

2016 ADDENDUM

GENESEE-FINGER LAKES REGION

COORDINATED PUBLIC TRANSIT-HUMAN SERVICES

TRANSPORTATION PLAN



GENESEE TRANSPORTATION COUNCIL

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GTC's Commitment to the Public

The Genesee Transportation Council assures that no person shall, on the grounds of race, color, national origin, disability, age, gender, or income status, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity. GTC further assures every effort will be made to ensure nondiscrimination in all of its programs and activities, whether those programs and activities are federally funded or not.

El Consejo de Transporte de Genesee asegura completa implementación del Título VI de la Ley de Derechos Civiles de 1964, que prohíbe la discriminación por motivo de raza, color de piel, origen nacional edad, género, discapacidad, o estado de ingresos, en la provisión de beneficios y servicios que sean resultado de programas y actividades que reciban asistencia financiera federal.

Project Steering Committee

GTC thanks the following individuals for serving on the Project Steering Committee:

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Plan Overview and Update Process

The FAST Act, Fixing America's Surface Transportation Act (P.L. 114-94), was signed into law on December 4, 2015 and carries forward previous federal requirements for the adoption and periodic update of locally developed, coordinated public transit-human service transportation plans (Coordinated Plans) as a condition for receiving funding for Federal Transit Administration (FTA) sponsored human service transportation programs. Coordinated plans identify the transportation needs of individuals with disabilities, seniors, and people with low incomes; provide strategies for meeting those local needs; and prioritize transportation services and projects for funding and implementation. FTA circular 9070.1G (issued June 6, 2014) provides specific guidance on the content, process, and the timelines for adoption and updating of the Coordinated Plans.

The purpose of this *2016 Addendum to the Genesee-Finger Lakes Region Coordinated Public Transit-Human Services Transportation Plan* (Plan Update) is to ensure the continued relevancy of the *Genesee-Finger Lakes Region Coordinated Public Transit-Human Services Transportation Plan*, adopted in 2011, consistent with the guidance included in FTA circular 9070.1G. Updating the 2011-adopted plan will help to ensure that it remains a viable guide to project selection under the FTA *Enhanced Mobility of Seniors and Individuals with Disabilities Program* (Section 5310 Program) as well as to advance related coordinated planning initiatives throughout the nine-county Genesee-Finger Lakes Region. This region, encompassing approximately 4,700 square miles and with a population of approximately 1.2 million people, includes Genesee, Livingston, Monroe, Ontario, Orleans, Seneca, Wayne, Wyoming and Yates Counties.

FTA circular 9070.1G requires that a coordinated plan must be developed "through a process that includes participation by seniors, individuals with disabilities, representatives of public, private and nonprofit transportation and human service transportation providers, and other members of the public." The circular further states that "while the plan is only required in communities seeking funding under the Section 5310 program, a coordinated plan should incorporate activities offered under other programs sponsored by federal, state, and local agencies to greatly strengthen its impact."

In meeting the above requirements GTC took the following steps:

- Convened a Project Steering Committee to guide the development of the Plan Update. The Steering Committee met in person on August 6, 2015 and on October 9, 2015; it assisted and guided GTC staff in the Plan Update process, including review of work products.
- Hosted two Public Workshops, on July 28, 2015 and on August 25, 2015, to receive public input. The first provided an overview of the 2011 Coordinated Plan and sought public input on issues and opportunities pertinent to the update of the plan as well as the recommendations and priorities included in the 2011 Coordinated Plan. The second Public Workshop presented and sought public and stakeholder input on the draft 2015 Recommendations and Priorities prior to the final plan adoption.
- Published a Public Notice prior to each Public Workshop inviting attendees and offering accommodations for people with disabilities and language interpreters if needed.
- Mailed invitations to attend the Public Workshops to each of the 186 organizations included in the GTC's Environmental Justice database (including organizations representing low-income individuals, people with disabilities, and others).

- Provided invitations via e-mail to Project Steering Committee Members and other interested parties such as the most recent FTA 5310 program funding recipients.
- Publicized the Public Workshops via social media as well as at meetings of work groups such as the Monroe County Aging Alliance Land Use and Transportation Work Group.
- Offered a brief online survey (nine questions) seeking input to guide the plan update.

Changes to Existing Conditions

During the period since the adoption of the 2011 Coordinated Plan, changes to the transportation services available, as well as to transportation needs within the region, have been modest. Changes to available services include the loss of mobility management services to Livingston County (as the result of increasingly constrained funding), the expansion of Regional Transit Service's (RTS) service to include Ontario County on August 1, 2014, the re-branding of RTS in each of the eight counties that it serves, and the completion of the downtown Rochester Transit Center, which opened November 28, 2014.

Changes to transportation needs have been tempered by the limited population growth in the region even as the need for age-related and disability-related services is expected to increase as the population ages and the proportion of the population with disabilities increases. The need for employment-related transportation services is also expected to increase as a result of the increasing emphasis placed on access to employment (i.e., transportation) as a means to economic mobility.

The principal, important, changes that have occurred since the 2011 Coordinated Plan relate to large-scale initiatives affecting the region and (in some cases) state and nation. These include:

New York State Medicaid Transportation Management Initiative

Prior to the adoption of the 2010-11 New York State budget, the New York State Department of Health (DOH) delegated administrative responsibility for managing Medicaid transportation to local departments of social services in many counties, including those in the Genesee-Finger Lakes Region. During this time period, the DOH provided the counties with governing regulations, and regularly published policy guidance on a variety of Medicaid transportation-related issues.

The 2010-11 New York State budget centralized responsibility and amended the Social Services Law to give the Commissioner of Health authority to manage Medicaid transportation throughout the state with the intent to improve the quality of transportation services, reduce the local burden of administering transportation services and local management contracts, and achieve cost savings. The state's Medicaid Redesign Team has included the DOH procurement of regional transportation management contracts as part of their specific transportation cost reduction proposal.

In the spring of 2013 following the DOH awarding of contracts to serve twenty-four counties in the Hudson Valley Region, as well as the five boroughs of New York City, Medical Answering Services, LLC (MAS) was awarded the contract to provide Medicaid transportation management for the Finger Lakes and Northern New York (24 counties). In the summer of 2014 MAS was awarded the Medicaid Transportation Management Contract for Western New York, and as of this writing, MAS manages the Medicaid Transportation needs of 55 of 62 New York State

counties.

The transfer of the management of Medicaid Transportation from the county-level to the state-level (i.e. a centralized call center) has fostered local concerns that Upstate counties, including those in the Genesee-Finger Lakes Region, may suffer unintended consequences if previously supported county-level coordination is undermined by centralized management in order to reduce statewide costs. Concerns include a decrease in use of public transportation, especially in rural counties, as well as a concomitant increase in the utilization of taxi services, compared to the levels seen prior to the centralization of Medicaid Transportation management. While efforts are underway to mitigate these concerns, the coordination of local and state initiatives, and the development of local mobility management initiatives to improve services for all populations, remains a vital need.

DSRIPS/FLPPS

On April 14, 2014, Governor Andrew M. Cuomo announced that New York has finalized terms with the federal government for a Medicaid waiver that will allow the state to reinvest \$8 billion in federal savings generated by Medicaid Redesign Team (MRT) reforms. The MRT waiver amendment is intended to transform the state's health care system, bend the Medicaid cost curve, and ensure access to quality care for all Medicaid members.

The Medicaid 1115 waiver amendment will enable New York to fully implement the MRT action plan, facilitate innovation, lower health care costs over the long term, and protect the financial viability of essential safety net providers. It allows the state to reinvest over a five-year period \$8 billion of the \$17.1 billion in federal savings generated by MRT reforms. As discussed in the previous section, a part of these savings, statewide, are anticipated to accrue from the implementation of the New York State Medicaid Transportation Management Initiative.

The NY State Delivery System Reform Incentive Payment (DSRIP) program provides the means for the implementation of the Medicaid 1115 waiver. DSRIP provides funding for a menu of programs targeted at improving the system of care for NY residents utilizing Medicaid and the uninsured. DSRIP is intended to fundamentally restructure the health care delivery system by reinvesting in the Medicaid program, with the primary goal of reducing avoidable hospital use by 25 percent over 5 years. The Finger Lakes Performing Provider System (FLPPS) is an entity that has been formed under the sponsorship of Rochester Regional Health System (RRHS) and UR Medicine to lead the implementation of the DSRIP program in the Genesee-Finger Lakes region (along with four additional counties listed below). FLPPS includes 13 counties: Allegany, Cayuga, Chemung, Genesee, Livingston, Monroe, Ontario, Orleans, Seneca, Steuben, Wayne, Wyoming, and Yates.

FLPPS has designated a Transportation Committee to provide expertise and planning around transportation-related issues to support successful DSRIP project implementation. Addressing patient transportation needs, including the geographically isolated regions within the FLPPS service area, is critical to ensure that patients receive the right care at the right place at the right time. The FLPPS Transportation Committee report, *Overview of Transportation Resources and Challenges in the FLPPS Service Area*, completed December 1, 2014, provides an assessment of available services and challenges as well as identifies service gaps in the region expected to impact the DSRIP programs.

Ladders of Opportunity

In the words of Anthony Foxx, Secretary of the US Department of Transportation (USDOT), "Through transportation, we can help ensure that the rungs on the ladder of opportunity aren't so far apart – and that the American dream is still within reach for those who are willing to work for it." The USDOT Ladders of Opportunity Initiative recognizes the critical role that transportation can play in providing opportunities to improve our quality of life, and the USDOT distributed nearly \$600 million for 72 transportation projects in 46 states and the District of Columbia from its TIGER (Transportation Investment Generating Economic Recovery) 2014 program consistent with this important role. Competing projects were prioritized by the extent to which they strengthened access to opportunities through transportation improvements, including projects that better connect communities to centers of employment, education, and services, and that hold promise to stimulate long term job growth, especially in economically distressed areas in an effort to enhance opportunity for all Americans.

The Ladders of Opportunity approach to planning can help to integrate the understanding of diverse transportation gaps and needs by recognizing the common theme that transportation connects people with opportunities to improve their quality of life through employment as well as through providing access to vital daily needs. As such, this approach has been followed in the development of this plan Addendum, addressing the needs of the elderly and people with disabilities, as well as Ladders of Opportunity to employment for lower income individuals.

Launch and Evolution of Ride-Sharing Applications

On October 20, 2015 Uber, which along with Lyft is one of two market-leading ride-sharing applications, announced plans to expand their services statewide and to seek New York State approval to do so. Uber and Lyft currently operate only in New York City. On October 21, 2015, Governor Cuomo announced that he supports a statewide licensing system for ride-sharing services like Uber and Lyft. It is expected that this will be one of the key issues for the state Legislature to consider when it resumes session in January 2016. At this time, it's unclear what effect the rollout of these systems will have; however for non-wheelchair using passengers, these services have the potential to quickly increase the choices available beyond traditional taxi cabs, fixed route transit and the other specialized services currently available.

As of this writing in Texas, individuals can select Lyft as a transportation option within the Dallas Area Rapid Transit (DART) System's GoPass mobile ticketing application. While the DART application as currently implemented serves non-wheelchair using users only as an enhanced transit trip planner, in the longer term, it's possible that similar applications will emerge and evolve to serve more specialized user groups such as the elderly, people with disabilities, and people with lower incomes.

Elements of the 2015 Coordinated Plan Update

The Plan Update updates the four principal elements included in the 2011 Coordinated Plan adopted by the GTC Board on September 8, 2011 and includes an appendix of additional materials pertinent to the update. The four principal components are:

1. An assessment of available services that identifies current transportation providers (public, private, and not-for-profit).

An inventory of these services, included in the 2011 Coordinated Plan, has been revised for the Plan Update. These services are discussed in Section I to the Plan Update. Principal changes include Ontario County's decision to join the Rochester Genesee Regional Transportation Authority (RGRTA), and the re-branding of RGRTA to RTS along with the opening of the downtown Rochester Transit Center.

2. An assessment of transportation needs for individuals with disabilities and seniors. This assessment can be based on the experiences and perceptions of the planning partners or on more sophisticated data collection efforts to identify gaps in service.

As previously discussed, this assessment was undertaken using the "Ladders of Opportunity" approach, focused on connecting individuals with the services that they need and the opportunities that they seek. A graphical summary of this assessment is provided in Section II to the Plan Update. It is noted that this is a generalized assessment, conveyed through visualization, and not a quantified analysis.

3. Strategies, activities, and/or projects to address the identified gaps between current services and needs, as well as opportunities to achieve efficiencies in service delivery.

The update of these items was the principal focus of the Plan Update, and they are described in detail in Section III. The strategies included in the 2011 Coordinated Plan have been revised and reclassified into categories based on comments received from the Steering Committee as well as the Public during the Plan Update.

Preceding the list of strategies, activities, and projects, the Plan Update includes a discussion several emerging and best practices to highlight planned and ongoing initiatives serving the region that support and enhance coordinated planning. These are provided as examples to build on and, because they implement several of the recommended strategies, to demonstrate the feasibility of the individual measures.

4. Priorities for implementation based on resources (from multiple program sources), time, and feasibility for implementing specific strategies and/or activities identified. Priorities for implementation are discussed along with the previously-mentioned strategies, activities and projects, in the Section IV to this Plan Update. These priorities for implementation envision short- medium- and long-term, time frames for implementation.

The additional materials included in the Plan Update Appendix include a summary of online survey results, public notices and sign-in sheets for the public workshops, and the Section 5310 Funding Announcement (October 19, 2015).

I. Assessment of Available Services

Available services in the nine-county Genesee-Finger Region include public, private, and not-for-profit providers. As previously discussed, relatively few changes have occurred since the adoption of the 2011 Coordinated Plan with respect to the services available in the region. These are listed in the following tables, in alphabetical order by county showing the Organization Name/Service Name, Service Area, Telephone Number, Service Hours, Eligible Riders, and Eligible Trip Purposes.

In all, 106 transportation service providers are identified in the nine-county region. These include county Offices for the Aging, RTS systems in eight of the nine counties in the region, Arc transportation services in all nine counties, and numerous not-for-profit organizations and volunteer groups providing services to the general public and agency clients.

Table 1 is intended to be illustrative of the breadth and depth of transportation services available in the region and to inform an understanding of unmet needs in the region. The listing of services is not all inclusive and is not intended for trip-planning purposes.

Lists of providers similar to Table 1 could provide the foundation for further development of Centralized Call Directories (as described in the related recommendation) and as a component of the Mobility Management initiatives that this plan seeks to advance. Such an effort is currently underway in Livingston County, which is developing a Human Services Trip Planning Website as part of a county-level mobility management initiative.

Transportation Providers, Genesee-Finger Lakes Region

County (abbr.)	Organization/Service	Service Area	Telephone	Eligible Riders	Eligible Trip Purposes
Gen.	Attica Bus Service	Genesee County	(585) 591-2107	Not available	Medical
Gen.	Community Action of Orleans and Genesee Inc. (CATS)	Orleans and Genesee counties	(585) 343-3735	Medicaid recipients, older adults	Varies by program
Gen.	Genesee Arc	Genesee County, portions of Orleans and Wyoming counties	(585) 343-0291	Arc clients	All
Gen.	Genesee County Department of Mental Health	Genesee County	(585) 344-1421	Not available	Not available
Gen.	Genesee County Department of Social Services	Genesee County, portions of Monroe and Erie counties	(585) 344-2580	Medicaid recipients	Medical
Gen.	Genesee County Office for the Aging	Genesee County	(585) 343-1611	Genesee County residents over 60	Medical; Social adult day care
Gen.	RTS Genesee	Genesee County	(585) 343-3079	General public	All
Liv.	Arc of Livingston-Wyoming	Livingston and Wyoming counties, portions of Alleghany and Steuben counties	(585) 237-3174	Arc clients; other agency clients such as older adults and persons with developmental disabilities	Varies by program
Liv.	Catholic Charities of Livingston County	Livingston County	(585) 658-4466	Varies by program	Varies by program
Liv.	Livingston County Department of Social Services	Livingston County	(585) 243-7300	Variety of clients (Medicaid, persons with disabilities, TANF, employment, adult/child protective services)	Varies by program
Liv.	RTS Livingston	Livingston County, Rochester (medical only)	(585) 658-4690	General public	All
Mon.	Able Medical Transportation	Upstate New York	(585) 756-2222	Any, wheel chair, stretcher, oxygen.	Medical
Mon.	ABVI-Goodwill	Monroe	(585) 232-1111	Persons with disabilities (Blind/Visually impaired)	Not available
Mon.	American Cancer Society	Monroe	(585) 288-1950	Cancer patients	Not available
Mon.	Arc of Monroe County	Monroe County	(585) 271-0660	Clients	Not available
Mon.	Browncroft Neighborhood Association - On Your Way	Browncroft Neighborhood	(585) 733-4386	Live in Browncroft Neighborhood/ receive Browncroft Crier	Not available
Mon.	Catholic Family Center Aging and Adult Services (See STAR, below)	Monroe	(585) 262-7050	Seniors and Individuals with Disabilities	Not available
Mon.	CDS Monarch	Monroe County, portions of Ontario County	(585) 341-4600	Clients (developmental disabilities)	Not available
Mon.	Chili, Town of	Chili	(585) 889-3500	Clients of program	Not available
Mon.	City East Senior Transportation Ministry	Monroe	(585) 266-6570	Not available	Not available
Mon.	Community Place of Greater Rochester	Monroe County, one program Livingston County	(585) 288-8662	Clients of program	Not available
Mon.	DAV Transportation Network (ambulatory only)	Monroe, Ontario, Seneca, Wayne Counties	(585) 464-2661	Veterans	Not available
Mon.	Dazzle School of Visual and Performing Arts	Monroe County	(585) 288.0050	Program Participants	Not available
Mon.	DOVE	15-20 mile radius of Webster	(585) 265-9409	Seniors	Not available

Transportation Providers, Genesee-Finger Lakes Region

County (abbr.)	Organization/Service	Service Area	Telephone	Eligible Riders	Eligible Trip Purposes
Mon.	East Rochester	East Rochester	(585) 586-0525	Not available	Not available
Mon.	Easy Street Express	Monroe	(585) 360-2388	Not available	Medical, Shopping, other appts.
Mon.	Elderberry Express	Within 10 mi. of Pittsford; Village and Monroe County	(585) 248-6237	Town Residents Only	Not available
Mon.	ElderOne	Monroe County	(585) 922-2831	Seniors	Medical appointments, program activities
Mon.	FISH, Greece (Friends in Service Here)	Greece	(585) 453-2370	Senior, Disabled town residents	Medical
Mon.	FISH, HF-L (Honeoye Falls-Lima Friends in Service Here)	Honeoye Falls/Lima; N & W Bloomfield; Mendon	(585) 453-2370	Seniors	Medical, limited other
Mon.	FISH, R-H (Rush-Henrietta Friends in Service Here)	Rush; Henrietta; West -Henrietta	(585) 453-2370	Seniors	Medical, limited other
Mon.	Gates, Town of	Gates	(585) 247-6100	Senior residents of the Town	Medical
Mon.	Genesee Transportation	Upstate NY	(585) 256-1510	Elderly, Disabled	Not available
Mon.	Good Samaritan	Irondequoit	(585) 336-1777	Parishioners, must register	All
Mon.	Health and Wellness Referral Services	Livingston and Surrounding Counties	(585)382-3260	Not available	Not available
Mon.	Heritage Christian Services	Rochester region; Buffalo region	(585) 340-2000	Agency clients (individuals with developmental disabilities)	Not available
Mon.	Jewish Family Service	Monroe	(585) 461-0110	Not available	Not available
Mon.	Lifetime Assistance, Inc.	Monroe County and portions of Genesee County	(585) 426-4120	Clients (developmental disabilities)	Agency activities
Mon.	Marge's Trolley	Monroe	(585) 663-3541	Seniors	All
Mon.	Medicab	Monroe	(585) 342-7150	People with disabilities	Not available
Mon.	Medicaid Transportation	Monroe County	(585) 288-4680	Medicaid recipients	Medical
Mon.	Medical Motor Service	Monroe County	(585) 654-6030	Variety of eligibility depending on program	Varies
Mon.	Monroe Ambulance	Monroe County	(585) 454-6211	Emergency and Non-Emergency Medical Transportation	Medical
Mon.	Monroe County Office for the Aging – NY Connects	Monroe County	(585) 325-2800	Older adults over 60	Varies with agency
Mon.	Monroe Meditrans	New York State	(585) 454-6211	Not available	Medical
Mon.	National Kidney Foundation of Upstate and Western New York	Upstate and Western New York	(585) 697-0874	Not available	Medical
Mon.	Out & About	Monroe	(585) 227-4551	Not available	Not available
Mon.	Rochester Medical Transportation	Monroe	(585) 288-3444	All	Medical
Mon.	RTS Access	Monroe County within 3/4 mile of RTS fixed route	(585) 224-8330	ADA-qualifying disability	Any
Mon.	RTS Monroe	Monroe County	(585) 288-1700	General public	All
Mon.	Rural/Metro Medical Services	Monroe County	(585) 777-7777	Emergency and Non-Emergency Medical Transportation	All

Transportation Providers, Genesee-Finger Lakes Region

County (abbr.)	Organization/Service	Service Area	Telephone	Eligible Riders	Eligible Trip Purposes
Mon.	SEAFISH (Southeast Area Friends in Service Here)	Monroe County, 14607, 14610, 14618 and 14620 ZIP Codes	(585) 271-5355	Seniors, People with Disabilities, People with Low Incomes	All
Mon.	SOFI Elderbus (Senior Options for Independence)	Fairport/Perinton residents only	(585) 377-8117	Older Adults	All
Mon.	St. Ann's Community	Monroe County, portions of Wayne County	(585) 697-6000	Residents of St. Ann's Housing/Nursing Facility or Day Program clients	Any
Mon.	STAR (Catholic Family Center); STAR - Estrella	Monroe	(585) 262-7050	Seniors	Any
Mon.	The Friendly Home	Monroe County	(585) 385-0271	Residents of the Friendly Home or Linden Knoll, Inc. (Nursing homes)	Any
Mon.	TRAC - A program of Eldersource	Monroe	(585) 325-2800	Seniors and Individuals with Disabilities	Varies with agency
Mon.	Trinity Assistance Corporation	Monroe	(585) 861-6817	People with developmental disabilities	Agency activities
Mon.	Veterans Transportation Service	Canandaigua /Rochester VA Outpatient Clinic	(585) 393-7320	Veterans	Medical
Mon.	WASPS	Town of Webster	(585) 216-7829	Seniors	Any
Mon.	Webster United Methodist Church	Webster, Ontario, NY	(585) 265-9720	All	Medical and other Appts.
Ont.	Arc of Ontario County	Ontario County	(585) 394-7500	Arc clients; general public	Day treatment, work sites, appointments; any for general public
Ont.	Canandaigua Veterans Club, Inc.	Canandaigua and surrounding area	(585) 394-5806	Veterans living in Canandaigua	Not available
Ont.	Happiness House	Ontario, Wayne, Yates, Seneca, Steuben, Livingston counties	(585) 394-9510	Clients (persons with traumatic brain injuries)	Group agency trips
Ont.	RTS Ontario	Ontario County	(585) 394-2250	General public; Medicaid recipients; older adults over 60	Any
Ont.	Victor Association of Cultural and Performing Arts (Cobblestone Arts Center)	Ontario, Wayne, Monroe, Seneca, Livingston counties	(585) 398-0220	Clients (Medicaid eligible for day hab services)	Agency activities
Orl.	Arc of Orleans County	Orleans County	(585) 589-5516	Arc clients (persons with disabilities)	To workshops and treatment facilities
Orl.	Community Action of Orleans and Genesee Inc. (CATS)	Orleans and Genesee counties	(585) 589-7700	Medicaid recipients, older adults, Arc clients, domestic violence clients, agency clients	Varies by program
Orl.	Genesee Council for Alcoholism and Substance Abuse (GCASA)	Orleans Co.	(585) 343-1124	Persons with chemical dependency	Not available
Orl.	Genesee/Orleans ACE Employment Services	Genesee and Orleans counties	(585) 344-2611	Clients (Persons with mental illness)	Agency-related activities; workshops; training; job interviews
Orl.	Iroquois Job Corps	Not available	(585) 798-7008	Clients (students)	Not available

Transportation Providers, Genesee-Finger Lakes Region

County (abbr.)	Organization/Service	Service Area	Telephone	Eligible Riders	Eligible Trip Purposes
Orl.	Living Opportunities of DePaul	Orleans Co.	(716) 608-1000	Orleans Co. residents with mental illness	Not available
Orl.	Orchard Manor Nursing Home	Erie, Genesee, Monroe, Niagara, Orleans counties	(585) 798-4100	Nursing home residents	Medical
Orl.	Orleans County Department of Social Services	Orleans County	(585) 589-7000	Varies by program	Varies by program
Orl.	Orleans County Mental Health	Orleans County	(585) 589-3260	Mental Health clients	Medical; case work; clinic appointments
Orl.	Orleans County Office for the Aging	Orleans County	(585) 589-3191	Older Adults	Medical
Orl.	RTS Orleans	Orleans County	(585) 589-0707	General public	All
Sen.	Finger Lakes Addictions Counseling and Referral Agency	Not available	(315) 462-9466	Agency clients	Treatment and training
Sen.	RTS Seneca	Seneca County, portions of Ontario County	(315) 539-1844	General public	All
Sen.	Seneca County Department of Human Services	Seneca County	(315) 539-1832	Medicaid recipients; veterans; youth for summer programs	All
Sen.	Seneca County Mental Health	Seneca County	(315) 539-1985	Not available	Counseling and treatment appointments
Sen.	Seneca County Office for the Aging	Seneca County	(315) 539-1766	Seneca County residents over 60 who are frail	Nutrition sites; medical; shopping
Sen.	Seneca-Cayuga Arc	Cayuga and Seneca counties	(315) 539-5067	Arc clients (500 in Seneca Co.); DHS clients	Sheltered workshop; health clinic; medical; day treatment and DayHab; medical for DHS clients

Transportation Providers, Genesee-Finger Lakes Region

County (abbr.)	Organization/Service	Service Area	Telephone	Eligible Riders	Eligible Trip Purposes
Way.	CJ-MAK Transportation	Wayne County	(315) 331-0804	Seniors, People with Disabilities,	Medical appointments
Way.	Retired Senior Volunteer Program	Wayne County	(315) 665-0131	Not available	Not available
Way.	RTS Wayne	Wayne County (Medical to Monroe, Ontario and Seneca counties)	(315) 946-5617	General public	All
Way.	Wayne County Action Program (Lyons)	Wayne County	(315) 665-0131	Seniors	Medical appointments
Way.	Wayne County Arc	Wayne County	(315) 331-7741	Arc clients	Day treatment, work sites, appointments
Way.	Wayne County Department of Aging and Youth	Wayne County	(315) 946-5624	Wayne County residents over 60	Agency programs (meal sites)
Way.	Wayne County Department of Social Services	Wayne County	(315) 946-4881	Medicaid recipients	Medical
Way.	Wayne County Nursing Home	Not available	(315) 946-5673	Nursing home residents	Not available
Way.	Wayne County Rural Health Network (Newark)	Wayne County	(315) 483-3200	All	Medical, Dialysis
Way.	Wayne County Veterans Services	Not available	(315) 946-5993	Veterans	Medical
Way.	Women of the Community (North Rose)	Wayne, Cayuga, Surrounding Counties	(315) 587-9200	Wheelchair, non-wheelchair	Taxi and medical transportation service
Wyo.	Arc of Livingston-Wyoming	Livingston and Wyoming counties, portions of Alleghany and Steuben counties	(585) 658-2838	Arc clients; other agency clients such as older adults and persons with developmental disabilities	Varies by program
Wyo.	Caring Harts	Erie and Wyoming counties	(716) 457-3051	All	Any
Wyo.	Peer Wheels (Volunteers)	Not available	(585) 786-0080	Mental health clients	Medical, out-of-county
Wyo.	RTS Wyoming	Wyoming County	585-786-6050	General Public	All
Wyo.	Wyoming County Department of Social Services	Wyoming County (also into Rochester)	(585) 786-8814	Medicaid recipients	Medical and dental
Wyo.	Wyoming County Office for the Aging	Wyoming County, some out-of-county	(585) 786-8833	Wyoming County residents over 60	In-county w/ agency-owned vehicles, out-of-county w/ volunteer drivers
Yat.	Keuka College	Not available	(315) 279-5000	Students	Not available
Yat.	Lakeview Mental Health	Not available	(315) 568-9346	Mostly Medicaid recipients	Not available
Yat.	Penn Yan Manor Nursing Home	Not available	(315) 536-2311	Residents	Not available
Yat.	Yates Arc	Yates County	(315) 536-7447	Arc clients, others	Day treatment, work sites, appointments; Medicaid
Yat.	Yates County Office for the Aging/ Pro-Action of Steuben and Yates Counties	Yates County, portions of Ontario County	(315) 536-5515	Yates County residents over 60	Not available
Yat.	Yates County Veterans Service	Yates County, portions of Ontario County	(315) 536-5196	Veterans	Medical

II. Assessment of Transportation Needs

An assessment of transportation needs compares where the elderly, people with disabilities, and people with lower incomes live with the destinations they need to get to, in the context of the transportation services previously described. Destinations include employment centers, employment-related activities such as job training, community services and activities, medical centers, housing, grocery stores, and all other locations people need to access on a regular basis. Situations where members of these populations are unable to access the destinations they need via public and/or specialized transportation are described as “gaps” and strategies are developed to address the gaps and prioritized for implementation.

As previously described, the Plan Update follows the Ladders of Opportunity approach to accomplish this assessment for the three population groups described above. This assessment provides a generalized, qualitative understanding of these gaps via analysis using Geographical Information Systems (GIS) technology. The data sources for the assessment of need include:

- United States Census Bureau American Community Survey (ACS) – demographic information at the block group scale for the period 2009-2013 – used to identify the geographical distribution of the elderly and people with disabilities;
- United States Environmental Protection Agency Smart Location Database (SLD) – includes over 90 variables characterizing the built environment, transit service, destination accessibility, employment, and demographics at the census block group scale – used to identify the geographical distribution of lower-income individuals earning less than \$15,000 annually and jobs paying between \$15,000 and \$40,000 annually;
- New York Open Data portal (Open Data portal) – includes more than 1,200 New York State data resources on topics ranging from day habilitation service provider agencies to retail food stores to multi-purpose senior centers – used to identify a wide variety of destinations that need to be accessed by the elderly and people with disabilities; and
- GIS files showing fixed route transit routes and adjacent buffer areas (GTC data) – used to identify available transit services (including $\frac{1}{2}$ - $\frac{3}{4}$ mile buffer when applicable) relative to seniors, people with disabilities, people with lower incomes, jobs, and other destinations.

The assessment of transportation needs is focused on the three groups of individuals identified above (the elderly, people with disabilities, and lower income individuals) with respect to their needs, available services, and gaps. Similar to the inventory of services discussed in Section I, this analysis is intended as a generalized overview at the regional level and not for the purposes of trip planning or quantified gap analysis. As such, the maps will assist the reader in understanding the issues and can inform the development and advancement of the Plan Update recommendations in a regional context.

In addition to the visualization of the regional Ladders of Opportunity, plan development was also informed by the results of an online survey available at www.surveymonkey.com during the period of July 17, 2015 through August 25, 2015. Twenty survey responses were received and these are summarized in Appendix I to this Plan Update.

The two tables that follow provided further information on three groups central to this plan and its effective implementation. Table 2 (below) based on the Census Transportation Planning Package Environmental Justice (EJ) data provides an overview of the elderly population, people with disabilities, and people with incomes at or below the poverty level, in the Genesee-Finger Lakes Region. Table 2 uses data from the 2009 to 2013 ACS and is broken down by county, showing how much each county varies from the regional averages for the three groups shown. Cells highlighted in red are those with higher than average values for the population groups shown, per county.

Table 2 – Elderly, People with Disabilities, and People with Incomes at or below Poverty Level

County	Total Population	65 yrs and over			People with Disabilities			At or Below Poverty Level		
		Est. ¹	Pct. ²	Var. ³	Est.	Pct.	Var.	Est.	Pct.	Var.
Genesee	59,872	9,616	16.1%	9.4%	7,635	12.8%	4.9%	7,468	12.5%	-7.8%
Livingston	65,087	9,309	14.3%	-2.6%	7,448	11.4%	-5.9%	7,924	12.2%	-10.0%
Monroe	746,548	106,923	14.3%	-2.4%	89,736	12.0%	-1.2%	108,469	14.5%	7.4%
Ontario	108,311	17,326	16.0%	9.0%	12,707	11.7%	-3.5%	9,983	9.2%	-31.8%
Orleans	42,663	6,366	14.9%	1.7%	5,965	14.0%	15.0%	5,341	12.5%	-7.4%
Seneca	35,359	5,623	15.9%	8.3%	4,764	13.5%	10.8%	3,971	11.2%	-17.0%
Wayne	93,224	13,954	15.0%	2.0%	12,227	13.1%	7.8%	10,371	11.1%	-17.7%
Wyoming	41,923	6,003	14.3%	-2.5%	4,610	11.0%	-9.6%	3,980	9.5%	-29.8%
Yates	25,293	4,258	16.8%	14.7%	3,021	11.9%	-1.8%	3,817	15.1%	11.6%
Total	1,192,987	175,120	14.7%	0.0%	145,092	12.2%	0.0%	161,324	13.5%	0.0%

Notes:

1. Estimate from American Community Survey
2. Percentage in category for County/Region
3. Variance from Regional Average for category

Source:
https://www.fhwa.dot.gov/planning/census_issues/american_community_survey/products/2013_ej_transportation_profiles/

A review of Table 2 shows that nearly 15 percent of the residents of the region are 65 years and older, approximately 12 percent have a disability, and approximately 14 percent are living at or below the poverty level. Given that these categories aren't exclusive (for example, a person over 65 can also have a disability) the totals aren't additive.

However, it is clear that each of the three groups are widely distributed throughout the region and that transportation services for all three groups need to be available throughout all nine counties. Counties with higher than average percentages of the several groups may need to emphasize service areas for these populations (e.g. individuals at or below poverty level in Monroe County, the elderly in Yates County, or people with disabilities in Orleans County).

The following Table 3 shows the expected growth in population of the elderly in the region, based on 2013 estimates provided by the Cornell Program on Applied Demographics. It includes United States Census data for 2010, along with projections for the years 2020, 2030, and 2040.

These estimates project an increase in both the actual numbers of elderly in the region through 2030, and in the percentage of the population comprised by the elderly.

Table 3 - Population 65 Years of Age and Above 2010-2040

County	2010		2020		2030		2040	
	Population	Percent	Population	Percent	Population	Percent	Population	Percent
Genesee	9,390	15.6%	10,969	18.6%	13,037	22.8%	12,291	22.7%
Livingston	8,985	13.7%	10,272	15.9%	11,915	18.7%	10,985	17.6%
Monroe	103,594	13.9%	127,958	17.2%	147,142	20.1%	139,655	19.7%
Ontario	16,612	15.4%	20,150	18.1%	23,662	20.7%	23,196	20.0%
Orleans	6,178	14.4%	7,718	18.5%	8,968	22.8%	8,256	22.8%
Seneca	5,472	15.5%	6,961	20.4%	8,447	26.1%	8,057	27.1%
Wayne	13,363	14.3%	16,839	18.2%	19,703	22.0%	18,170	21.5%
Wyoming	5,723	13.6%	7,300	18.1%	8,502	22.5%	7,995	23.3%
Yates	4,216	16.6%	5,189	20.1%	6,166	23.7%	5,914	22.9%

The maps that follow provide an overview of the fixed route transit service “Ladders of Opportunity” available to the population groups described above in the Genesee-Finger Lakes Region. These maps don’t show the service areas for specialized transportation services other than fixed route transit for several reasons: 1) service areas for specialized transportation services typically overlap geographically which is not practicable to map at the regional scale; 2) there are too many (106) transportation providers to map, even if there were no overlap, at the regional scale; and 3) transit bus service is more cost effective than specialized transportation services and the use of fixed route transit should be encouraged wherever possible when the individuals needing services are able to use fixed route buses. General findings about the assessment of needs is provided below. The following region-wide maps provide a general overview of service and needs; more detailed county-level maps are included in the Appendix.

Seniors

Figure 2.1 shows the population density of seniors by census block group, and destinations, compared to fixed route transit bus service in the region. A ½ mile buffer zone is shown for each transit route, representing a reasonable walking distance. The map also shows 1,868 destinations, services, and locations that seniors need to visit, such as grocery stores, senior centers, government offices, medical facilities, etc. The map shows that seniors tend to concentrate in the same places as the population at large, including cities, villages, and hamlets, but also have substantial populations living in the suburbs adjacent to Rochester. Concentrated populations are more cost effective to provide services to, but also emphasize the importance of addressing service gaps in these areas before they impact large numbers of individuals. The distribution of destinations throughout the region, even in areas of low population density highlights the importance, but also the challenge, of serving these more rural areas.

People with Disabilities

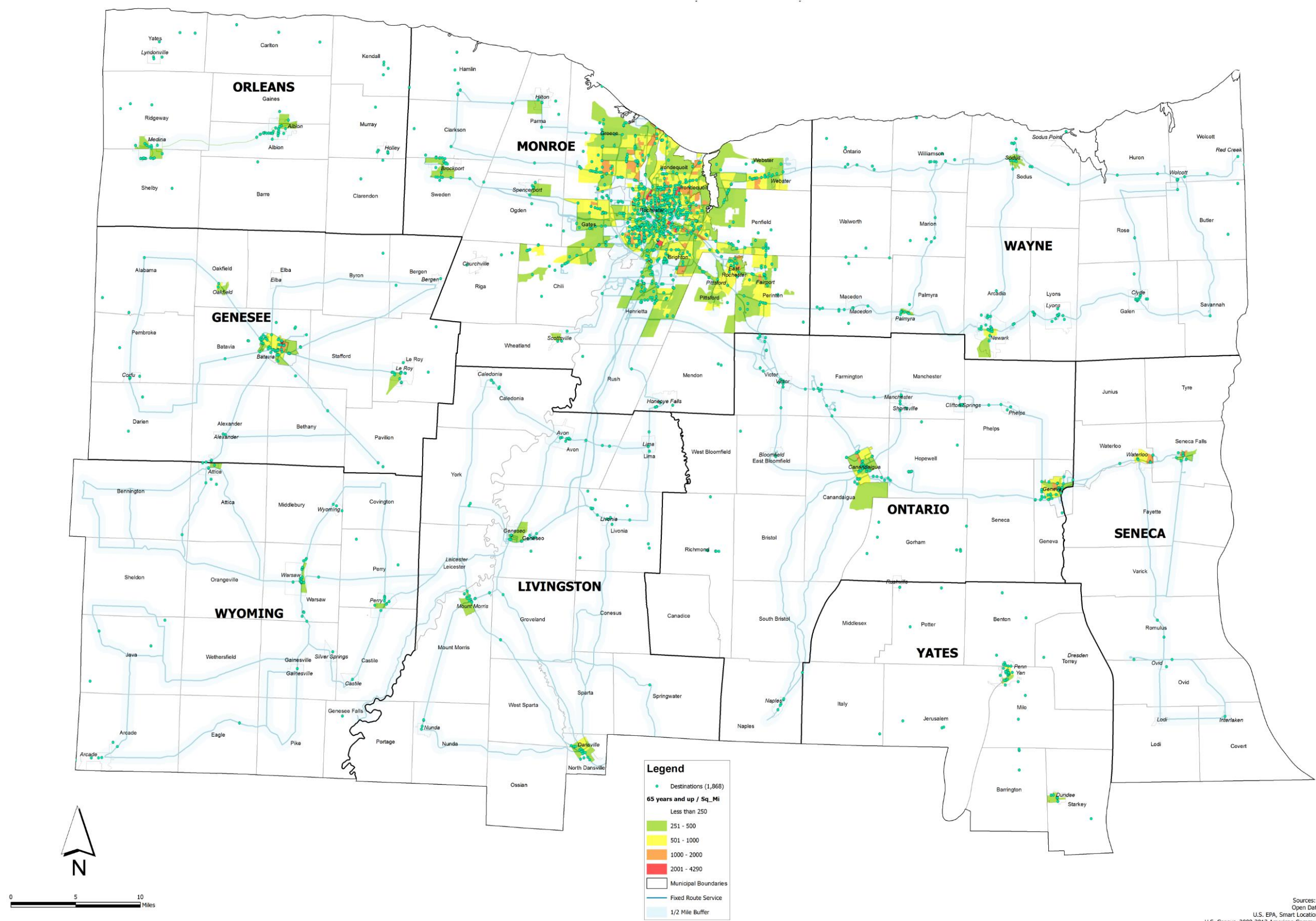
Figure 2.2 shows the population density of people with disabilities by census block group, and the destinations that they seek to address, compared to the availability of transit bus service in the region. A ¾ mile buffer zone is shown adjacent to each transit route, to represent the

typical fixed route deviation as well as the service area that can be served by complimentary paratransit services available to people with disabilities. Similar findings to those cited above for seniors can be made for people with disabilities: areas with higher population densities of people with disabilities can be more cost effectively served than less densely settled areas, but tend to have a higher level of need where gaps affect larger segments of the population. Similarly, people with disabilities in rural areas that need to access services are more difficult and less cost effective to serve.

People with Lower Incomes

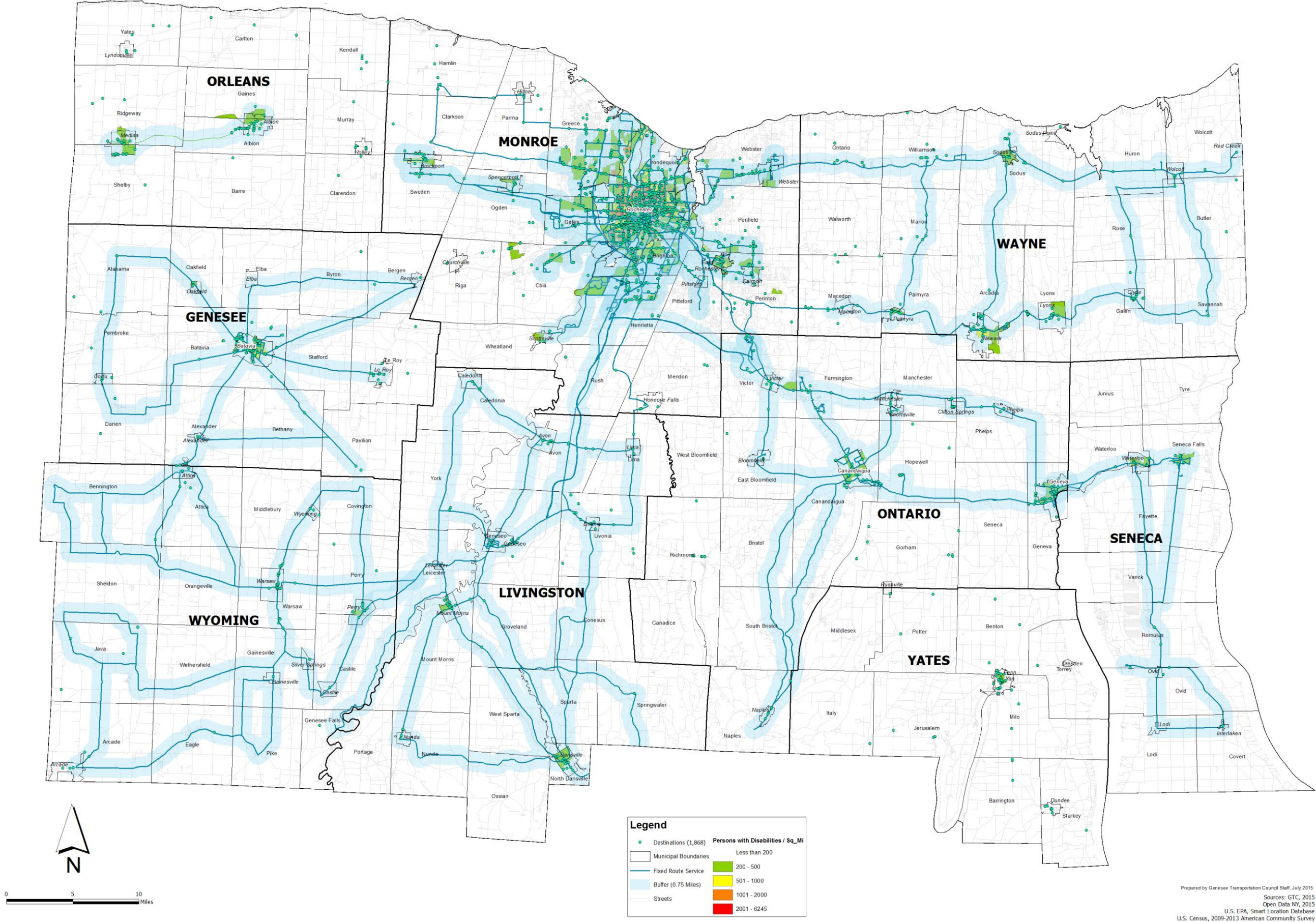
Figure 2.3 shows the population density of people with lower incomes compared to the distribution of employment paying between \$15,000 and \$40,000 annually and fixed route transit bus service. The \$15,000 - \$45,000 income range is selected to represent jobs that would likely be a “step up” for those currently living in poverty, but not so much of a “step” as to be impracticable. A ½ mile buffer is used adjacent to the fixed route bus services to represent a reasonable walking distance. The distribution of employment is mapped by census block group and shows increasingly larger symbols proportional to employment in each block group. A review of Figure 2.3 shows substantial differences from the previous two figures. Key findings are: 1) a large area of concentrated poverty exists north-west of the Rochester Inner Loop, 2) there is an imbalance between the location of lower income jobs and the location of housing, especially in the Rochester area, and 3) much employment is located in rural areas, and many of these areas lack transit service. As such, they represent opportunities to improve access to employment by increasing the transit options available or for contracts between transportation providers and employers to support employees accessing the work site.

Figure 2.1 - Seniors, Destinations, and Transit Bus Service



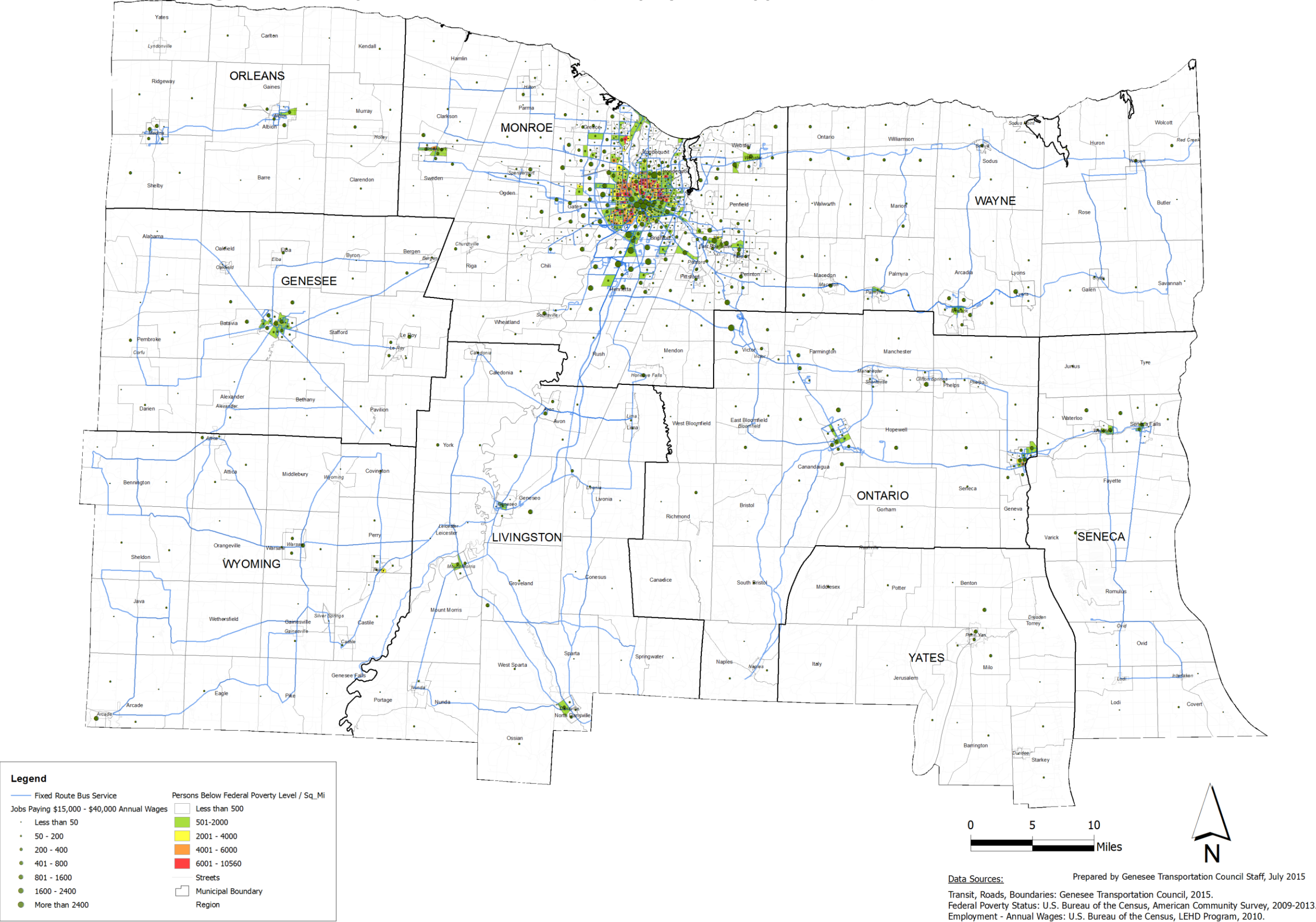
Sources: GTC, 2015
Open Data NY, 2015
U.S. EPA, Smart Location Database
U.S. Census, 2009-2013 American Community Survey
Prepared by Genesee Transportation Council Staff, July 2015

Figure 2.2 - People with Disabilities, Destinations, and Transit Bus Service



Prepared by Genesee Transportation Council Staff, July 2015
Sources: GTC, 2015
Open Data NY, 2015
U.S. EPA, Smart Location Database
U.S. Census, 2009-2013 American Community Survey

Figure 2.3 - People with Lower Incomes, Employment Opportunities, and Transit Bus Service



III. Strategies, Projects, and Activities

Emerging and Best Practices

As discussed, under Changes to Existing Conditions, there are a number of initiatives planned and currently underway that can provide useful examples for consideration by public, private, and not-for-profit entities that seek to improve coordinated planning in the region.

Rochester-Monroe Anti-Poverty Initiative

United Way is the convener of the Rochester-Monroe Anti-Poverty Initiative (RMAPI), working to bring together all of the community's resources to fight poverty in the Greater Rochester area. Two core goals have been identified:

- reduce poverty by 50% in 15 years
- increase the number of families who are self-sufficient

Additionally, the Initiative seeks to enable families to move out of poverty through eight key drivers: jobs, education and skills training, housing, transportation, childcare, safe neighborhoods, judicial and health and nutrition. The Initiative's work is being supported by the Rochester Anti-Poverty Task Force, appointed by Governor Andrew Cuomo, which consists of over 20 members of the Governor's Cabinet. The Task Force is working in partnership with the Initiative to help leverage State resources. Those working on RMAPI include people representing all of the community's resources -- businesses, government, non-profit service providers, faith and community members from all walks of life.

Livingston County Human Services Trip Planning Website

Livingston County has recently launched an initiative to develop an interactive website to optimize all transportation resources in the Livingston County community for the general public, with a specific emphasis on older adults, people with disabilities, and individuals with lower incomes in need of specialized transportation services. The goal is to create a user-friendly web site for individuals planning trips and seeking information about available transportation services on their own behalf as well as for agency staff planning trips and seeking information on behalf of clients as well as updating agency-specific content to the site. This site is envisioned to be similar to the "Centralized Resource Directory" described below (under Recommendations) with specific consideration being given to services that cross into the adjacent counties.

Monroe County Livable Community Initiative

Monroe County was one of six communities nationwide selected in the fall of 2014 by the National Association of Area Agencies on Aging (n4a) to participate in the Livable Communities for All Ages Learning Collaborative (LCC) supported by MetLife Foundation to advance a Livable Community initiative for the county. To accomplish this objective the County convened a local multi-stakeholder collaborative to collectively identify priority issues to address, to determine desired outcomes, and to develop action plans in areas including mobility and access, housing, age-friendly businesses and culture change related to how people perceive aging in our society.

According to the n4a report released on May 6, 2015, titled *Making Your Community Livable for All Ages: What's Working!* "The Monroe County Collaborative brought together private and

public transportation and human services providers to create a sustainable mobility management model built to meet the needs of people age 60 and over and people with disabilities. A consortium of agencies serving disabled and older adults developed a plan to pilot ride-sharing and joint scheduling, as well as routing of vehicles owned and operated by multiple agencies. Over \$240,000 in private funds was raised to test this model; partners believe that long-term sustainability will be achieved through savings in operating costs. Another effort by the Collaborative is designing a sustainable volunteer transportation with the Rochester Institute of Technology. Students receive college credits for learning about older adults and their needs through classroom discussion. The students also commit to providing a number of volunteer driver hours, enabling the older and younger generations to interact and learn more about one another."

Transportation Access (TRAC)

TRAC offers an easy, safe and quick answer to the transportation needs of Monroe County residents, 60 years or older or with a disability. TRAC includes a seamless referral system between Catholic Family Center (CFC), the Lifespan Volunteer Drivers' Consortium, and Medical Motor Service, among others, that allows older adults, persons with disabilities, their caregivers, and their professionals to schedule multiple trips, safely and affordably, with just one call. TRAC recognizes that transportation is the key to maintaining the independence of older adults and persons with disabilities and is critical for their access to health services. TRAC is intended to facilitate reliable, safe, easy, and timely service to appointments, while providing the opportunity for older adults and persons with disabilities to participate in the daily life of their communities. TRAC can also help to arrange for trips to the grocery store, visits to friends and family, the dentist's office, and more. TRAC is accessed primarily via telephone, but initial contacts can be made via the project website at tracrochester.org.

Plan Update Strategies, Activities, and Projects

Key components to this Plan Update include strategies, activities, and/or projects to address the identified gaps between current services and needs, as well as opportunities to achieve efficiencies in service delivery. The Plan Update also includes priorities for the implementation of the identified strategies based on resources (from multiple program sources), time, and ease of implementation. These strategies, activities, and projects to address the identified gaps between current services and needs and to achieve efficiencies in service delivery are shown in Table 3.

The recommendations fall into four general categories: 1) Mobility Management; 2) Policies; 3) Specialized Transportation Services; and 4) Public Transportation. Given that many of the strategies cut across all four of the identified categories, an additional category – "All" – is used to identify cross-cutting recommendations.

#	Title/Category	Potential Lead Agency/Champion, Potential Participating Agencies	Estimated Costs	Potential Funding Sources
1	Facilitate New Partnerships/ Regional Cooperation (All)	RTS Monroe, RTS regional systems, County Arcs, Specialized Transportation Service Providers, Service Providers, Volunteer groups, Municipalities	For Public Transit - approx. \$75-80 per hour; for Van/shuttle service - approx. \$50 to \$60 per hour, costs vary for other strategies	Private employers and businesses, RTS Monroe, RTS regional systems, Specialized Transportation Providers, Municipalities
		Partnerships with private or other nonprofit organizations can increase ridership as well as provide sponsorship for transit routes. Examples include Arc partnerships to provide public transportation in rural areas (being investigated by Arc of Yates as of this writing, October 2015). Transit partnerships with private employers, such as grocery stores and farms, can also be pursued. Partnerships and other models of regional cooperation can also help to coordinate land use planning and transportation needs, as well as the maintenance of facilities for users of all ages, incomes, and abilities.		
2	Job Access Strategies (All)	RTS Monroe, RTS regional systems, County Human Service Departments, Veteran's Outreach, Nonprofit organizations, Developmental Disability service providers, Homecare providers, private employers.	Example: van/shuttle service -between \$50 and \$60 per hour	Municipalities, state, federal agencies, foundations, employers
		Create and operate specialized transportation services to link neighborhoods/parts of counties and key hard to reach employment markets including non-workshop locations for the developmentally disabled; see also Facilitate New Partnerships, above, and Transit Service Expansion and Improvements, below.		
3	Marketing and Information Campaigns (All)	RTS Monroe, RTS regional systems, County Human Service Departments, County Transportation Coordinating Councils, Nonprofit organizations	As low as \$5,000 to over \$25,000 per campaign	County/municipal funding Private foundations or organizations Nonprofit organizations
		In many areas there is a lack of awareness of available public transportation services. Along with a Centralized Resource Directory (below) or as a standalone project, a marketing campaign can begin to change awareness of the choices available.		
4	Centralized Call Centers (Mobility Management)	RTS Monroe, RTS regional systems, County Human Service Departments, County Transportation Coordinating Councils, Nonprofit organizations	New staff for two-person call center \$125,000 per year	Municipal, county, state, or federal agency funding
		As a complement to County Mobility Managers (below), and/or a Centralized Resource Directory (below), a centralized call center puts information access for all county transportation operations in one place, with one phone number for residents to call to schedule a ride and/or obtain information about available transportation services and resources.		
5	Centralized Resource Directory (Mobility Management)	County Human Service Departments, County Transportation Coordinating Councils, Nonprofit organizations	Development costs for basic directory \$15,000 to \$75,000	Municipal, state, or federal agency funding, foundations
		Centralized resource directories are very helpful to consumers, human service agency staff, and advocates who need to find and/or arrange transportation for members of the target populations (low income, seniors, and persons with disabilities) online.		

#	Title/Category	Potential Lead Agency/Champion, Potential Participating Agencies	Estimated Costs	Potential Funding Sources
6	County Mobility Managers (Mobility Management)	RTS Monroe, RTS regional systems, County Human Service Departments, County Transportation Coordinating Councils, Nonprofit organizations	Annual full-time salary between \$45,000 - \$65,000 plus benefits	Municipal, state, or federal agency funding, foundations
	A mobility manager could be an individual, a group of individuals or an organization that provides a wide variety of mobility management functions for consumers, human service agency staffs, and/or for community transportation providers. These can include providing information about available services, trip planning and booking and coordination of services to provide enhanced effectiveness through travel demand management (TMD) and efficiency boosting practices such as trip-chaining.			
7	Regional Mobility Management Network (Mobility Management)	RTS Monroe, RTS regional systems, County Human Service Departments, County Transportation Coordinating Councils, Nonprofit organizations	Annual costs between \$50,000 - \$100,000	Municipal, state, or federal agency funding, foundations
	Create a training and support network for county mobility managers in the region. Training could provide mobility managers with background skills and networking opportunities. Network could at first facilitate information sharing, but could eventually become a regional body coordinating rides and other resources.			
8	Regional Technology Network (Mobility Management)	RTS Monroe, RTS regional systems, County Human Service Departments, County Transportation Coordinating Councils, Nonprofit organizations	Capital costs between \$40,000 and \$50,000 per county and annual support fee of \$5,000 per county	Municipal, state, or federal agency funding, foundations
	Equip county transportation networks with technology to link all into a regional network. This network could be used, initially, as an information resource for adjacent counties, and with additional development, as a tool for coordinating and processing payment for specialized transportation services.			
9	Volunteer Driver Program (Mobility Management, Specialized Transportation Services)	County Human Service Departments, County Transportation Coordinating Councils, Nonprofit organizations	With Mobility Manager in place, may be as low as \$5,000 - \$10,000	Municipal, state, or federal agency funding, foundations
	Network of volunteer drivers to help transport individuals with special needs or those traveling longer distances. Support to these individuals can help to retain their interest and ability in these volunteer efforts. See also senior transportation network (below) which can also benefit from volunteer services. It should be noted that these services may also represent opportunities to serve county-to-county trips that are often difficult to serve under existing county-based programs.			

#	Title/Category	Potential Lead Agency/Champion, Potential Participating Agencies	Estimated Costs	Potential Funding Sources
10	Bus Stop Accessibility and Maintenance Improvements (Policies)	RTS Monroe, RTS regional systems, municipalities	Ped Signals \$8,000-\$12,000 Bus shelters \$3,000-\$5,000 Curb cuts \$1,500, Sidewalks \$50-\$100 per foot	Municipal, county, state or federal agency funding
	Provide bus shelters and other improvements (e.g., refuse cans, benches) at bus stops, transit hubs and transfer points. Ensure that stops are accessible to/from the bus and to/from the adjacent sidewalk system. Ensure that bus stops are accessible during winter season. Promote best practices such as "adopt-a-bus-stop" programs to improve accessibility and maintenance of facilities.			
11	Regional and County Coordinating Councils (Policies)	County Human Service Departments, other County Departments, County Transportation Coordinating Councils, Nonprofit organizations	Primarily staff time	N/A
	Create focal points for coordination and mobility management activities. Regional and County coordinating councils could assist in implementing the regional- and county-scale recommendations included in this plan and assist and encourage the implementation of local initiatives such as facilitating service connections across county boundaries.			
12	Innovative Transportation Service Designs (Public Transportation/ Specialized Transportation Services)	RTS Monroe, RTS regional systems, Nonprofit organizations	Public Transit - up to \$75-80 per hour; Van/shuttle service -between \$50 and \$60 per hour.	Municipal, state, or federal agency funding Private businesses (i.e., supermarkets)
	Example: provide fixed route/fixed schedule bus service designed to serve senior and/or employment destinations by improving proximity of bus stops. Use neighborhood scale vehicles to navigate smaller roads and to be able to access the front entrances of senior-oriented facilities, shopping destinations, and employment sites. This category also includes modification of existing services to improve program effectiveness (e.g., inclusion of "trip-chaining" into eligible services to allow patients to combine multiple trip segments under a single trip "chain") to eliminate redundant trips being otherwise provided by multiple providers.			
13	Transit Service Expansion and Improvements (Public Transportation/ Specialized Transportation Services)	RTS Monroe, RTS regional systems, Community Transportation Providers, others	Public Transit - up to \$75-80 per hour; Van/shuttle service -between \$50 and \$60 per hour; development of mobile 'app' \$10,000 - \$20,000	Municipal, state, or federal agency funding, foundation funding, private funding
	Create new services and/or expand existing services to provide service to new areas, expand service hours and/or expand options in area with limited service. New/expanded services may include new options for late-night or weekend service. Build on opportunities to coordinate existing services to maximize efficiency and ridesharing. This category also includes the direct application of technology (i.e., apps) to the providing of transportation services. Potential applications could utilize an Uber/Lyft approach to organizing transportation for seniors, people with disabilities, and people with lower incomes. Van/shuttle service is also discussed under "Job Access Strategies" (above).			

#	Title/Category	Potential Lead Agency/Champion, Potential Participating Agencies	Estimated Costs	Potential Funding Sources
14	Travel Training (Public Transportation/Mobility Management)	RTS Monroe, RTS regional systems, County Human Service Departments, Nonprofit organizations	Varies by program -with Mobility Manager in place simple programs as low as \$5,000 - \$10,000	Municipal, state, or federal agency funding, foundations
		Design programs to train individuals to use fixed-route and/or dial-a-ride public transit. Increasing use of public transit will increase mobility for individual and reduce reliance on higher cost transportation modes.		
15	Continuation of Support to Existing Services (Mobility Management/Specialized Transportation Services)	Federal/State Existing providers	Varies by program	FTA Section 5310 program; municipal, state, or federal agency funding; foundations
		The Genesee-Finger Lakes region has a strong network of existing providers that fill gaps in the transportation systems where public transit is not able to provide sufficient service. Supporting these organizations, including specialized services, mobility management, and volunteer programs, should remain a priority for meeting regional needs. The most recently-funded 5310 providers are incorporated and included into this plan as Appendix III as representative providers.		
16	Senior Transportation Network (Specialized Transportation Services)	Private citizens, Nonprofit organizations	None for public sector	Participant dues
		Establish a network of seniors interested in paying for high quality, door-to-door service through a membership organization to which seniors pay dues; these organizations can also be implemented with the assistance of volunteer transportation providers (see above). Further information is available at ITN America, www.itnamerica.org .		
17	Taxi Subsidy Program (Specialized Transportation Services)	County Human Service Departments, County Transportation Coordinating Councils, Nonprofit organizations	Administrative costs between \$10,000 - \$50,000; Subsidy costs vary by amount and number of participants	Municipal, state, or federal agency funding, foundation funding
		Provide reduced fare vouchers to older adults, persons with disabilities and persons with low incomes to allow for more trip flexibility and increased travel coverage as needed; may also be used to support off-peak employment opportunities. Encourages use of lower-cost travel modes and supports expansion of accessible and community car fleet.		

IV. Priorities for Implementation

Table 4, below, shows each of the previously discussed recommendations, organized in terms of their priority for implementation. Near Term refers to recommendations that should be immediately implemented, Medium Term refers to a 1-2 year timeline for implementation and Long Term refers to 3-5 year timeline.

Priority for Implementation

Implementation Priority	Applicability	Strategy Title	Potential Lead Agency/Champion, Potential Participating Agencies
Near Term (Immediate)	All	Facilitate New Partnerships/ Regional Cooperation	RTS Monroe, RTS regional systems, County Arcs, Specialized Transportation Service Providers, Municipalities
		Job Access Strategies	RTS Monroe, RTS regional systems, County Human Service Departments, Nonprofit organizations, private employers.
	Mobility Management	Centralized Resource Directory	County Human Service Departments, County Transportation Coordinating Councils, Nonprofit organizations
		County Mobility Managers	RTS Monroe, RTS regional systems, County Human Service Departments, County Transportation Coordinating Councils, Nonprofit organizations
	Mobility Management, Specialized Transportation Services	Volunteer Driver Program	County Human Service Departments, County Transportation Coordinating Councils, Nonprofit organizations
	Policies	Regional and County Coordinating Councils	County Human Service Departments, other County Departments, County Transportation Coordinating Councils, Nonprofit organizations
	Public Transportation, Mobility Management	Travel Training	RTS Monroe, RTS regional systems, County Human Service Departments, Nonprofit organizations
	Specialized Transportation Services	Continuation of Support to Existing Services	Federal/State Existing providers
Medium Term (1-2 Years)	All	Marketing and Information Campaigns	RTS Monroe, RTS regional systems, County Human Service Departments, County Transportation Coordinating Councils, Nonprofit organizations
	Mobility Management	Centralized Call Centers	RTS Monroe, RTS regional systems, County Human Service Departments, County Transportation Coordinating Councils, Nonprofit organizations
	Mobility Management	Regional Mobility Management Network	RTS Monroe, RTS regional systems, County Human Service Departments, County Transportation Coordinating Councils, Nonprofit organizations
	Policies	Bus Stop Accessibility and Maintenance Improvements	RTS Monroe, RTS regional systems, municipalities
	Public Transportation, Specialized Transportation Services	Innovative Transportation Service Designs	RTS Monroe, RTS regional systems, Nonprofit organizations, private firms (Uber, Lyft, etc.)
		Transit Service Expansion and Improvements	RTS Monroe, RTS regional systems, Community Transportation Providers, others
	Specialized Transportation Services	Senior Transportation Network	Private citizens, Nonprofit organizations, ITN
		Taxi Subsidy Program	County Human Service Departments, County Transportation Coordinating Councils, Nonprofit organizations
Long Term (3-5 Years)	Mobility Management	Regional Technology Network	RTS Monroe, RTS regional systems, County Human Service Departments, County Transportation Coordinating Councils, Nonprofit organizations

V. Appendices

Summary of Coordinated Plan Survey Responses (20 received)

Q1: Please identify your role(s) with respect to Coordinated/Specialized Transportation:

Role	Percent (# of Respondents)
CUSTOMER THAT NEEDS specialized transportation services	15 (3)
AGENCY THAT RELIES on other organizations to provide specialized transportation services to our customers	15 (3)
AGENCY THAT PROVIDES public transportation and other specialized transportation services directly to clients/customers	60 (12)
MEMBER OF THE PUBLIC that wants to provide suggestions and input to the planning process	15 (3)
ORGANIZATION THAT PROVIDES Transportation to adults with developmental disabilities to their programs (5%)	5 (1)
FUND COMMUNITY-BASED TRANSPORTATION Programs for older adults	5 (1)

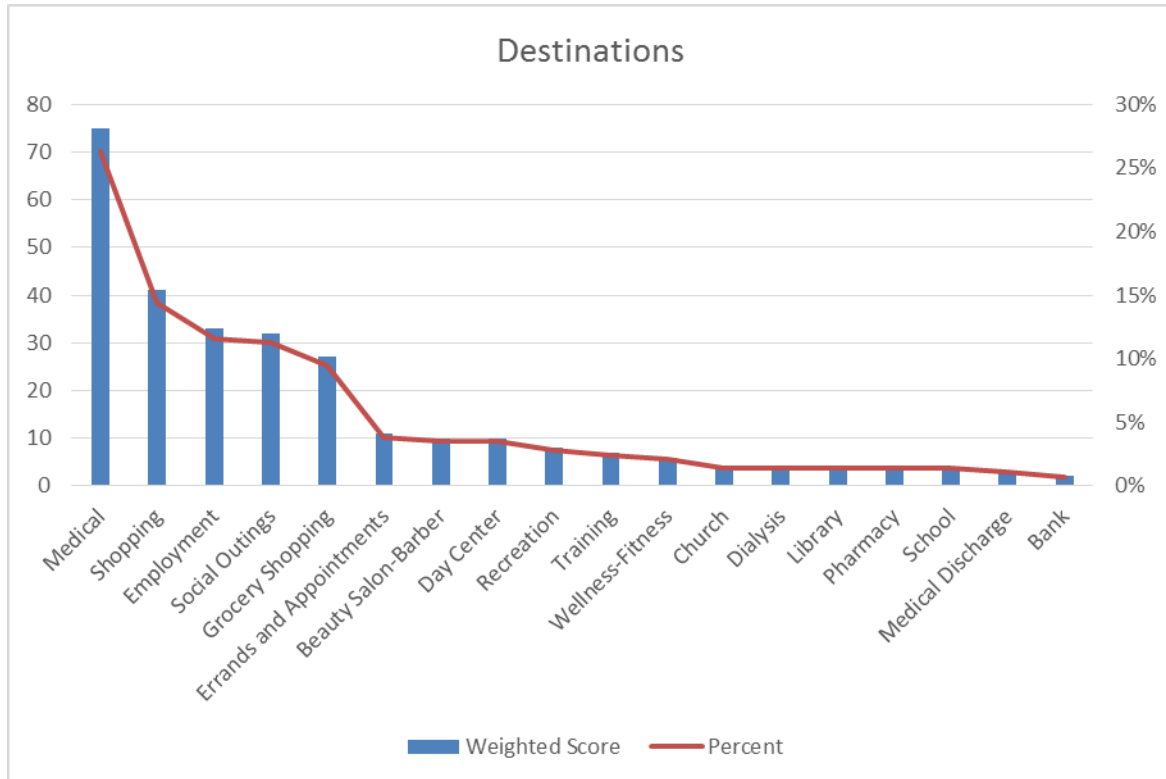
Q2: Please enter the ZIP code for your home address and the nearest major cross streets (so that we can understand the approximate location where you reside).

14624	S. Clinton - Rockingham - Goodman
14621	Nine Mile Pt Rd and Whitney Rd
14620 (3)	Whitney Road and Route 250
	Whitney Road and Nine Mile Point Road
	Whitney Road
14617	Route 250 & Whitney Road
14580 (2)	West Commercial and N. Washington St.
	Chili Avenue and Paul Road
14513	St. Paul Blvd. and Thomas Avenue
14504	Rt.104 / Hard Rd
14450 (5)	Ford / Mt. Hope
	E Main St and N Spruce
	Ford Street and Mount Hope Avenue
	Cayuga
	Empire Blvd and Daytona Ave.
14445	Rt. 31 and Rt. 88
14418	Guyanoga Rd and Italy Hill Rd
14020 (2)	Hudson & Ridge Rd E.
	Meadowcrest and South Main

Q3: Please identify which of these categories you consider to apply to yourself (multiple selections are ok).

Elderly Person	15% (3)
Person with a disability	20% (4)
Person with a low income	20% (4)
Adult with developmental disabilities	5% (1)
Age 64 and currently employed	5% (1)
Middle age with own transportation	5% (1)
Person interested in downsizing current home and possessions	5% (1)
Care manager	5% (1)
Eldercare professional	5% (1)
Employee of a senior organization	5% (1)
Our agency serves people with disabilities.	5% (1)
Transportation/Program Coordinator/Community Care Manager	10% (2)
Transportation Provider	10% (2)
Transportation Provider, Advocate for disabled persons	5% (1)

Q4: Please identify the FIVE most important Destinations to you in terms of your transportation needs (i.e., medical care, shopping, etc). If you are a provider or agency, please identify based on your clients' needs. Be as specific or as general as you like. Responses were weighted: 5 points for most important, 4 points for 2nd most important ... 1 point for 5th most important. Total of 285 points assigned. Summarized and shown below in chart form:



Q5: With respect to Destinations, please provide your comments (if any) on the most important challenges and opportunities that should be addressed in terms of "getting to" the Destinations identified in Question #4 (above). Specific comments on Gaps in Services can be provided here.

People in wheelchairs or needing assistance can be a challenge (to providers?).
To be able to come and go when desired could present a challenge.
There are not enough transportation programs that help people with low incomes. More transportation programs need to be able to people in the suburban areas. (Wayne County does not offer much assistance with transportation for those with disabilities).
Gaps: evening & weekend transportation; social transportation; door to door and through door transportation; ability to get same day transportation.
One of our biggest challenges is supporting people with disabilities in getting to work. Many of the people we support are able to work in competitive employment, but the locations and hours do not often line up with available public transportation.
I am assuming that getting from my neighborhood in Irondequoit to downtown would be fairly simple; as in one bus ride. But to transfer to the Park Ave. area where I work would take more time than I probably have to devote to commuting.
Challenges include dispersed health care destinations, shopping destinations that are pedestrian unfriendly (unsafe parking lots, lack of sidewalks), the inability to find appropriate transportation at a moment's notice, the uncertainty of success & safety when navigating public transit.
Weekends, nights, and early morning going to popular work sites/doctor offices which are 10-15 miles out of town.
None
Hours on bus stressful
Medicaid authorization has been a challenge since the MAS was started. The need for advance notice and the need to reschedule when errors occur in the system. We need more providers with more vehicles as capacity is often a delay. We could use vehicles with more wheelchair capacity (6 slots instead of 2). Each facility and transportation provider has different expectations about what drivers will do in terms of getting the individual who needs to be transported to and from the building to the bus. This is an opportunity for improvement.
We service a very rural area and transportation funds for vehicles are imperative.
Yates County has limited transportation available to access.
Current challenges and opportunities lie with the ability to assist wheelchair-bound passengers with home egress/access in the event that that navigation of multiple steps is required. Not all transportation vendors will accept trips that require this level of passenger assistance.

Q6: Please identify the Specialized Transportation Services that you use (if any). If you are a provider, please identify those that your agency/organization provides or relies on to be provided by others.

First Service

Adults with developmental disabilities
Appointments at irregular times
Elderbus
Heritage Christian Services (agency) provided transportation
Medical Transportation for persons with disabilities and low income elders

N/A
TRAC
Transportation by a "2-man" crew (assists wheelchair-bound participants with home egress/access)
Volunteer Drivers
We already use another Transportation system to get our individuals in each day
Wheelchair

Second Service:

Lift Line
Medical Motors
Non-emergency stretcher transportation
Shopping that is handicap accessible
SOFI vans (Elderbus)
Transportation for grocery shopping
Volunteer program for medical appointments M-F

Third Service:

Social transportation that is handicap accessible
Public busses
STAR

Q7: With respect to Specialized Transportation Services identified in Question #6 (above), please provide your comments (if any) on the most important challenges and opportunities that should be addressed. Specific comments on services can be provided here.

Social transportation is only offered as a planned outing one time per month on a weekend, leaving little room for friends to gather for lunch or go to a daytime musical event. Persons can access Lift Line services for social events only if they qualify based on a "disability".
There is a significant increase of seniors that need transportation to medical appointments, etc. There is not enough funding available to help support transportation programs that already exist. Some transportation programs limit how often the seniors are able to use the service. There is such a need for seniors to get back and forth to dialysis treatments, and cancer treatments.
same as #5
Cost and flexibility are the two biggest challenges for us.
N/A
Capacity - all three are great programs running at full capacity, resulting in trips being prioritized to nothing but medical & groceries. As a result, older adults are unable to participate fully in their communities in terms of social activities - a critical component of health aging.
Public transportation does not always match the need for individuals who are "running behind" due to long appointments or unplanned events. The "Dial a Ride" service often takes a long time to arrive due to their own schedule.
The two biggest challenges include recruiting volunteer drivers and providing mileage reimbursement for drivers. As an organization struggle to find enough volunteers interested in being drivers to keep up with the demand for transportation. As for the latter point, the federal government only allows .14 per mile for reimbursement. This can limit the number of trips a volunteer is able to afford or just discourages people from driving at all.
Clients can't participate in daily activities like shopping, social and recreational activities due to their accessibility needs. They have to rely on others for this service and it decreases their independence. If clients get to the things that they needed that could decrease their need for attendant services.
Current challenges and opportunities include: 1. The ability to assist wheelchair-bound passengers with home egress/access in the event that that navigation of multiple steps is required. Not all transportation vendors will accept trips that require this level of passenger assistance. 2. Timely pick up of passengers upon completion of medical appointments. There is often a wait in excess of 45 minutes for a return trip pick up resulting in a burden on both passenger and medical office. Further, at times the passenger has been provided an "escort" (home health aide) to accompany them during the appointment as it is unsafe for the passenger to be left alone and/or to assist with the medical appointment. These escorts are typically assigned to assist with multiple appointments per day and delays in transportation either result in a passenger being left unattended as they await pick up after their appointment or the escort being unable to go to their next assignment because they are waiting for the passenger to be picked up.

Q8: The currently adopted Coordinated Plan includes three Prioritized Strategies for the region. Please rank them, below, according to which you believe is most important to improving transportation services for you, or your agency.

Prioritized Strategy	First Importance	Second Importance	Third Importance
Service Improvements: focus on improving existing services through cooperation between providers, and expanding services where funds are available, to address unmet customer needs.	11	7	1
Regional and County Mobility Management: assisting individuals and agencies with coordination, ride scheduling, trip planning, and in other efforts that link individuals with the "family of transportation services" that best meet their needs.	8	10	1
Information: marketing and information systems to welcome new riders to the system, travel training, bus buddies, and similar services.	0	2	17

Q9: New ideas, general comments - please share any comments or suggestions related to the Prioritized Strategies discussed in Question #8, as well as any new ideas that you have that don't seem to fit in the categories above.

Expanding services and hours could be helpful Additional funding needed for that
I would like to see a coordinated collaborative effort among providers and funders to address gaps in service
n/a
Coordination among providers to maximize utilization is an opportunity.

Genesee-Finger Lakes Region
Coordinated Public Transit-Human Services Transportation Plan Update
Public Meeting

Tuesday,
July 28, 2015
10:00 AM - 12:00 PM

Central Library - Kate Gleason Auditorium 115 South Avenue Rochester, NY

The Genesee Transportation Council (GTC) is preparing an update to the *Genesee-Finger Lakes Region Coordinated Public Transit-Human Services Transportation Plan*, covering Genesee, Livingston, Monroe, Ontario, Orleans, Seneca, Wayne, Wyoming and Yates counties. This plan allows the region to access funding to support vital human service transportation programs.

A key element of the plan update includes documenting unmet transportation needs across the region as well as changes that have occurred since the current Plan's adoption in 2011. Public input is critical to these efforts which include assessing the region's transportation systems, locating gaps in the existing transportation network, and identifying and updating strategies to address the transportation needs identified in the Plan.

Join the GTC for a public workshop on Tuesday, July 28th at the Kate Gleason Auditorium to participate in this important initiative to help improve these services and better meet the transportation needs of the region.

- Additional information can be obtained from the GTC's website, including the full plan (large file, PDF format) at: <http://goo.gl/Ya6KtG>, or the Executive Summary (smaller file, PDF format) at: <http://goo.gl/taZfWh>.
- A short (less than 10 question) survey on Transportation Needs is available at: <https://goo.gl/LVbKqO>. Members of the public and agency staff are strongly encouraged to complete this brief survey to help inform development of the plan and ensure that your needs are considered during plan development.

For those needing special accommodation (including a foreign language interpreter), please contact GTC at (585) 232-6240 at least 48 hours before the meeting. Persons who are hearing impaired should use the NYS Relay Service at (800) 662-1220 or 711.

Further information can be obtained via the GTC website at: <http://www.gtcmpo.org>.

Genesee-Finger Lakes Region
Coordinated Public Transit-Human
Services Transportation Plan Update
Public Workshop

The Genesee Transportation Council (GTC) is preparing an update to the Genesee-Finger Lakes Region Coordinated Public Transit-Human Services Transportation Plan, covering Genesee, Livingston, Monroe, Ontario, Orleans, Seneca, Wayne, Wyoming and Yates counties. This plan allows the region to access funding to support vital human service transportation programs.

Join the GTC for a public workshop on Tuesday, July 28th from 10:00 a.m. to 12:00 noon at the Rochester Central Library - Kate Gleason Auditorium, 115 South Avenue, to participate in this important initiative to help improve these services and better meet the transportation needs of the region. Additional information can be obtained from the GTC website (www.gtcmpo.org), including the existing Plan and Executive Summary

For those needing special accommodation (including a foreign language interpreter), please contact GTC at (585) 232-6240 at least 48 hours before the meeting. Persons who are hearing impaired should use the NYS Relay Service at (800) 662-1220 or 711.

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**Genesee Finger Lakes Region
Coordinated Public Transit-Human Services
Transportation Plan Update – Public Workshop**

**Kate Gleason Auditorium
Rochester Public Library**

July 28, 2015

SIGN IN SHEET (please print)

Name	Affiliation	E-mail (if you would like to be notified about next workshop).
Donie Bauld	CDR - TAG	
Pam Taggart	CDR-TAG	Twiny2176@gmail.com
Pat Taggart	CDR-TAG	twiny176@gmail.com
Mitch Roud	The Salvation Army	MICHAEL. ROUD @ usa.salvationary.org
Paul SASKAWSKI	Genesee ARC	PSASKAWSKI@GENESEEARC.ORG
SHANE FACKELMAN	Cobblestone Arts Center	SFACKELMAN@HOTMAIL.COM
Crystal Benjamin Pofford	RTS	
Jen Higgins	UWAR	
Johna Rangel		
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Arlene Cook	Lifespan	amcook@lifespan-roch.org
Michele Woodward	St Ann's Home	mwoodworth@stannscommunity.org
John PROSPERO	Liv-Wyo ARC	jprospero@lwarc.org

**Genesee Finger Lakes Region
Coordinated Public Transit-Human Services
Transportation Plan Update – Public Workshop**

**Kate Gleason Auditorium
Rochester Public Library**

July 28, 2015

SIGN IN SHEET (*please print*)

Name	Affiliation	E-mail (if you would like to be notified about next workshop).
Bill McDonald	MMS	Wmcdonald@medicalmotors.org
Julie Beckley	City of Rochester	beckleyj@cityofrochester.gov

Genesee-Finger Lakes Region
Coordinated Public Transit-Human Services Transportation Plan Update
Public Workshop

Tuesday,
August 25, 2015
2:00 PM - 4:00 PM

Central Library - Kate Gleason Auditorium 115 South Avenue Rochester, NY

The Genesee Transportation Council (GTC) is preparing an update to the *Genesee-Finger Lakes Region Coordinated Public Transit-Human Services Transportation Plan*, covering Genesee, Livingston, Monroe, Ontario, Orleans, Seneca, Wayne, Wyoming and Yates counties. This plan allows the region to access funding to support vital human service transportation programs.

A key element of the plan update includes documenting unmet transportation needs across the region as well as changes that have occurred since the current Plan's adoption in 2011. Public input is critical to these efforts which include assessing the region's transportation systems, locating gaps in the existing transportation network, and identifying and updating strategies to address the transportation needs identified in the Plan.

Join the GTC for a public workshop on Tuesday, August 25th at the Kate Gleason Auditorium to participate in this important initiative to help improve these services and better meet the transportation needs of the region.

- Additional information can be obtained from the GTC's website, including the full 2011-adopted plan (large file, PDF format) at: <http://goo.gl/Ya6KtG>, or the 2011 plan's Executive Summary (smaller file, PDF format) at: <http://goo.gl/taZfWh>.

For those needing special accommodation (including a foreign language interpreter), please contact GTC at (585) 232-6240 at least 48 hours before the meeting. Persons who are hearing impaired should use the NYS Relay Service at (800) 662-1220 or 711.

Further information about GTC can be obtained via our website at: <http://www.gtcmpo.org>.

LEGAL NOTICE
Genesee-Finger Lakes Region
Coordinated Public Transit-Human
Services Transportation Plan Update
Public Workshop

The Genesee Transportation Council (GTC) is preparing an update to the Genesee-Finger Lakes Region Coordinated Public Transit-Human Services Transportation Plan, covering Genesee, Livingston, Monroe, Ontario, Orleans, Seneca, Wayne, Wyoming and Yates counties. This plan allows the region to access funding to support vital human service transportation programs.

Join the GTC for a public workshop on Tuesday, August 25th from 2:00 p.m. to 4:00 p.m. at the Rochester Central Library - Kate Gleason Auditorium, 115 South Avenue, to participate in this important initiative to help improve these services and better meet the transportation needs of the region. Additional information can be obtained from the GTC website (www.gtcmpo.org), including the 2011-adopted Plan to be updated and its Executive Summary.

For those needing special accommodation (including a foreign language interpreter), please contact GTC at (585) 232-6240 at least 48 hours before the meeting. Persons who are hearing impaired should use the NYS Relay Service at (800) 662-1220 or 711.

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**Genesee Finger Lakes Region
Coordinated Public Transit-Human Services
Transportation Plan Update – Public Workshop**

**Kate Gleason Auditorium
Rochester Public Library**

August 25, 2015

SIGN IN SHEET (please print)

Name	Affiliation	E-mail (if you would like to be notified about next workshop).
Dorrie Budd	Center for Disability Rights	
Pat Taggart	CDR	Twiny16@gmail.com
Erica Jones	CDR	ejones@cdrnys.org
Jen Pincus	Rochester Regional Health	jennifer.pincus@rochesterregional.org
Bauhan	CCFL	BAUHAN CASAGNARLO@GMAIL
Pamela Taylor RD	Lifespan	ptaylor@lifespan-roch.org
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Chris Kolankiewicz	Lifespan	ckolankiewicz@lifespan-roch.org
Amy Hall	Heritage Christian	ahall@heritagechristianservices.org
GEORGE MACIUSKA	ARC OF YATES	GMACIUSKA@ARCOFYATES.ORG

Section 5310 Projects Announced on October 19, 2015.

Source: <https://www.governor.ny.gov/sites/governor.ny.gov/files/atoms/files/SNRVehicleChart2015.pdf>

Location	Agency Name	# Veh/ Or Project Type	Grant Amount	Total Project Amount
Batavia, Genesee County	Genesee County Chapter NYSARC, Inc., DBA Genesee ARC	5 vehicles	\$201,600	\$252,000
Mount Morris, Livingston County	Livingston/Wyoming Chapter NYSARC, Inc.	4 vehicles	\$159,472	\$199,340
Webster, Monroe County	CDS Monarch	8 vehicles	\$333,265	\$416,581
Fairport, Monroe County	Fairport Baptist Homes, DBA FBH Caring Ministries	1 vehicle, Operating Assistance	\$76,409	\$127,884
East Rochester, Monroe County	Heritage Christian Services, Inc.	2 vehicles	\$67,696	\$84,619
Rochester, Monroe County	Independent Living for Seniors, DBA ElderONE	8 vehicles	\$330,064	\$412,580
Rochester, Monroe County	Lifespan of Greater Rochester Inc.	Mobility Management	\$254,886	\$318,608
Rochester, Monroe County	Lifetime Assistance, Inc.	8 vehicles	\$340,403	\$425,503
Rochester, Monroe County	Medical Motor Service of Roch. & Monroe Co., Inc.	8 vehicles	\$350,308	\$437,885
Webster, Monroe County	Rochester General Long Term Care, Inc., DBA Hill Haven Nursing Home	2 vehicles	\$82,131	\$102,664
Rochester, Monroe County	St. Ann's Home for the Aged, DBA St. Anns Community	5 vehicles	\$200,397	\$250,496
Rochester, Monroe County	Trinity Assistance Corporation, Inc., DBA Trinity Assistance Corporation	2 vehicles	\$72,366	\$90,457
Clifton Springs, Ontario County	Clifton Springs Sanitarium Co, DBA Clifton Springs Hospital & Clinic	1 vehicle	\$37,344	\$46,680
Canandaigua, Ontario County	Ontario County Chapter NYSARC, Inc., DBA Finger Lakes Bus Service	8 vehicles	\$378,848	\$473,560
Farmington, Ontario County	Victor Association of Cultural & Performing Arts, DBA Cobblestone Arts Center	3 vehicles	\$124,053	\$155,066
Albion, Orleans County	Community Action of Orleans and Genesee, Inc., DBA Orleans Community Action Committee	6 vehicles	\$240,697	\$300,871
Waterloo, Seneca County	Seneca Cayuga Counties Chapter NYSARC, Inc., DBA Seneca Cayuga ARC	8 vehicles	\$341,856	\$427,320
Newark, Wayne County	Wayne County Chapter NYSARC, Inc., DBA Wayne ARC	2 vehicles	\$133,716	\$167,145
Newark, Wayne County	Wayne Health Care, DBA Delray Living Center	1 vehicle	\$41,973	\$52,466
Warsaw, Wyoming County	Wyoming County Community Health System	1 vehicle	\$37,527	\$46,909
Penn Yan, Yates County	Yates County Chapter NYSARC, Inc.	6 vehicle	\$214,809	\$268,511
Finger Lakes Recommendations			\$4,019,820	\$5,057,149