



GENESEE-FINGER LAKES REGION

COORDINATED PUBLIC TRANSIT-HUMAN SERVICES TRANSPORTATION PLAN UPDATE

AUGUST 2021

GTC

GENESEE TRANSPORTATION COUNCIL

RESOLUTION

Resolution 21-77 Adopting the 2021 Genesee-Finger Lakes Region Coordinated Public Transit-Human Services Transportation Plan Update

WHEREAS,

1. The Fixing America's Surface Transportation Act (FAST Act) requires the establishment and scheduled update of a locally developed, coordinated public transit-human services transportation plan;
 2. The *FY 2021-2021 Unified Planning Work Program* includes Task 8150, Coordinated Public Transit/Human Services Transportation Planning, for the purpose of updating the 2016 *Genesee-Finger Lakes Region Coordinated Public Transit-Human Services Transportation Plan Addendum* and improving the framework for enhancing mobility and access, minimizing duplication of services, and providing cost-effective transportation for seniors, persons with disabilities, and low income individuals;
 3. Said Task has been completed and has resulted in the *Genesee-Finger Lakes Region Coordinated Public Transit-Human Services Transportation Plan (Plan)*;
 4. Said Plan has been developed in accordance with Federal Transit Administration (FTA) Circular 9070.1G which provides guidance on the Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities Program (the FTA human service transportation programs), and became effective June 6, 2014;
-
5. Projects selected for funding under the FTA human service transportation programs must be derived from a coordinated plan;
 6. The FAST Act, signed into law on December 4, 2015 allocates Section 5310 program funds to large urbanized areas (over 200,000 population) including the Rochester Metropolitan Planning Area (Rochester MPA);
 7. The GTC Board, via Resolution 13-60, selected NYSDOT as the Section 5310 Designated Recipient for the FTA human service transportation programs in the Rochester MPA;
 8. NYSDOT in cooperation with GTC will develop and conduct a competitive process for the selection of projects derived from said Plan within the Rochester MPA;
 9. NYSDOT will develop and conduct a competitive process for the selection of projects derived from said Plan for those projects within the nine-county Genesee-Finger Lakes Region that lies outside the Rochester MPA;
 10. NYSDOT will certify to FTA that the projects recommended for Section 5310 funds in the Rochester MPA meet the minimum 55% funding threshold required to be programmed for traditional 5310 projects;

11. Said Plan has been reviewed by GTC staff and member agencies through the GTC committee process and has been found to be consistent with the goals, objectives, and recommendations of the Long Range Transportation Plan as well as the FAST Act, and worthy of guiding project selection for funding under the FTA human service transportation programs.

NOW, THEREFORE, BE IT RESOLVED

1. That the Genesee Transportation Council hereby adopts the *Genesee-Finger Lakes Region Coordinated Public Transit-Human Services Transportation Plan* (Plan);
2. That GTC certifies that said Plan includes all of the required elements of the federally-required coordinated plan and meets the minimum criteria as established in FTA Circular 9070.1G;
3. That GTC endorses said Plan as the basis for the competitive selection of projects to be awarded FTA human service transportation program funds;
4. That GTC certifies that said Plan has been developed through a process that included representatives of public, private, and not-for-profit transportation and human services providers and stakeholders;
5. That GTC will amend its current and future Transportation Improvement Program as necessary to include projects derived from said Plan and selected for funding under FTA human service transportation programs; and
6. That this resolution takes effect immediately.

CERTIFICATION

The undersigned duly qualified Secretary of the Genesee Transportation Council certifies that the foregoing is a true and correct copy of a resolution adopted at a legally convened meeting of the Genesee Transportation Council held on August 26, 2021.

Date 08/26/2021

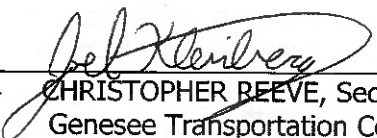
For 
CHRISTOPHER REEVE, Secretary
Genesee Transportation Council



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INTRODUCTION

Coordination between public transportation and human service transportation providers received increased attention when the Safe, Accountable, Flexible, Efficient, Transportation Act: A Legacy for Users (SAFETEA-LU) was passed in 2005. This Act required the establishment of locally developed, coordinated public transit-human service transportation plans as a condition for receiving funding for Federal Transit Administration (FTA) sponsored human service transportation programs. The concept behind coordination is that by working together to streamline aspects of service delivery, and/or jointly managing or administering disparate programs, human service transportation systems overall can become more productive, efficient and effective.

Subsequently, the Fixing America's Surface Transportation Act (FAST), 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 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. FTA 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 Federal Transit Administration's *Enhanced Mobility for Seniors and individuals with Disabilities Program* (Section 5310), a coordinated plan should incorporate activities offered under other programs sponsored by federal, state, and local agencies to greatly strengthen its impact."

More than five years after the passage of the FAST act and fifteen years since the adoption of SAFETEA-LU, municipalities and regions continue with focused efforts to implement and/or address barriers to coordination. Genesee Transportation Council (GTC) seeks to update the 2011-adopted *Genesee-Finger Lakes Region Coordinated Public Transit-Human Services Transportation Plan* and its 2016 Addendum to ensure that the region's coordinated plan remains a viable guide to project selection under FTA Section 5310 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.

The primary objective of this document is to revisit the previous plan and addendum, understand contemporary local and regional transportation needs, and continue to work toward a more efficient and coordinated network of service. The planning process intends to enhance the framework for future regional coordination efforts and project implementation.

Methodology

SAFETEA-LU and the FAST Act prescribed a clear process for developing a coordination plan. Plans must be based on locally identified needs and prioritize projects and services for funding and implementation. Federal guidance requires that projects selected for FTA funding be derived from a coordinated public transit-human service plan that, at a minimum, consists of the following elements:

- An inventory of available services that identifies current transportation providers
- An assessment of transportation needs for individuals with disabilities, older adults, and people with low incomes
- Strategies, activities and/or projects that address the identified gaps between current services and needs and identify opportunities to improve efficiencies in service delivery
- Priorities for implementation based on resources, time, and feasibility for implementing specific strategies and/or activities identified

GTC staff developed a methodology to update the *Genesee-Finger Lakes Region Coordinated Public Transit-Human Services Transportation Plan* that adheres to previously described federal processes. The update also compares demographic information, available services, and assessed needs to conditions observed during previous plan development to best note trends and identify potential future needs and service gaps. The methodology approaches the plan update via the following major steps:

- Assembly of and collaboration with an advisory committee comprised of county representatives and regional stakeholders. The committee is tasked with reviewing study material and work products before providing comments and proposed revisions. Subsequent steps will describe specific involvement of the committee, which is comprised of the following members:
 - Rochelle Bell – Senior Associate Planner, Monroe County
 - Angela Ellis – Deputy County Administrator, Livingston County
 - Amy Haskins – Director of Aging & Youth, Wayne County
 - Irene Coveny – Director, Ontario County Office for the Aging
 - Melissa Blonar – Director, Orleans County Office for the Aging
 - Harriet Haynes – Senior Planner, Seneca County
 - Maureen Estabrooks – Aging Services Specialist, Genesee County
 - John Prospero – Director of Transportation, The Arc of Livingston-Wyoming
 - Zack Housworth – Aging and Nutrition Services Director, Pro Action of Steuben and Yates
 - Jason Haremza – Senior Planner, Genesee-Finger Lakes Regional Planning Council

- Julie Boasi – Director of Service Planning, Rochester-Genesee Regional Transportation Authority
- Melissa Pennise – Associate Director of Strategic Initiatives, Common Ground Health
- Updating the regional inventory of existing transportation services and service providers. Information for this inventory was collected from the 2016 addendum, mobility management materials from certain counties, and through a review by members of the advisory committee.
- A spatial analysis of updated regional demographics comparing most recent percentages and densities of disadvantaged populations to data indicative of the period during the last full plan update.
- An inventory and mapping, followed by an assessment of need versus location, of the most desired destinations of users of specialized transportation services. Destinations include all:
 - Government Sponsored Human Services Offices
 - Senior Centers
 - Congregate Meal Sites
 - Full-Service Grocery Stores
 - Hospitals and Dialysis Centers
 - Primary Medical Care Facilities
 - Banks
 - Pharmacies
- Stakeholder interviews that engage service providers, human service agency staff, representatives from the medical community, and others from each county within the region. Advisory committee members reviewed and proposed revisions to the standard question set. Synthesis of these first-hand experiences greatly informs the identification of needs, service gaps, and coordination opportunities.
- Development of a set of strategies, activities, projects within the framework of a draft plan.
- Re-engaging the advisory committee and stakeholders to vet potential strategies and help the region prioritize projects for funding and implementation.
- Revision based on committee comments and stakeholder recommendation priority and finalization of the plan document.

DEMOGRAPHIC PROFILE

Per federal surface transportation authorization coordinated planning requirements, the plan must assess transportation needs for individuals with disabilities, older adults, and people with low incomes. The first step in this assessment includes spatial data analysis to better understand the size, location, and density of these populations most likely to utilize specialized transportation services. The demographics analysis will quantify and compare target population distributions within the region as well as to the entire State of New York and the United States. Contemporary data, referred to as the 2019 estimate, is sourced from the U.S. Census Bureau's American Community Survey (ACS) 2015-2019 five-year estimate at the block group scale.¹ Comparisons to older data refer to the ACS 2007-2011 five-year estimate unless otherwise cited.

Certain changes have been introduced into the latest demographic analysis. While the 2011 Plan and 2016 Addendum defined seniors as adults 65 years old or older, the 2021 Update quantifies adults 60 years of age or older due to observations made regarding eligibility for transportation and community meal services during the service provider inventory process. Parameters regarding persons with disabilities in previous plan updates were unclear. The analysis in this plan examines solely those with disabilities aged 20 to 64. Previous plan updates studied low-income individuals, whereas the 2021 Update evaluates low-income households, defined as household income below the household poverty line. Finally, the 2021 Update restores consideration of households with no private vehicle access, a target population that was included in the 2011 Plan, but not investigated in the 2016 Addendum.

As in the 2011 analysis, a composite needs index is calculated for each block group. The composite needs index combines the density of older adults, persons with disabilities, low-income households, and no vehicle households to determine the level of likely specialized transportation demand. As each demographic map divides block groups into quintile brackets, points are assigned to each block group based on the concentration of each target population. The points are aggregated, and brackets created, to indicate levels of composite need.

Also, like the 2011 Coordinated Plan, the 2021 Coordinated Plan divides the larger region into three sub-regions to improve legibility of demographic spatial analysis. Monroe County comprises one sub-region. The Eastern Sub-Region contains Wayne, Ontario, Yates, and Seneca counties while the Western Sub-Region covers Orleans, Genesee, Wyoming and Livingston counties. The color breaks of demographic maps are consistent between regions within each category of disadvantaged populations. Additionally, the units of measurement of all demographic maps are normalized by square mile to make areas of need outside of the primary metropolitan area more visible. While population density will continue to play a part in the identification of strategies to address regional need, this approach avoids over consideration of sheer magnitudes.

¹ U.S. Census Bureau, 2015-2019 American Community Survey 5-Year Estimates. Tables B01001, B17017, B23024, and B25044.
<https://data.census.gov/cedsci/>

Demographics: Key Findings

- People over the age of 60 comprise about 24 percent of the region's population, an increase of about 5 percent from 2011.
- Across the region, persons aged 20 to 64 with disabilities increased by 1.4 percent since 2011.
- In Monroe County, approximately 175,000 people (23.5 percent) of residents are over 60 years old. This accounts for over half of the total regional population of 60-plus residents.
- In Monroe County, as of 2019, there were 53,106 disabled non-senior adults (between 20 and 64 years of age) or 12.3 percent of the county's population.
- 11.3 percent of Monroe County's households do not have access to a car. This comprises approximately 70 percent of the region's car-free households. The concentration of households with no vehicle generally aligns with that of low-income households.
- In the Western Sub-Region (Genesee, Livingston, Orleans, and Wyoming Counties), approximately 50,000 people are over 60 years old. This accounts for about 17 percent of total regional population of 60-plus residents.
- In the Western Sub-Region, there are 13,468 disabled non-senior adults (between 20 and 64 years of age) or 11.8 percent of the population.
- In the Western Sub-Region, 7.7 percent of households were car-free; this accounts for approximately 13 percent of the regional car-free households.
- In the Eastern Sub-Region (Ontario, Wayne, Seneca, and Yates Counties), approximately 68,000 people are over 60 years old. This accounts for about 23 percent of total regional population of 60-plus residents.
- In the Eastern Sub-Region, there are 16,989 disabled non-senior adults (between 20 and 64 years of age) or 11.7 percent of the population.
- In the Eastern Sub-Region, 7.7 percent of households were car-free; this accounts for approximately 17 percent of the regional car-free households.
- Generally, throughout the region, there is a need for transportation services for elderly, disabled, and low-income residents in city and village centers. This need is pronounced in the City of Rochester.

Regional Overview

Compared to the 2011 estimate, the 2019 population estimate for the Genesee-Finger Lakes Region shows a slight decline of less than one percent from 1,214,716 to 1,205,380. This decline comes while New York State's population rose by 1.4% over the same period. When examining change at the county level, seven of the nine, with the exceptions of Ontario and Monroe Counties, experienced population decline. Decline as a percentage was led by Orleans County (4.9%) while Wyoming, Wayne, and Genesee Counties also shrank by more than three percent.

As the regional population has largely stagnated, the proportion of older adults has grown significantly. Those 60 years of age or older now comprise over 24 percent of the total population versus approximately 19 percent in 2011. Likewise, the regional share of persons aged 20 to 64 with disabilities has increased from 10.7 percent to 12.1 percent during the same timeframe. The percentage of regional households whose income falls below the poverty line has remained steady (12.6%) while the percentage of regional households who lack access to a vehicle increased to almost 10 percent (9.9%).

The changes within the target populations signal increased demand for human services transportation. Subsequent sub-chapters will further examine these shifts at the sub-region and county level.

Monroe County

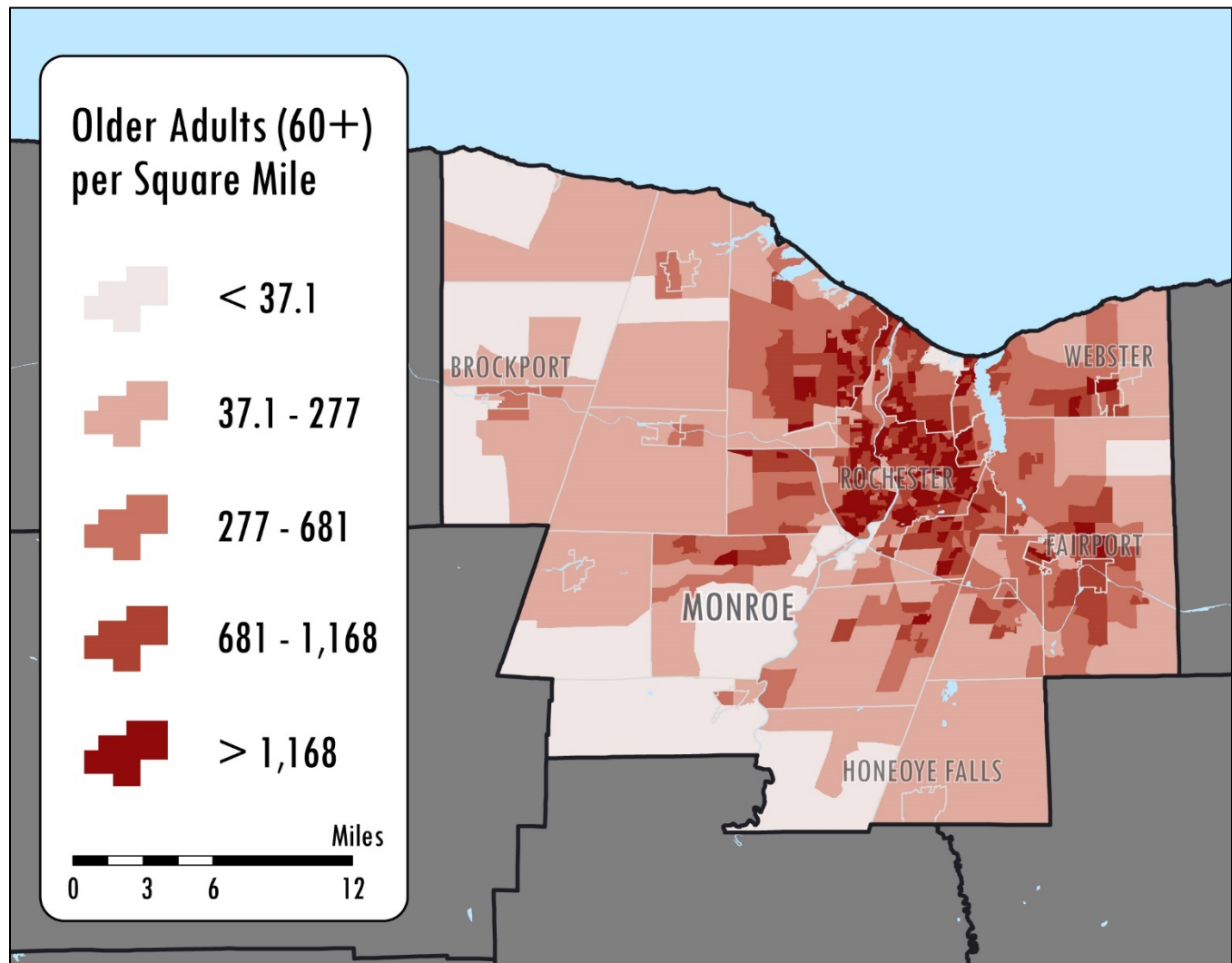
Monroe County, which includes the City of Rochester, is the metropolitan center of the Genesee-Finger Lakes Region. Monroe County has an estimated total population of 743,341 according to 2019 American Community Survey estimates, a slight increase of less than 600 people over 2011 estimates. As was the case in 2011, over 60 percent (62%) of residents of the Genesee-Finger Lakes Region live in Monroe County.

Census Bureau estimates state that 23.5 percent of Monroe County residents are 60 years of age or older, lower than the level across the nine-county region (24.3%), and the lowest of any single county within the region despite exceeding statewide (22.4%) and nationwide (21.8%) percentages of older adults. Monroe County is home to over 53,000 persons with disabilities aged 20 to 64, 12.3 percent of the population of that age group. This percentage is comparable to the nine-county region (12.1%), but far exceeds state (9.0%) and national (10.4%) figures. Monroe County is home to the highest concentration (13.7%) in the region of households whose annual income is below the poverty line, comparable to the state average (13.9%). Residents of Monroe County are less likely to have access to a private vehicle than those across the entire region. The concentration of Monroe County households without vehicle access (11.3%) outnumbers all other counties of the region except Yates.

Older Adults

The American Community Survey estimates that there are just over 175,000 adults aged 60 or older living in Monroe County, more than half of the regional senior population. The number of seniors represents an increase of almost 32,000 from the 2011 estimate when adults 60 or older accounted for 19.3 percent of the county population. As seen in Figure 1, high concentrations of older adults live throughout the county. Block groups containing the highest density, greater than 1,168 per square mile, are found in Greece, Brighton, Irondequoit, Gates, Chili, Webster, Penfield, Henrietta, and East Rochester. Highest densities are pronounced in all quadrants of the City of Rochester.

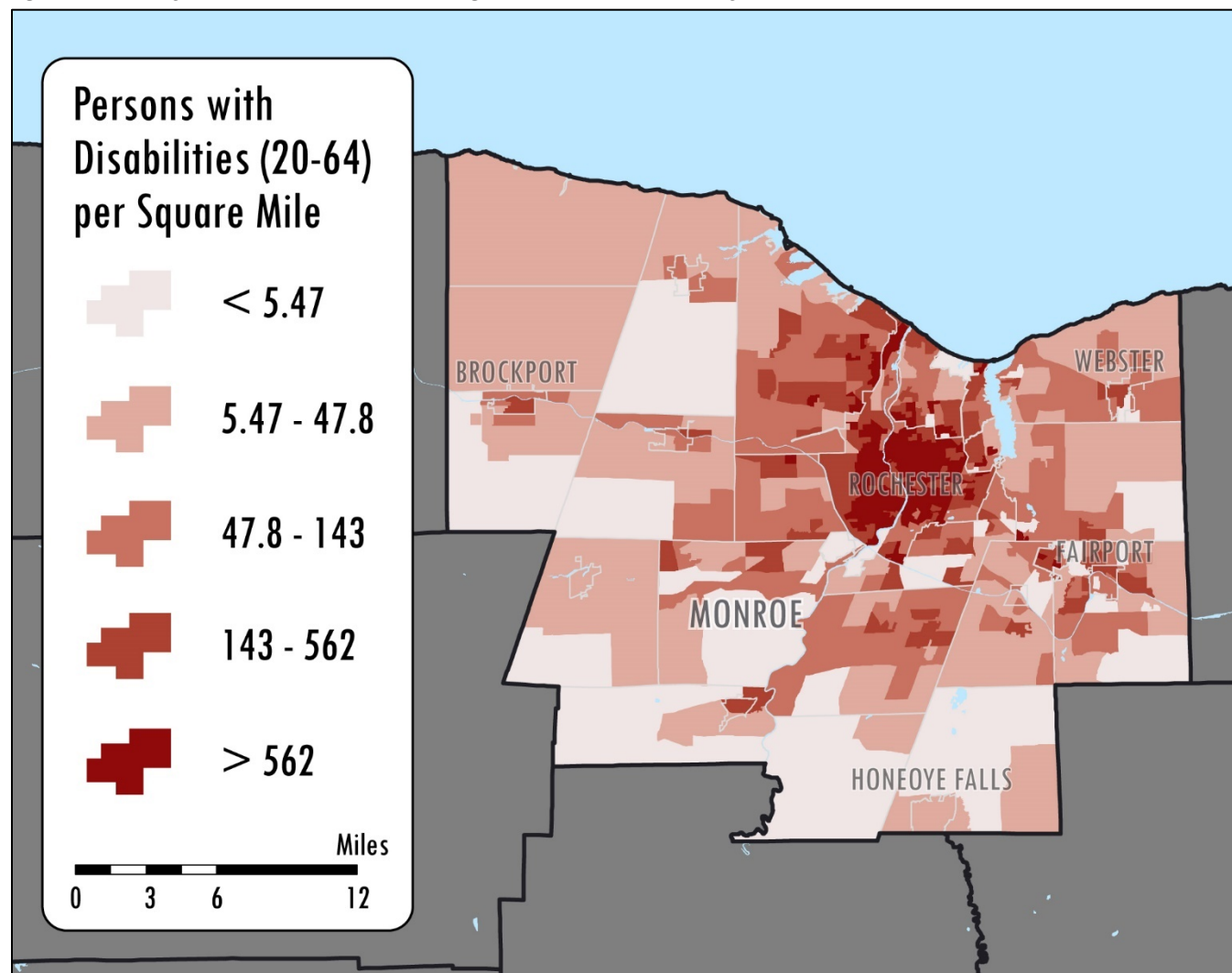
Figure 1 - Density of Persons Aged 60 or Over – Monroe County



Persons with Disabilities

Like the rising number of older adults, the number of persons with disabilities aged 20 to 64 increased substantially compared to levels described in the 2011 Coordinated Plan. The 2019 estimate of 53,106 disabled non-senior adults is an increase of over 6,000 from the 2012 estimate and raises the percentage from 10.7 to 12.3. The highest densities of non-seniors with disabilities are far more concentrated than the density of seniors, almost exclusively within the City of Rochester.

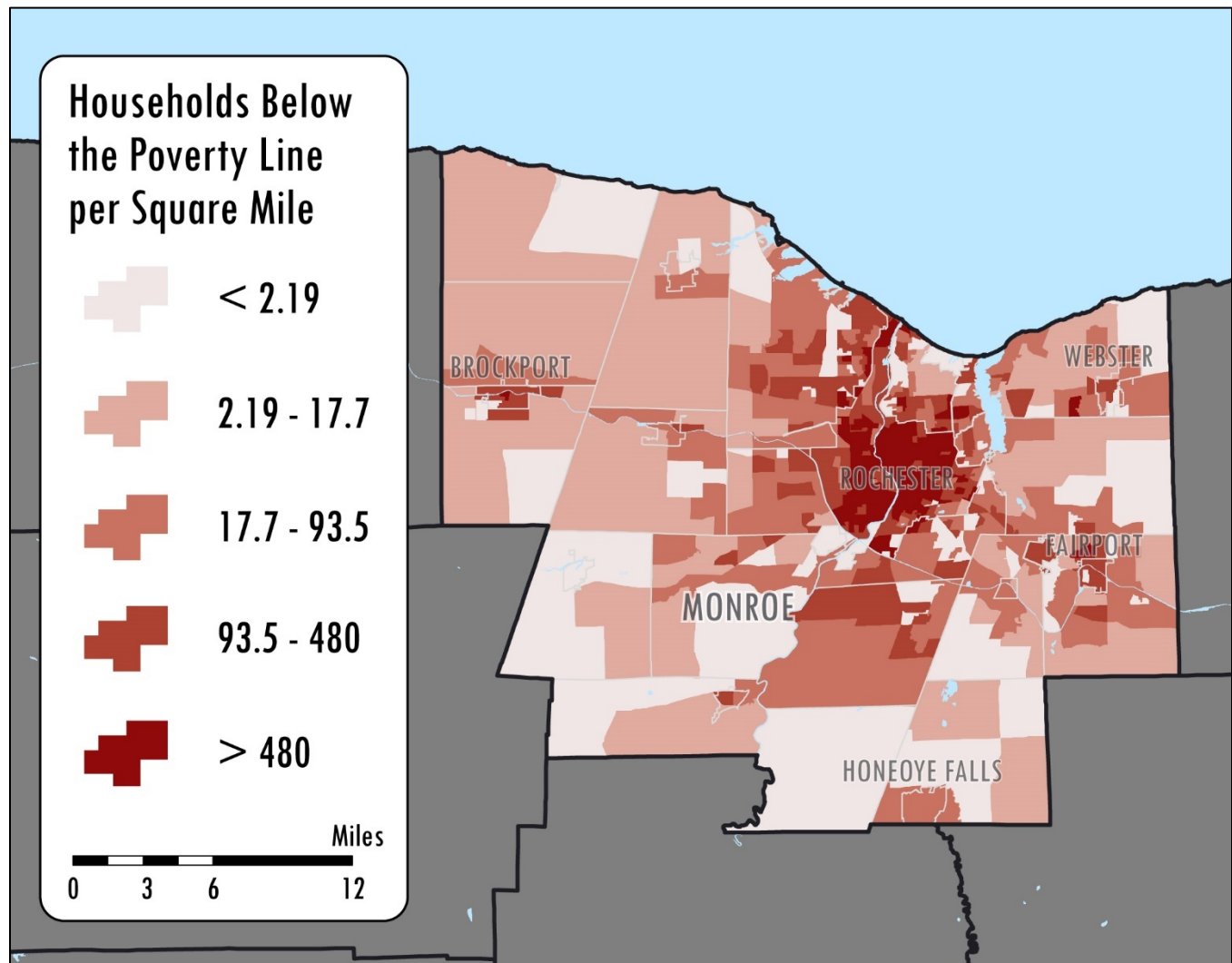
Figure 2 – Density of Persons with Disabilities Aged 20-64 – Monroe County



Low Income

The proportion of households with income below the poverty line has neither increased nor substantially decreased since the 2011 ACS Estimate. The sheer number, however, over 41,000 households, remains significant. As previously stated, Monroe County is home to the most and the highest percentage of low-income households in the region. Like the spatial distribution of persons with disabilities, the highest densities of low-income households are concentrated within the City of Rochester, though certain block groups in suburban towns and villages are also home to dense clusters of households with income below the poverty line.

Figure 3 – Density of Households Below the Poverty Line – Monroe County

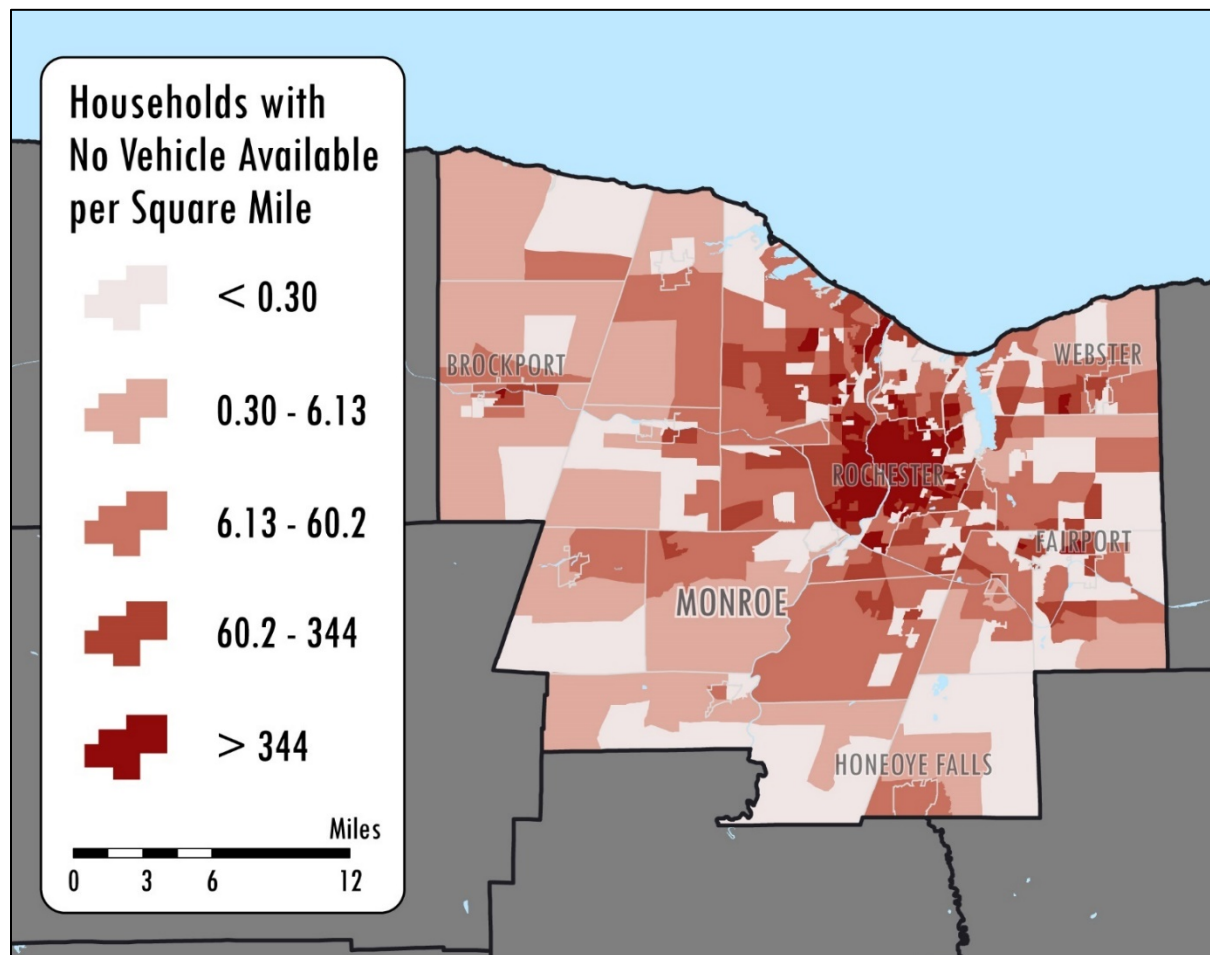


Vehicle Access

Mirroring trends in the proportion of household income below the poverty line, the percentage of households without access to a vehicle in Monroe County has remained virtually unchanged since prior plan updates. Over 34,000 car-free households represent 11.3 percent of Monroe County households and over 70 percent of the region's car-free households. This speaks to fundamental questions of access and equity since the dominant mode of transportation, the personal vehicle, has had profound influence on the locations of basic goods and services.

Spatially, high concentrations of households with no vehicle available form a pattern similar to the concentration of low-income households. For many, the high annual cost of vehicle ownership, which averages \$9,282,² is a prohibitive determining factor with respect to private vehicle access.

Figure 4 – Density of Households with No Vehicle Available – Monroe County



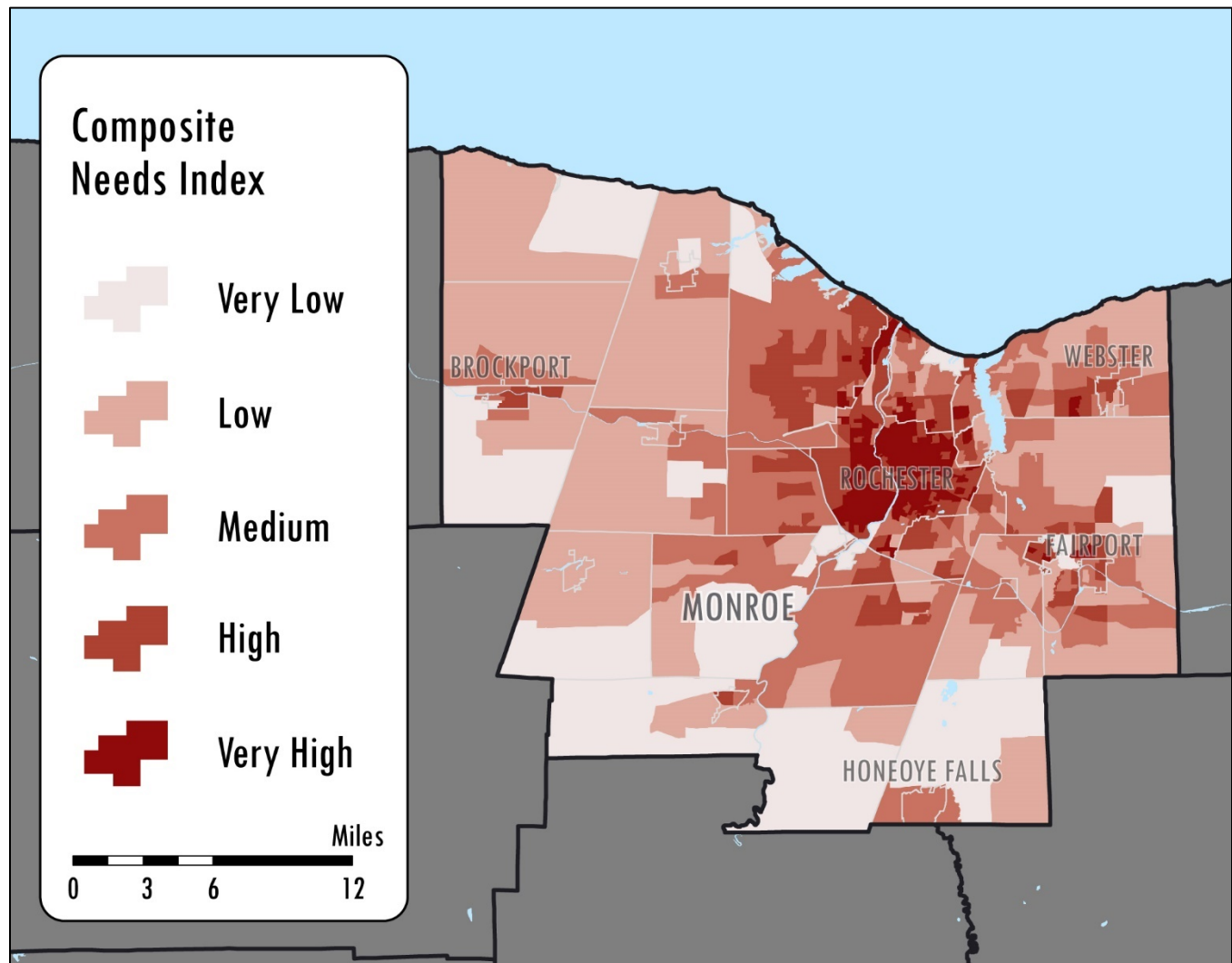
² Average Annual Cost of New Vehicle Ownership, American Automobile Association, 2019.

<https://www.aaa.com/autorepair/articles/average-annual-cost-of-new-vehicle-ownership>

Composite Needs

The Composite Needs Index, whose methodology is described in the Demographic Profile chapter introduction, combines the densities of older adults, persons with disabilities, low-income households, and those without vehicle access to determine a predicted relative level of need for each block group. The Composite Needs Index reinforces patterns observed with respect to each individual metric. While the highest needs are clearly concentrated within the City of Rochester, significant areas in suburban towns and villages exhibited moderate to high need. Specific examples of system shortcomings and service gaps will be examined in the Needs and Coordination chapter.

Figure 5 – Composite Human Services Transportation Need Index – Monroe County



Western Sub-Region

The Western Sub-Region contains Genesee, Livingston, Orleans, and Wyoming Counties. The total population of this sub-region is 202,608 according to the 2019 estimate, a decrease of almost 8,000 residents or 3.8 percent. Approximately 17 percent of residents of the larger region live in the Western Sub-Region.

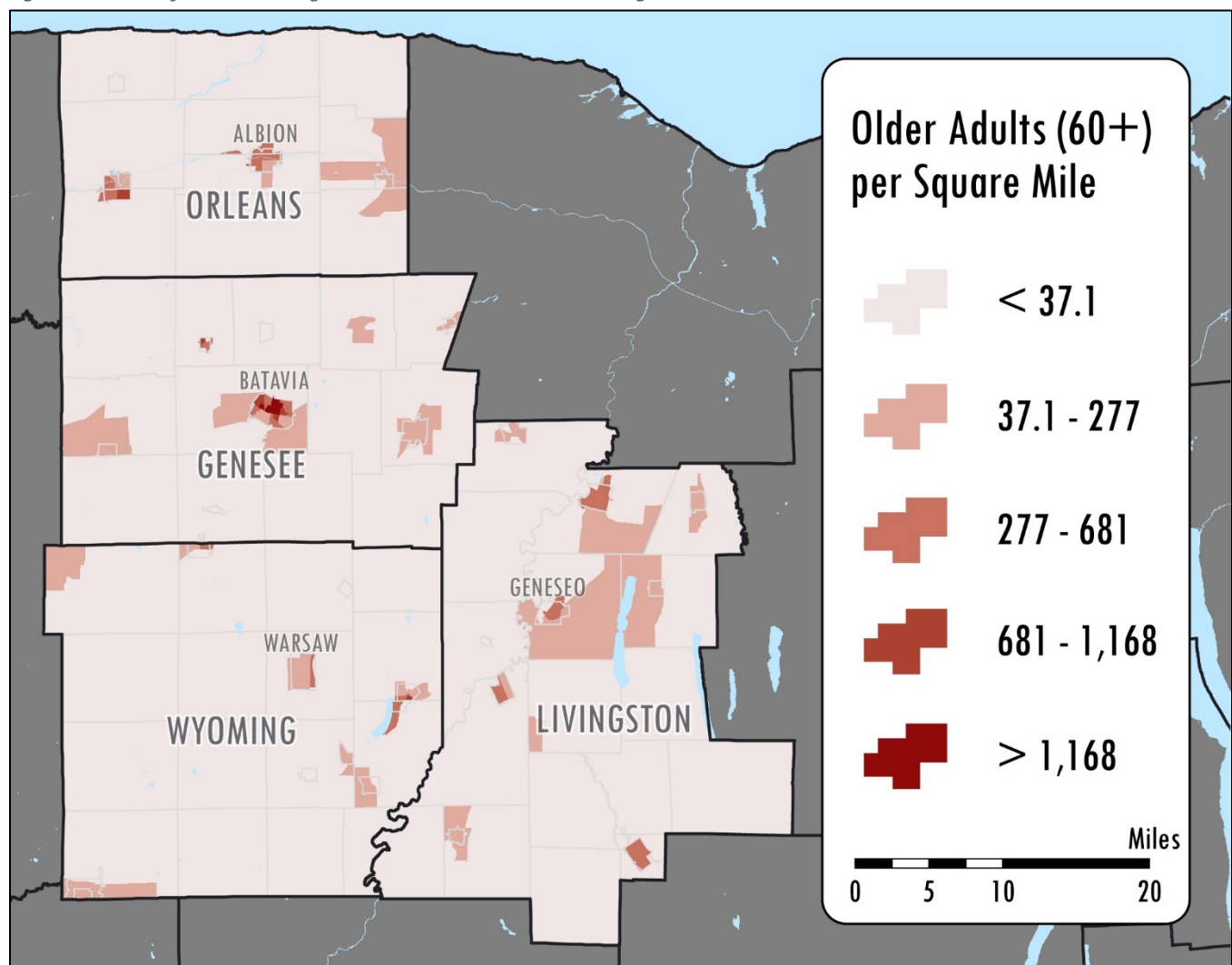
The Census Bureau estimates that 24.7 percent of residents of this sub-region are 60 years of age or older, slightly exceeding the regional average. All counties in this sub-region exceed state (22.4%) and nationwide (21.8%) percentages of older adults. The Western Sub-Region is home to approximately 13,500 persons with disabilities aged 20 to 64, 11.8 percent of the population of that age group. Like Monroe County, this percentage is comparable to the nine-county region (12.1%), but far exceeds state (9.0%) and national (10.4%) figures.

The Western Sub-Region is home to two counties, Genesee and Wyoming, where the concentration of households whose annual income is below the poverty line (11.0% and 10.2% respectively) is markedly lower than the larger regional average (12.6%). Numbers in Livingston (12.8%) and Orleans (12.9%) slightly exceed those of the region. Residents of each county of the Western Sub-Region are more likely to have access to a private vehicle than those in Monroe or Yates Counties though rates of households with no vehicle access in Genesee (8.4%) and Orleans (8.5%) Counties exceed the sub-regional average (7.7%).

Older Adults

Estimates state that over 50,000 adults aged 60 or older live in the Western Sub-Region, 17 percent of the senior population of the entire region. The number of seniors represents an increase of almost 8,000 from the 2011 estimate when adults 60 or older accounted for 20 percent of the sub-regional population. Seniors now make up 24.7 percent of the sub-region as the percentage of seniors in each sub-regional county increased by 4 to 5 percent. Figure 6 displays the concentrations of older adults throughout the Western Sub-Region. Portions of the City of Batavia contain the highest density, greater than 1,168 per square mile. Other high-density concentrations are found in small areas of the Villages of Medina, Oakfield, and Perry.

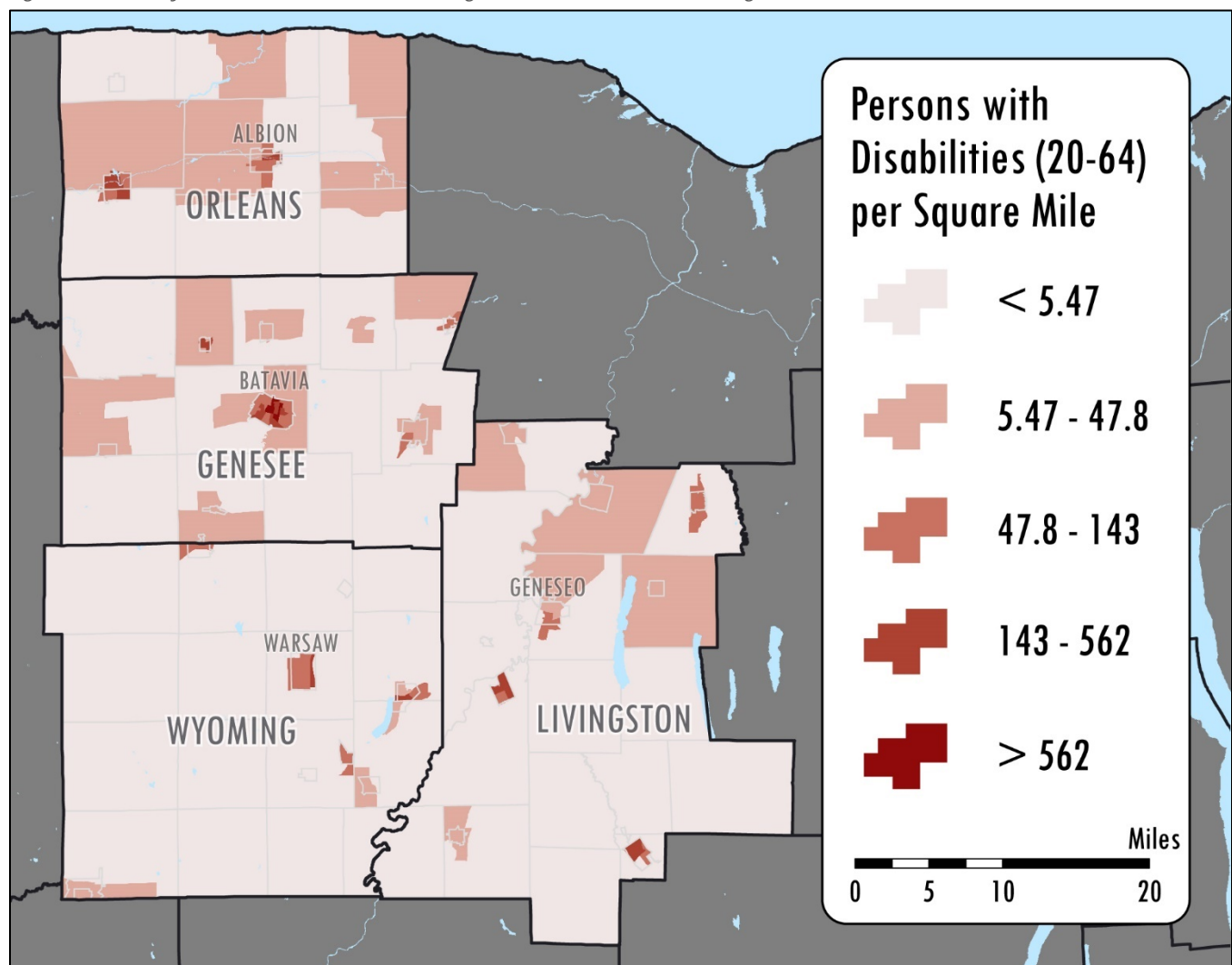
Figure 6 – Density of Persons Aged 60 or Over – Western Sub-Region



Persons with Disabilities

Like Monroe County, the number of persons with disabilities aged 20 to 64 in the Western Sub-Region increased substantially since the 2012 Estimate. The 2019 estimate of 13,468 disabled non-senior adults is an increase of almost 1,000 and raises the percentage within that age group from 10.5 to 11.8. The increase is most acutely observed in Livingston, Genesee, and Wyoming Counties while Orleans County conversely experienced a decrease of 315 disabled non-senior adult residents, in line with their overall population decrease. The highest densities of non-seniors with disabilities are again found within the City of Batavia while high densities are observed in Medina, Albion, Oakfield, Warsaw, Perry, Mt. Morris, and Dansville.

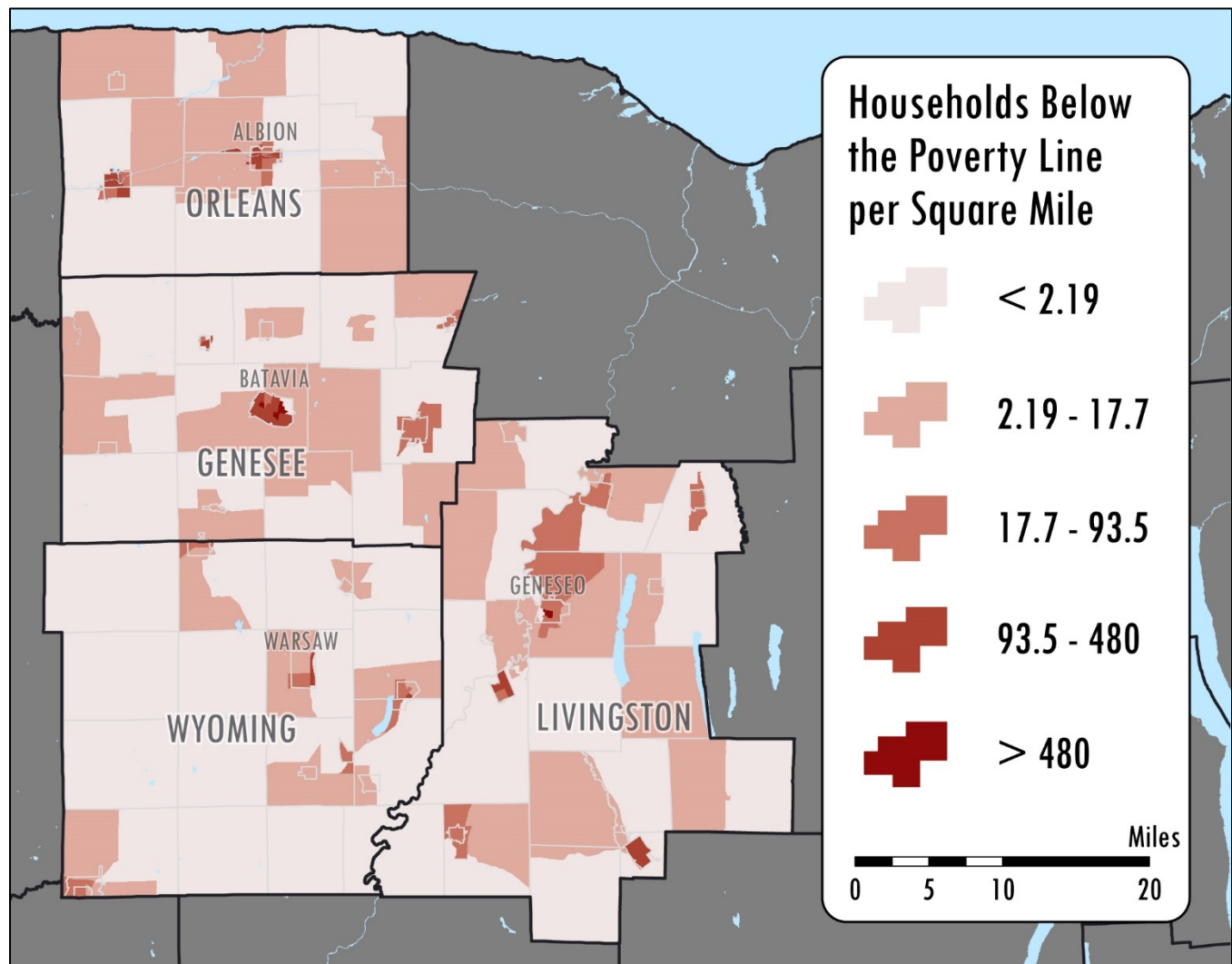
Figure 7 – Density of Persons with Disabilities Aged 20-64 – Western Sub-Region



Low Income

While the population of all counties of the Western Sub-Region decreased, the number of low-income households diverged according to county. Wyoming County saw little change in magnitude or percentage, while Livingston and Orleans Counties experienced significant recent increases in the number and percentage of low-income households. At 12.8 and 12.9 percent respectively, Livingston and Orleans Counties are home to a greater proportion of households whose income does not exceed the poverty line than the region as a whole. By contrast, Genesee County experienced a significant reduction in both the number – 2,621 versus 2,976 – and percentage (11.0% versus 12.4%) of low-income households. Densities of low-income households comparable to the highest found in the larger region are only found in Batavia and Geneseo. Densities that correspond to relatively high need can be found in Medina, Albion, Oakfield, Warsaw, Perry, Mt. Morris, and Dansville.

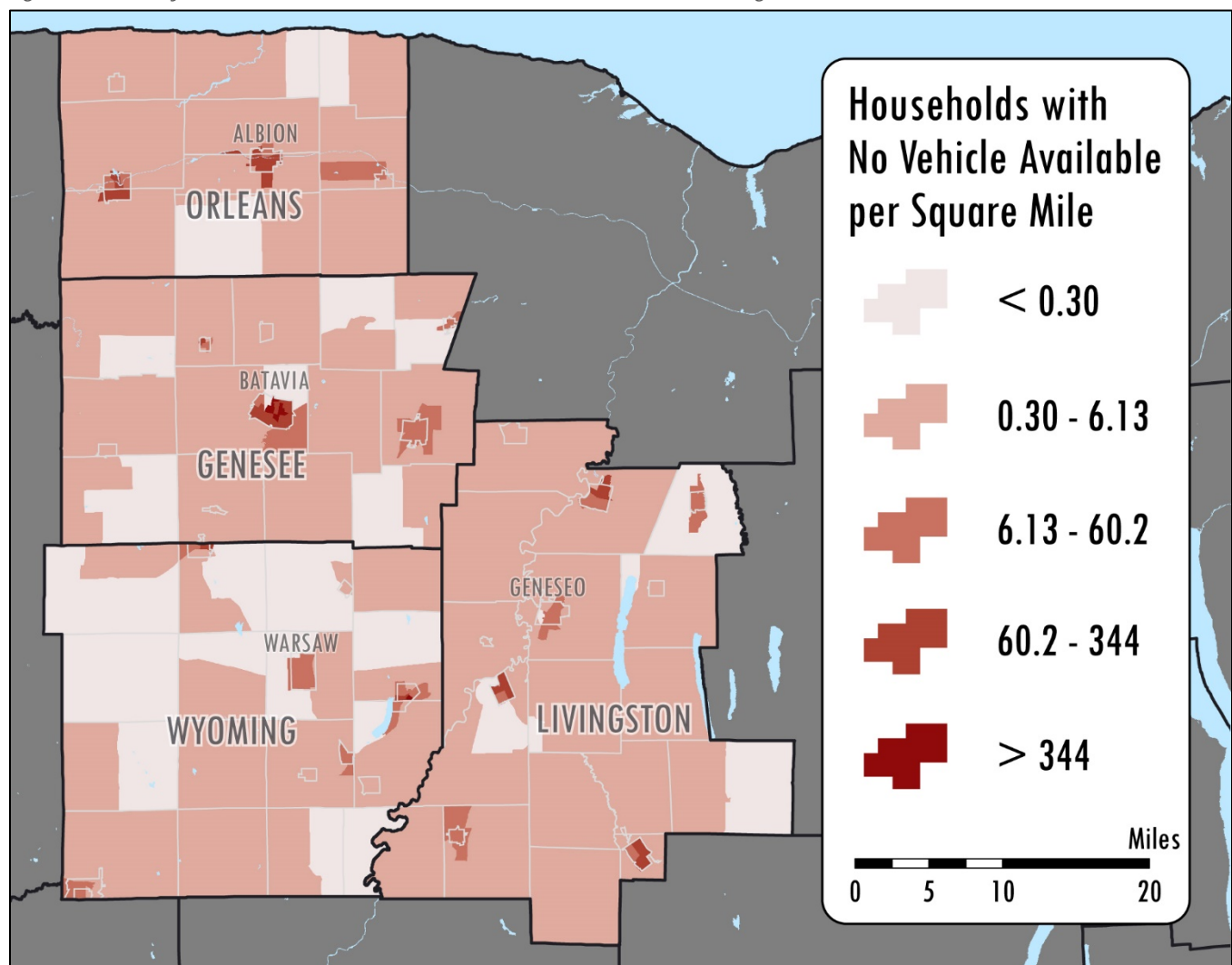
Figure 8 – Density of Households Below the Poverty Line – Western Sub-Region



Vehicle Access

While trends related to income were split in Western Sub-Region counties, the percentage of households without access to a vehicle in each county of the sub-region rose steadily between census estimates. Car-free households are up from 6.4 percent in 2011 to 7.7 percent in 2019 though this accounts for only 13 percent of the larger region's car-free households. Nevertheless, a population exists that is likely to experience issues related to accessing basic goods and services. Portions of the City of Batavia and a small area within the Village of Perry exhibit household vehicle access rates comparable to the highest rates in the region. The Villages of Medina, Albion, Oakfield, Avon, Mt. Morris, and Dansville contain areas where lack of household vehicle access is above average.

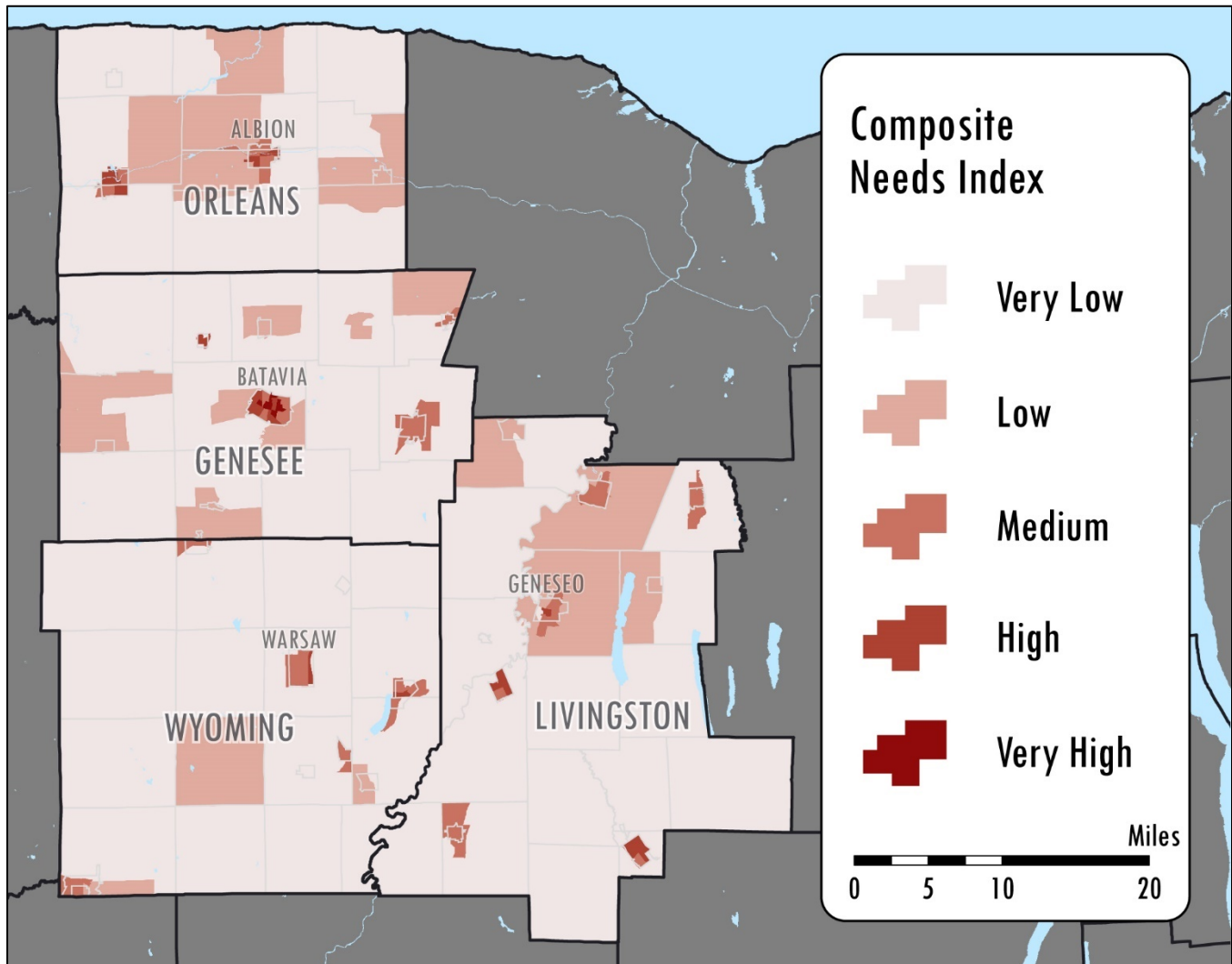
Figure 9 – Density of Households with No Vehicle Available – Western Sub-Region



Composite Needs

The Composite Needs Index again reinforces spatial patterns observed with respect to each individual metric. The highest densities of target populations are located within the City of Batavia and thus also show the highest composite need. Portions of most villages demonstrate moderate to high aggregated likelihood of need while rural needs are diminished due to comparatively low population density.

Figure 10 – Composite Human Services Transportation Need Index – Western Sub-Region



Eastern Sub-Region

The Eastern Sub-Region contains Ontario, Wayne, Seneca, and Yates Counties. The total population of this sub-region is 259,431 according to the 2019 Estimate, a small decrease of less than 2,000 residents or 0.7 percent since the 2011 Estimate. Ontario County alleviated this trend as its population grew by 2.3 percent to 109,511. Approximately 22 percent of residents of the larger region live in the Eastern Sub-Region.

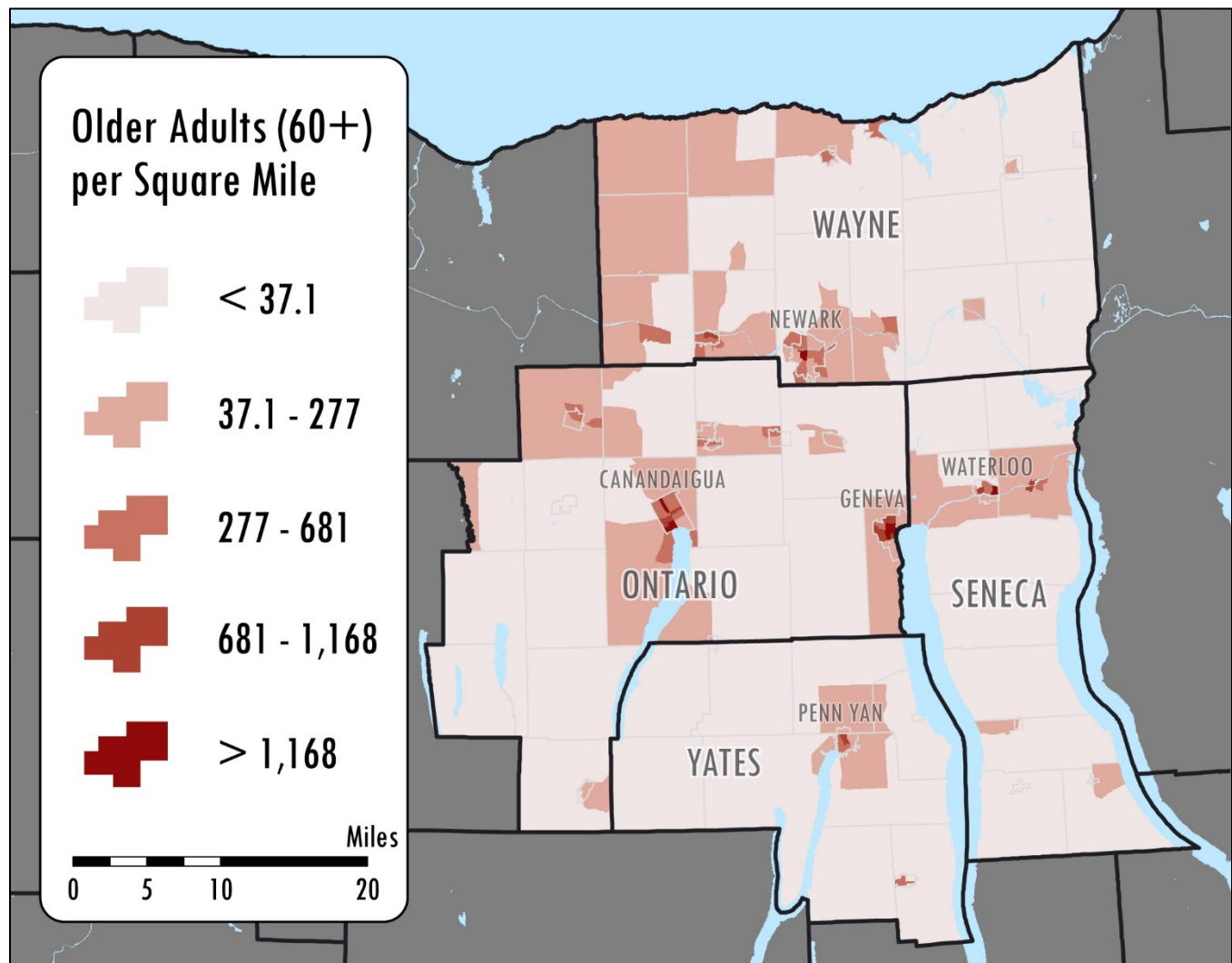
The Census Bureau estimates that 26.4 percent of residents of this sub-region are 60 years of age or older, far exceeding the regional average. The four counties of this sub-region are home to the four highest percentages of older adults in the region. The Eastern Sub-Region is home to just under 17,000 persons with disabilities aged 20 to 64, 11.7 percent of the population of that age group. This percentage is comparable to the other sub-regions, notably exceeding state and national levels, though Yates County exhibits the lowest concentration (8.4%) of any county in the region.

All counties in the Eastern Sub-Region claim a concentration of households whose income does not exceed the poverty line that is lower than the larger regional average (12.6%). The sub-regional average (9.9%) is the lowest of the sub-regions and is significantly below New York State (13.9%) and national (12.9%) rates. The Eastern Sub-Region has the same likelihood of private vehicle access as the Western Sub-Region. Yates County, however, has the single highest percentage of households without access to a vehicle (12.2%), potentially due to housing the highest percentage of seniors as well as their significant Mennonite and Amish populations.

Older Adults

Estimates state that over 68,000 adults aged 60 or older live in the Eastern Sub-Region, 23 percent of the regional senior population and 26.4 percent of the overall sub-regional population. The number of seniors represents an increase of almost 13,000 from the 2011 estimate when adults 60 or older accounted for 21.2 percent of the sub-region. The four counties of the Eastern Sub-Region represent the four counties with the highest percentage of older adults within the nine-county region. Figure 11 displays the concentrations of older adults throughout the sub-region. Parts of the Cities of Canandaigua and Geneva contain the highest density, greater than 1,168 per square mile. Other high density concentrations are found in small areas of the Villages of Newark and Waterloo.

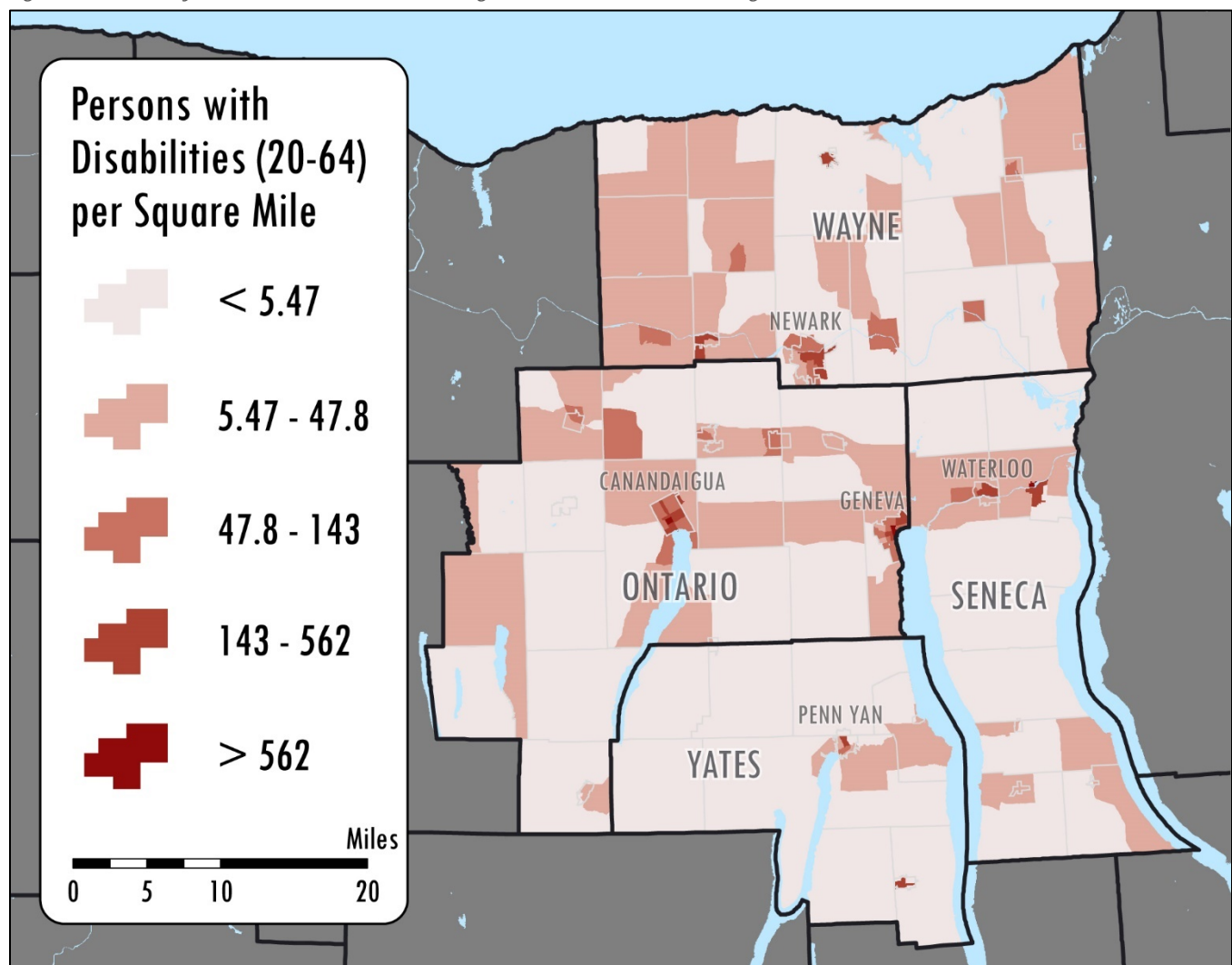
Figure 11 – Density of Persons Aged 60 or Over – Eastern Sub-Region



Persons with Disabilities

Like the previously examined sub-regions, the number and percentage of persons with disabilities aged 20 to 64 in the Eastern Sub-Region increased since the 2012 Estimate. The 2019 estimate of 16,989 disabled non-senior adults is an increase of more than 650 and raises the percentage within that age group from 10.9 to 11.7. The increase is most acutely observed in Wayne and Seneca Counties while Yates County conversely experienced a decrease of 295 disabled non-senior adult residents. The highest densities of non-seniors with disabilities are found within small areas of the Cities of Canandaigua and Geneva as well as the former Village of Seneca Falls. High densities are also observed in Sodus, Palmyra, Newark, Waterloo, Penn Yan, and Dundee.

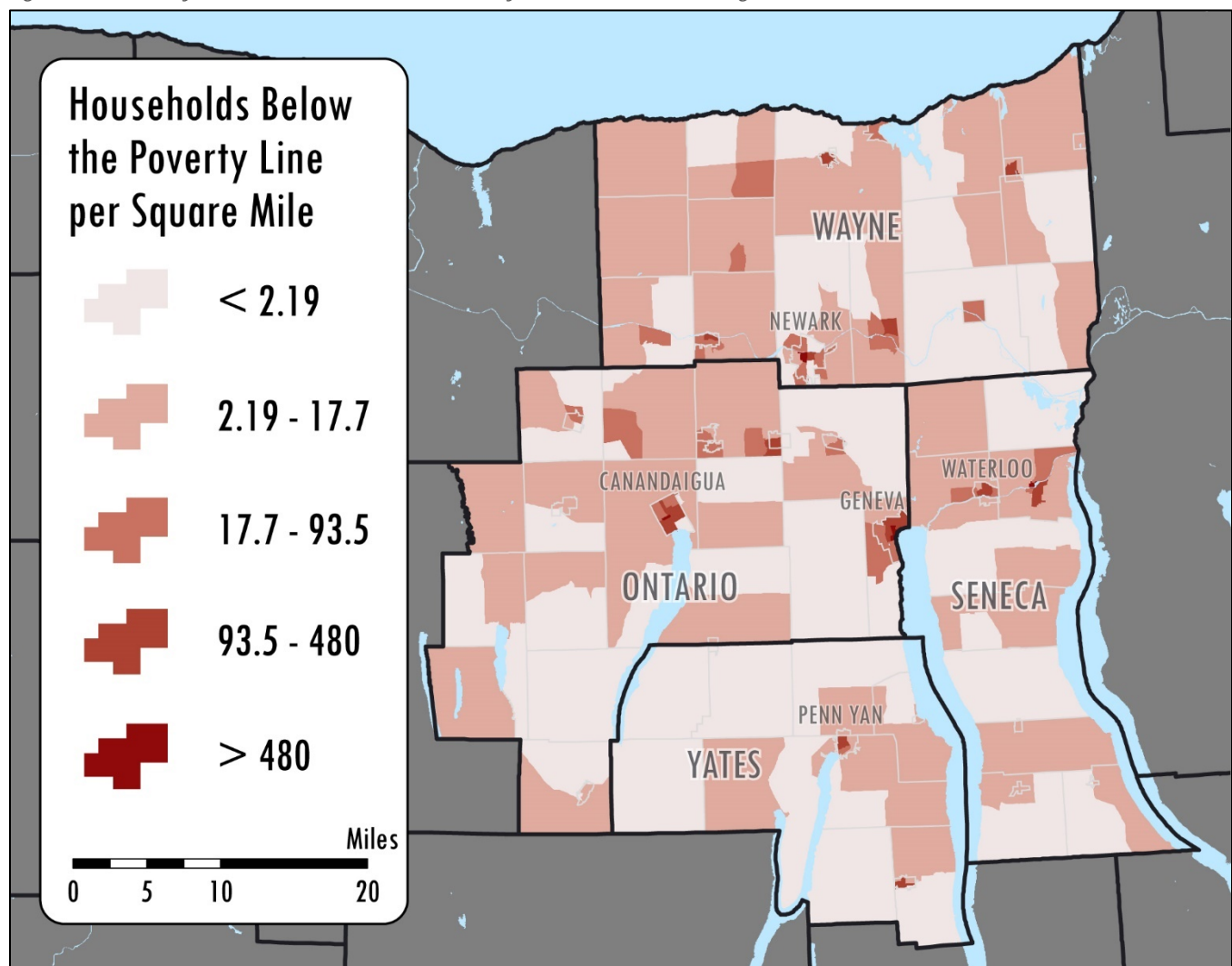
Figure 12 – Density of Persons with Disabilities Aged 20-64 – Eastern Sub-Region



Low Income

As observed in the Western Sub-Region, the number and concentration of low-income households diverged according to county. While no county in the Eastern Sub-Region is home to a greater proportion of low-income households than the region as a whole, Wayne and Seneca Counties experienced recent increases in the number and percentage of low-income households. Ontario and Yates Counties experienced a significant reduction in both the number – 3,725 versus 3,978 and 991 versus 1,265 respectively – and percentage (8.3% versus 9.2% and 11.1% versus 13.2% respectively) of low-income households. Densities of households whose income is below the poverty line comparable to the highest found in the larger region are found in small areas of Newark, Geneva, Canandaigua, and Seneca Falls. Densities that correspond to relatively high need can be found in these locations as well as in Sodus, Wolcott, Palmyra, Lyons, Clifton Springs, Penn Yan, and Dundee.

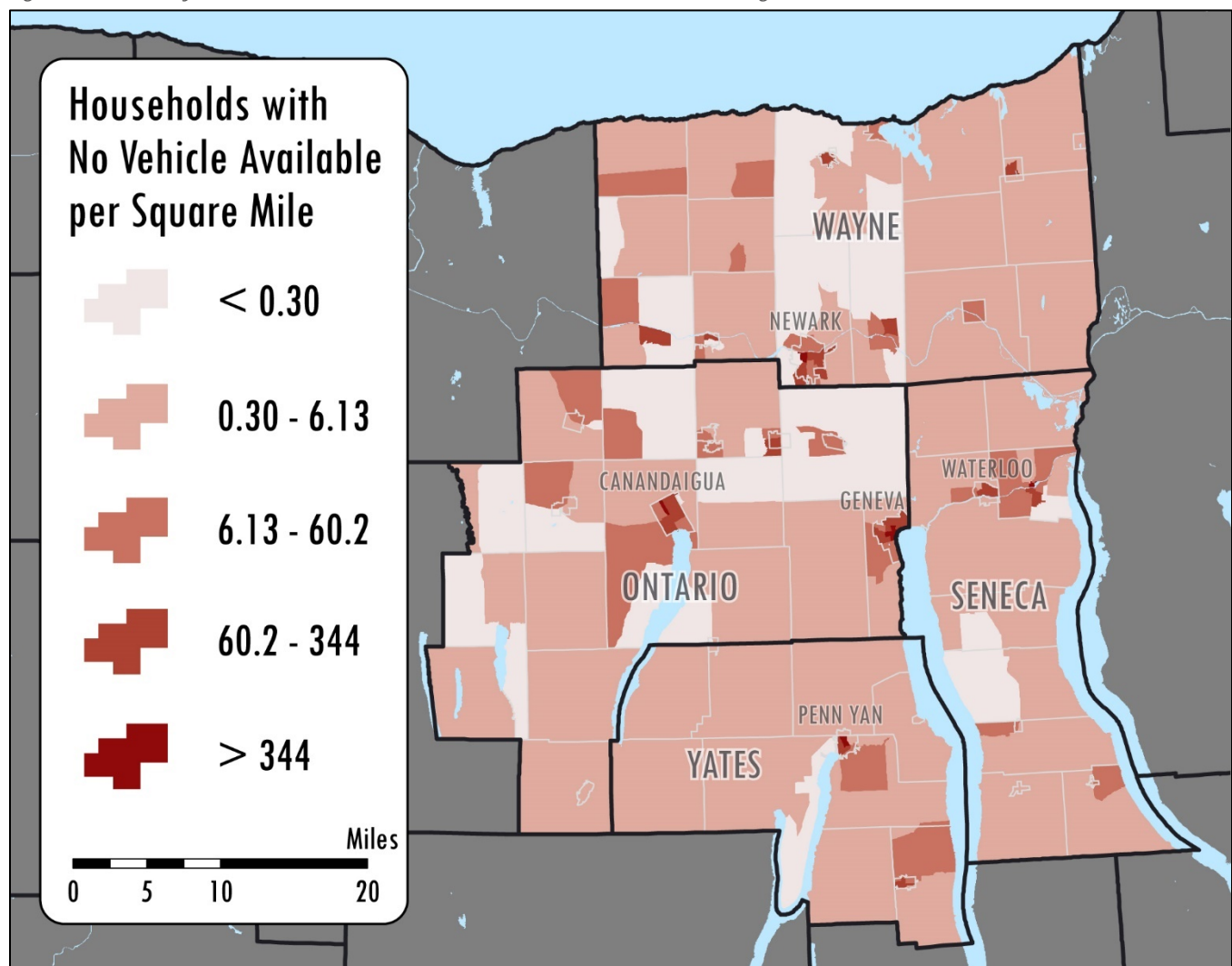
Figure 13 – Density of Households Below the Poverty Line – Eastern Sub-Region



Vehicle Access

Like the Western Sub-Region, Eastern Sub-Region income trends were split and the percentage of households without access to a vehicle in each county rose steadily between census estimates. The increase was not as dramatic in this sub-region, rising from 6.9 percent in 2011 to 7.7 percent in 2019, and accounting for 17 percent of the larger region's car-free households. As mentioned in the sub-regional overview, Yates County has the highest percentage of households without access to a vehicle of any county in the region. Spatially, portions of the Villages of Newark, Penn Yan, and the former Village of Seneca Falls along with the Cities of Canandaigua and Geneva demonstrate household vehicle access rates comparable to the highest rates in the region. The Villages of Sodus, Wolcott, Palmyra, Clifton Springs, Waterloo, Dundee, and the former Villages of Macedon and Lyons contain areas where lack of household vehicle access is above average.

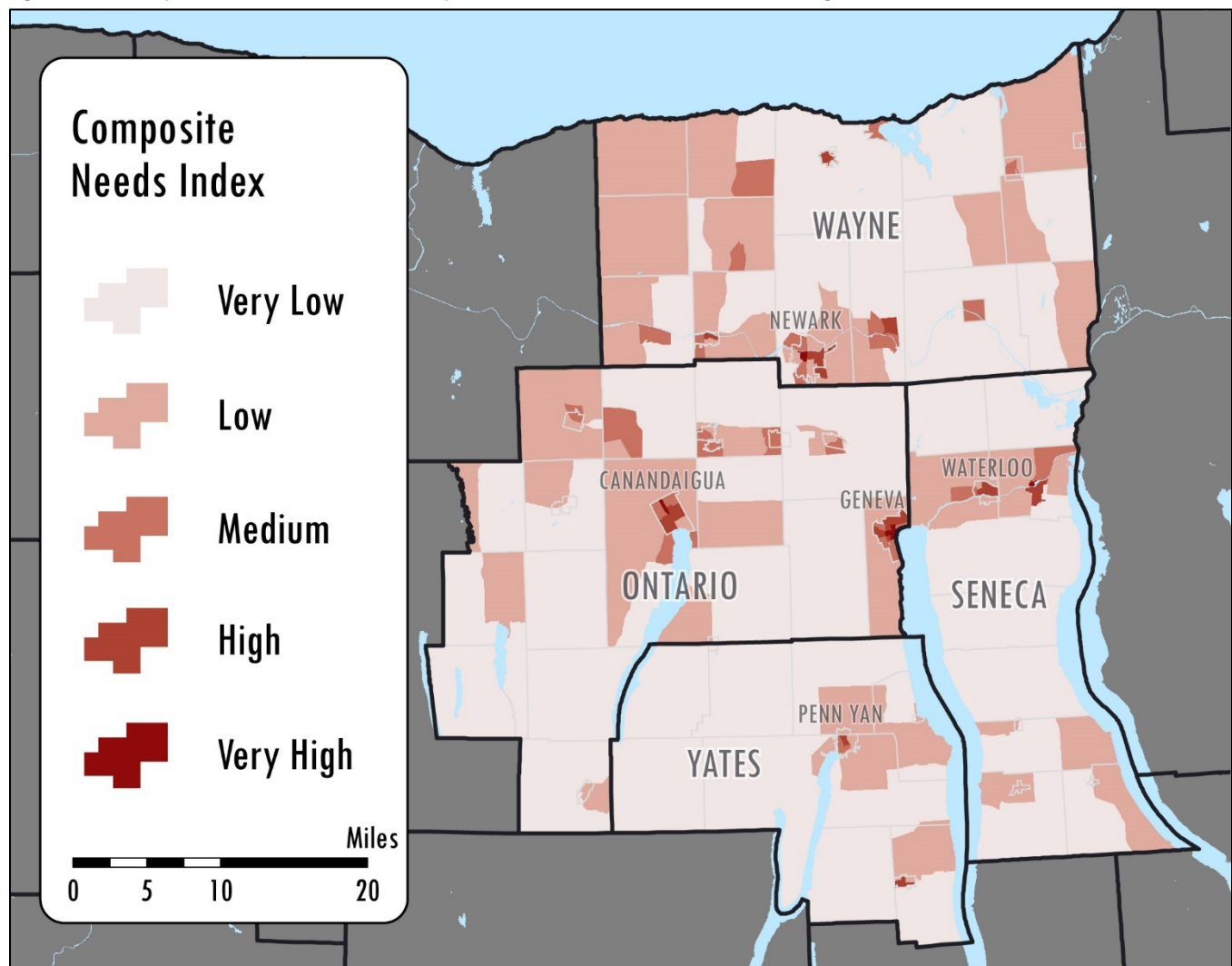
Figure 14 – Density of Households with No Vehicle Available – Eastern Sub-Region



Composite Needs

The Composite Needs Index once again reinforces spatial patterns observed with respect to each individual metric. The highest densities of target populations are located within the Cities of Canandaigua and Geneva, the Village of Newark, and the former Village of Seneca Falls and therefore demonstrate the highest likely need. Portions of most current and former villages indicate moderate to high need. While the density of rural need is below average due to low population density, more towns in the Eastern Sub-Region show a higher level of likely demand for transportation services than was observed in the Western Sub-Region. The rural difference between sub-regions appears to be due to higher concentrations of seniors and persons with disabilities in towns adjacent to the Eastern Sub-Region's more closely spaced centers as well as towns within the Rochester Metropolitan Area.

Figure 15 – Composite Human Services Transportation Need Index – Eastern Sub-Region



MAJOR DESTINATIONS

Like the 2011 Coordinated Plan, this update inventories and maps the most common destinations of target populations. Review of other multi-county coordinated plans, such as the current plan for the Northeast Ohio Areawide Coordinating Agency,³ along with stakeholder input corresponding to this plan, which will be discussed in greater detail in the Needs and Coordination chapter, helped to define destination categories for the spatial inventory.

The categorization retains some destination types from the 2011 Plan, including government sponsored human services agencies, such as Departments of Social Services and Offices for the Aging. Senior centers are also retained, though recurring congregate meal sites not held at dedicated senior centers have been added to that category. Hospitals, medical centers, and dialysis centers have been combined into a single category that includes multi-doctor family and internal medicine centers, typically affiliated with a regional health care network. Per review, users of specialized human services transportation have specific businesses in mind when terms like shopping or errands are used to describe desired destinations. Destination maps in the 2021 Update separately indicate the locations of full-service grocery stores, banks, and pharmacies throughout the nine-county region. A full-service grocery store is defined as a store open at least six days per week that furnishes a full selection of produce, meats, and other perishables in addition to non-perishable grocery items.

Noting that maps will contain a high level of overlap, the following narrative, organized by sub-region, attempts to describe instances of strong co-location of destinations and higher density target populations as well as spatial mismatches where significant target populations are located far from essential services. Complete destination lists by sub-region that contain address information can be found in Appendix A.

Overview

The following pages describe the results of the destination inventory for each of the three sub-regions discussed previously: Monroe County, the Western Sub-Region, and the Eastern Sub-Region. Understanding the locations and accessibility issues of these destinations is critical to developing meaningful human service transportation policies and programs. As a result of suburbanization, destinations of interest for target populations are spread throughout the nine-county planning region, although there are several concentrations of destinations in each sub-region. Key findings and observations from the destination inventory are summarized below:

- In Monroe County, destinations are spread throughout the City of Rochester and concentrated in certain suburban locations, including the State Route 404 corridor in the

³ Mobilize: Accessibility for Independence, Northeast Ohio Areawide Coordinating Agency, 2019. <https://www.noaca.org/regional-planning/transportation-planning/human-services-mobility-planning/coordinated-public-transit-human-services-transportation-plan>

Towns of Penfield and Webster, the north-central part of the Town of Henrietta, and along the Long Pond Road corridor in the Towns of Greece and Gates.

- In the Western Sub-Region, destinations are concentrated in the City of Batavia and the Villages of Geneseo, Dansville, Warsaw, Le Roy, Albion, and Medina.
- In the Eastern Sub-Region, destinations are concentrated in and around the Cities of Canandaigua and Geneva and the Villages of Newark, Waterloo, and Penn Yan, as well as along the NYS Route 96 corridor in the Towns of Victor and Farmington.
- In suburban and rural areas not located along frequent fixed-route transit service, access to destinations is strongly automobile dependent.
- Destinations located in urban areas and village centers are more easily accessed than their suburban and rural counterparts, but are still largely auto-dependent and require well-maintained pedestrian infrastructure to access.
- In all sub-regions, there are significant locational differences among destination types. For example, human services agencies are typically located at one or two central places, while meal sites for seniors are spread out among multiple churches and senior living centers.

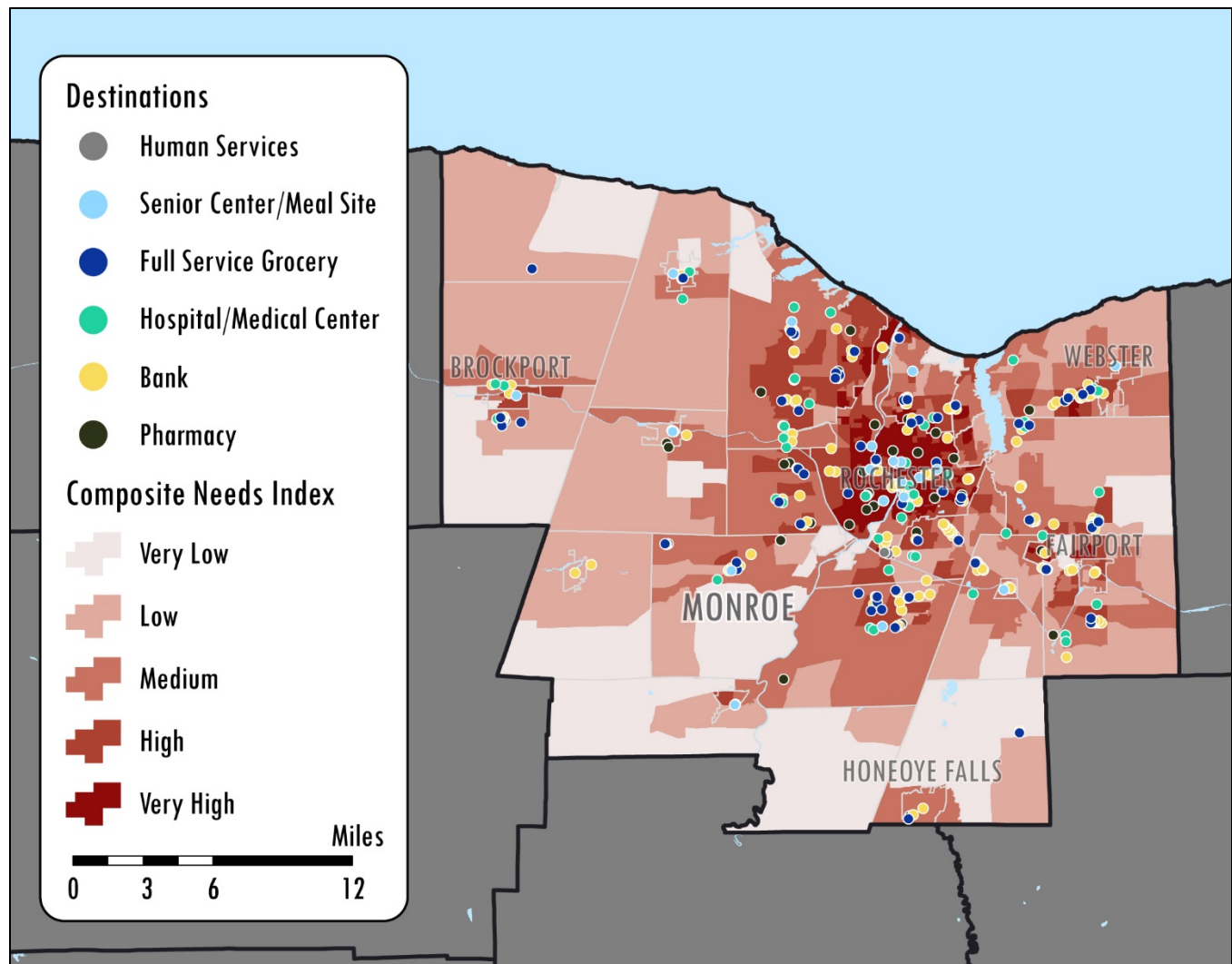
Monroe County

Destinations in Monroe County are concentrated in the large northeastern portion of the county, centered on the City of Rochester, and including all of what are known as the inner ring suburbs. Destinations are generally located within areas that are home to the highest density of disadvantaged populations, though a notable exception and equity concern occurs across vast portions of Northeast, Northwest, and Southwest Rochester where few to no destinations are co-located with the lowest income earners. The relationship between common destinations and locations of greatest need is shown in Figure 16.

Additionally, certain destination categories cover a limited geography compared to an aggregation of all categories. For example, the County Office of the Aging and Department of Human Services are located close to each other, approximately three miles south of Rochester's Central Business District. This creates a long trip time for most users of public transportation, and while spatially central, means that most living in area of high need must travel a significant distance to access those services. While meal sites for seniors, many held at dedicated senior centers, are more distributed throughout the county, they are not easily accessible for disadvantaged populations in high need areas in Rochester, Irondequoit, Greece, Webster, East Rochester, and Perinton. Monroe County benefits from the presence of 65 full-service grocery stores, but once again the highest need areas in the City of Rochester are left unserved along with a notable area immediately north of Fairport. This trend is repeated in the locations of medical centers, which aside from major hospitals, are located at car-dependent suburban sites with lower levels of transit service.

Despite strong overlap in other categories, relative distance to destinations should not be discounted. Seemingly short distances of one-half to two miles are a great challenge for seniors and the disabled and that challenge can be exacerbated by poor weather.

Figure 16 – Monroe County Destination Map



Western Sub-Region

Destinations in the Western Sub-Region are spread across a wide geography, including some highly rural locations. Examining all categories, as in Figure 17, destinations are clustered in all places exhibiting high or very high need for specialized transportation services; the City of Batavia and the Villages of Medina, Albion, Oakfield, Warsaw, Perry, Geneseo, Mount Morris, and Dansville.

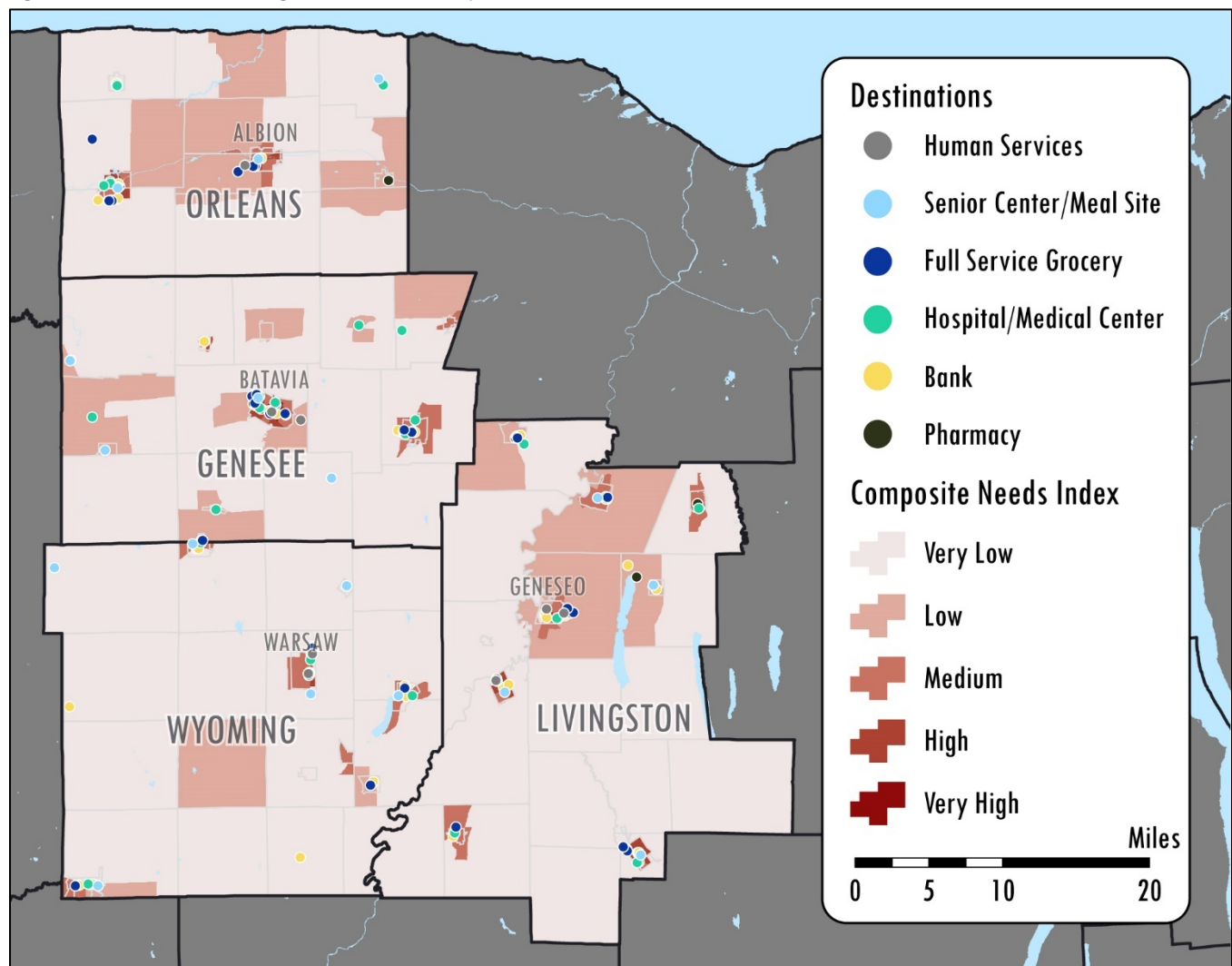
Human services agencies, such as Offices of the Aging and Departments of Social Services are located solely in county seats or at county complexes, far from a large number of residents. Congregate meal sites conversely, are the most likely destination to be found away from village centers. As there are only two dedicated senior centers in the Western Sub-Region, in Batavia and Medina, many churches and senior apartment complexes host nutrition programs to allow more convenient access for greater numbers of seniors.

The 26 full-service grocery stores of the Western Sub-Region are generally located in centers that exhibit higher needs, but notable exceptions exist in the Villages of Mount Morris, Lima, and Oakfield.

In many other villages, the stores are sited at the periphery in car-dominated development patterns, creating access difficulties for even those living relatively nearby. This trend is less pronounced when studying the locations of medical centers, which are generally located in village centers. A fair number of medical offices are located in lower need or less dense locales such as Lyndonville, Kendall, Byron, Pembroke, Alexander, Arcade, and Nunda. Note, however, that many medical services are not available at these centers and may require specialized transportation to Rochester or Buffalo.

Banks and pharmacies are often co-located in the sub-region and are present in almost every city and village. Often more than one bank and/or pharmacy is present in a village, but again relative distances requiring transportation services for some in need to access destinations across this wider geography should not be discounted.

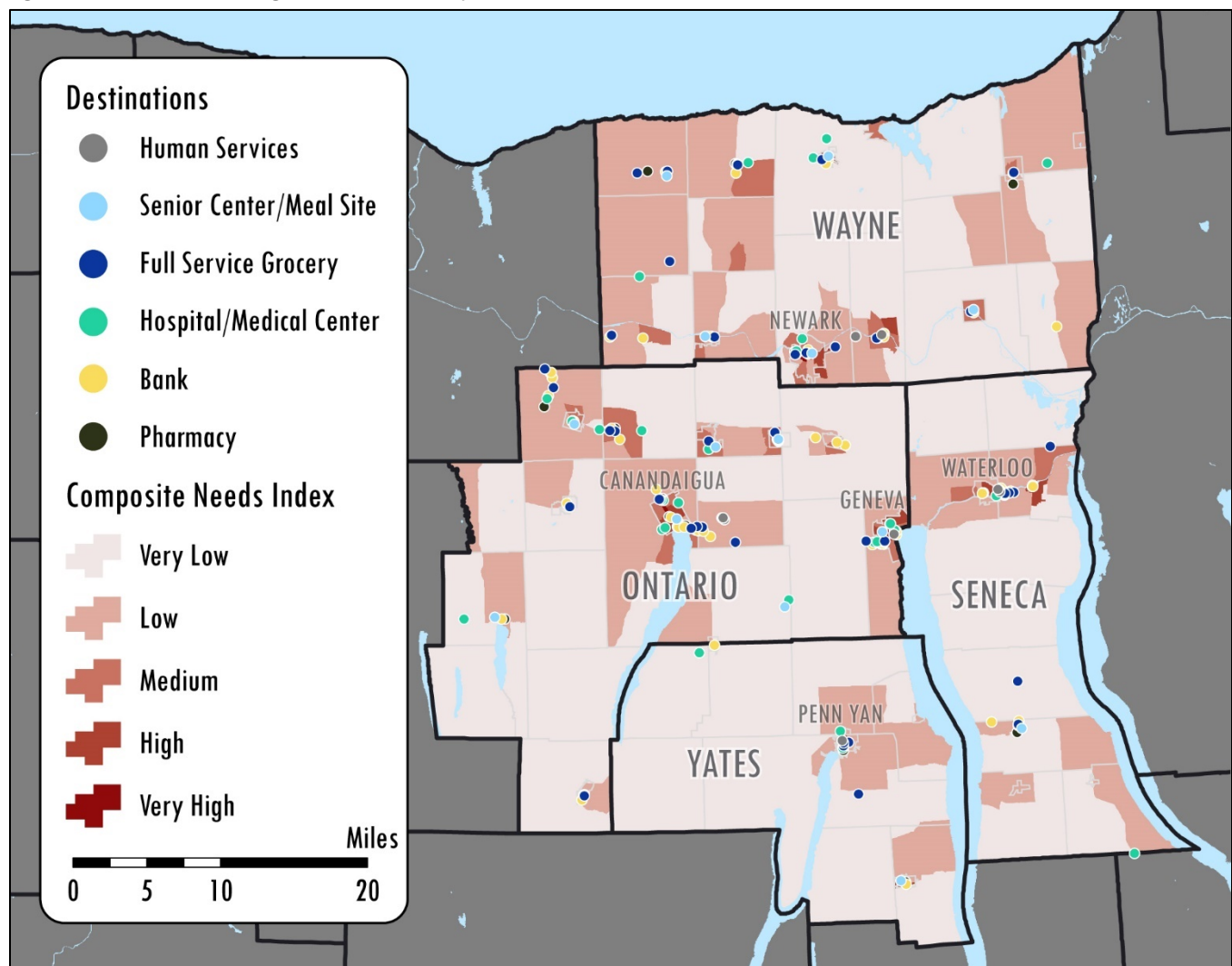
Figure 17 – Western Sub-Region Destination Map



Eastern Sub-Region

Like the Western Sub-Region, destinations in the Eastern Sub-Region (Figure 18) are spread across a wide geography, though denser clusters are found in Victor, Farmington, Canandaigua, Geneva, and Waterloo, a natural extension of the metropolitan area. The most notable mismatch occurs in the former Village of Seneca Falls, where only banks can be found. All nearby destinations are found on the outskirts of the Village of Waterloo, re-emphasizing the difficulty of seniors, the disabled, and those without vehicles to navigate intermediate distances to access services.

Figure 18 – Eastern Sub-Region Destination Map



Once again, human services agencies are generally located in single locations per county. Ontario County features an exception where the Department of Social Services can also be visited in Geneva, but the primary office presents its own access challenges as it is located far from the City of Canandaigua. As in the west, meal sites are distributed across more remote locations. Unlike the

west, this is also true of full-service groceries, owing partially to the availability of Mennonite Country Stores that provide a full complement of produce, meats, dairy, and other grocery items.

Medical centers are sparse in Yates, Seneca, and southern Ontario Counties. Where medical centers are located near an area of high demand, the physical location is often at the edge or outside of the census block group. As in the west, smaller regional hospitals exist, though specialized treatment may require substantial travel to larger facilities in Rochester, Syracuse, or Ithaca, depending on the resident's location within the sub-region.

Banks and pharmacies are often co-located in the sub-region. All cities and villages host a walk-in bank branch with the exceptions of Lodi, Red Creek, and Sodus Point. Pharmacies are absent from these three villages as well as Clyde, Manchester/Shortsville, Bloomfield, and central Seneca Falls.

TRANSPORTATION PROVIDERS

The nine-county region features various types of specialized human services transportation providers. This chapter describes these types and their distinctions as well as identifies all providers, their eligibility requirements, and additional noteworthy operating details. Certain providers listed do not maintain vehicles or directly provide trips, but rather act as a broker for clients, such as the Medical Answering Service, which assigns providers to all Medicaid trip requests in New York State.

Fixed and Deviated Route Transit

Fixed-route transit in the Genesee-Finger Lakes Region is bus service adhering to a predetermined route and time schedule. When well subscribed, fixed-route transit provides the most efficient service in terms of cost per passenger. Transit faces challenges in the region due to actual and perceived inconvenience, depending on the operating area, frequency of service, and service hours. One way to broaden the ability of transit to serve disadvantaged populations is to allow route deviation. When arranged in advance, a transit vehicle may depart from the published route to access customers a pre-determined distance from the route. Yates Transit Service ($\frac{1}{4}$ mile) and all RTS county systems except Monroe ($\frac{3}{4}$ mile) provide route deviation for a premium fare.

Demand Response Transit

Demand response transit has traditionally referred to a paratransit program such as RTS Access. Intended for customers who are unable to ride fixed- and deviated-route transit due to a disability, paratransit typically matches the service area and operational hours of local transit systems. Riders are certified through an application process that involves medical providers. The Americans with Disabilities Act of 1990 (ADA) sets minimum criteria that govern the provision of paratransit by public agencies including the service area – $\frac{3}{4}$ mile from fixed-route service – and service span. Paratransit vehicle are equipped with ramps and lifts to accommodate those using wheelchairs and other mobility aids. A new form of demand response transit, often termed Microtransit, uses mobile applications to allow real-time booking of trips within pre-defined service zones where fixed-route service is not viable, but does not place limits on rider eligibility. Owing to scheduling considerations, demand response vehicles typically carry few passengers, resulting in high per passenger trip costs.

Community Transportation Services

Community transportation services include a wide variety of direct providers, sponsors, and brokers. Various branches of The Arc operate in all nine counties, providing transportation to day programs, work sites, education programs, and other appointments to clients with developmental disabilities. Public human services agencies either maintain vehicles and employ drivers, contract services, or provide trip reimbursements to transport clients to and from their offices, meal sites, medical appointments, employment, and other destinations. Volunteer groups in specific areas help homebound seniors and the disabled access religious services, medical appointments, and senior centers. Some volunteer organizations are dedicated to serving disabled veterans, ensuring that they

are able to reach appointments at Veterans Administration facilities. Fare costs to riders for these services are often low or completely free, though some organizations do suggest a donation.

Fee-for-Service Providers

Fee-for-service providers, often employed by brokers, provide a range of transportation options with a variety of eligibility requirements. The most basic examples are private taxi companies along with ride hailing mobile applications that charge a fixed fee for curb-to-curb service and are unlikely to provide accommodations for mobility aids. At the other extent, non- and for-profit companies operate transportation services equipped to provide full paratransit and non-emergency medical transportation.

Available Service: Key Findings

- Public transit operates in each of the nine counties of the region. RGRTA operates the service in eight of the nine counties. Since the 2011 plan, Ontario County voted to join RGRTA in 2014 and Yates Transit Service, operated by Mozaic (The Arc of Yates, Seneca, and Cayuga Counties), launched in 2017.
- Public transportation in each county acts as its own system. All systems except RTS-Genesee feature routes that extend into adjacent counties, generally for short distances.
- Demand response service in Monroe County extends to 1.5 miles from the fixed-route system and 1.25 miles from the edges of the On Demand Zones. All other RGRTA systems expanded their dial-a-ride service to cover the entirety of each respective county during service disruptions related to the pandemic in March/April 2020. As of June, 2021, RGRTA continues to operate rural demand response in this fashion.
- Six Arc chapters cover the nine counties. Each chapter maintains a vehicle fleet primarily for use transporting their clients to day programs. Some make their vehicles available for other purposes. Ontario Arc allows the public to access many of their daily routes for no fare. Arc Wayne makes their vehicles available for supportive demand response transportation for those eligible for New York State Office for People with Developmental Disabilities services. Arc of Livingston-Wyoming extends their fleet to dialysis and non-emergency medical patients.
- The number of for-profit, non-profit, and volunteer transportation providers is largely proportionate to county population. Monroe County features the largest variety of options and thus the largest potential service span. Smaller counties feature fewer of these options. In some instances, a county may have few or no locally based fee-for-service or volunteer providers outside of isolated senior living centers. Residents in these counties must rely on multi-county operators based elsewhere.
- Government human services agencies provide or arrange client transportation differently in each county.
 - The Monroe County Office for the Aging delegates operations and coordination of transportation to meal sites and other locales to the senior centers in various towns.

- The Ontario County Office for the Aging contracts with RTS Ontario to operate service accessing medical appointments, hair salons, assisted living facilities, etc.
- The Wayne County Department of Aging and Youth operates their own vehicle and employs a driver to provide in-county trips to meal sites, errands, and medical/agency appointments. The county supplements this service with a RTS voucher reimbursement system.
- Livingston County does not currently own or operate vehicles. The Office for the Aging contracts with RTS, The Arc of Livingston-Wyoming, and Catholic Charities of Livingston County. The Department of Social Services generally predominantly finances taxi rides for clients.
- The Seneca County Senior Center is a non-profit that is co-located with the County Office for the Aging. The Senior Center owns vehicles, employs two drivers, and coordinates transportation to appointments and errands.
- Yates County's Office for the Aging is operated by ProAction of Steuben and Yates. ProAction also operates vehicles and pays drivers to provide trips for medical appointments in and out of Yates County and in-county social trips.
- Like Ontario County, Genesee County's Office for the Aging contracts with RTS for transportation for county residents 60 and older. Genesee's service is limited to medical, dental, and therapy appointments, however.
- Wyoming County coordinates provides non-emergency medical transportation through their own vehicles/drivers within the county and via volunteer drivers for trips to destinations outside of the county. For those requiring a wheelchair, the County contracts with the Arc of Livingston/Wyoming.
- The Orleans County Office for the Aging utilizes a mix of providers. The office contracts with Community Action Transportation System for in- and out-of-county medical appointments. They coordinate a volunteer driver program, providing mileage reimbursement to drivers, and directly purchase bus passes for clients.

The 106 providers listed in Figure 19 include public transportation systems, paratransit services, Arc Transportation services, highly specialized non-profit medical transportation agencies, volunteer driver programs, and for-profit taxi and ride hailing services. The table serves as a touchstone when discussing stakeholder needs and identifying potential coordination opportunities, such as centralized mobility management programs.

The table organizes providers first by county served and then alphabetically by name. Certain services that serve five or more counties are listed as 'All' or 'Multiple.' Providers that serve two to four counties are listed in their primary county. See the eligibility and notes columns for coverage specifics.

Figure 19 – Regional Transportation Provider Inventory

County	Provider	Phone	Eligibility	Notes
All	Medical Answering Services	866-932-7740	Medicaid Recipients	Users must have applied and been approved for medicaid transportation benefit for travel to medical services. Trips arranged 3-7 days in advance.
Genesee	RTS-Genesee	585-343-3079	All	Two deviated routes plus Tuesday grocery shuttle from select senior/disabled apartment complexes. Also operates Genesee Community College shuttles and <i>Countywide Runner</i> dial-a-ride service.
Genesee	RTS-Genesee: OFA Medical Transportation Program	585-343-3079	County Residents 60 and older	Medical and therapy appointments. Tu-Th 9am-4pm. Reservations 24 hours in advance.
Genesee	Arc of Genesee Orleans	585-343-1123	Clients (Developmental Disabilities)	Transportation for individuals attending programs throughout Genesee and Orleans counties, as well as additional specialized requests.
Genesee	Attica Bus Service	585-591-2107	All	Group or medical transportation requested via webform.
Genesee	Community Action Transportation Systems	585-343-3735	Seniors	Fixed route and demand-response services M-F. Wheelchair accessible door-to-door service. All medical trip types. Also serving Orleans County.
Genesee	Disabled American Veterans Transportation Network	585-297-1170	Ambulatory Disabled Veterans	Transportation to VA medical facilities for injured/ill veterans in multiple counties. 7am-1pm. Reservations made two weeks in advance. Also serves Wyoming and part of Livingston Counties.
Genesee	Genesee-Wyoming Veterans Transport Program	585-297-1170	Veterans Enrolled in VA Health Care	Transportation to VA facilities in Batavia and Buffalo. Wheelchair accessible. 7am-2pm. Serves Wyoming.
Genesee	Gillam Grant Community Center	585-494-1621	Byron-Bergen School District Residents	Weekly grocery, pharmacy, and other personal shopping trips. A \$3 donation suggestion for door-to-door round trip. Bus transportation is provided for community programming.

County	Provider	Phone	Eligibility	Notes
Genesee	Independence Express	716-836-0822	Disabled Wyoming Genesee, Orleans Residents	Wheelchair accessible. Up to six round trips per month. Any trip purpose. One week notice to book trip.
Genesee	Mental Health Association of Genesee & Orleans Counties	585-813-0026	MHAGO Participants	To and from Social Club, Drop-In Center, appointments, local shopping and other places. Serves Orleans County.
Genesee	New Boyz Transportation	585-300-9476	All	\$5 flat ride taxi service within Batavia. M-Sa 7:00am-8:30pm plus appointments.
Genesee	OFA Volunteer Medical Transportation	585-343-1611	County Residents 60 and older	Primarily for out-of-county trips. Requests must be made five business days prior. \$15 suggested.
Genesee	Tender Loving Family Care	585-637-0333	Residents and Day Program Participants	Transportation to doctor appointments per minimum 24 hours notice. Wheelchair accessible. Also serves Orleans County.
Livingston	RTS-Livingston	585-658-4690	All	Deviated route transit also reaching Wyoming and Steuben Counties. Dial-a-ride service county-wide.
Livingston	Arc of Livingston-Wyoming	585-658-2384	Arc Clients, Seniors Livingston and Wyoming Counties	Hilltop Business Services employment programs. Non-emergency medical, dialysis, preschool and school district contracts. Wheelchair service.
Livingston	Catholic Charities of Livingston County	585-658-4666	Livingston County Residents 60+ and/or Disabled	Volunteer Transportation to medical appointments, prescription pick-ups, post office, bank, and groceries. M-F, 9am-5pm. Request 10-12 days in advance.
Livingston	Turbo Taxi	585-749-6648	All	Service area per staff discretion. M-Th, 8am-8pm. F-Sa, 8am-9pm. Nights and Sunday by request with price premium. Typical response in 30 mins.
Monroe	RTS-Monroe	585-288-1700	All	Fixed route transit primarily in Monroe county, but also reaching Ontario, Livingston, and Wayne.
Monroe	RTS Access	585-224-8330	ADA-Qualified Disability	No trip purpose limitations. Must be picked up within 3/4 mile of RTS-Monroe fixed network.

County	Provider	Phone	Eligibility	Notes
Monroe	Able Medical Transportation	585-756-2222	Physical/Mental Disability Monroe, Ontario Counties	Any destination including medical appointments and social functions. Long distance medical trips. Wheelchair & Stretcher service provided.
Monroe	ABVI-Goodwill of the Finger Lakes	585-327-4469	ABVI Services Clients Monroe, Ontario Counties	Transportation to medical appointments. Must provide one week notice.
Monroe	American Cancer Society	800-227-2345	Patients Monroe, Ontario Counties	Transportation to cancer-related medical appointments. 5-7 business days notice required.
Monroe	Arc of Monroe County	585-271-0660	Clients	Transport residents, including those in wheelchairs to and from activities, errands, and appointments.
Monroe	Bri-Pen Senior Rides	585-340-8674	Brighton/Penfield Residents 65+	Medical, religious, and community centers. No wheelchairs. One-three weeks advance notice. 9am-3pm weekdays except holidays.
Monroe	Carry All Medical Transportation	585-235-6673	All Monroe, Livingston, Ontario, Wayne Counties	Appointments including wheelchair service. Available for other needs. Prefer 1-2 day notice. Same day possible. M-F 5am-10pm.
Monroe	Catholic Family Center Support to Aging Residents (STAR)	585-262-7050	Over 60	Transportation to medical appointments, grocery shopping, and other essential errands. Fee or Donation determined based on their monthly income. Appointments available M-F 9:30am-3:00pm.
Monroe	CDS Monarch	585-341-4600	Clients	Provide ambulatory and wheelchair-bound individuals with fixed route transportation between program centers and private or group homes.
Monroe	Cedar Bus Company	585-330-5005	All	Can accommodate wheelchair. Same day transport possible. Mon-Sat. Sundays and holidays as needed. Also serving Genesee, Livingston, Orleans, and Wayne.
Monroe	Champion Marketing Corp.	585-381-2466	All Monroe/Wayne Counties	Non-emergency medical transportation and private rides. 5am-8pm. Special rate 55+.

County	Provider	Phone	Eligibility	Notes
Monroe	City East Transportation Ministry	585-266-6570	Peace of Christ, St. Frances Xavier Cabrini, and St. Stanislaus Church Members	Medical, pharmacy, PT, dialysis, grocery, and banking. One round trip per week. Five days notice. Weekend availability not guaranteed.
Monroe	Community Place of Greater Rochester	585-288-0021	Aging Services Clients	Senior center activities and meals
Monroe	Disabled American Veterans Transportation Network	585-463-2661	Ambulatory Disabled Veterans	Transportation to VA medical facilities for injured/ill veterans in multiple counties. 7am-1pm. Reservations made two weeks in advance. Also serving Livingston, Ontario, Seneca, and Wayne Counties.
Monroe	Dove Ministries	585-880-1946	Ambulatory + Cane/Walker, Any Age	Medical, grocery, church, and dentist for residents within 15-20 radius of Webster. Call 3-5 days ahead, limit one trip per week.
Monroe	East Rochester Resource Center	585-586-0525		Errands, grocery, and doctor appointment. One week advance notice required.
Monroe	Elderberry Express	585-248-6237	Town of Pittsford Seniors 65+	Appointments and grocery trips. Two days advance notice. 9am-3pm.
Monroe	ElderONE	585-922-2831	Program Participants	Transportation to/from the ElderONE PACE Center + medical appointments.
Monroe	Episcopal Senior Life Communities	585-546-8439	Residents and Neighborhood Program Members	Transportation to/from programs, medical appointments, grocery, errands, and other. Wheelchair vans available. M-F.
Monroe	Friends in Service Here (Greece)	585-453-2370	Greece and Charlotte Residents, Senior and Disabled	No wheelchairs or scooters. Rides between 8am-5pm. Call for transportation between 7am-3pm the day before.
Monroe	Friends in Service Here (Honeoye Falls/Lima)	585-453-2370	Mendon and Honeoye Falls Residents	Medical appointments with priority over shopping. Also serves Bloomfield, Ontario County and Lima, Livingston County.

County	Provider	Phone	Eligibility	Notes
Monroe	Friends in Service Here (Rush/Henrietta)	585-453-2370	Rush-Henrietta School District Residents	Medical appointments for ambulatory individuals. Call before noon for next day. No wheelchairs or scooters.
Monroe	Friends in Service Here (Southeast Area)	585-736-4526	SE Rochester (14607, 14610, 14618, 14620) Disabled, Low-Income	Medical appointments. Must enroll before using service and call 3-5 days prior to need. Ambulatory or cane. M-F 9am-3pm
Monroe	Gates Medical Transportation	585-247-6100	Gates Residents 60+	Medical appointments only. Limit 2 rides per person per month. Two week prior notice required.
Monroe	Genesee Transport Inc.	585-256-1510	All Monroe, Livingston, Wayne	Door-to-door medical transportation including wheelchair and stretcher. M-F 6am-8pm, Weekend 8am-5pm, after hours on request.
Monroe	Good Samaritan Transportation	585-336-1777	Parishioners 60 and over residing in Irondequoit	Medical, long-term care, physical therapy, grocery shopping, hair salon, bank, library and church. Three days advance notice. M-F 9am-3pm
Monroe	Greece Senior Care	585-723-2425	Greece Residents 60+	To/from Senior Center. 24 hour advance notice required. Operated by Medical Motor Service.
Monroe	Happier at Home	585-633-5555	All	Medical and other appointments, errands. 24 hour prior notice. 24/7 availability. \$26/hr.
Monroe	Heritage Christian Services	585-340-2000	Clients (Developmental Disabilities)	Day and community rehabilitation
Monroe	Hilton-Parma Senior Citizen Express	585-392-9030	Town of Parma Senior Residents	To/from Senior Center on meal days (M, Tu, Th), groceries and errands Wed. 10:00-2:30. \$2 round trip.
Monroe	I-Ride Senior Transportation	585-336-6077	Irondequoit Senior Residents	To/from nutrition program. Operated by Medical Motor Service. Suggested \$2/day.
Monroe	Irie Transportation Associated	585-797-5333	All Monroe, Livingston, Ontario, and Wayne	Medical appointments, pharmacy, grocery. One day prior notice to guarantee service. Operate 24/7 dependent on driver availability.

County	Provider	Phone	Eligibility	Notes
Monroe	Jewish Family Service	585-461-0110	60 and Older	Medical, grocery, senior living/hospital visits, salon, banking, other. Two rides per week. Advance notice preferred. M-Th 8:30-4:30, F 8:30-3:30
Monroe	Lifetime Assistance	585-426-4120	Clients (Developmental Disabilities)	Pick up/drop off for day and community rehabilitation programs. Evening and weekend outings.
Monroe	Marge's Trolley	585-663-3541	All	Transport + escort to medical, shopping, hairdresser, errands, social functions. No wheelchair or walker.
Monroe	MediCab	585-342-7150	All	Door-to-door medical transportation + wheelchair or scooter. M-F 7am-4pm. 24-hour notice preferred.
Monroe	Medical Motor Service	585-654-7030	Seniors, Disabled, and Special Needs	Medical, shopping, senior center, personal trips. Fee income based. Min. two business day notice.
Monroe	Metro Transportation	585-328-8030	All Monroe, Livingston, Ontario, Wayne Counties	Door-to-door ambulatory car service (on-demand), wheelchair or stretcher van service (48 hour notice). M-F 8am-5pm.
Monroe	Monroe County Office for the Aging	585-753-6280	Country Residents 60+	Transportation to County Lunch Club program at various sites. Suggested contribution \$2 each way.
Monroe	Monroe Medi Trans	585-454-6211	All Monroe, Ontario Counties	Monroe Ambulance non-emergency transportation for ambulatory, wheelchair, and stretcher patients.
Monroe	Rochester Medical Transportation	585-288-3444	All	Medical appointments, dialysis, adult care. Advance or day of trip scheduling. M-Sa 4am-12am, Su 10am-4pm
Monroe	Rochester School of the Holy Childhood	585-359-3710	Developmental Disabilities Clients	To/from community-based work sites and learning experiences as community-supported employment.
Monroe	Senior Options for Independence Elderbus	585-377-8117	Fairport/Perinton Residents 60+	Wheelchair-accessible medical appointments and errands within Perinton. Reservations 24 hours in advance. M-F 8:30-3:30 48 hours in advance for destinations outside Perinton (non-wheelchair)

County	Provider	Phone	Eligibility	Notes
Monroe	St. Ann's Communities	585-697-6000	Facility Residents and Day Program Clients	Medical, activities, banking, shopping. M-F 7am-5pm
Monroe	United Methodist Church Webster	585-265-9720	Webster Residents 18+	Medical, dental, pharmacy, government, and legal appointments. M-F 9am-3pm. Four business days notice. Limit one ride per week, three per month.
Monroe	Unity Living Center	585-922-1000	Site Residents	Appointments, outings, equipment pickup. Shared with Adult Day Care.
Monroe	Vets Driving Vets	585-546-8280	All Veterans	Appointments and activities. 3 days prior notice. M-F 9am-4pm
Monroe	Webster Association of Senior Program Supporters	585-216-7829	Webster School District Retirees or Disabled	Medical, dental, dialysis, pharmacy, shopping, banking, hair, tax prep. Three days notice. M-F 9:00-2:30
Monroe	Westside Express	585-889-6104	Gates/Chili Residents Over 60 or Disabled	No wheelchairs. No fee. One ride/week requiring two weeks notice. M-F 9am-4pm, no holidays.
Multiple	CJ-MAK Transportation	315-331-0804	Elderly (60+) and Disabled in Monroe, Wayne, Ontario, Seneca, and Yates Counties	Door-to-door ambulatory, wheelchair, or stretcher to Medical, dialysis, physical therapy, and non-medical occasions.
Multiple	King James Medical Transport	585-775-9999	All - Upstate NY	Non-emergency door-to-door. Includes wheelchairs, senior citizens, disabled, hospitals, doctors, nursing/group homes, assisted living facilities.
Multiple	Lyft Ride Hailing Service	855-865-9553	All	Must use smart phone application to request service. 24/7 dependent on driver availability.
Multiple	Uber Ride Hailing Service	800-353-8237	All	Must use smart phone application to request service. 24/7 dependent on driver availability.
Multiple	Veterans Transportation System	716-862-6800	Veterans Enrolled in VA Health Care	Medical appointments at VA facilities in Canandaigua/Rochester. One day advance scheduling. Accompanied by one caregiver or family member.

County	Provider	Phone	Eligibility	Notes
Ontario	RTS-Ontario	585-394-2250	All	Deviated route transit serving Canandaigua, Geneva, Victor, and Farmington. County-wide Dial-a-ride.
Ontario	RTS-Ontario: OFA Senior Transportation Service	585-394-2250	County Residents 60+	Curb-to-curb medical, hair, assisted living, and more. Pre-register with NY Connects. One week prior notice, can schedule recurring. M-F, 8am-5pm
Ontario	Cobblestone Arts Center	585-924-2740	Day Rehabilitation Program	Participants picked up at home in Ontario, Monroe, Yates, Livingston, Genesee, and Wayne Counties
Ontario	Disabled American Veterans Transportation Network	585-393-7585	Ambulatory Disabled Veterans	Transportation to VA medical facilities for injured/ill veterans in multiple counties. 7am-2pm. Reservations made two weeks in advance. Also serving Livingston, Monroe, Seneca, Wayne, and part of Yates Counties.
Ontario	Finger Lakes Addictions Counseling and Recovery Agency	315-462-9466	Agency Clients	Transportation of clients to treatment and training.
Ontario	Finger Lakes Bus Service (Ontario ARC)	585-919-2250	General Public	Client day services, publicly accessible work program routes. Contracted by Finger Lakes Health Adult Day program. Medicaid funded out-of-county appointments.
Ontario	Happiness House	585-394-9510	Residential Program Participants	Medical appointments and community outings.
Ontario	Living Center at Geneva	315-787-4988	Adult Day Health Care	Transportation to/from adult day health care programs, M-F, in addition to medical appointments and outings.
Ontario	Neighbors in Ministry Service	585-924-1887	Victor School District Residents 60+	Volunteer transport to doctor's offices and shopping trips for ambulatory seniors. 48 hours reservation notice. Operates M-F 8am-5pm.
Ontario	Pat's Taxi	585-394-1620	All	Taxi service along with non-emergency medicaid transportation serving Ontario, Monroe, Wayne, Livingston, Yates, and Seneca Counties.

County	Provider	Phone	Eligibility	Notes
Orleans	RTS-Orleans	585-589-0707	All	Deviated route transit primarily in Orleans County, but also reaching Genesee and Monroe Counties. Dial-a-ride service county-wide M-F 6:30am-5pm.
Orleans	Orleans County Joint Veterans Council	585-589-2856	Veterans	Volunteer drivers provide transportation to medical appointments.
Seneca	RTS-Seneca	315-539-1844	All	Deviated route transit serving Waterloo, Seneca Falls, and Geneva. Route deviation with reservation. Dial-a-ride service available within 3/4 mile of routes.
Seneca	Huntington Living Center	315-787-4988	Adult Day Health Care	Transportation to/from adult day health care programs, M-F, in addition to medical appointments and outings.
Seneca	Seneca County Senior Center Inc.	315-539-1766	Seniors 60 and older	Demands runs within Towns of Waterloo and Seneca Falls. Medical (priority), shopping, hair, errands. Trips to Geneva or within 20-mile radius for an additional fee.
Seneca	South County Transportation Corps	607-532-4891	Covert, Lodi, Ovid, Romulus, Varick, Fayette Residents	Volunteer transportation to medical, dental, eye clinics, pharmacies. Prefer one week advance notice.
Wayne	RTS-Wayne	315-946-5617	All	Deviated route transit primarily in Wayne County, but also reaching Monroe and Ontario Counties.
Wayne	Arc Wayne	315-331-7741	State OPWDD Eligible	Transportation to/from recreational and social events, adult day care. No Medicaid-funded activities.
Wayne	JET Karriers Transportation	315-720-6410	All	Fare based. Call for availability.
Wayne	Wayne County Action Program	315-665-0131	Wayne, Ontario, and Seneca County Residents	Rides to appointments in Monroe County. 14-day prior notice. Tu-F 9am-3pm
Wayne	Wayne County Department of Aging and Youth	315-946-5624	Wayne County Seniors	Rides to meal sites, local errands, and medical/agency appointments are available.
Wayne	Wayne County Nursing Home & Rehab Center	315-946-5673	Home Residents	Resident transportation to activities and outings. Assistance scheduling fee-for-service options.

County	Provider	Phone	Eligibility	Notes
Wayne	Wayne County Rural Health Network	315-521-5853	County Residents	System of shuttles for transportation to medical appointments and dialysis treatments.
Wayne	Wayne County Veterans Service Agency	315-946-5993	Veterans	Van to medical appointments in Syracuse. Serves southern Wayne M/W/F, northern Wayne T/Th/F.
Wyoming	RTS-Wyoming	585-786-6050	All	Deviated route transit reaching some Genesee County locations. Route-deviated service within 3/4 mile of routes with one business day advanced reservation.
Wyoming	Attica Bus Service	585-591-2107	All	Group or medical transportation requested via webform. No taxi service.
Wyoming	Caring Harts Transport	716-457-3051	All	Wheelchair accessible transportation to medical appointments available M-Sa, starting at 4am.
Wyoming	Peer Wheels	585-786-0080	Mental Health Patients	Transportation to counseling, self-help groups and psychiatric care appointments.
Wyoming	Wyoming County Office for the Aging	585-786-8833	County Residents 60+	Transportation to medical within Wyoming County between 9am-2pm. 5 days advance notice. Limited wheelchair availability. Out-of-county volunteer service.
Yates	Yates Transit Service	315-694-7700	All	Fixed route transit primarily serving Yates County, but also reaching Ontario County. Route deviation with two business day advance reservation 1/4 mile from routes.
Yates	Mozaic (Arc)	315-539-5067	Program Clients Yates, Seneca Counties	Wheelchair accessible transportation to/from days services as well as rides to medical appointments, shopping, recreation, and employment.
Yates	Pro Action of Steuben and Yates	315-536-5515	Yates County Residents Over 60	Trips for medical appointments in and out of Yates County. Social trips for shopping, errands, events.
Yates	Yates County Veterans Service Agency	315-536-5196	Ambulatory Veterans	Volunteer drivers providing transportation to VA, authorized non-VA facilities, and benefits services.

NEEDS AND COORDINATION

To further strengthen the understanding of needs, stakeholder organizations identified by the advisory committee were contacted and offered the option to complete a questionnaire or schedule an interview with GTC staff. Of the 70 organizations contacted, 28 or a full 40 percent completed the questionnaire that attempted to better understand primary destinations of clients, barriers accessing the destinations, the types of transportation services that agencies are able to provide, how they are funded, their ability to meet service demand, organizational challenges related to meeting demand, and other topics. The questions asked and all responses received can be found in Appendix B. Responding agencies are listed by sub-region in Figure 20, Figure 21, and Figure 22 on the following pages of this chapter. Note that certain stakeholders served wider areas than single counties. These agencies are listed and their responses described in the sub-region of their greatest focus.

Review of the questionnaire responses has highlighted the importance of open communication and information sharing throughout the region. Beyond the programmatic recommendations of later chapters, the Coordinated Plan should facilitate an understanding by transportation providers of the concerns and perceived barriers described by stakeholders. GTC will assist stakeholders and providers in the common effort to improve the quality of human services transportation by helping to bridge communication gaps via the contacts made as part of the planning process.

Monroe County

Questionnaire respondents from Monroe County include a government agency serving people diagnosed with mental health issues, experiencing challenges related to substance abuse, or coping with intellectual and developmental disabilities. Also responding were non-profits specializing in workforce development for persons with disabilities or medical conditions, a mobility manager for seniors who also conducts local volunteer driver operational support, and a consortium of community health and social services agencies that work with older adults. The regional health research and planning organization for the Finger Lakes region rounds out the Monroe County respondents.

Stakeholders reported that disadvantaged populations in Monroe County generally experience the following regarding transportation needs and available options:

- Accessing medical transportations and services is a common need though a full spectrum of desired destinations could be better served to allow all to participate fully in society.
- The nature of disability and the difficulties it adds to navigating transportation options, geographic challenges such as the mismatch between client residence and destination locations, and the affordability of services are the largest barriers to mobility.
- Responding stakeholders included few direct providers, but agencies who attempt to provide transportation for clients via provision of bus passes and service matching do so with county funds and FTA Section 5310 grants.

- Staffing deficits and driver unavailability are cited as organizational challenges to providing transportation to agency clients.

Figure 20 – Monroe County Engaged Stakeholder List

Organization	Type/Focus	Area Served	Contact
Heritage Christian Services Employment Alliance	Non-Profit/ Employment Access	Monroe, Wayne, Ontario, Livingston, Genesee, Orleans Counties	Marianne Durrant
Monroe County Office of Mental Health	Government Agency/ Human Service	Monroe County	Bonnie Smith
Lifespan of Greater Rochester	Non-Profit/ Mobility Management	Monroe and Ontario Counties	Leanne Rorick
Monroe County Aging Alliance	Non-Profit/ Human Service	Monroe County	Bill McDonald
Common Ground Health	Non-Profit/ Health Planning	Monroe, Livingston, Ontario, Seneca, Wayne, Yates Counties.	Melissa Pennise

Desired Destinations

Monroe County respondents described their clients' most important travel destinations. Clients of Heritage Christian Services, and especially those participating in the Employment Alliance, are attempting to access employment or work-related activities such as a job interview. Those supported by other Heritage programs require transportation and/or paratransit to reach medical/mental health appointments and recreation. The County Office of Mental Health lists clinical appointments at the hospital systems, satellites, and community-based providers as the greatest need.

While providing support to individuals with varying transportation needs, Lifespan primarily serves those seeking non-emergency medical appointment service. Common Ground Health noted that members of the community need transportation to and from health care, education, meal access/grocery stores, and community and recreational opportunities. Finally, the Aging Alliance observed that while traditional surveys have indicated that medical appointments are the most important for many older adults, and while many programs provide transportation for beneficiaries, the biggest challenge is for older adults who do not drive but want to fully participate in all aspects of life. The importance of a destination varies by older individuals just as it does for younger persons.

Barriers to Accessing Destinations

Stakeholder representatives also spoke of barriers to access those destinations. Heritage Christian Services cited the nature of disability as the greatest challenge while describing some other transit and paratransit logistical access issues. Geographic coverage and the infrequency of bus routes may be an issue for those residing in more suburban or rural areas. Additionally, users of RTS Access paratransit service are constrained by time limits included in terms of service. The advance notice required for ride registration, lack of flexibility in arrival times, and policies related to the amount of time a paratransit vehicle will wait at rider pick-up are problematic, especially for those with disabilities.

The Office of Mental Health also noted geographic challenges for the developmentally disabled population as program agencies have located residential programs in suburbs, closer to family members, but this reduced access via public transportation. Additionally, a large barrier for all of their constituent groups is the affordability of transportation due to limited income. Their clients are also challenged by inexperience in safely using public transportation. High levels of activity within the bus may trigger anxiety and exacerbate perceptions of personal danger and poverty stigmas. The office is concerned that the ReImagine RTS connection hub program may lead to disparities in suburban areas.

Lifespan focused on the affordability of transportation services. Older adults and persons with disabilities on fixed incomes lack the financial resources to pay for transportation - they are often forced to cancel medical appointments and rarely can afford transportation to social events. These issues are enhanced outside of RTS areas, in rural parts of the county. A procedural hurdle also exists for those with limited telecommunications capability. Medicaid clients have difficulty with timely scheduling of service through the Medical Answering System.

The Monroe County Aging Alliance pointed out various costs associated with transportation that act as challenges for older adults. Those not living in areas not well-served by transport services must consider the high costs of vehicle ownership and maintenance. Not all can afford the more responsive ride hailing and taxi services. Public transportation use lowers the nominal cost of transportation, but includes time cost considerations. Those who require enhanced accessible transportation, such as those using large mobility aids, see the nominal cost of on-demand responsive service escalate quickly as multiple trips are taken. Another barrier related to cost and availability is unfamiliarity with potentially available and eligible fare assistance programs.

In 2018, Common Ground Health conducted a regional health equity survey. While not restricted to the disadvantaged populations emphasized in the Coordinated Plan, results indicated that transportation is a barrier across the region in accessing healthy food, medical and dental care, and medication. Survey data was provided to GTC for six of the nine counties that comprise the region.

- Twelve percent (12%) of Monroe County adults reported that transportation for getting medical or dental care is always or often a difficult challenge while fourteen percent (14%) of adults who reported that they were unable to access needed medical care in the past year and eleven percent (11%) of County adults who were unable to access needed dental care cited transportation as a barrier.

- Nine percent (9%) of County adults reported that transportation for picking up prescriptions is always or often a difficult challenge while four percent (4%) of County adults who reported that they were unable to acquire needed medication in the past year cited transportation as a barrier.
- Thirteen percent (13%) of County adults reported that transportation for buying healthy foods is always or often a difficult challenge while four percent (4%) of County adults identified transportation as a barrier to eating healthier.

Providing and Funding Transportation Services

Responding Monroe County stakeholders included few direct providers, though agencies attempt to provide transportation for their clients in other ways. The County Office of Mental Health provides bus passes to those they serve, funded through the County budget. Heritage Christian Services directly provides transportation to community rehabilitation programs. Employment Alliance staff only provide transportation occasionally, primarily to job interviews to ensure clients arrive on time.

Lifespan of Greater Rochester provides a variety of coordination services both countywide and town-specific. They work closely with Medical Motor Service staff to refer clients who may need assistance utilizing online reservation systems and further assist individuals with fare reduction applications in collaboration with and funded by the United Way. They can assist with applications to qualify for Medicaid non-emergency medical transportation and collaborate with the Catholic Family Center (CFC) to provide registration support for CFC's Support to Aging Residents program – demand response transportation for low-income seniors to medical appointments, grocery shopping, and other essential errands. Lifespan's involvement in mobility management across Monroe and Ontario counties is funded by the NY Connects program and FTA Section 5310 awards. At the town level, Lifespan is contracted to provide intake and support to individuals in the Town of Irondequoit who need transportation. The contract allows Lifespan to provide a discount when matching riders to selected providers for a certain number of rides, dependent on patient condition and diagnosis.

Organizational Challenges

While human services agencies do their best to meet the needs of clients, barriers or organizational challenges persist that limit their ability to provide transportation. The Employment Alliance observes a staffing crisis in their field along with cost and funding limitations. Aging Alliance research indicates that driver availability is currently a great barrier for many providers.

Other Options for Clients

When agency provided transportation does not meet the needs of clients, stakeholders indicated that a variety of transportation options are employed. Individuals use RTS, Mediacab, and other medical transportation services. They solicit rides from friends and family as needed and use ride hailing applications as they are able to afford them. Lifespan directly assists in matching riders to available services as a mobility management provider in Monroe and Ontario Counties.

Western Sub-Region

Within the geographically larger sub-regions, the most common destinations and barriers for human services agency clients and the agencies themselves will be discussed on a county by county basis in order to ensure that the volume of responses in a sub-region does not overwhelm issues unique to certain counties.

Figure 21 – Western Sub-Region Engaged Stakeholder List

Organization	Type/Focus	Area Served	Contact
GLOW Workforce Development Board	Government Agency/ Employment Access	Genesee, Livingston, Orleans, Wyoming Counties	Jay Lazarony
Genesee County Social Services	Government Agency/ Human Service	Genesee County	Cathie Mase
Wyoming County Office for the Aging	Government Agency/ Human Service	Wyoming County	Tess Phillips
Community Action for Wyoming County	Non-Profit/ Human Service	Wyoming County	Kelly McLaughlin
Batavia Housing Authority	Government Agency/ Housing	Genesee County	Nathan Varland
Wyoming County Department of Social Services	Government Agency/ Human Service	Wyoming County	Kimberley Barber
Catholic Charities Steuben/Livingston Faith in Action Program	Non-Profit/ Transportation	Livingston County	Desiree Weldy
Wyoming County Community Hospital	Government Agency/ Health Care	Wyoming County and surrounding areas	Bridget Givens
Genesee County Mental Health	Government Agency/ Human Service	Genesee County and surrounding areas	Nancy Hendrickson

Organization	Type/Focus	Area Served	Contact
Orleans County Job Development Agency	Government Agency/ Employment Access	Orleans County	Kelly Kiebala
The Arc of Livingston/Wyoming	Non-Profit/ Human Service	Livingston and Wyoming Counties	John Prospero
Livingston County Office of Workforce Development	Government Agency/ Employment Access	Livingston County	Kate Hilfiker
Genesee County Office for the Aging	Government Agency/ Human Service	Genesee County	Maureen Estabrooks
Arc of Genesee Orleans	Non-Profit/ Human Service	Genesee and Orleans Counties	Paul Saskowski
Orleans County Office for the Aging	Government Agency/ Human Service	Orleans County	Melissa Blonar

Genesee County

Questionnaire respondents from Genesee County include a number of government agencies serving job seekers, those with mental health concerns, seniors, and providing affordable housing and social services. Also responding was a non-profit agency currently serving over 1,000 people with developmental disabilities in Genesee and Orleans Counties.

Stakeholders reported that disadvantaged populations in Genesee County generally experience the following regarding transportation needs and available options:

- Transportation to and from medical appointment destinations is a desired service for clients of multiple agencies. Greater access to shopping, errands, and other appointments is also needed.
- Inflexibility of transit service and the costly nature of accessing transportation across long distances are the largest barriers to individuals in need.

- Most County stakeholders are not direct providers, though many contract with regional providers and offer supportive services thanks to foundation endowments as well as traditional funding sources.
- Driver availability due to low-wages, and directly linked to limited funding, is a challenge for multiple providers. Supervision requirements limit the ability of specialized providers to call on other providers to act as supplemental resources. Inconsistency and uncertainty related to grant funding also complicates service provision in the County.

Desired Destinations

Respondents serving Genesee County described their clients' most important travel destinations. As their name suggests, the Genesee-Livingston-Orleans-Wyoming Workforce Development Board's primary destination is their clients' workplace. Social services agencies within the four counties also cited transportation to and from workplace as a high priority and, if applicable, transportation for clients' children to and from daycare. In addition, transportation to work programs (e.g., job readiness workshops, job interviews) for those seeking employment is also needed. The Arc of Genesee-Orleans stated work and vocational programs are among their desired destinations.

Transportation to and from medical appointments was cited as a desired destination across multiple agencies. Genesee County Mental Health noted their clients' need for transportation to and from medical appointments. These appointments can vary in length from 30 min to several hours, and in frequency from once every two to three weeks or daily if enrolled in day treatment programs. The Office of the Aging and the Arc of Genesee-Orleans both noted that greater transportation access to and from medical appointments is needed.

Aside from workplace and medical appointments, many agencies noted that general transportation services are needed for their clients to access day-to-day activities and to fully participate in life and community. The Arc of Genesee-Orleans cited transportation is needed for day programs, recreation, shopping, and other relevant life events. Social Services agencies stated that clients who have applied for Social Security benefits often need transportation to secure those benefits such as their attendance at a required hearing. The Batavia Housing Authority stated that tenants simply need improved access to grocery stores.

Barriers to Accessing Destinations

Stakeholder representatives also spoke of the greatest barriers to accessing desired destinations. Genesee County is predominantly rural. Providing access to services and appointments outside of the County is costly due to the typical required travel distance. Likewise, travel costs are high when clients live near the county boundary.

The Genesee-Livingston-Orleans-Wyoming Workforce Development Board clientele are often underemployed and underserved populations that lack a primary means of transportation which constrains their ability to secure gainful employment. The Workforce Development Board, Social

Service agencies, and the Arc of Genesee-Orleans all cited the rigidity of the public transportation system as a major barrier for those without access to a personal vehicle. While public transportation service is available within Genesee County, it is extremely limited both in hours of operation and service routes. Jobs held by their clients often do not fit the 9 to 5 paradigm and may require individuals to work nights, weekends, and holidays - times when fixed route transit service is not available. The infrequent operating schedule also impedes parents' ability to provide transportation to childcare, further limiting their employment opportunities.

Similar issues were cited regarding medical appointment access. Again, across agencies, clients lack access to a personal vehicle. Genesee County Mental Health noted that long headways between buses result in their clients waiting for the bus longer than their scheduled 30-minute appointment.

The Batavia Housing Authority and the Arc of Genesee-Orleans both noted that clients often have mobility issues and require assistance riding public transit and support for these clients is limited. The Office of Aging voiced a similar concern. Their clientele is older and often unwilling or unable to drive long distances to larger urban areas to access medical appointments and services. Different transportation providers have different guidelines when booking a trip. These adults may struggle with navigating the required process when booking a trip, for instance they may call too early or too late to schedule a pickup. Even using a phone to book a trip can prove difficult if the client has a hearing impairment.

Providing and Funding Transportation Services

Most Genesee County stakeholders are not direct providers, meaning they do not own/maintain vehicles or employ drivers. The Workforce Development Board offers a \$750 per year supportive transportation stipend to actively participating clients. County Social Services provides fuel vouchers and/or bus passes, paid for by RGRTA and County Temporary Assistance funds, to individuals participating in required employment activities.

The Office for the Aging contracts with direct providers, primarily RTS Genesee and Community Action Transportation System, for medical and therapy appointments for older adults. Funding is provided by the State OFA's Community Services for the Elderly block grant. In addition, OFA coordinates a small group of volunteers who bring more mobile clients to out-of-county medical appointments. Genesee County OFA also provides mobility management services through their Transportation Coordination program, which serves as a "one-stop" approach to help older adults and their caregivers understand and connect to available transportation options that meet their needs. The program is funded by the Muriel H. Marshall Fund, a private endowment gifted to Genesee County and managed by the Rochester Area Community Foundation.

The Arc of Genesee and Orleans is a direct provider to participants in the resident and day programs whose fleet was purchased through FTA Section 5310 grants. Separate agencies until 2016, Orleans County is now part of the coverage area, which is largely funded by billing for services provided. Genesee County Mental Health provides limited transportation to non-Medicaid eligible individuals and

specific cases where agency transportation would ensure timely arrival or greatly diminish appointment wait time. Limited funding for the service is provided by the departmental and County budgets.

Organizational Challenges

Barriers or organizational challenges persist that limit human service agencies' ability to provide transportation. Throughout the survey, agencies repeatedly noted that the cost of providing transportation services and the funding to support current programs are a barrier. The Office of the Aging, Genesee County Mental Health, and the Arc of Genesee-Orleans all noted that driver availability is an issue due to low-wages which is a result of limited funding. The Arc cited strains on service offerings due to pandemic restrictions on vehicle capacity, and the extra supervision required by their riders that limit the ability of RTS and Community Action Transportation System to act as supplemental resources. Some Arc programs do not have reimbursement for transportation built-in to client fees, thus funding must come from other agency resources which places pressure on the ability to provide required services. Agencies also cited the inconsistency of 5310 grant solicitation cycles, as well as the potential to not be chosen for grants at each solicitation, as challenges when replacing fleet vehicles.

Other Options for Clients

When agency-provided transportation does not meet the needs of clients, stakeholders indicated that a variety of other transportation options are sought. Of course, friends and family provide rides to their loved ones, but when that is not possible other options must be relied upon. In addition to public transit, taxis and ride hailing services were frequently cited. Attica Bus, Community Action, Disabled American Veterans (DAV), Veterans Transportation System (VTS), Genesee-Wyoming Veterans Transport Program, and Gillam Grant Transportation Services were also cited.

Livingston County

Responding agencies from Livingston County include a non-profit agency running a volunteer-based program that provides transportation to medical and grocery destinations to the elderly and disabled. Another non-profit transports individuals with intellectual disabilities and the elderly to a variety of programmed activities and appointments. A government workforce development agency which operates employment programs for teens and young adults also responded.

Stakeholders reported that disadvantaged populations in Livingston County generally experience the following regarding transportation needs and available options:

- Medical appointments are again a common desired destination along with education and employment opportunities.
- Individuals face barriers to mobility when services are solely dedicated to medical purposes. Transportation is needed for other purposes, namely employment, but transit coverage and service span do not often match clients' needs.

- The Arc of Livingston-Wyoming utilizes contracts with the State and County and Medicaid reimbursement eligibility to extend services beyond their internal programs. Other non-profit providers rely heavily on volunteer drivers.
- The lack of both volunteer and paid drivers limits the ability of non-profit providers to expand their mission and fulfill more trip types.

Desired Destinations

Clients of Catholic Charities of Livingston County's Faith in Action program seek transportation to medical and grocery destinations within Livingston County and out-of-county medical transport to Rochester, Batavia, and Canandaigua. The Arc of Livingston-Wyoming fields demand for transportation to their own programming, state-run day programming, medical appointments, nutrition programs, social programs, education, and employment sites. As expected, clients of the County Office of Workforce Development are attempting to access employment, education, and training.

Barriers to Accessing Destinations

Describing barriers of individuals to access these destinations, Catholic Charities clients typically need multiple transports each week for chronic medical conditions. Other transportation is needed, but not commonly provided, that is not related to medical treatment or shopping. Arc clients who work in the community face the most significant challenges. Most do not and cannot drive. Their work hours do not necessarily match up with available public transit routes and hours. Those who do not live independently cannot always rely on transportation from household members. Workforce Development understands that accessing employment can be difficult without the funds to support ownership of a personal vehicle. Larger employment sites in the County are often in remote locations that are not pedestrian or bicycle friendly, leading to long commutes, which are difficult to service. Compounding the issue, work hours can start before or after the bus service span and buses do not operate on the weekend. Mandatory or voluntary overtime opportunities are not compatible with bus schedules. Even arriving to or returning home from the bus stop is a challenge, and while Dial-A-Ride has expanded its service area, availability is limited to certain times of day.

The 2018 regional health equity survey conducted by Common Ground Health also covered Livingston County. The following figures isolate the responses of County residents. In certain cases, such as barriers related to medical care, dental care, and prescriptions, the percentage of adults affected exceeds that of Monroe County

- Fourteen percent (14%) of Livingston County adults reported that transportation for getting medical or dental care is always or often a difficult challenge while twenty-six percent (26%) of adults who reported that they were unable to access needed medical care in the past year and fourteen percent (14%) of County adults who were unable to access needed dental care cited transportation as a barrier.

- Twelve percent (12%) of County adults reported that transportation for picking up prescriptions is always or often a difficult challenge while sixteen percent (16%) of County adults who reported that they were unable to acquire needed medication in the past year cited transportation as a barrier.
- Fourteen percent (14%) of County adults reported that transportation for buying healthy foods is always or often a difficult challenge while only two percent (2%) of County adults identified transportation as a barrier to eating healthier.

Providing and Funding Transportation Services

In order to provide transportation service free of charge to clients, Catholic Charities volunteers provide almost all scheduled trips using personal vehicles. Enrolled individuals call in their transportation requests at least 10-12 days in advance. Staff matches volunteers to scheduled trips one week prior. Catholic Charities reimburses some volunteers 19 cents per mile for medical appointment trips. Other volunteers choose to decline the reimbursement. A single van is operated by the program and driven by the program director as needed when demand cannot be matched to a volunteer. The agency is working to add an additional staff member to put the van more consistently in service. Catholic Charities funds their operations through grants, donations, and a contract with the Livingston County Office for the Aging for transportation provided to clients who are 60 years of age or older. FTA Section 5310 grants secured through the New York State Department of Transportation (NYSDOT) covered the capital cost of the program van as well as program maintenance and staffing growth.

While the Arc of Livingston and Wyoming focus the use of their vehicles and staff on transporting individuals that attend their own programs, they also contract with the State Office for People with Development Disabilities to transport qualified individuals to and from state-run day programs. In addition, they contract with the Office for the Aging to transport Livingston County seniors and have also obtained Section 5310 funding to provide additional senior service. The Arc is also a Medicaid Transportation provider and is assigned trips by Medical Answering Service. These contracts and state reimbursed programs fund their extended services.

Supplementing direct stakeholder input, the recently completed Livingston County Mobility Management Strategy revealed that the County Department of Social Services relies on private taxi service for the majority of its clients' transportation needs funded by state and federal grants.

Organizational Challenges

Catholic Charities faces barriers related to volunteer availability and expressed a desire, but inability to fulfill client requests for other trip types outside of grocery shopping and non-emergency medical transportation. The Arc identified their number one issue as an ongoing driver shortage. The root cause is the inability of the non-profit to pay drivers at a market rate. The limitation is directly attributable to the current state reimbursement rate for drivers who serve individuals with intellectual and developmental disabilities.

Other Options for Clients

Only Catholic Charities responded that they were aware of other transportation services used by their clients. These include RTS Dial-A-Ride and unnamed fee-for-service providers.

Orleans County

Questionnaire respondents from Orleans County included a pair of government agencies that provide services helping seniors maximize their independence and assist employers, the unemployed, underemployed and the emerging workforce with their employment needs. The Arc of Genesee-Orleans, whose input was discussed in the Genesee County sub-chapter, also serves Orleans County.

Stakeholders reported that disadvantaged populations in Orleans County generally experience the following regarding transportation needs and available options:

- Desired destinations of clients are broad and include medical centers, congregate meal sites, grocery stores, pharmacies, and social visits.
- Transit hours of operation and geographic coverage of service routes are cited along with discomfort and difficulty of access for those with mobility limitations as barriers to access identified destinations.
- A wide variety of supportive services funding is used by human services agencies to provide bus passes, fuel vouchers, taxi rides, and to contract with local non-profit providers.
- A lack of service providers in Orleans County was cited by both human services agencies.

Desired Destinations

The Orleans County Office of the Aging currently only provides transportation to medical appointments due to contracting requirements. They stated if additional funding is secured, they would like to expand transportation access to and from the nutrition program sites. The Office the Aging went on to state that volunteers transport clients to a variety of destinations including the grocery store, medical appointments, pharmacies, and to social visits.

Barriers to Accessing Destinations

Similar to other counties, the Orleans County Job Development Agency cited the rigidity of the public transportation system as a major barrier for those without access to a personal vehicle. While public transportation service is available within Orleans County, it is extremely limited both in hours of operation and service routes. Jobs held by their clients often require night, weekend, and holiday shifts when fixed route transit service is not available. Additionally, lack of access to public wireless internet services is also a challenge as many clients do not have data plans for their phones. The Office of Aging noted that mobility limitations make the use of public transportation services uncomfortable and difficult for older users.

Providing and Funding Transportation Services

The County Job Development Agency relies on lower cost transportations for clients. Fuel vouchers are provided to those who can drive or carpool to and from employment and training sessions. If bus schedules prove practical, the agency distributes bus passes. Clients are referred to Medina Taxi as a last resort due to relative expense. The agency pays for these various services through a mix of small funding sources including the Workforce Innovation & Opportunity Act, the New York Office of Temporary and Disability Assistance, Orleans County Department of Social Services assistance, and other supportive services funding. The Office for the Aging contracts with Community Action Transportation System for in- and out-of-county medical transportation and buys bus passes from RTS Orleans for clients using funds provided by the New York State Office for the Aging. They fund mileage reimbursement their volunteer driver program through a foundation grant.

Organizational Challenges

The Orleans County Job Development Agency cited the lack of viable transportation service options within the County. There are a variety of trip types that unable to be fulfilled due to the lack of transportation service providers. Access to publicly accessible wireless internet service was cited again, noting that this is a barrier to receiving and sending up to date information on trip options.

The Office of the Aging cited a variety of concerns, including a general lack of funding and difficulty providing transportation service in a rural county. Providing transportation for medical appointments that are outside of the county results in longer than necessary rides due to the need to share the trip with other users. Many clients do not provide sufficient notice to secure their required transportation.

Other Options for Clients

Agencies acknowledged very limited transportation operations in Orleans County, such that they were unaware of their clients using a provider other than ones referred to by the agencies.

Wyoming County

Questionnaire respondents from Wyoming County include a pair of government agencies focused on services and support for older adults and low-income residents. Among respondents are a non-profit agency serving and supporting housing, employment counseling, critical household needs, food, and emergency help for families in crisis. Unique to Wyoming County, a public hospital expressed their concerns as well. Supplementing the Wyoming-based entities, the Arc of Livingston-Wyoming, whose input was discussed in the Livingston County sub-chapter, also serves Wyoming County.

Stakeholders reported that disadvantaged populations in Wyoming County generally experience the following regarding transportation needs and available options:

- Clients of multiple agencies demonstrate need for non-emergency medical transportation. General needs such as grocery store and employment access are cited. Individuals admitted to the hospital often require transportation to return home.

- As in many rural counties, the structure of transit limits its widespread use. Transportation to out-of-county destinations is generally unavailable and Medicaid transportation in the County demonstrates a lack of timeliness and consistency.
- Human services transportation provision in Wyoming County is opportunistic and takes many forms including staff, contracts, Medicaid reimbursement, volunteers, and reallocating resources when not otherwise used.
- Funding is the most cited barrier to agencies' ability to provide transportation to clients.

Desired Destinations

Transportation to and from medical appointments was cited a desired destination across multiple agencies. Community Action of Wyoming County cited that their clients' need to access the entire county for a variety of general needs. Social Services noted that transportation to and from work is essential. Wyoming County Community Hospital stated that transportation is needed to return patients to their homes after their hospital stay is complete. The Office of the Aging also noted that access to grocery stores is an unmet need.

Barriers to Accessing Destinations

Similar to other counties, many agencies cited the inflexibility of the public transportation system as a major barrier for those without access to a personal vehicle. While public transportation service is available within Wyoming County, due to the rural nature of the county, existing transit is extremely limited both in hours of operation and service routes. Residents who are mobility impaired have extra hurdles to face when accessing transit service. Agencies noted that transportation services that cross county lines are hard to secure.

The Wyoming County Community Hospital noted that their largest barriers are accessing Medicaid transportation in a timely and consistent manner, along with obtaining transportation for patients that are not Medicaid eligible. These two barriers are especially pronounced for patients that are being discharged across county boundaries. Transportation is also difficult to secure for patients that need wheelchair and stretcher services.

Providing and Funding Transportation Services

In addition to out-of-county medical transportation staffed by volunteers, the Wyoming County Office for the Aging provides in-county non-emergency medical transportation via office staff and contracts with the Arc of Livingston-Wyoming when clients require wheelchair accommodations. These services are funded by a state grant in addition to County budget funds. Community Action of Wyoming County coordinates a medical transport program for Medicaid eligible clients. Medicaid in turn reimburses the volunteer drivers for their mileage. The Department of Social Services has one employee whose transports clients to non-medical appointments, as they use the Medical Answering Service for Medicaid-eligible trips. The Department coordinates with relatives of clients for transportation and will

reimburse them for mileage, which is partially funded by New York State. The difference in State funds and expenses is included in the county budget. Difficulties with using providers linked to by Medical Answering Service has led the Wyoming County Community Hospital to utilize their crisis program vehicle for medical transportation when staff are available and the vehicle is not otherwise in use.

Organizational Challenges

Barriers or organizational challenges persist that limit human service agency's ability to provide transportation. Most agencies noted that the cost of providing transportation service and the funding to support current programs are a barrier to providing transportation to clients. The Wyoming County Community Hospital struggles with the reliability of Medicaid-eligible providers. Companies serving Wyoming County are not local and often fail to deliver patients to destinations on time.

Other Options for Clients

When agency provided transportation does not meet the needs of clients, stakeholders indicated that a variety of transportation options are employed. Of course, friends and family provide rides to their loved ones, but when that is not possible there are other options to employ. In addition to public transit, taxis and ride hailing services were frequently cited. Attic Bus, Community Action, Disabled American Veterans (DAV), Veterans Transportation System (VTS), Genesee-Wyoming Veterans Transport Program, and Gillam Grant Transportation Services were also cited.

Eastern Sub-Region

Like the Western Sub-Region, the geography large Eastern Sub-Region is examined by county to best understand client needs and stakeholder challenges, though eastern counties generally responded at a lower rate than their western counterparts.

Figure 22 – Eastern Sub-Region Engaged Stakeholders List

Organization	Type/Focus	Area Served	Contact
Yates OFA/ Pro Action of Steuben and Yates, Inc.	Non-Profit/ Human Service	Yates County	Zachary Housworth
Ontario County Office for the Aging	Government Agency/ Human Service	Ontario County	Irene Coveny
Seneca County Office for the Aging	Government Agency/ Human Service	Seneca County	Angela Reardon
Seneca County Division of Human Services	Government Agency/ Human Service	Seneca County	Tracy VanVleck
The Arc Wayne	Non-Profit/ Human Service	Wayne and Ontario Counties	Kevin Berry
Yates County Department of Social Services	Government Agency/ Human Service	Yates County	Amy Miller
Mozaic	Non-Profit/ Human Service, Transportation	Yates and Seneca Counties	Lisa Minns
Ontario County Department of Social Services	Government Agency/ Human Service	Ontario County	Eileen Tiberio

Ontario County

Questionnaire respondents from Ontario County include a pair of government agencies serving senior citizens, low-income individuals, and families with complex service needs. Supplementing these, Lifespan of Greater Rochester, whose provided input to the Monroe County sub-chapter, also serves Ontario County.

Stakeholders reported that disadvantaged populations in Ontario County generally experience the following regarding transportation needs and available options:

- Accessing medical appointments is a common need of clients of the responding agencies. This is reiterated by a 2019 community survey of older Ontario County adults.
- In addition to the inflexibility of fixed route transit, finding affordable transportation options to destinations, especially those outside of the county, is a barrier to access for individuals.
- Ontario County provides a wide variety of transportation services to disadvantaged populations through a mix of contracts, partnerships, and collaborations funded mostly by state grants and supplemented by county funds.
- A lack of volunteer drivers and difficulties matching clients to eligible and appropriate services are cited as organizational challenges to providing transportation to clients.

Desired Destinations

Access to medical appointments continues to top the list as a desired destination. The Department of Social Services noted that access to employment and related education and training opportunities is important. The Ontario County Office for the Aging noted that transportation to shopping and social events is also a need.

In September 2019, the Ontario County Office for the Aging conducted a community survey regarding the needs of older adults in the county. Respondents indicated that transportation to medical appointments was of greatest concern, followed by transportation medical appointments outside of the county. After medical related transportation, in order of need, smaller percentages of respondents also sought transportation for errands including grocery shopping, the availability of transportation services on weekends and evenings, and finally transportation to social events.

Barriers to Accessing Destinations

Ontario County's the Office of the Aging and the Department of Social Services both cited the rigidity of the public transportation system as a major barrier for those without access to a personal vehicle. While public transportation service is available within Ontario County, existing transit is limited both in hours of operation and number of routes. It was also stated that RTS has vehicle capacity to expand service, but recruiting drivers is challenging. RTS trips must be booked at least one week in advance which limits flexibility and access, while the cost for more demand responsive services limits their use.

These constraints restrict clients' access to medical appointments, employment opportunities, and access to the grocery store.

The Office of the Aging specifically noted that providing access to dialysis treatments and finding affordable options for those with medical appointments outside the County is difficult. Their 2019 community survey revealed that over ten percent of respondents were concerned about the cost and inability to pay for transportation services. The Department of Social Services noted that there are challenges connecting clients with Medicaid transportation providers.

The 2018 regional health equity survey conducted by Common Ground Health also covered Ontario County. The following figures isolate the responses of County residents. The percentage of adults perceiving barriers in accessing medical care, dental care, and prescriptions are generally lower in Ontario County than Monroe or Livingston Counties. However, transportation appears to be more of a factor in Ontario County compared to other surveyed counties among those who were unable to get needed medication.

- Seven percent (7%) of Ontario County adults reported that transportation for getting medical or dental care is always or often a difficult challenge while nine percent (9%) of adults who reported that they were unable to access needed medical care in the past year and five percent (5%) of County adults who were unable to access needed dental care cited transportation as a barrier.
- Four percent (4%) of County adults reported that transportation for picking up prescriptions is always or often a difficult challenge while six percent (6%) of County adults who reported that they were unable to acquire needed medication in the past year cited transportation as a barrier.
- Five percent (5%) of County adults reported that transportation for buying healthy foods is always or often a difficult challenge while three percent (3%) of County adults identified transportation as a barrier to eating healthier.

Providing and Funding Transportation Services

The Ontario County Office for the Aging (OFA) coordinates a wide array of human services transportation options for County residents. The Office contracts with RTS Ontario to provide a shopping shuttle that operates in Canandaigua, Bloomfield, Clifton Springs, and starting in June 2021, to/from the Townside Apartments in Geneva. The Office also contracts with RTS for county-wide Dial-a-Ride service requiring at least one week advance notice to schedule. OFA also partners with the Wayne County Action Program, who manages a volunteer transportation program limited to medical appointments, primarily to clinical services concentrated in Canandaigua, but also to Rochester medical centers. Volunteers are reimbursed for vehicle mileage.

The office subsidizes participation in the GoGo Grandparent service, a national organization that assists senior without smartphones in accessing ride hailing services. OFA covers the monthly fee as well as

fees for up to two trips per month for residents' medical appointments. The Office finances the programs through Community Services for the Elderly block grants and Unmet Needs funds from the State Office for the Aging, supplemented by Ontario County. In addition, the Ontario County Department of Social Services provides transportation for clients whose children are in foster care to appointments regarding their children using state and federal child welfare funding.

Most notably, OFA collaborated with Lifespan of Greater Rochester on an FTA Section 5310 application. Lifespan was awarded funding for a part-time mobility manager for Ontario County beginning May 3, 2021 and located within the Ontario County Office for the Aging. The mobility manager will provide information and link clients of any age to eligible transportation services.

Organizational Challenges

The Office of the Aging struggles matching the appropriate type of transportation to their clients' needs. Both Ontario County Human Service agencies cite a lack of volunteer drivers.

Other Options for Clients

While local taxi service and ride hailing services exist in Ontario County, they are cost prohibitive to the human service agencies clientele.

Wayne County

The primary questionnaire respondent from Wayne County is the Arc Wayne, a private non-profit social services group. While only one stakeholder agency respondent is primarily focused on Wayne County, Heritage Christian Services, whose input was discussed in the Monroe County sub-chapter, also counts Wayne County among its service area. Additionally, Common Ground Health's 2018 regional health equity survey covered Wayne County and provides insight into the perception of transportation as a barrier to medical, prescription, and grocery access.

Barriers to Accessing Destinations

The 2018 regional health equity survey conducted by Common Ground Health also covered Wayne County. The following figures isolate the responses of County residents. While transportation does not appear to be a barrier to accessing medication, transportation is identified as barrier to eating healthier by the highest percentage of population in the region.

- Eleven percent (11%) of Wayne County adults reported that transportation for getting medical or dental care is always or often a difficult challenge while fifteen percent (15%) of adults who reported that they were unable to access needed medical care in the past year and five percent (5%) of County adults who were unable to access needed dental care cited transportation as a barrier.
- Eight percent (8%) of County adults reported that transportation for picking up prescriptions is always or often a difficult challenge while no adults who reported that they were unable to acquire needed medication in the past year cited transportation as a barrier.

- Nine percent (9%) of County adults reported that transportation for buying healthy foods is always or often a difficult challenge while five percent (5%) of County adults identified transportation as a barrier to eating healthier.

Providing and Funding Transportation Services

Arc Wayne owns and operates a fleet of vehicles to provide transportation for those considered eligible by the State Office for People with Developmental Disabilities. Arc services, primarily offered during daytime hours, are augmented by a contract with RTS Wayne, and funded by Medicaid and other reimbursements. Capital expenses are typically funded through FTA Section 5310 grants.

Organizational Challenges

The Arc Wayne noted driver availability and funding are their two biggest challenges. If additional funding and drivers were secured, then transportation service could be provided on evenings and weekends.

Seneca County

Questionnaire respondents from Seneca County are limited to a pair of government agencies serving a variety of residents with program qualifications based on age and/or income. In addition, Mozaic, a chapter of The Arc representing Yates, Seneca, and Cayuga Counties, and who input will be discussed in the Yates County sub-chapter, also serves Seneca County.

Stakeholders reported that disadvantaged populations in Seneca County generally experience the following regarding transportation needs and available options:

- Accessing medical appointments is a primary concern, but grocery shopping and access to meal programs are highly desired.
- Barriers to access vary greatly depending on one's location within Seneca County. Southern towns not only lack transportation providers, but also nearby desired destinations.
- State and federal funds pay for a contract for demand response service for seniors, transportation for veterans, and minimal taxi service.
- Driver availability and funding sources are the largest organizational challenges.

Desired Destinations

Seneca County Office for the Aging and Division of Human Services both stated medical appointments were a primary concern, along with grocery shopping and access to meal programs. Human Services proceeded to state that the following are desired destinations: mental health support, substance

use/abuse programs, basic human service needs (food, shelter, workforce), employment, school/education programs, family/social events, community agencies and programming.

Barriers to Accessing Destinations

The Seneca County Office of the Aging noted that securing transportation across county lines is difficult as well as securing transportation for medical appointments outside of the traditional workday.

The Seneca County Division of Human Services stated that depending on your location in the County needs varied greatly. Communities in the Northern portion of the County, such as Junius and Tyre, have no public transit services, sidewalks, grocery stores, or any type of medical services. The Southern towns of Romulus, Fayette, Varick, Ovid, Lodi, Covert, and Interlaken have one small grocery store, limited medical services, no public transportation, limited sidewalks, limited or no affordable housing options, few options for food pantry access and youth programming, and limited gas stations. The County lacks affordable daycare options and youth programs. Human Services noted a rise in substance abuse/use and mental health concerns. These clients struggle with meeting basic needs and lack access to services that aid them in their recovery.

The 2018 regional health equity survey conducted by Common Ground Health also covered Seneca County. The following figures isolate the responses of County residents. While average levels of Seneca County respondents cited transportation challenges, the County consistently reported the lowest percentages of respondents citing transportation as a barrier responsible for the inability to access medical, dental, prescription, and healthy food services.

- Ten percent (10%) of Seneca County adults reported that transportation for getting medical or dental care is always or often a difficult challenge while only three percent (3%) of adults who reported that they were unable to access needed medical care in the past year and four percent (4%) of County adults who were unable to access needed dental care cited transportation as a barrier.
- Five percent (5%) of County adults reported that transportation for picking up prescriptions is always or often a difficult challenge while no adults who reported that they were unable to acquire needed medication in the past year cited transportation as a barrier.
- Nine percent (9%) of County adults reported that transportation for buying healthy foods is always or often a difficult challenge while only two percent (2%) of County adults identified transportation as a barrier to eating healthier.

Providing and Funding Transportation Services

The Seneca County Office for the Aging contracts with the Senior Center, Inc., a private non-profit, to provide transportation to County meal sites as well as provide a demand response service. The contract is funded through Community Services for the Elderly block grants and County funds. The County Department of Human Services pays for taxi service for clients under certain conditions.

Funding is reimbursed to the County on a case basis via state or federal funds. Additionally, the County allocates funds annually for transportation for veterans.

Organizational Challenges

Both agencies in Seneca County noted that driver availability and funding are obstacles. Additionally, the rural nature of the county strains the ability of the agencies to provide transportation service.

Other Options for Clients

County agencies refer those for whom they cannot provide transportation to a variety of options, including the public transit system, Dial-A-Ride service, the South County Transportation Corps, other volunteer programs, taxi companies, ambulance services, Medicaid carriers, other non-emergency medical transportation providers, and other human services agencies such as Child Welfare services when applicable.

Yates County

Questionnaire respondents from Yates County include a non-profit serving seniors as the operator of the County Office for the Aging, the government agency responsible for state mandated public welfare programs, and the local Arc chapter that operates the County's fixed route public transit service.

Stakeholders reported that disadvantaged populations in Yates County generally experience the following regarding transportation needs and available options:

- While multiple agencies again mentioned medical appointments as a primary destination, clients demonstrate need to access shopping, errands, programs, and social events.
- Frail and disabled seniors struggle to use certain available services when not equipped to accommodate wheelchairs. Like many rural counties, the limited service span and coverage of the fixed route system discourages transit use.
- Yates County providers offer fixed route transit, public access to program routes, and a demand response service paid for mainly by state funds.
- Driver inability is cited as the most common organizational challenge to providing transportation to agency clients.

Desired Destinations

The Yates County Office for the Aging/ProAction and the Department of Social Services both cited the need to provide transportation to medical appointments. The Office of Aging also cited clients need transportation to the pharmacy, grocery stores, clothing stores, and social events. The Department of Social Services noted that access to employment, education, and training programs is needed. The Mozaic/Yates Transit Service stated that clients need transportation to programs and social events.

Barriers to Accessing Destinations

Similar to other counties, many agencies cited the rigidity of the public transportation system as a major barrier for those without access to a personal vehicle. While public transportation service is available within Yates County, due to the rural nature of the county, existing transit is extremely limited both in hours of operation and service routes. Residents who are mobility impaired have extra hurdles to face when accessing transit service.

The Office of the Aging noted they have access to four vehicles and only two can transport customers in wheelchairs. Current protocols require that clients be able to board vehicles without assistance, thus the most frail and disabled seniors are not able to be transported.

The 2018 regional health equity survey conducted by Common Ground Health also covered Yates County. The following figures isolate the responses of County residents. Most notably, Yates County sees high rates of transportation cited as a barrier for those who were unable to receive needed medical care and the highest rate of all counties participating in the survey with respect to those citing transportation as barrier that prevented them from accessing dental care.

- Seven percent (7%) of Yates County adults reported that transportation for getting medical or dental care is always or often a difficult challenge while sixteen percent (16%) of adults who reported that they were unable to access needed medical care in the past year and twenty-one percent (21%) of County adults who were unable to access needed dental care cited transportation as a barrier.
- Five percent (5%) of County adults reported that transportation for picking up prescriptions is always or often a difficult challenge while three percent (3%) of County adults who reported that they were unable to acquire needed medication in the past year cited transportation as a barrier.
- Four percent (4%) of County adults reported that transportation for buying healthy foods is always or often a difficult challenge while only two percent (2%) of County adults identified transportation as a barrier to eating healthier.

Providing and Funding Transportation Services

Unlike the other eight counties in the region, Yates County's public transit service is not operated by RGRTA. Mozaic, a chapter of the Arc covering Yates, Seneca, and Cayuga Counties, operates fixed route service. Public transportation is also available on all Mozaic program routes. Services are funded by Mozaic, a contract with Keuka College, and State Transit Operating Assistance reimbursements.

Of human services agencies, Pro Action of Steuben and Yates, acting on behalf of the Yates County Office for the Aging, operates vehicles and pays drivers to transport clients via a demand response system. Medical appointment requests take priority in the event of multiple requests for the same time slots. The service is funded by the State Office for the Aging and suggested donations. The County

Department of Social Services provides bus passes, taxi rides, and reimbursement for mileage through State Temporary Assistance for Needy Families and Preventive Health and Health Services funding.

Organizational Challenges

The Office of the Aging and Mozaic/Yates Transit Service noted that driver availability is a barrier to their agencies' ability to provide transportation to their clients. As in other counties, funding levels were cited as a challenge.

Other Options for Clients

Responding agencies noted that some more able-bodied seniors that live along fixed routes may use the Yates County Transit service. Veterans have the option of using Yates County Veterans Services volunteer transportation, if available.

COORDINATION STRATEGIES

Responses to the stakeholder questionnaire and the demographic and destination analysis reinforce a number of themes related to human services transportation needs and barriers. Agencies operating in urban and rural environments reported many of the same concerns that shape the recommended strategies to improve coordination and service delivery across the nine-county region.

- While access to medical appointments is most highly desired, broad desire exists across counties to access goods and services, employment, and social opportunities.
- Primary access barriers to individuals include compromised personal mobility, the inflexibility of transit services as well as limited span and coverage, location mismatch between residences and destinations, and difficulty crossing county lines.
- Providing and funding transportation as a human services agency requires a complicated and opportunistic approach that requires a wide variety of contracts, arrangements, and understanding of eligibility that could be better coordinated as well as simplified.
- Funding levels, staffing deficits, driver unavailability, and in smaller counties, a lack of providers are the largest organizational challenges to providing specialized transportation.

In addition to requests for written responses to questions related to human services transportation needs and barriers, the stakeholder questionnaire noted that the previously adopted 2011 Coordinated Plan and 2016 Addendum included 17 mobility strategies for the region within four general categories.

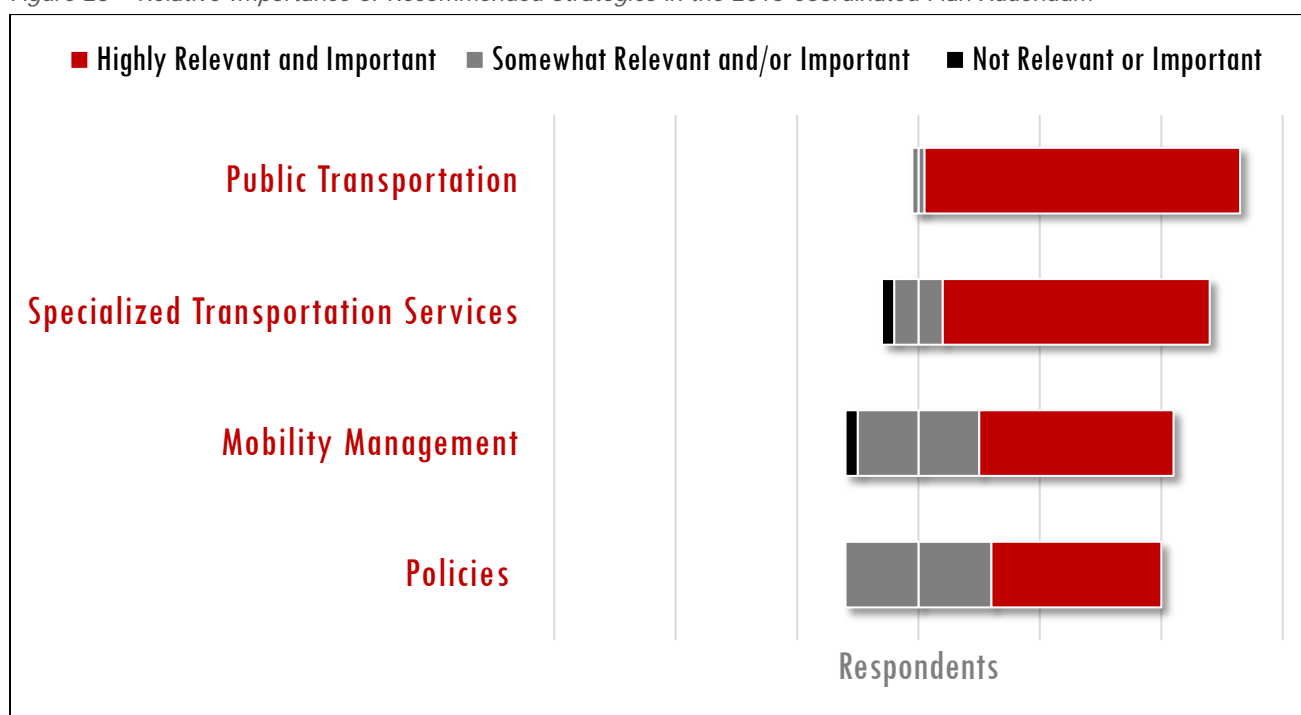
- **Mobility Management** – A mobility manager provides a wide variety of mobility management functions including providing information about available services, trip planning and booking, and coordination of services to provide enhanced effectiveness through efficiency boosting practices such as trip-chaining. Complementing mobility managers, create centralized call centers to put 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 (Ex. Lifespan Eldersource in Monroe County). Subsequently create a training and support network for county mobility managers.
- **Policies** – Create focal points for coordination and mobility management activities in regional and county coordinating councils to implement plan recommendations and facilitate service connections across county boundaries. Ensure bus stops and transfer points are accessible year-round from adjacent sidewalks.
- **Specialized Transportation Services** – Develop and support county-wide networks of volunteer drivers to help transport individuals with special needs or those traveling longer distances. Continue and augment support for FTA Section 5310 eligible providers. Establish a network of seniors able to pay for door-to-door service through a membership organization; possibly utilizing volunteer providers. 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.

- **Public Transportation** – Innovate with respect to public transportation service. Create new services and/or expand existing services to provide service to new areas. Expand service hours and/or expand options in areas with limited service. Facilitate partnerships with private or non-profit organization to sponsor new transit routes. Design programs to train individuals to use fixed-route and/or dial-a-ride public transit.

For each category, respondents were asked to indicate the if the topic areas remain highly relevant and important, somewhat relevant and/or important, or not relevant or important to improving transportation services for their agency.

Figure 23 – Relative Importance of Recommended Strategies in the 2016 Coordinated Plan Addendum



As shown in Figure 23, the vast majority of respondents found all recommendation categories to be highly relevant and important. Respondents indicated the most universal support for innovation in public transportation delivery followed by the development and support of countywide specialized transportation networks. While recommendations in this document are organized differently, important aspects of each topic area from previous plans have been retained.

The following pages narrate the ten recommendations of the 2021 Coordinated Plan. For each recommendation, which may consist of multiple actions, an overview is given of the concept, the applicability of the concept and similar previous or current efforts are discussed, a basic cost estimate is provided, and potential funding sources as well as potential participating agencies are identified.

COORDINATION STRATEGY

County Mobility Managers

Mobility managers serve as policy coordinators, operations service brokers, and travel navigators. They help communities develop transportation policies and build local partnerships. Their presence ensures that staff resources are available to implement mobility and coordination strategies, creates a community resource to promote existing and available transportation programs and services, and may also highlight and raise awareness of mobility challenges and opportunities. Programs implemented by mobility managers have the potential to improve effectiveness and efficiency of local human services transportation provision. Typical functions include:

- Helping individuals find the most appropriate transportation option for their needs.
- Overseeing coordinated operations, such as a one-call/one-click system or centralized scheduling and dispatch.
- Coordinating travel training, assisting with vehicle sharing programs, and administering voucher programs.
- Providing technical assistance to transportation providers, coordinating 5310 applications, and compiling reports.
- Providing education and outreach to market transportation services, recruiting new partner organizations, and earning community support.
- Participating in a coordination council or advisory group.

Applicability for the Genesee-Finger Lakes Region

A mobility manager for each county within the region should be involved in planning and executing most of the recommended strategies to follow. Mobility management programs are currently in place in Monroe, Ontario, and Genesee Counties. While a single regional mobility management department may be considered, there is great value in establishing a mobility manager in each county due to greater familiarity with local clients, their needs, and available providers. Where geography, travel demand, and financial resources dictate, a pair of counties may work together to hire a mobility manager, much like multi-county Arc Chapters within the Genesee-Finger Lakes Region.

Each mobility manager should aim to participate in the New York Association for Mobility Management. Formed in August 2019, the organization provides networking and collaboration opportunities, professional development resources, and state level assistance to help mobility professionals identify additional funding streams. A mobility manager should take advantage of state and national mobility management training programs and materials, such as those made available by Move Together NY, to develop a better understanding of potential strategies and evaluation measures.

Estimated Costs

The annual salary of a county mobility manager may range between \$30,000 and \$60,000, depending on whether the position is considered part- or full-time. Additional costs, dependent on the county and scope of operations are personal benefits, overhead, and program resource costs.

Potential Funding Sources

Federal Transit Administration Section 5310 and Section 5307 Grants allow funding of mobility management positions. These federal funds can reimburse up to eighty percent (80%) of total costs. Mobility managers in other New York counties are supported by New York State Operating Assistance (STOA), county funds, partner contributions, and endowments in addition to FTA grants. County Offices for the Aging also have access to various funding sources through the statewide Office for the Aging and the NY Connects program.

Potential Partners

Entities employing mobility managers across New York State include public transit systems, county Offices for the Aging or Departments of Social Services, rural health networks, local Arc chapters, municipalities, and nonprofit organizations.

COORDINATION STRATEGY

Centralized Information and Reservation Platform

Coordinating transportation allows for maximum use of the resources of participating agencies and reduces duplication of services. Centralizing reservations increases the effective vehicle capacity of a number of transportation providers serve trips requested by a more diverse client base. When reservations are centralized, clients or agency personnel contact a lead agency or mobility manager who chooses the most appropriate and cost-effective provider to serve each trip.

Building on these concepts, one call/one click systems offer transportation option information for a specific trip request and may offer trip dynamic trip booking for certain service providers. One call/one click systems may include information about specialized services as well as information about public fixed-route and paratransit services, taxis and other fee-for-service providers, volunteer driver programs, voucher/subsidy programs, vehicle sharing programs, and even ride hailing services. Centralized service information and scheduling systems can vary considerably in the degree of trip planning and reservation assistance they provide for customers. Advanced features of such a system may include:

- A centralized list of transportation services directly updated by providers that is accessible via phone, hosted on a website, or printed in a directory.
- Opportunities for the user to narrow transportation options based on origin and destination, date of travel, and preferred arrival time. This is typically accomplished through online prompts, though it could also be provided as part of a phone-based system.
- Trip planning and booking assistance from a mobility manager or transferred call to the chosen transportation provider.
- Direct trip booking either via portals to reservation systems of participating providers or via an exchange where a request is assigned a default provider. If that provider is unable to fulfill the request, other providers participating in the exchange review trip details and potentially accept the request based on their system capacity.

Applicability for the Genesee-Finger Lakes Region

Livingston County has developed a web-based tool, [Ride LivINgston](#) to match transportation needs of County residents to transportation providers. Users enter their starting destination address, and preferred arrival date and time to return a list of potential providers. Users further refine their needs and eligibility, trip purpose, and preferred mode. While the platform includes a County provider directory with contact information and service detailers for each provider, the platform does not currently accommodate trip booking or payment. The 2021 *Livingston County Mobility Management Strategy* recommends upgrading the platform to a trip exchange model as described above.

Lifespan, a regional senior services non-profit, currently performs mobility management tasks in partnership with the Monroe and Ontario County Offices for the Aging. Their Transportation Access program employs mobility specialists who assist with trip planning and ride arrangements. The Eldersource Transportation Resources list is the most complete in the region, describing eligibility requirements, service areas, permitted trip types, user fees, advance notice requirement, and service days and time frames for all providers serving Monroe County and adjacent areas.

In 2020, Lifespan was awarded an FTA Section 5310 to provide enhanced mobility management services. Included in those services are a multi-county one call/one click platform to be used by persons with disabilities, older adults, caregivers, and social service professionals. The proposed platform hopes to leverage existing technologies and mobility management techniques and has potential to greatly expand its capabilities and geographic coverage across the region.

Estimated Costs

Depending on the size and functionality of the project, developing a database with web-based user interface and a provider portal could cost in excess of \$100,000, though certain functional elements have been developed and tested by Livingston County. Promotion and marketing of the platform requires a marketing plan and campaign. Required ongoing platform maintenance can be expected after launch to ensure functionality and database accuracy.

Potential Funding Sources

Federal Transit Administration Section 5310 is a primary funding source for mobility management and related program costs and is currently used to support mobility management activity in Monroe and Ontario Counties. Funds may be applied to administrative expenses, support staff, outreach services, facility costs, and other support costs related to mobility management. While federal funds can reimburse up to eighty percent (80%) of total costs, local matches may come from county human service departments and local non-profits and foundations dedicated to serving seniors and the disabled, such as the United Way.

Potential Partners

Many agencies and organizations involved in human services transportation would participate in a regional trip management tool. While mobility management staff would serve as the lead partner, nearly all providers would be relied on to submit operating information for use in the database.

COORDINATION STRATEGY

Innovative Transit Service

The 2011 Coordinated Plan and 2016 Addendum advocate for innovate transit service in the form of service routes and shopping shuttles. Previous plans also call for an expansion of transit service, which has proven to be impractical due to great cost. Innovation in service now takes on a new meaning, generally related to transit agency operated on-demand, or microtransit services, and changing the operating parameters of paratransit. Service changes should aim to fulfill needs in currently underserved and unserved areas by improving or increasing the frequency and timeliness of service, the availability of night, weekend, and last-minute options, and the availability of cross-county options. Potential actions include:

- Redesign fixed and deviated routes in regional systems to maximize effectiveness while considering origins and desired destinations of disadvantaged populations.
- Expand geographic eligibility for Dial-A-Ride services as fixed and deviated route resource deployment is reassessed.
- Establish additional on-demand mobility or microtransit zones throughout the region.
- Include consideration of trips that cross county lines in reassessments related to each previously listed action.

Applicability for the Genesee-Finger Lakes Region

Beginning in 2017, RGRTA undertook a complete system redesign for RTS-Monroe. The pandemic delayed implementation of a higher frequency fixed-route network, On Demand Zones, and expanded paratransit coverage until late May 2021. On Demand Zones feature a microtransit curb-to-curb or curb-to-connection hub service. While only required by the Americans with Disabilities Act to provide paratransit to an area $\frac{3}{4}$ mile from fixed route service, the ReImagine RTS program established additional service tiers, the largest corresponding to an area $1\frac{1}{4}$ miles from the nearest On Demand Zone boundary.⁴

As of July 2021, RGRTA is providing countywide Dial-A-Ride service in all counties except Wyoming County. Prior to the pandemic fewer counties featured this expanded coverage, which was implemented as fixed- and deviated route service was scaled back as a public health consideration. Certain counties, such as Livingston have discovered that Dial-A-Ride is more efficient on a per-trip

⁴ Final Recommendation Report: Reimagining Public Transit Together, Regional Transit Service, 2019. <https://reimagine.myrts.com/wp-content/uploads/2019/06/Reimagine-RTS-Final-Report-High-Res-6.26.19.pdf>

basis than their pre-pandemic service. Other counties may not continue expanded Dial-A-Ride due to reallocation of limited drivers and vehicles as operating restrictions ease.

RGRTA is also in the process of beginning a local service study for smaller cities and villages not located within the RTS Monroe footprint. The study, slated to begin in November 2021, will identify the best way to serve rural centers. Recommendations for each community will advise regarding the retention, expansion, or mode change of fixed-route, demand response, deviated route, and other service modes. Expansion of the RTS On-Demand model to new locations is likely to be examined within this study as the effectiveness of the Monroe service becomes better understood.

Estimated Costs

In 2019, the operating cost of fixed-route service outside of Monroe County ranged from \$70 to \$105 per hour and averaged approximately \$90 per hour. RTS Access service cost almost \$39 per passenger trip. The recommendation is based on reassessments of service mode and reallocation of existing driver and vehicular resources such that significant cost increases are not necessary.

Potential Funding Sources

Federal Transit Administration Section 5311 formula grants for rural areas provide operating assistance to states to support public transportation in rural areas. The federal share is a maximum of 50 percent for operating assistance. Funds are apportioned based on a formula that includes land area, population, revenue vehicle miles, and low-income individuals in rural areas. The New York State Operating Assistance (STOA) program distributes funds to transit operators based on the number of passengers carried (\$0.405 per passenger) and vehicle miles traveled (\$0.69 per vehicle mile). Counties make an annual contribution to RGRTA for service and private entities make payments in exchange for service adjustments.

Potential Partners

Fixed-route transit, paratransit, and microtransit models are not necessarily limited to public transportation providers such as RGRTA and Yates Transit Service. Many non-profits offer service similar to Dial-A-Ride, and, with the adoption of new technology, could provide on demand services if vehicle and driver availability allows.

COORDINATION STRATEGY

Contracted Service

Organizations can take advantage of the excess capacity of other providers' fleets during vehicle downtime by contracting for transportation service. This excess capacity can supplement other services in meeting travel demand and offer a cost-effective option for providing less commonly provided evening and weekend trips. Additionally, certain administrative functions are performed by the contractor on behalf of the contracting organization, which can avoid the larger investments in vehicles and staffing. Service contracts also benefit the service provider as additional revenue can be raised to support their operations. The typical contracting process consists of the following steps:

- Initiate discussions with a provider to determine potential capacity and cost structures.
- Determine ride request, tracking, and billing methodology between parties.
- Monitor contractor vehicle use and cost per trip to the contracting agency.
- Continue to coordinate regarding enhanced scheduling and vehicle allocation.

Applicability for the Genesee-Finger Lakes Region

Multiple county agencies currently contract with RTS regional systems for agency designed service. The Ontario County Office for the Aging contracts with RTS to provide a shopping shuttle, Dial-A-Ride service, and dialysis transportation service. Livingston County's OFA contracts to transport clients to meal sites. The Arc Wayne augments their own services with a contract with RTS Wayne. The Genesee County OFA has a contract with RTS as well as with Community Action Transportation System to provide transportation for older adults.

The 2021 *Livingston County Mobility Management Strategy* examined an expansion of the existing contract between The Arc of Livingston-Wyoming and their County Office for the Aging. Discussions revealed that The Arc typically has a spare vehicle available between 9 a.m. and 2 p.m. on weekdays. The Mobility Management Strategy recommends that Livingston County develop a new contract that would allow other County departments to schedule client transportation through The Arc during those times. It was also suggested that the available vehicle could be contracted as a shuttle service if specific needs were identified.

Estimated Costs

The cost of purchasing service depends on the rate determined by the transportation provider. It may be negotiated on a per trip or per mile basis with optional annual maximums. In 2021, The Arc of Livingston-Wyoming's Average cost per mile is \$2.25. Agencies should consider staff costs related to coordination and monitoring, though these may be performed as part of a mobility manager's duties.

Potential Funding Sources

Operating costs of contracted service is an eligible use of FTA Section 5310 – Enhanced Mobility for Seniors and Individuals with Disabilities – funding. Federal funds would pay for 80 percent of program costs, supplemented by County department or municipality budget expenditures.

Potential Partners

In addition to RGRTA and local Arc chapters, other non-profits who operate vehicles for agency transportation programs such as Medical Motor Service, various senior communities, and other organizations supporting those with developmental disabilities may be able to extend the use of their fleet for additional human services transportation needs. County offices for the aging, departments of social services, and ideally, mobility managers, would be logical partners to pursue contracts.

COORDINATION STRATEGY

Vehicle and Administration Sharing

As in previous iterations of the plan, supporting specialized transportation providers and volunteer transportation services is critical, especially in locations where public transportation and other modes are less effective. The way support may be realized has evolved and now primarily examines sharing arrangements that reduce capital investment needs and agency expenses. Vehicle sharing strategies allow providers with non-overlapping vehicle requirements to share vehicles while joint administrative activities, such as coordinated grant requests, driver training, and procurement, lower costs and build relationships for future coordination. Potential actions related to sharing vehicles and administrative services include:

- Coordinated action by two or more organizations to purchase vehicles that would be subsequently shared between them. A sharing arrangement would be created to determine operating cost responsibility as well as a use schedule. Both organizations would be responsible to provide trained and licensed drivers, as applicable.
- Creation of vehicle sharing pools using donated vehicles and/or vehicles purchased with FTA Section 5310 funds. Vehicles would be reserved on a recurring schedule or for single use by member organizations. A primary donating agency would maintain schedule priority to meet its normal transportation needs.
- Transfer of vehicles due for retirement, but still in usable condition, and other support to smaller providers, reducing vehicle acquisition costs and realizing more productive value from each vehicle.
- Coordinated action by two or more organizations to purchase common support resources such as insurance, maintenance services, fuel, and contracted staff including grant writers. Agencies may also benefit from sharing policy manuals, training procedures, evaluation criteria, and safety standards.

Applicability for the Genesee-Finger Lakes Region

In various counties throughout the region, a vehicle sharing program could be implemented in concert with future FTA Section 5310 solicitations. Two or more agencies could jointly apply for capital vehicle purchase and receive higher application scores due to increased coordination. This strategy is relevant for local 5310 grant planning as the it can reduce the numbers vehicles requested of the program while reducing costs for each applicant within a sharing agreement.

Regarding vehicle pools, multiple interested organizations may offer their vehicles for use by the pool while maintaining access to the vehicles during the hours they are currently used. During the hours that they are currently unused, any other pre-qualified and insured pool member organization would be able to reserve the vehicles for transporting their own clients. An agency that already operates a large vehicle fleet and has maintenance, scheduling, and dispatching infrastructure in place would be ideally

suited as the lead agency to manage the vehicle pool and provide driver training to the other member agency drivers. Members fees could be used in the future as local matches in funding applications.

Accessible van transfer programs exist across the country where vehicles scheduled for retirement will be transferred to competitively selected nonprofit organizations that serve seniors, people with disabilities, and other populations. Vehicle recipients agree to provide a certain number of trips, linked to the value of the vehicle, that otherwise would not be available or that would be more costly if provided by paratransit operators. Service agreements, vehicle maintenance, and insurance coverage may be requirements for title transfer.

Finally, coordinated grant writing efforts can greatly benefit partners in the competition for funding sources where coordination, partnerships, and program efficiency are evaluation criteria. Coordination allows agencies to access a wider range of funding programs and local match opportunities, as well as reducing the cost of pursuing grants. In certain instances, collaborations allow agencies to employ more specialized grant writing and service planning staff.

Estimated Costs

Vehicle sharing, whether in a pairing or a larger group, requires some staff time of each participating organization. The total amount of time and resources required depends on the structure of the program agreement. Liability and insurer's standards for drivers are another cost consideration, though unlikely to represent a significant increase over the total of individual agency insurance contracts. As described above, the recipient of a transferred vehicle would be responsible for maintenance and insurance costs, which may be incremental if the smaller agency already operates vehicles. The transferring agency typically realizes savings related to maintenance burden when the recipient continues to provide paratransit. Administrative service sharing costs would include additional staff time for the lead agency, offset by savings to other participants. Contributions of non-lead agencies could be calculated to compensate for the cost of lead agency staff time.

Potential Funding Sources

Previously mentioned, FTA Section 5310 is the most likely source for funding capital expenditures like vehicles. Agency budgets and member fees would be used to maximize the utility of shared membership programs.

Potential Partners

The preceding strategies may involve the participation of a large number of partners including paratransit providers, non-profit transportation providers, and human services agencies. A mobility manager would be an ideal individual to coordinate and subsequently manage agreements.

COORDINATION STRATEGY

Voucher Programs

Flexible vouchers build on the taxi subsidy concept first introduced in the 2011 Coordinated Plan. A flexible voucher can be used by human services agency clients or program participants to purchase trips from public or private transportation providers, taxicabs, or even volunteer drivers. The sponsoring agency subsidizes the cost of the trips, receives completed vouchers, and processes payments to providers. A voucher program can add a new dimension to volunteer driver programs, allowing the beneficiary to recruit their own volunteers from friends and neighbors, thus increasing the potential available driver pool. Typically, a lead agency will implement a voucher program through their county mobility manager. Benefits of the implementation of a flexible voucher program include:

- Participants may choose their transportation provider.
- The number of available volunteer drivers in an area may be expanded if programs allow reimbursement to volunteers.
- Familiar volunteers may be more likely to accommodate longer distance trips.
- Choice flexibility may be effective at providing trips on shorter notice as well as during evening and weekend hours.
- Agencies may vary their subsidy/reimbursement levels to match funding amounts/rules.

Applicability for the Genesee-Finger Lakes Region

Human services agencies in multiple counties utilize a variety of methods to subsidize client transportation including purchased bus passes, taxi rides, and reimbursed volunteers. Sometimes volunteer transportation is coordinated by the county office. A flexible voucher program could lessen the burden of volunteer recruitment on the agency and have an outsized positive impact in counties that currently host few operators. Likewise, using a voucher system may reduce administrative requirements for both the agency and the provider compared with a taxi contract. Rather than track trips versus a monthly or annual maximum contract value, the return and processing of individual vouchers represents trip logging.

Estimated Costs

A broad flexible voucher program, serving the clients of more than one human services agency, can require up to thirty percent of a mobility manager's time or approximately \$20,000 in a year. Start-up costs might also include training and software purchases to track customers, trips, and reimbursements. The subsidy cost of each trip depends on travel details and predetermined subsidy limits. A voucher program allows additional flexibility to program sponsors as the levels of subsidy per user and the total annual subsidy may be limited based on budget considerations.

Potential Funding Sources

Administrative costs associated with a voucher program and the cost of vouchers used by older adults and persons with disabilities to purchase trips from taxi providers, human service agencies, and volunteer drivers are eligible expenses of FTA Section 5310. While other groups may participate in a voucher program, and while vouchers may be issued for fixed-route and paratransit, Section 5310 funds may not be used for those particular trips, and additional administrative tracking would be required. Sponsorship by county human service agencies, therefore county budgets, as well as private endowments benefitting certain disadvantaged populations may supplement flexible voucher programs.

Potential Partners

While a mobility manager is most likely to lead a voucher program, various county agencies, community hospitals, and non-profit organizations could participate as sponsors and voucher distributors. All types of transportation providers including public transit agencies, volunteer driver programs, and fee-for-service companies may transport those submitting vouchers.

COORDINATION STRATEGY

Private Partnerships

As the ways in which existing providers have evolved, facilitation of new partnerships requires different strategies. While RGRTA continues to partner with local businesses and agencies to adjust fixed routes and provide contracted service, the last several years have witnessed the emergence of a distinct class of on-demand transportation that may fulfill certain transportation system needs. Ride hailing applications such as Uber and Lyft employ drivers as independent contractors, lowering the overhead and resultant rider fare compared to traditional taxi service. Ride hailing services come with drawbacks, such as geographic coverage limited to more densely populated areas and limited accommodations for those with mobility aids. Potential actions to increase the value of ride hailing companies with respect human services transportation include:

- Examining embedded organizational services such as Uber Health that allow health care providers to schedule rides and facilitate payment for non-emergency medical transportation. Additionally, evaluate third party platforms that allow other client sponsors to arrange ride hailing services on behalf of clients.
- Developing relationships with providers to advocate for accessibility standards, driver training, and driver background checks to mitigate client perceptions.
- Considering the use of ride hailing services as a first and last mile technique to extend the effectiveness of local public transportation and other providers with geographic limitations.

Applicability for the Genesee-Finger Lakes Region

As stakeholders indicated that client needs extend beyond medical transportation to commercial needs such as grocery shopping, pharmacy, and banking, many opportunities still exist across the region to form partnerships between service providers and the business community to serve growing disadvantaged populations. Additionally, as many agencies across the region continue to transport clients via costly taxi services, a careful assessment of the role of ride hailing services in human services transportation shows some benefits. In the 2021 report, *The Impact of Ride Hail Services on the Accessibility of Nonprofit Services*,⁵ the services were listed as good options to transport families, those with vision impairments, and those travelling for evening appointments. Organizations previously forced to deny transportation to clients when a volunteer driver was unavailable found that they were able to serve a higher proportion of client requests when they began to employ ride hailing services. Likewise, certain elements of the service offer appealing options to traditionally undeserved

⁵ The Impact of Ride Hail Services on the Accessibility of Nonprofit Services, Transportation Research and Education Center, 2021.

https://ppms.trec.pdx.edu/media/project_files/NITC-SS-1357-

[The Impact of Ride Hail Services on Accessibility of Nonprofit Services ng9ch2W.pdf](#)

communities. Clients perceive operators to be more friendly than traditional taxi services. Ride hailing services provide clients with a greater level of independence than services that require reservations days in advance.

Estimated Costs

Costs for privately sponsored transit or shuttle services are variable and linked to the number of trips requested, days of service, and the local transit agency's hourly operating costs. Platforms for healthcare organization to manage transportation provision via ride hailing services, such as Uber Health, do not charge an additional fee beyond standard trip rates and combine trip billing into a monthly payment. Third party platforms are typically associated with a membership fee for each enrolled individual and trip handling fees in addition to the ride fare.

Potential Funding Sources

Partnerships related to unique service to private business would be funded by those businesses. The use of ride hailing services to supplement existing human services transportation options is funded in the same manner as the current use of taxi services. Departmental budgets, funded through the same mechanisms used to fund contracted services and voucher programs, cover immediate payments.

Potential Partners

Mobility managers and human service agencies have a role to play in uniting both transit agencies and non-profit transportation providers with private interests to provide better service for clients. Likewise, mobility managers, human service agencies, and certain volunteer transportation services may be able to benefit from a relationship with or the simple use of ride hailing service providers.

COORDINATION STRATEGY

Employment Access

Strategies focused on employment access provide greater opportunity to low income and other dependent individuals and directly support other regional priorities, such as workforce development. The costs of these strategies to agencies and individuals may be defrayed by partnerships with employers. Often these strategies involve the organized, shared use of a vehicle by people traveling to the same destination. The vanpool model incentivizes participation by decreased costs from gas and vehicle maintenance and is most attractive to employees commuting regional centers to locations unserved by other transportation options. Potential actions to improve access to employment include:

- Establishing shuttle services that link transit hubs to employment sites/areas.
- Supporting ridesharing and vanpool services, along with safeguards such as guaranteed ride home and child transportation services that provide individuals with greater confidence that their needs will always be met.
- Establishing a Transportation Management Association (TMA) to focus on mobility and employment access in areas where public transportation and other providers fail to meet the needs of significant population groups.

Applicability for the Genesee-Finger Lakes Region

Workforce development agencies and county departments of social services cited lack of transportation as a barrier to employment. Difficulties have also been noted in access employment-related activities such as job interviews, education, and other training. Where employer schedules and travel routes do not match typical transit service hours and coverage, new and modified transportation services that emphasize job access are helpful. Currently multiple agencies across the region rely on a variety of methods such as stipends, vouchers, and contracts funded by an array of supportive services funding and internal budgets to provide employment-related transportation for clients. In an effort to centralize focus on this issue, GTC plans to re-release a request for proposals in January 2022 to explore the feasibility of a TMA for the Rochester Metropolitan Planning Area, which includes all of Monroe County as well as parts of Wayne, Ontario, and Livingston Counties.

Estimated Costs

Costs for shared vehicle programs vary by route distance and hours of operation. A typical van costs approximately \$40,000 to purchase. Fuel and operating expenses are recurring costs to consider. Costs for shuttle programs vary greatly depending on operating characteristics. On average, a new 14-passenger shuttle bus costs approximately \$50,000. Operating costs for shuttle services include insurance, driver's pay, fuel, and maintenance and may cost as much as \$90 per hour. Program management costs of a TMA, which operate employment shuttles, will be determined as part of the upcoming feasibility study.

Potential Funding Sources

As FTA Section 5316, commonly known as the Job Access and Reverse Commute Program, has been repealed since the adoption of the 2011 Coordinated Plan, activities related to employment access are now eligible for funding under FTA's Urbanized Area Formula Grants (Section 5307) and the Formula Grants for Rural Areas (Section 5311) programs. Non-profits must be subrecipients of a state or public body such as a transit operator. The establishment of regional rideshare or vanpool programs is eligible for Congestion Mitigation and Air Quality program funds. Private employers may choose to fund vehicle purchases as well as TMA hosts and participants such as Chambers of Commerce, Local Development Corporations, workforce development agencies, and participating employers.

Potential Partners

County mobility managers, workforce development agencies, local employers, and the operator of a potential future TMA are likely to be involved in employment access improvement strategies.

COORDINATION STRATEGY

Education and Travel Training

People who have not previously used human services transportation options often have concerns and fears about using those services. A training program that teaches participants about their available options, eligibility requirements, trip booking methods, and riding procedures can help encourage the use of appropriate services, potentially reducing demand for more specialized services. Conversely, the need for awareness and understanding of mobility limitations among the public can be addressed through educational programs and campaigns. Potential training and education topics include:

- Public transportation and paratransit travel training, including events that train stakeholders to subsequently train clients.
- Use of mobility management services – transportation options and eligibility.
- Funding coordination to support human services transportation.
- Medicaid requirements for providers and clients.
- Driver training including customer service standards.
- Advocacy for transit, specialized transportation, and taxi/ride hailing accessibility.

Applicability for the Genesee-Finger Lakes Region

RTS currently provides community organizations with a customizable training program related to use of the fixed-route and new on-demand services through their Community Engagement Manager. In the past, in concert with large system or facility changes, RTS has held sessions to train employees of social services agencies to then provide support and information to their clients. Volunteers could help extend training to real life applications, serving as assistants to riders of all types of transportation services and accompanying them on trips until the individual is confident in travelling independently.

In addition to increased awareness of transportation options and a potentially related reduction in paratransit demand, travel training may support other regional priorities, such as workforce development and like skill transition programs.

Estimated Costs

There is no agency or individual charge to schedule and perform the RTS Enjoy the Ride Ambassador program. Other training or volunteer assistance programs implemented by a mobility manager may have a minimal associated direct cost. The largest travel training programs in the nation realize direct costs of no more than \$15,000 annually.

Potential Funding Sources

Previously funded by FTA Sections 5316 and 5317, travel training funding may be supplemented by FTA Section 5310 if specifically oriented toward seniors and persons with disabilities. If designed to support employment, travel training may now be an eligible funding use under FTA Sections 5307 and 5311. Due to the timeline associated with such funding, agencies may choose to cover any direct costs, which are not likely to be high, via departmental budgets.

Potential Partners

A collaboration between both public and non-profit human services agencies and transportation providers is the most likely partnership related to arranging travel training for stakeholders and individuals. A mobility manager may play a role in advertising the availability of training, performing training sessions themselves, and requesting training sessions on behalf of stakeholders.

COORDINATION STRATEGY

Environmental Barrier Mitigation

Improving accessibility for those with compromised mobility involves enhancing all non-motorized transportation facilities near popular destinations, transit stops and other pick up/drop off areas, and locations where disadvantaged populations are concentrated. Enhancements should consider year-round user and maintenance needs. Public Right of Way Accessibility Guidelines (PROWAG), developed by the United States Access Board, offer guidance when siting and designing pedestrian paths and facilities. Potential actions include:

- Assessment of priority enhancement locations used by significant numbers of older adults and/or persons with disabilities.
- Infrastructure improvements that may include adding sidewalks, removing sidewalk impediments, adding curb ramps, adding or improving pedestrian crossings and signals, and adding lighting, benches, and shelters, especially in the vicinity of boarding areas.
- Advocate for PROWAG to be adopted by the U.S. Department of Transportation and encourage communities to implement PROWAG as best practice in pedestrian plans.
- Pursue funding for sheltered pick up/drop off waiting areas while siting waiting environments in well-lit, more accessible locations.
- Work to ensure sidewalks and curb ramps are clear during winter for those with limited mobility. This may require the organization of volunteer and community service programs.

Applicability for the Genesee-Finger Lakes Region

Physical infrastructure is a barrier to mobility for seniors and individuals with disabilities. Input received emphasized the difficulty in even boarding a vehicle, especially where policies do not allow providers to assist customers. In locations where disadvantaged populations and destinations overlap, a high level of street accessibility could allow trips to be made that do not require specialized transportation services and incidentally promote positive health outcomes. The viability of public transportation as an option can be increased when older adults and persons with disabilities feel safe and comfortable; when stops are equipped with benches, shelters and clear information. The region's latest Long Range Transportation Plan includes many accessibility improvements as recommendations.

Estimated Costs

Costs to improve access depend on the type of improvement proposed as well as site specific factors. Raised crosswalks can be expected to cost more than \$30,000, curb ramps greater than \$3,600, pedestrian-scale lighting more than \$14,000, benches more than \$1,600, bus shelters greater than

\$12,000, and pedestrian crossing signals approximately \$60,000 per installation. The average cost of concrete sidewalks is greater than \$32 per linear foot.⁶

Potential Funding Sources

Federal Transportation Alternatives Program funds administered by the New York State Department of Transportation can be used for the planning, design and construction of infrastructure-related projects to improve non-driver safety and access to public transportation and enhanced mobility. Practically, this program, which requires that sponsors share in the cost of the project, is limited to larger mobility enhancement projects as the minimum federal share for a project is \$500,000 and the minimum match \$125,000. The capital improvement programs of municipalities, counties, and RGRTA may be a more practical source for smaller installations.

Potential Partners

Entities responsible for and/or able to improve aspects of the built environment such as sidewalks, curb ramps, bus shelters, and lighting include State and County Departments of Transportation, RGRTA, County and Municipal Departments of Public Works, and private property owners.

⁶ Costs for Pedestrian and Bicyclist Infrastructure Improvements, UNC Highway Safety Research Center, 2013.

https://www.pedbikeinfo.org/cms/downloads/Countermeasure%20Costs_Report_Nov2013.pdf

PRIORITIZATION PLAN

Figure 24 represents a summary of the ten recommendations in the form of an implementation plan that adds implementation considerations – potential challenges to realizing the maximum benefit of each recommendation – to relative funding requirements, practical funding sources, and a recommendation priority based on the final round of stakeholder engagement.

During the draft plan document review process, advisors as well as stakeholders who responded to the original questionnaire were presented with summary descriptions of each recommendation and asked to identify five of the recommendations as priorities. Over seventy percent of responding stakeholders and advisors consider these specified recommendations to be of the highest priority:




- Innovative Transit Service
- County Mobility Managers
- Centralized Information and Reservation Platform

Over half of respondents indicated that the following strategies should be prioritized:

- Employment Access
- Voucher Programs

Each recommendation considered a stakeholder priority is marked along with the level of priority in the final column of the strategy summary and implementation plan on the following pages.

Figure 24 – Strategy Summary and Implementation Plan

Strategy	Implementation Considerations	Relative Cost	Potential Funding Sources	Stakeholder Priority
Mobility Managers	<ul style="list-style-type: none"> Establishing the position comes with cost Finding individuals with the full range of required skills may be difficult Requires agency and institutional support Requires training and program cost support 	\$\$\$	<ul style="list-style-type: none"> FTA Section 5310, 5307 New York STOA NY Connects County funds Partner contributions Private endowments/foundations 	 Highest
Centralized Information and Reservation Platform	<ul style="list-style-type: none"> The platform database must maintain accurate and relevant information Protocols must be developed for handling, assigning, and denying trip requests All providers may not opt-in to centralized reservation features Adds responsibility to mobility managers Platform accessibility may be a concern 	\$\$\$\$	<ul style="list-style-type: none"> FTA Section 5310 Human Services Departments Non-profits and foundations 	 Highest
Innovative Transit Service	<ul style="list-style-type: none"> Limited driver and vehicle pools in some rural counties Possible technology limitations in remote locations Sharp increases in demand may cause greater resource strains 	\$\$	<ul style="list-style-type: none"> FTA Section 5311 New York STOA County funds Private sponsors 	 Highest

Strategy	Implementation Considerations	Relative Cost	Potential Funding Sources	Stakeholder Priority
Contracted Service	<ul style="list-style-type: none"> Requires agreements related to staffing policies and service guidelines Requires administrative oversight and performance monitoring Vehicle and driver availability may potentially be highly limited 	\$\$	<ul style="list-style-type: none"> FTA Section 5310 County and municipal funds Partner contributions Private sponsors 	
Vehicle and Administration Sharing	<ul style="list-style-type: none"> Conflicting insurance policies and driver requirements between agencies Difficulty in reaching cost sharing and vehicle hosting agreements Vehicles likely to accrue more miles and require more maintenance 	\$	<ul style="list-style-type: none"> FTA Section 5310 Member contributions (Agency budgets) 	
Voucher Programs	<ul style="list-style-type: none"> Requires a lead agency responsible for regular administration Requires sponsor agencies to subsidize the cost of trips for their clients Sponsor agencies must validate client voucher use 	\$\$	<ul style="list-style-type: none"> FTA Section 5310 Human Services Agencies (County budgets) Private Endowments 	<div> <div></div> <div>High</div> </div>
Private Partnerships	<ul style="list-style-type: none"> Participation of private entities may be difficult to secure 	\$	<ul style="list-style-type: none"> Private Sponsors Departmental Budgets 	

Strategy	Implementation Considerations	Relative Cost	Potential Funding Sources	Stakeholder Priority
Employment Access	<ul style="list-style-type: none"> Strategies may require high levels of financing Strategies are likely to require partnerships between employers and local agencies Certain strategies may only be applicable to areas of higher population and employment density 	\$\$\$	<ul style="list-style-type: none"> FTA Section 5311, 5307 CMAQ Private Employers Chambers of Commerce Local Development Corporations Workforce Development Agencies 	<div>■</div> High
Education and Travel Training	<ul style="list-style-type: none"> Certain groups and individuals may require highly specialized training Multi-agency cooperation required to identify and engage in training opportunities Certain strategies may only be applicable to areas of higher population and employment density 	\$	<ul style="list-style-type: none"> FTA Section 5311, 5307 FTA Section 5310 Agency and Departmental Budgets 	
Environmental Barrier Mitigation	<ul style="list-style-type: none"> Physical improvements can be expensive and take a long time to implement Improvements may require agreements and the commitment of multiple agencies and/or private property owners 	\$\$\$\$	<ul style="list-style-type: none"> Transportation Alternatives Program Municipal, County, and RGRTA Capital Budgets 	

APPENDIX A

Destination Lists

Monroe County

Destination	Type	Address	Municipality
Monroe County Office of the Aging	Human Services	435 East Henrietta Road	Rochester
Monroe County Department of Human Services	Human Services	111 Westfall Road	Rochester
Centro de Oro Senior Center	Senior Center/M meal Site	817 East Main Street	Rochester
Charles Settlement House Lunch Club Site	Senior Center/M meal Site	71 Parkway	Rochester
Chili Senior Center	Senior Center/M meal Site	3235 Chili Avenue	Chili
Community Place of Greater Rochester Lunch Club Site	Senior Center/M meal Site	145 Parsells Avenue	Rochester
Greece Community and Senior Center	Senior Center/M meal Site	3 Vince Tofany Boulevard	Greece
Henrietta Senior Center	Senior Center/M meal Site	515 Calkins Road	Henrietta
Hilton Senior Center	Senior Center/M meal Site	59 Henry Street	Hilton
Irondequoit Senior Center	Senior Center/M meal Site	154 Pinegrove Avenue	Irondequoit
LIFESPAN Wolk Café Lunch Club Site	Senior Center/M meal Site	25 Franklin Street	Rochester
MARC of Baden Street Lunch Club Site	Senior Center/M meal Site	86 Vienna Street	Rochester
Ogden Senior Center	Senior Center/M meal Site	200 South Union Street	Spencerport
Pittsford Senior Center	Senior Center/M meal Site	35 Lincoln Avenue	Pittsford
Montgomery Neighborhood Center Lunch Club Site	Senior Center/M meal Site	10 Cady Street	Rochester
Sweden Senior Center	Senior Center/M meal Site	133 State Street	Brockport
Webster Senior Center	Senior Center/M meal Site	1350 Chiyoda Drive	Webster
Wheatland Senior Center	Senior Center/M meal Site	22 Main Street	Scottsville
Association for the Blind and Visually Impaired Meal Site	Senior Center/M meal Site	422 South Clinton Avenue	Rochester
Hispanic Community Center for Seniors	Senior Center/M meal Site	675 North Clinton Avenue	Rochester
Maplewood YMCA Lily Café Lunch Site	Senior Center/M meal Site	25 Driving Park Avenue	Rochester
Unity Hospital	Hospital/Medical Center	1555 Long Pond Road	Greece
Rochester General Hospital	Hospital/Medical Center	1425 Portland Avenue	Rochester
Strong Memorial Hospital	Hospital/Medical Center	601 Elmwood Avenue	Rochester

Destination	Type	Address	Municipality
Highland Hospital	Hospital/Medical Center	1000 South Avenue	Rochester
Parma Health Center	Hospital/Medical Center	1024 Hilton Parma Corners Road	Hilton
Rochester Regional - Hilton Health Care	Hospital/Medical Center	279 East Avenue	Hilton
UR Medicine - Strong West	Hospital/Medical Center	156 West Avenue	Brockport
UR Medicine Primary Care - Brockport Medical Associates	Hospital/Medical Center	6668 4th Section Road	Brockport
Oak Orchard Health	Hospital/Medical Center	300 West Avenue	Brockport
UR Medicine Primary Care - West Ridge	Hospital/Medical Center	2081 West Ridge Road	Greece
UR Medicine Primary Care - Greece	Hospital/Medical Center	10 South Pointe Landing	Greece
UR Medicine Primary Care - Gates Medical Associates	Hospital/Medical Center	2135 Buffalo Road	Gates
Rochester Regional - North Greece Campus	Hospital/Medical Center	470 Long Pond Road	Greece
Unity Family Medicine - Parkway	Hospital/Medical Center	500 Island Cottage Road	Greece
Unity Family Medicine - Country Village	Hospital/Medical Center	1100 Long Pond Road	Greece
Unity Internal Medicine - Park Ridge	Hospital/Medical Center	1561 Long Pond Road	Greece
Rochester Regional - Unity Ridgeway Campus	Hospital/Medical Center	2655 Ridgeway Avenue	Greece
Unity Internal Medicine - Cornerstone	Hospital/Medical Center	2300 Buffalo Road	Gates
Rochester Regional - Chili Health Center	Hospital/Medical Center	3379 Chili Avenue	Chili
Rochester Regional - Henrietta Medical Campus	Hospital/Medical Center	50 Middle Road	Henrietta
UR Medicine Primary Care - Medical Associates of Henrietta	Hospital/Medical Center	300 Red Creek Drive	Henrietta
UR Medicine Primary Care - Twelve Corners Internal Medicine	Hospital/Medical Center	400 White Spruce Boulevard	Brighton
UR Medicine Primary Care - Clinton Medical Associates	Hospital/Medical Center	2400 South Clinton Avenue	Brighton
UR Medicine Primary Care - Highland Family Medicine	Hospital/Medical Center	777 South Clinton Avenue	Rochester
Rochester Regional - Clinton Crossings Campus	Hospital/Medical Center	995 Senator Keating Boulevard	Brighton
Rochester Regional - St. Mary's Medical Campus	Hospital/Medical Center	55 Genesee Street	Rochester

Destination	Type	Address	Municipality
Rochester Regional - Alexander Park Campus	Hospital/Medical Center	222 Alexander Street	Rochester
Rochester Regional - Clinton Family Health Center	Hospital/Medical Center	293 Upper Falls Boulevard	Rochester
Rochester Regional - Riedman Health Center	Hospital/Medical Center	1455 East Ridge Road	Irondequoit
UR Medicine Primary Care - Manhattan Square Family Medicine	Hospital/Medical Center	454 East Broad Street	Rochester
UR Medicine Primary Care - Culver Medical Group	Hospital/Medical Center	913 Culver Road	Rochester
UR Medicine Primary Care - East Ridge Family Medicine	Hospital/Medical Center	999 East Ridge Road	Irondequoit
UR Medicine Primary Care - Rochester Internal Medicine Associates	Hospital/Medical Center	2300 West Jefferson Road	Pittsford
Rochester Regional - Perinton Health Center	Hospital/Medical Center	77 Sully's Trail	Perinton
Rochester Regional - Linden Medical Group	Hospital/Medical Center	30 Hagen Drive	Brighton
Rochester Regional - Penn Fair Primary Care	Hospital/Medical Center	2200 Penfield Road	Penfield
Rochester Regional - Bay Creek Medical Campus	Hospital/Medical Center	2000 Empire Boulevard	Penfield
Rochester Regional - WNY Webster Family Medicine	Hospital/Medical Center	630 Bay Road	Webster
Rochester Regional - Internal Medicine Associates of Webster	Hospital/Medical Center	1130 Crosspoint Lane	Webster
UR Medicine Primary Care - North Ponds Family Medicine	Hospital/Medical Center	55 Barrett Drive	Webster
UR Medicine Primary Care - Webster Family Medicine	Hospital/Medical Center	1900 Empire Boulevard	Penfield
UR Medicine Primary Care - Medical Associates of Penfield	Hospital/Medical Center	1835 Fairport Nine Mile Point Road	Penfield
UR Medicine Primary Care - Partners in Internal Medicine	Hospital/Medical Center	959 Panorama Trail South	Pittsford
UR Medicine Primary Care - Penfield Family Medicine	Hospital/Medical Center	2212 Penfield Road	Penfield
UR Medicine Primary Care - Eastside Internal Medicine	Hospital/Medical Center	800 Ayrault Road	Perinton
UR Medicine Primary Care - Bushnell's Basin	Hospital/Medical Center	167 Sully's Trail	Perinton
Anthony L. Jordan Health Center	Hospital/Medical Center	82 Holland Street	Rochester

Destination	Type	Address	Municipality
Brown Square Health Center	Hospital/Medical Center	322 Lake Avenue	Rochester
ALDI	Full Service Grocery	4899 Lake Rd South	Sweden
ALDI	Full Service Grocery	8 Spencerport Road	Gates
ALDI	Full Service Grocery	3600 Mount Read Boulevard	Greece
ALDI	Full Service Grocery	714 Long Pond Road	Greece
Wegmans	Full Service Grocery	6660 4th Section Road	Sweden
Wegmans	Full Service Grocery	2833 West Ridge Road	Greece
Wegmans	Full Service Grocery	3175 Chili Avenue	Chili
Wegmans	Full Service Grocery	3177 Latta Road	Greece
Wegmans	Full Service Grocery	3701 Mount Read Boulevard	Greece
Wegmans	Full Service Grocery	3195 Monroe Avenue	Pittsford
Wegmans	Full Service Grocery	1750 East Avenue	Rochester
Wegmans	Full Service Grocery	2200 East Ridge Road	Irondequoit
Wegmans	Full Service Grocery	650 Hylan Drive	Henrietta
Wegmans	Full Service Grocery	525 Titus Avenue	Irondequoit
Wegmans	Full Service Grocery	2301 Lyell Avenue	Gates
TOPS Friendly Markets	Full Service Grocery	1800 Lake Road North	Hamlin
TOPS Friendly Markets	Full Service Grocery	98 South Avenue	Hilton
Walmart Supercenter	Full Service Grocery	6265 Brockport Spencerport Road	Sweden
TOPS Friendly Markets	Full Service Grocery	27 Slayton Avenue	Spencerport
Target	Full Service Grocery	600 Greece Ridge Center Drive	Greece
Herrema's Food Market	Full Service Grocery	125 Pattonwood Drive	Irondequoit
TOPS Friendly Markets	Full Service Grocery	3507 Mount Read Boulevard	Greece
Walmart Supercenter	Full Service Grocery	3800 Dewey Avenue	Greece
Food Towne Market	Full Service Grocery	4390 Buffalo Road	Chili
Target	Full Service Grocery	3181 Chili Avenue	Chili
ALDI	Full Service Grocery	3170 Chili Avenue	Chili
TOPS Friendly Markets	Full Service Grocery	2345 Buffalo Road	Gates
Walmart Supercenter	Full Service Grocery	2150 Chili Avenue	Gates
ALDI	Full Service Grocery	2194 Hudson Avenue	Irondequoit
TOPS Friendly Markets	Full Service Grocery	999 East Ridge Road	Irondequoit
Walmart Supercenter	Full Service Grocery	1490 Hudson Avenue	Rochester
Target	Full Service Grocery	500 Medley Centre Parkway	Irondequoit
TOPS Friendly Markets	Full Service Grocery	285 Upper Falls Boulevard	Rochester
Price Rite	Full Service Grocery	375 Driving Park Avenue	Rochester
ALDI	Full Service Grocery	400 Lake Avenue	Rochester
TOPS Friendly Markets	Full Service Grocery	450 West Avenue	Rochester

Destination	Type	Address	Municipality
Save A Lot	Full Service Grocery	836 North Goodman Street	Rochester
Price Rite	Full Service Grocery	1200 University Avenue	Rochester
ALDI	Full Service Grocery	175 North Winton Road	Rochester
R's Market	Full Service Grocery	2294 Monroe Avenue	Brighton
TOPS Friendly Markets	Full Service Grocery	1900 South Clinton Avenue	Brighton
TOPS Friendly Markets	Full Service Grocery	1215 Jefferson Road	Henrietta
ALDI	Full Service Grocery	615 Jefferson Road	Henrietta
Walmart Supercenter	Full Service Grocery	1200 Marketplace Drive	Henrietta
Target	Full Service Grocery	2325 Marketplace Drive	Henrietta
Price Rite	Full Service Grocery	3333 West Henrietta Road	Henrietta
Lori's Natural Foods	Full Service Grocery	900 Jefferson Road	Henrietta
Abundance Food Co-op	Full Service Grocery	571 South Avenue	Rochester
Honeoye Falls Marketplace	Full Service Grocery	166 West Main Street	Honeoye Falls
Mendon Meadows Marketplace	Full Service Grocery	51 Assembly Drive	Mendon
Trader Joe's	Full Service Grocery	3195 Monroe Avenue	Pittsford
Wegmans	Full Service Grocery	851 Fairport Road	East Rochester
ALDI	Full Service Grocery	6687 Pittsford Palmyra Road	Perinton
Wegmans	Full Service Grocery	745 Calkins Road	Henrietta
Wegmans	Full Service Grocery	6600 Pittsford Palmyra Road	Perinton
TOPS Friendly Markets	Full Service Grocery	1601 Penfield Road	Penfield
Wegmans	Full Service Grocery	2157 Penfield Road	Penfield
Target	Full Service Grocery	2161 Fairport Nine Mile Point Road	Penfield
ALDI	Full Service Grocery	2208 Penfield Road	Penfield
Wegmans	Full Service Grocery	1955 Empire Boulevard	Penfield
Walmart Supercenter	Full Service Grocery	1990 Brandt Point Drive	Penfield
Wegmans	Full Service Grocery	900 Holt Road	Webster
ALDI	Full Service Grocery	915 Ridge Road	Webster
Hegedorn's Market	Full Service Grocery	964 Ridge Road	Webster
Target	Full Service Grocery	1050 Ridge Road	Webster
M&T Bank	Bank	2 East Avenue	Hilton
KeyBank	Bank	100 South Avenue	Hilton
Brockport Federal Credit Union	Bank	400 West Avenue	Brockport
Five Star Bank	Bank	2 West Avenue	Brockport
Chase Bank	Bank	66 Main Street	Brockport
KeyBank	Bank	4707 Lake Road South	Sweden
Canandaigua National Bank & Trust	Bank	4765 Lake Road South	Sweden
ESL Federal Credit Union	Bank	6670 4th Section Road	Sweden

Destination	Type	Address	Municipality
Reliant Credit Union	Bank	6265 Brockport Spencerport Road	Sweden
M&T Bank	Bank	6560 4th Section Road	Sweden
Bank of Castile	Bank	38 South Main Street	Churchville
Westside Community Federal Credit Union	Bank	125 East Buffalo Street	Churchville
Chase Bank	Bank	1 Rochester Street	Scottsville
Bank of Castile	Bank	3252 Chili Avenue	Chili
Canandaigua National Bank & Trust	Bank	3228 Chili Avenue	Chili
KeyBank	Bank	3230 Chili Avenue	Chili
Citizens Bank	Bank	3158 Chili Avenue	Chili
M&T Bank	Bank	3175 Chili Avenue	Chili
Five Star Bank	Bank	3177 Chili Avenue	Chili
ESL Federal Credit Union	Bank	3169 Chili Avenue	Chili
St Pius X Church Federal Credit Union	Bank	2998 Chili Avenue	Chili
Spencerport Federal Credit Union	Bank	2775 Spencerport Road	Ogden
KeyBank	Bank	184 South Union Street	Spencerport
M&T Bank	Bank	39 Slayton Avenue	Spencerport
Greece Community Federal Credit Union	Bank	1790 Latta Road	Greece
Canandaigua National Bank & Trust	Bank	3204 Latta Road	Greece
M&T Bank	Bank	3165 Latta Road	Greece
Chase Bank	Bank	690 Long Pond Road	Greece
KeyBank	Bank	3177 Latta Road	Greece
Bank of Castile	Bank	724 Long Pond Road	Greece
Northwest Bank	Bank	860 Long Pond Road	Greece
Family First Federal Credit Union	Bank	1110 Long Pond Road	Greece
Citizens Bank	Bank	2833 West Ridge Road	Greece
Five Star Bank	Bank	2833 West Ridge Road	Greece
KeyBank	Bank	2791 West Ridge Road	Greece
M&T Bank	Bank	1282 Long Pond Road	Greece
Canandaigua National Bank & Trust	Bank	2455 West Ridge Road	Greece
ESL Federal Credit Union	Bank	2480 Ridgeway Avenue	Greece
The Summit Federal Credit Union	Bank	100 Marina Drive	Greece
KeyBank	Bank	12 Spencerport Road	Gates
Chase Bank	Bank	6 Spencerport Road	Gates

Destination	Type	Address	Municipality
WIT Federal Credit Union	Bank	1548 Buffalo Road	Gates
Rochester Area State Employees Federal Credit Union	Bank	2300 Buffalo Road	Gates
Citizens Bank	Bank	2345 Buffalo Road	Gates
Bank of America	Bank	100 Pixley Road	Gates
Advantage Federal Credit Union	Bank	1975 Buffalo Road	Gates
M&T Bank	Bank	1955 Buffalo Road	Gates
Woodforest Bank	Bank	2150 Chili Avenue	Gates
Chase Bank	Bank	2130 Chili Avenue	Gates
Citizens Bank	Bank	2042 Chili Avenue	Gates
Five Star Bank	Bank	166 West Main Street	Honeoye Falls
Canandaigua National Bank & Trust	Bank	99 West Main Street	Honeoye Falls
M&T Bank	Bank	28 North Main Street	Honeoye Falls
Bank of America	Bank	3333 West Henrietta Road	Henrietta
Citizens Bank	Bank	589 Jefferson Road	Henrietta
M&T Bank	Bank	1400 Miracle Mile Drive	Henrietta
Reliant Credit Union	Bank	1200 Marketplace Drive	Henrietta
Five Star Bank	Bank	765 Calkins Road	Henrietta
The Summit Federal Credit Union	Bank	2087 East Henrietta Road	Henrietta
Community Bank, N.A.	Bank	20 Wildbriar Road	Henrietta
Chase Bank	Bank	1575 East Henrietta Road	Henrietta
Family First Federal Credit Union	Bank	1225 Jefferson Road	Henrietta
Citizens Bank	Bank	1225 Jefferson Road	Henrietta
Flower City Federal Credit Union	Bank	1225 Jefferson Road	Henrietta
Xceed Financial Credit Union	Bank	1425 Jefferson Road	Henrietta
KeyBank	Bank	3301 South Winton Road	Henrietta
ESL Federal Credit Union	Bank	100 Canal View Boulevard	Brighton
Five Star Bank	Bank	395 Westfall Road	Rochester
Advantage Federal Credit Union	Bank	1625 Mount Hope Avenue	Rochester
KeyBank	Bank	1475 Mount Hope Avenue	Rochester
Canandaigua National Bank & Trust	Bank	1341 Mount Hope Avenue	Rochester
M&T Bank	Bank	1848 South Clinton Avenue	Brighton
Citizens Bank	Bank	1900 South Clinton Avenue	Brighton
Canandaigua National Bank & Trust	Bank	2075 Monroe Avenue	Brighton
Citizens Bank	Bank	2000 Monroe Avenue	Brighton
Five Star Bank	Bank	1940 Monroe Avenue	Brighton

Destination	Type	Address	Municipality
ESL Federal Credit Union	Bank	1881 Monroe Avenue	Brighton
Chase Bank	Bank	1755 Monroe Avenue	Brighton
The Summit Federal Credit Union	Bank	1660 Monroe Avenue	Brighton
KeyBank	Bank	1655 Monroe Avenue	Brighton
M&T Bank	Bank	1627 Monroe Avenue	Brighton
Genesee Co-op Federal Credit Union	Bank	395 Gregory Street	Rochester
Citizens Bank	Bank	450 West Avenue	Rochester
Chase Bank	Bank	36 Genesee Street	Rochester
M&T Bank	Bank	1882 East Avenue	Rochester
KeyBank	Bank	1185 University Avenue	Rochester
Chase Bank	Bank	560 Monroe Avenue	Rochester
Canandaigua National Bank & Trust	Bank	210 Alexander Street	Rochester
KeyBank	Bank	70 Lyell Avenue	Rochester
Rochester & Monroe County Employees Federal Credit Union	Bank	40 South Fitzhugh Street	Rochester
M&T Bank	Bank	28 East Main Street	Rochester
Canandaigua National Bank & Trust	Bank	45 East Main Street	Rochester
ESL Federal Credit Union	Bank	225 Chestnut Street	Rochester
Five Star Bank	Bank	100 Chestnut Street	Rochester
Chase Bank	Bank	1 South Clinton Avenue	Rochester
Citizens Bank	Bank	260 East Main Street	Rochester
Bank of America	Bank	230 East Main Street	Rochester
Rochester & Monroe County Employees Federal Credit Union	Bank	460 North Goodman Street	Rochester
ESL Federal Credit Union	Bank	215 Merchants Road	Rochester
The Summit Federal Credit Union	Bank	2315 East Main Street	Rochester
Visions Federal Credit Union	Bank	1130 East Main Street	Rochester
WIT Federal Credit Union	Bank	22 4th Street	Rochester
M&T Bank	Bank	1385 Lyell Avenue	Rochester
Focus First Federal Credit Union	Bank	1546 Lyell Avenue	Rochester
Lexington Avenue Federal Credit Union	Bank	1275 Lexington Avenue	Rochester
ESL Federal Credit Union	Bank	3508 Mount Read Boulevard	Greece
Chase Bank	Bank	3917 Lake Avenue	Rochester
KeyBank	Bank	3636 Dewey Avenue	Greece
Citizens Bank	Bank	3820 Dewey Avenue	Greece
Reliant Credit Union	Bank	625 Titus Avenue	Irondequoit

Destination	Type	Address	Municipality
Citizens Bank	Bank	2255 Hudson Avenue	Irondequoit
KeyBank	Bank	525 Titus Avenue	Irondequoit
M&T Bank	Bank	2133 Hudson Avenue	Irondequoit
Canandaigua National Bank & Trust	Bank	2128 Hudson Avenue	Irondequoit
The Summit Federal Credit Union	Bank	2121 Hudson Avenue	Irondequoit
Evans Bank	Bank	2118 Hudson Avenue	Irondequoit
ESL Federal Credit Union	Bank	2255 East Ridge Road	Irondequoit
Citizens Bank	Bank	2255 East Ridge Road	Irondequoit
Irondequoit Federal Credit Union	Bank	200 Perrin Drive	Irondequoit
Chase Bank	Bank	1982 East Ridge Road	Irondequoit
M&T Bank	Bank	999 East Ridge Road	Irondequoit
Woodforest Bank	Bank	1490 Hudson Avenue	Rochester
Ukrainian Federal Credit Union	Bank	824 East Ridge Road	Irondequoit
Rochester Polish Federal Credit Union	Bank	1325 Hudson Avenue	Rochester
M&T Bank	Bank	314 Waring Road	Rochester
M&T Bank	Bank	289 Upper Falls Boulevard	Rochester
Canandaigua National Bank & Trust	Bank	51 Assembly Drive	Mendon
Pittsford Federal Credit Union	Bank	1321 Pittsford Mendon Road	Mendon
Canandaigua National Bank & Trust	Bank	1150 Pittsford Victor Road	Perinton
The Summit Federal Credit Union	Bank	665 Moseley Road	Perinton
M&T Bank	Bank	2 Courtney Drive	Perinton
Evans Bank	Bank	6797 Pittsford Palmyra Road	Perinton
Citizens Bank	Bank	6720 Pittsford Palmyra Road	Perinton
Canandaigua National Bank & Trust	Bank	6720 Pittsford Palmyra Road	Perinton
Chase Bank	Bank	609 Moseley Road	Perinton
ESL Federal Credit Union	Bank	11 State Street	Pittsford
Bank of America	Bank	9 North Main Street	Pittsford
Canandaigua National Bank & Trust	Bank	18 State Street	Pittsford
Bank of Castile	Bank	3140 Monroe Avenue	Pittsford
KeyBank	Bank	3225 Monroe Avenue	Pittsford
M&T Bank	Bank	3290 Monroe Avenue	Pittsford
Citizens Bank	Bank	3349 Monroe Avenue	Pittsford
Genesee Regional Bank	Bank	3380 Monroe Avenue	Pittsford

Destination	Type	Address	Municipality
Xceed Financial Credit Union	Bank	3330 Monroe Avenue	Pittsford
Xceed Financial Credit Union	Bank	300 Main Street	East Rochester
Family First Federal Credit Union	Bank	375 Fairport Road	East Rochester
M&T Bank	Bank	849 Fairport Road	East Rochester
Chase Bank	Bank	865 Fairport Road	East Rochester
ESL Federal Credit Union	Bank	1271 Fairport Road	Perinton
Lyons National Bank	Bank	1314 Fairport Road	Perinton
Evans Bank	Bank	45 South Main Street	Fairport
Fairport Credit Union	Bank	70 South Main Street	Fairport
Canandaigua National Bank & Trust	Bank	1816 Penfield Road	Penfield
ESL Federal Credit Union	Bank	2059 Fairport Nine Mile Point Road	Penfield
The Summit Federal Credit Union	Bank	2146 Penfield Road	Penfield
Citizens Bank	Bank	2200 Penfield Road	Penfield
M&T Bank	Bank	2201 Penfield Road	Penfield
KeyBank	Bank	2155 Penfield Road	Penfield
Chase Bank	Bank	2159 Fairport Nine Mile Point Road	Penfield
Evans Bank	Bank	2163 Fairport Nine Mile Point Road	Penfield
Citizens Bank	Bank	715 Panorama Trail	Penfield
M&T Bank	Bank	625 Panorama Trail	Penfield
Family First Federal Credit Union	Bank	2520 Browncroft Boulevard	Penfield
Advantage Federal Credit Union	Bank	2515 Browncroft Boulevard	Penfield
Northwest Bank	Bank	475 Plank Road	Penfield
KeyBank	Bank	1848 Empire Boulevard	Penfield
Citizens Bank	Bank	1950 Empire Boulevard	Penfield
Chase Bank	Bank	1950 Empire Boulevard	Penfield
Canandaigua National Bank & Trust	Bank	1998 Empire Boulevard	Penfield
Webster Credit Union	Bank	815 Ridge Road	Webster
Family First Federal Credit Union	Bank	850 Ridge Road	Webster
M&T Bank	Bank	935 Hard Road	Webster
KeyBank	Bank	980 Ridge Road	Webster
Bank of America	Bank	980 Ridge Road	Webster
ESL Federal Credit Union	Bank	1055 Ridge Road	Webster
Evans Bank	Bank	1075 Ridge Road	Webster
Chase Bank	Bank	920 Holt Road	Webster

Destination	Type	Address	Municipality
Canandaigua National Bank & Trust	Bank	1155 Ridge Road	Webster
Ukrainian Federal Credit Union	Bank	900 Holt Road	Webster
Reliant Credit Union	Bank	870 Holt Road	Webster
Xceed Financial Credit Union	Bank	189 West Main Street	Webster
Citizens Bank	Bank	66 West Main Street	Webster
Tops Pharmacy	Pharmacy	1800 Lake Road North	Hamlin
Hilton Family Pharmacy	Pharmacy	32 Main Street	Hilton
CVS Pharmacy	Pharmacy	84 South Avenue	Hilton
Walgreens Pharmacy	Pharmacy	73 North Main Street	Brockport
Wegmans Pharmacy	Pharmacy	6660 4th Section Road	Sweden
CVS Pharmacy	Pharmacy	6510 Brockport Spencerport Road	Sweden
Walmart Pharmacy	Pharmacy	6265 Brockport Spencerport Road	Sweden
Spencerport Family Pharmacy	Pharmacy	42 Nichols Street	Spencerport
Walgreens Pharmacy	Pharmacy	2841 Nichols Street	Spencerport
Walgreens Pharmacy	Pharmacy	4366 Buffalo Road	Chili
Rite Aid Pharmacy	Pharmacy	4374 Buffalo Road	Chili
Miller's Pharmacy	Pharmacy	201 Scottsville - West Henrietta Road	Henrietta
Wegmans Pharmacy	Pharmacy	3175 Chili Avenue	Chili
CVS Pharmacy	Pharmacy	3181 Chili Avenue	Chili
Tops Pharmacy	Pharmacy	2345 Buffalo Road	Gates
Walmart Pharmacy	Pharmacy	2150 Chili Avenue	Gates
CVS Pharmacy	Pharmacy	2709 Chili Avenue	Chili
Walgreens Pharmacy	Pharmacy	1829 Chili Avenue	Gates
Walgreens Pharmacy	Pharmacy	430 Spencerport Road	Gates
CVS Pharmacy	Pharmacy	525 Spencerport Road	Gates
Wegmans Pharmacy	Pharmacy	2301 Lyell Avenue	Gates
Rochester Specialty Pharmacy	Pharmacy	2542 Ridgeway Avenue	Greece
CVS Pharmacy	Pharmacy	600 Greece Ridge Center Drive	Greece
Wegmans Pharmacy	Pharmacy	2833 West Ridge Road	Greece
Walmart Pharmacy	Pharmacy	100 Elmridge Center Drive	Greece
CVS Pharmacy	Pharmacy	878 Long Pond Road	Greece
Wegmans Pharmacy	Pharmacy	3177 Latta Road	Greece
Walgreens Pharmacy	Pharmacy	665 Long Pond Road	Greece
Walgreens Pharmacy	Pharmacy	4433 Dewey Avenue	Greece
Walgreens Pharmacy	Pharmacy	101 Pattonwood Drive	Irondequoit

Destination	Type	Address	Municipality
Walmart Pharmacy	Pharmacy	3800 Dewey Avenue	Greece
Wegmans Pharmacy	Pharmacy	3701 Mount Read Boulevard	Greece
Tops Pharmacy	Pharmacy	3507 Mount Read Boulevard	Greece
Walgreens Pharmacy	Pharmacy	3535 Mount Read Boulevard	Greece
CVS Pharmacy	Pharmacy	3750 Mount Read Boulevard	Greece
Walgreens Pharmacy	Pharmacy	1490 Lake Avenue	Rochester
Walgreens Pharmacy	Pharmacy	437 Lyell Avenue	Rochester
Saratoga Pharmacy	Pharmacy	192 Lyell Avenue	Rochester
Walgreens Pharmacy	Pharmacy	792 West Main Street	Rochester
Warren's Pharmacy	Pharmacy	595 Jefferson Avenue	Rochester
Metcare Rx	Pharmacy	480 Genesee Street	Rochester
Walgreens Pharmacy	Pharmacy	670 Thurston Road	Rochester
Honeoye Falls Pharmacy	Pharmacy	166 West Main Street	Honeoye Falls
Walgreens Pharmacy	Pharmacy	135 West Main Street	Honeoye Falls
Mendon Pharmacy	Pharmacy	51 Assembly Drive	Mendon
Wegmans Pharmacy	Pharmacy	745 Calkins Road	Henrietta
CVS Pharmacy	Pharmacy	2580 East Henrietta Road	Henrietta
Walgreens Pharmacy	Pharmacy	2665 East Henrietta Road	Henrietta
CVS Pharmacy	Pharmacy	2325 Marketplace Drive	Henrietta
Walmart Pharmacy	Pharmacy	1200 Marketplace Drive	Henrietta
Wegmans Pharmacy	Pharmacy	650 Hylan Drive	Henrietta
Walgreens Pharmacy	Pharmacy	1575 Mount Hope Avenue	Rochester
CVS Pharmacy	Pharmacy	1431 Mount Hope Avenue	Rochester
CVS Pharmacy	Pharmacy	1900 South Clinton Avenue	Brighton
Walgreens Pharmacy	Pharmacy	1650 Elmwood Avenue	Brighton
CVS Pharmacy	Pharmacy	2100 Monroe Avenue	Brighton
Twelve Corners Apothecary	Pharmacy	1832 Monroe Avenue	Brighton
Walgreens Pharmacy	Pharmacy	565 Monroe Avenue	Rochester
Trillium Health Pharmacy	Pharmacy	259 Monroe Avenue	Rochester
Alexander Pharmacy	Pharmacy	222 Alexander Street	Rochester
CVS Pharmacy	Pharmacy	685 Park Avenue	Rochester
Wegmans Pharmacy	Pharmacy	1750 East Avenue	Rochester
CVS Pharmacy	Pharmacy	185 North Winton Road	Rochester
Walgreens Pharmacy	Pharmacy	1433 Culver Road	Rochester
Rite Aid Pharmacy	Pharmacy	1000 North Clinton Avenue	Rochester
Rite Aid Pharmacy	Pharmacy	535 Portland Avenue	Rochester
Rite Aid Pharmacy	Pharmacy	1792 North Goodman Street	Rochester
Tops Pharmacy	Pharmacy	999 East Ridge Road	Irondequoit

Destination	Type	Address	Municipality
CVS Pharmacy	Pharmacy	500 Medley Centre Parkway	Irondequoit
Wegmans Pharmacy	Pharmacy	2200 East Ridge Road	Irondequoit
Walmart Pharmacy	Pharmacy	1490 Hudson Avenue	Rochester
Walgreens Pharmacy	Pharmacy	720 East Ridge Road	Irondequoit
Walgreens Pharmacy	Pharmacy	2100 East Ridge Road	Irondequoit
Irondequoit Pharmacy	Pharmacy	545 Titus Avenue	Irondequoit
Rite Aid Pharmacy	Pharmacy	605 Titus Avenue	Irondequoit
Wegmans Pharmacy	Pharmacy	525 Titus Avenue	Irondequoit
Walgreens Pharmacy	Pharmacy	635 Pittsford Victor Road	Perinton
Walgreens Pharmacy	Pharmacy	3122 Monroe Avenue	Pittsford
Specialty Rx	Pharmacy	153 West Commercial Street	East Rochester
CVS Pharmacy	Pharmacy	1304 Fairport Road	Perinton
Wegmans Pharmacy	Pharmacy	851 Fairport Road	East Rochester
Rite Aid Pharmacy	Pharmacy	1567 Penfield Road	Penfield
Walgreens Pharmacy	Pharmacy	1659 Penfield Road	Penfield
Walgreens Pharmacy	Pharmacy	2172 Penfield Road	Penfield
Wegmans Pharmacy	Pharmacy	2157 Penfield Road	Penfield
CVS Pharmacy	Pharmacy	2200 Penfield Road	Penfield
CVS Pharmacy	Pharmacy	2161 Fairport Nine Mile Point Road	Penfield
Walmart Pharmacy	Pharmacy	1990 Brandt Point Drive	Penfield
DANWINS Pharmacy	Pharmacy	2186 Empire Boulevard	Webster
CVS Pharmacy	Pharmacy	1900 Empire Boulevard	Penfield
CVS Pharmacy	Pharmacy	935 Ridge Road	Webster
A & J Pharmacy	Pharmacy	45 Webster Commons Boulevard	Webster
Walgreens Pharmacy	Pharmacy	1125 Ridge Road	Webster
Wegmans Pharmacy	Pharmacy	900 Holt Road	Webster
CVS Pharmacy	Pharmacy	1050 Ridge Road	Webster
Walgreens Pharmacy	Pharmacy	6707 Pittsford Palmyra Road	Perinton
Wegmans Pharmacy	Pharmacy	6600 Pittsford Palmyra Road	Perinton
Rite Aid Pharmacy	Pharmacy	6720 Pittsford Palmyra Road	Perinton

Western Sub-Region

County	Destination	Type	Address	Municipality
Genesee	Genesee County Office for the Aging	Human Services	2 Bank Street	Batavia
Genesee	Genesee County Social Services Department	Human Services	5130 East Main Street Road	Batavia
Genesee	Batavia Senior Center	Senior Center/M meal Site	2 Bank Street	Batavia
Genesee	Corfu United Presbyterian Church Meal Site	Senior Center/M meal Site	63 Alleghany Street	Corfu
Genesee	East Bethany Presbyterian Church Meal Site	Senior Center/M meal Site	5735 Ellicott Street Road	East Bethany
Genesee	Havenwood Congregate Apartments Meal Site	Senior Center/M meal Site	240 Richmond Avenue	Batavia
Genesee	Leisure Timers Residential Facility Meal Site	Senior Center/M meal Site	364 Bloomingdale Road	Akron
Genesee	ALDI	Full Service Grocery	587 East Main Street	Batavia
Genesee	Save a Lot	Full Service Grocery	15 W Main Street	LeRoy
Genesee	Save a Lot	Full Service Grocery	45-47 Ellicott Street	Batavia
Genesee	Walmart Supercenter	Full Service Grocery	4133 Veterans Memorial Drive	Batavia
Genesee	TOPS Friendly Markets	Full Service Grocery	390 West Main Street	Batavia
Genesee	TOPS Friendly Markets	Full Service Grocery	128 West Main Street	LeRoy
Genesee	Target	Full Service Grocery	4300 Veterans Memorial Drive East	Batavia
Genesee	Batavia Family Care Center	Hospital/Medical Center	16 Bank Street	Batavia
Genesee	Bergen Family Medicine	Hospital/Medical Center	6966 West Bergen Road	Bergen
Genesee	Byron Family Care Center	Hospital/Medical Center	6815 Byron Holley Road	Byron
Genesee	LeRoy Medical Associates	Hospital/Medical Center	127 West Main Street	LeRoy
Genesee	Tonawanda Seneca Family Care Center	Hospital/Medical Center	372 Bloomingdale Road	Akron
Genesee	LeRoy Primary Care	Hospital/Medical Center	3 Tountas Avenue	LeRoy
Genesee	United Memorial Medical Center	Hospital/Medical Center	127 North Street	Batavia
Genesee	VA WNY Healthcare System	Hospital/Medical Center	222 Richmond Avenue	Batavia
Genesee	General Hospital/Batavia Primary Care	Hospital/Medical Center	16 Bank Street	Batavia
Genesee	Summit Medical Center	Hospital/Medical Center	229 Summit Street	Batavia

County	Destination	Type	Address	Municipality
Genesee	Orleans Community Health Dialysis	Hospital/Medical Center	587 East Main Street	Batavia
Genesee	Oak Orchard Health	Hospital/Medical Center	319 West Main Street	Batavia
Genesee	Oak Orchard Health	Hospital/Medical Center	860 Main Street	Corfu
Genesee	Rochester Regional Health-LeRoy	Hospital/Medical Center	8745 Lake Street Road	LeRoy
Genesee	Oak Orchard Health	Hospital/Medical Center	3384 Church Street	Alexander
Genesee	Walmart Pharmacy	Pharmacy	4133 Veterans Memorial Drive	Batavia
Genesee	Alberty Drug Co	Pharmacy	81 Main Street	Batavia
Genesee	Walgreens Pharmacy	Pharmacy	8 West Main Street	LeRoy
Genesee	Rite Aid Pharmacy	Pharmacy	151 West Main Street	LeRoy
Genesee	CVS Pharmacy	Pharmacy	259 West Main Street	Batavia
Genesee	Rite Aid Pharmacy	Pharmacy	601 East Main Street	Batavia
Genesee	Rite Aid Pharmacy	Pharmacy	4155 West Main Street Road	Batavia
Genesee	Tops Pharmacy	Pharmacy	128 West Main Street	LeRoy
Genesee	CVS Pharmacy	Pharmacy	4300 Veterans Memorial Drive East	Batavia
Genesee	Walmart Pharmacy	Pharmacy	4133 Veterans Memorial Drive	Batavia
Genesee	Tops Pharmacy	Pharmacy	390 West Main Street	Batavia
Genesee	Oakfield Family Pharmacy	Pharmacy	40 Main Street	Oakfield
Genesee	Bank of Castile	Bank	90 Main Street	Batavia
Genesee	Five Star Bank	Bank	401 West Main Street	Batavia
Genesee	Five Star Bank	Bank	124 West Main Street	LeRoy
Genesee	Bank of Castile	Bank	29 Main Street	LeRoy
Genesee	KeyBank	Bank	69 Main Street	Batavia
Genesee	M&T Bank	Bank	55 Main Street	Batavia
Genesee	M&T Bank	Bank	54 Main Street	Oakfield
Genesee	Bank of America	Bank	100 Main Street	Batavia
Genesee	Woodforest Bank	Bank	4133 Veterans Memorial Drive	Batavia
Genesee	Bank of Castile	Bank	408 East Main Street	Batavia

County	Destination	Type	Address	Municipality
Genesee	Tonawanda Valley Federal Credit Union	Bank	10 Jefferson Avenue	Batavia
Genesee	Le Roy Federal Credit Union	Bank	7093 West Main Road	LeRoy
Genesee	ESL Federal Credit Union	Bank	4214 Veterans Memorial Drive	Batavia
Livingston	Livingston County Office for the Aging	Human Services	8 Murray Hill Drive	Mt. Morris
Livingston	Livingston County Department of Social Services	Human Services	1 Murray Hill Drive	Mt. Morris
Livingston	Livingston County Workforce Development	Human Services	6 Court Street	Geneseo
Livingston	Livingston County Mental Health/Community Svc.	Human Services	4600 Millenium Drive	Geneseo
Livingston	Avon Senior Nutrition Program	Senior Center/M meal Site	74 Genesee Street	Avon
Livingston	Dansville Senior Nutrition Program	Senior Center/M meal Site	5 Chestnut Avenue	Dansville
Livingston	Mt. Morris Senior Nutrition Site	Senior Center/M meal Site	3 Elm Street	Mt. Morris
Livingston	Wildbriar Estates Congregate Meal Site	Senior Center/M meal Site	17 Wildbriar Drive	Livonia
Livingston	Shop 'n Save	Full Service Grocery	9045 NY-408	Nunda
Livingston	TOPS Friendly Markets	Full Service Grocery	35 Franklin Plaza	Dansville
Livingston	Save A Lot	Full Service Grocery	9505 Airport Road	Dansville
Livingston	Wegmans	Full Service Grocery	4287 Genesee Valley Plaza Road	Geneseo
Livingston	ALDI	Full Service Grocery	4566 Morgan View Road	Geneseo
Livingston	Walmart Supercenter	Full Service Grocery	4235 Veteran Drive	Geneseo
Livingston	TOPS Friendly Markets	Full Service Grocery	270 East Main Street	Avon
Livingston	Caledonia Marketplace	Full Service Grocery	3136 Main Street	Caledonia
Livingston	Garden of Life Program (Adult Day Health Care)	Hospital/Medical Center	11 Murray Hill Drive	Mt. Morris
Livingston	Tri-County Family Medicine	Hospital/Medical Center	61 North State Street	Nunda
Livingston	Tri-County Family Medicine	Hospital/Medical Center	60 Red Jacket Street	Dansville
Livingston	UR Medicine Noyes Health	Hospital/Medical Center	111 Clara Barton Street	Dansville
Livingston	UR Medicine Noyes Health Services	Hospital/Medical Center	50 East South Street	Geneseo

County	Destination	Type	Address	Municipality
Livingston	Rochester Regional Health - Sands - Constellation Heart Institute	Hospital/Medical Center	38 East South Street	Geneseo
Livingston	UR Medicine Primary Care - Avon Medical Group	Hospital/Medical Center	470 Collins Street	Avon
Livingston	Thompson Health Family Practice	Hospital/Medical Center	7325 Community Drive	Lima
Livingston	UR Medicine Noyes Health - Kidney Disease and Dialysis Center	Hospital/Medical Center	4616 Millenium Drive	Geneseo
Livingston	UR Medicine Primary Care - Caledonia Medical Center	Hospital/Medical Center	3350 Brown Road	Caledonia
Livingston	M&T Bank	Bank	6 North State Street	Nunda
Livingston	Community Bank, N.A.	Bank	189 Main Street	Dansville
Livingston	Genesee Valley Federal Credit Union	Bank	184 Main Street	Dansville
Livingston	Citizens Bank	Bank	35 Franklin Plaza	Dansville
Livingston	Five Star Bank	Bank	152 Franklin Street	Dansville
Livingston	Community Bank, N.A.	Bank	46 Main Street	Mt. Morris
Livingston	Five Star Bank	Bank	23 East State Street	Mt. Morris
Livingston	KeyBank	Bank	66 Main Street	Geneseo
Livingston	Bank of Castile	Bank	11 South Street	Geneseo
Livingston	Community Bank, N.A.	Bank	4218 Lakeville Road	Geneseo
Livingston	Genesee Valley Federal Credit Union	Bank	4621 Millenium Drive	Geneseo
Livingston	Five Star Bank	Bank	4431 Genesee Valley Plaza Road	Geneseo
Livingston	ESL Federal Credit Union	Bank	22 Ryan Drive	Geneseo
Livingston	Community Bank, N.A.	Bank	23 Commercial Street	Livonia
Livingston	Five Star Bank	Bank	3261 Rochester Road	Lakeville
Livingston	Community Bank, N.A.	Bank	68 Genesee Street	Avon
Livingston	Bank of Castile	Bank	263 East Main Street	Avon
Livingston	Bank of Castile	Bank	3155 State Street	Caledonia
Livingston	Five Star Bank	Bank	3110 Main Street	Caledonia
Livingston	Lima Village Pharmacy	Pharmacy	7298 West Main Street	Lima
Livingston	CVS Pharmacy	Pharmacy	277 East Main Street	Avon
Livingston	Livonia Pharmacy	Pharmacy	5975 Big Tree Road	Lakeville
Livingston	Walmart Pharmacy	Pharmacy	4235 Veteran Drive	Geneseo
Livingston	Wegmans Pharmacy	Pharmacy	4287 Genesee Valley Plaza Road	Geneseo

County	Destination	Type	Address	Municipality
Livingston	Walgreens Pharmacy	Pharmacy	40 East State Street	Mt. Morris
Livingston	Nunda Family Pharmacy	Pharmacy	12 NY-408	Nunda
Livingston	TOPS Pharmacy	Pharmacy	35 Franklin Plaza	Dansville
Livingston	Walgreens Pharmacy	Pharmacy	9519 Foster Wheeler Road	Dansville
Livingston	CVS Pharmacy	Pharmacy	225 Main Street	Dansville
Livingston	Milex Drug & Gifts	Pharmacy	3130 Main Street	Caledonia
Orleans	Orleans County Office for the Aging	Human Services	14016 NY-31	Albion
Orleans	Kendall Town Hall NUTRIFAIR	Senior Center/M meal Site	1873 Kendall Road	Kendall
Orleans	Albion Academy NUTRIFAIR	Senior Center/M meal Site	16 East Academy Street	Albion
Orleans	Western Orleans County Senior Citizens Center	Senior Center/M meal Site	615 West Avenue	Medina
Orleans	Save A Lot	Full Service Grocery	320 West Avenue	Albion
Orleans	TOPS Friendly Markets	Full Service Grocery	408 West Avenue	Albion
Orleans	Walmart Supercenter	Full Service Grocery	13858 NY-31	Albion
Orleans	ALDI	Full Service Grocery	11248 Maple Ridge Road	Medina
Orleans	TOPS Friendly Markets	Full Service Grocery	11200 Maple Ridge Road	Medina
Orleans	Miller's Bulk Food and Bakery	Full Service Grocery	10858 Ridge Road	Medina
Orleans	Medina Family Medicine	Hospital/Medical Center	100 Ohio Street	Medina
Orleans	Oak Orchard Health	Hospital/Medical Center	77 South Main Street	Lyndonville
Orleans	Oak Orchard Health	Hospital/Medical Center	301 West Avenue	Albion
Orleans	Kendall Medical Center	Hospital/Medical Center	16815 Roosevelt Highway	Kendall
Orleans	Medina Memorial Hospital	Hospital/Medical Center	200 Ohio Street	Medina
Orleans	Lake Plains Dialysis Center	Hospital/Medical Center	11020 West Center Street	Medina
Orleans	Five Star Bank	Bank	102 North Main Street	Albion
Orleans	Five Star Bank	Bank	327 Main Street	Medina
Orleans	M&T Bank	Bank	3 South Main Street	Lyndonville
Orleans	KeyBank	Bank	48 North Main Street	Albion
Orleans	Cobblestone Country Federal Credit Union	Bank	299 West Avenue	Albion
Orleans	Ontario Shores Federal Credit Union	Bank	4200 Salt Works Road	Medina

County	Destination	Type	Address	Municipality
Orleans	Generations Bank	Bank	11182 Maple Ridge Road	Medina
Orleans	KeyBank	Bank	11214 Maple Ridge Road	Medina
Orleans	Bank of Castile	Bank	1410 South Main Street	Medina
Orleans	KeyBank	Bank	514 Main Street	Medina
Orleans	Holley Pharmacy	Pharmacy	3 Geddes Street	Holley
Orleans	TOPS Pharmacy	Pharmacy	11200 Maple Ridge Road	Medina
Orleans	Walgreens Pharmacy	Pharmacy	1422 South Main Street	Medina
Orleans	Rosenkrans Pharmacy	Pharmacy	526 Main Street	Medina
Orleans	The Medicine Shoppe Pharmacy	Pharmacy	142 East Center Street	Medina
Orleans	Walmart Pharmacy	Pharmacy	13858 NY-31	Albion
Wyoming	Wyoming County Office for the Aging	Human Services	8 Perry Avenue	Warsaw
Wyoming	Wyoming County Social Services	Human Services	466 North Main Street	Warsaw
Wyoming	Attica Congregate Meal Site	Senior Center/M Meal Site	101 Sokol Drive	Attica
Wyoming	Arcade Congregate Meal Site	Senior Center/M Meal Site	100 Grove Street	Arcade
Wyoming	Bennington Senior Dining Program	Senior Center/M Meal Site	164 Clinton Street	Cowlesville
Wyoming	Perry Congregate Meal Site	Senior Center/M Meal Site	165 Lake Street	Perry
Wyoming	Warsaw Congregate Meal Site	Senior Center/M Meal Site	3415 NY-19 South	Warsaw
Wyoming	Wyoming Congregate Meal Site	Senior Center/M Meal Site	26 Maple Street	Wyoming
Wyoming	TOPS Friendly Markets	Full Service Grocery	658 West Main Street	Arcade
Wyoming	Carney's Market	Full Service Grocery	22 South Main Street	Castile
Wyoming	Perry Marketplace	Full Service Grocery	121 North Center Street	Perry
Wyoming	Save A Lot	Full Service Grocery	461 North Main Street	Warsaw
Wyoming	TOPS Friendly Markets	Full Service Grocery	150 Prospect Street	Attica
Wyoming	TOPS Friendly Markets	Full Service Grocery	2382 NY-19	Warsaw
Wyoming	Wyoming County Community Health System	Hospital/Medical Center	400 North Main Street	Warsaw
Wyoming	URMC Primary Care - Perry	Hospital/Medical Center	3 Handley Street	Perry

County	Destination	Type	Address	Municipality
Wyoming	Wyoming County Family Medicine - Arcade	Hospital/Medical Center	401 Main Street	Arcade
Wyoming	Attica Family Medicine	Hospital/Medical Center	107 Prospect Street	Attica
Wyoming	Oak Orchard Health	Hospital/Medical Center	81 South Main Street	Warsaw
Wyoming	Bank of Castile	Bank	604 West Main Street	Arcade
Wyoming	M&T Bank	Bank	271 Main Street	Arcade
Wyoming	Five Star Bank	Bank	3672 Route 78	Strykersville
Wyoming	Bank of Castile	Bank	50 North Main Street	Castile
Wyoming	Bank of Castile	Bank	1 East Main Street	Gainesville
Wyoming	Bank of Castile	Bank	133 North Center Street	Perry
Wyoming	M&T Bank	Bank	43 South Main Street	Perry
Wyoming	Five Star Bank	Bank	26 Main Street	Attica
Wyoming	KeyBank	Bank	84 Main Street	Attica
Wyoming	Five Star Bank	Bank	55 North Main Street	Warsaw
Wyoming	Community Bank, N.A.	Bank	2490 NY-19	Warsaw
Wyoming	Genesee Valley Federal Credit Union	Bank	445 North Main Street	Warsaw
Wyoming	Bank of Castile	Bank	2367 NY-19	Warsaw
Wyoming	Five Star Bank	Bank	2330 NY-19	Warsaw
Wyoming	Sinclair Pharmacy	Pharmacy	75 N Main St,	Warsaw
Wyoming	Wyoming Rexall Drug	Pharmacy	91 N Main St,	Warsaw
Wyoming	Walmart Pharmacy	Pharmacy	2348 Route #19	Warsaw
Wyoming	Rite Aid Pharmacy	Pharmacy	153 Prospect St,	Attica
Wyoming	Attica Pharmacy	Pharmacy	2 Market St.	Attica
Wyoming	Walgreens Pharmacy	Pharmacy	128 N Center St,	Perry
Wyoming	Cottrill's Pharmacy Inc	Pharmacy	255 Main St	Arcade
Wyoming	Tops Pharmacy	Pharmacy	658 W Main St.	Arcade

Eastern Sub-Region

County	Destination	Type	Address	Municipality
Ontario	Ontario County Office for the Aging	Human Services	3019 County Complex Drive	Canandaigua
Ontario	Ontario County Social Services	Human Services	3010 County Complex Drive	Canandaigua
Ontario	Ontario County Social Services Geneva Office	Human Services	83 Seneca Street	Geneva
Ontario	Salvation Army Community Dining Site	Senior Center/M meal Site	110 Saltonstall Street	Canandaigua
Ontario	Spa Apartments Community Dining Site	Senior Center/M meal Site	11 East Main Street	Clifton Springs
Ontario	Lyceum Heights Community Dining Site	Senior Center/M meal Site	150 Lyceum Street	Geneva
Ontario	United Methodist Church Community Dining Site	Senior Center/M meal Site	4749 South Street	Gorham
Ontario	United Church of Christ Community Dining Site	Senior Center/M meal Site	8758 Main Street	Honeoye
Ontario	St Patrick's Church Community Dining Site	Senior Center/M meal Site	115 Maple Ave	Victor
Ontario	Shortsville Fire Hall Community Dining Site	Senior Center/M meal Site	5 Sheldon Street	Shortsville
Ontario	ALDI	Full Service Grocery	1302 NY-332	Farmington
Ontario	ALDI	Full Service Grocery	3138 County Road 10	Canandaigua
Ontario	Wegmans	Full Service Grocery	345 Eastern Boulevard	Canandaigua
Ontario	Wegmans	Full Service Grocery	300 Hamilton Street	Geneva
Ontario	TOPS Friendly Markets	Full Service Grocery	6179 NY-96	Farmington
Ontario	TOPS Friendly Markets	Full Service Grocery	5150 North Street	Canandaigua
Ontario	TOPS Friendly Markets	Full Service Grocery	3 Plaza	Clifton Springs
Ontario	Bloomfield Big M Market	Full Service Grocery	28 Maple Avenue	Bloomfield
Ontario	Bliss Shurfine Food Mart	Full Service Grocery	115 South Main Street	Manchester
Ontario	Black Buggy Bulk Foods	Full Service Grocery	3649 Route 5&20	Canandaigua
Ontario	Target	Full Service Grocery	7500 Commons Boulevard	Victor
Ontario	Walmart Supercenter	Full Service Grocery	441 Commerce Drive	Victor
Ontario	Walmart Supercenter	Full Service Grocery	4238 Recreation Drive	Canandaigua
Ontario	Walmart Supercenter	Full Service Grocery	990 NY-5	Geneva
Ontario	Rennoldson's Market	Full Service Grocery	136 South Main Street	Naples

County	Destination	Type	Address	Municipality
Ontario	Citizens Bank	Bank	5 Eastview Mall Drive	Victor
Ontario	Chase Bank	Bank	7724 NY-96	Victor
Ontario	ESL Federal Credit Union	Bank	200 Cobblestone Court Drive	Victor
Ontario	M&T Bank	Bank	602 Rowley Road	Victor
Ontario	Canandaigua National Bank & Trust	Bank	61 West Main Street	Victor
Ontario	Five Star Bank	Bank	3 West Main Street	Victor
Ontario	Generations Bank	Bank	6120 NY-96	Farmington
Ontario	Canandaigua National Bank & Trust	Bank	6183 NY-96	Farmington
Ontario	Lyons National Bank	Bank	1423 Hathaway Drive	Farmington
Ontario	Five Star Bank	Bank	2425 Rochester Road	Canandaigua
Ontario	Empower Federal Credit Union	Bank	400 Fort Hill Ave	Canandaigua
Ontario	Canandaigua National Bank & Trust	Bank	72 South Main Street	Canandaigua
Ontario	Community Bank, N.A.	Bank	659 South Main Street	Canandaigua
Ontario	Canandaigua National Bank & Trust	Bank	709 South Main Street	Canandaigua
Ontario	KeyBank	Bank	145 Eastern Boulevard	Canandaigua
Ontario	Canandaigua Federal Credit Union	Bank	3210 Eastern Boulevard	Canandaigua
Ontario	Lyons National Bank	Bank	3225 East Lake Road	Canandaigua
Ontario	Reliant Credit Union	Bank	3255 County Road 10	Canandaigua
Ontario	ESL Federal Credit Union	Bank	4175 Recreation Drive	Canandaigua
Ontario	Woodforest National Bank	Bank	4238 Recreation Drive	Canandaigua
Ontario	Canandaigua National Bank & Trust	Bank	4 Main Street	Bloomfield
Ontario	Canandaigua National Bank & Trust	Bank	8633 Main Street	Honeoye
Ontario	Community Bank, N.A.	Bank	109 South Main Street	Naples
Ontario	Five Star Bank	Bank	184 South Main Street	Naples
Ontario	Community Bank, N.A.	Bank	811 Canandaigua Rd	Geneva
Ontario	Reliant Credit Union	Bank	990 Route 5	Geneva
Ontario	Bank of the Finger Lakes	Bank	389 Hamilton Street	Geneva

County	Destination	Type	Address	Municipality
Ontario	Five Star Bank	Bank	387 Hamilton Street	Geneva
Ontario	Generations Bank	Bank	342 Hamilton Street	Geneva
Ontario	Finger Lakes Federal Credit Union	Bank	27 Seneca Street	Geneva
Ontario	Community Bank, N.A.	Bank	5 Seneca Street	Geneva
Ontario	Lyons National Bank Operations Center	Bank	470 Exchange Street	Geneva
Ontario	Five Star Bank	Bank	65 Elizabeth Blackwell Street	Geneva
Ontario	LNB Banking	Bank	399 Exchange Street	Geneva
Ontario	Community Bank, N.A.	Bank	1334 NY-96	Phelps
Ontario	Generations Bank	Bank	89 Main Street	Phelps
Ontario	Finger Lakes Federal Credit Union	Bank	1934 NY-96	Phelps
Ontario	Community Bank, N.A.	Bank	26 East Main Street	Clifton Springs
Ontario	Canandaigua National Bank & Trust	Bank	119 S Main Street	Manchester
Ontario	CVS Pharmacy	Pharmacy	7500 Commons Blvd	Victor
Ontario	Walmart Pharmacy	Pharmacy	441 Commerce Drive	Victor
Ontario	Canandaigua The Medicine Shoppe	Pharmacy	75 Victor Heights Parkway	Victor
Ontario	Mead Square Pharmacy	Pharmacy	53 West Main Street	Victor
Ontario	CVS Pharmacy	Pharmacy	1259 NY-332	Farmington
Ontario	Rite Aid Pharmacy	Pharmacy	539 North Main Street	Canandaigua
Ontario	TOPS Pharmacy	Pharmacy	5150 North Street	Canandaigua
Ontario	The Medicine Shoppe Pharmacy	Pharmacy	66 West Avenue	Canandaigua
Ontario	Walgreens Pharmacy	Pharmacy	18 Eastern Boulevard	Canandaigua
Ontario	Wegmans Pharmacy	Pharmacy	345 Eastern Boulevard	Canandaigua
Ontario	Rite Aid Pharmacy	Pharmacy	170 Eastern Boulevard	Canandaigua
Ontario	Walmart Pharmacy	Pharmacy	4238 Recreation Drive	Canandaigua
Ontario	Walmart Pharmacy	Pharmacy	990 NY-5	Geneva
Ontario	Rite Aid Pharmacy	Pharmacy	420 Hamilton Street	Geneva
Ontario	Wegmans Pharmacy	Pharmacy	300 Hamilton Street	Geneva
Ontario	Walgreens Pharmacy	Pharmacy	431 Hamilton Street	Geneva
Ontario	North Street Pharmacy	Pharmacy	200 North Street	Geneva

County	Destination	Type	Address	Municipality
Ontario	Phelps Hometown Pharmacy	Pharmacy	110 Main Street	Phelps
Ontario	Wayne-Clifton Pharmacy	Pharmacy	8 Coulter Road	Clifton Springs
Ontario	CVS Pharmacy	Pharmacy	15 Honeoye Road	Honeoye
Ontario	Naples Apothecary Inc	Pharmacy	129 South Main Street	Naples
Ontario	Finger Lakes Dialysis Center	Hospital/Medical Center	6385 Victor-Manchester Road	Victor
Ontario	Ontario Center for Rehabilitation and Nursing	Hospital/Medical Center	3062 County Complex Drive	Canandaigua
Ontario	Clifton Springs Hospital & Clinic	Hospital/Medical Center	2 Coulter Road	Clifton Springs
Ontario	Geneva General Hospital	Hospital/Medical Center	196 North Street	Geneva
Ontario	UR Medicine Thompson Health Rehabilitation Services	Hospital/Medical Center	7670 Omnitech Place	Victor
Ontario	Canandaigua VA Medical Center	Hospital/Medical Center	400 Fort Hill Avenue	Canandaigua
Ontario	Canandaigua Family Practice	Hospital/Medical Center	3170 West Street	Canandaigua
Ontario	Farmington Family Practice	Hospital/Medical Center	495 North Main Street	Canandaigua
Ontario	Farmington Family Medicine	Hospital/Medical Center	5505 State Route 96	Farmington
Ontario	Finger Lakes Family Care	Hospital/Medical Center	23 North Street	Canandaigua
Ontario	Geneva Crossing Family Practice	Hospital/Medical Center	765 Geneva Crossing Way	Geneva
Ontario	Geneva Family Medicine	Hospital/Medical Center	875 Pre-Emption Road	Geneva
Ontario	Honeoye Family Practice	Hospital/Medical Center	3 Honeoye Commons	Honeoye
Ontario	Victor Family Practice	Hospital/Medical Center	53 West Main Street	Victor
Ontario	Midlakes Family Practice	Hospital/Medical Center	16 East Main Street	Clifton Springs
Ontario	Shortsville Family Practice	Hospital/Medical Center	15 Canandaigua Street	Shortsville
Ontario	Geneva Community Health	Hospital/Medical Center	601-B West Washington Street	Geneva
Ontario	UR Medicine - F.F. Thompson Hospital	Hospital/Medical Center	350 Parrish Street	Canandaigua
Ontario	Valley View Family Practice - Gorham	Hospital/Medical Center	4638 Route 245	Gorham
Seneca	Seneca County Office for the Aging	Human Services	2465 Bonadent Drive	Waterloo

County	Destination	Type	Address	Municipality
Seneca	Seneca County Division of Human Services	Human Services	1 Dipronio Drive	Waterloo
Seneca	Seneca County Senior Center/Waterloo Nutrition Site	Senior Center/M meal Site	2465 Bonadent Drive	Waterloo
Seneca	Verona Village Congregate Nutrition Site	Senior Center/M meal Site	2276 County Road 139	Ovid
Seneca	Glenwood Foods	Full Service Grocery	2905 NY-318	Seneca Falls
Seneca	Sauders Store	Full Service Grocery	2146 River Road	Seneca Falls
Seneca	ALDI	Full Service Grocery	2065 Routes 5 & 20	Seneca Falls
Seneca	TOPS Friendly Markets	Full Service Grocery	1963 Kingdom Plaza	Waterloo
Seneca	Walmart Supercenter	Full Service Grocery	1860 North Road	Waterloo
Seneca	Hollow Creek Groceries	Full Service Grocery	6300 NY-414	Romulus
Seneca	Ovid Big M	Full Service Grocery	7174 Main Street	Ovid
Seneca	Trumansburg Family Health Clinic	Hospital/Medical Center	4435 Seneca Road	Trumansburg
Seneca	Seneca Family Health Center	Hospital/Medical Center	367 East Main Street	Waterloo
Seneca	Five Star Bank	Bank	1940 US Route 20	Waterloo
Seneca	Five Star Bank	Bank	2168 Route 96A	Ovid
Seneca	Community Bank, N.A.	Bank	7193 Main Street	Ovid
Seneca	Finger Lakes Federal Credit Union	Bank	7116 County Road 132	Willard
Seneca	Community Bank, N.A.	Bank	2 West Main Street	Waterloo
Seneca	Savannah Bank	Bank	35 West Main Street	Waterloo
Seneca	CFCU Community Credit Union	Bank	1959 US Route 20	Seneca Falls
Seneca	Lyons National Bank	Bank	2433 NY-414	Seneca Falls
Seneca	Generations Bank	Bank	1865 North Road	Seneca Falls
Seneca	M&T Bank	Bank	2109 Routes 5 & 20	Seneca Falls
Seneca	Generations Bank	Bank	19 Cayuga Street	Seneca Falls
Seneca	Community Bank, N.A.	Bank	70 Fall Street	Seneca Falls
Seneca	Chemung Canal Trust Company	Bank	54 Fall Street	Seneca Falls
Seneca	Valley Pharmacy	Pharmacy	12 West Main Street	Waterloo
Seneca	Walgreens Pharmacy	Pharmacy	1929 US Route 20	Waterloo
Seneca	Walmart Pharmacy	Pharmacy	1860 North Road	Waterloo
Seneca	Kinney Drugs	Pharmacy	2085 Route 5 & 20	Seneca Falls
Seneca	Kinney Drugs	Pharmacy	7115 North Main Street	Ovid

County	Destination	Type	Address	Municipality
Wayne	Wayne County Department of Aging and Youth	Human Services	1519 Nye Road	Lyons
Wayne	Wayne County Department of Social Services	Human Services	77 Water Street	Lyons
Wayne	Clyde United Methodist Church Lunch Club	Senior Center/M meal Site	84 Sodus Street	Clyde
Wayne	Emmanuel United Methodist Church Lunch Club	Senior Center/M meal Site	301 East Miller Street	Newark
Wayne	Brown Square Village Apartments Lunch Club	Senior Center/M meal Site	2100 Browns Square	Ontario
Wayne	Village Park Lunch Club	Senior Center/M meal Site	149 East Main Street	Palmyra
Wayne	Sodus Senior Center Lunch Club	Senior Center/M meal Site	47 Maple Avenue	Sodus
Wayne	Breen's Market	Full Service Grocery	611 East Main Street	Palmyra
Wayne	Wegmans	Full Service Grocery	800 West Miller Street	Newark
Wayne	Save A Lot	Full Service Grocery	100 Mason Street	Newark
Wayne	Walmart Supercenter	Full Service Grocery	425 NY-31	Macedon
Wayne	Walmart Supercenter	Full Service Grocery	6788 NY-31 East	Newark
Wayne	ALDI	Full Service Grocery	20 NY-31	Lyons
Wayne	Martin's Grocery Outlet	Full Service Grocery	112 Columbia Street	Clyde
Wayne	Bob's Supermarket	Full Service Grocery	12030 Park Lane	Wolcott
Wayne	Paton's Marketplace	Full Service Grocery	109 West Main Street	Sodus
Wayne	Breen's Shop 'n Save	Full Service Grocery	4090 Pearsall Street	Williamson
Wayne	TOPS Friendly Markets	Full Service Grocery	6272 Furnace Road	Ontario
Wayne	TOPS Friendly Markets	Full Service Grocery	2140 Walworth Penfield Road	Walworth
Wayne	Save A Lot	Full Service Grocery	1250 NY-104	Ontario
Wayne	Sodus Internal Medicine	Hospital/Medical Center	6692 Middle Road	Sodus
Wayne	Sodus Community Health	Hospital/Medical Center	6341 Ridge Road	Sodus
Wayne	Wolcott Internal Medicine	Hospital/Medical Center	6254 Lawville Road	Sodus
Wayne	Clyde Family Health Center	Hospital/Medical Center	4 West Genesee Street	Clyde
Wayne	Lyons Health Center	Hospital/Medical Center	12 Leach Road	Lyons
Wayne	Newark Community Health	Hospital/Medical Center	513 West Union Street	Newark
Wayne	Newark-Wayne Community Hospital	Hospital/Medical Center	1200 Driving Park Avenue	Newark
Wayne	Gananda Family Practice	Hospital/Medical Center	1200 Fairway 7	Macedon
Wayne	Williamson Family Practice	Hospital/Medical Center	4425 Old Ridge Road	Williamson

County	Destination	Type	Address	Municipality
Wayne	Lyons National Bank	Bank	6280 Furnace Road	Ontario
Wayne	KeyBank	Bank	4077 Main Street	Williamson
Wayne	Chase Bank	Bank	4124 Pearsall Street	Williamson
Wayne	KeyBank	Bank	26 West Main Street	Sodus
Wayne	Reliant Credit Union	Bank	10 Benton Place	Sodus
Wayne	Lyons National Bank	Bank	5996 New Hartford Street	Wolcott
Wayne	Lyons National Bank	Bank	359 NY-31	Macedon
Wayne	Reliant Credit Union	Bank	1520 Victor Road	Macedon
Wayne	Community Bank, N.A.	Bank	525 East Main Street	Palmyra
Wayne	Lyons National Bank	Bank	750 West Miller Street	Newark
Wayne	Citizens Bank	Bank	711 West Miller Street	Newark
Wayne	Community Bank, N.A.	Bank	710 West Miller Street	Newark
Wayne	Reliant Credit Union	Bank	205 North Main Street	Newark
Wayne	ESL Federal Credit Union	Bank	140 South Main Street	Newark
Wayne	Community Bank, N.A.	Bank	100 Church Street	Newark
Wayne	Woodforest Bank	Bank	6788 NY-31	Newark
Wayne	Lyons National Bank	Bank	35 William Street	Lyons
Wayne	Lyons National Bank	Bank	2 Forgham Street	Lyons
Wayne	Lyons National Bank	Bank	4 William Street	Clyde
Wayne	Savannah Bank	Bank	1565 North Main Street	Savannah
Wayne	Walgreens Pharmacy	Pharmacy	5651 Whiskey Hill Road	Wolcott
Wayne	CVS Pharmacy	Pharmacy	34 West Main Street	Sodus
Wayne	Walgreens Pharmacy	Pharmacy	4061 NY-104	Williamson
Wayne	TOPS Pharmacy	Pharmacy	6272 Furnace Road	Ontario
Wayne	Walgreens Pharmacy	Pharmacy	6296 Ontario Center Road	Ontario
Wayne	TOPS Pharmacy	Pharmacy	2140 Walworth Penfield Road	Walworth
Wayne	Walmart Pharmacy	Pharmacy	425 NY-31	Macedon
Wayne	Walgreens Pharmacy	Pharmacy	609 East Main Street	Palmyra
Wayne	Dobbins Drugs	Pharmacy	52 William Street	Lyons
Wayne	Walmart Pharmacy	Pharmacy	6788 NY-31 East	Newark

County	Destination	Type	Address	Municipality
Wayne	Wegmans Pharmacy	Pharmacy	800 West Miller Street	Newark
Wayne	Rite Aid Pharmacy	Pharmacy	101 South Main Street	Newark
Wayne	Walgreens Pharmacy	Pharmacy	709 West Union Street	Newark
Yates	Yates County Department of Social Services and Office for Aging	Human Services	417 Liberty Street	Penn Yan
Yates	Yates County Dinner Club Location	Senior Center/M meal Site	36 Millard Street	Dundee
Yates	Morgan's Grocery	Full Service Grocery	100 Hamilton Street	Penn Yan
Yates	ALDI	Full Service Grocery	204 Liberty Street	Penn Yan
Yates	TOPS Friendly Markets	Full Service Grocery	321 Liberty Street	Penn Yan
Yates	Oak Hill Bulk Foods	Full Service Grocery	3173 NY-14A	Penn Yan
Yates	Valley View Family Practice - Rushville	Hospital/Medical Center	213 Route 245	Rushville
Yates	Finger Lakes Medical Associates	Hospital/Medical Center	207 Lake Street	Penn Yan
Yates	Soldiers and Sailors Memorial Hospital	Hospital/Medical Center	418 North Main Street	Penn Yan
Yates	Five Star Bank	Bank	32 Main Street	Dundee
Yates	Five Star Bank	Bank	129 Elm Street	Penn Yan
Yates	Community Bank, N.A.	Bank	1 South Main Street	Rushville
Yates	Lyons National Bank	Bank	205 Liberty Street	Penn Yan
Yates	Community Bank, N.A.	Bank	151 Main Street	Penn Yan
Yates	Bank of the Finger Lakes	Bank	100 Main Street	Penn Yan
Yates	Water Street Pharmacy	Pharmacy	14 Water Street	Dundee
Yates	CVS Pharmacy	Pharmacy	226 Lake Street	Penn Yan
Yates	Village Drug	Pharmacy	126 Main Street	Penn Yan
Yates	Rite Aid Pharmacy	Pharmacy	138 Elm Street	Penn Yan
Yates	Walgreens Pharmacy	Pharmacy	226 Liberty Street	Penn Yan

APPENDIX B

Stakeholder Questionnaire and Responses

Q1: Please describe your agency/organization in terms of type (Ex. Public non-profit, Private non-profit, For-profit, Government agency, other) and role/focus (Ex. Social services, Senior center, Advocacy group, etc.) related to specialized transportation.

Yates Office for the Aging/Pro Action of Steuben and Yates, Inc.	Private non-profit, In Yates we operate the Office For the Aging for the County. We offer transportation services for Seniors 60+ in Yates County.
Ontario County Office for the Aging	Government Agency - Senior Citizens
Seneca County Office for the Aging	OFA is an agency under County Government. Not for profit.
Genesee-Livingston-Orleans-Wyoming Workforce Development Board	Government Agency, with focus on providing a job for all job seekers, and a skilled worker for every employer. Current and potential employees often are limited in the types of jobs and the hours that they are available to work due to a lack of public transportation. It is the focus of the GLOW board to widen this supportive service to help provide transportation support to those that are in need.
Genesee County Social Services	Social Services
Heritage Christian Services - Employment Alliance (only)	the Employment Alliance (EA) is an initiative of Heritage Christian Services, which is a non-profit organization. We work to make sure everyone, including children, older adults and people with disabilities are included in their communities. For EA specifically, as we support people with their employment goals, use of public transportation is incredibly important.
Wyoming County Office for the Aging	Government agency focused on services and supports to older adults.
Seneca County Division of Human Services	Government Agency (County)
Community Action for Wyoming County	<p>Community Action for Wyoming County is a non-profit agency offering a holistic approach to advocacy in the spirit of care and dignity that encourages individuals and families to attain or maintain self-sufficiency.</p> <p>Our dedicated time-honored team and volunteer deployment programs are invaluable cost-effective resources to the rural communities we serve.</p> <p>We provide a welcoming one-stop center with service and support for safe affordable housing, employment counseling, critical household</p>

	<p>needs, food and emergency help for families in crisis.</p> <p>We give aid with health care needs including medical transportation, prescriptions, health insurance navigation and supportive home-bound medical equipment and supplies.</p>
Monroe County Office of Mental Health	Local Governmental Unit (LGU) charged with overseeing the service systems locally for people with mental health and substance use challenges, in addition to intellectual and developmental disabilities.
Batavia Housing Authority	Government
Wyoming County Department of Social Services	Local government agency that provides services to county residents. Many of our underprivileged/low-income residents do not have reliable transportation or no transportation at all. They rely on the Wyoming Transit service and their schedules don't always coincide with the resident's needs.
The Arc Wayne	Private non-profit, social services.
Yates DSS	yates County Agency responsible for state mandated public welfare programs.
Catholic Charities Steuben/Livingston-Faith In Action Program	Non-profit agency, Program is a volunteer-based program that provides services such as transportation to medical and grocery needs to the elderly and disabled.
Lifespan of Greater Rochester	Lifespan is a non-profit community-based organization that has over 30 programs. We serve older adults (most of our programming), persons with disabilities of any age (through our NY Connects program) and caregivers/professionals who serve these populations. We oversee the NY Connects program for Monroe and Ontario Counties, NY State's Aging and Disability Resource Center; through this program we provide information, assistance and referrals about long term care supports and services, including Transportation. We are also the recipient of the DOT5310 Mobility Management grant for Monroe and Ontario Counties.
Wyoming County Community Hospital	County Hospital
Genesee County Mental Health	We are a government agency that provides services to the residents of Genesee County with mental health concerns. Most of our clients do not drive and rely on public transportation. We are located out of the City of Batavia limits.
Orleans County Job Development Agency	Government agency - job development / workforce development / career center
The Arc of Livingston-Wyoming	Private non-profit
Livingston County Office of Workforce Development	Government Agency- Livingston County Workforce Development

Genesee County Office for the Aging	Genesee County Office for the Aging (OFA) is a Government Agency. Our role/focus is on Human Services, Senior Center and Advocacy
Mozaic	Yates Transit Service is a public non-profit. We provide public transportation and senior / disabled transportation services.
Ontario County Department of Social Services	Local government. Social services – low-income individuals, families with complex service needs
Arc of Genesee Orleans	The Arc of Genesee Orleans currently serves more than a 1000 people with developmental disabilities covering Genesee and Orleans Counties. Services cover school aged children to seniors through end of life.
Orleans County Office for the Aging	Government Agency
Common Ground Health	Through regional collaboration and partnerships, Common Ground Health brings greater focus to community health issues via data analysis, resident engagement and solution implementation. Our agency convenes community stakeholders on a variety of issues that impact the health of our communities. While we do not provide direct client services, transportation is a social determinant of health, meaning that while it is not directly related to health, it can impact people's access to health-related services, such as health care and healthy food, and in the case of active transportation, can serve as a health-supporting behavior.
Monroe County Aging Alliance	I am responding on behalf of the Rochester and Monroe County Aging Alliance. The Alliance is a consortium of 17 local governmental and not for profit health and social services agencies that work with older adults in our community. The Alliance is housed and supported by the United Way of Greater Rochester. Our purpose is to advance an aging agenda that will enable older adults to age well in our community. We are currently working to develop an age friendly action plan in conjunction with AARP, the World Health Organization, the City of Rochester and Monroe County. Specifically, we intend to obtain an age friendly designation by AARP to promote healthy aging, participation and access in eight major domains; including Transportation.

Q2: *What areas do you serve?*

Yates Office for the Aging/Pro Action of Steuben and Yates, Inc.	Yates County Seniors 60+ but we transport them to appointments all over the region.
Ontario County Office for the Aging	Ontario County
Seneca County Office for the Aging	Seneca County Residents
Genesee-Livingston-Orleans-Wyoming Workforce Development Board	Genesee, Livingston, Orleans, Wyoming.
Genesee County Social Services	

Heritage Christian Services - Employment Alliance (only)	Monroe, Wayne, Ontario, Livingston, Genesee, Orleans counties. We also have a regional office in Buffalo- serving mainly Erie and Niagara counties (at times Cattaraugus)
Wyoming County Office for the Aging	Wyoming County
Seneca County Division of Human Services	Seneca County, NY
Community Action of Wyoming County	Wyoming County
Monroe County Office of Mental Health	Monroe County only
Batavia Housing Authority	City of Batavia
Wyoming County Department of social Services	All of Wyoming County
The Arc Wayne	Geographically, we primarily serve Wayne County, but also serve Ontario and several other counties, the farthest west being in the Buffalo area and the farthest east being Oswego County.
Yates DSS	Yates County
Catholic Charities Steuben/Livingston-Faith In Action Program	Livingston County
Lifespan of Greater Rochester	NY Connects and Mobility Management - Monroe/Ontario; other programs at Lifespan serve older adults regionally and even statewide, depending on the funding source.
Wyoming County Community Hospital	Rural underserved community serving Wyoming county and surrounding areas. Providing emergency room service, behavioral health and acute inpatient care.
Genesee County Mental Health	We serve residents of Genesee County and some neighboring counties
Orleans County Job Development Agency	Orleans County
The Arc of Livingston-Wyoming	Livingston and Wyoming Counties
Livingston County Office of Workforce Development	Livingston County
Genesee County Office for the Aging	Genesee County, NY
Mozaic	Yates County
Ontario County Department of Social Services	Residents of Ontario County
Arc of Genesee Orleans	Genesee and Orleans counties
Orleans County Office for the Aging	Orleans County- transportation does go out of Orleans to Monroe, Genesee, and Erie.

Common Ground Health	We serve a 9-county Finger Lakes region, including Chemung, Livingston, Ontario, Monroe, Seneca, Schuyler, Steuben, Wayne and Yates counties.
Monroe County Aging Alliance	Monroe County

Q3: *Please identify any eligibility requirements to qualify clients for services that your organization utilizes. (age, residency, disability, income level, etc.)*

Yates Office for the Aging/Pro Action of Steuben and Yates, Inc.	Yates County Seniors 60+, They must either be able to get into our vehicles without our driver lifting or pulling or they must have a companion to assist them.
Ontario County Office for the Aging	Age 60 and older
Seneca County Office for the Aging	Consumers must be a Seneca County resident at least 60 years of age or older.
Genesee-Livingston-Orleans-Wyoming Workforce Development Board	GLOW WDB serves youth, Adults, and dislocated workers from age 14 and up. Under the Workforce Innovation and Opportunity Act there is no residency requirement, however preference is given to those residing in the GLOW area. Eligibility varies depending on the funding source being used. All customers are welcome to come in and receive career services, use of the resource room, job fairs, and seminars. To receive specialised training and supportive services Adults must be earning under the self-sufficiency level of \$25 per hour or \$52,000 per year based on a forty-hour workweek. Dislocated workers must meet one of six categories to receive funding; Youth also have several criteria for participation. This
Genesee County Social Services	Individuals must be residents of Genesee County to receive services from Genesee County Social Services. Temporary Assistance, SNAP, HEAP, and Medicaid are means tested programs based on pre-determined income and resource levels. Once an individual passes the means test, additional eligibility requirements, based on the individual program, must be fulfilled.
Heritage Christian Services - Employment Alliance (only)	Eligibility for EA services is determined by our funders. Mainly the person must have a disability or qualifying medical condition.
Wyoming County Office for the Aging	Our services are offered for people ages 60+ in accordance with the Older Americans Act. We also offer information and assistance to people under 60 through NYConnects.
Seneca County Division of Human Services	Depending on the program the qualification each program within the county varies: All services are for Seneca County residence. Some have income requirements, some age requirements, all required applications/referrals/acceptance into the programs based on their individual requirements.

Community Action of Wyoming County	None
Monroe County Office of Mental Health	Any aged person diagnosed with mental health and substance use challenges, in addition to intellectual and developmental disabilities in Monroe County is under our purview as the LGU.
Batavia Housing Authority	Income for all apartments, age and disability for some apartments.
Wyoming County Department of social Services	All of the above
The Arc Wayne	This depends on the program in question. We have many different programs serving different populations. Most of those we support are person with Intellectual or developmental disabilities. We also serve senior citizens, people with prior offenses, people on public assistance, and others.
Yates DSS	Eligibility requirements include age, income, disability status, residency
Catholic Charities Steuben/Livingston-Faith In Action Program	60 years of age or older and those who receive SSI/SSD of any age, who do not have Medicaid for medical transports 60 years of age or older and those who receive SSI/SSD of any age, shopping transports Above individuals who are ambulatory. We do have a lift van from a 5310 grant, which allows us to provide transports with enrolled individuals whose ambulatory status is declining.
Lifespan of Greater Rochester	NY Connects/Mobility Management - individuals who reside in Monroe/Ontario Counties of any age with a disability, older adults (60+) and the individuals who support these populations, including caregivers, family members and professionals; regardless of income, insurance or payor source. Give a Lift - a program that supports 23 volunteer driver programs in Monroe and Ontario Counties with driver education, driver background checks, driver mileage reimbursement, and support to identify new volunteer driver program needs and resources
Wyoming County Community Hospital	There are no requirements for services, everyone is eligible.
Genesee County Mental Health	Our clients come for mental health treatment of all ages and income levels. We have a sub population that comes more frequently for groups.
Orleans County Job Development Agency	It depends on the funding source - for some, they have to be residents, but not all. For some, income level, making a wage lower than the self-sufficiency level for our region (\$25/hour), disability, whether they are applying for or in receipt of some form of public assistance, other barriers (e.g. parenting teen, foster care, offender status, and more). Not necessarily age - only for specific youth/young adult programs.

The Arc of Livingston-Wyoming	We serve individuals with intellectual disabilities and the elderly.
Livingston County Office of Workforce Development	14 y/o-Adult
Genesee County Office for the Aging	Individuals must be age 60 or older and live in Genesee County, NY in order to be eligible for services that are directly provided by OFA. There are no income guidelines for most OFA programs. A suggested contribution is set for each program and is agreed upon by the Genesee County Office for the Aging Advisory Board.
Mozaic	Public transportation – none. Mozaic programming – IDD diagnosis for most program areas.
Ontario County Department of Social Services	Families and individuals experiencing homelessness, unemployment, low-income, families experiencing child abuse/neglect
Arc of Genesee Orleans	Individuals are referred through Agencies based on a medical diagnosis. Disabilities can range from cognitive to physical disabilities or a combination of both. Disabilities causes can range from birth to some other traumatic event.
Orleans County Office for the Aging	We serve anyone over the age of 60. We are only a referral source from birth to 59 to appropriate community agency that can assist.
Common Ground Health	We do not provide any direct client services.
Monroe County Aging Alliance	The Aging Alliance is not a direct service provider.

Q4: *What age groups do you serve? If you serve seniors, at what age does your organization consider a client to be a senior?*

Yates Office for the Aging/Pro Action of Steuben and Yates, Inc.	60+
Ontario County Office for the Aging	Age 60 and older
Seneca County Office for the Aging	60 years of age or older
Genesee-Livingston-Orleans-Wyoming Workforce Development Board	14 years old and up. We do have a program for Seniors that begins at age 55
Genesee County Social Services	Temporary Assistance, SNAP, HEAP, and Medicaid are means tested programs. Age is not an eligibility requirement to apply for services.
Heritage Christian Services - Employment Alliance (only)	Depending on the service provided, we serve people 14 and up.
Wyoming County Office for the Aging	Our services are offered for people ages 60+ in accordance with the Older Americans Act. We also

	offer information and assistance to people under 60 through NYConnects.
Seneca County Division of Human Services	zero to death are the individual we serve. Senior populations for our Office of Aging are 60 and over.
Community Action of Wyoming County	All ages
Monroe County Office of Mental Health	All
Batavia Housing Authority	We serve all ages. At 62, residents are considered seniors.
Wyoming County Department of social Services	Anyone that resides in the county qualifies for services. We serve seniors, and age 65 is a senior citizen.
The Arc Wayne	
Yates DSS	all ages
Catholic Charities Steuben/Livingston-Faith In Action Program	60 years of age or older is considered seniors in the program Individuals of any age who received SSI/SSD
Lifespan of Greater Rochester	any age with a disability, older adults 60+
Wyoming County Community Hospital	We serve all age groups including seniors.
Genesee County Mental Health	We provide services to all age groups and levels of physical, mental health and developmental disability. Most common needs are for those who use walkers and wheel chairs.
Orleans County Job Development Agency	Generally 16+, but it depends on the program.
The Arc of Livingston-Wyoming	We serve all age groups. We consider a client to be a senior at age 60
Livingston County Office of Workforce Development	14-20 y/o Summer Youth Employment Program, 16-25 y/o Year-round Young Adult Employment Program, 18+
Genesee County Office for the Aging	60 years old and older
Mozaic	Pre-school to seniors depending on program area. Public transportation – all ages.
Ontario County Department of Social Services	All ages. No senior designation
Arc of Genesee Orleans	When reporting on trips for our 5310 fleet we use the age 65 as an indicator. Our programs cover school age through end of life.
Orleans County Office for the Aging	We serve 60 and older.
Common Ground Health	We do not provide any direct client services.
Monroe County Aging Alliance	There are many different markers (age criteria) for aging in our society; 50, 55, 60, 62, 65, and 70

	depending on the program (Older American's Act, Social Security, AARP, Medicare etc.) The Alliance has chosen 60+ as the age we consider for "elderhood."
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Q5: *Please identify the most important destinations to your clients in terms of their transportation needs (Ex. Medical appointments, Meal programs, Education/training, Social events, etc.). Be as specific or as general as you like.*

Yates Office for the Aging/Pro Action of Steuben and Yates, Inc.	Medical appointments and Pharmacy visits (currently operating), Grocery and Clothes shopping (Temporary unavailable due to COVID-19), and Social events (Temporary unavailable due to COVID-19)
Ontario County Office for the Aging	Medical appointments, particularly to dialysis, shopping and social events
Seneca County Office for the Aging	Meal programs, medical appointments, grocery shopping, prescription pick up, etc..
Genesee-Livingston-Orleans-Wyoming Workforce Development Board	For all of our job seekers it is to their workplace.
Genesee County Social Services	Available transportation to and from client's current place of employment and if required, transportation for their child to and from daycare. Available transportation for clients who are receiving services which require their participation in work programs (job readiness workshops, work experience, job search, etc.) Available transportation for clients who have applied for Social Security benefits as an available resource and are required to attend a hearing and/or medical appointment in an effort to have their application approved.
Heritage Christian Services - Employment Alliance (only)	For EA, the people in our programs need to get to work or work related activities (interviews, etc). However, many people we support also use public transportation/ paratransit for medical and mental health appointments and recreation.
Wyoming County Office for the Aging	We provide service for Medical Transportation, and contract with LivWyo ARC for wheelchair transportation.
Seneca County Division of Human Services	Medical, mental health, substance use/abuse, meals programs, grocery stores, human service needs (food, shelter, workforce), employment, school/education programs, family/social events, community agencies and programming.
Community Action of Wyoming County	Our clients often need to navigate from one end of the county to the other. It could be for anything.....Shopping, appointments, medical needs.....

Monroe County Office of Mental Health	Clinical appointments at the hospital systems and satellites, other clinical and community-based providers, providers of basic needs. The majority of providers and users of services (who would access public transportation) are located in the City of Rochester, for the substance use and mental health populations. There is more variation in living location for those with intellectual and developmental disabilities due to service providers having located residential programs in suburbs.
Batavia Housing Authority	Grocery shopping.
Wyoming County Department of social Services	Medical appointments are the number one reason someone would need transportation. They can contact MAS but they won't always come directly to the person's home. In addition clients may need transportation to work.
The Arc Wayne	
Yates DSS	medical appointments, employment, education/training.
Catholic Charities Steuben/Livingston-Faith In Action Program	Medical appointments within Livingston County AND out of county medical transport-Rochester, Batavia, Canandaigua Grocery shopping within Livingston county
Lifespan of Greater Rochester	We primarily serve individuals looking for non-emergency medical appointment needs, but we also provide support to individuals with all of their transportation needs (social, meal programs, work, errands/shopping)
Wyoming County Community Hospital	Their most important transportation need would be getting back home after a hospital stay.
Genesee County Mental Health	Clients come for medical appointment which can last as long as 30 minutes to a 4.5-hour day. Most of our clients come every 2-3 weeks with the exception of the day treatment program where people can come from 1-5 days a week for 4.5 hours
Orleans County Job Development Agency	
The Arc of Livingston-Wyoming	We transport individuals to a wide variety of destinations--our own programming, State run Day Programming, Medical appointments, nutrition programs, social programs, Educational, work sites
Livingston County Office of Workforce Development	Employment, Education/Trainings
Genesee County Office for the Aging	Medical appointments
Mozaic	Program and social events.
Ontario County Department of Social Services	Medical appointments (Medicaid and other), education/training, employment

Arc of Genesee Orleans	Day programs, Vocational programs, Work, Residences, Recreation, Medical appointments, Shopping, Other relevant life events
Orleans County Office for the Aging	Currently we mainly only provide transportation to medical appointments through our current contracts. If funding allows we would like to offer transportation to our two Nutrition sites in the county. Our volunteer transportation takes clients to grocery stores, pharmacies, visiting love in a facility and medical appointments.
Common Ground Health	Members of our community need transportation between their homes and health care, education, meal access/grocery stores, and community and recreational opportunities. Access differs for populations, depending on where you live (urban, rural, suburban), income, ability, and other factors. In 2018, we conducted a regional health equity survey and found that transportation is a barrier across populations and across the region in accessing physical activity, healthy food, medical and dental care, and medication.
Monroe County Aging Alliance	Many traditional surveys and studies have indicated that medical appointments are the most important for many elders. Many "programs" provide transportation for beneficiaries (Medicaid, OFA, OPWDD), but the biggest challenge is for older adults who do not drive, but want to fully participate in all aspects of life. The importance of a destination varies by older individuals just as it does for younger persons.

Q6: *What are the largest barriers to mobility for your clients related to accessing the destinations previously identified? In addition to clients' personal challenges, please provide specific comments on gaps in services.*

Yates Office for the Aging/Pro Action of Steuben and Yates, Inc.	We only have 4 vehicles (2 that can transport customers in wheelchairs) and limited funding from NYSOFA. With our guidelines requiring customers be able to get into our vehicles without our driver lifting or pulling or have a companion to assist them it limits available transportation for our most frail or disabled seniors. Many seniors report that other public transportation either doesn't come to their homes or doesn't have enough routes/ convenient times for use.
Ontario County Office for the Aging	There is a problem recruiting drivers to provide public transit service. Even though there is vehicle capacity available at RTS there are insufficient drivers to expand services. Some local, private sector taxi vendors are small, expensive and often booked up. The frequency of the transit routes is limited and unavailable to those that live far from the RTS routes. The requirement that RTS trips must be booked at least 1 week in advance limits spontaneity, flexibility and access. The cost for more demand responsive services (example Ride Hailing) limits their use.

	<p>There is a gap in affordable service for recreational and social activities especially on the weekends.</p> <p>Some grocery shuttles provide access to older adults living in housing complexes, but not for individuals at home.</p> <p>Transportation to dialysis treatments are a priority and this has become very limited through RTS</p> <p>Limited chair carriers and not affordable for most clients.</p> <p>There is not enough affordable transportation for out of county medical appointments</p>
Seneca County Office for the Aging	<p>County boundaries. Getting consumers to out of county appointments, dialysis- appointments that are not during our work ours - ie weekends and evenings.</p>
Genesee-Livingston-Orleans-Wyoming Workforce Development Board	<p>Often underemployed, under-served populations have a lack of transportation as their barrier to employment. Although locally we have a public transportation system, it may not fit into the schedule that the employer is offering. Many from this population work weekends, holidays, and overnights when public transportation is not running, or very limited.</p>
Genesee County Social Services	<p>Much of the available employment sought by the clients we serve are in the retail/service sector or manufacturing. This sector of available positions are required to work many non-traditional hours (evenings, weekends, and holidays). The available mass transit system has a limited number of fixed-route services and is not available evenings and weekends. The other shortcoming to our mass transit system is the inability to allow for parents to drop and pick up children at daycare providers.</p>
Heritage Christian Services - Employment Alliance (only)	<p>The nature of disability is the most challenging situation. Geography / infrequency of bus routes may also be an issue for people in more suburban/ rural areas. Additionally, for those that use RTS ACCESS (paratransit) some of the time limits present challenging... only being able to call for a ride a certain number of days ahead, lack of flexibility with timing to get to a location (may have to arrive an hour early to work),etc. Also problematic is the fact that RTS access will only wait 5 minutes for a person to get to the pick-up for a person with a disability, this can be incredibly difficult (think of the time it takes for a person with a physical disability to put on a winter coat and then get out to the bus)</p>
Wyoming County Office for the Aging	<p>Grocery shopping continues to be an unmet need for Wyoming County residents. Since the buses changed their route to a fixed route, we have people unable to get to the bus stop, and therefore cannot be served through RTS.</p>
Seneca County Division of Human Services	<p>Transportation in our rural northern and southern end communities is a huge barrier for our community members. Our Northern towns such as Junius and Tyre have no public transportation services, sidewalks, grocery stores, or any type of medical services. Our Southern towns</p>

	Romulus, Fayette, Varick, Ovid, Lodi, Covert, and Interlaken have one small grocery store, limited medical services, no public transportation, limited sidewalks, limited or no affordable housing options, few options for food pantry access and youth programming, and limited gas stations. All towns struggle with affordable or any day care options for children and youth in need. Substance abuse/use and mental health concerns continue to be on the rise, and these individuals struggle with meeting basic needs as well as having access to affordable housing and case management services to meet their needs toward recovering and in recovery.
Community Action of Wyoming County	Our County is very rural and spread out across a large area. We have many low-income families that cannot afford personal transportation of their own. We do have a bus service but because our County is so spread out, it can often take up an entire day just to go to a doctor appointment. Most of the services that our clients need (DSS, Court, Doctors, shopping) are in Warsaw. It is up to an hour drive to Warsaw from the furthest point in our County.
Monroe County Office of Mental Health	For those with intellectual and developmental disabilities, providers often built houses so that the people could potentially live closer to family members, but this can create challenges for access via public transportation. A big barrier for people of all three disability areas is being able to afford transportation on their limited budgets. There are also challenges for people who have never rode the bus in learning how to do so, safely. Additionally, there is a perception that public transportation could be dangerous for people and is primarily accessed by those in poverty, leading to stigma against using public transportation. In all three disability areas, there is often anxiety and social challenges, which can make it a triggering experience to ride a bus that has a lot of people and activity on it. In the suburbs, we are concerned that the Reimagine RTS program will lead to disparities if people cannot get themselves to the "hub" for transportation.
Batavia Housing Authority	Many of our residents don't have a vehicle. Of that population, a significant number have mobility issues.
Wyoming County Department of social Services	Those with wheelchairs/walkers have the most difficulty obtaining transportation. There's a lack of availability and the bus won't always come to their home. I once saw a man with a walker going down a main road. He said he was told he had to go to the gas station on the corner to be picked up. The current transportation company has limited hours and doesn't cover all areas of the county. Transportation outside the county is difficult to schedule.
The Arc Wayne	
Yates DSS	Lack of public transportation
Catholic Charities Steuben/Livingston-Faith In Action Program	Barriers:Needing multiple transports each week such as dialysis, cancer treatments. Transports needed that do not fall under medical or shopping

Lifespan of Greater Rochester	<ul style="list-style-type: none"> - **Affordability** of services provided for individuals, especially older adults and disabled persons on fixed incomes. - Affordable access for individuals outside of RTS areas, such as rural parts of our county. - Access to fast service for Medicaid clients through MAS (often we hear that individuals who have limited data/minutes on Lifeline telephone discount programs cannot get through to schedule service in a timely manner)
Wyoming County Community Hospital	The largest barrier we have experienced is accessing Medicaid transportation in a timely, consistent manner. Along with obtaining transportation for patients that are not Medicaid eligible. This is extremely difficult for patients that we serve that are being discharged to another county. At times we struggle to find transportation for patients that need wheelchair and stretcher services.
Genesee County Mental Health	The length of times between bus runs at our building cause long waits for clients for only a half hour appointment. Limited runs outside the City of Batavia are extremely limited.
Orleans County Job Development Agency	Times of operation (e.g. many businesses' shifts start earlier than the bus routes and end later); stops/pickups are only in Villages (non-rural pickups) and our clients can't get there; very few options outside of Medina-Albion route; no wifi availability poses challenges for our clients as they generally don't have data on their phones and can only communicate with wifi, a necessity now.
The Arc of Livingston-Wyoming	The most significant challenge is with individuals with Intellectual disabilities who work in the community. Most do not and cannot drive. Their work hours do not necessarily match up with the public transit routes and hours. If they live with their parents, it is difficult for the parents to transport to their work locations because the parents also work.
Livingston County Office of Workforce Development	Without having a personal car and the funds to support a vehicle getting to work can be difficult. Work hours can start before or after the bus schedule. No Bus route on the weekend. Client has to get to bus stop and from bus stop to work location (currently doing Dial-A-Ride more and this opens up opportunity but has limited time availability). Larger employers are often remote locations or not walking/biking friendly. Long ride times. Mandated overtime (day of overtime) for specific employers does not work for the bus. Miss the bus- unable to get to work or home.
Genesee County Office for the Aging	Older adults are typically unwilling to drive long distances and/or to larger cities; some no longer drive at all. Difficulty arranging transportation over the phone due to hearing loss, lacking knowledge of transportation providers. For out-of-county trips, a 5 business day notice is required. Some older adults forget to call in time. Some call too far in advance. This stems primarily from worrying about getting to an appointment by someone other than themselves. Furthermore,

	Community Action Transportation System is the only transportation provider for non-Medicaid older adults to destinations outside of Genesee County. And currently, they're only utilizing one bus in their fleet to provide out-of-county trips for Genesee County older adults.
Mozaic	Times transportation services are available (early morning and afternoon) very limited mid-day transportation in a very rural county.
Ontario County Department of Social Services	Access to regular bus routes, especially evening and overnight work shifts. Problems connecting with Medicaid transportation providers
Arc of Genesee Orleans	Availability: Counties are rural. Many miles between stops. Programs are open during business hours. Riders living in the county borders are costly to transport due to time and mileage. Staffing limits the amount of drivers we have available to accommodations Residences with multiple people are unable to shop or have independent visits in the community without scheduling with staff in advance. Public transportation does not provide the supports needed for many of our ridership.
Orleans County Office for the Aging	Older adults have mobility issues-walker, canes, uncomfortable on public transportation-difficult to ride at times.
Common Ground Health	Cost of transportation – including car ownership, maintenance, etc. for those living in areas not well-served by transport services. Cost and time required for use of public transportation. People with disabilities and elders in particular experience difficulties with accessible transportation.
Monroe County Aging Alliance	Affordable, on-demand responsive service—especially for those no longer able to drive. We live in a car centric society regardless of age. The RTS Reimagine will partially address this preference as does Ride Hailing and taxi service for those who can afford it. Also, the challenges are even greater for those older persons using a wheelchair or other mobility devices. Another barrier—in addition to cost and availability—is that many older persons and their families are unfamiliar with subsidized services that may be available so a robust mobility management service is a continued need

Q7: *Please describe how your organization provides transportation to your clients, if applicable, including contracted arrangements with direct providers, reimbursements, and other methods.*

Yates Office for the Aging/Pro Action of Steuben and Yates, Inc.	Customers can call a dedicated transportation line 24/7 and leave a voicemail; rides are scheduled on a first come first serve basis with medical appointments taking priority in case of multiple requests for the same time slots. We do not contract with anyone at this point. We are funded by NYSOFA and all riders get a letter each month detailing their usage of our service that provides a suggested donation.
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	Customers do not have to donate (most do not) but we are required to suggest contributions monthly.
Ontario County Office for the Aging	<p>The Ontario County Office for the Aging (OFA) contracts with RTS to provide an OFA Shopping Shuttle in Canandaigua, Bloomfield and Clifton Springs. Starting in June 2021 OFA will offer the shopping shuttle to residents of the low income housing at Townside Apartments in Geneva. OFA also contracts with RTS for Dial a ride service and OFA dialysis transportation service, but is limited. These services require at least one week advance notice. OFA also has a partnership with the Wayne County Community Action which manages our volunteer transportation program under the auspices of the Retired Senior Volunteer Program (RSVP). This is a regional program serving the counties of Wayne, Ontario, Yates and Seneca. The program recruits and screens volunteers and the Ontario County Office for the Aging reimburses volunteers a mileage payment. RSVP schedules all rides, usually requiring advance notice of two weeks or more, with service available weekdays during normal business hours. Destinations are limited to medical appointments and while rides are primarily to clinical services concentrated in Canandaigua, volunteers sometimes will take clients to Rochester based medical centers. The most frequent destinations are to Thompson Hospital, the Flaum Eye Center, and medical practices in Geneva and on Parrish street in Canandaigua. OFA recently signed a contract with Go Go Grandparent, which is a broker for arranging Lyft and Uber. OFA will pay for the monthly fee and for up to two trips per month for medical appointments only. In addition, OFA collaborated with Lifespan of Greater Rochester on a 5310 DOT grant and Lifespan was awarded funding for a part-time mobility manager for Ontario County. The mobility manager will start May 3, 2021 and be located at the Ontario County Office for the Aging. The mobility manager will be provide information and link clients to services of any age (not just senior citizens).</p>
Seneca County Office for the Aging	My office contracts with the Senior Center, Inc., a private non profit, to provide transportation to our meals sites as well as provide a demand response system. It is a very small contract to assist those who may need assistance and cannot use our public transportation system.
Genesee-Livingston-Orleans-Wyoming Workforce Development Board	We offer a supportive service of \$750 a year to eligible clients for transportation support. This only is offered during active participation. for adults and during active participation and follow-up services for youth.
Genesee County Social Services	Social Services does not provide the physical transportation for the clients we serve receiving benefits. However, for those individuals participating in required employment activities and/or maintain employment, gas vouchers and/or bus passes for local mass transit system are provided.

Heritage Christian Services - Employment Alliance (only)	Our larger organization (HCS) provides transportation- I have asked our transportation dept to submit info on the larger agency. For EA specifically, my staff only provide transportation occasionally - to things like job interviews (to assure timely arrival)
Wyoming County Office for the Aging	We provide service for Medical Transportation, and contract with LivWyo ARC for wheelchair transportation.
Seneca County Division of Human Services	<p>Transportation for clients:</p> <ol style="list-style-type: none"> 1. Public RTS transportation is limited to 6 am - 6 pm in t he towns of Seneca Falls and Waterloo only. 2. Medicaid transportation is available for scheduled appointments only and case specific to those that have it arranged through the 1-800 number. 3. Two cab companies are available (not 24 hours) for all towns for a fee to the client that varies based on distance and wait times. 4. Dial a ride is available with wait times. 5. One point of contact for Ambulance services in the North end and South end of the county. 6. Limited transportation for families via Child Welfare services and only those who have exhausted other resources. <p>DHS does pay for transportation for clientele to take cabs when released from jail, during inclement code blue weather, or of they are open with us on a case and have case related activities to appointments that make it necessary for them to become or remain eligible for programs that will meet their basis needs.</p>
Community Action of Wyoming County	We really do not offer transportation. We do have a medical transport program that is run through our agency but in order for someone to utilize this service, they must have Medicaide.
Monroe County Office of Mental Health	Our organization gives bus passes for transportation for people that we serve directly, which is not too many.
Batavia Housing Authority	We do not currently provide transportation.
Wyoming County Department of social Services	We have one employee whose title is "transporter." If a client needs a ride, this person will transport, however, we try not to use him for medical appointments since MAS is available. We do not contract with any agency but we will pay mileage to relatives who transport.
The Arc Wayne	We have a fleet of vehicles that provides transportation. mainly in the daytime. This is augmented by a contract with RTS Wayne to do some runs for us.
Yates DSS	We provide bus passes and taxis and well as reimbursement for mileage
Catholic Charities Steuben/Livingston-Faith In Action Program	Volunteers provide almost ALL scheduled transports with their personal vehicles. Currently program van is driven by Program Director, as needed for scheduled transports unmatched with volunteers. Enrolled

	<p>clients call in their transportation dates/times, at least 10-12 days in advance. Volunteers are matched with scheduled transports the week prior.</p> <p>Some of these volunteers are also RSVP-Lifespan volunteers, who receive mileage reimbursement through that organization. Some who are not RSVP, can be reimbursed through us, for medical transports ONLY, 0.19 per mile, upon request. Others choose no reimbursement.</p> <p>We do have 1 staff member currently providing transports with 5310 grant van as needed, working on inquiring an additional staff member to drive van more consistently.</p> <p>We have a contract with Office for The Aging Livingston County, max of \$4500 per contract year, for transports provided to clients who are 60 years of age or older.</p> <p>We have two grants with NYS DOT that has provided us with the van and funds to help with maintenance/upkeep of van and growth of program including an additional part time staff member.</p> <p>Program also funded by additional grant funders and donations.</p> <p>Transports are provided to enrolled individuals FREE of charge.</p>
Lifespan of Greater Rochester	<ul style="list-style-type: none"> - We are contracted to provide intake and support to individuals in the Town of Irondequoit who need transportation and can provide an \$8 discount for selected providers for up to 8 one way rides; or up to 25 one way rides for individuals with chronic needs such as therapy, chemo/cancer treatment or dialysis. - We work closely with Medicaid Motors staff to provide direct referrals via their online portal, and assist individuals with MMS fare reduction applications (a United Way funded collaboration) - We can assist with Medicaid applications for connection to Medicaid non-emergency medical transportation for those who qualify - We collaborate with Catholic Family Center to provide support to individuals who need registration support to the STAR (Support to Aging Residents) program - a program that provides financial support to low income seniors who need transportation to medical/errands
Wyoming County Community Hospital	<p>Currently, we utilize Medicaid transportation which has been difficult as sometimes they refuse, do not return calls, do not show up or they show up hours after the agreed upon time. Our facility has been able to utilize the crisis program vehicle when not in use and staff are available.</p>
Genesee County Mental Health	<p>At this time we at Mental Health are providing limited transportation to people who don't have Medicaid and /or have appointments where they cannot wait for extended times or last minute appointments.</p>
Orleans County Job Development Agency	<p>Gas vouchers for those who can drive or get rides to/from employment and training-related travel if bus routes / schedules don't coincide; bus passes if the routes/schedules do work; last resort is Medina Tax, but it's expensive; sadly, we don't have Uber and very few Lyft options and they are even more expensive.; We also used to use CATS, provided</p>

	by Community Action of Orleans & Genesee, but they are not going to be providing that service any longer.
The Arc of Livingston-Wyoming	We transport individuals that attend our own programs. We also contract with NYS OPWDD to transport individuals with IDD to state run Day Programs. In addition, we contract with Livingston County Office for the Aging to transport Seniors. We recently obtained a 5310 grant to provide additional transportation services to Livingston County Seniors. The program is just starting but we are slowly expanding. We also are a Medicaid Transportation provider and are assigned trips by Medical Answering Service.
Livingston County Office of Workforce Development	n/a
Genesee County Office for the Aging	Contracted arrangements with direct providers. In addition, we have a small group of older adults who volunteer their time to bring the more independent and mobile clients to their out-of-county medical appointments. These volunteers are recruited by the RSVP AmeriCorps Seniors
Mozaic	Program transportation is provided through a contract with Mozaic. Public transportation is available on all Mozaic program routes.
Ontario County Department of Social Services	We provide transportation for clients whose children are in foster care to appointments regarding their children.
Arc of Genesee Orleans	From residence to program we try to rely on 5310 funded vehicles. Genesee and Orleans were two separate programs until 2016. Our ridership increased as two agencies merged. We were denied any vehicles to pick up the extra ridership on our last two 5310 grant applications. Our riders require extra supervision that makes RTS and Community Action limited resources. Currently programs transport riders that we are unable to pick up through our 5310 programs. Residential programs provide transportation outside of day programs
Orleans County Office for the Aging	We provide transportation through a local organization. We also buy bus passes through RTS Orleans for clients. We provide mileage reimbursement to our volunteer drivers.
Common Ground Health	N/A
Monroe County Aging Alliance	The Alliance does not provide service, but the recommendations of this GTC plan will help inform our recommendation in the Age Friendly Action Plan that we are developing this year. (Target Completion Date is December 31, 2021)

Q8: *If applicable, how does your organization fund its provided transportation services?*

Yates Office for the Aging/Pro Action of Steuben and Yates, Inc.	We are funded by NYSOFA and all riders get a letter each month detailing their usage of our service that provides a suggested donation. Customers do not have to donate (most do not) but we are required to suggest contributions monthly.
Ontario County Office for the Aging	With CSE and Unmet Needs funds from the New York State Office for the Aging and local funds from Ontario County.
Seneca County Office for the Aging	State (CSE) and County funds.
Genesee-Livingston-Orleans-Wyoming Workforce Development Board	N/A
Genesee County Social Services	RGRTA funds a portion of the bus passes. Gas vouchers are paid as supportive services via Temporary Assistance funds.
Heritage Christian Services - Employment Alliance (only)	Na
Wyoming County Office for the Aging	We have one small state grant, otherwise county dollars are spent on these services.
Seneca County Division of Human Services	Funding the transportation services through DHS is done through the case and some reimbursements are reimbursed to the county via state or federal funds. The County allocates funds to the Seneca County Transportation Group yearly, mainly this is for transportation for veterans. Medicaid transportation is funded in full for the client if they are on Medicaid services.
Community Action of Wyoming County	Medicaid reimburses the drivers for their mileage. It is a "volunteer" program. The drivers do not make an hourly rate but they do get mileage paid to them.
Monroe County Office of Mental Health	It comes out of our budget for the programs, and is not overall a lot of money.
Batavia Housing Authority	N/A
Wyoming County Department of social Services	NYS allows us to claim mileage for certain programs. We are reimbursed for a portion of the mileage. The rest comes out of the county budget.
The Arc Wayne	The funds come from Medicaid and other reimbursements for services we provide. We also use 5310 grants for some vehicles.
Yates DSS	TANF, preventive funding
Catholic Charities Steuben/Livingston-Faith In Action Program	
Lifespan of Greater Rochester	- NY Connects (Information, Assistance and Referrals) - United Way

	<ul style="list-style-type: none"> - Department of Transportation (5310 Mobility Mgmt) - Town of Irondequoit
Wyoming County Community Hospital	not applicable.
Genesee County Mental Health	Prior to the pandemic we would bill Medicaid for those who needed this transportation. We have limited funding from OMH and the County.
Orleans County Job Development Agency	Either through WIOA (Workforce Innovation & Opportunity Act) Supportive Services funding (Adult, DLW or Youth) or through NYS OTDA - Orleans DSS public assistance and/or SNAP E&T funds related to active client cases.
The Arc of Livingston-Wyoming	We fund our services through contracts with partner organizations, and through our own state reimbursed programs. However, we do transport a number of individuals with disabilities who work in Supported Employment that have no funding for transportation.
Livingston County Office of Workforce Development	n/a
Genesee County Office for the Aging	Our organization has a contract with RTS Genesee to provide transportation for older adults in Genesee County and the funding is provided by the Community Services for the Elderly funds (CSE). OFA also has a Transportation Coordination program that serves as a “one-stop” approach to help older adults and their caregivers understand and connect to available transportation options that meet their needs. This is funded by a private endowment gifted to Genesee County and is managed by the Rochester Area Community Foundation (RACF). The fund is called the Muriel H. Marshall Fund. This bequest also directly funds the Community Action Transportation System, with which OFA has a contract.
Mozaic	Mozaic contract, Keuka College contract, STOA reimbursements.
Ontario County Department of Social Services	State/federal child welfare funding
Arc of Genesee Orleans	Transportation funds are taken out of billing for services provided. Some programs do not have a reimbursement for transportation built in meaning the funding has to come out of agency resources placing pressure on providing required services
Orleans County Office for the Aging	We receive state and federal funding from the NY State Office for the Aging. We have a local grant through a foundation for our volunteer transportation program.
Common Ground Health	N/A
Monroe County Aging Alliance	N/A

Q9: *If your organization is a direct transportation provider, what is your ability to accommodate client requests?*

Yates Office for the Aging/Pro Action of Steuben and Yates, Inc.	We ask for 48 hours notice for transportation requests but we can often schedule rides with 24 hours notice. Right now we are limited to 1 FT Driver and 1 passenger at a time due to COVID procedures but under normal circumstances we can have up to 4 vehicles on the road at any one time.
Ontario County Office for the Aging	OFA contracts out for transportation services. Clients age 60 or over call our office for assistance and if eligible they are linked with a provider.
Seneca County Office for the Aging	WE can only accommodate Monday through Friday from 9- 2 pm. Cannot provide weekends and evening requests.
Genesee-Livingston-Orleans-Wyoming Workforce Development Board	No
Genesee County Social Services	
Heritage Christian Services - Employment Alliance (only)	
Wyoming County Office for the Aging	We provide medical transportation, we ask for as much notice as possible, but we do have the ability to be flexible if needed.
Seneca County Division of Human Services	Client requests are case specific.
Community Action of Wyoming County	we are not a direct transportation provider.
Monroe County Office of Mental Health	No
Batavia Housing Authority	N/A
Wyoming County Department of social Services	The DSS transporter shies away from people in a wheelchair because we don't have a handicapped accessible vehicle.
The Arc Wayne	
Yates DSS	NA
Catholic Charities Steuben/Livingston-Faith In Action Program	We are unable to accommodate every request, dependent on availability of volunteers.
Lifespan of Greater Rochester	N/A
Wyoming County Community Hospital	not applicable.
Genesee County Mental Health	At this time, we only provide transport for our clients if we have staff available and is requested by a therapist.
Orleans County Job Development Agency	n/a

The Arc of Livingston-Wyoming	We do provide some direct transportation--but very little. Typically, our costs are too high for the general public.
Livingston County Office of Workforce Development	n/a
Genesee County Office for the Aging	Limited; low number of volunteers
Mozaic	Routes are reviewed at the end of the quarter for the next quarter.
Ontario County Department of Social Services	n/a
Arc of Genesee Orleans	N/A
Orleans County Office for the Aging	We are not a direct provider. We contract out transportation services.
Common Ground Health	N/A
Monroe County Aging Alliance	N/A

Q10: *Are you aware whether clients receive transportation from other providers? If so, do you know which alternate providers are serving clients?*

Yates Office for the Aging/Pro Action of Steuben and Yates, Inc.	Veterans will often use Yates County Veterans Services volunteer transportation when available. Some of our more able bodied seniors that live along an established route might use Yates Transit through the Yates ARC.
Ontario County Office for the Aging	No
Seneca County Office for the Aging	WE refer those we cannot serve to our public transportation system, when appropriate, South Seneca County Transportation Corp., RSVP Program, Medicaid transportation, as well as a few Medical transport providers.
Genesee-Livingston-Orleans-Wyoming Workforce Development Board	We are aware, Friends, Family, Uber, Public, Taxi services.
Genesee County Social Services	
Heritage Christian Services - Employment Alliance (only)	The people in our programs often use a variety of transportation options to meet their needs.
Wyoming County Office for the Aging	Transportation in Wyoming County consists of; Office for the Aging, Department of Social Services, Peers Together, and Community Action

Seneca County Division of Human Services	I can provide a list of transportation services in the county that are available based on the clients needs.
Community Action of Wyoming County	The only other transportation I am aware of is the Rochester Transit System for Wyoming County.
Monroe County Office of Mental Health	RTS, Medicab and other medical transportation services, and solicited rides from friends and family. Additionally, people use ride sharing applications as they are able to afford them.
Batavia Housing Authority	We see RTS, CATS, taxis, uber and volunteer drivers.
Wyoming County Department of social Services	We are only aware of MAS.
The Arc Wayne	
Yates DSS	Yes. Yates Transit
Catholic Charities Steuben/Livingston-Faith In Action Program	RTS-dial a ride, other paid transportation service providers
Lifespan of Greater Rochester	This is our specialty as a Mobility Management provider in Monroe and Ontario Counties
Wyoming County Community Hospital	Medicaid providers for transportation are from Buffalo and Rochester area. Some of the patients will utilize the transit bus but struggle with amount of time it may take to get to their destination.
Genesee County Mental Health	Our clients who live in Genesee County often use taxi services which are not reliable. Clients who live in the surrounding area either use a taxi, Attica Bus or Community Action.
Orleans County Job Development Agency	Just what is mentioned above under how we provide transportation services for our clients...
The Arc of Livingston-Wyoming	
Livingston County Office of Workforce Development	n/a
Genesee County Office for the Aging	Disabled American Veterans (DAV), Veterans Transportation System (VTS), Genesee-Wyoming Veterans Transport Program, Gillam Grant Transportation Services
Mozaic	Area school districts.
Ontario County Department of Social Services	Yes, I'm only aware of RTS
Arc of Genesee Orleans	The options are few in our counties. RTS and local cab companies are used sparingly.

Orleans County Office for the Aging	We are very limited to transportation options to Orleans.
Common Ground Health	N/A
Monroe County Aging Alliance	The Mobility Management Program at Lifespan (TRAC) has the most up-to-date list of providers.

Q11: *What are the largest organizational challenges or barriers to providing transportation to clients (Ex. Driver availability, Funding, etc.)?*

Yates Office for the Aging/Pro Action of Steuben and Yates, Inc.	Funding and availability of additional or substitute drivers.
Ontario County Office for the Aging	Driver availability and not having the appropriate type of transportation to meet their needs.
Seneca County Office for the Aging	Driver availability and funding.
Genesee-Livingston-Orleans-Wyoming Workforce Development Board	Cost, availability
Genesee County Social Services	Lack of available public transportation options. Specifically, limited to no services for rural areas and non-traditional hours.
Heritage Christian Services - Employment Alliance (only)	Staffing- we are experiencing a staffing crisis in this field. Cost/funding
Wyoming County Office for the Aging	Funding
Seneca County Division of Human Services	Funding, Drivers, Rural communities
Community Action of Wyoming County	I would say funding.
Monroe County Office of Mental Health	N/A for our organization
Batavia Housing Authority	It seems like scheduling is the hardest part.
Wyoming County Department of social Services	All of the above.
The Arc Wayne	Driver availability and funding are the two biggest challenges. We have a fleet of vehicles that mostly sits idle in the evenings and on weekends. If there was a funding source for vehicles, maintenance, and drivers, we could potentially provide transportation to the public.

Yates DSS	Service availability
Catholic Charities Steuben/Livingston-Faith In Action Program	Volunteer availability. Clients need other types of transports that do not fall under our current transportation type-example non-medical transports
Lifespan of Greater Rochester	Affordability of options. Many older adults and persons with disabilities with light transportation needs lack the financial resources to pay for transportation - they are often forced to choose between scheduling a doctor appointment or cancelling, and rarely can they afford social transportation of any kind.
Wyoming County Community Hospital	Medicaid transport is not reliable, they are not local individuals and many times are not able to get patients to their destinations on time. Availability is limited especially during non-business hours.
Genesee County Mental Health	Driver availability, funding
Orleans County Job Development Agency	Just having any viable options for the variety of circumstances that our clients are facing, whether it be making it to an interview or getting to our Job Readiness Training classes, mental health or GCASA appointments, our appointments, employment, classes, in person trainings - there are so many variables and so few options to help. Yes, we have limited funding resources, but that doesn't seem to be the main barrier for our department, assuming clients qualify, and if they're meeting with us about this, then we already know that they qualify. Also, up-to-date and easily accessible information and communication - again, with wifi availability being a factor, but also how the information is made available online or otherwise.
The Arc of Livingston-Wyoming	Our number one issue is the ongoing driver shortage. This is driven by our inability to pay at a market rate due to the current state rate structure for individuals with intellectual and developmental disabilities. We are able to make up some of the difference with our contracts, but a sizeable portion of our operation involves transporting individuals to our own programs.
Livingston County Office of Workforce Development	Providing transportation to employment is not a feature of our office
Genesee County Office for the Aging	For the providers we utilize, it's driver availability and low wages for paid drivers
Mozaic	Driver availability is an issue. Not knowing what post COVID needs will be.
Ontario County Department of Social Services	Most drivers are 65+ and reluctant to be in a car during pandemic.
Arc of Genesee Orleans	We have an excellent safety record with our drivers. Our pay rates cannot compete with schools or school funded private transporters. A combination of circumstances (our last 5310 buses were delivered late

	and COVID) put our next set of buses due for replacement into a category that made them too new with not enough miles on them by one year. We will have three buses that will be well past the point of replacement by the next grant cycle with 5 more that will be ready to be replaced. We still have 23 persons being transported by programs that could be transported by the 5310 program. This frees the staff to provide the services they were hired to do instead of driving. COVID restrictions on bus capacities placed by regulating agencies have proved to be very challenging. We hope these ease soon.
Orleans County Office for the Aging	Lack of funding. Long rides for older adults especially out of county medical appointments when clients have to sit and wait for other riders. Short notice from clients to find transportation. Availability of transportation going out of county if there are no other riders. Rural transportation options- people out in Lyndonville, Kendall, etc.
Common Ground Health	N/A
Monroe County Aging Alliance	Based on our research—driver availability is currently a great barrier for many providers.

Q12: *The previously adopted Coordinated Plan update includes 17 mobility strategies for the region within four general categories. For each category, please indicate the if the topics remain highly relevant and important, somewhat relevant and/or important, or not relevant or important to improving transportation services for your agency*

Mobility Management – *A mobility manager provides a wide variety of mobility management functions including providing information about available services, trip planning and booking, and coordination of services to provide enhanced effectiveness through efficiency boosting practices such as trip-chaining. Complementing mobility managers, create centralized call centers to put 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 (Ex. Lifespan Eldersource in Monroe County). Subsequently create a training and support network for county mobility managers.*

Policies – *Create focal points for coordination and mobility management activities in regional and county coordinating councils to implement plan recommendations and facilitate service connections across county boundaries. Ensure bus stops and transfer point are accessible year-round from adjacent sidewalks.*

Specialized Transportation Services – *Develop and support county-wide networks of volunteer drivers to help transport individuals with special needs or those traveling longer distances. Continue and augment support for FTA Section 5310 eligible providers. Establish a network of seniors able to pay for door-to-door service through a membership organization; possibly utilizing volunteer providers. 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.*

Public Transportation – *Innovate with respect to public transportation service. Create new services and/or expand existing services to provide service to new areas. Expand service hours and/or expand options in areas with limited service. Facilitate partnerships with private or non-profit organization to sponsor new transit routes. Design programs to train individuals to use fixed-route and/or dial-a-ride public transit.*

	Mobility Management	Policies	Specialized Transportation Services	Public Transportation
Yates Office for the Aging/Pro Action of Steuben and Yates, Inc.	Highly Relevant and Important	Somewhat Relevant and/or Important	Not Relevant or Important	Highly Relevant and Important
Ontario County Office for the Aging	Highly Relevant and Important	Highly Relevant and Important	Highly Relevant and Important	Highly Relevant and Important
Seneca County Office for the Aging	Highly Relevant and Important	Highly Relevant and Important	Highly Relevant and Important	Highly Relevant and Important
Genesee-Livingston-Orleans-Wyoming Workforce Development Board	Highly Relevant and Important	Highly Relevant and Important	Somewhat Relevant and/or Important	Highly Relevant and Important
Genesee County Social Services	Not Relevant or Important	Somewhat Relevant and/or Important	Somewhat Relevant and/or Important	Highly Relevant and Important
Heritage Christian Services - Employment Alliance (only)	Highly Relevant and Important	Highly Relevant and Important	Highly Relevant and Important	Highly Relevant and Important
Wyoming County Office for the Aging	Highly Relevant and Important	Highly Relevant and Important	Highly Relevant and Important	Highly Relevant and Important
Seneca County Division of Human Services	Somewhat Relevant and/or Important	Somewhat Relevant and/or Important	Highly Relevant and Important	Highly Relevant and Important
Community Action of Wyoming County	Highly Relevant and Important	Highly Relevant and Important	Highly Relevant and Important	Highly Relevant and Important
Monroe County Office of Mental Health	Highly Relevant and Important	Highly Relevant and Important	Highly Relevant and Important	Highly Relevant and Important
Batavia Housing Authority	Highly Relevant and Important	Somewhat Relevant and/or Important	Highly Relevant and Important	Highly Relevant and Important
Wyoming County Department of social Services	Somewhat Relevant and/or Important	Somewhat Relevant and/or Important	Highly Relevant and Important	Highly Relevant and Important

The Arc Wayne	Somewhat Relevant and/or Important	Somewhat Relevant and/or Important	Highly Relevant and Important	Highly Relevant and Important
Yates DSS	Highly Relevant and Important	Highly Relevant and Important	Highly Relevant and Important	Highly Relevant and Important
Catholic Charities Steuben/Livingston-Faith In Action Program	Highly Relevant and Important	Somewhat Relevant and/or Important	Highly Relevant and Important	Highly Relevant and Important
Lifespan of Greater Rochester	Highly Relevant and Important	Highly Relevant and Important	Highly Relevant and Important	Highly Relevant and Important
Wyoming County Community Hospital	Somewhat Relevant and/or Important	Somewhat Relevant and/or Important	Highly Relevant and Important	Highly Relevant and Important
Genesee County Mental Health	Highly Relevant and Important	Highly Relevant and Important	Highly Relevant and Important	Highly Relevant and Important
Orleans County Job Development Agency	Somewhat Relevant and/or Important	Highly Relevant and Important	Somewhat Relevant and/or Important	Highly Relevant and Important
The Arc of Livingston-Wyoming	Somewhat Relevant and/or Important	Highly Relevant and Important	Highly Relevant and Important	Highly Relevant and Important
Livingston County Office of Workforce Development	Somewhat Relevant and/or Important	Somewhat Relevant and/or Important	Somewhat Relevant and/or Important	Highly Relevant and Important
Genesee County Office for the Aging	Highly Relevant and Important	Highly Relevant and Important	Highly Relevant and Important	Somewhat Relevant and/or Important
Mozaic	Somewhat Relevant and/or Important	Somewhat Relevant and/or Important	Highly Relevant and Important	Highly Relevant and Important
Ontario County Department of Social Services	Somewhat Relevant and/or Important	Somewhat Relevant and/or Important	Highly Relevant and Important	Highly Relevant and Important
Arc of Genesee Orleans				
Orleans County Office for the Aging	Somewhat Relevant and/or Important		Highly Relevant and Important	Highly Relevant and Important
Common Ground Health	Highly Relevant and Important	Highly Relevant and Important	Highly Relevant and Important	Highly Relevant and Important

Monroe County Aging Alliance	Highly Relevant and Important	Somewhat Relevant and/or Important	Highly Relevant and Important	Highly Relevant and Important
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Q13: *Please share any comments or suggestions on topics not previously discussed.*

Yates Office for the Aging/Pro Action of Steuben and Yates, Inc.	Public Transit doesn't seem to be individualized (there is no door-to-door services) you have to be at a pick up spot. Routes also don't seem to be a continuous route, many customers or caregivers complain that routes are not readily available leaving people stuck placed for hours at a time.
Ontario County Office for the Aging	<p>We need to work on a One Click One Call system. Ontario County OFA and Lifespan through the 5310 DOT grant will begin work on this next month with funds from the 5310 Grant.</p> <p>In 2019 the Ontario County Office for the Aging did Community Needs Survey and asked several questions regarding transportation:</p> <p>The Ontario County Office for the Aging recently (September 2019) completed a community survey regarding the needs of older adults in the county.</p> <p>The survey asked 6 transportation questions and received 520 responses. Respondents were asked to indicate which destinations were of the greatest concern to them:</p> <ol style="list-style-type: none"> 1. 62 people responded they needed transportation to medical appointments. 2. 54 people responded that they need transportation to out of county medical appointments 3. 54 people stated they were concerned about the cost of transportation. 4. 51 people stated they need transportation to the grocery store or for other errands. 5. 33 people stated they need transportation on the weekends and evenings 6. 33 people stated they need transportation to social events. <p>Between 504-520 people answered the questions (it varied by question) and the following destinations and types of trips are ranked in priority order "as needed or of concern in the community" by the respondents:</p> <ol style="list-style-type: none"> 1. Transportation to the grocery store or other errands (71.48%) 2. Transportation to medical appointments (71.15%) 3. Inability to pay for transportation (69.8%) 4. Transportation to "out of county" medical appointments (68.62%)

	5. Transportation on weekends and evenings (63.69%) 6. Transportation to social events (62.10%).
Seneca County Office for the Aging	RTS- Seneca needs to be able to transport out of County without having the consumer transfer to make this a success. Seneca County has no hospitals in our county and most medical offices are out of county as well. It is very difficult for a senior citizen to have to transfer buses in order to get to where they need to be. Also, transportation needs to be available on weekends and evenings past 6 pm.
Genesee-Livingston-Orleans-Wyoming Workforce Development Board	Thank you for the opportunity to respond.
Community Action of Wyoming County	This is a very important topic as transportation barriers in Wyoming County have been concern for a very long time.
Monroe County Office of Mental Health	Thank you for this opportunity to have our input included!
Batavia Housing Authority	Thank you for this important work.
Lifespan of Greater Rochester	Leanne Rorick, Director NY Connects and Transportation Access, Lifespan of Greater Rochester Inc (585) 244-8400 x194 lrorick@lifespan-roch.org
Wyoming County Community Hospital	For our particular agency it would be helpful to have local individuals that could transport patients after they have been discharged from the hospital. This would have to be less than a days notice and be flexible. It would also be helpful to have a list of individuals that are interested in volunteering to provide rides to patients once discharged.
Genesee County Mental Health	Our clients are not always comfortable walking to a bus stop especially in bad weather. If a client misses a ride after 3 times, how long is the wait until they can be considered again?
Orleans County Job Development Agency	Given the often unsettled nature of our clients' lives, their ability to actually make a phone call or receive a phone call is limited. Therefore accessibility of this resource is directly related to connectivity issues and the ability for our clients to communicate and get information either digitally or offline altogether (e.g. signs, billboards, etc.).
The Arc of Livingston-Wyoming	Mobility management is important in order to facilitate shared services and take advantage of any potential synergies. I do not think it is realistic to plan for a "one stop" mobility manager who would have dispatch control over the various providers. Nor do I feel a common software tool is realistic. The mobility manager is needed to help coordinate resources for individuals who are not medicaid eligible for medical appointments, employment transport and social transport.

Arc of Genesee Orleans	There are areas of need that still exist for medical transport, specialized transport (wheelchair, seniors, disabilities, economically challenged) Routes for buses are rigid and sometimes extremely limiting. Taxi service is expensive. Rural areas are underserved.
Monroe County Aging Alliance	<p>Public Transit is very important; because it is affordable. Especially useful for older adults are the new RTS OnDemand service as well as RTS ACCESS. But high frequency routes are also key.</p> <p>In addition to the continual improvement of RTS—we also need to provide more specialized services for those unable to navigate public transit or who live outside of On Demand zones. And, supporting Mobility Management is a high priority to support caregivers and older riders.</p> <p>Thanks for the opportunity to provide input.</p> <p>Bill McDonald Program Consultant Aging Alliance/United Way 585-703-5900 Bill.mcdonald@uwrochester.org</p>