about using CARTS, please list the best way to contact you: ________________________________

Thank you for taking the time to complete our survey!

Please Return Survey to:
Richard Kimball
WIB, Inc. Mobility Manager
Office: CARTS
234 Hopkins Ave.
Jamestown, NY 14701
MEETING MINUTES & RELEVANT MATERIALS

March 29, 2012 Volunteer Subcommittee Meeting
Time Met / Location: 9:30-10:37 AM / CARTS Conference Room

Present: Jane Morris, Jennifer Ellman (Office For the Aging); Karen Colaiacovo (Chautauqua Works); Michele Westphal (CARTS); Rich Kimball (Mobility Manager)

Excused/Absent: Cindy Neu (The Resource Center); Rebecca Ruiz (Ross IES); Joyce Golden (Erie 2 BOCES)

I. Welcome New Member – Dale Desmond
   • Dale was unable to attend. Jane Morris and Jennifer Ellman attended from the OFA in her place.

II. Discuss/Revise Agency Letter
   • A few minor grammatical errors were noted and changed accordingly. The group unanimously agreed that the letter should be e-mailed to save paper and postage. The group agreed to start by e-mailing the letter and corresponding "Travel Training Needs Assessment Survey" to ten area human service agencies.

III. Travel Buddy – Models and Levels of Support
   • The group discussed the various levels of support that people with disabilities and seniors may need to learn how to use public transportation. A travel buddy could assist people with confidence, learning how to understand maps and rates, and purchasing transit passes. It was discussed that the goal is not to "physically" assist someone – this should still be left to the care provider.

IV. Review Handout- "Volunteers in Transportation – Some Issues to Consider"
   • The group decided to table this until the next meeting, so that everyone has time to thoroughly read the handout and bring back some talking points at the next meeting.

V. Insurance Issues Relating to Volunteers
   • Rich Kimball contacted an attorney from the county, but has yet to hear back with regards to any legal ramifications of allowing a "Bus Buddy" to ride with a person who desires travel training. Rich noted that through his research he has found liability waiver forms that could be modeled and signed by both bus buddy volunteers and those with expressed desire to be enrolled in the travel training program.

VI. Other Business
   • No other business.

VII. Schedule Date/Time/Location for Next Meeting
   • The next meeting will be held in the CARTS Conference Room at 9:30 AM on May 3, 2012.
May 7, 2012 Volunteer Subcommittee Meeting
*Time Met / Location: 10:00 AM / CARTS Conference Room*

**Present:** Rebecca Ruiz, Karen Colaiacovo, Michele Westphal, Cynthia Neu

I. **Transportation Cover Letter and Survey to Agencies**
   - Revised letter and selected target agencies to send letter and survey
   - Decided to send to 11 agencies (TRC, OFA, CHH, Rural Ministries, Ross, COI, Stel, LDA, SILC, LSS, CCMH, and Aspire)
   - Pending letterhead – contact person is out on vacation
   - Need to decide the turn-around date for surveys

II. **Set up a Meeting with Target Agencies to Explain Purpose of Letter & Survey**
   - Target date: June 5, 2012 at 10:00 AM at CARTS
   - Once letterhead is done, letters and survey can be mailed out
   - Everyone will take part in meeting
   - Will give agencies four weeks after meeting to submit surveys to CARTS
   - For next meeting: Committee members to think of any ideas as to why this would be beneficial to agencies. Cindy will put together resources as to why beneficial, such as real-life stories.

III. **Surveys**
   - Surveys will be compiled by intern during July.
MEETING MINUTES & RELEVANT MATERIALS

August 2, 2012 Volunteer Subcommittee Meeting
Time Met / Location: 10:00 AM / CARTS Conference Room

Present: Chautauqua County OFA – Jennifer Ellman, Jane Morris; The Resource Center – Cynthia Neu; Chautauqua Works – Karen Colaiacovo; CARTS – Michele Westphal; WIB Inc. Mobility Intern – Mark Geise

Absent/Excused: Rebecca Ruiz (Ross IES), Joyce Golden (Erie 2 BOCES)

I. Introduce New Member, Mobility Intern Mark Geise

II. Present Survey’s Purpose, Target Population, and Benefits to Visiting Representatives from Participating Agencies
   - Mark gave a brief presentation to Jane and Jennifer from the OFA on why the survey is necessary, what will happen in the future, and why agencies should participate.
   - Jane stated that cost is a major issue for many of the OFA’s clients, so this may be a major barrier for their clients to access public transportation. Michele discussed some alternatives for the lowest income riders that cannot afford the premium rates for CARTS’s door-to-door service.

III. Approve or Amend Subcommittee Purpose Statement
   - The purpose statement was approved as follows:
     - Identify consumers in need of travel training and match them with the appropriate volunteer(s)
     - Identify sources for volunteer educators and travel trainers
     - Best and most efficiently utilize the volunteer force to reconcile training needs
     - Develop a travel training program for disabled, senior (60 years and older), and low-income individuals in order to increase transportation accessibility and independence for improved quality of life

IV. Approve Survey, Accompanying Letter, Demographic Form, and Contact List to Distribute
   - Karen suggested adding a question to the survey in which the responder indicates if he or she is disabled, senior, and/or low-income. Mark will add this question to the survey and send an updated version to the subcommittee.
   - Karen stated that there may be an error with Rebecca Ruiz’s address. She will talk to Rebecca and notify Mark if the address is incorrect.

V. Establish Schedule for Distribution, Collection, and Compilation
   - The group discussed how the survey will be distributed. Cindy suggested Survey Monkey as a viable option for distributing the survey. She stated that each agency could set up a computer in which clients can fill out the survey on Survey Monkey. Jane suggested that agencies can communicate the survey over the phone to clients using the phone.
The group discussed who will pay for distribution of the survey if it is done via mail. The mobility management budget does not have much flexibility and all agencies have their respective budget constraints.

Jane and Jennifer suggested the Veterans Service Agency as another agency to send this survey to, as the OFA is housed with the VSA.

The group agreed that multiple avenues should be utilized for this survey. The survey is available and can be completed on Survey Monkey, can be completed over the telephone, and can be completed on paper. Mark will e-mail the survey to participating agencies; if they request paper versions of the survey, the subcommittee will determine how to pay printing costs.

Mark will see if Survey Monkey has a cost if a certain number of responses are reached. If there is a cost, the group will have to discuss how to pay this cost. Cindy suggested a cost share between participating agencies.

Rich may be able to compile the results from home, if he is able. Volunteers and interns are other potential sources of manpower to compile results.

Mark will e-mail the accompanying letter, survey, and agency demographic form to the contacts listed on the contact sheet.

The group agreed on a September 14 deadline for agencies to return the surveys.

VI. Other Business

Cindy passed around several travel training books the Kennedy Center in Trumbull, Connecticut. She also mentioned an Allegany County “train the trainer” program in which representatives from agencies can be trained to train clients in the transportation options available. These, along with the Bus Buddy program and individualized travel counseling program mentioned by Mark in the presentation, can serve as potential models for a future travel training program.

VII. Schedule Date/Time/Location for Next Meeting

The next meeting is tentatively scheduled for Thursday, August 30 at 10:00 AM in the CARTS conference room. This may be rescheduled if the survey response rate has not been high as of the week of August 26.
The following items were completed and approved at the August 2 meeting:
*(all will be on CCTC letterhead when distributed)*

**Travel Training Needs Assessment Survey**

Do any of the following describe you? (Please check all that apply)
- O I am over 60 years old.
- O I am disabled.
- O My household income is less than: household size (household income) – 1($22,340), 2($30,260), 3($38,180), 4($46,100), 5($54,020), 6($61,940), etc.

Do you own or have access to a vehicle?
- O Yes
- O No

If no, which of the following modes of transportation do you use most frequently? (Please check all that apply)
- O Walk
- O Bicycle
- O Housemate
- O Counselor, case manager, or other community member
- O CARTS public transit
- O Family
- O Friend
- O Church
- O Neighbor
- O Housemate
- O Other agency(ies) (please specify):______________________________________________________________

If you sometimes or have never used CARTS public transit, why? (Please check all that apply)
- O Afraid
- O Do not live near a route
- O Do not know how
- O Do not live near a route
- O Cannot afford
- O Not accessible
- O Need physical assistance
- O Other (please specify):__________________________________________________________________________

Which of the following would help you use CARTS? (Please check all that apply)
- O Learning to read the schedules
- O Learning how to get to a bus stop
- O Learning routes
- O Other (please specify):

Would it be helpful if assistance were to become available to learn how to use CARTS public transit?
- O Yes
- O No

Additional Comments/Suggestions:

If you would like more information about using CARTS, please list the best way to contact you:

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Thank you for taking the time to complete our survey! Please return to Rich Kimball at the address listed below.
**Agency Demographic Form**

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<th>Contact Name:</th>
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What are the general demographics of your clientele? (Please check all that apply)
- [ ] Disabled
- [ ] Low-income
- [ ] Senior
- [ ] Other (please list): ____________________________

What is the age range of your clientele? (Please check all that apply)
- [ ] Under 18 years of age
- [ ] 18-35 years of age
- [ ] 36-59 years of age
- [ ] 60+ years of age

Would your agency be interested in: (Please check all that apply)
- [ ] Sending a representative to be part of our committee?
- [ ] Being trained as a volunteer travel educator or trainer?
- [ ] Designating a recipient of service to become a volunteer travel trainer, educator, or bus buddy?
- [ ] Meeting with someone to learn more?

Please return to:
Richard Kimball  
WIB, Inc. Mobility Manager  
CARTS  
234 Hopkins Avenue  
Jamestown, NY 14701
August 2, 2012

First Name Last Name
Title
Agency
100 Any Street
Dunkirk, NY 14048

Dear First Name,

The Chautauqua County Transportation Coalition was designed to establish transportation coordination policies and programs for Chautauqua County. Chautauqua Works and CARTS are the lead agencies in this project, while numerous other transportation providers and human service agencies have contributed.

The coalition has developed a coordinated transportation plan to improve transportation services for residents of Chautauqua County, specifically persons with disabilities, older adults, and individuals. Through this coordinated process, Chautauqua County will develop a mobility program that affords a range of mobility options to the public and private sectors and at the same time ensure the most cost-effective use of community resources.

In order to achieve our task we developed a subcommittee with representatives from various transportation providers and human service agencies with the following objectives:

- Identify consumers in need of travel training and match them with the appropriate volunteer(s)
- Identify sources for volunteer educators and travel trainers
- Best and most efficiently utilize the volunteer force to reconcile training needs
- Develop a travel training program for disabled, senior (60 years and older), and low-income individuals in order to increase transportation accessibility and independence for improved quality of life.

The enclosed Agency Demographic form and Travel Training Needs Assessment Survey are being used to gather the data necessary for us to complete our goals. This survey can be completed via phone, with pen and paper, or online at http://www.surveymonkey.com/s/ZN85V7T. We ask that you poll your consumers and provide general demographics about your customer base. The completed surveys and demographic form will be picked up by a member of the Chautauqua County Transportation Coalition before September 14, 2012.

Thank you for participating in this valuable initiative. We sincerely appreciate your support.

Mark Geise
Workforce Investment Board, Inc. Acting Mobility Manager
Mobility Stakeholders Committee

September 30, 2011 Mobility Stakeholders Committee Meeting

Present: Ken Brentley, Rebecca Ruiz, Sharon Oakes, Karen Colaiacovo, Michele Westphal, Holly Johnson, Cheryl Gustafson, Cindy Bly, Michael Pease, Paul Abram, Ron Veklotz, Cindy Neu, Frank Bercik, Bridget Mosmer, Andrea Polowy, Chris Eckstrom, Don Christner, Ellen Villia, Karen Senske, Joyce Golden, Sue McNamara, Rich Kimball

Excused/Absent: George Spanos, Mike Ferianc, Vince Gugino, Carmen Hlosta, Denise Smith, Mary Ann Spanos, Troy Smith, Thomas Sy, Percy Williamson, Lisa Schmidtfrerick

I. Call to Order
- The meeting was called to order by Rich Kimball, Mobility Manager/Facilitator, at 10:05 A.M.

II. Welcome and Introductions
- Each person briefly stated her/his name and the agency that she/he represents.

III. Assign Note-taker
- Paul Abram agreed to take notes for the meeting minutes.

IV. Discussion of Chautauqua County Coordination Transportation Work Plan
- Using an overhead projector, Rich Kimball scrolled to review the elements of the plan asking for those present to indicate any changes since the last meeting.
- The plan will be updated by Rich Kimball to include the following changes: New Committee Members - Lisa Schmidtfrerick (CCHN), Cynthia Neu (TRC), Michael Pease (CCHN), Rebecca Ruiz (Ross IES), Joyce Golden (Erie 2 BOCES), and Carol Ford (CODI); Employed by United Way (previously CCHN) – Tory Irgang; Janell Slvga – Should Read "Janell Sluga"; Change in Employment with Same Employer – Lori Fabritius (JCC); Delete from Plan/No Longer on Committee – Theresa Ellman (Retired), Richard Stout (Retired), Leanna Luka-Conley (New Position), Lori Jafarjian (New Position); Rick Uber – Should Read "Rick Huber"; Don Christner – Correct E-Mail is Don.christner@gmail.com.
- The group discussed various forms of collaboration already in place. Cheryl Gustafson gave examples of shared maintenance activities. Frank Bercik discussed CARTS training and support of Chautauqua Adult Day Care activities. Ron Veklotz stated that the RSVP volunteer transportation functions moved to CARTS and also discussed the "trainline" donation program for people 60 and over who use CARTS for specific trip purposes.
- Several committee members pointed out that there is a need to update Tables 1 (Demographics), 2 (Senior Population), 3 (Labor and Income), and 4 (Poverty and Housing) in the County Coordination Transportation Work Plan. These should reflect the most recent US Census figures.
- The committee reviewed the plan’s Inventory of Services and Resources. Cheryl Gustafson noted a change from nine to seven backup vehicles for a total of thirty-four vehicles. Karen...
MEETING MINUTES & RELEVANT MATERIALS

Senske noted that The Resource Center recently received new buses and will e-mail Rich Kimball to provide updated fleet information for the plan.

- The committee agreed that the definition for hours of operation should be the "earliest (and latest) possible time(s) that service(s) are available." Rich Kimball will create and e-mail a one-page grid to committee members that will include: the name of each agency listed on the plan, hours of operation, the funding source, and whether the funds are public or private. Committee members will review the grid and contact Rich with any updates and/or suggestions for improvement.
- Under Gaps/Needs Identified two changes were noted: 1.) "early morning" should be added to read "early morning evening and weekend services"; 2.) change "no" to "limited" out of state service.
- The committee agreed to prioritize the gaps in service at the next meeting.
- Under "Strategy 3" it was noted that the words "and ticket booth area" should be deleted and completion date of the new CARTS junction facility should read "October 2011."

V. Mobility Stakeholders Goals
- Rich Kimball asked the committee to review a list of suggested goals and provide feedback. Ron Veklotz discussed the benefits of using the pre-tax transportation benefit card/program. Cheryl Gustafson outlined the status and progress toward a one-stop call center. The committee was asked to think about what the one-stop call center would look like, how it will be staffed, and where will it be located (possibly CARTS?).
- A suggestion was made to bring NYSDOT and insurance carriers to the table while addressing long-term goals.
- Ken Brentley gave a description of how TEAM Services uses a voucher program funded by New Freedom and expanded an existing internal voucher program at The Resource Center. Money has to be provided upfront by the user who is reimbursed 50% thereafter. The current New Freedom funds expire July 31, 2012.
- Ken Brentley also noted that when examining the committee’s long-term goals it is important to use GIS (Geographic Information System) technology to overlay CARTS and TRC routes to identify duplication of routes or gaps. Cheryl Gustafson will contact Christine Kinn to see if layers of routes and times could be added to the county’s current GIS program.
- Other suggestions for goals included extending collaboration with volunteer programs and faith-based initiatives (contact Paula Pichon @ DSS) and emphasize a cost-effective approach to planning.

VI. Sign-up For Subcommittees
- Rich Kimball handed out a Mobility Stakeholders Subcommittee Sign-up Sheet and people signed up according to their areas of expertise and interest.

VII. Establish Meeting Times, Location(s), Duration, and Frequency
- Rich Kimball handed out a subcommittee preference sheet and will contact subcommittee members via e-mail to arrange meeting times and locations for each of the four subcommittees.

VIII. Other Business
- Rich Kimball will e-mail the full Mobility Stakeholders Committee with an agenda and meeting time/location once all subcommittees have met at least once.
IX. Adjourn Meeting

- The meeting was adjourned at 11:39 A.M.
MEETING MINUTES & IMPORTANT MATERIALS

December 2, 2011 Mobility Stakeholders Committee Meeting

Present: Perry Williamson, Michele Westphal, Holly Johnson, Cheryl Gustafson, Michael Pease, Christine Eckstrom, Don Christner, Karen Senske, Lauren Ryan, Carmen Hlosta, Vince Gugino, Rich Kimball

Excused/Absent: Ken Brentley, Rebecca Ruiz, Sharon Oakes, Karen Colaiacovo, Cynthia Neu, Frank Bercik, Ron Veklotz, Paul Abram, Joyce Golden, George Spanos, Mike Ferianc, Denise Smith, Cindy Bly, Mary Ann Spanos, Troy Smith, Thomas Sy

I. Call Meeting to Order
   • The meeting was called to order by Rich Kimball at 10:07 A.M. Karen Senske agreed to take notes for the meeting.

II. Review of September 30, 2011 Meeting Minutes
   • Don Christner made a motion to approve the minutes and was seconded by Percy Williamson. The motion was carried unanimously with no objections. No changes were made to the minutes.

III. Review Changes to Coordination Transportation Plan
   • Rich Kimball reviewed all changes noted in the meeting minutes from September 30, 2011. It was noted that the demographic information provided in the county's plan has an impact on the basis for JARC and New Freedom funding. The 2010 census data is not available as yet so all demographic information could not be updated. A handout with data from CityData.com was distributed for review to show that the gaps between local poverty and median household income and corresponding national averages are widening. Although this information is useful, the committee agreed that this data should not replace US Census data. Once 2010 US Census data becomes available, it will be used to update these categories.

IV. Discuss Inventory of Services and Resources Grid
   • Karen Senske noted that the vehicle information for the Resource Center does not match what is on the county's plan. Rich Kimball will update the grid to indicate the correct inventory of vehicles: 13 vehicles, plus 4 backup (all ADA accessible). Percy Williamson noted that Aspire of WNY has vehicles that are 5310 eligible and will forward this information to Rich Kimball so that it can be included on the grid. Vince Gugino made a motion to include the Inventory of Services and Resources Grid on the county transportation plan directly after the last transportation provider's vehicle information. The motion was seconded by Don Christner and was carried unanimously with no objections. Rich Kimball extended an open invitation to committee members to invite other people from agencies listed on the grid to join one of the four subcommittees.

V. Duplication of Services Report
   • Karen Senske gave a brief overview of what has transpired with the subcommittee. CARTS and TRC are in the process of overlaying routes within Chautauqua County through the help of
Christine Kinn, an employee who is proficient with the county’s Geographic Information System (GIS). Support is also available from the NYS state office if necessary. CARTS routes are already in the county database, and Lauren Ryan provided Chris Kinn with all route data for TRC’s Chautauqua County consumers. Percy Williamson expressed an interest in joining the subcommittee and sharing route information for Aspire of WNY and helping to define barriers that currently hinder the sharing of vehicles. The next meeting is scheduled for December 15, 2011.

VI. Finance/Shared Services Report

- Cheryl Gustafson reported that information about GPS software has been exchanged between CARTS and TRC to determine cost, leasing vs. purchasing benefits, and the possibility of cost savings through shared services. Currently, TEAM Services administers a New Freedom voucher program, and Cheryl and Rich Kimball are working with Tom Vaughan, Acting NYS Transit Director, to develop a JARC voucher program. Rich pointed out that, although there are matching funds available, human service agencies would have to provide 100% of the cost up front before being reimbursed 50%. The next meeting is scheduled for December 19, 2011.

VII. Volunteer Report

- Michele Westphal reported that the subcommittee has met twice and has drafted a sample survey which will be used to identify the transportation needs of residents who are elderly, disabled, and or have low incomes. The survey will be used to provide outreach, education, and travel training to potential beneficiaries. The next meeting is scheduled for January 18, 2011.

VIII. One-Stop Call Center Report

- Mike Pease shared information about a potential call center that would provide information to county residents about all available transportation services. The group will research possible grant opportunities and begin compiling a list of services from each county transportation provider. Developing a call center that provides referrals to and information about all available services will require locating and securing a specific location, funding, and staffing. While the call center is being developed, a website could potentially be created and monitored to provide residents with links to various community agencies that provide services. The next meeting is scheduled for December 8, 2011.

IX. Prioritize Identified County Transportation Needs/Gaps

- A survey listing each of the twenty needs/gaps identified on the County Coordination Transportation Work Plan was distributed and collected. Each present Mobility Stakeholders Committee member completed the survey. The survey will be e-mailed to all committee members who were not present. Rich Kimball will calculate the results which will rank each gap/need by priority order.

X. Old Business

- None

XI. New Business

- None
XII. Adjourn Meeting
   • The meeting was adjourned @ 11:27 A.M.
April 27, 2012 Mobility Stakeholders Committee Meeting


Excused/Absent: Percy Williams, Michael Pease, Christine Eckstrom, Carmen Hlosta, Vince Gugino, Sharon Oaks, Joyce Golden, Mike Ferianc, Denise Smith, Cindy Bly, Troy Smith, Thomas Sy, Lisa Schmidtfrerick

I. Call Meeting to Order
- The meeting was called to order by Cindy Neu.

II. Review of December 2, 2011 Meeting Minutes
- Don Christner made a motion to approve the minutes seconded by Ken Brentley. The motion was carried unanimously with no objections. No changes were made to the minutes.

III. Duplication of Services Report
- Karen Moynihan reported on the committee's progress. CARTS and TRC have been working closely together. With the assistance of Rich Quodomine from NYSDOT the committee was able to look at maps created through GIS. CARTS has recently started transporting an additional 7 TRC clients in the east corridor of Chautauqua County.

IV. Finance/Shared Service Report
- Ken Brentley reported: CARTS is very good at sharing services: they share mechanics with the other county agencies and they share services with DSS, OFA and Veteran Services. Team Services and TRC share mechanics and drivers. Team, TRC and CARTS are all in the process of looking into purchasing GPS. The committee is in the process of researching what other counties do with shared services.

V. Volunteer Report
- Karen Colaiacovo reported for this committee. This committee has drafted a cover letter and survey to send out to Human Service Agencies to find out the need for travel training and hope to match individual needs with volunteer travel trainers.

VI. One-Stop Call Center Report
- Paul Abram reported: Try to make a simple way for people to contact one center. Paul and Rich Kimball traveled to Livingston County to explore what they have completed. Tory Irgang from United Way related the United Way experience with 211. MaryAnn Spanos talked about New York Connects OFA's 211. It was suggested to look into ARCC model.

VII. GIS Technology
Rich Quodomine from NYSDOT spoke about GIS (Geographic Information System). GIS is able to develop and tell a story to people so they can make an intelligent decision. GIS is able to show all public transportation routes so people can see exactly where the bus routes are. It is a tool for transportation to use to see the demographics of their service area.

Questions ensued on the usage and applications of GIS, including static vs. dynamic applications, Census data, and routing applications.

VIII. Human Service/Public Transit Collaboration – John Reel NYSDOT

John spoke about the history of the transportation plan. It began in 2007; the United We Ride through the Federal Government was the kick off to this. To start the process you need to find out inventory and the met and unmet needs. The next task would be to strategize, and then set goals, next you must coordinate.

Four major aspects of coordination would be:
1. Administrative role – hold meetings, apply for grants
2. Call center function
3. Planning Function – ongoing process
4. Marketing – Marketing mobility management to community explain to supervisors, market menu of services. Market to individuals that have vehicles to encourage them to use public transportation.

Innovations:
1. Development of Call Centers
2. Development of tools – GIS and Mobility Management Software and training modules
3. Proliferation on the public transportation provider
4. Cost Share on a utilization basis. Done correctly, transit systems would no longer be dependent on County tax dollars.

IX. Questions from the Floor

None

X. Other Business

None

XI. Adjournment

The meeting was adjourned at 11:01 AM.