



# 2024 Coordinated Public Transit - Human Services Transportation Plan for Cattaraugus County, New York

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## Prepared For

Cattaraugus County Legislature, NYS Department of Transportation and Federal Transit Administration

## Prepared By

Community Transportation Coalition of Cattaraugus County



This plan and updates may be found online at [CattCo.org/Transportation-Plan](http://CattCo.org/Transportation-Plan)

## Municipality Name:

Cattaraugus County

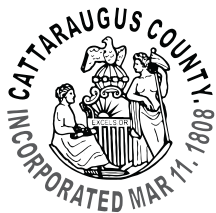
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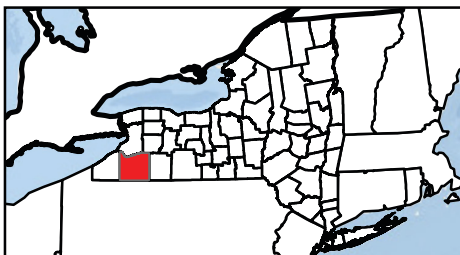
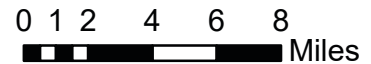
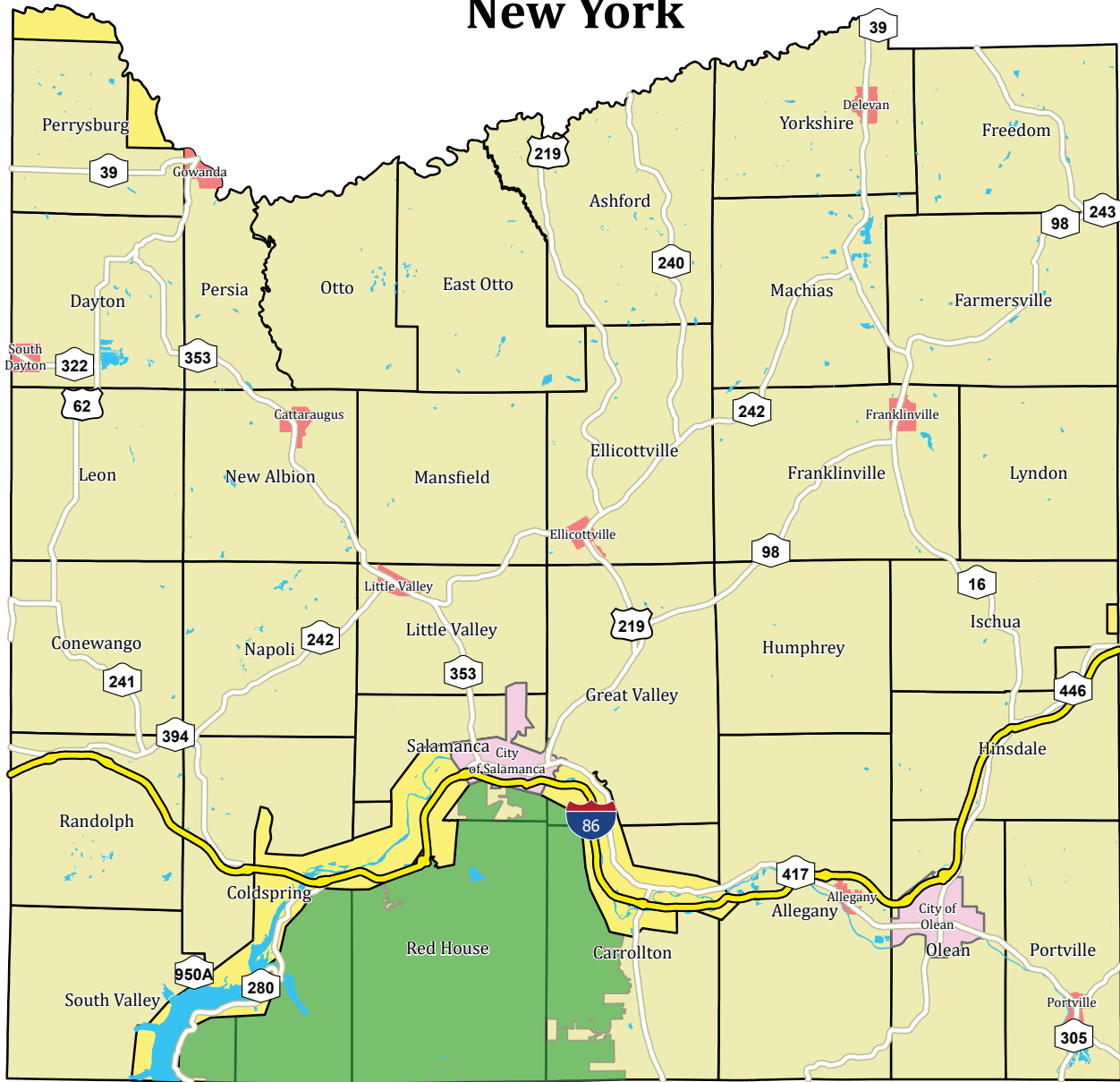
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# Cattaraugus County, New York



Population: 77,042  
Area: 1,308.35 square miles

Data Source:  
U.S. Census Bureau  
2020 Census Data



This map was created using GIS technology.  
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# 1.0 Introduction

This plan is the Public Transit-Human Services Transportation Plan for Cattaraugus County, New York. Prior to the current update, the Plan was initially developed in 2009 and has been continuously updated every five years since its initial development. Although the importance of updating this plan is to fulfill the requirements of the Federal Transit Administration (FTA), updating this plan is also important for ensuring transportation infrastructure remains efficient and accessible, which will help to drive economic growth, improve quality of life, and promote improving environmental factors.

While transit systems operate differently in rural areas, it is a critical component of the communities in Cattaraugus County that may have no other access to health care, groceries, and other services. Transportation provides access to jobs, education, healthcare, human services and allows all community members, including older adults and people with disabilities, to live independently and engage in community life. It is the purpose of this plan for local stakeholders to work collaboratively to do the following activities:

- 1) Identify all community resources, including: Olean Area Transportation System (OATS), Seneca Transit System (STS), CORVUS Bus, Transdev, Access Allegany, Wyoming Transit Services (WYTS), and other regional and related transportation services such as Trans-Am Ambulance Service, and private residential, medical, and transportation entities that provide transportation to their clientele and residential population.
- 2) Identify and Prioritize community transportation needs, which have been found to include a need to provide more complete coverage/accessibility to transportation throughout the County, in particular, in the most rural reaches of the county that are isolated from services without reliable and predictably available transportation.
- 3) Establish a clear plan for achieving shared goals, through such actions as convening annual meetings of the stakeholders and planning committee, with the purpose of increased inter-agency communication. Communication will highlight the importance of continued Medicaid funding which enables the transportation needs of the public to be met, especially the disabled and senior populations. Regular interaction will identify issues and increase cooperation with transportation service providers, helping to improve regional efficiency.

Fundamental to the Coordinated Transportation Plan process is the active and meaningful involvement of stakeholders. For projects selected for funding under the Section 5310 and Section 5311 programs, participation in planning activities must include participation and/or representation of the following, at minimum:

- Seniors;
- Individuals with disabilities;
- People with low incomes;
- Public, private and non-profit transportation providers;
- Human services providers, and;
- The general public

In order to ensure participation from the above groups the following stakeholder involvement activities were performed:

- Meetings involving transportation stakeholders, in which members of the senior, disabled, and low-income population were invited and participated (including via representatives)
- Direct input from local agencies providing transportation and/or serving key constituency groups, including OATS and STS
- Surveys

This plan was developed by a planning committee and adopted by the Cattaraugus County Legislature. More information about the planning committee can be found in **Appendix B**.

# 2.0 Funding Programs Used for Transportation Services

## 2.1 Federal Transit Administration Programs

The Cattaraugus County Coordinated Public Transit-Human Transportation Plan was originally drafted to fulfill the requirements of three separate programs, funded under SAFETEA-LU. Since that time, the legislation for these programs expired. A new two-year transportation authorization, Moving Ahead for Progress in the 21st Century (MAP-21), took effect on October 1, 2012. MAP-21 furthered several important goals, including safety, state of good repair, performance and program efficiency. MAP-21 gave the Federal Transit Administration significant authority to strengthen the safety of public transportation systems throughout the United States. The act also put new emphasis on restoring and replacing aging public transportation infrastructure by establishing a new needs-based formula program and new asset management requirements. In addition, it established performance-based planning requirements, in alignment with key Federal funding goals.

Since the 2014 update to this plan, the Fixing America's Surface Transportation (FAST) Act was signed into law (December 2015). The act, which supports transit funding through fiscal year 2020, reauthorizes FTA programs and includes changes to improve mobility, streamline capital project construction and acquisition, and increase the safety of public transportation systems across the country. The act's five years of predictable formula funding enables transit agencies to better manage long-term assets and address the backlog of state of good repair needs. It also includes funding for new competitive grant programs for buses and bus facilities, innovative transportation coordination, workforce training, and public transportation research activities.

Since the 2019 Transportation Plan update, the Bipartisan Infrastructure Law (BIL) has been signed into law (November 2021). The act reauthorizes surface transportation programs for the fiscal years, 2022-2026. The law also intends to help repair and upgrade aging transit infrastructure and modernize bus and rail fleets, to help modernize our transportation infrastructure. The BIL puts an emphasis on replacing thousands of transit vehicles with low to no emission vehicles. The act will seek to enhance state safety oversight programs to help mitigate any safety issues associated with public transportation.

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

This program (49 U.S.C. 5310) provides formula funding to states and designated recipients to meet the transportation needs of older adults and people with disabilities when the transportation

service provided is unavailable, insufficient, or inappropriate to meeting these needs. Funds are apportioned based on each state's share of the population for these two groups. Formula funds are apportioned to direct recipients; for rural and small urban areas, this is the state Department of Transportation, while in large urban areas, a designated recipient is chosen by the governor. Direct recipients have flexibility in how they select subrecipient projects for funding, but their decision process must be clearly noted in a state/program management plan.

The selection process may be formula-based, competitive or discretionary, and subrecipients can include states or local government authorities, private non-profit organizations, and/or operators of public transportation.

The program aims to improve mobility for older adults and people with disabilities by removing barriers to transportation service and expanding transportation mobility options. This program supports transportation services planned, designed, and carried out to meet the transportation needs of older adults and people with disabilities in all areas – large urbanized (over 200,000), small urbanized (50,000-200,000), and rural (under 50,000). The funding can be used for “traditional” or “nontraditional” projects. “Traditional” projects are capital projects as defined in 49 U.S.C. 5302(3). “Nontraditional” projects are capital and/or operating projects that go beyond the scope of the Americans with Disabilities Act (ADA) complementary paratransit services or public transportation alternatives designed to assist older adults and people with disabilities.

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

The Formula Grants for Rural Areas program provides capital, planning, and operating assistance to states to support public transportation in rural areas with populations of less than 50,000, where many residents often rely on public transit to reach their destinations. The program also provides funding for state and national training and technical assistance through the Rural Transportation Assistance Program. Eligible recipients include states and federally recognized Indian Tribes. Subrecipients may include state or local government authorities, nonprofit organizations, and operators of public transportation or intercity bus service. Eligible activities include planning, capital, operating, job access and reverse commute projects, and the acquisition of public transportation services. The federal share is 80 percent for capital projects, 50 percent for operating assistance, and 80 percent for Americans with Disabilities Act (ADA) non-fixed route paratransit service. Section 5311 funds are available to the States during the fiscal year of apportionment plus two additional years (total of three years). Funds are apportioned to States based on a formula that includes land area, population, revenue vehicle miles, and low-income individuals in rural areas.

## **Tribal Transit Formula Grants - 5311(c)(1)(B)**

Federal public transportation law (49 USC 5311(c)(1)(A)) and Infrastructure Investment and Jobs Act (IIJA) Section 300076, authorizes the formula amount of the Public Transportation on Indian



Reservations Program (Tribal Transit Program) for Fiscal Years (FY) 2022-2026. Five percent of Rural Formula (Section 5311) funding is available for the Public Transportation on Indian Reservations program. 20 percent of the Public Transportation on Indian Reservations funds must be distributed on a competitive basis, while the remainder must be apportioned by formula. There is no local match required under the formula program.

Only federally recognized tribes are eligible recipients under the Tribal Transit Program. However, tribes which are not federally recognized remain eligible to apply to the state as a subrecipient for funding under the State's apportionment.

Provides funding to federally recognized Indian tribes to provide public transportation services on and around Indian reservations or tribal land in rural areas. Federally recognized tribes may use the funding for capital, operating, planning, and administrative expenses for public transit projects that meet the growing needs of rural tribal communities. Examples of eligible activities include: capital projects; operating costs of equipment and facilities for use in public transportation; and the acquisition of public transportation services, including service agreements with private providers of public transportation services.

In order to receive formula funds a tribe must report to the National Transit Database (NTD) on an annual basis. FTA apportions Tribal Transit funds to Indian tribes by a statutory formula using the NTD and the latest available American Community Survey (Census Bureau) data.

The three tiers under the formula include:

- 1) Tier 1: 50 percent of the available funds are apportioned based on vehicle revenue miles;
- 2) Tier 2: 25 percent of the available funds are apportioned among Indian tribes providing at least two hundred thousand annual vehicle revenue miles; and
- 3) Tier 3: 25 percent of the available funds are apportioned among Indian tribes providing public transportation on tribal lands where more than one thousand low-income persons reside.

FTA's Tribal Transit Program allows grantees to coordinate and assist in regularly providing meal delivery service for homebound individuals, if the delivery service does not conflict with providing public transportation service or reduce service to public transportation passengers.

## **Supportive Employment Services**

Supportive Employment Services Funding is additional FTA Section 5311 funds used to support transportation for employment purposes. The amount of funding is based on the transit-related expenses and the percentage of riders who use the service for transportation to work or employment services.

## 2.2 Other Program Funding

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

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

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

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

The objectives of the Rural Transportation Assistance Program are:

- to promote the safe and effective delivery of public transportation in rural areas and to make more efficient use of public and private resources;
- to foster the development of State and local capacity for addressing the training and technical assistance needs of the rural transportation community;
- to improve the quality of information and technical assistance available through the development of training, technology, and technical assistance resource materials;
- to facilitate peer-to-peer self-help through the development of local networks of transit professionals;
- to support the coordination of public, private, specialized, and human service transportation services; and,
- to build a national database on the rural segment of the public transportation industry.

The Rural Transportation Assistance Program has two components, a national program and a state program. The national program is managed by the Federal Transit Administration (FTA). National RTAP develops training and technical assistance materials, provides an information clearinghouse, offers technical assistance and supports peer-to-peer technical assistance.

The state program is managed by the New York State Department of Transportation. NYSDOT administers New York State's RTAP program with federal funds apportioned by FTA. New York's FFY 2014 share is \$338,090; about 3% of the national total. This program does not require a

matching share. NYSDOT's RTAP program delivers scholarships for operators to use to meet individual training needs

## **Accelerated Transit Capital Funding**

The Accelerated Transit Capital (ATC) program administered by the New York State Department of Transportation (NYSDOT) provides \$20 million in 100 percent State capital funding for upstate public transportation sponsors to rehabilitate, restore and modernize public transit assets.

Program funds are apportioned based on each eligible sponsor's share of Statewide Mass Transportation Operating Assistance (STOA) program funds received in the prior State fiscal year.

New this year: In an effort to support small/rural sponsors, applicants may now submit a program of eligible capital projects that, in combination, have a minimum service life of no less than five

(5) years. NYSDOT encourages other sponsors to continue to submit a program of projects with a minimum service life of ten (10) years. Eligible projects include Federal Transit Administration (FTA) activities, meeting the minimum service life threshold, including vehicle rehabilitation and/or replacement, fleet enhancement, deployment of new technologies, passenger amenities and maintenance facilities. Rolling stock projects must also be eligible for [Statewide Mass Transportation Operating Assistance \(STOA\) funding](#).

Preference will be given to projects that help reduce the carbon footprint/harmful emissions within the service area as well as direct infrastructure investments in Environmental Justice communities.

Program funds may be used to supplement and enhance a federally aided project e.g. adding buses to an existing federally aided contract. Project sponsors must document all funding sources in Part C of the application in addition to describing how the ATC funding will be used.

Public transportation sponsors may opt to use ATC funds to fully fund or reduce the total cost of a capital project.

Program funds may also be used to reassign the required local share of a federally funded project to which it is added. Sponsors must demonstrate that reassigned capital funds were used to directly enhance operating support of current year services.

Funds allocated pursuant to this announcement must be obligated within three years of an executed grant agreement unless the project sponsor has received written approval by NYSDOT to deviate from this schedule. Sponsors who have not obligated funds within three years of an executed grant or have not received approval from NYSDOT to bank funds towards a future project may have their funding redistributed.

NYSDOT reserves the right to de-obligate projects that fall out of the original and/or as approved "revised" project schedule. Systems will be provided an opportunity to recover or cure schedule.

## Transit State Dedicated Fund Program (SDF)

The State Dedicated Fund (SDF) provides funds for capital projects. These are dedicated to improvements of the systems and providing funds for innovative capital projects.

- The Governor's multi-year Transportation Plan includes 100% State funds to address capital needs - for systems other than the Metropolitan Transportation Authority (MTA) - that exceed available federal and local resources.
- This program/appropriation is commonly referred to as the Transit State Dedicated Fund (SDF) Program.
- Local Transit sponsors and designated recipients of funding from the Federal Transit Administration (FTA) - other than the MTA (Non-MTA) are eligible recipients. Generally, eligible recipients include:
  - Counties;
  - Cities; and
  - Upstate Regional Transportation Authorities (NFTA; RGRTA; CNYRTA; CDTA).

## 2.3 Medicaid

### Medicaid (MA)

The Medicaid Transportation program ensures Medicaid members can get to and from their medical appointments at no cost to them. We arrange non-emergency transportation, such as pre-scheduled trips to primary care and the dentist. For emergency medical services, please call 911. We do not provide trips to non-medical locations like pharmacies, gyms, schools, or grocery stores.

Trips are arranged at the most medically appropriate, cost-effect level of service. These include public transit, taxi/livery, ambulette, ambulance (ALS/BLS), and personal vehicle mileage reimbursement. Members generally travel using the same mode they use for daily living.

The Department contracts with a transportation broker, Medical Answering Services (MAS). They schedule the trips, manage contact centers, conduct utilization review, and perform other administrative functions for the Medicaid Transportation program.

# 3.0 Plan Development Overview

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

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

The CTC was formed in May of 2008 to address the SAFETEA-LU requirement to complete a Coordinated Public Transit-Human Services Transportation Plan and enable non-profit agencies that service-disabled individuals in the community to apply for Section 5310 funding for vehicles to transport those clients. Vision and mission statements were established in 2008 and later updated for the 2019 Plan. The 2024 Plan Update Steering Committee reviewed the existing plan vision and mission statements to determine their relevance to the County's current public transportation system. The vision statement, as well as the mission statement were determined to still be valid and remain unchanged.

### Vision of the Community Transportation Coalition

*“Cattaraugus County’s transportation network will play a vital role in the sustainability and growth of our communities.”*

### Mission of the Community Transportation Coalition (CTC)

*“Our mission is to work collaboratively to create a system that identifies needs, understands resources, maximizes access and mobility, and minimizes costs for the entire community.”*

The CTC provided input into the development of the updated Plan to reflect the current transit activities in the County. The CTC will continue to meet to update the status of evolving needs and the implementation of the plan. These meetings provide an opportunity for continuous public participation in the planning process.

The CTC currently consists of approximately sixty-eight (68) representatives from County and local governments, not-for-profits, private entities, and other interested organizations. Representatives from fifteen organizations attended the first meeting of the current plan update effort, held on March 19, 2024 initiating participation in the planning process. Summaries of the Coalition meetings are included in [Appendix D](#).

## 3.2 CTC Steering Committee

A Steering Committee was formed after the second 2024 Plan Update meeting. The CTC Steering Committee serves as the working group for the overall development of the plan by providing updated information, reviewing each component of the plan, suggesting revisions to the content and recommending strategies for development and action plan for the future. The CTC Steering Committee will continue to meet in a coordination role for the implementation of the plan. Summaries of the Steering Committee meetings are included in [Appendix D](#).

### Members of the Steering Committee for the 2024 update include the following:

#### **Cattaraugus Community Action, Inc.**

Jodi Fuller, Chief Operating Officer of Transitional Services

Jane Folts, Homeless Services Program Manager

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

Crystal Abers, Director

Dalton Fries, Planner

Connor Maxwell, Environmental Planner

#### **Cattaraugus County Health Department**

James Lawrence, PHEP Director

#### **Interfaith Caregivers**

Julie Hall, Executive Director

#### **City of Olean**

Keri Kerper, Program Coordinator

#### **United Way**

Sue McAuley, Executive Director

#### **Intandem**

Audrey South, Financial Analyst

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

Kimberly LaMendola, Regional Development Coordinator

## 3.3 Administrative Team

An Administrative Team was formed for the coordination of the Plan Update Process, facilitation of meetings, and preparation of the Plan. The Administrative Team is comprised of two members of the Steering Committee:

- Connor Maxwell
- Dalton Fries

Connor Maxwell and Dalton Fries have been designated as the lead contacts for the Plan Update Process.

## 3.4 Public Participation

The development of the 2024 Updated Plan provided the opportunity for public participation by soliciting comments through various methods. Plan development was guided by the Steering Committee, who likewise engaged clients and constituents for input.

Additional public input was sought via announcements of plan development through social media outlets. Surveys were deployed seeking input from transportation providers, human services providers, and the general public.

As the final draft of the plan was distributed to members of the Cattaraugus Transportation Coalition (CTC), it was also made available for public comment by constituents through Cattaraugus County website, and where feasible through CTC agency websites. A notice of the availability of the plan and the opportunity for public comment was publicized through public service announcements.

Survey instruments offered and a listing of public notifications methods/locations may be found in [Appendix C](#).

# 4.0 Demographic Analysis

Cattaraugus County is a rural county, dominated by agricultural fields and wooded hillsides. Within the county, there is a total population of 77,042 residents, with 32,016 households. The County has close to 30% of its population above the age of 60 and a median age of 43. Cattaraugus County has roughly 70% of its population driving alone to work, and less than 1% taking public transportation to work.

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

Five (5) major factors associated with limiting mobility and transportation throughout Cattaraugus County were identified when performing our demographic analysis for the county. These mobility limiting factors include overall population density, elderly population, low-income population, mobility-limited population and zero-vehicle households. We assessed how these factors affect the population in Cattaraugus County by analyzing data collected from the U.S. Census Bureau. That data includes Population Density, Total Households, Elderly Population, Below Poverty Population Density, Zero Vehicle Households, and Persons with Ambulatory Difficulty Density. The source of the data used in the analysis is from the U.S. Census Bureau 2020 data, as well as the U.S. Census Bureau 2022 American Community Survey 5-Year Estimates. Maps are included to illustrate the geographic distribution of these variables in [Appendix E](#). An Average Commuting Time map was also created. Also mapped are the location of Selected Clinics and Selected Nearby Hospitals. ([Appendix F](#)) There is a list of Major Employers found in Appendix G.

## Population Density

Cattaraugus County is the 12th least densely populated county in New York out of the state's 62 counties with approximately 58 people per square mile. Population density helps to indicate where public transportation may be needed, as well as where it may be plausible. Most of the municipalities within Cattaraugus County have a low population density, with most of the population being located in either the cities, villages or hamlets. The highest population densities in Cattaraugus County are located within the cities of Olean and Salamanca. Other high population density areas include the villages of Allegany, Gowanda, Franklinville and Portville. Somewhat high population density areas include the villages of Delevan, Little Valley, Ellicottville, South Dayton and Cattaraugus, as well as the hamlets of Randolph and Weston Mills. (Population Density Maps found in [Appendix E](#))



## Total Households

The number of total households is highest in the cities of Salamanca and Olean, as well as in the village of Allegany. Often the total number of households per municipality directly correlates with the total population per municipality. The percentage of elderly population per municipality also correlates with average household size, in most cases the higher the percentage of the elderly populous, the smaller the average household size. The towns of Leon and Conewango average almost four people per household while the county average is 2.30 people per household. This is likely due in part to the lower elderly population and high Amish populations in both towns.

## Elderly Population

Approximately 29.3 percent of Cattaraugus County's population is age 60 and over. This is notably higher than the 24.8 percent of New York State that is over the age of 60, and the 23.8 percent of the United States population that is 60 and over. Many of our older citizens are representative of the transit dependent population and Cattaraugus County is dealing with a higher percentage of those individuals than the rest of New York State and the U.S. as a whole. While there is a large elderly population located throughout most of the municipalities in the County, some of the largest populations of elderly residents are located in the Cities of Olean and Salamanca, and the Towns of Allegany, Yorkshire and Portville. The towns of South Valley and Ischua have an extremely high concentration of elderly people, with over 40% of the total population in both towns being over the age of 60.

## Below Poverty Population Density

The below poverty or low-income population tend to depend on public transportation to a greater extent than individuals with a higher level of disposable income. The portion of population living below the poverty level in Cattaraugus County is approximately 16.9 percent. The highest densities of below-poverty population being located in the Cities of Olean and Salamanca. The town of Conewango has a large concentration of people living below poverty, with about 40.2 percent of the population living below the poverty line.

## Zero Vehicle Households

Individual households who do not own or have access to a private vehicle are also potentially transit dependent. Zero vehicle households may depend on public transit when longer distance travel is required and forms of active mobility (walking, biking, etc.) are unsafe or not suitable for the distance. According to the U.S. Census Bureau 2022 American Community Survey 5-Year Estimates, Cattaraugus County has **an estimated 9.8 percent of total households that have no vehicle available for use**. The highest number of zero-vehicle households within Cattaraugus County are located in the Cities of Olean and Salamanca. The Town of Allegany also has a high number of zero-vehicle occupied households presumably due to St. Bonaventure University. A

high density also exists in the Towns of Conewango, Franklinville, and Leon, which is likely due to the higher Amish population in those Towns.

## **Persons with Ambulatory Difficulty Density**

Persons with ambulatory difficulty are defined as those having difficulty walking or climbing stairs. They may have trouble getting into or driving a vehicle without assistance. Other obstacles include the cost to retrofit a personal vehicle for accessibility, as well as long travel distances which may be uncomfortable when driving. These factors contribute to persons with ambulatory difficulties choosing public transit due to accessibility and affordability. The highest concentrations of people with ambulatory difficulties are located within the cities of Olean and Salamanca. Other municipalities with a higher concentration of people with ambulatory difficulty include the towns of Ischua, Yorkshire, Ashford, Coldspring, and South Valley, which all have over 10% of their total population having an ambulatory difficulty.

## **Average Commuting Time**

Average commute time can help to determine the feasibility of active transportation or micro mobility to work instead of driving. The municipalities with the shortest average commute times are the cities of Salamanca and Olean, as well as the towns of Allegany, Ellicottville, Portville and Red House. This makes sense for all of these municipalities, with the exception of Red House, since there are plenty of businesses within a small radius of these municipalities. The short commute time within the town of Red House may be due to its proximity to the city of Salamanca and the Allegany State Park. The towns of Leon, New Albion and Otto have the longest average commute times in the county, with average commute times of over 30 minutes. This is most likely due to their long distance from larger urban centers such as Olean and Salamanca.

## **Clinics and Hospitals**

Clinics and hospitals are facilities to which transportation service is needed by the target population subgroups. There is only one hospital in Cattaraugus County located in the city of Olean, however, there are nearby hospitals located in neighboring counties. There are clinics located throughout the county, however, the majority of clinics are located near the city of Olean and village of Allegany. A significant challenge in public transportation can be finding the right system or organization available to take those without access to a personal vehicle to medical appointments. The further away clinics and hospitals are, the more difficult it is for medical accessibility. (Maps of Selected Nearby Clinics and Hospitals Located in [Appendix F](#))

## **Major Employers**

Major employers are also destinations to which transportation service is needed by the target population subgroups, zero vehicle and low-income households. Additionally, employers

can provide work training for individuals with disabilities. It is easier to access employers in large employment centers like the City of Olean and Salamanca especially if you live in those municipalities. The difficulty here is for those living outside of these large employment centers with difficulty to operate or no access to personal transportation. (A list of Major Employers can be found in [Appendix G](#))

# 5.0 Inventory of Services and Resources

There have been various changes in the types of transportation provided in Cattaraugus County since the first coordinated plan submitted in 2009. The current system has enabled seniors and those with disabilities to have a number of different options depending on where they reside in the County. Since 2008, a public transit system, the Olean Area Transit System (OATS), has been available to the community on a pay-for-fee service. The Olean Area Transit System has been subsidized by the Seneca Nation of Indians, Intandem, Inc., and St. Bonaventure University, as well as the Cattaraugus County Department of Social Services (DSS). One noteworthy change over the last fifteen years is the arrival of ride-hailing services, such as Lyft and Uber, which are filling a need for on-demand transportation services from and to specific addresses. Lyft and Uber is also helping to fill a transportation need in areas of the county that are lacking public transportation.

The Community Transportation Coalition (CTC) was formed to assess the current levels of service. The long-term goal of this group is to provide a county-wide system by coordinating the existing methods available and utilizing new funding available at both the state and federal level. The identification of stakeholders in community transportation is important to the development of the coordinated transportation plan. Stakeholders are considered as providers and/or users of community transportation services. Stakeholders attending the first meeting of the current plan update effort agreed to participate in the coordinated plan development process as members of the CTC's Steering Committee.

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

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

To assess the existing transportation activities in Cattaraugus County, the Administrative Team developed a survey instrument based upon industry and area knowledge. The survey response was average. Survey information was combined with updated provider profile descriptions to provide in-depth backgrounds of the known transportation providers. The following data was collected from the survey: Number of vehicles, ADA accessibility, equipment, service routes and areas, hours of operation, days of operation, and type of ridership. The survey instruments may

be found in [Appendix C](#). The Administrative Team also reached out to each organization below to ensure updated provider profile descriptions are correct.

## **5.1 Regional Transportation Operators**

### **Coach USA**

Coach USA is the largest privately-owned U.S. based bus company in the country, as well as one of the leading providers of ground passenger transportation and mobility solutions in North America. Coach runs a bus service from Olean to Buffalo that runs Monday-Sunday, as well as on Holidays, with pick up points throughout the route. The bus service consists of only one round trip to Olean on Sundays and Holidays. Passengers may also flag down a bus on the route. Flag-stop passengers are required to purchase a ticket from the driver, as there are no ticket sales at these locations.

### **Fullington Trailways**

Fullington Trailways provides daily scheduled departures to and from Central Pennsylvania. Fullington has bus routes from Buffalo to Pittsburgh, and vice versa, where there are stops along Route 219 in Ellicottville, Salamanca, the Seneca Allegany Casino, as well as Olean.

## **5.2 Public/Private Transit Systems**

### **Access Allegany**

The Allegany County transit system is branded as “ACCESSS Allegany.” The transit system operates throughout Allegany County, but also provides service to Cattaraugus County in Hinsdale and Olean.

### **TransDev**

Previously First Transit, TransDev is a France-based international company operating in over 17 Countries. TransDev, with their acquisition of First Transit, is one of the largest providers of public and private transportation services in the U.S. In Cattaraugus County, they are the contractor who operates: Olean Area Transit System (OATS); Seneca Transit System (STS); and a large fleet of vehicles owned by Intandem. In Allegany County, TransDev contracts to operate Access Allegany.

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

The City of Olean sponsors the operation of the Olean Area Transportation System, known as OATS. The OATS system is financed by a combination of passenger farebox revenue, local partner share contributions, and Federal Transit Administration and NYSDOT grant funding, The

OATS services are provided by a third-party contract operator, Transdev, Inc. The third-party contract operator is selected by the City of Olean using an open and competitive procurement procedure in accordance with federal and state procurement guidelines. The third-party contract is established on a one-year term with three one-year options available for execution. Annually, option year price adjustments are determined by comparison to the Consumer Price Index.

The OATS system is a route deviation system that operates over four fixed routes in the City of Olean, the Village of Allegany, the City of Salamanca, the Allegany Territory of the Seneca Nation, and the contiguous environs of Cattaraugus County. OATS services operate Monday through Saturday over four scheduled bus routes. Passengers pay a \$1.00 fare to ride the OATS system in the City of Olean and the City of Salamanca. Intercity fares, i.e., rides that traverse beyond the cited city limit, are \$2.00. Fares for route deviation rides are two times the normal fares. During OATS fiscal year ending May 31, 2024, the OATS system carried 63,512 passengers, or approximately 1,221 passengers per week. During OATS fiscal year ending May 31, 2024, the OATS system provided 10,988 hours and 170,847 miles of revenue service.

Under the federally required OATS Paratransit Policy, OATS provides route deviation rides within  $\frac{3}{4}$  mile of the OATS' fixed bus routes upon request. Requests for route deviation service must be received, at least, the day before the requested ride. Consistent with the OATS paratransit policy, if a route deviation ride is requested by a disabled individual and requires the provision of a wheelchair-equipped vehicle and a wheelchair-equipped vehicle is not available, the third-party contractor is required to dispatch a wheelchair equipped vehicle to the individual to complete the requested trip consistent with the OATS bus service schedule.

The City of Olean consummates an annual partner agreement with local municipalities and institutions, including the Seneca Nation of Indians, St. Bonaventure University, Intandem, Inc., and the Cattaraugus County Department of Social Services to provide local resources needed to finance the operation of OATS. Individuals associated with St. Bonaventure University, Intandem, Inc., and the Cattaraugus County Department of Social Services ride the OATS bus by displaying a pass that illustrates the passenger's relationship to the partner institution.

The City of Olean owns five buses equipped to provide seating capacity for 34 passengers as well as 3 wheelchair tie-downs. The City-owned buses are used by the third-party contract operator for regularly scheduled OATS services. Contractor-owned vehicles may be used to provide scheduled OATS service in instances where City-owned vehicles are not available to provide service because of routine scheduled maintenance or repairs.

The Olean Area Transit System (OATS) is subsidized by NYSDOT utilizing allocations of Federal Transit Administration (FTA) funding available under the 5311 program, and New York State funding available through NYSDOT including the previously cited funding programs like the Statewide Transportation Operating Assistance (STOA) program, the Accelerated Transit Capital (ATC) program, and the State Omnibus Transit Program. Also, the City of Olean seeks annual financial commitments from partners including the Seneca Nation of Indians, St. Bonaventure

University, Intandem, Inc., and the Cattaraugus County Department of Social Services.

The City of Olean owns an OATS fleet of five wheelchair-equipped, 34 passenger buses.

To facilitate coordination of regional transit services, riders on OATS are afforded free transfers to ride the Seneca Transit System.

Starting January 1, 2025 OATS will be managed by Ardent Solutions through an agreement with Allegany County, NY.

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

The Seneca Transit System is a route deviation system. STS operates two routes. One route is an inter-territory route operating between the Allegany and Cattaraugus Territories of the Seneca Nation. The second route is a circulator bus route that operates in the City of Salamanca and the Allegany Territory of the Seneca Nation. The STS owns a fleet of six wheelchair-equipped, 16 passenger buses.

The STS services are provided by a third-party contract operator, Transdev, Inc. The third-party contract operator is selected by the Seneca Nation of Indians using an open and competitive procurement procedure in accordance with federal and state procurement guidelines. The third-party contract is established on a one-year term with three one-year options available for execution. Annually, option year price adjustments are determined by comparison to the Consumer Price Index.

The Seneca Transit System (STS) is a direct recipient of Federal Transit Administration (FTA) operating and capital assistance funding available under the Tribal Transit Program. Additionally, the Seneca Transit System (STS) is subsidized by NYSDOT utilizing allocations of Federal Transit Administration (FTA) funding available under the 5311 program, and New York State funding available through NYSDOT including the previously cited funding programs like the Statewide Transportation Operating Assistance (STOA) program, the Accelerated Transit Capital (ATC) program, and the State Omnibus Transit Program.

To facilitate coordination of regional transit services, riders on STS are afforded free transfers to ride the Olean Area Transit System.

In the fiscal year ending September 30, 2023, the Seneca Transit System operated 225,994 miles of revenue service and carried 17,981 passengers. 7,331 hours of STS service were provided.

The Seneca Nation is an OATS partner.

## **Wyoming Transit Service (WYTS)**

WYTS is part of the Reimagine RTS, which helps to provide transportation to the counties of Monroe, Genesee, Livingston, Ontario, Orleans, Seneca, Wayne and Wyoming. Under service

agreements with Suburban Adult Services, Inc., WYTS provides transportation for their clients living in Delevan (Cattaraugus County).

## **5.3 Public/Private Transportation Operators**

### **Corvus Bus & Charter**

Based out of Jamestown, New York, and with terminals in Olean and Jamestown, Corvus Bus & Charter is one of the region's largest locally owned-and-operated charter and school bus transportation providers. Corvus primarily serves Chautauqua and Cattaraugus counties, but provides charter service all over Western New York.

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

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

Trans-Am provides Paramedic intercept service, as well as ALS (Advanced Life Support), BLS (Basic Life Support) and Standby service for events.

### **Waris Transportation LLC**

Waris Transportation LLC is a non-emergency medical transportation provider serving the Buffalo community and all-around Western New York. Waris can provide transportation for medical appointments, dialysis appointments, or to the hospital, clinics or nursing facilities.

### **Premo Limousine Service LLC**

Premo Limousine Service LLC offers medical transportation, as well as corporate and airport transportation, in the Olean area.

### **Mercy Flight**

Mercy Flight is an independent, not-for-profit provider of emergency and non-emergency air and ground medical transport and supporting services, ensuring rapid, safe and cost effective delivery of expert response teams. Established in 1981, we have safely completed more than 31,000 air ambulance patient missions over the last 40+ years, and approximately 150,000 ground ambulance transports. We provide around-the-clock care servicing all of Western New York, Northwestern Pennsylvania, and beyond.

Certified by New York State, we strive to provide uncompromising, professional clinical



excellence to the communities we serve. With our headquarters located in Buffalo and several bases strategically placed throughout Western New York, we are mission-ready to respond when needed. We would not be successful in doing so without the support of our local fire, police and emergency services partners. With our highly-trained certified professionals, state of the art medical equipment and reliable fleet, we are a local leader in the EMS industry. Our advanced provider skills and the latest lifesaving techniques are delivered with a patient-first, compassionate approach.

## **ALSTAR EMS – WCA Services**

ALSTAR EMS provides pre-hospital EMS support, both urgent and non-urgent, as agreed to for the Cities of Jamestown, Dunkirk and Fredonia, and support as requested, from neighboring communities.

# **5.4 Transportation Management Providers**

## **VMC Consultants, Inc.**

VMC is a privately held company, incorporated in 1968, headquartered in New York State. The cornerstone of VMC is the use of advanced management science techniques and technological innovations to facilitate efficiencies across private and public sector clients. VMC has a success rate that exceeds more than 98% in the implementation of over 1000 projects performed in its 50-plus year history.

## **Medical Answering Services (MAS)**

States are required under federal regulation to assure necessary transportation for Medicaid beneficiaries to and from medical services. New York State does this by providing medical transportation for eligible Medicaid enrollees traveling to Medicaid-covered services. In Cattaraugus County, MAS manages these trips. The way an enrollee travels – for example, ambulance, personal car, public transportation among others – is called the mode of transportation. An enrollee’s mode of transportation is established on how an enrollee travels on a day-to-day basis. Taking into consideration an enrollee’s general mode of transportation, the enrollee’s medical practitioner determines mode of transportation based on the enrollee’s needs and ability, and location of medical service being provided. Generally, an enrollee’s mode is public transit or a personal vehicle. Occasionally, an enrollee’s medical condition necessitates another form of transport, such as an ambulette. In these circumstances, Medicaid will pay for the most medically appropriate and cost-effective level of transportation to and from services covered by the Medicaid Program. All non-emergency transportation must be authorized prior to payment; only emergency ambulance transportation can be reimbursed without a prior authorization. All non-emergency Medicaid Transportation managed by MAS is subject to the prior approval of

MAS on behalf of the New York State Department of Health and such approval must be obtained prior to incurring expenses.

## **5.5 Human Service Transportation Providers**

### **Intandem**

Intandem has been serving people with disabilities, mental health diagnoses and the elderly for over 60 years. Intandem assists their clients through a continuum of service that fosters community participation and personal independence. Residential Services provide community living options in safe, comfortable homes with varying levels of supervision. Behavioral Health Services and Case Management Services are provided to people in the community. Day Programs provide instruction in a full range of life skills. The Employment Connection and Intandem Solutions provide vocational and training opportunities. Recreation programs are also provided to ensure those with special needs have access to a high quality of life. Intandem provides countywide transportation daily to individuals with disabilities and the elderly. Transportation is provided, from private residences throughout the community as well as from the many residential sites operated by the agency, for participation in day programs and vocational services. Intandem contracts with Transdev, to manage and operate subscription service on four routes operating throughout Cattaraugus County. The routes run Mondays through Fridays and service the various municipalities within Cattaraugus County: Olean, Allegany, Portville, Salamanca, Ellicottville, Franklinville, Randolph, Machias, Cattaraugus and Gowanda.

The Linwood Center (TLC), located in Allegany, provides Adult Day Services for frail seniors in need of supervision during the week. Nutrition services, case management, assistance with personal care, and recreation are essential components of the program. Contact Intandem for more information.

VMC Group Inc. coordinates transportation to the nutrition site located in Olean.

Intandem is an OATS partner.

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

Cattaraugus Community Action (CCA) provides strength-based opportunities to vulnerable people to achieve economic, physical and emotional security. CCA's main office is located in Salamanca, with satellite offices in Olean and Wellsville. CCA has three departments: Energy and Housing, Services, and Transitions. The Energy and Housing Department is comprised of the agency's property development and management, weatherization and housing rehabilitation programs. The Services Department provides an array of nutrition, youth and family services (including truancy and placement prevention, child abuse prevention, parenting and fatherhood programs), and comprehensive services to victims of crime including domestic violence and sexual assault

programs. The Transitions Department provides services for people who are homeless or at-risk, including homeless intervention, rapid rehousing, residential supportive services, and comprehensive mental health services.

CCA provides limited transportation services for their customers enrolled in specific programs, which include households who are homeless or at risk, victims of domestic violence, sexual assault or other crime victims, and youth receiving case management services. CCA has two vehicles used to transport customers, although the majority of customers are transported in the personal vehicles of employees. CCA staff regularly link customers with the OATS bus. CCA also relies on volunteer community members to bring customers to their various locations. In order to conserve resources and encourage customer self-reliance, transportation services are generally provided only as a last resort when no other options are available.

## **The Pines Nursing Homes**

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

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

## **Cattaraugus-Wyoming Head Start**

Reliable transportation is a most essential component of this agency's charge to provide young children with comprehensive early care and education services. Head Start Programs promotes school readiness in economically disadvantaged children from birth to age four, and families by enhancing the social, cognitive, physical and emotional development of children through the provision of educational, health, nutritional, social and other services to enrolled children and families. Head Start serves children ages three and four at our centers in Delevan, Franklinville, Olean, Salamanca, and Perry. Early Head Start provides economically disadvantaged pregnant women, children birth to age three, and families with continuous, intensive, and comprehensive child development and family support services that will enhance the physical, social, emotional, and intellectual development of participating children, support parents' efforts to fulfill their parental roles and help parents move toward self-sufficiency. Early Head Start is a home-based

program. Both Head Start and Early Head Start are national programs administered locally by Cattaraugus and Wyoming Counties Project Head Start.

## **Eden Heights of Olean**

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

Eden Heights of Olean provides Alzheimer's/Specialty Care, a compassionate solution for the memory-impaired only at the Olean Residential Home. Eden Heights knows that independence and fulfillment are the keys to "making our house a home for our residents"; so that they can spend their valuable time enjoying new friends and doing the things they like to do.

Among the many programs provided by the Eden Heights of Olean, recreational activities & social programs are included. There are always enjoyable things to do and places to visit when you are a resident at Eden Heights. Exercise classes, Bingo, contests and movies are just a few of the many activities the residents enjoy without leaving home. Field trips, shopping excursions and restaurant outings keep their 15-passenger van on the road each week.

## **HomeCare & Hospice**

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

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

## **Interfaith Caregivers**

Interfaith Caregivers is a private non-profit organization providing door-to-door transportation services for the elderly (55 and older) and or health impaired. Interfaith Caregivers volunteer drivers use their own cars and gas to transport clients to medical appointments, pharmacy, and access to food (grocery or food pantry). Serving the greater Olean area and immediate surrounding areas, transportation services are free of charge. Volunteers from the organization provide approximately 1,560 trips per year, thanks in part to United Way funding.

## **Cattaraugus County Department of Community Services**

The Department of Community Services provides outpatient mental health services and is charged with oversight of local services for Mental Health, Individuals with Developmental Disabilities and Addictions Services and Services. Community Service's Vision Statement is to "Promote a higher quality of life for those we serve through effective treatment and prevention, nurturing cooperative relationships, and continued development of programs and services." Community Services has clinic sites in Olean, Salamanca, and Machias, as well as integrated in several public schools, and medical offices. The majority of individuals who receive outpatient mental health services and Medicaid use Medical Answering Service for their transportation to and from appointments at the counseling centers or Foundations for Change PROS Program. The Department's PROS (Personalized Recovery Oriented Services) Program at Foundations for Change has a 7-passenger van to assist with transportation if no other resources are available. Care Coordinators in the department also use that van to transport individuals to appointments, as needed, especially if the appointment is out of town or out of county.

The Eagles Nest Respite Home, located in Jamestown, NY, is funded by Office of Mental Health reinvestment funds and is shared by Chautauqua and Cattaraugus Counties. The Respite Home is operated by Housing Options Made Easy, Inc., and includes a 7-passenger van for transportation to and from respite stay, as needed. Additionally, that program transports individuals to and from medical or mental health appointments during their respite stay, as needed.

Southern Tier Recovery Activities Without Walls (STRAWW) is also funded by state aide and is operated by Housing Options Made Easy, Inc., and that program has a 7-passenger van for transportation of individuals who are meeting specific recovery goals in community.

## **Love INC of Springville, NY**

Love INC of Springville is a private non-profit organization that provides transportation within a 10-mile radius of their office in Springville. Love INC provides transportation to areas of Cattaraugus and Erie counties, including in parts of the municipalities of Yorkshire, Delevan, Ashford, and East Otto. Love INC's transportation service uses volunteer drivers who use their own cars and/or drive the Love INC Camry. Love INC provides transportation by appointment only and must be scheduled at least one week before the appointment date.

## **Rural Outreach Center**

Rural Outreach Center serves families and individuals living in "ROC County," which is an area of Western New York that covers more than sixty zip codes. ROC helps people living in "ROC County" who face challenges that are unique to rural areas, such as people who live in areas with limited or no transportation available, or people who live in an area with a shortage of primary and mental health care providers.

## **5.6 Human Service Transportation Users**

### **Cattaraugus County Department of Aging**

The Cattaraugus County Department of the Aging provides or assures the provision of needed services to county residents who are age 60 or older, and to spouses or caregivers of anyone age 60 or older. The Department coordinates services with existing community organizations; plans, develops, and administers needed programs; and advocates for new and/or better services. The goal of the agency is to help maintain or improve the quality of life for older adults in the county.

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

Through a courteous, compassionate and competent staff dedicated to preserving the dignity of clients and each other, the Cattaraugus County Department of social services is committed to helping residents achieve the highest quality of life possible by providing services which sustain, protect and empower families and individuals. DSS is a government agency charged with administering financial, individual and family services to vulnerable populations throughout Cattaraugus County. The agency staff work with social service recipients to assist in supporting individual and family transportation plans utilizing both options provided directly by the agency and those available through other providers.

This agency employs three full time and one part time employee whose primary function is to assist Casework staff by transporting Adult, Youth and Family program recipients to and from court mandated and/or recommended services throughout Cattaraugus and surrounding counties. Casework staff also provide direct transportation as necessary. Both the transportation and caseworker teams utilize their personal vehicles to provide this service to clientele. Additionally, this agency employs a Work Crew employment team, which operates three, agency owned, 12 passenger vans to provide work experience and on the job training to qualifying individuals in receipt of financial services who are working towards self-sufficiency through employment. Participants are transported from locations throughout the county to assigned worksites.

This agency also provides funding to support riders of the Olean Area Transportation System (OATS) that meet the eligibility requirements under Temporary Assurances to Needy Families (TANF) or Code Blue regulations. The funding provides transportation to assist qualified recipients in securing permanent housing and/or employment.

### **Cattaraugus County Health Department**

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

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

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

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

## **Cattaraugus County Youth Bureau**

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

## **Directions in Independent Living**

Directions in Independent Living is a non-profit organization with locations in Olean and Wellsville New York. Directions helps people with disabilities live more independent lives. We have over 20 individual programs that specialize in many different areas or needs that these individuals may struggle with in their daily lives. The Directions organization has been described by its consumers as “understanding, supportive, accommodating, and family oriented.”

Directions in Independent Living provides transportation in Cattaraugus, Chautauqua and Allegany counties. DIL owns one wheel-chair lift operated vehicle which typically operates Monday through Friday. As of right now, riders have to be Office for People with Developmental Disabilities eligible and live with family. Riders, or their care managers or family members, must reach out to DIL directly in order to set up rides.

## **Genesis House of Olean, Inc.**

The Genesis House takes all referrals from the Cattaraugus County Department of Social Services on a space-available basis. The Genesis House provides temporary housing to the homeless, case management, information and referrals to outside agencies; structure and guidance; nutritious meals free of charge; aftercare program; and assistance to graduate families by offering such

things as groceries and gifts for the holidays. The agency depends on volunteers and OATS for their clients' transportation needs.

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

The New York State Office for People with Developmental Disabilities offers services and supports to people with developmental disabilities, and their families, through state-operated and non-profit service providers. Individual and group transportation opportunities may be available to those eligible between home, work and leisure activities. Funding may also be available through OPWDD for bus and van transportation for service recipients.

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

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

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

STEL provides low-income housing with preferences given to people with disabilities. STEL's services are offered to individuals who need assistance with their disability, family members who are concerned about relatives, professionals who refer their clients, and low-income people in need of affordable living. Their service spectrum includes residential treatment group homes and apartments, supported housing, single room occupancy housing, vocational rehabilitation, case management, social supports, and housing development services.

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

SASi is a not-for-profit organization dedicated to providing individuals with developmental and intellectual disabilities with programs and services that will enable them to lead meaningful lives and be as independent as possible. Their programs include employment training and placement, clinical and habilitation supports, twenty-four hour residential services, Support Brokerage, Housing Subsidy Program, respite, recreation and therapeutic horsemanship. Headquartered in Elma, SASi's reach stretches throughout Erie, Cattaraugus and Wyoming counties. SASi has a service agreement with Wyoming Transit Service to provide transportation for individuals living in Delevan (Cattaraugus County) who are supported by the agency.



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

Total Senior Care is a Program of All-inclusive Care for the Elderly (PACE), providing comprehensive medical care and long-term services for adults. Participants are 55 years and older and wish to live at home, but need assistance in order to maintain health, complete day-to-day activities and remain safely at home for as long as possible. Participants must qualify for nursing home eligibility by the NYS Uniform Assessment System intake/assessment tool.

Total Senior Care owns four buses and contracts with Transdev to operate them. Transportation is a required service of PACE per national model program design and is included in the participant's care plans when authorized as medically necessary. Participants must be enrolled in PACE to receive the transportation benefit. PACE funding is through Medicaid, Medicare, and/or private payment.

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

Transportation can be door-to-door or curb-to-curb depending on the level of need. Some participants may need assistance, again due to level of need but we rely on the family for that assistance as we do not provide aides to attend appointments. Once in a while we may be able to accommodate but our aides are facility based. Total Senior Care provides transport to and from the day center or to medically necessary appointments.

## **5.7 Other Transportation-Related Agencies**

### **NY Connects of Cattaraugus County**

NY Connects provides Cattaraugus County residents free, easy, and local access to information and assistance for individuals and families who are exploring available options for long-term care, regardless of age or income. They assist customers in finding and obtaining services.

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

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

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

## **United Way of Cattaraugus & Allegany Counties**

This agency has played a huge role in raising funds to help the people in need throughout the Cattaraugus and Allegany counties. They have experienced a number of situations where transportation has prevented individuals from accessing much needed services. As a result, United Way has tried to fund programming to address some of these situations.

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

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

# 6.0 Accomplishments 2009-2019

Fifteen years have passed since the completion of the 2009 Coordinated Public Transit-Human Services Transportation Plan. Improved coordination of transportation services were identified in the 2014 Plan Update, and our CTC continues to work together to improve transportation options throughout the County. Cattaraugus County recognizes the transportation challenges that our rural communities present, and negotiations among entities have proven beneficial to enhance public transit services and the effective use of available federal, state and local transportation resources. Described below are on-going transportation coordination activities, resulting from enhanced coordination efforts.

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

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

## **Established City of Olean - Intandem Partnership**

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

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

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

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

In June 2019, the service between Olean and Cuba was determined to be not cost-effective to continue and was discontinued because of minimal ridership.

## **Established Access to Transportation into Allegany County; Bolivar-Richburg-Ceres-Olean-Wellsville**

In 2012, the Allegany County Transit system, operating as Access Allegany, inquired about the possibility of negotiating a “service swap” with OATS whereby Access Allegany assumed the operation of three round trips between Olean and Portville, which operated as part of the OATS City service, and OATS would assume service between Cuba and Olean on Route 16. The service to Cuba was added to the OATS Olean-Salamanca-Seneca bus route and route schedules were coordinated with the OATS City service. This service swap afforded the opportunity for each operation to more efficiently increase service coverage and connectivity between service areas. Additionally, the OATS Cuba-Olean-Salamanca-Seneca service was extended to the Oil Spring Territory of the Seneca Nation providing connectivity between the Territories of the Seneca Nation, as well as all regional destinations. After providing the service swap for a time, the route cost-effectiveness was evaluated. As a result, OATS discontinued its service to Cuba. Access Allegany is able to now offer a Cuba-Hinsdale-Olean service (Service Area 6). Responding to riders’ needs, Access Allegany also connects Olean to other communities outside of Cattaraugus County. (See [Appendix A](#)).

## **Established Seneca Transit System**

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

## **Continuation of Regional Coordination and Cooperation**

Southern Tier West Regional Planning and Development Board continues to convene the Regional Mobility Management Committee with representatives from all three counties (Allegany,

Cattaraugus, and Chautauqua) and the Seneca Nation. Representation on the Committee includes OATS, Access Allegany, Chautauqua Area Regional Transit System (CARTS), Seneca Transit System (STS); Intandem in Olean and the Resource Center in Jamestown; Chautauqua Works in Jamestown; Cattaraugus County Planning Department; and NYS Department of Transportation. Representatives of OATS, Access Allegany, CARTS, and STS conduct monthly meetings during which opportunities and activities to coordinate public transportation services among operations are discussed. The continuation of established partnering agreements provides the opportunity for the cost-efficient provision of public transportation services to the region. It is anticipated that existing partnering agreements will be reviewed and renewed annually.

## **Wyoming Transit Service (WTS) Redesign 2017**

In 2017, the organization overseeing WTS did a system redesign for all counties it services that are considered “rural”. Significant services changes did occur in Wyoming County, but most of the service into Cattaraugus and Erie County remained consistent (transportation to day programs or SASI). WTS transports people from Arcade into Yorkshire (and back) for shopping and pharmacy trips. The intent is not to transport Cattaraugus County residents within Cattaraugus County, but to facilitate the intra-county trips, which is being accomplished.

## **Expanded Service in 2019**

The Council on Addiction Recovery Services, Inc. (CAREs) within the last two years, opened Medically Assisted Treatment (MAT) services to its Salamanca site and will do so shortly at its Franklinville site. CAREs recently purchased a new van and hired Recovery Coaches to help provide clients with transportation to and from appointments. This program should be expanding in 2020, allowing the purchase of another van and the hiring of more recovery coach staff.

## **Coordination between OATS and STS**

Coordination between OATS and STS has helped to connect transportation between the city of Olean and the Seneca Allegany/Seneca Cattaraugus Territories. This coordination effort has been beneficial to residents of Cattaraugus County, as it has helped to expand transportation throughout the county, allowing residents to travel between the city of Olean and the Seneca Nation territories.

# 7.0 Needs-Gap Analysis

This section of the Coordinated Public Transit-Human Services Transportation Plan examines the unmet need for transportation services in the County. The analysis addresses not only the demand for service among the transit-disadvantaged population, but among members of the general public as well. As addressing unmet needs is one of the primary goals of the CTC, the results of this analysis will affect subsequent service recommendations.

Analysis of the need for rural public and coordinated human service agency transportation used the following approaches:

- Direct communication with human service agencies and transportation providers, through interviews and surveys, resulted in an assessment of unmet needs
- Collecting information from the public using a survey. Surveys were completed using a website link, with direct agency/organization invitations to participate extended to clients. Surveys provided both check off entries and opportunities for written responses
- The CTC Steering Committee examined the demographics of the County and existing service areas, to identify/confirm service gaps

## Client Services Survey

We received four entries for the 'Client Services' surveys during its release, although two of the 'Transportation Provider' surveys that we received should have fallen under 'Client Services' so we are using that data provided. All respondents indicated that their services are provided throughout Cattaraugus County, with two provided services in adjacent counties in addition, which increased the geographic coverage of provided transportation. Four respondents had vehicles available to meet client needs, totaling fourteen vehicles. Seven of the fourteen vehicles are equipped with wheelchair lifts. Three respondents indicated that their vehicles were used to full capacity, with three responding that vehicles were not used to full capacity. The remainder of their transportation rely on volunteers utilizing their own personal vehicles. Private contractors provide transportation for one client services organization. Some of these organizations provide rides to all who request one, but many of them provide services to specific clientele, groups include (elderly, disabled, or low-income).

## Transportation Provider Survey

Cattaraugus County has limited numbers of public transportation providers, however nine surveys from this group were received, although one organization filled out three separate surveys, and

two of the surveys filled out should have fallen under 'Client Services'. One respondent provides public transportation without limitation to riders, providing 1,221 rides per week using a total of five buses that have a capacity of over 25 passengers. All buses are wheelchair lift-equipped and are used to full capacity. Another respondent operates a fleet of fifty vans and buses in both Cattaraugus and Chautauqua counties. The last respondent is an agency that provides vehicles to other organizations within the county. They provide fifty vehicles, with around twenty-eight of those vehicles operating on average per day. Eight of the vehicles hold nine or fewer passengers, two hold ten to fourteen passengers, thirty-eight hold fifteen to twenty-four passengers, and two hold twenty-five or more passengers. Forty-eight out of the fifty vehicles are wheelchair lift equipped. This provider helps to provide around 2,600 rides in the county per week.

## Public User Survey

The general public was invited to participate in a survey to gauge the level of understanding of available transportation options, the utilization of publicly available transportation, the demographics of users, and to help identify where gaps of service in the County may lie. The survey was posted on the Cattaraugus County Website, as well as on some Cattaraugus County social media pages. Public notification of the survey and a request for participation was likewise sent to print media outlets in the County.

One hundred fourteen (114) public surveys were received during the first round of public surveys. Sixty-five percent of respondents were from Olean and the Southeast portion of the county, while only four percent of respondents were from the Northwest portion of the county. We received a survey from a lone Allegany County resident from Wellsville who utilizes public transportation to the Olean area for several different reasons. There were several other respondents from other municipalities from across the county, however, due to a lack of responses from some of the more rural regions within the county, the surveys were planned to be redeployed using different methods to better reach this population within the county.

The survey was redeployed in August to try to reach out to a different audience of people within Cattaraugus County who may not have access to the newspaper or social media, and therefore may not have known about the first survey. To reach this audience we reached out to every municipality within the county, as well as certain organizations such as libraries and food pantries. By redeploying our survey, we were able to receive twenty-seven more total surveys. By using a different method of deployment, we saw a higher percentage of surveys from people who live in more rural municipalities within the county.

The age distribution of respondents is shown in the below Table. Sixty-four percent of survey respondents are between the ages of 35 and 64.

## Survey Respondent Ages

15-24	25-34	35-44	45-54	55-64	65-74	75-84	>85
6%	11%	23%	22%	19%	13%	5%	1%

Survey results indicate that almost half of the respondents lived in Olean. The other half of respondents lived throughout the county, in municipalities such as Allegany, Ashford, Cattaraugus, Little Valley, Salamanca, as well as several other municipalities.

## Survey Respondent Origin

Northwest	Northeast	Southwest	Southeast
9%	17%	17%	57%

\*Northwest: Perrysburg, Persia, Otto, East Otto, Leon, Dayton, New Albion, Mansfield. Northeast: Ashford, Yorkshire, Freedom, Ellicottville, Machias, Farmersville, Franklinville, Lyndon. Southwest: Conewango, Napoli, Little Valley, Salamanca, Red House, Coldspring, Randolph, South Valley. Southeast: Carrolton, Allegany, Olean, Portville, Great Valley, Humphrey, Ischua, Hinsdale.

When asked what types of transportation were used during the year, twenty-three percent of respondent type of use had been a ride-hailing service such as Lyft or Uber. Coach buses accounted for thirteen percent total type of use. Rapid-transit services comprised eighteen percent of use type, with taxis making up seventeen percent type of use. These statistics are not indicative of total miles or frequency of use by riders for any particular mode of transportation, but rather that they had been used. It is interesting to note that for those using a rapid-transit service, sixty-two percent of respondents indicated using no other method of publicly available transportation, with thirty-eight percent of rapid-transit service users combining other available transportation. An inference may be made that this statistic speaks to the comments/belief that available routes and schedules may not be supplying the public with as much coverage as desired, and that Lyft/Uber are filling an important transportation void.

Regarding route schedules, only forty-nine percent of respondents knew where to find public transportation schedules, while fifty-one percent indicated they did not. In terms of ease of use, forty-one percent of respondents felt the existing transportation route schedules are easy to read, while fifty-nine percent did not. With a large percentage of people either not knowing where to find public transportation schedules, or finding transportation route schedules difficult to read, education for those with public transportation needs, such as the elderly, low-income, and disabled should be considered.

Twenty-five percent of respondents indicated that they (or a family member) are currently using transportation services available to them through Medicaid.

Eighty-eight percent of respondents indicated a willingness to pay a 'fair price' for the expansion of public transportation services.



Regarding open text responses, general themes emerged based upon the location of residence. For Olean area residents, the following were frequent recommendations on how to make local transportation systems easier and more appealing to use:

- 1) Continuing service within the already established service areas
- 2) More frequent stops with extended hours of operation
- 3) Extending service to other parts of the County and to nearby counties
- 4) Easier to read/understand bus schedules
- 5) Improve Bus stops/Pickup Locations
- 6) Making sure the mobile transportation app is working correctly

County residents living outside of the Olean area voiced the following recurring ideas on ways to make local transportation systems easier and more appealing to use:

- 1) Expand service throughout the County, more availability in rural areas
- 2) Increase the convenience of connectivity among transportation providers
- 3) Improve accessibility of vehicles to enable easier use by seniors
- 4) Provide sheltered Bus Stops

An overarching pattern emerged among respondents suggesting a general tolerance for transportation fare increases, provided the fees are perceived to be of a fair value.

The Steering Committee compared and analyzed the results from all data inputs and arrived at a consensus statement of need for transportation services in Cattaraugus County. This analysis considered the following:

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

Review and analysis of collected data permitted an assessment of the existing service area coverage and unmet needs.

# 7.1 Existing Service Area Coverage

Overlapped Service Areas - Described in the 2019 Plan Update as duplicative services existing in the County for specific populations, the present consensus is that there are redundancies in service area more so than in services. The two primary public transportation providers are working closely with each other to coordinate routes and schedules. More specialized private providers, such as those transporting the severely physically and mentally disabled and the frail elderly, necessarily overlap their coverage area with general public transportation providers. The nature of these transports makes coordination more difficult, but efforts to better coordinate services are ongoing.

Areas Under Served – Similar to the 2019 Plan Update, limited service exists in the following areas:

- Service gap in the Northern portion of the County
- Village of Gowanda
- Village of Franklinville

The routes and communities served by Intandem illustrates a potential service gap to the communities of Gowanda and Yorkshire. These communities show high densities of mobility-limited populations. There may be a need in Franklinville for more reliable and consistent public transportation, to accommodate for the increase in jobs following the opening of the new Great Lakes Cheese facility. Further analyses to determine whether or not service is required to close this gap are recommended.

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

- Central Cattaraugus County

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

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

# 7.2 Unmet Needs/Gaps

Rural Cattaraugus County has not changed appreciably over the last five years. Understandably, the identified transportation needs are also closely aligned with the findings from the 2019 Plan Update, although with some modifications and some improvements through coordination efforts. Travel connections to Buffalo and the Erie County Southtowns were frequently stated as

a need, similar to previous recommendations.

## Service Needs

- Reliable public transportation would ease travel expenses and increase opportunities for many employees
- Maintain already established services
- Need further reliable routes countywide that would appeal to working people and those needing public transportation for appointments
- Need to create more public transportation routes to cover morning and evening hours
- Greater flexibility of pick up and drop off points for non-fixed route services
- More frequent routes to reduce wait times and increase countywide travel efficiency
- Fewer limitations on provider regulations and more flexibility in blending special populations
- More frequent fixed-route services
- Door-to-door, wheelchair access transportation service
- Not enough vehicles available to satisfy transportation needs
- Need for identification and establishment of park-and-ride lots within the County
- Coordination between Allegany, Erie, Cattaraugus, and Chautauqua Counties to provide mass transit across counties
- Specific social service transportation needs for people traveling outside of Cattaraugus County
- Developing “bus stations” in both Olean and Salamanca
- Public Transportation to the Great Lakes Cheese Plant in Franklinville

## User Training

- The use of a common mobile app used by all agencies, to help locate when and where public transportation is available within the County
- Clients of all agencies need training to use public transportation
- Volunteer transportation providers need special training for clients

## **Payments of Fares**

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

## **Coordination of Providers and volunteer transportation providers**

- Improve opportunities for coordinating services
- Program specific funding limitations are barriers that must be researched for coordinated transportation utilization without compromising grant conditions
- Shared insurance responsibility
- Integrate funding program transportation/operator certification requirements to facilitate availability for services
- Coordinate agency procedure (e.g. accounting) to facilitate sharing assets and resources
- Initiation of a feasibility study for unique providers or populations

## **Marketing and Promotion**

- Promote availability of coordinated transportation services countywide
- Increase marketing awareness of availability of public and private transportation services
- Publicize shared fares to promote utilization of transportation service

# 8.0 Coordinated Solutions and Strategies to Meet Unmet Needs

The Community Transportation Coalition (CTC) of Cattaraugus County Steering Committee reviewed the inventory of community mobility resources and services to identify the transportation needs of individuals with disabilities, older adults, and people with low incomes, aiding the development of transportation coordination strategies among agencies for meeting local needs. This review resulted in the identification of recommended strategies for development, opportunities for coordination, further coordination activities, and potential transportation service projects. Additional transportation coordination activities and potential projects for funding will be considered by the CTC Steering Committee and the larger membership as they are identified.

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

## 8.1 Strategies for Development

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

Consistent with previous coordination research, the demand for transportation services the elderly, low-income, and disabled residents in Cattaraugus County continues to increase. This is not surprising, given that our total senior population is rising. To best address the identified gaps in transportation service, funding from Section 5310 and 5311 programs should be sought to enhance public, private, and non-profit entities providing transportation services. The Community Transportation Coalition Steering Committee will continue to identify project proposals that are consistent with its Vision and Mission and advance funding applications.

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

Coordination between stakeholder agencies regarding public and human service transportation providers is essential to eliminating service duplications and to provide efficient and cost-effective services. Survey and interview results yielded a number of opportunities to establish coordination among transportation stakeholders and providers. Providing better forums for communications is a recommendation easily implemented, and one which can have large positive impacts. The feasibility of realizing all coordination opportunities will continue to be explored through the efforts of the Steering Committee and focus groups.

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

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

New transit service corridors using these buses could be considered, although financing expanded service is still an obstacle. The City of Olean continues to work with Seneca Transit System (STS) to identify cost-saving measures and improve transportation efficiency.

## **Management Resources**

There remain opportunities to collaborate with transportation providers and continue to support mobility management practices on a countywide basis. Changes in publicly funded transportation (Medicaid) have created some complications for outside mobility managers, and any service area expansion is difficult without additional funding sources. This dialogue will continue in an effort to expand practices meet additional transportation needs.

## **Financial Resources**

A continuing contribution of financial resources by the County, academic institutions served and all other partners are required for the continued operation of OATS. Such continued funding ensures the continuation of public transportation, permitting riders to access agency services, likely unattainable without OATS. The Seneca Nation of Indians STS also receives substantial tribal support, a benefit to all Cattaraugus County residents.

## **8.2 Opportunities for Further Coordination**

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

### **Fixed Route Providers - Open to Coordination**

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

## For-Profit Providers

- Coach USA
- CORVUS Bus
- Transdev
- Fullington Trailways

## Public Providers

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

Transdev is one such provider, contracting operations with Olean Area Transit System, Seneca Transit System, Intandem, and ACCESS Allegany. When financially viable, service expansions are welcome.

## Transportation Providers/Users - Coordination Potential

Transportation service providers include non-profit and governmental agencies that transport clients to access needed health and human service activities or treatments. While some agencies may have fleets of vehicles and others only have one small van to meet their client needs, there is a potential for sharing and coordination of services. This also includes “for-profit” firms that provide vehicles and rides or manage the transportation needs for contract agencies. Such services can provide an opportunity for transportation coordination when:

- 1) Vehicular capacity is available
- 2) Agency client rider needs are compatible
- 3) Routing, scheduling, and compensation for the provision of services prove reasonable and efficient
- 4) The other category of agencies that have the potential for coordination are those that do not own vehicles or have access to vehicles, but are in need of transportation services. The Transportation Providers/Users that have the potential for coordination include:

## For-Profit Providers

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

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

- Intandem
- Cattaraugus Community Action, Inc.

- Cattaraugus County Department of Nursing Homes
- Cattaraugus-Wyoming Project Head Start
- Council on Addiction Recovery Services, Inc.
- Eden Heights of Olean
- Healthy Community Alliance, Inc.
- Homecare & Hospice
- Interfaith Caregivers
- Southern Tier Environments for Living, Inc.
- Suburban Adult Services, Inc.
- Total Senior Care
- Love, INC
- Rural Outreach Center

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

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

A very good example of this potential is displayed by Cattaraugus Community Action (CCA).

CCA has found the OATS system a valuable community resource and believe that it increases customers' ability to access services, shopping and employment opportunities with minimal expense. The continuation of this service is vital to meeting the needs of CCA's customers.

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

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

School districts retain significant vehicle fleets, including wheelchair-equipped vehicles with the capacity to transport disabled individuals. As the coordinated transportation planning process continues, the Steering Committee will continue dialogue with community school districts to explore the possibility of integrating school district vehicles into the coordinated plan.



## 8.3 Further Coordination Activities

The CTC Steering Committee continues to find value in convening focus groups of principal stakeholders to advance coordination opportunities involving local mobility program structure, funding mechanisms, and operational responsibility to manage coordinated transportation services. Insufficient funding is still the primary obstacle to expanding services and improving countywide mobility. Recommendations for furthering coordination activities are listed below.

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

- Transportation connection with the Great Lakes Cheese Plant in Franklinville

## 8.4 Possible Projects for Funding Consideration

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

# 9.0 Expected Benefits

Previous and on-going negotiations among entities have proven beneficial to enhance public transit services and the effective use of available federal, state and local transportation resources. The accomplishments between 2009 and 2024 have shown that coordination activities yield benefits to residents, as well as reduce costs. Operating cost reductions include the elimination of duplicate services, better communication between agencies, improved overall quality of life, and better coordination of existing vehicle needs.

Ongoing communications after completing the plan update process will reduce transportation duplication, providing the opportunity to share services, rides, and funding. This will improve efficiency, and create the opportunity to provide service to a larger coverage area, while using fewer vehicles, leveraging the same revenues, and reducing agency budgets.

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

Demographic trends are reshaping land use and transportation patterns and driving sustainable growth and redevelopment back into existing communities. Baby boomers (those born between 1946 and 1964) began turning 65 in 2011. One effect of this locally is that Cattaraugus County's population is aging at a faster rate than that of New York State and the U.S. as a whole. Persons 65 and older comprise 17.3% of the U.S. population, 18.1% of New York State's population, and 21.1% of Cattaraugus County's population. With an increased percentage of the total population entering retirement and the associated reduction in the independent use of automobiles, there will be new demands and requirements for transportation. These new requirements will benefit from coordinated transportation dialogue and planning.

One of the Social Detriments of Health, as identified by the Office of Disease Prevention and Health Promotion, is Health Care Access and Quality. With a high population density of elderly in Cattaraugus County, it is essential that the elderly, who may not have the ability to drive, are able to access health care through reliable public transportation. Increased coordination between transportation providers can help to address and combat the crisis of limited transportation for elderly health care access purposes within rural Cattaraugus County.

Leveraging of transportation revenue sources could result from coordination activities. Better understanding of services, resources, and funding associated with all transportation services will

make the funding picture on a countywide and citywide scope clearer. The ability to continue to leverage all current funding levels, and identify alternative funding mechanisms, are critical budgetary considerations.

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



# Appendices

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# Appendix A: Public Transportation Providers; Routes/Schedules

Olean Area Transit System (OATS) Schedules. Source: <https://CityOfOlean.org>



**Effective June 1, 2024**

**Days of Operation**  
Monday - Saturday

**The service will not run on the following holidays:**  
Memorial Day  
Independence Day  
Labor Day  
Thanksgiving Day  
Christmas Day  
New Years Day

**Contact**  
**Monday - Friday First Transit**  
8 AM - 5 PM | (585) 968 - 0834  
[oatsinfo@cityofolean.org](mailto:oatsinfo@cityofolean.org)  
<https://cityofolean.org/>

**Fares**  
(Exact Fare Required Upon Boarding)

One Way.....	\$1
To/From Salamanca.....	\$2
Disabled Individuals & Seniors (60+).....	½ Fare
Children (12 & Under).....	Free
Deviations.....	2x Regular Fare

Free transfers to STS and Access Allegany

**Flag Stops**

The bus can pick up or drop off at any point along the route. For a flag stop, wave to the driver as the bus is approaching.

**Deviations**

OATS will deviate from the route not more than ¼ of a mile to get to those individuals who cannot get to a scheduled stop. Call for reservations during regular business hours at least one day before the ride is needed: (585) 968 - 0834

**Passes (OATS & STS)**

Monthly Passes.....\$30

Available At:  
Greater Olean Area Chamber of Commerce  
Seneca Nation of Indians Clerk's Office  
City of Salamanca Clerk's Office  
Intandem

The goal of the Olean Area Transit System (OATS) is to provide a safe, comfortable ride for individuals traveling on OATS vehicles. The OATS Ride Nice Policy can be viewed at :

<https://cityofolean.org/olean-area-transit-system/>

Bicycles can be carried on an external bike rack on OATS buses.

**The City of Olean will have the right to make changes in route when it is deemed to be in the best interest to do so.**

OATS is using PassioGo. Real-time bus tracking app for viewing vehicle location/information available for download at the Apple & Google Play stores.



**City Loop Monday - Friday**

15th St. Housing	7:15	8:50	10:09	-	-	1:10	2:25	4:05	5:29
Laurens & N 1st.	7:20	8:55	10:14	-	-	1:16	2:30	4:10	5:34
One Stop	7:22	8:57	10:16	-	-	1:17	2:32	4:12	5:36
Brookside Comm.	7:24	8:59	10:18	-	-	1:19	2:34	4:14	5:38
Martha Ave Housing	7:28	9:03	10:22	-	-	1:24	2:38	4:18	5:42
S Union & E Greene	7:31	9:08	10:27	-	-	1:27	2:41	4:21	5:45
Catt. Co. Trtmnt.	7:32	9:09	10:28	-	-	1:28	2:42	4:22	5:46
John Ash CC	7:33	9:10	10:29	-	-	1:29	2:43	4:23	5:47
Garden Ave. Apts.	7:40	-	-	-	-	-	-	4:30	6:03
Alder St. Housing	7:45	9:18	10:37	-	-	1:37	2:51	4:35	6:08
Aspen Tower	7:47	9:20	10:39	-	-	1:39	2:52	4:36	6:09
OMG	7:56	9:29	10:48	-	-	1:43	2:56	4:40	6:13
OGH	7:58	9:31	10:50	-	-	1:45	2:58	4:42	6:15
Olean Center Mall	8:01	9:34	10:53	11:50	12:46	1:48	3:01	4:45	6:18
First St. Apts.	8:04	9:37	10:56	-	-	1:50	3:03	4:47	6:20
West Oak St.	8:06	9:39	10:58	-	-	1:53	3:07	4:51	6:24
N 12th & Wayne	8:10	-	-	-	-	-	-	-	6:28
Food Pantry	-	-	11:08	-	-	2:00	3:13	4:57	6:31
Catt. Co. Bldg.	8:16	9:47	11:09	-	-	2:01	3:14	4:58	6:32
Subcon	8:19	-	-	-	-	-	3:17	5:01	-
Cranberry & Willard	-	-	11:16	12:31	-	-	-	-	-
Walmart	8:31	9:50	-	-	12:55	2:04	3:25	5:09	6:35
St. Bonaventure	-	-	11:20	-	-	-	-	-	-
Walmart	-	-	11:27	-	-	-	3:39	-	-
Cranberry & Willard	-	-	-	-	1:01	-	-	-	-
Marshalls Plaza	8:36	9:55	11:33	12:33	-	2:09	3:46	5:14	6:40
TOPS	8:38	9:57	11:36	12:38	-	2:11	3:51	5:19	6:45
N Union & W State	-	-	11:44	-	-	-	-	-	6:53

**City Loop Saturday**

15th St. Housing	7:15	8:26	9:37	10:48	-	-	1:35	2:46	3:57
Brookside Comm.	7:20	8:31	9:42	10:53	-	-	1:40	2:51	4:02
Martha Ave Housing	7:25	8:36	9:47	10:57	-	-	1:45	2:56	4:07
S Union & E Greene	7:29	8:40	9:51	11:02	-	-	1:49	3:00	4:11
Garden Ave. Apts.	7:35	-	-	-	-	-	-	3:05	4:16
Alder St. Housing	7:37	8:48	9:59	11:10	-	-	1:57	3:08	4:19
Aspen Tower	7:40	8:51	10:02	11:13	-	-	2:00	3:11	4:24
OGH	7:45	8:56	10:07	11:18	-	-	2:06	3:16	4:29
Olean Center Mall	7:49	9:00	10:11	11:22	11:57	-	2:09	3:20	4:33
First St. Apts.	7:53	9:04	10:15	11:26	-	-	2:13	3:24	4:37
West Oak St.	7:54	9:05	10:16	11:27	-	-	2:14	3:25	4:38
N 12th & Wayne	7:59	-	-	-	-	-	-	-	-
Walmart	8:06	9:17	10:28	11:39	-	1:15	2:26	3:37	4:50
Marshalls Plaza	8:15	9:26	10:37	11:48	-	1:24	2:35	3:46	4:59
TOPS	8:16	9:27	10:38	11:49	-	1:25	2:36	3:47	5:00
N Union & W State	-	-	-	11:53	-	-	-	-	5:04

**Transfers to Access Allegany**

Continued: OATS Schedules

		↓	↓	↓	↓				
<b>Olean - Salamanca - Seneca - Olean WEEKDAYS</b>	OGH/OMG	7:15	11:25	12:15	4:48	1:40	5:14	8:15	10:36
	Olean Center Mall	-	11:20	-	4:42	-	5:09	-	-
	438 Prospect Ave.	7:20	-	-	4:31	-	-	-	-
	Aspen Towers	-	11:12	12:22	4:25	1:44	-	8:22	-
	Alder St Housing	-	11:11	12:24	4:23	1:46	-	8:23	-
	Seneca Ave & Queen St.	7:24	11:10	12:25	4:22	1:47	-	8:24	-
	Alder St Housing	7:25	-	-	-	-	-	-	-
	Aspen Towers	7:27	-	-	-	-	-	-	-
	Olean Municipal Bldg.	-	-	12:29	-	1:52	-	-	-
	Olean Center Mall	7:34	-	12:39	-	1:56	5:09	8:33	10:31
	S. Union St & E Green St.	7:39	11:05	-	4:15	-	-	-	-
	144 N. 12th St	7:42	-	-	4:09	-	-	-	-
	Catt. Co. Off. Bldg.	7:48	10:55	12:45	4:05	2:01	5:01	-	-
	Walmart	7:52	10:51	12:54	3:59	2:06	4:56	8:44	10:21
	Five Star Bank (Allegany)	7:57	10:43	1:02	3:53	2:11	4:50	8:49	-
	South Nine Mile	8:05	-	-	3:47	-	4:44	-	-
	New Lantern Motel	8:12	10:41	1:06	3:40	2:15	4:37	8:51	-
	Ron's Smoke Shop	8:16	10:38	1:11	3:35	2:20	4:33	8:55	-
	M&M Junction	8:21	10:35	1:16	3:31	2:24	4:29	9:00	-
	Sullivan Hollow	8:26	10:25	1:22	3:23	2:31	4:23	9:06	-
	53 Linden St.	8:34	10:21	1:33	3:15	2:38	4:18	9:12	-
	Sal. Senior Ctr.	8:39	10:14	1:39	3:09	2:44	4:12	9:17	-
	Sal. Municipal	8:41	10:12	1:41	3:07	2:47	4:10	-	-
	44 Seneca St.	8:42	10:11	1:42	3:05	2:48	4:09	9:20	-
	Save-A-Lot	8:43	10:10	1:43	3:04	2:49	4:08	-	-
	Hillview Manor	8:45	10:08	1:45	3:02	2:51	4:06	9:22	-
	Sal. Senior Ctr.	8:47	10:06	1:47	3:00	2:53	4:04	9:24	-
	Sander's Parkview	8:52	10:02	1:52	2:55	2:58	3:59	9:28	-
	Hillview Homes	8:54	10:00	1:54	2:53	3:00	3:57	9:30	-
	Center Street Plaza	8:57	9:58	1:56	2:51	3:02	3:55	9:32	-
	SNI Bingo Hall	8:59	9:57	1:57	2:50	3:03	3:54	9:33	9:49
	Allegany Comm. Ctr.	9:04	-	2:02	-	3:09	-	9:37	-
	LRJ Health Center	9:08	-	2:06	-	3:13	-	-	-
	Admin Bldg.	9:10	-	2:08	-	3:14	-	-	-
	Seneca One Stop	-	9:54	-	2:47	-	3:52	-	9:47
	Seneca Casino	9:15	9:50	2:13	2:45	3:18	3:50	9:42	9:45
			↑	↑	↑	↑			
	<b>Transfers</b>		<b>Access Allegany</b>		<b>Seneca Transit System</b>				

		↓	↓	↓	↓					
<b>Olean - Salamanca - Seneca - Olean SATURDAYS</b>	OGH/OMG	9:41	12:58	2:26	5:33	3:37	6:43	9:42	12:05	
	Aspen Towers	9:44	12:53	2:30	5:29	3:40	6:39	-	-	
	Alder St Housing	9:46	12:50	2:32	5:27	3:42	6:38	-	-	
	Seneca Ave & Queen St.	9:48	12:45	2:33	5:26	3:43	6:37	9:46	-	
	Olean Municipal Bldg.	9:53	12:41	2:41	5:21	3:47	6:32	-	-	
	Olean Center Mall	9:59	12:36	2:46	5:16	3:56	6:27	9:52	12:00	
	Walmart	10:12	12:19	2:59	5:05	4:06	6:17	9:59	11:45	
	Five Star Bank (Allegany)	10:17	12:12	3:04	4:58	4:15	6:12	10:05	-	
	Ron's Smoke Shop	10:24	12:05	3:12	4:52	4:24	6:04	10:12	-	
	M&M Junction	10:30	12:00	3:17	4:48	4:30	5:57	10:16	-	
	Sullivan Hollow	10:36	11:52	3:25	4:42	4:35	5:50	10:22	-	
	53 Linden St.	10:42	11:47	3:31	4:38	4:40	5:45	10:27	-	
	Sal. Senior Ctr.	10:46	11:41	3:36	4:32	4:45	5:39	10:32	-	
	44 Seneca St.	10:49	11:39	3:39	4:30	4:47	5:37	10:34	-	
	Save-A-Lot	10:50	11:38	3:40	4:29	4:48	5:36	-	-	
	Hillview Manor	10:52	11:36	3:42	4:27	4:50	5:34	10:38	-	
	Sal. Senior Ctr.	10:54	11:34	3:44	4:25	4:52	5:32	10:40	-	
	Sander's Parkview	10:59	11:29	3:49	4:20	4:57	5:27	10:45	-	
	Hillview Homes	11:02	11:27	3:51	4:18	5:01	5:25	10:47	-	
	Center Street Plaza	11:04	11:25	3:53	4:16	5:03	5:23	10:50	-	
	SNI Bingo Hall	11:05	11:24	3:54	4:15	5:04	5:22	10:51	11:12	
	Allegany Comm. Ctr.	11:10	-	4:00	-	5:08	-	10:56	-	
	Seneca One Stop	-	11:23	-	4:13	-	5:20	-	11:10	
	Seneca Casino	11:16	11:20	4:06	4:10	5:14	5:18	11:01	11:05	
			↑	↑	↑	↑				
	<b>Transfers</b>		<b>Access Allegany</b>		<b>Seneca Transit System</b>					
	<b>Accessibility</b>									
	OATS provides reasonable modifications of policy and practices upon request to ensure that our transportation services are accessible to all riders including people with disabilities.									
	<b>THE CITY OF OLEAN IS AN EQUAL OPPORTUNITY PROVIDER.</b>									
	<b>TDD 711</b>									
	Wheelchair Accessible Service Wheelchair Capacity: 1,000 lbs. 54" x 34" platform									
	Personal Care Attendants, as defined by OATS Paratransit and Title VI Policies shall not be charged a fare.									
	All wheelchairs are secured in bus by operator.									
	OATS provides buses equipped with wheelchair lifts on its fixed route, with route deviation by prior request, during its hours of operation Monday through Saturday.									
	Other ADA Paratransit Policy information and Title VI Compliance Requirements are published on the OATS webpage at: <a href="https://cityofolean.org/oats-policies/">https://cityofolean.org/oats-policies/</a> For inquiries please call: (716) 376 - 5647									





[www.accessallegany.com](http://www.accessallegany.com)  
Call Center (585) 593-1738

1-877-629-8104 • 585-593-1738



## WELCOME ABOARD

Call Center Hours:

Monday to Friday 8:00am - 12:00pm & 12:30pm-4:30pm

For all inquiries outside of Call Center business hours  
contact Transdev at (585) 968-0834.



Public buses are accessible to anyone who uses a mobility device or has difficulty climbing steps, as each bus contains a lift and at least two wheelchair positions.

## HOW TO PLAN YOUR TRIP

You can use schedules or Google Maps.

1. Find the Service Area you will be traveling in.

You could be traveling in one or more than one service areas.

2. Determine the time and bus stops you will be using.

You might need to transfer buses to reach your final destination.

3. Find the Bus Number(s) you will be traveling on.

Bus drivers are available to help you with questions or concerns.

## FARES

Monthly Pass: \$30.00

Regular: \$1.00

Children under 6: FREE

Route Deviation: \$3.00

Living with a Disability: \$.50

Student (with ID): \$.50

Age 60+, Veterans: \$.50

Remember, drivers do not provide change.  
Please have your exact fare ready upon boarding the bus.

For more info or trip planning assistance  
contact the Access Allegany Call Center at (585) 593-1738

Use your phone camera to scan the following QR codes, taking you to their link.



Bus Schedules



Facebook



Trip Planning



Website

**COACH USA WESTERN NEW YORK  
OLEAN – JAMESTOWN LINE RUN  
EFFECTIVE 5/25/16**

**THIS SCHEDULE RUNS DAILY YEAR ROUND - 365 days per year**

JAMESTOWN / OLEAN				OLEAN / JAMESTOWN			
DEPART	AM	PM	FULL / FLAG	DEPART	AM	PM	FULL / FLAG
Jamestown	6:45	4:45	Full	Olean Mall	9:00	6:30	Flag
Falconer	6:52	4:55	Flag	Olean-301 S Union	9:05	6:35	Full
Kennedy	7:00	5:03	Flag	St. Bonaventure	9:13	6:45	Flag
Randolph	7:12	5:15	Flag	Alleghany	9:15	6:48	Flag
East Randolph	7:15	5:18	Flag	Vandalia	9:20	6:53	Flag
Little Valley	7:30	5:30	Flag	Bradford Jct.	9:25	6:57	Flag
Salamanca	7:45	5:45	Full	Salamanca	9:40	7:10	Full
Bradford Jct.	8:00	5:55	Flag	Little Valley	9:55	7:25	Flag
Vandalia	8:03	5:58	Flag	East Randolph	10:07	7:37	Flag
Alleghany	8:08	6:03	Flag	Randolph	10:10	7:40	Flag
St. Bonaventure	8:10	6:06	Flag	Kennedy	10:20	7:52	Flag
Olean	8:20	6:30	Full	Falconer	10:28	8:00	Flag
Black Creek	8:40	AM Only	By Request	Jamestown	10:40	8:10	Full

\*\*All fares require exact change\*\*

Coach USA Olean-Buffalo Line Run Schedule

Source: <https://www.CoachUSA.com/bus-schedules>

**COACH USA WESTERN NEW YORK  
OLEAN – BUFFALO LINE RUN  
EFFECTIVE 5/25/16**

PICK UP POINTS	MONDAY – FRIDAY		SATURDAY		SUNDAY & HOLIDAY	
	AR	LV	AR	LV	AR	LV
@ OLEAN 301 South Union	5:15A	7:15A	7:35A	7:30P	7:00P	8:30P
HINSDALE	F	F	F	F	F	F
MAPLEHURST	F	F	F	F	F	F
ISCHUA	F	F	F	F	F	F
FRANKLINVILLE	5:40A	10:40A	8:00A	2:50P	6:25P	8:05P
@ MACHIAS	5:50A	10:50A	8:10A	2:40P	6:15P	7:55P
DELEVAN	F	F	F	F	F	F
LIMELAKE	F	F	F	F	F	F
@ ARCADE	6:10A	11:10A	8:30A	2:20P	5:55P	7:35P
YORKSHIRE	F	F	F	F	F	F
CHAFFEE	F	F	F	F	F	F
@ HOLLAND	6:30A	11:30A	8:50A	2:00P	5:35P	7:15P
S WALES	F	F	F	F	F	F
@ EAST AURORA	6:45A	11:45A	9:05A	1:45P	5:20P	7:00P
GALLERIA	N/S	N/S	9:35A	N/S	4:50P	6:20P
BUFFALO AIRPORT	N/S	N/S	9:50A	1:15P	4:45P	6:15P
@ DOWNTOWN BUFFALO	7:15A	12:15P	10:05A	1:00P	4:00P	6:00P
	AR	AR	AR	LV	AR	LV

@ Agency station which baggage may be checked and interline package express may be consigned.

F – Flag Stop-Passenger must stand where the driver can see them and flag the bus down. No ticket sales at these locations, purchase ticket from driver. All fares require exact change.

Sunday & Holiday Service: Consist of only one round trip beginning in Olean at 3:00P and departing Buffalo at 6:00P. New Year's Day, Easter, Memorial Day, 4<sup>th</sup> of July, Labor Day, Thanksgiving and Christmas.

PICK UP LOCATIONS:  
Airport Metro Bus Area  
Galleria Macy's Entrance  
Olean – 301 South Union, Olean, NY

Contact Coach USA for questions: (800) 352-0979 or (814) 459-6666

Fullington Trailways: Pittsburgh – DuBois – Buffalo Line Run Schedule

Source: <https://www.FullingtonTours.com/daily-bus-departures>

Location	Arrive/Depart	Type of Stop
Pittsburgh, PA	Depart: 4:55 AM	IF, BT, SR
Monroeville, PA	Depart: 5:10 AM	Flag Stop
Blairsville, PA	Depart: 5:40 AM	Flag Stop
Indiana, PA	Depart: 6:05 AM	SR
Punxsutawney, PA	Depart: 6:45 AM	IF, SR
DuBois, PA	Arrive: 7:25 AM	BT, T
St. Mary's, PA	Depart: 8:50 AM	Flag Stop
Johnsonburg, PA	Depart: 9:00 AM	Flag Stop
Bradford, PA	Depart: 10:05 AM	SR, T
Olean, NY	Depart: 10:35 AM	SR
Salamanca, NY	Depart: 11:15 AM	SR
Ellicottville, NY	Depart: 11:30 AM	SR
Springville, NY	Depart: 11:55 AM	SR
Buffalo, NY	Arrive: 12:45 PM	IF, BT, SR,T



# Appendix B

## Inventory of Services and Resources; Agency Contact Information

Agency	Name & Title	Phone	Mailing Address
Ardent Solutions	Carrie Whitwood, Executive Director	585-593-5223	85 N Main St Wellsville, NY 14895
Assemblyman Giglio Office	Joseph Sempolinski	716-373-7103	700 W State St Olean, NY 14760
Caring Hart's Transport	Tricia Hart, CEO	716-457-3051	PO Box 57 Strykersville, NY 14145
Catt. Co. Administration	Kelly Reed, Deputy County Administrator	716-938-2235	303 Court St Little Valley, NY 14755
Catt. Co. Administration	Jack Searles, County Administrator	716-938-2577	303 Court St Little Valley, NY 14755
Catt. Co. Community Services Care Coordination	Melissa Ball, Clinical Services Program Director	716-373-0980 Ext 5401	212 Laurens Street Olean, NY 14760
Catt. Co. Community Services	Mary O'Leary, Director	716-701-3294	1 Leo Moss Dr, Suite 4308 Olean, NY 14760
Catt. Co. Dept. of Aging	Catherine Mackay, Aging Director	716-701-3226	1 Leo Moss Dr, Suite 7610 Olean, NY 14760
Catt. Co. Dept. of Aging	Bonnie Saunders, Coordinator of Services/Deputy Director	716-701-3218	1 Leo Moss Dr, Suite 7610 Olean, NY 14760
Catt. Co. DSS	Nichole Zink, Deputy Commissioner	716-701-3609	1 Leo Moss Dr Suite 6010 Olean, NY 14760
Catt. Co. Econ Dev, Plan & Tourism	Crystal Abers, Director	716-938-2310	303 Court St Little Valley, NY 14755
Catt. Co. Health Dept	James Lawrence, PHEP, Director	716-701-3419	1 Leo Moss Dr, Suite 4010 Olean, NY 14760
Catt. Co. Health Dept	Adam Packer, Resource Specialist - Early Intervention	716-701-3416	1 Leo Moss Dr, Suite 4010 Olean, NY 14760
Catt. Co. Health Dept	Kevin Watkins, Health Department Director	716-701-3382	1 Leo Moss Dr, Suite 4010 Olean, NY 14760
Catt. Co. Nursing Homes	Kelly Reed, Acting Director	716-938-2235	2245 W State St, The Pines Olean, NY 14760
Catt. Co. Social Services	Casie Packard, Sr. Accountant	716-701-3381	1 Leo Moss Dr, Suite 6010 Olean, NY 14760
Catt. Co. Social Services	Erin Whitcomb, Commissioner	716-701-3691	1 Leo Moss Dr, Suite 6010 Olean, NY 14760
Catt. Co. Social Services	Jessica Weinman, Director of Administrative and Fiscal Serv	716-701-3444	1 Leo Moss Dr, Suite 6010 Olean, NY 14760
Catt. Co. Veterans Service Agency	Steve McCord, Director	716-701-3297	1 Leo Moss Dr, Suite 6510 Olean, NY 14760
Catt/Wyoming Counties Project Head Start	Danielle Amore, Director	716-373-2447	101 South St Olean, NY 14760
Catt/Wyoming Counties Project Head Start	Karen Kirsop, Transportation Coordinator	716-373-2447 X16	101 South St Olean, NY 14760
Cattaraugus Community Action Inc.	Jodi Fuller, COO of Transitional Services	716-945-1041 X115	25 Jefferson St Salamanca, NY 14779
Cattaraugus Community Action Inc.	Jane Folts, Homeless Services Program Manager		25 Jefferson St Salamanca, NY 14779

Cattaraugus Community Action Inc.	Tina Zerbian, CEO	716-945-1041 X111	25 Jefferson St Salamanca, NY 14779
City of Olean	Vito J. Sportelli, Transportation Grant Consultant	716-984-4292	68 Snowberry, East Amherst, NY 14051
CORVUS Bus Co	Pardue Lauren, Vice President	716-488-7099	2480 Falconer Frewsburg Rd Jamestown, NY 14701
CORVUS Bus Co	Debbie Crow	716-488-7099	2480 Falconer Frewsburg Rd Jamestown, NY 14701
Directions in Independent Living	Howard Cornwall, Program Director	716-373-4602	512 W State St Olean, NY 14760
Directions in Independent Living	Lenny Liguori, CEO	716-373-4602	512 W State St Olean, NY 14760
Directions in Independent Living	Coble Deb, Allegany County transportation	585-296-3408	55 E Fassett Street Wellsville, NY 14895
Directions in Independent Living	Erika Bauer, Cattaraugus County transportation	716-373-4602	512 W State St Olean, NY 14760
Fullington Trailways	Jennifer Corman, Director of Sales & Customer Experience	814-355-4949	PO Box 211 Clearfield, PA 16830
Genesis House	Melissa Yaworsky, Executive Director	716-373-3354	PO Box 139 Olean, NY 14760
HomeCare & Hospice	Joni Faulkner, Transportation Manager	716-372-2106	1225 W State St Olean, NY 14760
HomeCare & Hospice	Kate Miller, Dir. - Clinical Support Services	716-372-2106	1225 W State Street Olean, NY 14760
Intandem	Mari Howard, Chief Financial Officer		1439 Buffalo St Olean, NY 14760
Intandem	Audrey South	716-375-4747 Ex1164	1439 Buffalo St Olean, NY 14760
Interfaith Caregivers	Julie Hall, Executive Director	716-372-6283	34 N 4th St Allegany, NY 14706
Love INC of Springville	Sharon Heinen, Executive Director	716-592-3761	62 E. Main St. Springville, NY 14141
Mercy Flight	Scott Wooton, Executive Vice President	716-626-5808 X1332	100 Amherst Villa Rd Buffalo, NY 14225
NYS WNY Regional Econ Dev Council	Karen Utz, Regional Director		
NYSDOT	William Telovsky, Intermodal Transportation Specialist 3	518-457-6279	50 Wolf Road, POD 5-4 Albany, NY 12232
NYSDOT	Beth Brown		
NYSDOT Region 5	Erica Meka, Regional Director	716-847-3238	100 Seneca St Buffalo, NY 14203
Olean City	William Aiello, Mayor	716-376-5615	101 E State St Olean, NY 14760
Olean City	Keri Kerper, Community Development Coordinator	716-376-5647	101 E State St Olean, NY 14760
Olean General Hospital	Steven Jackson, Foundation President	716-375-7447	515 Main Street Olean, NY 14760
Rural Outreach Center	Sharon Cosimano	716-240-2220	730 Olean Road East Aurora, NY 14052
SASi	Susan Mentecki, Chief Program Officer	716-436-3942	960 West Maple Court Elma, NY 14059
Seneca Nation of Indians	Benjamin C. Anderson, Special Projects Planner	716-640-6976	90 Ohi:yo' Way Salamanca, NY 14779

Seneca Nation of Indians	Angie Kennedy	716.945.1790 x3068	90 Ohi:yo' Way Salamanca, NY 14779
Seneca Nation of Indians	Sharon Ray	716.945.1790 x3068	90 Ohi:yo' Way Salamanca, NY 14779
Seneca Nation of Indians	Tammy Jimerson	716.945.1790 x3068	90 Ohi:yo' Way Salamanca, NY 14779
Seneca Nation of Indians	Judy Patterson	716-945-1790 X3068	90 Ohi:yo' Way Salamanca, NY 14779
Seneca Nation of Indians	Sharon Ray, Project Manager	716-945-1790 X3137	90 Ohi:yo' Way Salamanca, NY 14779
Souther Tier Env for Living Inc.	Steve Ald, Housing Dev. Coordinator	716-366-3200	715 Central Ave Dunkirk, NY 14048
Southern Tier West	Kim LaMendola, Regional Dev Coordinator	716-945-5301 x2211	4039 Route 219, Suite 200 Salamanca, NY 14779
Southern Tier West	Swinko Sarah, Community Sustainability Planner	716-945-5301 ext.2207	4039 Route 219, Suite 200 Salamanca, NY 14779
Southern Tier West	Richard Zink , Executive Director	716-945-5301 X201	4039 Route 219, Suite 200 Salamanca, NY 14779
St. Bonaventure University	Rob Defazio, Associate Student Life Dean / OATS Group	716-375-2190	3261 West State Rd St Bonaventure, NY 14778
St. Bonaventure University	Tom Buttafarro, Director of Gov/Community Relations	716-375-2155	3261 West State Rd St Bonaventure, NY 14778
Total Senior Care, Inc. (PACE)	Roxanne Padlo	716-379-8474	519 N Union St Olean, NY 14760
Trans Am Ambulance Services Inc.	Todd Reisner	716-372-5821	1658 Olean-Portville Rd Olean, NY 14760
Transdev	Thomas Donnarumma, District Manager	585-968-0834	26 Water Street Cuba, NY 14727
Transdev	Valerie Giardini, Assistant General Manager	585-968-0834	26 Water Street Cuba, NY 14727
United Way of Cattaraugus and Allegany Counties	Susan McAuley, Executive Director	716-372-3620	PO Box 533 Olean, NY 14760
VMC Group, Inc.	Charles Ganim, Vice President	800-238-3170	9701 N Falls Blvc, Suite A Niagara Falls, NY 14304
YMCA	Jeff Townsend, CEO, Twin Tiers	716-373-2400 ext. 140	1101 Wayne St Olean, NY 14760



# Appendix C

Survey Instrument – Agencies and Institutions

## Appendix C-1: Public Survey



[Home](#)

### 2024 Public Rural Transportation Survey

[View](#) [Edit](#) [Test](#) [Results](#) [Delete](#) [Revisions](#) [Devel](#)

Transportation is critical to living in Cattaraugus County, allowing access to jobs, health care, education, and a range of other services. Transportation permits residents to live independently and participate in community activities. Cattaraugus County is in the process of updating its Public Transit-Human Services Transportation Plan, and the survey below will assist local stakeholders to work collaboratively in the coordination of transportation services.

This survey will be available until September 6, 2024.

If you have questions about these surveys, please contact Dalton Fries or Connor Maxwell at the County website: [Contact Planning | Cattaraugus County Website \(cattco.org\)](#)

What is the name of the village, town or city that you live in? \*

How old are you? \*

Have you used any of the following transportation and what frequency per week? \*

[Show row weights](#)

Transportation Service	Frequency	
<input type="text" value="- None -"/>	<input type="text" value="- None -"/>	<input type="button" value="+"/> <input type="button" value="-"/>

Add  more items

What other transport do you utilize? \*

How often do you walk per week?

How often do you bike per week?

How often do you take rides with family or friends per week?

Do you know where to find public transportation schedules? \*

Are public transportation schedules easy to read and understand? \*

Are you or a family member currently using any transportation services that are available to you through the Medicaid program? \*

*Public Survey Continued on Next Page*

What cities or towns do you travel to for the following? \*

**Medical/Health Care \***

What cities or towns do you travel to for Medical/Health Care?

**Social Services \***

What cities or towns do you travel to for Social Services?

**Employment \***

What cities or towns do you travel to for employment?

**Shopping \***

What cities or towns do you travel to for shopping?

**Recreation/Social \***

What cities or towns do you travel to for recreation/social?

**Other \***

What cities or towns do you travel to for other needs/wants?

Would you be willing to pay a fair price for the expansion of public transportation services? \*

What changes could be made to your local transportation options to make using them more appealing to you? \*

Give a rough estimate on how much you pay for transportation each month: \*

\$

What prevents you from using public transportation in your area? \*

How do you contact the transportation service you use? \*

How would you be affected if there was no public transportation in Cattaraugus County? \*

Optional

**Annual Household Income**

**What is your employment status?**

**How many people are there in your household?**

*Public Survey Continued on Next Page*

How many people in your household utilize public transportation?

- None - ▾

Additional Comments

Submit

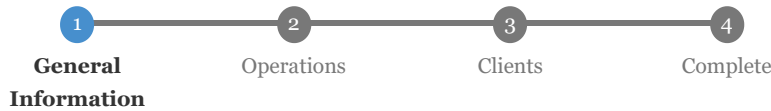
# Appendix C-2: Survey of Transportation Providers



[Home](#)

## 2024 Survey of Transportation Providers

[View the previous Transportation Plan](#) which was created from the input from the previous survey at <https://www.CattCo.org/transportation-plan>



**Title**

**First**

**Last**

**Suffix**

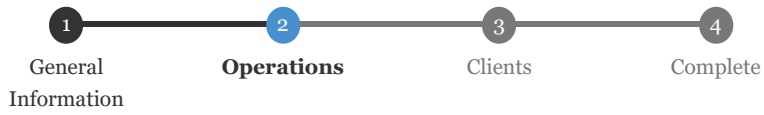
**Your Email Address**

**Please confirm your email address**

**Organization Name \***

**Type of Organization**

*Survey of Transportation Providers  
Continued on Next Page*



**Days & Hours when you provide Transportation Services**

[Show row weights](#)

+
+ -

**Monday** ?

**Tuesday** ?

**Wednesday** ?

**Thursday** ?

**Friday** ?

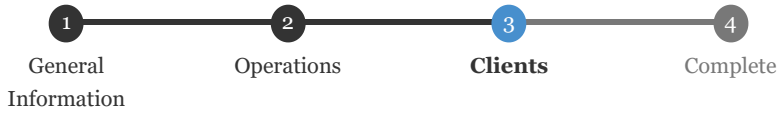
**Saturday** ?

**Sunday** ?

**Holidays** ?

Add  more items

*Survey of Transportation Providers Continued on Next Page*



**Do you serve a particular type of user/rider or accept all requests for service?**

- None -

**How do your users request or utilize your services?**

**How are the rides you provide paid for?**

**Please add any comments that could assist us in this process**

Save Draft

< Previous Page

Submit

# Appendix C-3: Survey of Agencies Providing Client Services



[Home](#)

## 2024 Transportation Survey of Agencies/Institutions providing Client Services

View the previous Transportation Plan which was created from the input from this survey at <https://www.CattCo.org/transportation-plan>



**Title**

**First**

**Last**

**Suffix**

**Your Email Address**

**Please confirm your email address**

*Survey of Agencies Providing Client Services - Continued on Next Page*

**Organization Name \***

**Type of Organization**

- None - ▼



**Days & Hours when your clients have need of Transportation Services**

[Show row weights](#)

+-

**Monday** ?

**Tuesday** ?

**Wednesday** ?

**Thursday** ?

**Friday** ?

**Saturday** ?

**Sunday** ?

**Holidays** ?





**Please list any special transportation needs required by your clients, if any (e.g. wheelchair access, personal aid, service animal).**

**How do your clients request your services or request transportation to your institution's services?**

**If you assist with transportation for your clients, is there an eligibility requirement to access this assistance? \***

- Yes
- No

**Including all providers, what modes of transportation do those using your services use?**

- Taxi
- Bus
- Personal Transportation
- Other...



**Are representatives of your institution aware of available transportation services in the greater Cattaraugus County area? \***

Yes  
 No

**Would your representatives benefit from training to understand the capabilities of available transportation services in the greater Cattaraugus County area? \***

Yes  
 No

**Please add any comments that could assist us in this process**

# Appendix D: CTC Meeting Minutes

Community Transportation Coalition (CTC) Meeting Minutes



## Community Transportation Coalition of Cattaraugus County

*“Striving to Develop the Community Vital Transportation System.”*

### Community Transportation Coalition Meeting Summary

**March 19, 2024  
10:00 am – Noon**

**Jamestown Community College – Olean Campus**

The Community Transportation Coalition of Cattaraugus County met on March 19, 2024, at Jamestown Community College – Olean Campus, Olean, New York. The following persons were in attendance:

#### **Those Present**

Tom Donnarumma  
Valerie Giardini  
Nate O’Brien  
Sue McAuley  
Julie Hall  
Audrey South  
Gwen Cooper  
Carrie Whitwood  
Bonnie Saunders  
Jodi Fuller  
Thomas Lecceadone  
Jessica Weinman  
Keri Kerper  
Vito Sportelli  
Melissa Ball  
Joseph Sempolinski  
Crystal Abers  
Kimberly LaMendola  
Angie Kennedy  
Tammy Jimerson  
Nichole Zink  
Rob Defazio  
Kate O’Striker  
Connor Maxwell  
Dalton Fries

#### **Affiliation**

Transdev/First Transit  
Transdev/First Transit  
Intandem  
United Way Cattaraugus/Allegany County  
Interfaith Caregivers  
Intandem  
Ardent Solutions  
Ardent Solutions  
Cattaraugus County DOA/NY Connects  
CCA  
Public  
Cattaraugus County DSS  
City of Olean  
City of Olean  
Cattaraugus County DCS  
Assemblyman Giglio  
Cattaraugus County EDPT  
Southern Tier West  
Seneca Nation  
Seneca Nation  
Cattaraugus County DSS  
St. Bonaventure University  
Cattaraugus County EDPT  
Cattaraugus County EDPT  
Cattaraugus County EDPT

## **1. Welcome and Introductions**

Connor Maxwell welcomed everyone to the first meeting of the Coalition in 2024. He gave a brief overview of what is going to be discussed during the meeting.

The following meeting agenda was reviewed via PowerPoint:

- Introductions
- Background of Local Transportation Planning
- Why We Have to Update
- Plan Update Process
- Existing Plan
- Strategies/Accomplishments
- Surveys
- Steering Committee Selection
- Future Meetings

Following the meeting agenda review, all attendees were invited to introduce themselves and their interest/connection to transportation within Cattaraugus County.

## **2. Local Transportation Planning Background**

The meeting opened up with a brief background on local transportation planning.

The role of Executive Order 13330 was to “Enhance access to transportation to improve mobility, employment opportunities, and access to community services for persons who are transportation disadvantaged.”

Previous legislative acts affecting transportation funding were then discussed, including SAFETEA-LU, MAP-21 and the FAST Act.

The Bipartisan Infrastructure Law was then discussed, which was signed into law on November 15, 2021. With \$108, this legislative act is the largest federal investment in public transportation in American history. The Bipartisan Infrastructure Law seeks to advance public transportation in America’s communities through safety, modernization, climate and equity.

## **3. General Overview**

### **Why Does the 2019 Transportation Plan Need Updating?**

To maintain funding for most Federal Transit Administration (FTA) programs, it is required that there be a local updated coordinated transportation plan. As a “quality air attainment” area, Cattaraugus County is required to update its Coordinated Transportation Plan every five years. The existing plan will be reviewed and updated.

### **Who is Involved in the Update Process?**

Plan update participation will come from the Community Transportation Coalition (CTC), as well as the CTC Steering Committee and the Administrative Team. A current list of 73 individuals makes up the Community Transportation Coalition (CTC) and were used for the invitation to today's meeting. The list is still currently being updated to reflect current transportation providers and interests.

The Steering Committee will be composed of members from the CTC, and will serve as the core working group for the update.

The Administrative Team is currently composed of two members from the Steering Committee. They will be coordinating the update process and facilitating all the meetings.

#### **4. Plan Update Process**

1. Establish a Steering Committee
2. Create Communication System
3. Collect & Compile Data and Information
4. Update Plan and Disseminate Draft Plan
5. Presentation of Final Plan to Coalition

#### **5. Existing Plan**

##### **Components of the Plan**

The current existing plan consists of nine sections:

1. Introduction
2. Federal Program Funding Used for Transportation Services
3. Plan Development Overview
4. Demographic Analysis
5. Inventory of Services and Resources
6. Accomplishments
7. Needs-Gap Analysis
8. Coordinated Solutions and Strategies to Meet Unmet Needs
9. Expected Benefits

##### **Statements**

The current Mission Statement and Vision Statements of the CTC were reviewed.

**Mission Statement:** *“Our mission is to work collaboratively to create a system that identifies needs, understands resources, maximizes access and mobility, and minimizes costs for the entire community.”*

**Vision Statement:** *“Cattaraugus County’s public transportation system will play a vital role in the sustainability and growth of our communities.”*

The current mission and vision statements were deemed satisfactory as-is.

### **Existing Plan Review**

1. Demographic Data (Using updated 2020 Census data)
2. Documenting current transportation services within the county
3. Assessing transportation needs
4. Identifying and prioritizing solutions
5. Developing Coordination Strategies

\*Some parts of the 2019 transportation plan may remain valid and may not have to be updated

### **Accomplishments/Strategies**

There was a brief discussion regarding the transportation accomplishments since the first transportation plan was written (2009). The following is the list of accomplishments:

1. OATS Olean-SBU-Allegany Bus Route
2. City of Olean – Intandem Partnership
3. Cuba-Olean-Salamanca OATS System
4. OATS-Access Allegany Link
5. Seneca Transit System
6. County-wide Mobility Management (VMC)
7. One Stop Coordinated Transportation Gateway
8. Paratransit System
9. Regional Coordination & Cooperation (STW)

An email will be sent out to transportation providers in the county to help update the transportation accomplishments throughout Cattaraugus County.

### **Surveys**

Surveys will be used throughout the planning process to help identify county transportation needs. Dalton Fries mentioned how the county plans to use the same surveys for the transportation service providers, as were used during the 2019 plan update. The transportation survey intended for the public, however, will be slightly modified to fit the 2024 transportation plan update needs.

### **Open Discussion**

The lack of quality reliable public transportation to medical appointments was briefly discussed. This lack of availability of medical transportation has created a “crisis” in the county, as no means of travel to get to an essential appointment can create a “life or death” situation.

Further discussion led to the topic of communities heavily reliant on public transportation to services such as health care, as well as grocery shopping. Such communities include Salamanca and Olean, among other municipalities in the county.

A group discussion about the current state of OATS (Olean Area Transit System) occurred and what it means for the county and its transit riders.

### **Future Meetings**

No future meetings are finalized, however upcoming meetings are being planned for Tuesday June 18<sup>th</sup>, as well as Tuesday September 17<sup>th</sup>.

All meetings will start at 10:00 AM unless stated otherwise.



# Community Transportation Coalition of Cattaraugus County

*"Striving to Develop the Community Vital Transportation System."*

## Community Transportation Coalition Meeting Summary

**July 30, 2024**

**10:00 am – Noon**

**Jamestown Community College – Olean Campus**

The Community Transportation Coalition of Cattaraugus County met on July 30, 2024, at Jamestown Community College – Olean Campus, Olean, New York. The following persons were in attendance:

### Those Present

Greg Cappelli  
Julie Hall  
Margaret McCauley  
Sue McAuley  
Kate O'Stricker  
Jane Folts  
Kimberly LaMendola  
Sharon Cosimano  
Audrey South  
Jodi Fuller  
Keri Kerper  
James Lawrence  
Adam Packer  
Tom Buttafarro  
Dalton Fries  
Connor Maxwell

### Affiliation

Bob McCarthy Foundation  
Interfaith Caregivers  
Interfaith Caregivers  
United Way Cattaraugus/Allegany County  
Cattaraugus County EDPT  
CCA  
Southern Tier West  
Rural Outreach Center  
Intandem  
CCA  
City of Olean  
Health Department  
Health Department  
St. Bonaventure  
Cattaraugus County EDPT  
Cattaraugus County EDPT

### Welcome and Introductions

Connor Maxwell called the meeting to order at 10:00am and started with introductions of the above attendees and the organization they are representing. The Meeting was held today to help coordinate our Transportation Plan for 2024.

- Review Updates
- Review Draft Plan
- Surveys
- Future Meetings

### Updates thus Far

- Demographic analysis using the 2020 US Census and the 2022 expected data.
- All demographic maps from 2019 plan.



- Funding, using the Federal Transit Administration (FTA) Website.
- Inventory of services, using surveys from organization's websites.
  - Please make sure organization has everything filled out!
- Needs gap portion using public, car service, and provider surveys.

## Review of Draft Plan

### 2.0 - Funding

- Enhanced Mobility of Seniors and Individuals with Disabilities (5310)
- Rural Area Formula Grants (5311)
- Tribal Transit Formula Grants – 5311(c)(1)(B)
- Other Funding-
  - Statewide Mass Transportation Operating Assistance (STOA)
  - Rural Transportation Assistance Program (RTAP)

#### Concerns-

- Where/who in the county received the funding from 5310? Member had applied for it and she had the impression that no one else in the county had it or applied.
- NYS DOT website for funding is not up to date.
- Is there a place/list with the dollar amount of funding and what was funded and to whom? Where is the money being spent and what is being done for the population of people who cannot get to medical appointments, etc?
  - Dalton stated that the department could compile data and make a list of whom is applying and whom is receiving what and a yearly meeting will be held. Also, we could report funding as they come in and maybe have a webform that can record as people put that information in. Will check with our website technician.

### 4.0 - Demographic Analysis

Updated with some slight changes, using 2020 Census Data and 2022 expected data and updated all the maps to identify where transportation may be needed within the county, including:

- Population Density
- Total Households
- Elderly Population
- Below Poverty Population Density
- Zero Vehicle Households
- Persons with Ambulatory Difficulty Density
- Average Commuting Time
- Tourist Destination Places
- Clinics and Hospitals

- Major Employers

## 5.0 - Inventory Services and Resources

Updated based off of surveys from client services and providers, as well as some information from different organizations websites. Inventory services is comprised of the following organizations:

- Regional Transportation Operators
  - Coach USA
  - Fullington Trailways
  - Greyhound Bus
- Public/Private Transit System
  - Access Allegany
  - TransDev
  - Olean Area Transit System (OATS)
  - Seneca Transit System (STS)
  - Wyoming Transit Service (WYTS)
- Public/Private Transportation Operators
  - Corvus Bus & Charter
  - Trans-Am Ambulance Service
  - Waris Transportation LLC
- Transportation Management Providers
  - VMC Consultants, Inc.
  - Medical Answering Services (MAS)
- Human Service Transportation Providers
  - Intandem
  - Cattaraugus Community Action, Inc. (CCA)
  - The Pines Nursing Homes
  - Cattaraugus-Wyoming Head Start
  - Eden Heights of Olean
  - HomeCare & Hospice
  - Interfaith Caregivers
  - Cattaraugus County Department of Community Services
  - Love INC of Springville, NY
  - Rural Outreach Center
- Human Service Transportation Users
  - Cattaraugus County Department of Aging
  - Cattaraugus County Department of Social Services (DSS)
  - Cattaraugus County Health Department
  - Cattaraugus County Youth Bureau
  - Directions in Independent Living

- Genesis House of Olean, Inc.
- NYS Office for People with Developmental Disabilities (OPWDD)
- Southern Tier Environments for Living, Inc. (STEL, Inc.)
- Suburban Adult Services, Inc. (SASI)
- Total Senior Care (PACE)
  
- Other Transportation Related Agencies
  - NY Connects of Cattaraugus County
  - Cattaraugus County Department of Economic Development, Planning, and Tourism
  - United Way of Cattaraugus & Allegany Counties
  - Southern Tier West Regional Planning and Development Board

Plan will include the above services, will reach out to organizations just to make sure nothing more needs added. Attendees suggested that the following be added:

- Mercy Flight
- OGH Dialysis Center – very important matter of patients getting to and from center.

#### **6.0 - Accomplishments 2019-2004**

Nothing has been added as of yet, per Dalton, opening up to the attendees for discussion:

- Attendee stated that she has started seeing vehicles with a sign that says “Primo Limo” on the side of them, around Olean. Not sure of the cost, but there is a difference between transportation vs. affordable transportation and some prices are non-realistic and not an option for those who need it.
- The Seneca Nation now has a transportation loop within the city of Salamanca that goes all day, through the nation. Dalton stated that that can be added to the maps. Attendee stated to reestablish the connection between Olean and Salamanca. Goes back and forth; days, evenings, weekends and goes all the way to Irving.
- Uber now has medical transportation through online platform. Seems to be working well within the cities but not sure how it would work in rural areas. Something to look more into.

#### **7.0 - Needs-Gap Analysis**

Updated a decent portion of this part of the plan using surveys from public, transportation services, and client service providers.

Areas overserved, underserved, or areas of no service – any discussion? No areas were really overserved. Areas underserved were located in the northern part of the county, Village of Gowanda, and no service in Central Cattaraugus County.

Attendee stated that there was need for service in Franklinville and another attendee asked if the bus running in Salamanca could fill the gap needed in Gowanda? May be a possibility as it goes up to Irving. Will look into this possibility.

An Attendee stated that she was concerned about the limited number of surveys from the general public and where they came from. We don't seem to be reaching the northern part of the county. She brought up the matter of redeploying the survey but in a way that would be more affective in reaching those areas possibly by:

- Distributing paper copies of surveys as being online may have made a barrier. Paper copies could be available in the following areas:
  - Public Areas: Local Governments, Libraries, Food Pantries, Churches
  - Send with Caseworkers/Social Workers, visiting nurses, etc.
  - The Community Alliance in Gowanda
- Dalton stated that he will redeploy the survey as soon as possible to get better data for the areas missed with the first survey.

#### *Service Needs*

- Reliable public transportation would ease travel expenses and increase opportunities for many employees
- Maintain already established services
- Need further reliable routes countywide that would appeal to working people and those needing public transportation for appointments.
- Need to create more public transportation routes to cover morning/evening hours
- Greater flexibility of pick up and drop off points for non-fixed route services.
- More frequent routes to reduce wait times and increase countywide travel efficiency
- Fewer limitations on provider regulations and more flexibility in blending special populations
- More frequent fixed-route services
- Door-to-door, wheelchair access transportation service
- Not enough vehicles available to satisfy transportation needs
- Need for identification and establishment of park-and-ride lots within the County
- Coordination between Allegany, Erie, Cattaraugus, and Chautauqua Counties to provide mass transit across counties
- Specific Social Service transportation needs for people traveling outside of Cattaraugus County
- Developing "bus-stations" in both Olean and Salamanca

#### *User Training*

- Development of a mobile app to help locate when and where public transportation is available within the county
- Clients of all agencies need training to use public transportation
- Volunteer transportation providers need special training for clients

#### *Payment of Fares*

- Affordable transportation for all
- Enhance shared payment model
- Additional funding for transportation services
- Need further funding for vehicle funding for vehicle replacement

- Interagency chargeback or vouchers for coordinated services payment

Attendee stated that there was an App for the OATS bus.

#### **8.0 - Coordinated Solutions and Strategies to Meet Unmet Needs**

- *Strategies to Address Gaps in Transportation Services*
  - Mention using funding from section 5310 and 5311 to address this
- *Strategies to Address Duplication of Transportation Services*
  - Attendee stated that the DOT has a consultant on hand that may be able to help with duplications and answer questions.
- *Strategies to Efficiently Use Resources*
  - Vehicle Resources
  - Management Resources
  - Financial Resources

#### *Further Coordination Activities*

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

centers across county borders

Attendee stated to add transportation to Great Lakes Cheese Plant in Franklinville.

Someone questioned what a Medicaid Waiver was and the impact of the Medicaid Waiver would be on transportation? Another answered that the waiver is to address social determinates and use Medicaid dollars directly towards something needed (i.e., a Diabetic doesn't have a refrigerator or if you need medicine and need a way to get there it would go towards that.)

An attendee stated that the "door to door" transportation is convenient for some but in the other hand it is more expensive and is affecting public transportation. Medicaid and other sources of public transportations as stated are going to affect the budgets of some public transportation services such as the OATS bus.

Another stated that he attended a conference and made mention that those who are using Medicaid for mileage reimbursement (used for Families to take children, with their own vehicle, to medical appointments) is going to be cut. This may drive people towards Public Transportation or may push them away.

#### *Possible Projects for Funding Consideration*

An attendee stating that years ago, there was funding from the 5310 that funded vehicles through the county. At the moment, Cattaraugus County doesn't not offer transportation. Another stated that if purchasing vehicles, there is an Accelerated Transit Capital Funding where the DOT determines transportation vehicles needed and garages to house them. The Department will look in to this.

#### **9.0 - Expected Benefits**

Stayed the same 2014 and 2019 but with some demographic changes with data relevant to 2024. If anyone has anything that needs updated in this section, reach out to the board.

#### **Open Forum**

##### Electric Vehicle Mandate

- Already happening in some states, below are the issues that we need to consider:
  - Shouldn't be ours to fund as it is a mandate, but we need places to house batteries (which will need to be housed in areas that are warm in the winter)
  - Catt Co area is very "hilly" and an attendee stated that the batteries would most likely need to be replaced about every 5/6 years
  - Stations around designated routes
  - Very Pricey
  - School Bus mandate by 2027. Many superintendents are refusing as this puts an increased risk on students – electric vehicles explode very quickly (especially in wet conditions) and most of our emergency services do not have the equipment to put out a battery fire.
  
- Outcomes of social determinates of health. Catt Co has a scary outcome and is a very big picture.

- CCA stated that we have all this money and a plan we need to fund a plan for mobile responses for people in those rural areas (Cattaraugus, Little Valley, and Perrysburg being the most isolated) to access necessary services. They are working on funding FeedMore’s Mobile Food Truck and Mobile Medical Services to get to those areas. Working to do a survey on child care within employers in the Tri-County and SNI areas. They would like to include transportation on the survey as well.
- CCA also having trouble getting volunteers for distant trips (Buffalo area and so forth). Foundation provides gas cards; main problem is safety or the driver and their availability.
- Public Transportation is a big deal and the center of our communities and one of the bigger problems. Especially in rural communities, very transportation dependent.
- We should include and investigate all the transportation options available in all areas and maybe if there is more funding or are we at the max amount? Also, many healthcare providers are located outside of the county (Rochester, Buffalo).
- Be aware that some transportation services may become limited, Greyhound and Coach are in Bankruptcy and may be cutting back some lines.
- Rural Outreach Center – new initiative started under the regional development hub. Spending request put in to work with UB’s Regional Institute, the alliance for non-profit resources and “FEONIX” to provide a collaborative task force between Chautauqua, Allegany, Wyoming, and Cattaraugus Counties to fill in the gaps. No competition but working as one to provide transportation. May be sometime between October – May, will begin mapping and figure out how to fill in the gaps. Dalton stated he will add this to the “Coordinated Solutions” section of the transportation plan.

**Surveys**

If anyone is interested in survey data, please reach out and the department will send you a copy.

**Next Meeting Announcement**

No future meetings at this time. Will be reaching out in the near future with date. All meetings will start at 10:00 AM unless stated otherwise.

The department thanked everyone for all the useful information shared during this meeting and will be putting edits into the draft transportation plan. Again, please reach out with any updates or questions.

*Meeting adjourned by Dalton Fries and Connor Maxwell.*



# Community Transportation Coalition of Cattaraugus County

*"Striving to Develop the Community Vital Transportation System."*

## Community Transportation Coalition Meeting Summary

**October 1, 2024**

**10:00 am – Noon**

**Jamestown Community College – Olean Campus**

The Community Transportation Coalition of Cattaraugus County met on October 1, 2024, at Jamestown Community College – Olean Campus, Olean, New York. The following persons were in attendance:

### Those Present

Julie Hall  
Kate O'Stricker  
Jane Folts  
Kimberly LaMendola  
Audrey South  
Jodi Fuller  
Keri Kerper  
Charles Ganim  
Karen Kirsop  
Dalton Fries  
Connor Maxwell

### Affiliation

Interfaith Caregivers  
Cattaraugus County EDPT  
CCA  
Southern Tier West  
Intandem  
CCA  
City of Olean  
VMC Group  
Catt-Wyoming Headstart  
Cattaraugus County EDPT  
Cattaraugus County EDPT

### Welcome and Introductions

Connor Maxwell called the meeting to order at 10:00am and started with introductions of the above attendees and the organization they are representing. The Meeting was held to help coordinate our Transportation Plan for 2024.

### Updates Since the July 30<sup>th</sup> Meeting

Updates since the last CTC Meeting were discussed by Connor Maxwell and Dalton Fries. The updates were ...

- Reached out to Beth Brown of DOT to confirm Section 2.0 (Funding) was/is correct, as well as to see if there were any additional funding opportunities that could be added
  - Added SES Funding
  - Added Accelerated Transit Funding
- Reached out to each service provider to make sure information was/is correct
  - Corrected any service provider information that was needed to be updated or edited
  - Added Mercy Flight, Premo Limo, ALSTAR EMS, Rural Outreach Center
- Added STS and OATS coordination to connect Olean and the Seneca Nation Allegany and Cattaraugus territories to section 6.0 achievements
- Redeployed general public surveys to try to reach different audiences of people



- Reached out directly to libraries/food pantries/local municipalities
  - Resulted in a higher percentage of surveys outside of the Southeast portion of the county (only 25 percent of respondents)
  - 24 total surveys
- Updated Needs-Gap accordingly with new survey data
- Added the need for transportation to Franklinville (Great Lakes Cheese) to the Needs-Gap section, as well as in the Further Coordination Activities section (8.3)
- Added a new paragraph about Social Detriments to Health in the Expected Benefits (9.0) section

There was some discussion about grant funding programs. It was suggested that for future meetings, someone from the NYSDOT is present, even if they are present through an app such as Zoom. This would be helpful for a better understanding of grant funding that is currently available.

Keri Kerper briefly mentioned that the NYSDOT’s Public Transportation Bureau is developing a new group of services designed to offer strategic planning and technical assistance to rural and small urban transit areas across New York State. One of the areas where the NYSDOT has identified to pilot the development of these services is in the Southern Tier West region. Keri mentioned that the NYSDOT is hoping to hold a meeting sometime during the week of October 7<sup>th</sup>.

**Potential Updates**

There was a short discussion about the consideration of a potential update into the plan. This update would entail adding a bullet point stating “Establishment of regular meetings of the CTC steering committee in which annual reports are brought in and discussed from various agencies to help better coordinate services in the area” In Section 8.3 - “Further coordination activities” portion of the Transportation Plan.

It was agreed that this should be added into the plan.

**Expected Release for Public Comment**

Connor Maxwell announced that the Plan is going to be made available for Public Comment through the Cattaraugus County website, and where feasible, through CTC agency websites before being sent out to legislature.

**Discussion**

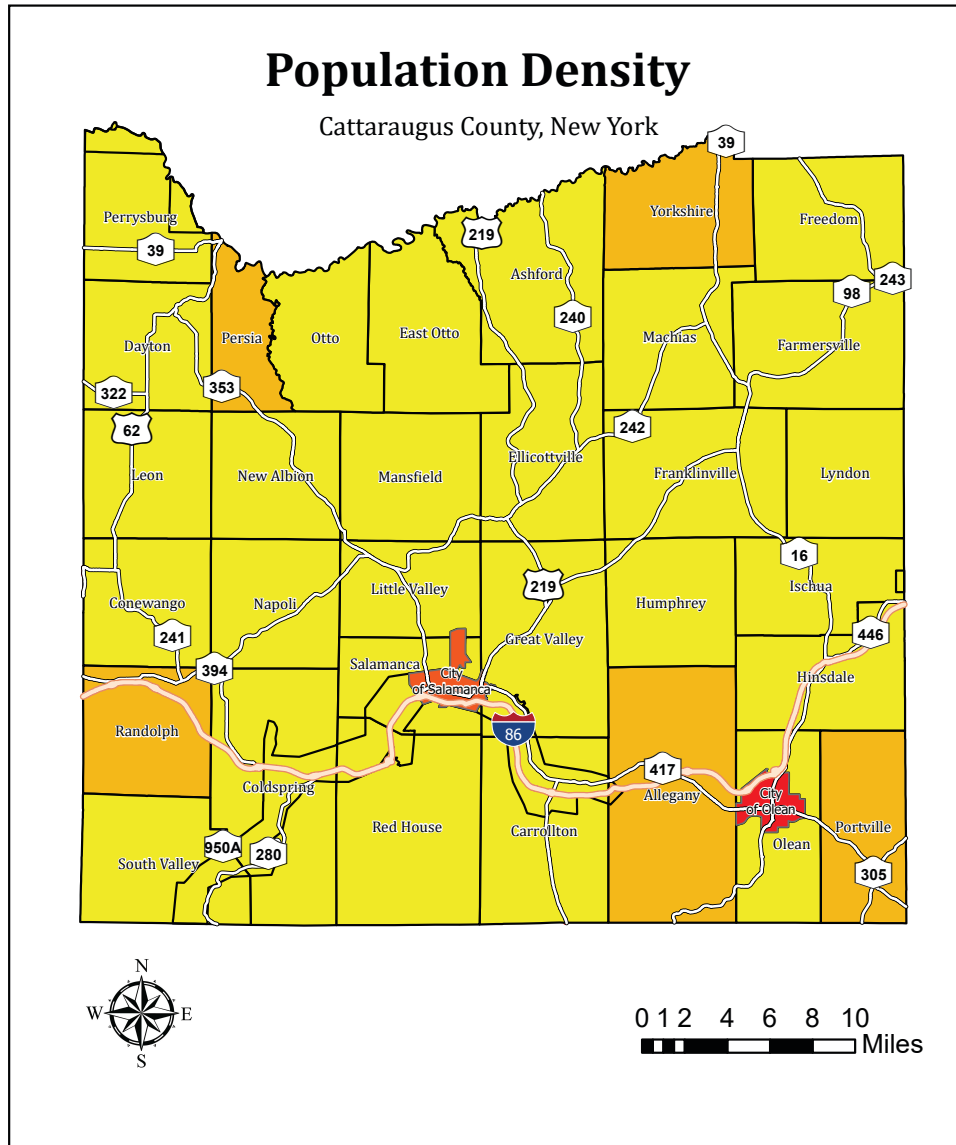
There was no discussion

**Next Meeting**

It was decided that the Community Transportation Coalition should meet together either annually or biannually to discuss how to better coordinate services in the area. There is still not a certain date as to when the next CTC Meeting will be held.

*Meeting adjourned by Dalton Fries and Connor Maxwell.*

# Appendix E: Demographic Data



### Legend

#### Major Roads

- Major Highways
- Interstate

#### Persons Per Square Mile

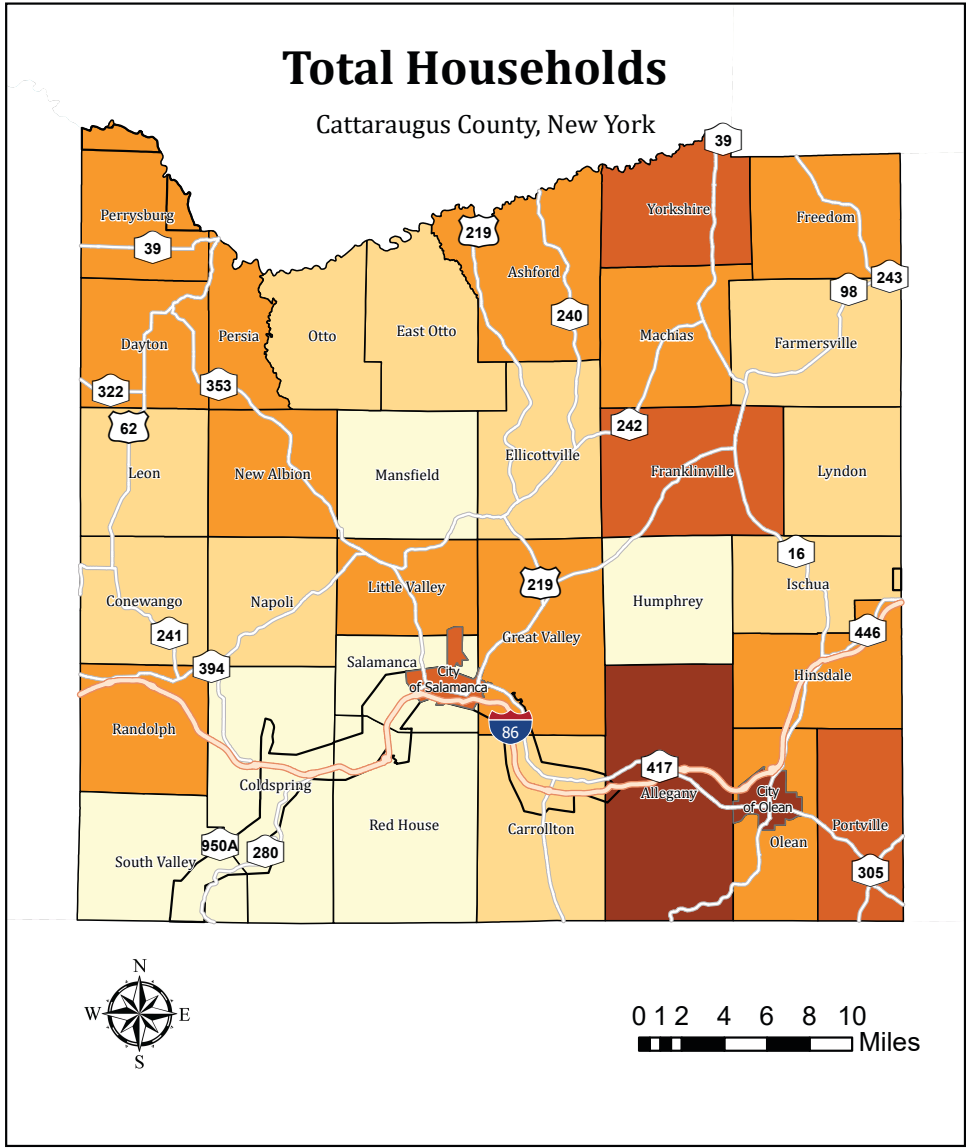
- 0 - 65
- 66 - 450
- 451 - 900
- 901 - 1500
- 1501 - 2400

Data Source  
U.S. Census Bureau  
2020-2022 Census Bureau  
Survey  
5-Year Estimates

This map was created using GIS technology.  
Prepared by Cattaraugus County  
Department of Economic Development,  
Planning and Tourism  
303 Court Street  
Little Valley, New York, 14755  
(716) 938-2387  
Connor Maxwell - Environmental Planner

# Total Households

Cattaraugus County, New York



## Legend

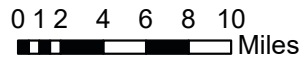
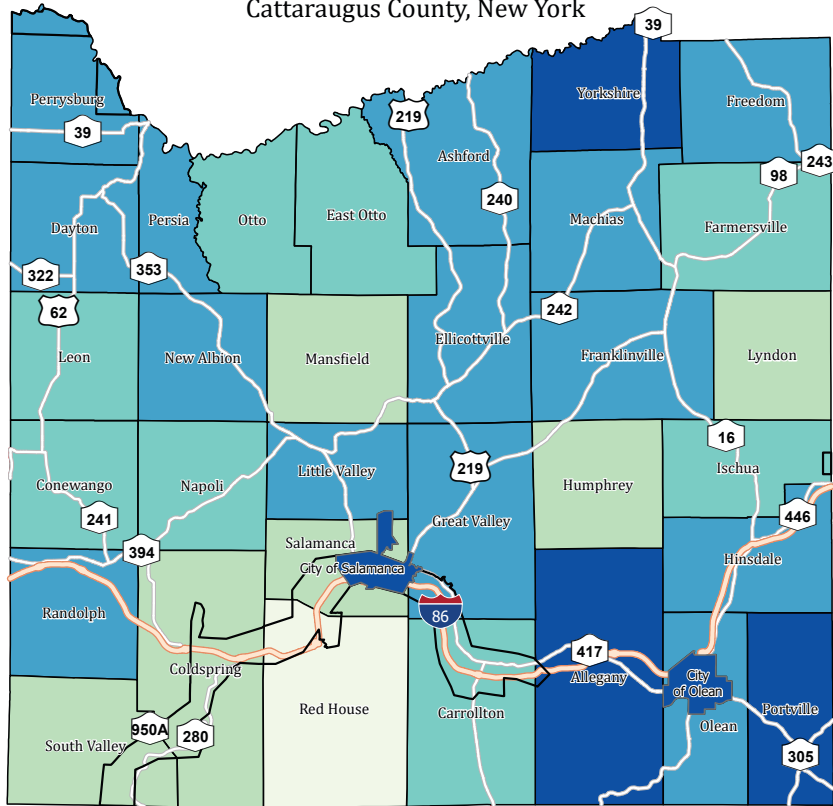
- Major Roads**
- Interstate
  - Major Highways
- Total Households**
- 0 - 300
  - 301 - 600
  - 601 - 1000
  - 1001 - 2500
  - 2501 - 6200

Data Source:  
U.S. Census Bureau  
2022 American Community  
Survey  
5-Year Estimates

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Connor Maxwell - Environmental Planner

# Elderly Population (60 and Over)

Cattaraugus County, New York



## Legend

- Major Highways
- Interstate

### Elderly Population

- 0 - 100
- 101 - 200
- 201 - 400
- 401 - 900
- 901 - 3600

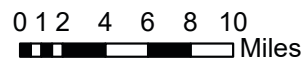
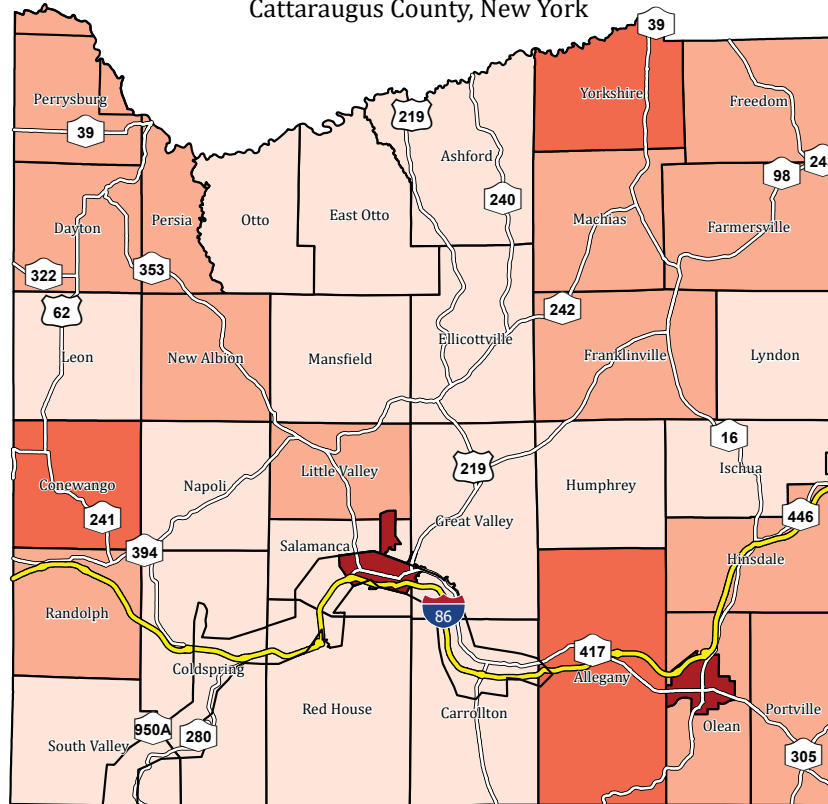
Data Source  
U.S. Census Bureau  
2022 American Community  
Survey  
5-Year Estimates



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# Below Poverty Population Density

Cattaraugus County, New York



## Legend

### Major Roads

— Major Highways

— I 86

### Persons per Square Mile

- 0 - 5
- 6 - 12
- 13 - 35
- 36 - 90
- 91 - 510

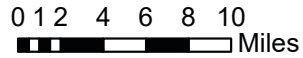
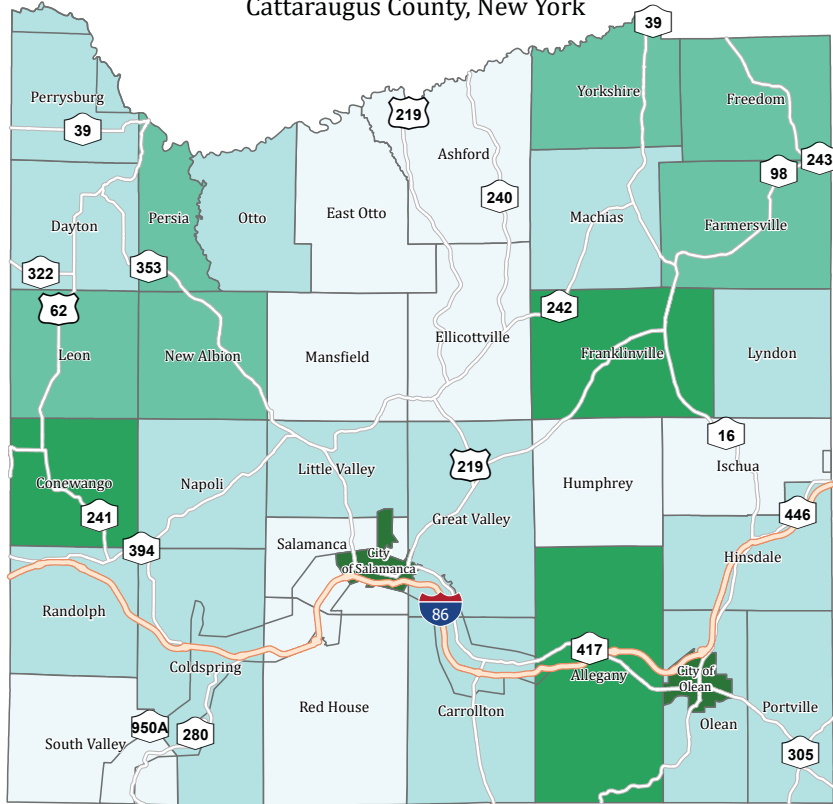
Data Source  
U.S. Census Bureau  
2022 American Community  
Survey  
5-Year Estimates



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Connor Maxwell - Environmental Planner

# Zero Vehicle Households

Cattaraugus County, New York



## Legend

### Major Roads

- Major Highways
- Interstate

### Zero Vehicle Households

- 0 - 20
- 21 - 60
- 61 - 120
- 121 - 400
- 401 - 1220

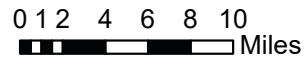
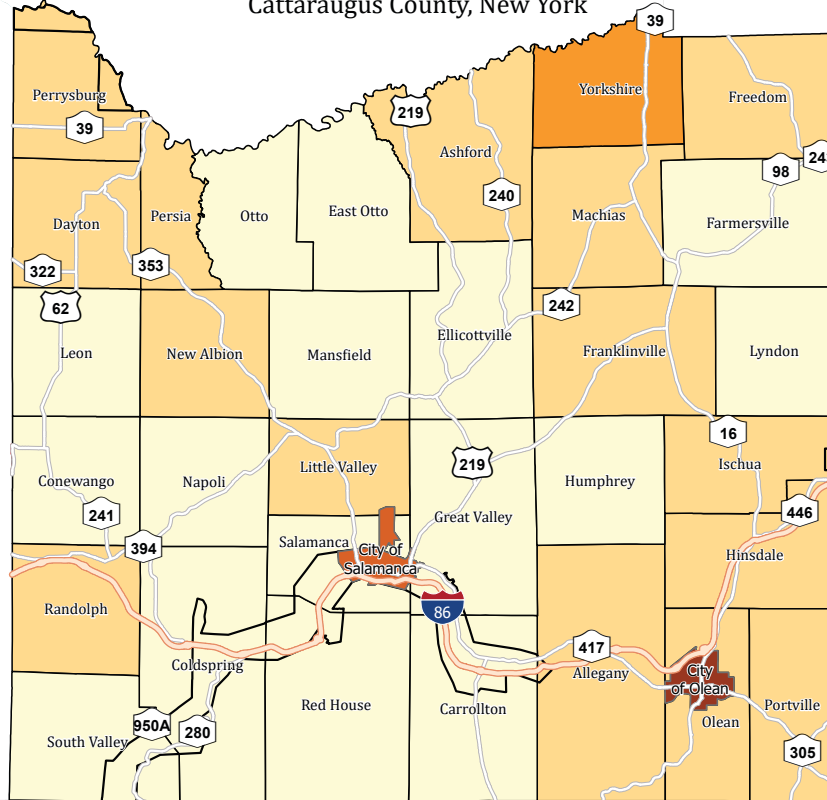
Data Source:  
U.S. Census Bureau  
2022 American Community  
Survey  
5-Year Estimates



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Connor Maxwell - Environmental Planner



# Persons with Ambulatory Difficulty

Cattaraugus County, New York








## Legend

### Major Roads

-  Interstate
-  Major Highways

### Persons per Square Mile

-  0 - 2
-  3 - 8
-  9 - 25
-  26 - 80
-  81 - 145

Data Source  
U.S. Census Bureau  
2020-2022 Census Bureau  
Survey  
5-Year Estimates

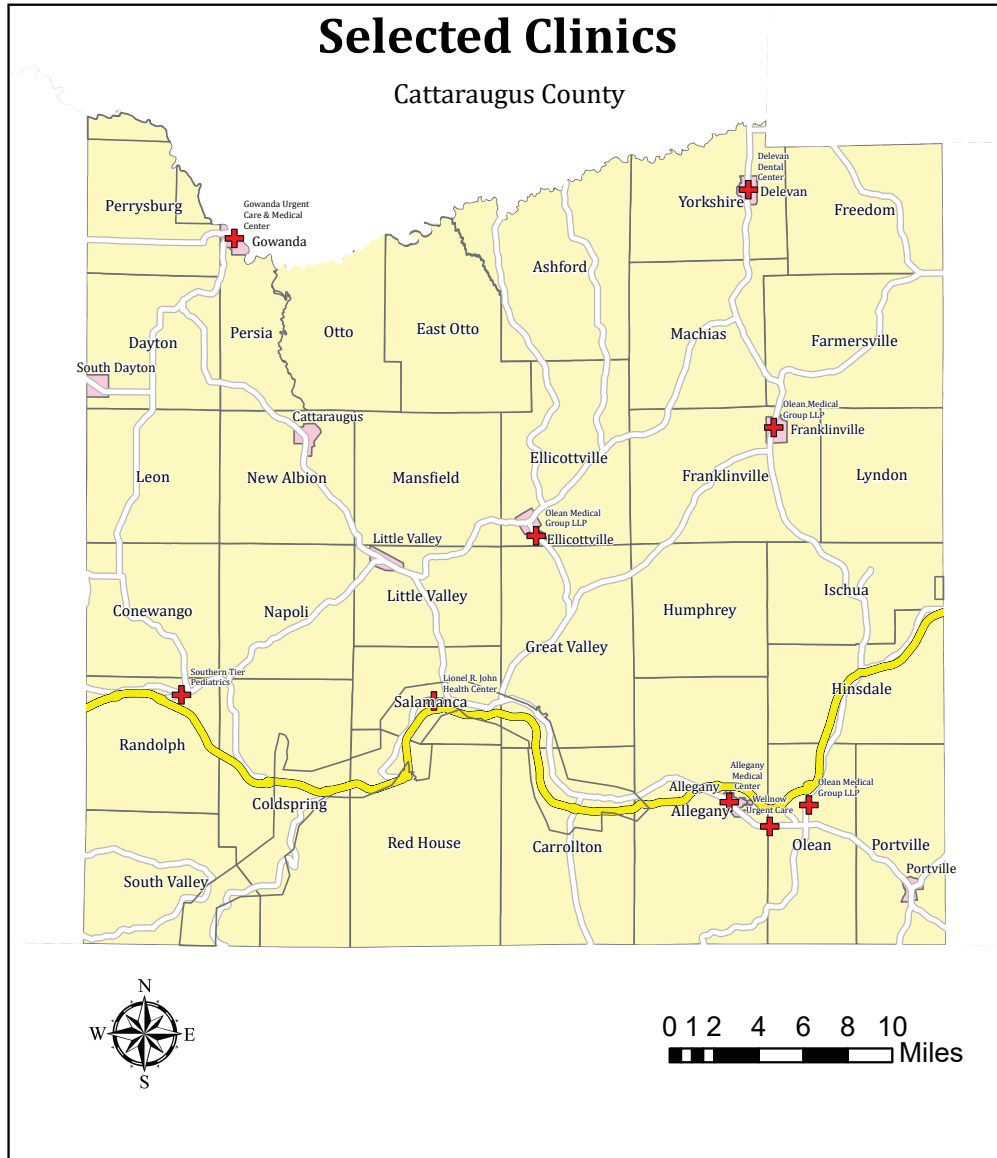


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# Appendix F: Selected Hospitals and Clinics



## Legend

### Major Roads

Major Highways

Interstate

### Selected Clinics

Clinics

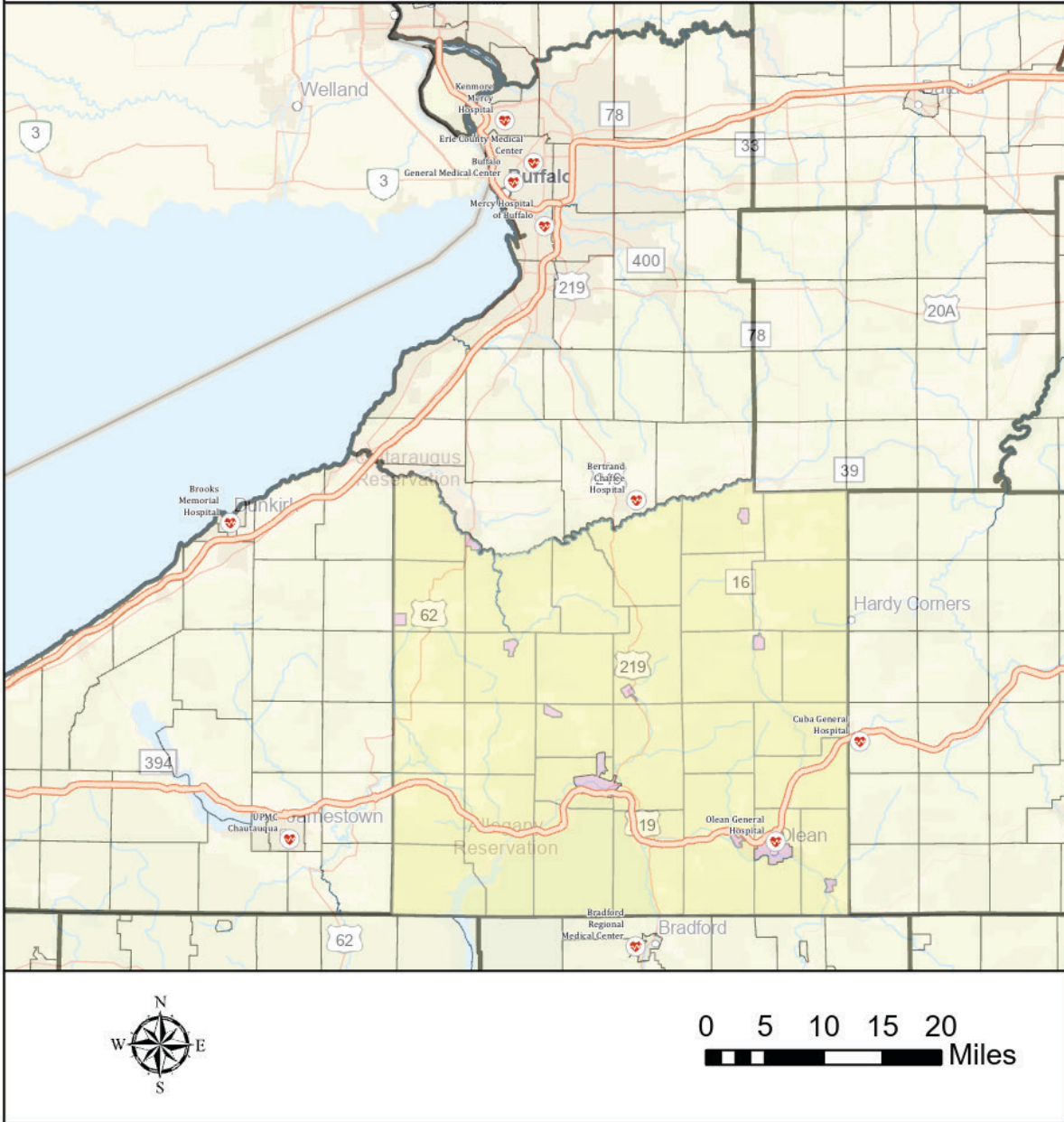


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 Planning and Tourism  
 303 Court Street  
 Little Valley, New York, 14755  
 (716) 938-2387  
 Connor Maxwell - Environmental Planner

## Selected Clinics

Selected Clinic	Address	City	State	Zip Code
Gowanda Urgent Care & Medical Center	34 Commercial Street	Gowanda	NY	14070
Delevan Dental Center	38 North Main Street	Delevan	NY	14042
Olean Medical Group LLP	12 Main Street	Franklinville	NY	14737
Olean Medical Group LLP	6133 Route 219	Ellicottville	NY	14731
Olean Medical Group LLP	535 Main Street	Olean	NY	14760
Lionel R. John Health Center	987 R C Hoag Drive	Salamanca	NY	14779
Wellnow Urgent Care	2729 West State Street	Olean	NY	14760
Allegany Medical Center	112 West Main Street	Allegany	NY	14706
Southern Tier Pediatrics	117 Main Street	Randolph	NY	14772

# Selected Nearby Hospitals



## Legend

-  Interstate
-  Hospital Location



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 Department of Economic Development,  
 Planning and Tourism  
 303 Court Street  
 Little Valley, NY 14755'  
 (716) 938-2387  
 Connor Maxwell - Environmental Planner

## Selected Nearby Hospitals

Hospitals near Cattaraugus County	Address	City	State	Zip Code
Olean General Hospital	515 Main Street	Olean	NY	14760
Bradford Regional Medical Center	116 Interstate Parkway	Bradford	PA	16701
Cuba General Hospital	West Main Street	Cuba	NY	14727
UPMC Chautauqua	207 Foote Ave	Jamestown	NY	14701
Bertrand Chaffee Hospital	224 East Main Street	Springville	NY	14141
Brooks Memorial Hospital	529 Central Ave	Dunkirk	NY	14048
Mercy Hospital of Buffalo	565 Abbott Rd	Buffalo	NY	14220
Erie County Medical Center	462 Grider St	Buffalo	NY	14215
Buffalo General Medical Center	100 High Street	Buffalo	NY	14203
Kenmore Mercy Hospital	2950 Elmwood Ave	Buffalo	NY	14217

# Appendix G: Major Employers

Source: <https://dol.ny.gov/potential-employers>

Rank	Employment Range	Company Name	City	Industry
1	1,000-4,999	Cutco Corp	Olean	Cutlery-Retail
2	1,000-4,999	Seneca Allegany Resort & Casino	Salamanca	Casinos
3	500-999	Board of Co-Op Education Svc	Olean	Educational Service-Business
4	500-999	Caboces	Olean	Child Development-Parent/Child Education
5	500-999	New York Corrections Department	Gowanda	Government Offices - State
6	500-999	St. Bonaventure University	Allegany	Higher Education
7	250-499	Holimont	Ellicottville	Resorts
8	250-499	C & S Wholesale Grocers	Olean	Grocers-Wholesale
9	250-499	Eaton Cooper Power Systems Inc	Olean	Electric Equipment-Manufacturers
10	250-499	Intandem	Olean	Human Service Department
11	250-499	Salamanca District Office	Salamanca	School Districts
12	250-499	Walmart Supercenter	Olean	Department Stores
13	250-499	West Valley Environmental Svc	West Valley	Engineers-Construction
14	100-249	Allegany State Park	Salamanca	State Parks
15	100-249	Absolut At Salamanca LLC	Salamanca	Nursing & Convalescent Homes
16	100-249	Allegany-Limestone Elementary	Allegany	Schools
17	100-249	Cattaraugus County Public Works	Little Valley	Government Offices - County
18	100-249	Cattaraugus County Sheriff's	Little Valley	Sheriff
19	100-249	Cattaraugus Social Svc Department	Olean	County Government
20	100-249	Cattaraugus-Little Valley Central	Cattaraugus	School Districts
21	100-249	Delevan Elementary School	Delevan	Schools
22	100-249	Dresser Rand Co	Olean	Foundries-Steel
23	100-249	Ellicottville Central School	Ellicottville	School Districts
24	100-249	Fizpatrick & Weller Inc	Ellicottville	Sawmills & Planning Mills-General
25	100-249	Franklinville Elementary School	Franklinville	Schools

26	100-249	Gowanda Central School District	Gowanda	School Districts
27	100-249	Gowanda Nursing Home	Gowanda	Vocational Rehabilitation Services
28	100-249	Holiday Valley	Ellicottville	Skiing Centers & Resorts
29	100-249	Home Depot	Olean	Home Centers
30	100-249	J N Adams Development Ctr Community	Franklinville	Nursing & Convalescent Homes
31	100-249	Jamestown Community College	Olean	Junior College
32	100-249	Mchone Industries Inc	Salamanca	Metal Goods-Manufacturers
33	100-249	Old Library Inn B&B	Olean	Bed & Breakfast Accommodations
34	100-249	Olean High School	Olean	Schools
35	100-249	Olean Times Herald	Olean	Newspapers
36	100-249	Olean YMCA	Olean	Youth Organizations & Centers
37	100-249	Ontario Knife Co	Franklinville	Cutlery-Manufacturers
38	100-249	Pines Health Care Machias	Machias	Nursing & Convalescent Homes
39	100-249	Pines Healthcare & Rehab Ctr	Olean	Nonprofit
40	100-249	Pioneer High School	Yorkshire	Schools
41	100-249	Pioneer Middle School	Yorkshire	Schools
42	100-249	Portville Central School	Portville	School Districts
43	100-249	Randolph Central School District	Randolph	School Districts
44	100-249	Rehabilitation Center	Allegany	Vocational Rehabilitation Services
45	100-249	Reid's Food Barn	Olean	Grocery-Retail
46	100-249	Salamanca City Central School District	Salamanca	School Districts
47	100-249	Seneca Gaming & Entertainment	Salamanca	Bingo Games
48	100-249	Seneca Gaming - Entrtn Oil Springs	Cuba	Casinos
49	100-249	Stroehmann Bakeries LC	Olean	Bread/Other Bakery Products
50	100-249	Tamarack Club	Ellicottville	Hotels & Motels

# Appendix H: U.S. Census Data

2020 U.S. Census Data - Source: data.census.gov

Municipality	Total Population - 2020	Housing Units - 2020	Below Poverty - 2022		Elderly Population (60 and up) - 2022		Households   Avg. HH Size - 2022		Zero Vehicle Households - 2022		Ambulatory - 2022		Avg Commute Time (Min)
	#	#	#	%	#	%	#	AVG Size	#	%	#	%	#
Freedom	2,261	1,022	243	10.0%	734	30.1%	939	2.60	84	8.9%	144	6.2%	23
Farmersville	1,073	616	277	24.1%	373	32.1%	480	2.41	75	15.6%	93	8.9%	26
Lyndon	685	518	119	18.2%	200	30.5%	303	2.16	29	9.6%	59	9.4%	30
Ischua	736	387	154	20.8%	313	41.5%	310	2.43	14	4.5%	88	11.7%	28
Hinsdale	2,113	1,141	308	13.5%	661	28.9%	939	2.41	42	4.5%	194	9.0%	21
Portville	3,504	1,662	324	9.3%	1,088	31.2%	1,405	2.47	44	3.1%	179	5.4%	20
Olean	1,881	955	262	13.8%	736	38.5%	898	2.12	35	3.9%	113	6.1%	18
City of Olean	13,937	6,997	3,266	23.8%	3,510	25.2%	6,142	2.21	1,196	19.5%	884	6.9%	16
Allegany	7,493	2,859	953	15.6%	2,019	26.9%	2,676	2.22	145	5.4%	445	6.2%	18
Humphrey	703	449	105	13.5%	128	16.5%	296	2.62	8	2.7%	26	3.4%	22
Franklinville	2,802	1,564	357	12.7%	780	27.8%	1,129	2.46	124	11.0%	242	9.1%	29
Machias	2,310	1,334	393	18.7%	834	37.8%	925	2.27	50	5.4%	140	6.9%	25
Yorkshire	3,827	1,877	827	21.9%	1,214	31.8%	1,663	2.29	102	6.1%	376	10.4%	28
Ashford	1,961	1,010	107	5.6%	627	32.7%	879	2.18	20	2.3%	194	10.6%	28
Ellicottville	1,315	2,401	127	10.7%	441	37.1%	586	1.99	15	2.6%	43	3.8%	20
Great Valley	1,991	1,384	56	3.2%	630	35.9%	806	2.17	32	4.0%	94	5.6%	22
Carrollton	1,207	607	150	12.2%	383	31.0%	527	2.33	27	5.1%	98	8.4%	25
Red House	27	19	2	7.1%	9	32.1%	13	2.15	0	0.0%	0	0.0%	8
Salamanca	470	242	84	16.5%	190	37.2%	244	2.09	4	1.6%	34	6.8%	26
City of Salamanca	5,929	2,869	1,492	25.8%	1,290	21.8%	2,420	2.39	442	18.3%	514	9.5%	17
Little Valley	1,675	849	332	21.8%	462	28.3%	671	2.26	55	8.2%	136	9.2%	24
Mansfield	843	659	36	5.0%	198	27.5%	287	2.47	20	7.0%	51	7.4%	23
East Otto	974	574	99	9.3%	202	18.9%	451	2.36	8	1.8%	67	6.6%	27
Otto	777	447	49	6.6%	294	39.1%	353	2.10	21	5.9%	70	9.5%	36
New Albion	1,981	958	289	14.0%	459	21.9%	847	2.45	67	7.9%	118	6.0%	35
Napoli	1,171	540	169	11.6%	330	22.7%	493	2.91	51	10.3%	86	6.5%	27
Coldspring	658	337	85	13.3%	189	29.4%	286	2.25	33	11.5%	69	11.0%	31
Perrysburg	1,518	750	314	18.4%	636	37.3%	694	2.26	49	7.1%	162	9.7%	26
Dayton	1,690	798	310	18.6%	502	29.9%	691	2.42	45	6.5%	143	8.7%	28
Leon	1,244	462	192	14.0%	205	14.9%	354	3.88	106	29.9%	63	5.3%	33
Conewango	1,785	627	861	40.2%	318	14.9%	561	3.82	214	38.1%	54	3.0%	21
Randolph	2,469	1,103	222	11.2%	659	32.6%	888	2.19	49	5.5%	156	8.2%	26
Persia	2,207	1,094	246	10.8%	700	28.4%	930	2.51	75	8.1%	173	8.3%	26
South Valley	250	292	78	25.1%	142	45.7%	150	2.07	1	0.7%	33	11.3%	28
Cattaraugus County	77,042	40,152	12,517	16.9%	21,614	29.3%	32,016	2.30	3,148	9.8%	4,976	6.9%	23
New York State	20,201,249	8,488,066	2,734,819	14.3%	4,881,715	24.8%	7,774,308	2.45	2,262,398	29.1%	1,289,168	7.0%	33







The 2025 Coordinated Public Transit - Human Services  
Transportation Plan for Cattaraugus County, New York

**This plan and updates may be found online  
at [CattCo.org/Transportation-Plan](https://CattCo.org/Transportation-Plan)**