

COORDINATED PUBLIC TRANSIT – HUMAN SERVICES TRANSPORTATION PLAN

Syracuse Metropolitan Planning Area

February 2018



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SYRACUSE METROPOLITAN PLANNING AREA

2017 – 2018 Final report
February 2018

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Executive Summary

This document was developed by the Syracuse Metropolitan Transportation Council (SMTC) as part of the 2017-2018 Unified Planning Work Program. The impetus for the Coordinated Public Transit – Human Services Transportation Plan (Coordinated Plan) originated with the 2005 passage of the SAFETEA-LU (Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users). This legislation required that Metropolitan Planning Organizations (MPO) seek to “identify the transportation needs of individuals with disabilities, older adults, and people with low income, provide strategies for meeting those local needs, and prioritizes transportation services for funding and implementation.” As the designated MPO for the Syracuse Metropolitan Area, the Syracuse Metropolitan Transportation Council undertook the lead effort of developing such a document for the planning area.

The purpose of the Coordinated Plan is to improve services for underserved populations through (1) identifying gaps and overlaps in service and (2) providing prioritized recommendations for service improvements. Underserved populations, for the purpose of this plan, are defined as people with disabilities, low income citizens, and the elderly community. Federal Transit Administration (FTA) circulars for Elderly Individuals & Persons with Disabilities (Section 5310) indicate that a Coordinated Plan must include four specific elements as noted below.

1. An assessment of available services that identifies current transportation providers (public, private, and non-profit);
2. An assessment of needs for individuals with disabilities, older adults, and people with low incomes;
3. Strategies, activities and/or projects to address the identified gaps between current services and needs, as well as opportunities to improve efficiencies in service delivery; and
4. Priorities for implementation based on resources (from multiple program sources), time, and feasibility for implementing strategies and/or activities identified.

FTA guidance documents also indicate that a Coordinated Plan should be developed with input and participation from human service agencies, transportation providers and members of the public. A Public Involvement Plan (PIP) was developed for this project. The PIP is a reflection of the SMTC’s overarching Public Participation Plan that outlines strategies for encouraging public involvement in transportation planning projects region-wide. To meet the federal requirements, the Coordinated Plan adheres to the following three goals developed by the SMTC, with corresponding tasks for accomplishing each goal.

To raise public awareness of the Coordinated Plan and encourage representation of invested parties in its compilation

- Create a Study Advisory Committee comprised of SMTC member agencies and human service agencies.
- Form a Stakeholders Group of individuals and agencies with significant interest in the Coordinated Plan.
- Implement a formal Public Participation Process to engage the community at large.

To provide qualitative and quantitative data regarding the needs of underserved populations

- Provide demographic information of under-represented communities focusing on geographic patterns.
- Catalogue the number and function of organizations involved in addressing mobility and access issues within underserved communities.

To synthesize data into real-world recommendations for local agencies

- Determine stakeholder agencies' abilities to consolidate services and close service gaps.
- Incorporate and update analyses and recommendations from previous studies.
- Formulate strategies to address identified gaps in services.
- Prioritize resources for implementation.

Inventory

Section 2 (Demographic Overview and Spatial Patterns) discusses demographic data from the American Community Survey 2015 5-year dataset to provide an understanding of where three primary population groups of interest reside (i.e., elderly, persons with disabilities, and low income citizens). Demographic and spatial patterns are presented for each of these populations individually.

Services

Section 3 (Available Services) highlights the numerous human service and public transit organizations that are dedicated to assisting and improving the quality of life of residents in the area.

Analysis

Section 4 (Analysis) covers analysis from the 2017 transportation services survey distributed to numerous human service agencies and providers of public transportation in the Syracuse metropolitan area. The first questionnaire was conducted by the SMTC in 2008 to ascertain the conditions and needs of the local human services agencies, transportation agencies and governments involved in transportation. This same questionnaire was resent to upwards of one-hundred contacts in 2012. The SMTC 2017 transportation survey indicated that perceived service gaps still exist in the rural municipalities such as Minoa and even suburban areas of the planning area as well. Additionally, the major barrier identified that is preventing the coordination of existing transportation services was uncertainty in schedules. Multiple responses also indicated that many agencies are not willing to cost share.

Recommendations

Federal surface transportation authorizations have mandated that projects chosen to receive Section 5310 federal transit funds must be derived from a locally developed Coordinated Plan and further selected from a competitive selection process. Based on analyses and input received through the course of the project, several strategies are recommended, some of which include:

- Purchase accessible bus, van or taxi;
- A Mobility Management Center for scheduling and dispatching of various transportation trips;
- Expand hours of transportation services for persons with disabilities, low-income individuals, and the elderly;

- Shift agency trips to the regular transit route system, which operate on fixed-schedules along specific routes with vehicles stopping to pick up and deliver passengers to specific locations; and
- Expand paratransit service beyond the required ADA ¾ mile limit.

Section 5 (Recommendations) contains a complete listing of recommendations developed for the Coordinated Plan. All recommendations contained within are considered priority projects for the SMTC MPA to improve the accessibility and mobility options for the transportation disadvantaged populations discussed throughout this document.

This 2017-2018 update is intended to reconfirm conditions within the Syracuse Metropolitan Planning Area, seek input on previously recommended transportation coordination strategies and lastly identify new, additional strategies for inclusion in the documentation.

Section 1: Introduction

1.1 Context

This document was developed by the Syracuse Metropolitan Transportation Council (SMTC) as part of the 2017-2018 Unified Planning Work Program. The SMTC is the state-designated Metropolitan Planning Organization (MPO) responsible for administering the comprehensive, continuous, and cooperative transportation planning process for the Metropolitan Planning Area (MPA). The Syracuse MPA is comprised of all of Onondaga County and portions of Oswego and Madison counties as depicted in Map 1.

Similar to past Coordinated Public Transit – Human Services Transportation Plan documents (Coordinated Plan); the coverage area is the entire MPA. The concept of coordinated transportation services for various transportation disadvantaged populations is not new to the SMTC or the many human service advocacy organizations and transportation providers in the area. As directed by federal mandates described below, this is the third Coordinated Plan. A new Coordinated Plan will be adopted by the SMTC Policy Committee on a four-year cycle.

1.2 Plan Purpose

The purpose of the Coordinated Plan continues in its function to (1) identify gaps and overlaps in service and (2) provide prioritized recommendations for service improvements. Service improvements will be applicable to the SMTC MPA and more specifically the Census defined urbanized area. Underserved populations, for the purpose of this plan, are defined as the elderly, people with disabilities, and low income citizens.

This 2018 document reaffirms most, if not all, recommendations from past versions and includes several concepts identified by related SMTC study efforts for the improvement of transportation services and opportunities for the above mentioned population groups. Additionally, demographic data as available from the US Census American Community Survey (ACS) 2015 5-year estimate is summarized. The demographic data are essential components of quantifying existing conditions information throughout the SMTC's planning area.

1.3 Goals and Process

To meet federal requirements, this document follows three goals with corresponding tasks for accomplishing each goal.

Goal 1: Raise public awareness of the Coordinated Plan and encourage representation of invested parties in its compilation

- Create a Study Advisory Committee comprised of SMTC member agencies and advocacy agencies.
- Form a Stakeholders Group of individuals and agencies with significant interest in the Coordinated Plan.
- Implement a formal Public Participation Process to engage the community at large.

Goal 2: Provide qualitative and quantitative data regarding the needs of underserved populations

- Provide demographic information of under-represented communities focusing on geographic patterns.
- Catalogue the number and function of organizations involved in addressing mobility and access issues within underserved communities.

Goal 3: Synthesize data into recommendations for local agencies

- Determine stakeholder agencies' abilities to consolidate services and close service gaps.
- Formulate strategies to address identified gaps in services.
- Prioritize resources for implementation.

1.4 Surface Transportation Authorization and Federal Transportation Administration Mandates

The impetus for the Coordinated Plan originated with the 2005 passage of the federal transportation legislation: SAFETEA-LU (Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users). This legislation required that MPOs seek to "identify the transportation needs of individuals with disabilities, older adults, and people with low income, provide strategies for meeting those local needs, and prioritizes transportation services for funding and implementation." This mandate targeted the recurrent issue of overlaps, barriers and gaps in the services for these populations. This mandate also sought to unify Federal Transit Administration (FTA) programs, specifically the following three federal programs at that time:

1. Section 5310 – Elderly Individuals and Persons with Disabilities
2. Section 5316 – Job Access and Reverse Commute
3. Section 5317 – New Freedom

Furthermore, federal legislation required that applicants for any of these three programs show that services follow the recommendations or intent of the Coordinated Plan and that projects be derived from a competitive selection process, which is described in more detail in the following sections. The SAFETEA-LU language was further expanded and clarified through the Circular FTA C 9045.1, produced by the FTA. In chapter V of this circular, it is specified that a Coordinated Plan must include the following four components:

1. An assessment of available services that identifies current transportation providers (public, private, and non-profit);
2. An assessment of needs for individuals with disabilities, older adults, and people with low incomes;
3. Strategies, activities and/or projects to address the identified gaps between current services and needs, as well as opportunities to improve efficiencies in service delivery; and
4. Priorities for implementation based on resources (from multiple program sources), time, and feasibility for implementing strategies and/or activities identified.

Moving Ahead for Progress in the 21st Century

On July 6, 2012, President Obama signed into law the Moving Ahead for Progress in the 21st Century (MAP-21). MAP-21 repealed the individual Section 5316 (JARC) and Section 5317 (New Freedom) programs. However, the activities previously associated under these programs are contained under the

Urbanized Area Formula program (Section 5307) in the case of JARC and the Enhanced Mobility of Seniors and Individuals with Disabilities (Section 5310) for New Freedom.

Fixing America's Surface Transportation Act

In December 2015, the latest multi-year surface transportation authorization was signed into law, Fixing America's Surface Transportation (FAST Act). The FAST Act continued many of the same policies outlined in MAP-21. Although the Section 5316 and Section 5317 programs no longer exist, the FAST Act continued the necessity of ensuring programs and projects that receive Section 5310 federal transit assistance adhere to the activities recommended in a Coordinated Plan.

This current documentation updates all federally mandated components of a Coordinated Plan as applicable to ensure funding eligibility of numerous transportation activities and programs for traditionally transportation underserved groups.

1.5 Community Participation

Public engagement is critical to the success of any planning process. To this end, the SMTC created two groups involving planning professionals and interested individuals that represent larger underserved populations.

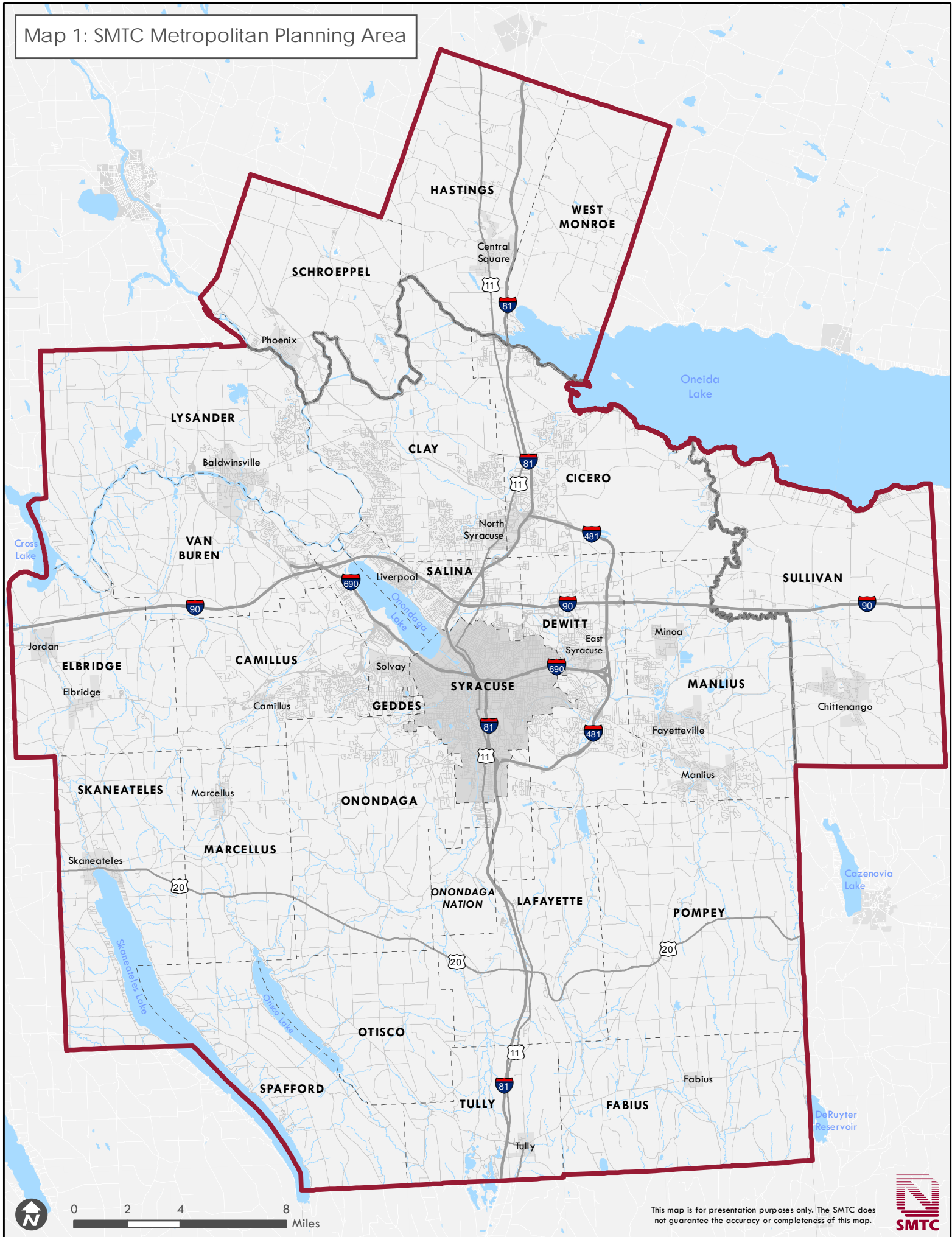
Study Advisory Committee

This committee included representatives from Access CNY, Aurora of Central New York, Centro (a subsidiary of the Central New York Regional Transportation Authority), City of Syracuse, New York State Department of Transportation, Onondaga County (Department of Adult & Long Term Care Services) and the Syracuse-Onondaga County Planning Agency.

Stakeholders Group

This less formal group consisted of individuals with significant interest in the Coordinated Plan. Members were kept apprised of pertinent developments to the plan as well as notified of funding opportunities. A transportation services survey was mailed in 2017 to these individuals seeking input on transportation service data, as well as general recommendations. A listing of the stakeholders group can be found in Appendix A, along with a copy of the survey and survey results in Appendix B.

Map 1: SMTC Metropolitan Planning Area



This map is for presentation purposes only. The SMTC does not guarantee the accuracy or completeness of this map.



Section 2: Demographics and Spatial Patterns

This section reviews demographic data from the US Census Bureau to provide an overview of existing conditions. As noted, the Coordinated Plan addresses requirements of the federal Section 5310 program and Section 5307, as applicable. The Section 5310 program targets specific at-need populations: the elderly and people with disabilities. Demographic and spatial patterns are presented for each of these populations individually. For each population variable (i.e., seniors, persons with disabilities, and low income [poverty]) spatial patterns look at the relative percentages of occurrence for each Census Tract within the SMTC's planning area. From this point, the analysis could geographically compare these areas of concentration with the locations of transit routes and other transportation services for determination of current status and gaps in service.

All population variables are discussed in more detail below. The Syracuse MPA is also unique compared to most other urbanized areas in New York State as it includes a Native American Nation (i.e., the Onondaga Nation). Although it is a priority of the SMTC to include the Onondaga Nation in their planning activities, the Nation has often declined to participate in the SMTC's activities as an affirmation of their sovereignty. Please note that the data provided by the Census Bureau regarding the Onondaga Nation may include several inaccuracies. However, these data were determined to be the most reliable source of demographic information pertaining to the Nation that was available to the SMTC.

2.1 Demographic overview of the SMTC area

Relying on data from the 2015 (5-year) ACS dataset, the total population of the SMTC MPA is 505,508. See Table 1 on the next page. Of this total, the Onondaga County population equates to 468,143. According to numbers released as part of the 2010 decennial Census, fewer people left the City of Syracuse over the last ten-year period (2000 to 2010) than in previous years. In addition, Onondaga County on the whole between 2000 and 2010 saw a slight increase (1.9%) in population.

Between 2000 and 2010 the City of Syracuse lost 1.5% of its population, while many surrounding towns within Onondaga County have shown increases. The following towns grew by more than 10% since 2000: Lysander (12.8%), Cicero (13.0%), and Pompey (15.0%). The Town of Onondaga showed an increase of nearly ten percent (9.7%), in its population over the last ten years, and the Town of Hastings grew by 7.3%. The towns of Camillus, Van Buren and DeWitt saw increases between 4% and 7% in their populations.

Beside the City of Syracuse, the following areas lost population greater than 1 percent between 2000 and 2010: Clay (-1.0%), Elbridge (-2.8%), Geddes (-3.5%), Marcellus (-1.7%), Onondaga Nation (-68%), Skaneateles (-1.6%) and, West Monroe (-4.0%).

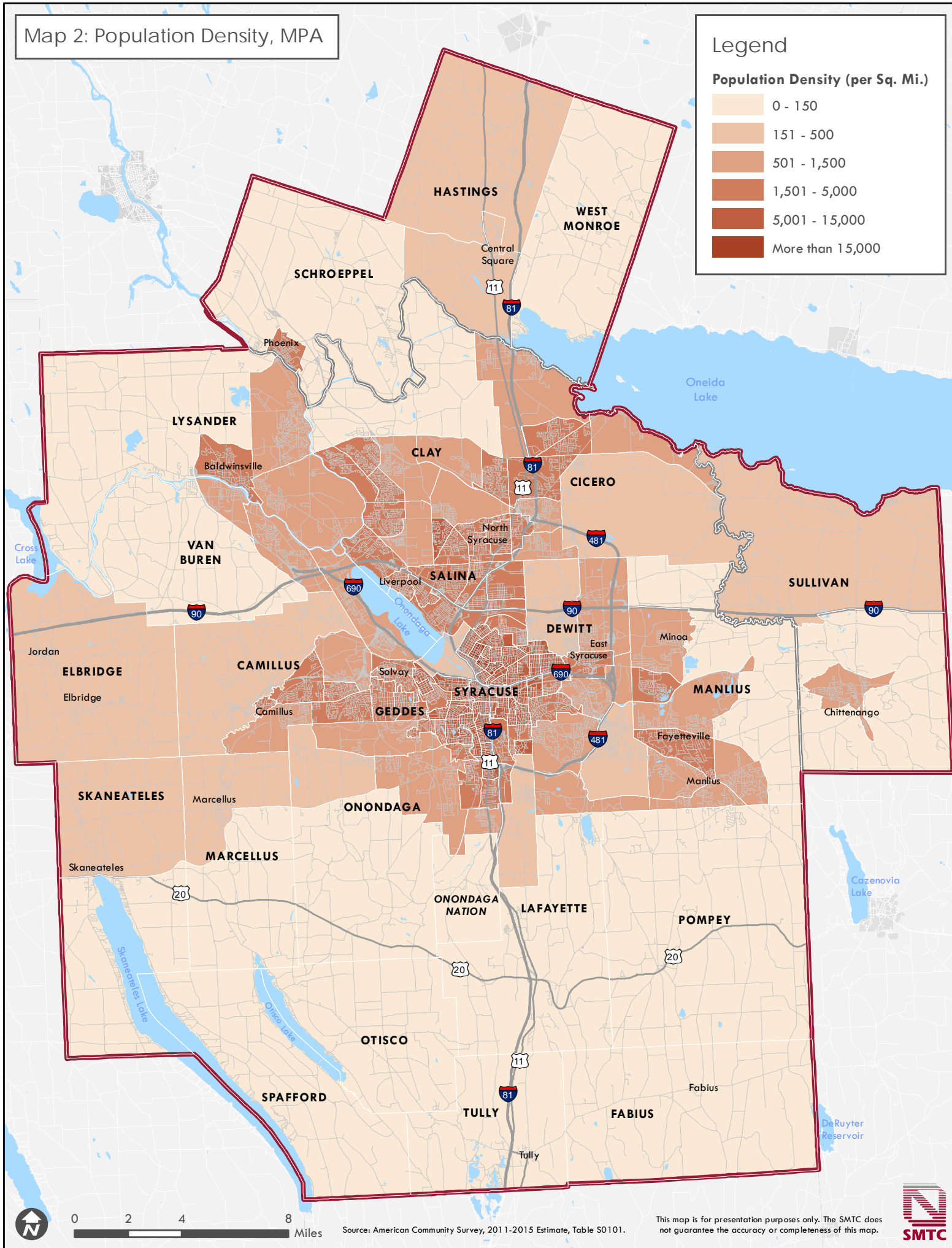
TABLE 1: TOTAL POPULATION CHANGE FOR TOWNS & CITY WITHIN THE SMTC MPA, 2010 TO 2015

Geographic Area	2010 Population	2015 Population	Percent Change
Onondaga County	463,689	468,143	0.9
Camillus	23,910	24,333	1.8%
Cicero	30,868	31,648	2.5%
Clay	58,094	59,294	2.1%
DeWitt	25,549	25,738	0.7%
Elbridge	5,927	5,860	-1.1%
Fabius	2,277	2,282	0.2%
Geddes	17,166	16,951	-1.3%
LaFayette	4,921	4,943	0.4%
Lysander	21,250	22,369	5.3%
Manlius	32,171	32,400	0.7%
Marcellus	6,203	6,196	-0.1%
Onondaga	22,658	23,145	2.1%
Otisco	2,532	2,560	1.1%
Pompey	6,895	7,286	5.7%
Salina	33,574	33,598	0.1%
Skaneateles	7,219	7,235	0.2%
Spafford	1,979	1,663	-16.0%
Syracuse	144,734	144,564	-0.1%
Tully	2,719	2,734	0.6%
Van Buren	13,043	13,344	2.3%
Sullivan (Mad Co)	15,305	15,334	-0.2%
Hastings (Osw Co)	9,323	9,416	1.0%
Schroeppe (Osw Co)	8,497	8,404	-1.1%
West Monroe (Osw Co)	4,279	4,240	-0.9%

Source: 2006-2010 ACS & 2011-2015 ACS datasets

Map 2 shows the regional population distribution using population density (people per square mile of land area) data from the ACS 2015 5-year dataset. Onondaga County is the most populous county in Central New York, with the City of Syracuse as its traditional city core, surrounded by suburban and rural towns, villages and hamlets. The most populated areas of Onondaga County continue to be in the City of Syracuse and nearby towns to the north and east. Just over 30% of Onondaga County's total population lives in the City of Syracuse (2010 Census), making the City of Syracuse's population greater than any other single town within Onondaga County and the Metropolitan Planning Area. Outside of the City, the towns immediately adjacent to the City are generally the most populous with a marked concentration of population to the east and specifically, the north of the city. These towns generally have a suburban character, but in some cases, particularly for the towns adjacent to Syracuse, areas with a more urban character. The towns south of Syracuse and to the far west have a much lower population density and rural character, although pockets of density can be found in the numerous villages throughout the area.

Map 2: Population Density, MPA



2.2 The Elderly Community

The elderly community, for the purposes of the Coordinated Plan, consists of individuals at or over the age of 65 (Maps 3 and 4). However, it should be noted that federal policies allow individual organizations flexibility in defining this value. As a whole, the elderly community constitutes 14.9% of the total population within the SMTC planning area. Relative to where the elderly population resides, 78% of seniors live outside of the City of Syracuse, while only 22% are within Syracuse. When looking solely at the total City of Syracuse population (i.e., 144,564), seniors comprise 11.3% of the total city population.

**15% OF THE POPULATION IN
THE SYRACUSE MPA ARE 65
YEARS OF AGE OR OLDER**

While individuals with disabilities and low income citizens trend toward the urban core with a few outliers, this is not the pattern with the elderly community. The highest percentages of seniors are located in many of the low density suburban and rural towns. These isolated areas are strongly correlated to the location of large senior living facilities. In October 2014, F.O.C.U.S. Greater Syracuse completed a study on shaping an age-friendly Central New York that could “retain the aging Boomer population as productive and contributing residents.”¹ The report included key findings and recommendations for eleven metrics, of which one focused on transportation. One of the two key findings was that car-dependent residents are concerned about loss of independence as they lose their ability to drive as they age. Regarding recommendations, several are directly relative to the development and implementation of coordinated transportation services in the Syracuse planning area. Examples include, but are not limited to:

- Support public transportation, ensure it has the funding needed to provide convenient and accessible routes;
- Organize volunteer-base organizations or time-share organizations to provide transportation for older adults; and
- Create a directory of age-friendly transportation services, programs and products.

Age Distribution

Population Change by Age Group, 2000 to 2010

Ages 65 to 69

From 2000 to 2010, the population from ages 65 to 69 increased slightly in Onondaga County, going from 3.6% to 3.9%. This reflected a similar upward trend for this age group in New York State (3.5% to 3.9%) and in the United States (3.4% to 4%). This age group also increased in the towns of Onondaga County (3.9% to 4.4%), while decreasing in the City of Syracuse (3% to 2.9%).

Ages 70 to 79

Statewide, the population age 70 to 79 fell by 6%. In Onondaga County, this population group declined by 13% and in the City of Syracuse it shrank by 34%. Several towns had large increases in this population group, including Pompey, Fabius, Tully and Lysander (53%, 30%, 30% and 25%, respectively).

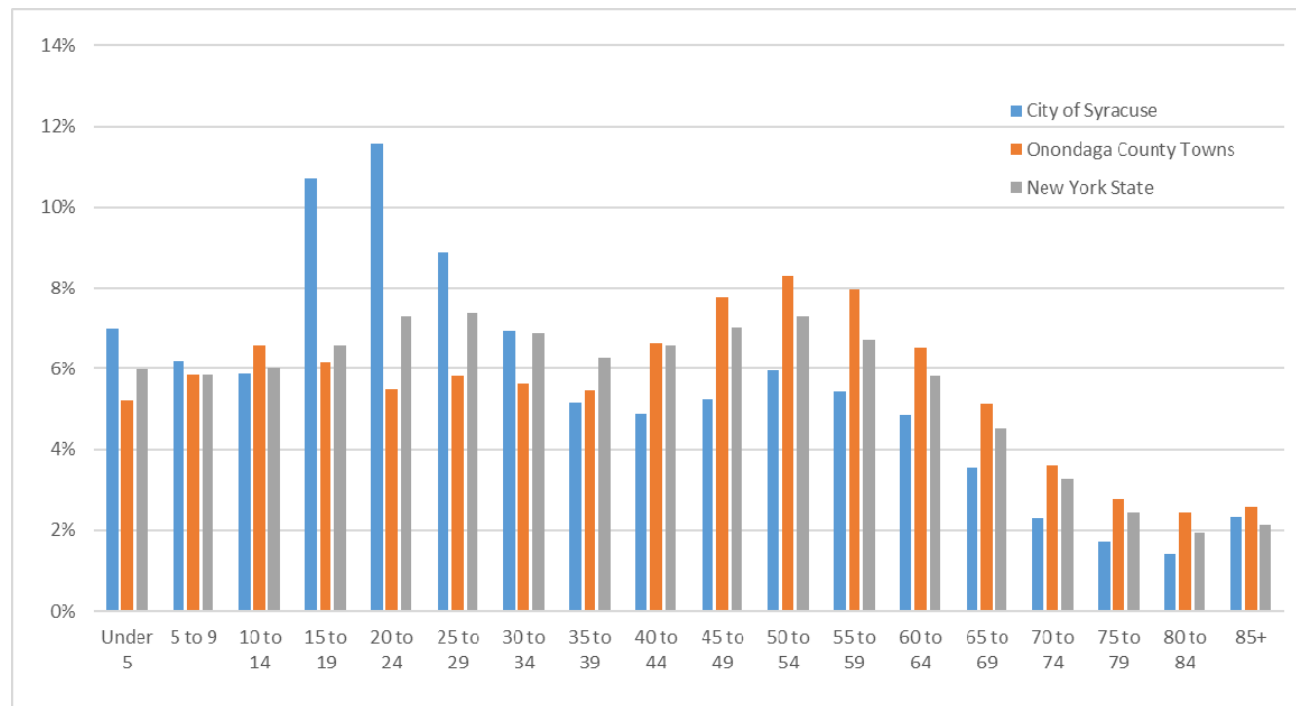
¹ F.O.C.U.S. Greater Syracuse, *Shaping an age-friendly CNY*, 2014, p. 8.

Ages 80 and Above

The population age 80 and above increased substantially in Onondaga County from 2000 to 2010 and by very high rates in some towns (as high as 91% in the Town of Lysander, although it should be noted that these proportional increases represent fewer than 500 people in most cases). At the same time, the population in this age group fell by 12% in the City of Syracuse.

This suggests that the challenge of providing public transportation to senior citizens will continue to pose a problem to transportation operators. Seniors generally have a greater reliance on public transportation and are more likely to have limited mobility than other parts of the population. With more seniors in low density suburban towns, rather than urban areas more conducive to efficient public transit, creative approaches to serving this population may be needed in the future. See Table 2 for a comparison of population by age group in the towns of Onondaga County, the City of Syracuse and New York State as a whole relying on data from the 2015 5-year ACS dataset. The trends are consistent with the 2010 Census data presented in the 2013/2014 Coordinated Plan; all age cohorts 65+ in Onondaga County have a higher percentage than New York State. The age cohorts between 45 and 64 years of age track equally. Although 85% of the Syracuse MPA population is under the age of 65, these trends reinforce that the region has an aging population.

TABLE 2: PROPORTION OF POPULATION BY AGE GROUP IN ONONDAGA COUNTY TOWNS, CITY OF SYRACUSE AND NEW YORK STATE



Source: 2015 (5-year) ACS dataset

The Onondaga County Department of Adult & Long Term Care Services indicates they are aware of difficulties in trying to meet transportation needs of senior citizens. A major issue for many of their consumers is the lack of access to desired destinations using Centro's fixed route buses or Centro's Call-A-Bus, the latter providing more individual curb-to-curb service. The Department of Adult & Long Term Care Services office indicated that some of these accessibility issues are due to individual decisions by seniors regarding their place of residence. While some people may express frustration with the fact that

public transit buses do not entirely meet their needs, there is not always a recognition that living in a relatively isolated location that is removed from the public transit network is a self-created hardship. Even for those living near the Centro fixed route bus network, accessibility can be a problem as a result of a lack of mobility due to physical limitations. In that environment, the client needs to rely on non-Centro fixed route based community transportation services, family and/or acquaintances; these alternatives may not always offer the exact type of support desired. According to Onondaga County information, at least 28 transportation services providing access to general or specific destinations are available². The list does not include church or other local services that may be available.

Many of Centro's and other service provider services directly serve or are adjacent to senior residential housing and common destinations such as adult care facilities (Table 3), multi-purpose senior centers (Table 4) and nursing homes (Table 5). As depicted on Maps 5 and 6, there are numerous facilities that lie outside of the immediate Centro transit route system and the three quarter mile, ADA minimum Call-A-Bus service area. Many of these facilities are located in the rural areas of Onondaga County where it is not feasible, from a ridership and operational perspective, to modify the existing route structure to serve these locations. However, as indicated, these areas may also be served by the 25 plus entities found in the Adult & Long Term Care Services resource document and may be located within a reasonable distance of existing Centro routes where future expansion, route realignment, or feeder services could be considered.

TABLE 3: ADULT CARE FACILITIES, ONONDAGA COUNTY

Facility Name	City	Number of Beds
Brookdale Bellevue	Syracuse	91
Brookdale East Side	Fayetteville	88
Brookdale Fayetteville	Fayetteville	52
Brookdale Liverpool	Liverpool	80
Brookdale Manlius	Manlius	86
Buckley Landing Enriched Housing Site #6	North Syracuse	85
Camillus Ridge Terrace	Camillus	56
Crossroads	Syracuse	59
E.R.I.E. EHP #1 Toomey Abbott Tower	Syracuse	95
Kalet's Adult Home	Syracuse	45
Keepsake Village at Greenpoint	Liverpool	57
Loretto EHP #1 Bernardine Apartments	Syracuse	148
Loretto EHP #3 Nottingham	Jamesville	64
Loretto Village Apts. Enriched Housing Site #5	Syracuse	79

² Onondaga County Department of Adult & Long Term Care Services, *Resource Guide*, 2017, p. 73.

Manlius Home for Adults	Manlius	39
McHarrie Pointe	Baldwinsville	47
New Sunnyside Adult Home	East Syracuse	20
Park Terrace at Radisson	Baldwinsville	65
Sedgwick Heights	Syracuse	154
The Athenaeum of Skaneateles	Skaneateles	16
The Hearth at Greenpoint Senior Living	Liverpool	139
The Hearth on James	Syracuse	60
The Inn at Menorah Park	Syracuse	61

Source: New York State Department of Health via Open Data NY

TABLE 4: MULTI-PURPOSE SENIOR CENTERS, ONONDAGA COUNTY

Facility Name	City
Camillus Senior Center	Camillus
DeWitt Senior Programs	East Syracuse
Huntington Family Cnt.Clover Corner Senior Center	Syracuse
Jewish Community Center	DeWitt
Magnarelli Center McChesney Park Recreation Center	Syracuse
Northeast Community Center	Syracuse
Onondaga Senior Center	Syracuse
PEACE, Inc. DeFrancisco Eastwood Senior Center	Syracuse
Robert Cecile Community Center	Syracuse
Salvation Army Adult Community Center	Syracuse
Westcott Community Center	Syracuse

Source: New York State Department of Health via Open Data NY

TABLE 5: NURSING HOMES, SYRACUSE MPA

Facility Name	Municipality
The Grand Rehabilitation and Nursing at Chittenango	Chittenango
UPSTATE University Hospital at Community General	Syracuse
Jewish Home of Central New York	Syracuse
Loretto Health and Rehabilitation Center	Syracuse
Van Duyn Center for Rehabilitation and Nursing	Syracuse
Central Park Rehabilitation and Nursing Center	Syracuse
St Camillus Residential Health Care Facility	Syracuse
Bishop Rehabilitation And Nursing Center (Previously James Square Nursing and Rehabilitation Centre)	Syracuse
The Cottages at Garden Grove, a Skilled Nursing Community	Cicero
Sunnyside Care Center	East Syracuse

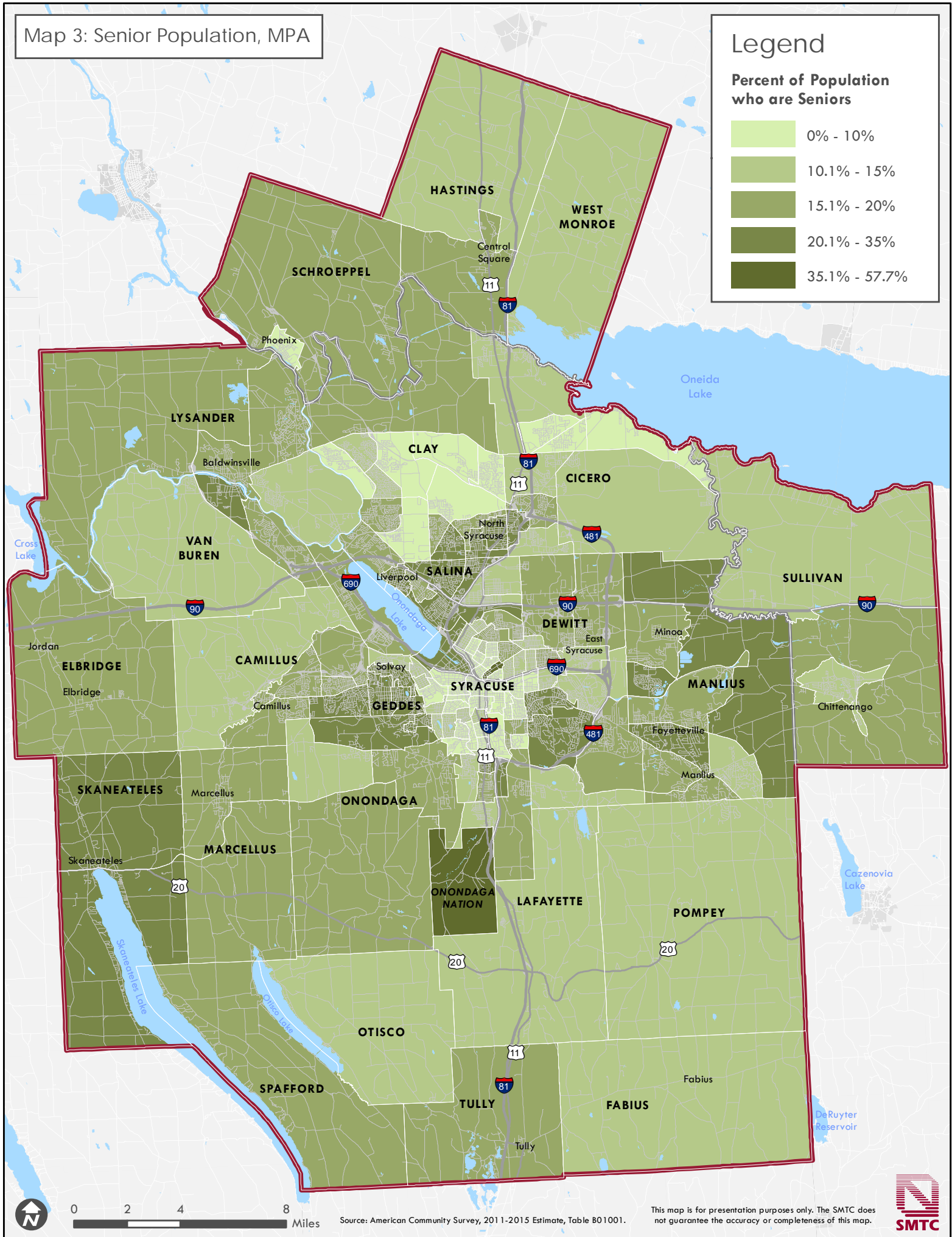
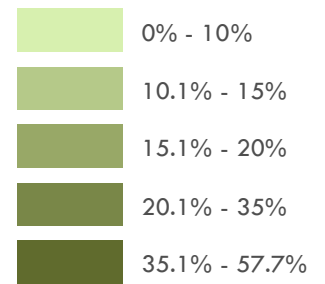
Onondaga Center for Rehabilitation and Nursing	Minoa
Elderwood at Liverpool	Liverpool
Syracuse Home Association	Baldwinsville
Iroquois Nursing Home Inc.	Jamesville
Nottingham RCHF	Jamesville

Source: New York State Department of Health via Open Data NY

Map 3: Senior Population, MPA

Legend

Percent of Population who are Seniors



Source: American Community Survey, 2011-2015 Estimate, Table B01001.

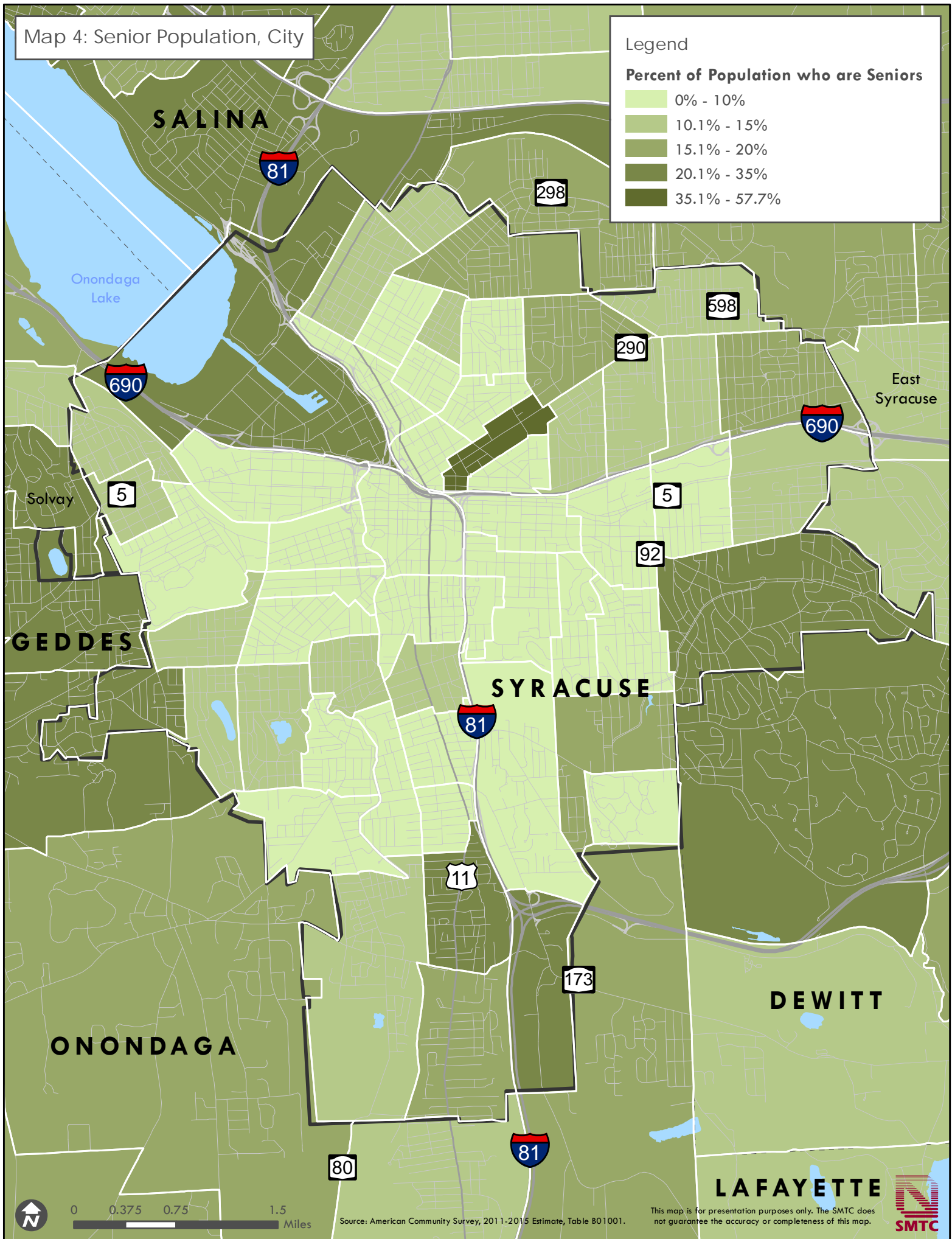
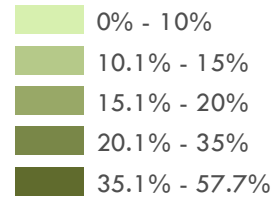
This map is for presentation purposes only. The SMTC does not guarantee the accuracy or completeness of this map.



Map 4: Senior Population, City

Legend

Percent of Population who are Seniors



Source: American Community Survey, 2011-2015 Estimate, Table B01001.

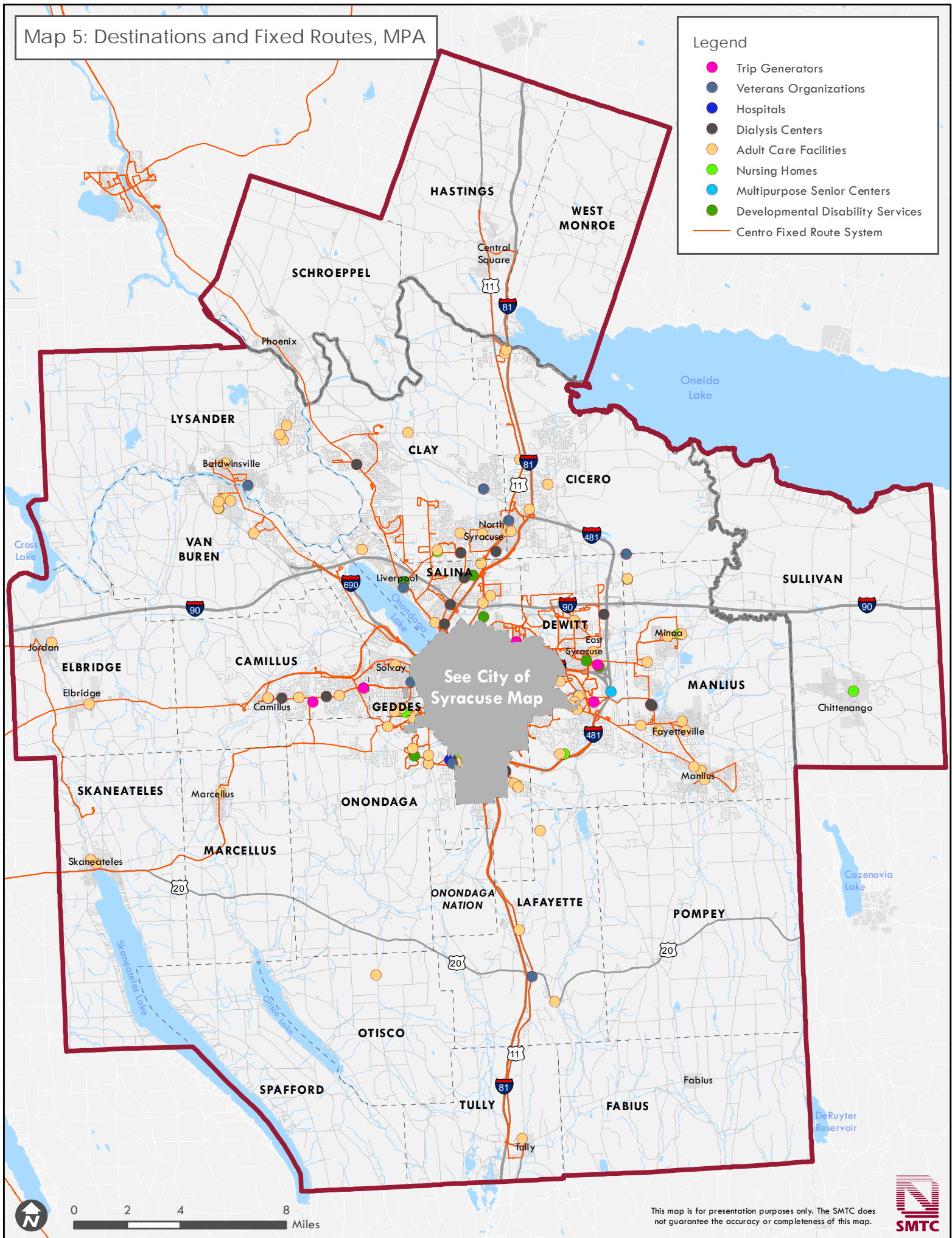
This map is for presentation purposes only. The SMTC does not guarantee the accuracy or completeness of this map.



Map 5: Destinations and Fixed Routes, MPA

Legend

- Trip Generators
- Veterans Organizations
- Hospitals
- Dialysis Centers
- Adult Care Facilities
- Nursing Homes
- Multipurpose Senior Centers
- Developmental Disability Services
- Centro Fixed Route System



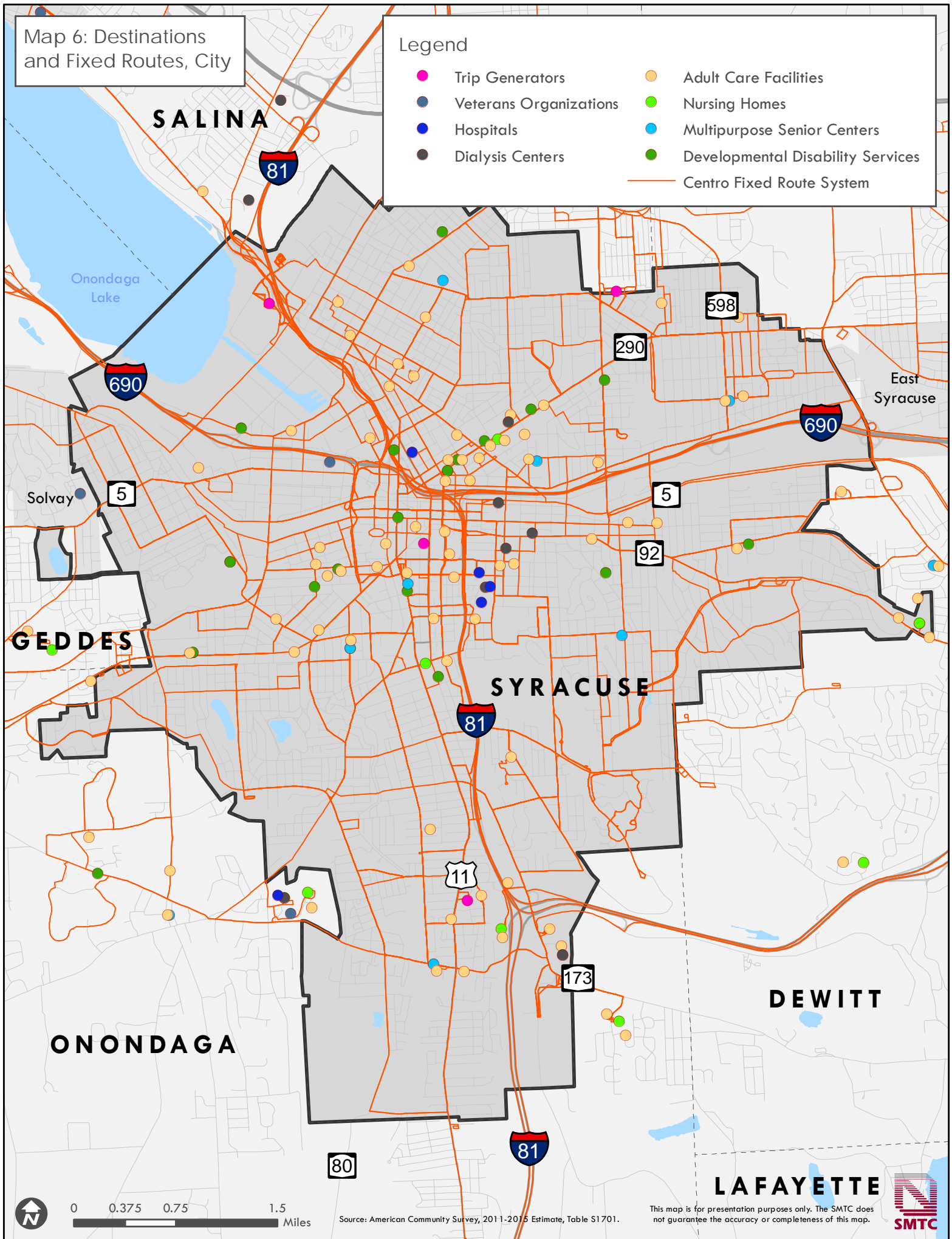
This map is for presentation purposes only. The SMTC does not guarantee the accuracy or completeness of this map.



Map 6: Destinations and Fixed Routes, City

Legend

- Trip Generators
- Veterans Organizations
- Hospitals
- Dialysis Centers
- Adult Care Facilities
- Nursing Homes
- Multipurpose Senior Centers
- Developmental Disability Services
- Centro Fixed Route System



0 0.375 0.75 1.5 Miles

Source: American Community Survey, 2011-2015 Estimate, Table S1701.

This map is for presentation purposes only. The SMTC does not guarantee the accuracy or completeness of this map.



2.3 Persons with Disabilities

The American Community Survey definition for disability covers six disability types and the “impact those conditions might have on basic functioning.”³

The six types are hearing, vision, cognitive, ambulatory, self-care and independent living difficulties. Per the Census Bureau, any respondent to the ACS questionnaire who identify with any one of the six disability types are considered to have a disability.

**12% OF THE POPULATION IN
THE SYRACUSE MPA HAVE
IDENTIFIED A DISABILITY TYPE**

In the Syracuse MPA, according to the 2015 5-year ACS estimate this population comprises 12.2%. By geography, 64% of persons with disabilities live outside the City of Syracuse and 36% live within Syracuse. Overall, people with disabilities can be found throughout the MPA; please refer to Maps 7 and 8. However, it becomes apparent that larger concentrations of people with disabilities are found mainly within the City of Syracuse, with a few outlying concentrations correlating to the locations of larger elderly community facilities in Onondaga County. These areas of concentration are both within and outside of the urbanized area. This shows that there is a geographically disperse population of persons with a disability, all who may need access to transportation services. In general, 15.5% of the total City of Syracuse population and 11% of the remainder of the SMTC MPA population are identified with a disability.

Table 6 provides the number of persons by each of the six disability types. Figures are grouped by county within which a Census Tract is located. Data for Oswego and Madison Counties is limited to only a few Census Tracts inside the SMTC planning area; not the entire county. Numbers may not match one-to-one as multiple disability types can be selected. The most prevalent self-reported disability in the SMTC planning area is “ambulatory” with 30,537 persons followed by “independent living” with 24,499 persons.

TABLE 6: PERSONS WITH A DISABILITY BY DISABILITY TYPE, 2016

	Onondaga	Oswego	Madison	MPA
Disability type	Number of Persons	Number of Persons	Number of Persons	Number of persons
Hearing difficulty	15,472	780	484	16,736
Vision difficulty	9,197	619	168	9,984
Cognitive difficulty	22,003	1,386	653	24,042
Ambulatory difficulty	27,905	1,760	872	30,537
Self-care difficulty	10,188	790	408	11,386
Independent living difficulty	19,510	1,226	763	24,499

Source: ACS 2016 1-year estimate

³ <https://www.census.gov/topics/health/disability/guidance/data-collection-ac.html>

Based on review of data from the New York State Open Source Data portal, in the Syracuse MPA there are 28 different agencies that provide some form of developmental disabilities service. These service providers are shown in Table 7 below.

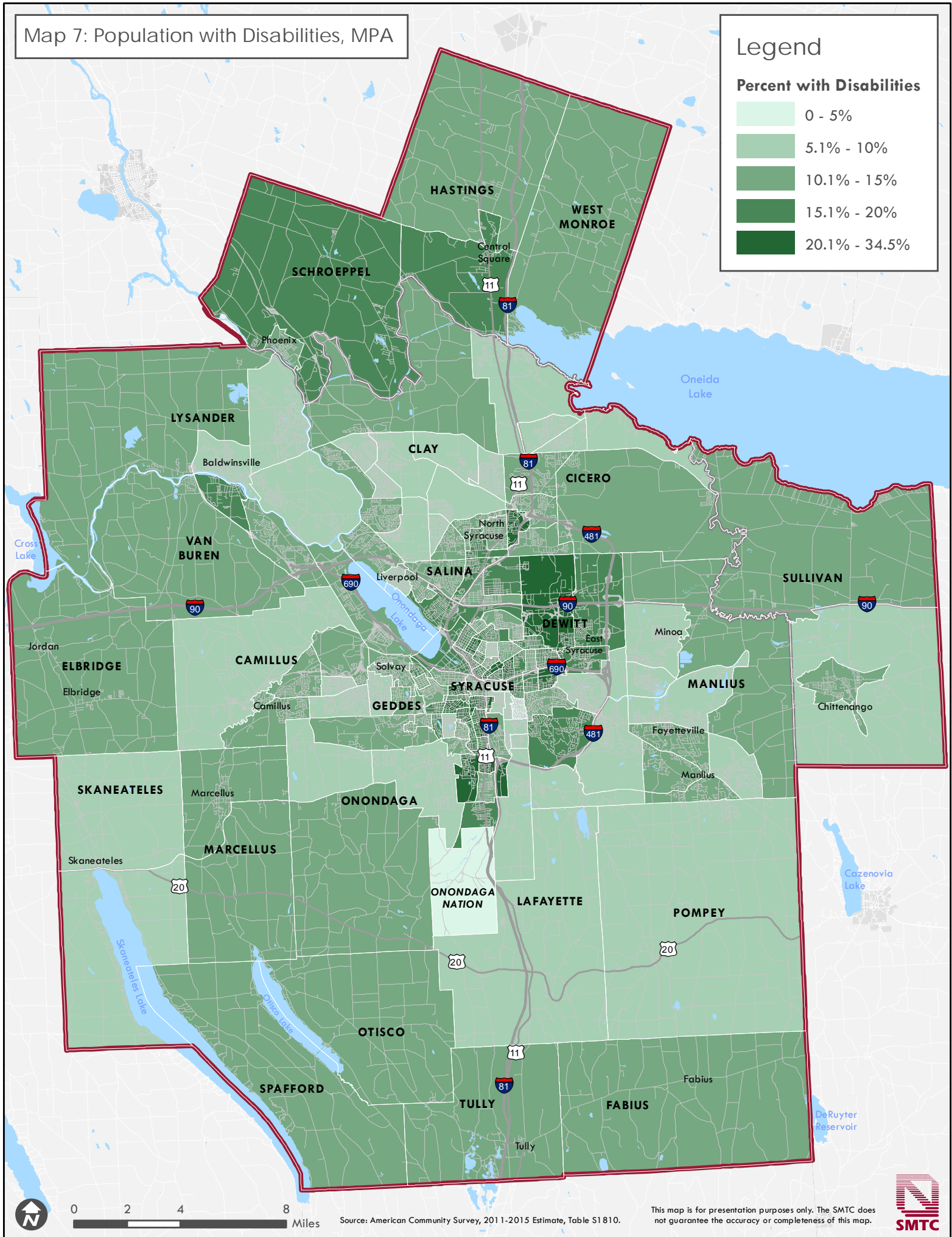
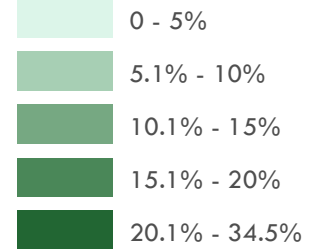
TABLE 7: DEVELOPMENTAL DISABILITIES SERVICE PROVIDER AGENCIES, ONONDAGA COUNTY

Service Provider Agency	Municipality
0261 – Central New York DDSO	North Syracuse
ACCESS CNY Inc.	Syracuse
Advocates Inc.	Liverpool
ARISE INC.	Syracuse
AURORA of CNY Inc.	Syracuse
Catholic Charities of Syracuse	Syracuse
Covenant Housing Corp of CNY	Syracuse
Dunbar Assoc. Inc.	Syracuse
Elmcrest Children’s Center	Syracuse
Exceptional Family Resources	Syracuse
Humanitarian Org. for Multicultural Exp.	Syracuse
Huntington Family Centers	Syracuse
L’Arche Syracuse Inc.	Syracuse
Learning Disabilities of Central NY	East Syracuse
Liberty Resources	Syracuse
Menorah Park Group Residences Inc.	Syracuse
Onondaga Co NYSARC Inc.	Syracuse
Onondaga Community College	Syracuse
Onondaga Community Living	Syracuse
PEACE Inc.	Syracuse
Person to Person: Citizen Advocacy	Syracuse
Research Foundation of SUNY	Syracuse
Salvation Army	Syracuse
Spanish Action League of Onondaga County	Syracuse
Spaulding Support Services	East Syracuse
Syracuse Model Neighborhood Facility	Syracuse
Toomey Residential & Community Services	Syracuse

Map 7: Population with Disabilities, MPA

Legend

Percent with Disabilities



Source: American Community Survey, 2011-2015 Estimate, Table S1810.

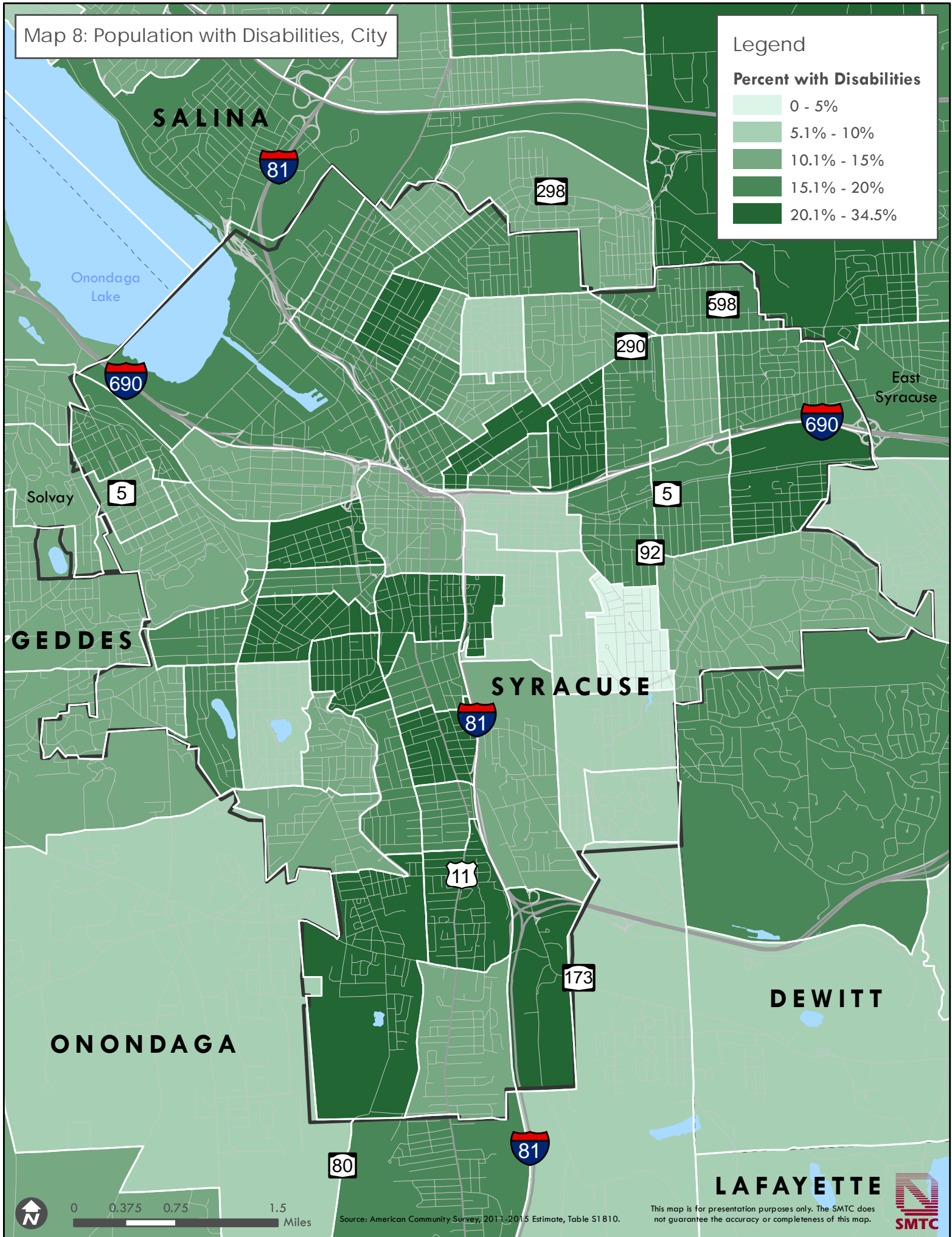
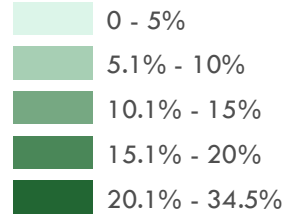
This map is for presentation purposes only. The SMTC does not guarantee the accuracy or completeness of this map.



Map 8: Population with Disabilities, City

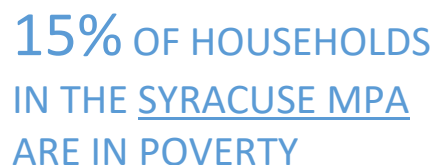
Legend

Percent with Disabilities



2.4 Poverty

Poverty status is not defined by the individual, but by a household's total income. If a household earns less than the poverty thresholds, which vary by family size, the citizens of that household are considered to be in poverty. In the Syracuse planning area, 15.2% of individuals are in poverty. Breaking the average down by where people live shows that 38% live outside the City of Syracuse and 62% live in Syracuse. According to the 2015 5-year ACS dataset, 34.8% of the total City of Syracuse population and 8% of the remainder of the SMTC MPA population are in poverty.



15% OF HOUSEHOLDS
IN THE SYRACUSE MPA
ARE IN POVERTY

Poverty percentages vary across the planning area. There are large areas of the region with poverty rates less than 5%; however, these areas also tend to overlap with the areas of our lowest population density. Within the more populated areas outside of the City of Syracuse, poverty rates are generally in the range of 5-14%. There are some areas of the city where the poverty rate exceeds 45%. This unfortunate reality was first brought to light in 2015 when the City of Syracuse was identified as having the highest rate of concentrated poverty among African American and Hispanic residents out of the 100 largest cities in the country. Please refer to Maps 9 and 10. The Central New York Regional Economic Development Council's 2015 Upstate Revitalization Initiative, which was awarded \$500 million, describes a signature investment titled as "Alliance for Economic Inclusion" that will dedicate \$30 million over 5 years to fix poverty.

The Alliance will be responsible for implementing strategies and administering funds to:

- Develop access to economic opportunity and wealth by intentionally attracting and growing good jobs in low-income and distressed communities and connecting these communities to employment hubs.
- Create career pathways for adults and youth from distressed communities by establishing workforce and education strategies that align with employer needs in key industry sectors.
- Build wealth and next-generation community leadership by establishing and growing entrepreneurship and business ownership within underserved communities.
- Create tools and incentives for educational attainment within low-income communities, making higher education accessible and affordable for all.⁴

The first of five requests for proposals seeking to utilize \$6 million closed in early November 2017. At time of writing, no awards had been announced.

In 2017, the SMTC completed the "Work Link" study that analyzed the spatial and temporal distribution of Centro's fixed route bus system and other transportation to work options for low income residents. The study's goal was "to begin a comprehensive and collective discussion with member agencies, transportation providers, businesses and non-profit organizations on the feasibility and establishment of transportation to work services for low-income residents." Per the study, the geographic distribution of Centro's bus system is extensive in Onondaga County, however, availability of service decreases considerably in the evening.

⁴ Central New York Regional Economic Development Council Upstate Revitalization Initiative, *CNY Rising from the ground up*, p. 76.

The Work Link project was based on a few assumptions, which were validated through data analysis and discussions with stakeholders:

- Transit service is most likely to be a problem for workers on second and third-shifts, as well as for jobs that involve weekend hours.
- This creates a problem for workers at the bottom end of the region's pay scale, because they are unlikely to own vehicles and are likely to work in retail or hospitality-industry jobs that require night and weekend work.
- Centro's transit service is running at fiscal capacity: adding weekend or late-night bus routes is not an option.

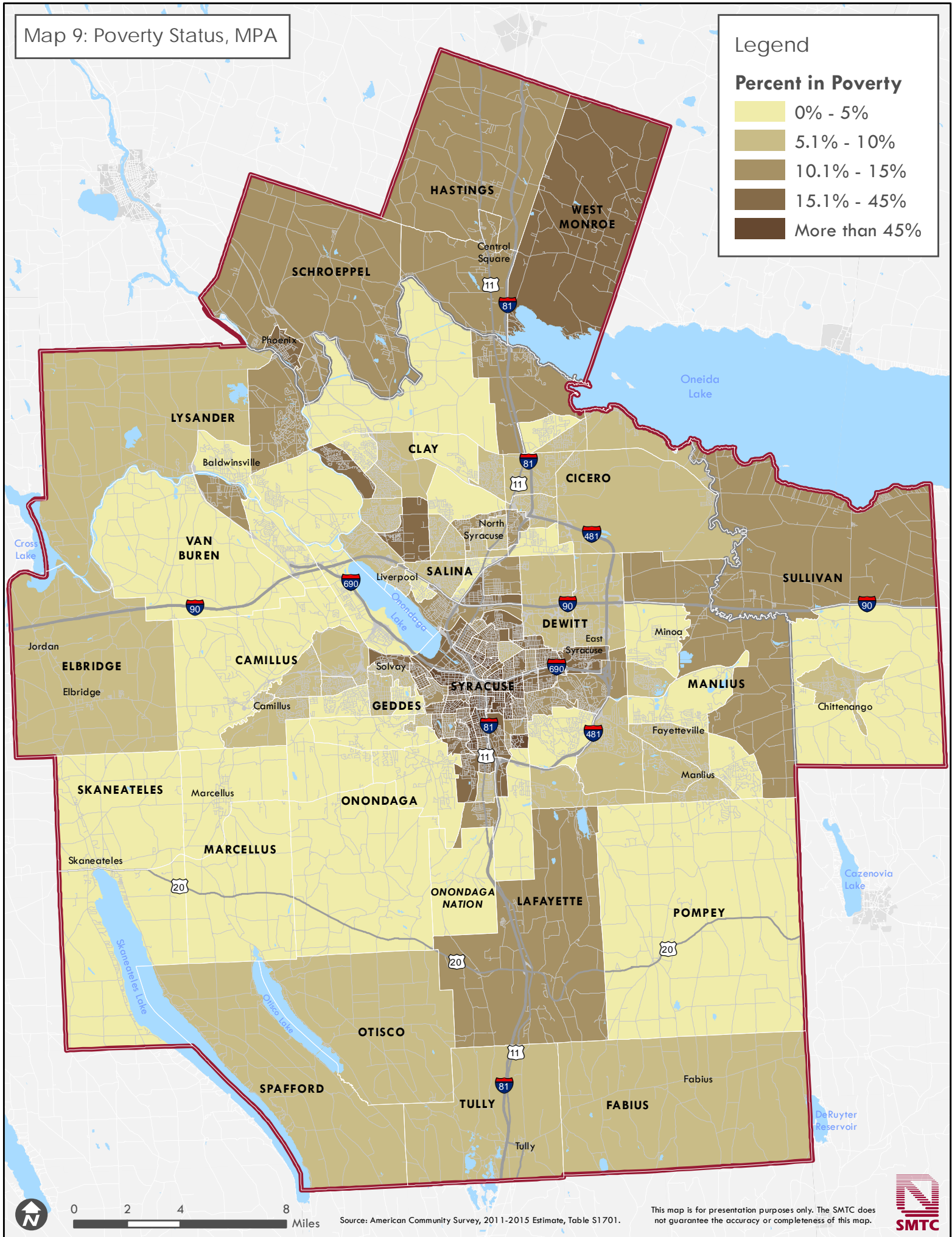
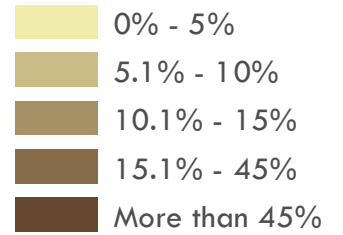
After analyzing a variety of demographic and transit service data, along with discussions with stakeholders, a number of transportation options were recommended to improve access to employment sites.

- A new version of Centro's 'Rides for Work' program, which previously provided door-to-door vanpool service.
- A modified vanpool, hiring pre-existing, for-profit livery companies to provide rides in vans.
- A car-sharing program, with rates that are affordable to low-income workers.
- Subsidized rides provided by transportation network companies (TNCs) such as Uber and Lyft.
- A pool of vans and other vehicles already owned by human service agencies in the region, which are likely to be idle after hours and on weekends.

Map 9: Poverty Status, MPA

Legend

Percent in Poverty



Source: American Community Survey, 2011-2015 Estimate, Table S1701.






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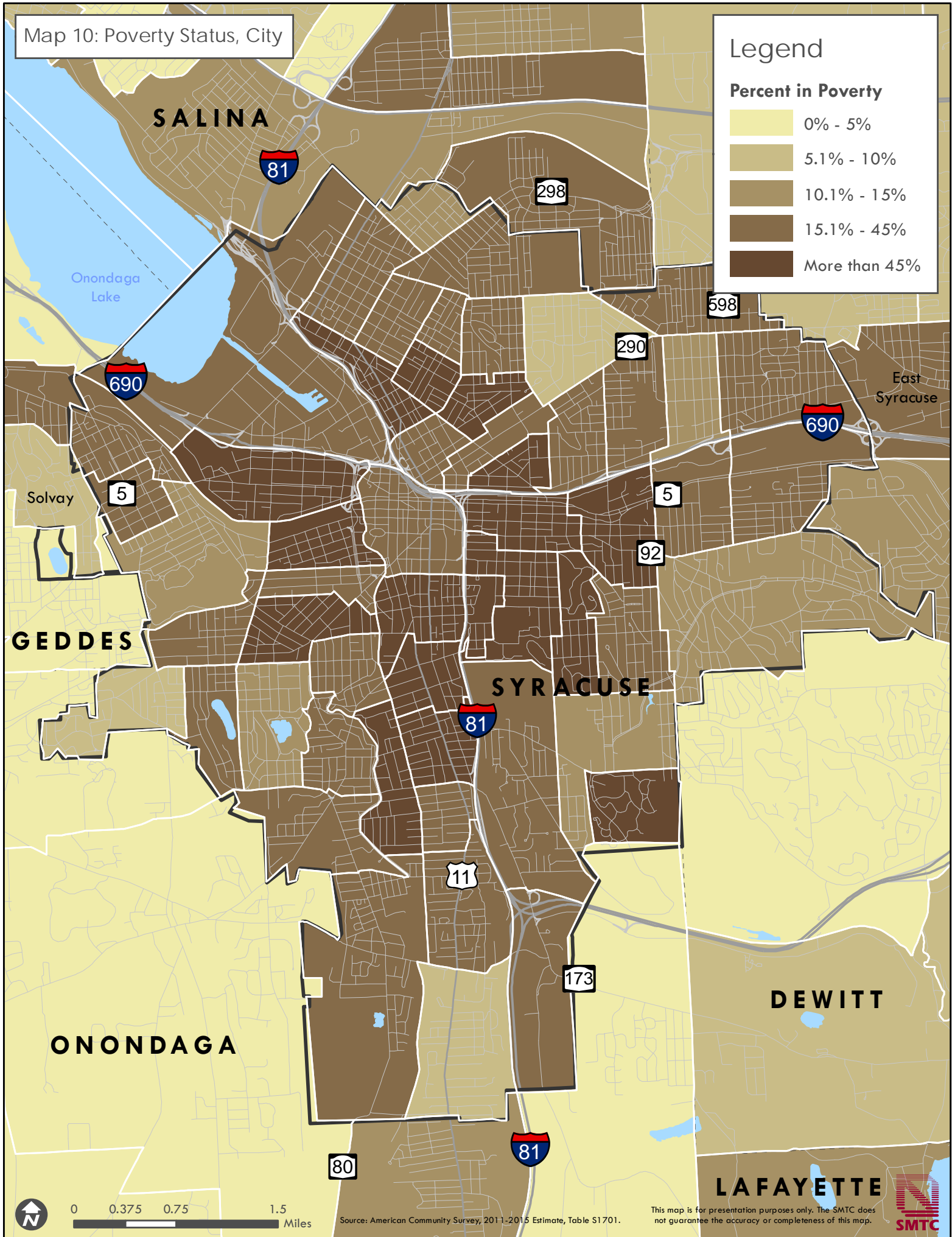


Map 10: Poverty Status, City

Legend

Percent in Poverty

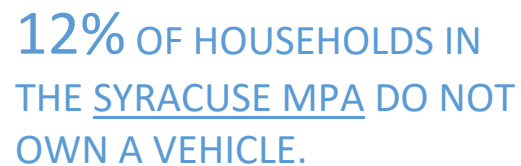
	0% - 5%
	5.1% - 10%
	10.1% - 15%
	15.1% - 45%
	More than 45%



2.5 Zero vehicle households

Another variable which impacts one's personal mobility is vehicle ownership. Households without access to a vehicle (zero vehicle households) are displayed in Maps 11 and 12. According to the 5-yr ACS data, the average percentage of households in the Syracuse planning area that do not own a vehicle is 12.2%. From this MPA average of 12.2%, 65% of households are located in the City of Syracuse, while the remaining 35% are located outside Syracuse. Overwhelmingly, the largest concentrations by geography are located within the City of Syracuse. This metric generally aligns with the poverty variable. Based on City of Syracuse metrics alone (i.e., zero vehicle households compared to total number of households in the City of Syracuse), 28.8% of households have no vehicle. In the remainder of the MPA, 6% of households have no vehicle, with higher concentrations located in some of the villages, including Baldwinsville, Liverpool, and Phoenix.

As shown in Map 12, the majority of these Syracuse households are located in three pockets: 1) west of I-81, with a small section extending east of I-81 to the university area; 2) west of West Street and south of Erie Boulevard West; and 3) just north of the I-81 and I-690 junction.

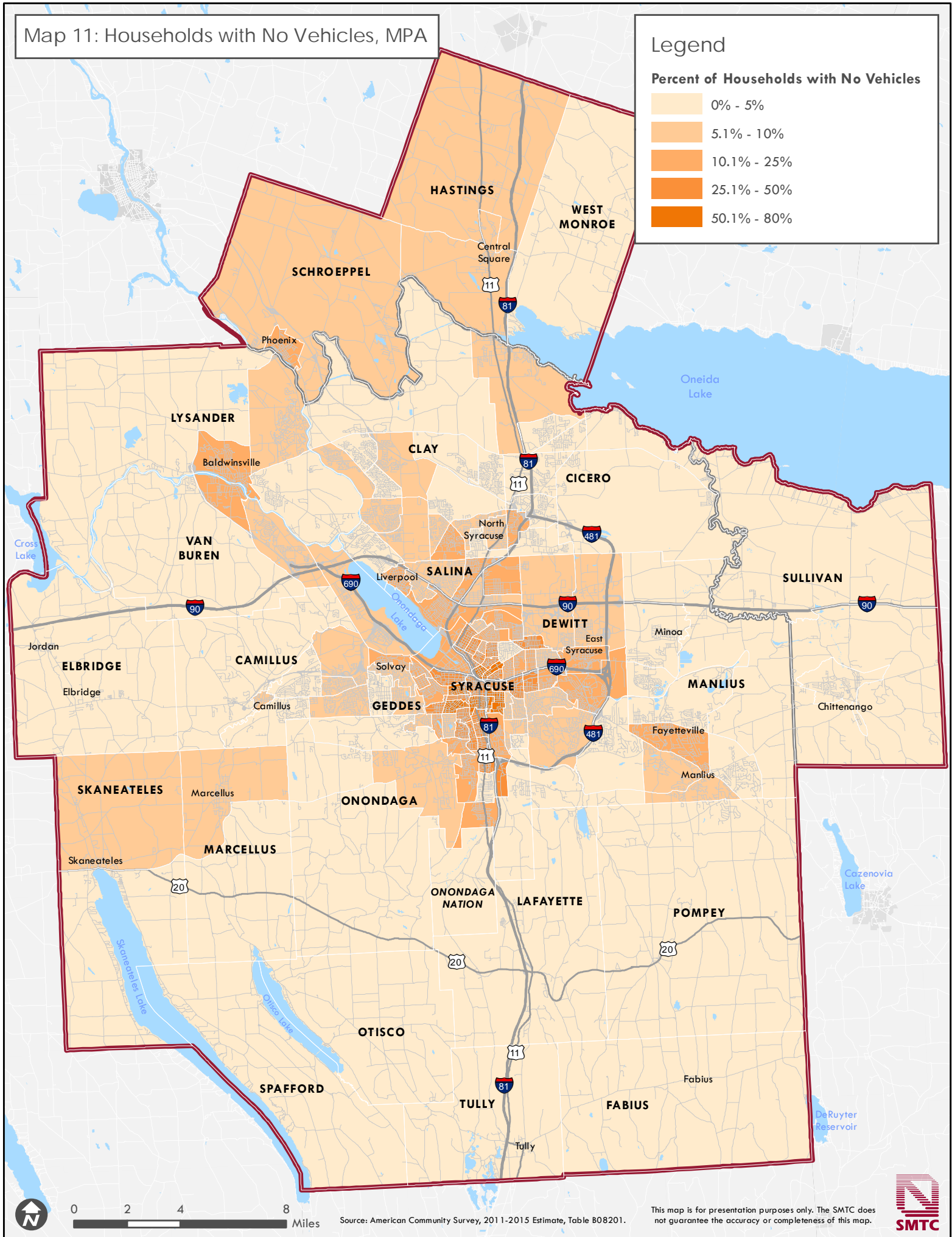
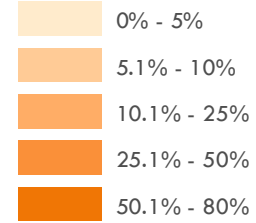


12% OF HOUSEHOLDS IN
THE SYRACUSE MPA DO NOT
OWN A VEHICLE.

Map 11: Households with No Vehicles, MPA

Legend

Percent of Households with No Vehicles

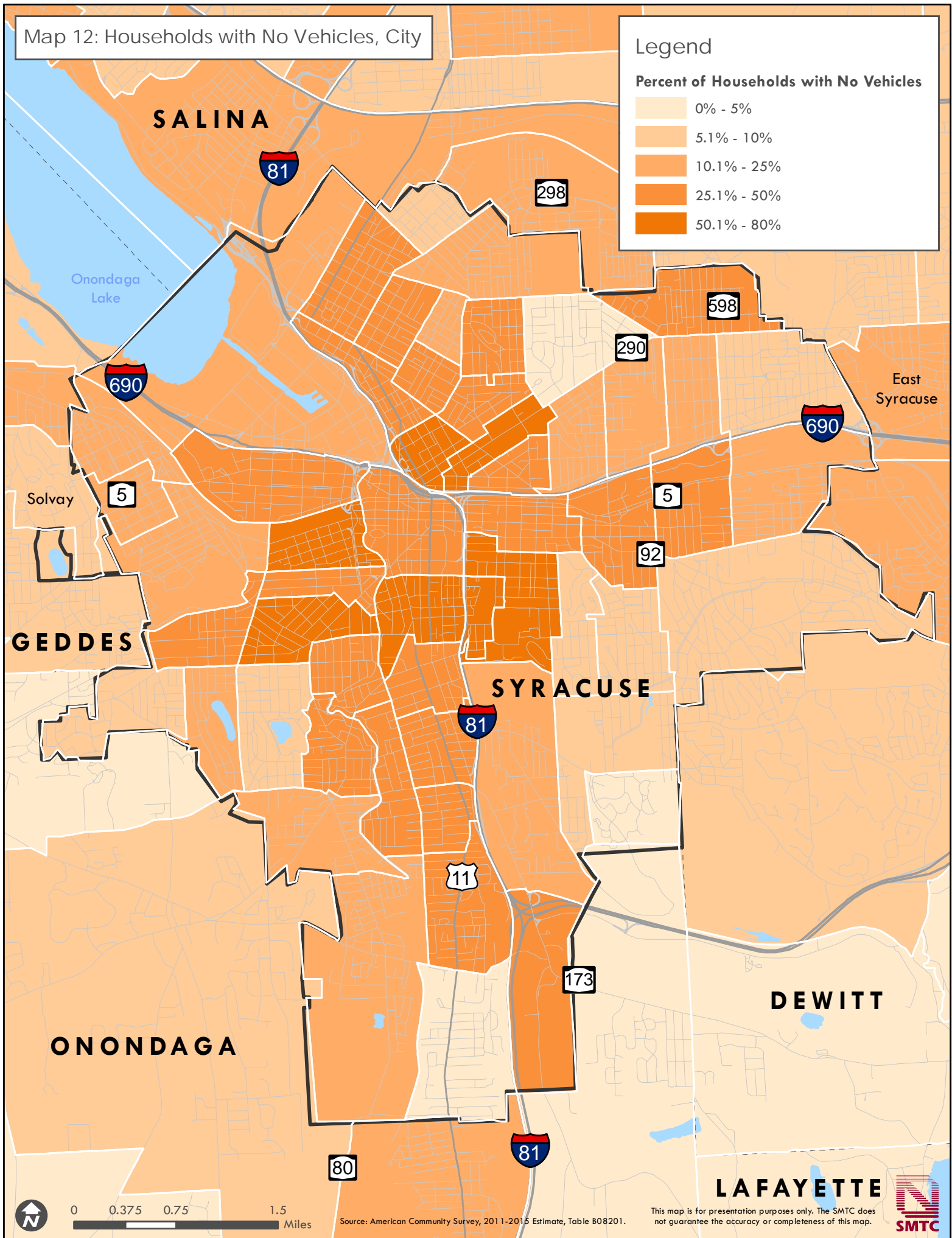


Source: American Community Survey, 2011-2015 Estimate, Table B08201.

This map is for presentation purposes only. The SMTC does not guarantee the accuracy or completeness of this map.



Map 12: Households with No Vehicles, City



This map is for presentation purposes only. The SMTC does not guarantee the accuracy or completeness of this map.

Section 3: Available Services

3.1 List of Available Services

Transportation services in the Syracuse MPA is provided by a variety of public and private transportation providers. Services are provided throughout the entire area, with few geographic gaps immediately evident in the system. However, availability of public transportation to disadvantaged populations continues as a prime concern. Populations that may have little or no access to motor vehicle transportation rely on transit to increase their mobility. Transit must be comprehensive in its times of operation and locations served in order to best suit the population. Beyond the various public non-profit and private providers of transportation, mass public transit in the Syracuse metropolitan area is provided by Centro. Centro does not provide transit service in Madison County (where the Town of Sullivan is located).

The Town of Sullivan is the only township in Madison County that falls within the planning area of the SMTC. Madison County completes their own Coordinated Plan, most recently in 2015, that details a number of transportation services.⁵ Madison Transit System, provided by Madison County through a collaboration with Birnie Bus, Heritage Farms and the New York State Department of Transportation (NYSDOT) has limited service in the Town of Sullivan (i.e., Village of Chittenango and the Hamlet of Bridgeport). Similarly, in Oswego County, Centro's spatial distribution of service is primarily focused in the City of Oswego. Limited transit service outside of the locations served by Centro is provided by Oswego County Public Transit⁶ in the Towns of Hastings, Schroepfel, West Monroe, and Granby.

Central New York Regional Transportation Authority



Fixed Route Service

Centro operates the public transit system for Onondaga and adjacent counties. Centro operates fixed route transit systems including over 100 designated routes throughout the region. Ridership in Onondaga County exceeds 10 million annually. Maps 13 and 14 display the current fixed route service provided by Centro in the Syracuse MPA and the City of Syracuse. Many of these routes converge at a transit hub located in downtown Syracuse. From this hub, the routes diverge into various directions to serve localities throughout the area. Other limited routes provide service across towns or circulate through the suburbs without passing into Syracuse. Additionally, locations such as the region's many shopping centers, the Regional Transportation Center, and other outlying centers of activity serve as convergence points for transit routes.

Call-A-Bus

In addition to the fixed route transit service, Centro operates demand responsive paratransit service (i.e., Call-A-Bus) to provide transportation options to the elderly and persons with disabilities who meet the criteria of the Americans with Disabilities Act (ADA). The ADA requires Call-A-Bus to serve the same area and operate during the same hours and days as Centro bus routes. Call-A-Bus service travels up to three-quarters of a mile on either side of the Centro fixed bus routes. Service is not offered beyond this area by Centro. On an annual basis, approximately 150,000 rides in Onondaga County are provided via Call-A-Bus.

⁵ Additional information available at <https://www.madisoncounty.ny.gov/planning/transportation>

⁶ <https://www.oco.org/transportation>

Onondaga Senior Call-A-Ride Program

The Onondaga Senior Call-A-Ride Program (OSCAR) provides ride services to senior (60+) residents of Onondaga County aboard Centro's Specialized Transportation vehicles through funding from the Onondaga County Department of Adult & Long Term Care Services.⁷ Service is available in Onondaga County only. This coordinated rides service is provided to enrolled people age 60 and above, Monday through Friday, between 7 a.m. and 7 p.m. Riders are served using the same vehicles as Call-A-Bus thus maximizing vehicle capacity. Trips are limited to 2 round trips or 4 one-way trips per month per enrollee, and based upon the level of grant funding available.

Centro Travel Training

For several years, Centro staff has provided travel training to the community through their specialized transit activities. Centro's Travel Training program provides outreach services to citizens, community based organizations, and agencies that depend on Centro's public transit system. By providing face-to face contact within the community and assisting individuals with a desire to learn more about Centro's services, the Travel Trainer is able to customize instruction on how to ride the bus.⁸

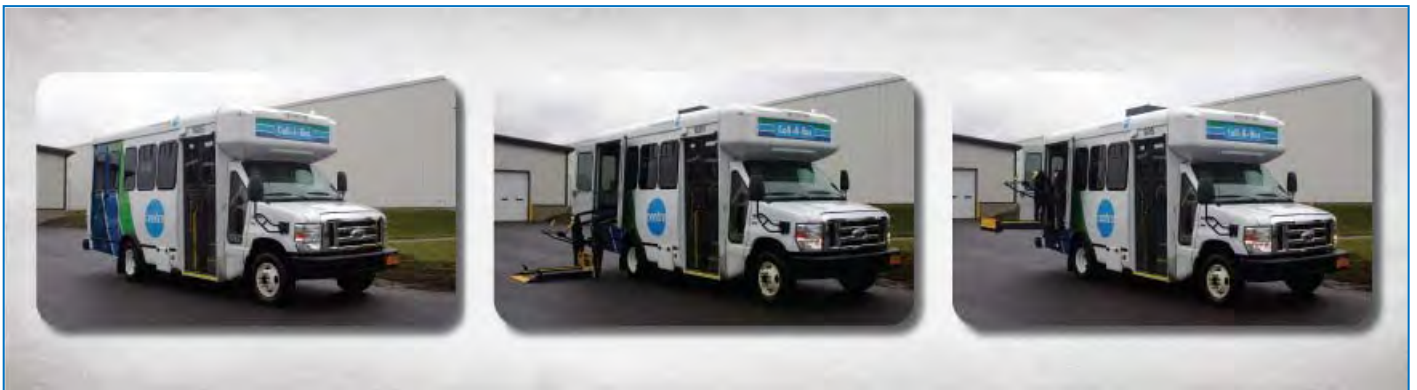


Image source: Centro

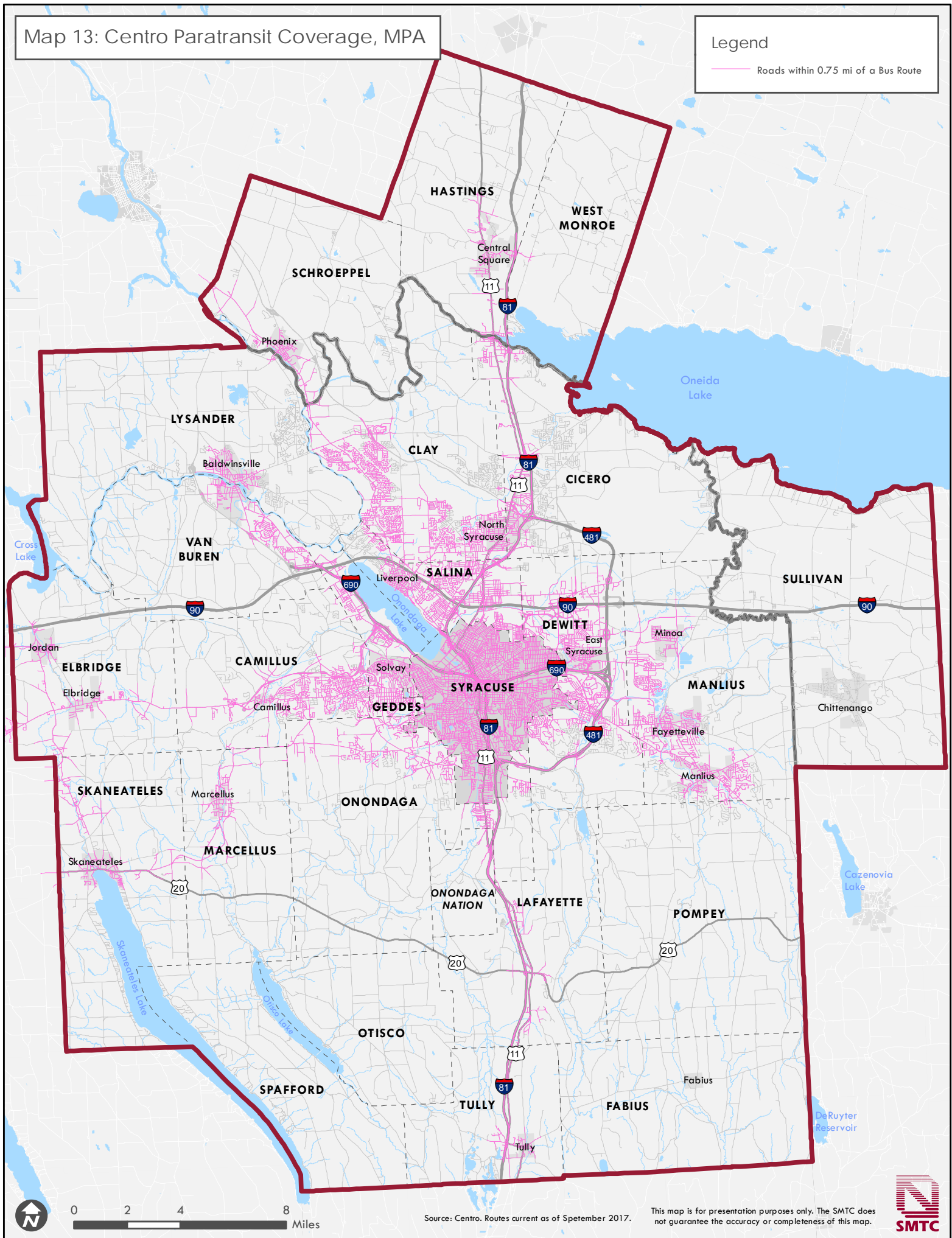
⁷ <https://www.centro.org/specialized-transit>

⁸ <https://www.centro.org/specialized-transit/travel-training>

Map 13: Centro Paratransit Coverage, MPA

Legend

Roads within 0.75 mi of a Bus Route



Source: Centro. Routes current as of September 2017.

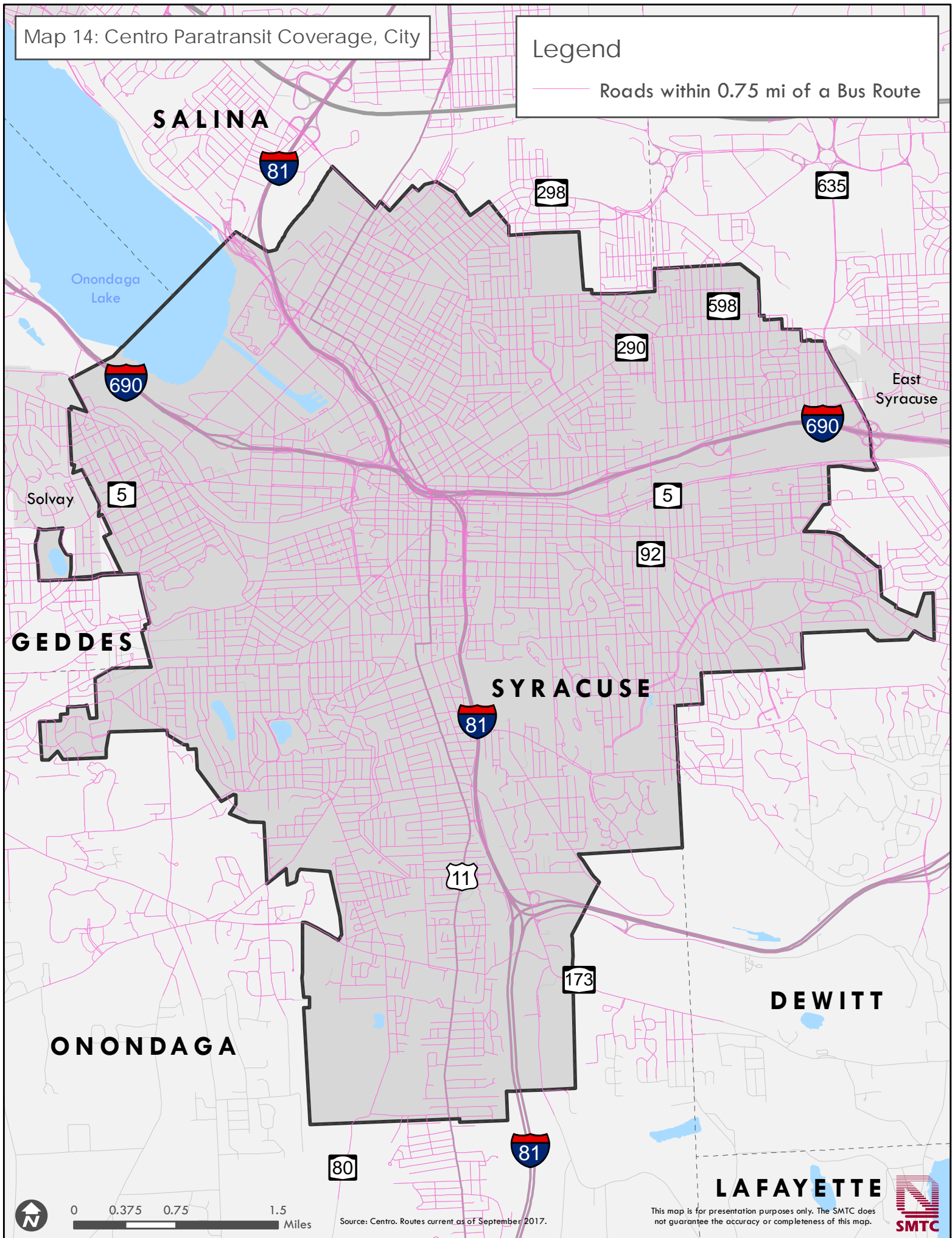
This map is for presentation purposes only. The SMTC does not guarantee the accuracy or completeness of this map.



Map 14: Centro Paratransit Coverage, City

Legend

Roads within 0.75 mi of a Bus Route



Source: Centro. Routes current as of September 2017.

This map is for presentation purposes only. The SMTC does not guarantee the accuracy or completeness of this map.



Providence Services of Syracuse

Providence Services began in 2013 as a program to support refugees on the City of Syracuse's north side who were looking for work, but who lacked a vehicle, a driver's license, or both. In 2017, Providence broadened its mission to provide rides to city residents. Rides are provided to workplaces in Syracuse, East Syracuse, and Liverpool.

Providence Services is not designed to be a door-to-door service: there are ten designated pick-up sites in the city, and riders are given a window of time in which they will be picked up. Additionally, Providence Services contracts with a livery service for drivers and vehicles. Clients sign up for service on a website. The fare is \$5 per ride.



Medical Answering Services

Medical Answering Services (MAS) is a non-emergency Medicaid transportation management company based in Syracuse that contracts with numerous transportation providers to provide service for eligible Medicaid enrollees traveling to Medicaid-covered services. Through a contract with the New York State Department of Health, MAS is the provider of non-emergency Medicaid transportation for all upstate New York counties. They also manage the transportation needs of the New York State Office of Health and Office for People with Developmental Disabilities in the upstate counties.



Per the New York State Department of Health's 2016 Medicaid program policy guidelines, the ability for Medicaid program transportation service providers (those whom MAS works with to provide trip assistance) to coordinate is limited. The sub-section on subcontracting transports states that, for example, "Provider A to subcontract with or lease vehicles from Medicaid-enrolled Provider B or other entity in order to ensure the provision of services to the enrollee. The Medicaid program no longer allows these arrangements."⁹ Further, Medicaid transportation service providers are "personally and directly responsible for their fleet of vehicles. A provider must own the vehicles outright or be personally responsible for the vehicles pursuant to a vehicle lease agreement."¹⁰

Coordinating Groups

To facilitate the assessment of available services task as identified by the FTA as a required element of a Coordinated Plan, the SMTC continues to collaborate with several local/community transportation task forces. The SMTC is a member of Centro's Accessible Transportation Advisory Council (ATAC) and Onondaga County's United We Ride Coalition.

Accessible Transportation Advisory Council

The purpose of ATAC is to discuss Centro's paratransit service (i.e., Call-A-Bus) and ways in which the transit authority can improve the service to assist transportation disadvantaged persons who utilize said

⁹ New York State Department of Health, New York State Medicaid Program Transportation Manual Policy Guidelines, 2016.

¹⁰ Ibid.

service. The ATAC was formed in 2007 and is comprised of advocacy groups and several social service agencies listed below. The group meets quarterly.

- Centro;
- SMTc;
- Onondaga County Department of Adult & Long Term Care Services;
- Access CNY;
- ARC of Onondaga;
- Arise;
- Aurora;
- CNY Works;
- National Federation of the Blind; and
- Consumers of transportation services.

United We Ride...Onondaga County Coalition

The United We Ride...Onondaga County Coalition was developed by the Onondaga County Department of Adult & Long Term Care Services (previously referred to as the Department of Aging & Youth) as part of a grant from the National Center on Senior Transportation (NCST). The Department was one of five communities selected throughout the country to receive NCST technical assistance to create, re-energize, or maintain senior transportation coalitions. The group first met in 2007 and continues to meet on an as needed basis. Since 2007, the number of participating non-profits and other groups in the Onondaga County coalition continues to expand.



3.2 List of Organizations

Onondaga County and the surrounding areas of the SMTc MPA are fortunate to have many human service advocacy organizations and transportation providers. Although not inclusive of the numerous organization and providers, the majority of these agencies are listed as follows:

Government Agencies

Centro

Department of Veterans Administration Medical Center

Madison County

Onondaga County

: Department of Adult & Long Term Care Services

: Department of Social Services

Oswego County Department of Social Services

B'Ville Express

Canton Woods Senior Center

Catholic Charities of Onondaga County

Clear Path for Veterans

Community Options NY, Inc.

CNY Works

CODFISH

Disabled American Veterans Transportation

Fayetteville-Manlius FISH

Jewish Community Center of Syracuse, Inc.

JOBSplus! Inc.

Jordan Elbridge Express Transportation

LaFayette/Tully FISH

Laker Transportation Project, Inc.

Loretto Independent Living Services/PACE CNY

Minoa Bridgeport Kirkville Area Ecumenical

Council

Not-for-Profits & Others

Access CNY

Arc of Onondaga

ARISE, Inc.

Aurora of Central New York

National Federation of the Blind
P.E.A.C.E. Transportation Dept.
Project R.O.S.E./Catfish
Providence Services of Syracuse
Oswego Opportunities
Salvation Army
Skaneateles FISH
St. Camillus Health & Rehabilitation Center
United Universalist Church (Native American Transportation)
Visiting Nurse Association of CNY

For-Profit Companies

A&E Transportation Services

Abby's Dispatch Services, Inc.

ABLE Medical Transportation, Inc.

Absolute Delivery

Adam's Apple Services, Inc.

ADAPT

Affordable Medical Transportation

All Metro Healthcare

A-Medical Escort & Taxi

Baldwinsville Taxi

Band Aid Personal Care Service

Best Comfort Care

Birnie Bus

Blue Chip Transportation

Camillus Area Transport

City Taxi

CONTACT Community Services

CS Taxi

Dependable Taxi

Empire DM, Inc.

First Transit

Going Places Transportation

Lanpher's Taxi

Liberty Resources

Liverpool Transport

Lyft

M&M Transport

Murphy Taxi

On Time Cab

RB Transport

RSVP Program

Rural Metro

Rzan Medical Transportation

Salt City Taxi

Speedy Medical Transportation

TLC Medical Transportation

Transitional Living Services

Uber

Section 4: Analysis

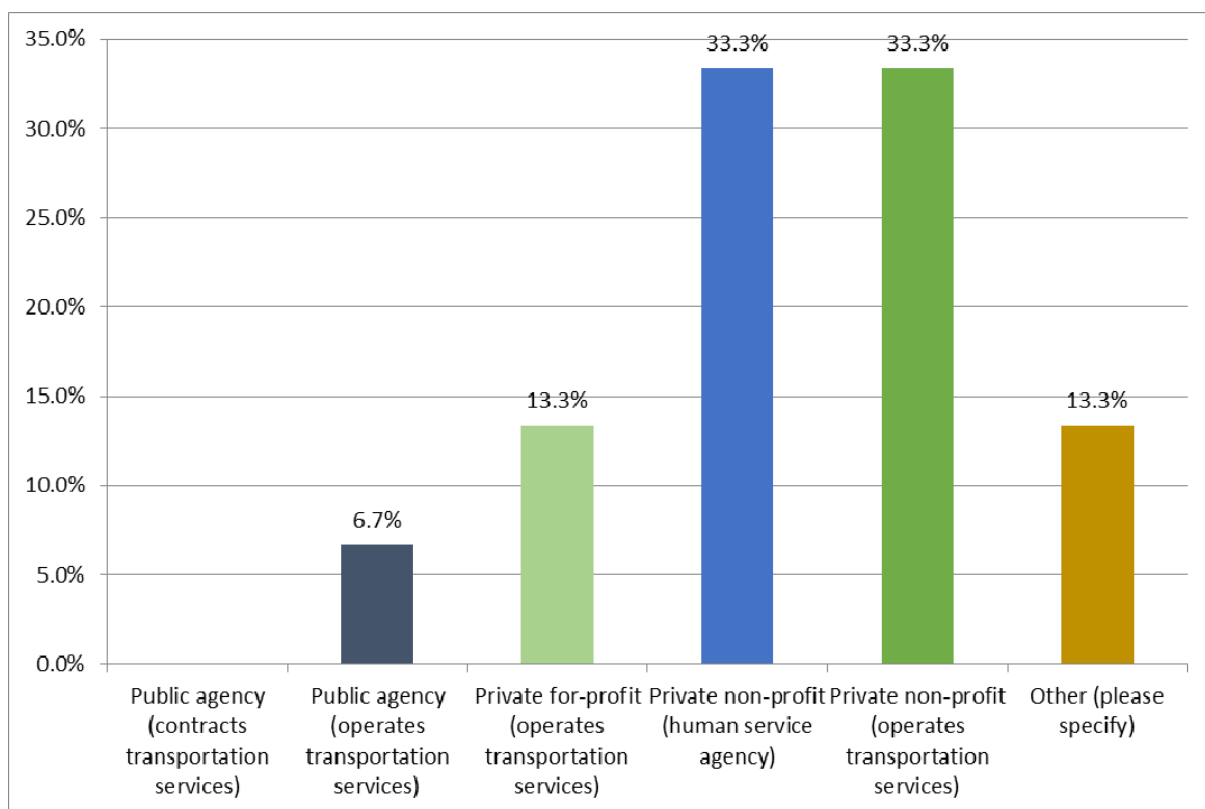
In 2008, the SMTC created a transportation services questionnaire designed to ascertain the conditions and needs of the local human service agencies, transportation agencies, and governments involved in transportation. The questionnaire was last sent around the community in 2012 and received a response rate of 39% from a mix of public, private and not-for-profit organizations. Analysis gleaned from the initial 2008 and 2012 release helped identify gaps, at that time, within the transportation system and recommendations for advancement. As part of this 2017/2018 update, the SMTC re-queried the organizations for possible updates to services over the last four years. This section includes analysis for several questions only from the 2017 survey. The survey instrument and complete summary statistics can be seen in full in Appendix B.

The 2017 survey contained 38 questions broken down into 4 parts, 1) organizational information, 2) transportation program profile, 3) vehicle details, and 4) coordination of transportation services. 15 agencies responded to the survey; providing a 18% response rate.

4.1 Organization information

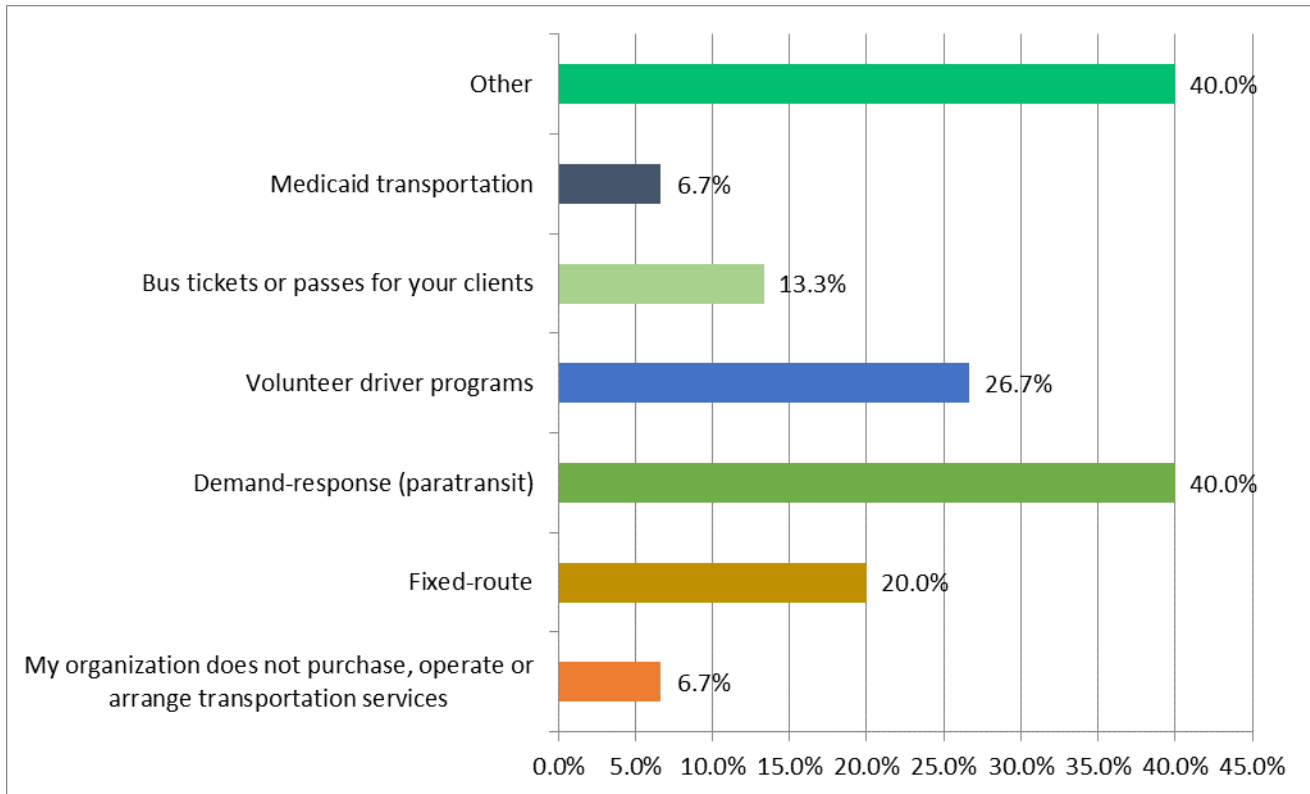
Agency type

Based on responses, the following graph indicates that 66% of respondents are not-for-profits (one-third human service agency, one-third transportation service provider).



Transportation services provided

Most respondents indicated that they provide demand-response (paratransit) service. The “Other” category consists primarily of transportation services for seniors.



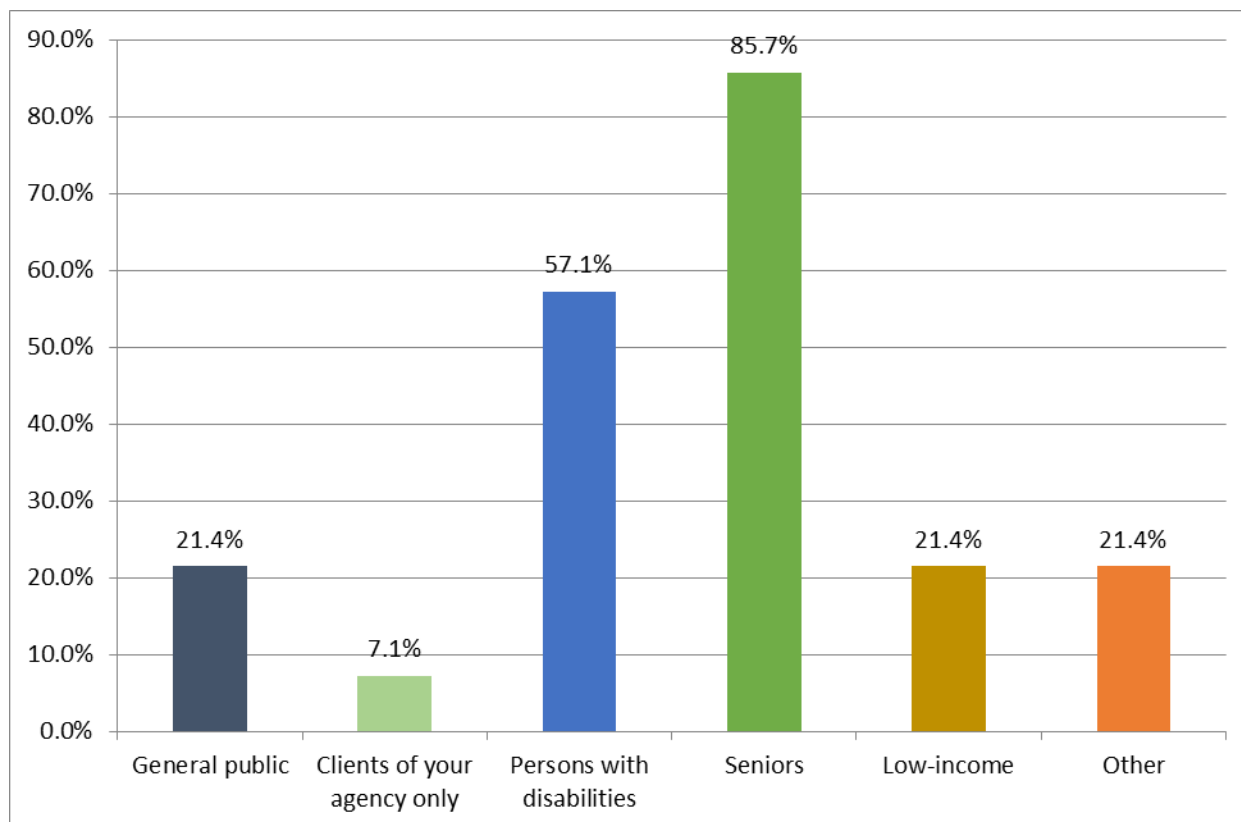
4.2 Transportation program profile

General service area

Most agencies (43%) responded that they provide a transportation service in Onondaga County, while only 14% indicated that they service only within the City of Syracuse. Similarly, 43% noted they provide services outside Onondaga County and/or focus areas/communities in Onondaga County.

Eligible groups

Overwhelmingly, 86% of respondents provide services to seniors followed by services for persons with disabilities (57%).



4.3 Vehicle details

Total number of vehicles

Of the 11 agencies that responded to this question, 262 vehicles are available. This figure is significantly slanted to Centro as their fleet comprises 91% of the 262 total vehicles (240).

Vehicles in operation (peak and off peak)

According to information provided by 10 organizations, there are 147 vehicles in operation during peak times and 14 during off-peak times. For providers other than Centro, 25 vehicles are in operation during the peak hours and 14 are in operation in the off-peak hours. Additionally, Centro runs over 100 buses during their peak hours, and varying numbers of buses in their off-peak hours.

Vehicles used for other options

This question asked if vehicles are being used for other options when not in use for client reasons. Of the 10 responses, 40% said "Yes", 60% "No."

4.4 Coordination of transportation services

Coordinate transportation services

The following human service agencies or transportation providers noted that they currently coordinate transportation services with others in the Syracuse planning area. The results are presented by coordination service.

Fixed Route, Fixed Schedule Services

- Centro
- Adam's Apple Services.

Demand Response Services

- Highland Patient Transport
- Contact Community Services
- Adam's Apple Services
- Onondaga County Department of Adult & Long Term Care Services.

Volunteer Drivers

- Onondaga County Department of Adult & Long Term Care Services.

Operational Assistance

- Adam's Apple Services
- Onondaga County Department of Adult & Long Term Care Services.

Other Services

- Providence Services of Syracuse, Inc. (coordinates with a livery for fixed times; however, route changes based on who is riding shuttle).

Additional services could provide

The following agencies indicated that they are willing to provide services to others. Of those agencies listed below, most are already coordinating but are willing to expand their coordination efforts. Agencies are listed by the type of service they are willing to provide.

Fixed Route, Fixed Schedule Services

- Centro.

Demand Response Services

- Senior Adult Transportation
- Highland Patient Transport
- Centro.

Volunteer Drivers

- Syracuse Community Connections.

Other Services

- Syracuse Community Connections (senior transportation)
- Providence Services of Syracuse, Inc. (transportation to get or maintain employment)
- Adams' Apple Services (private practice/surgeries/procedures)
- Women's Opportunity Center (job readiness assistance).

Additional services could receive

Conversely, the following agencies indicated that they are willing to receive assistance from other agencies. Of these agencies, nearly half are not currently receiving assistance, but are interested in potential partnerships.

Demand Response Services

- Senior Adult Transportation
- Adam's Apple Services
- Women's Opportunity Center.

Volunteer Drivers

- Syracuse Community Connections
- Westcott Community Center.

Operational Assistance

- Adam's Apple Services.

Other Services

- Syracuse Community Connections (additional transportation assistance)
- Providence Services of Syracuse, Inc. (referral of clients, partnering).

Transportation service gaps (geographic, time, cost, quality)

The following responses were provided relative to geographic, time, cost, and quality gaps.

Geographic

- Rural locations, Northern Boulevard area
- All towns outside of Syracuse and some Syracuse locations.

Time

- 9 p.m. – 5 a.m.
- 2nd and 3rd shifts
- Workday mid-morning, afternoon and evenings
- Weekend service limited and non-existent in most areas
- After 9 a.m. and after 6 p.m.

Cost

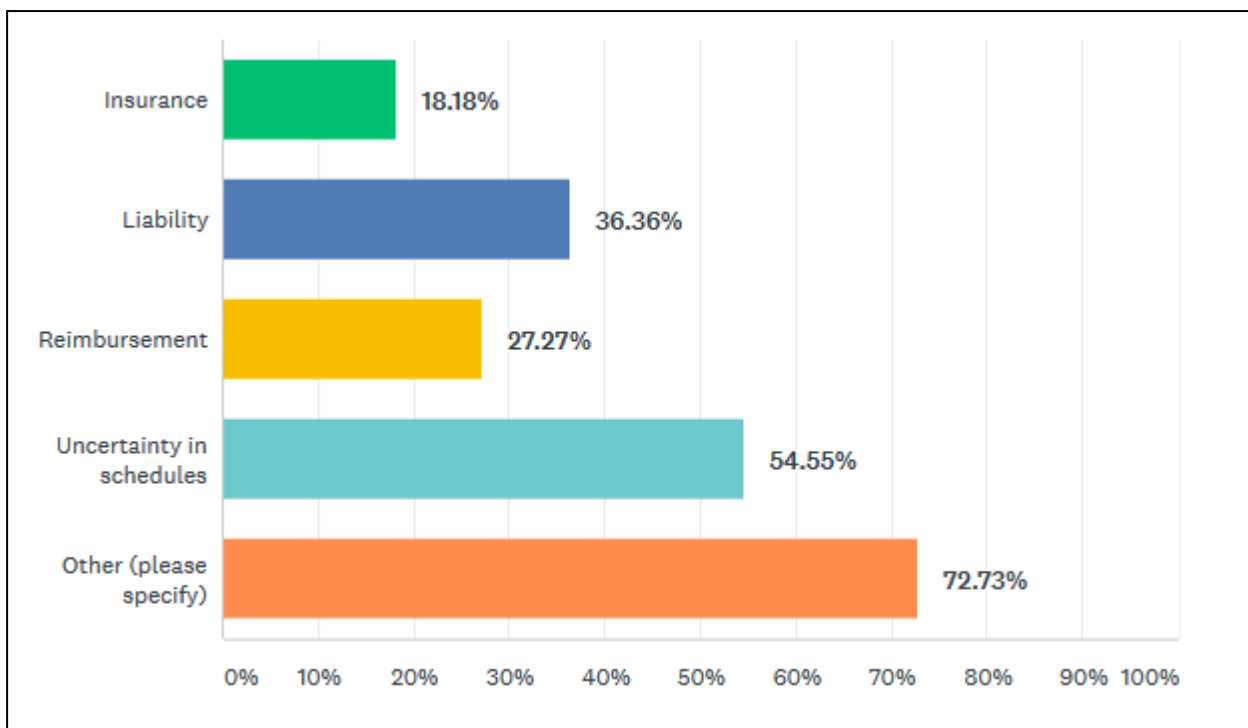
- Middle income population (not on Medicaid)
- Uber and cabs expensive
- Centro costs too much to operate additional service days, locations and hours
- Door-through-door is costly
- Need lower cost options for those in poverty.

Quality

- Low quality vehicles and questionable drivers
- Difficulty offering service when single driver is out.

Barriers preventing coordination

The question asked “What barriers are preventing the coordination of existing transportation services?” and offered five possible answer choices (i.e., insurance, liability, reimbursement, uncertainty in schedules, and Other). The “Other” response asked that respondents specify their response. Based on responses received, the major barrier identified was “Other” (73%) followed by “Uncertainty in schedules” (55%).



Section 5: Recommendations

The recommendations below are provided to improve and/or enhance transportation services offered by the various providers and to reduce duplication of services that currently exist throughout the community. These activities and strategies are focused on improving collaboration and coordination between agencies and providers. Through the efforts of the Department of Adult & Long Term Care Services, in conjunction with several service providers, various barriers and gaps first identified in the initial 2008 Coordinated Plan have continued to be addressed. Although service is currently available in several outlying rural areas, such as Bridgeport, Elbridge, Minoa, and Skaneateles, and suburban area, there still continues to be a need for expansion and enhancements of those services. This belief is shared by several respondents from the 2017 transportation services survey.

5.1 Prior Funding Solicitations

As discussed in the introductory section of this report, the Coordinated Plan plays an integral function in recommending and prioritizing activities for implementation by the various human service and transportation providers in the Syracuse metropolitan area. Recommendations contained within this document were used for the receipt of 3 distinct funding sources from the FTA through a competitive selection process between 2008 and 2012: Section 5310 (Elderly Individuals and Persons with Disabilities); Section 5316 (JARC); and Section 5317 (New Freedom).

From 2008 - 2012, approximately \$2,000,000 dollars was programmed to JARC and New Freedom projects in our area. Recipients of these funds included the Onondaga County Adult & Long Term Care Services, Centro and Laker Limo. Table 8 details the project description, sponsor, programmed funds and year of funding. Each project that received funding was a direct recommendation or activity noted within the Coordinated Plan. Federal Sections 5316 and 5317 programs provided a maximum federal transportation funding assistance at 80% of a total project cost for capital projects, and 50% of a total project cost for operational projects. As noted, with the passage of MAP-21 in July 2012, the JARC and New Freedom programs were repealed and incorporated within two other existing federal transit funding programs (Section 5307 and Section 5310, respectively).

As discussed in Section 3, the United We Ride...Onondaga County Coalition is a group of interested and participating agencies under the umbrella of the Onondaga County Department of Adult & Long Term Care Services. The coalition, according to the County, is a group that represents non-profits, county and local municipal governments, and faith community organizations that are dedicated to provide rides to isolated seniors and persons with disabilities of any age, who do not have access to regular and ongoing transportation. New Freedom funds were awarded to this coalition every year in which a funding solicitation occurred for capital and operational assistance for formation, enhancement and expansion purposes to the:

1. Senior Transportation Program, subcontracted to Centro; a curb-to-curb service
2. Jordan/Elbridge Volunteer Transportation Program operated by the Town of Elbridge; a curb-to-curb service
3. Senior Adults Transportation System program operated under the Minoa-Bridgeport-Kirkville Area Ecumenical Council; a curbside and door-to-door service
4. OUTbound (Onondaga United Transportation) program, an Onondaga County wide door-through-door service
5. Laker Limo; a curb-to-curb service
6. Canton Woods Senior Center in Baldwinsville, NY; a volunteer senior driving program

7. Travel training for persons with behavioral health diagnosis, in coordination with Onondaga Case Management.

TABLE 8: JARC AND NEW FREEDOM FUNDS PROGRAMMED IN THE SMTC AREA

Sponsor	Project	\$ (Federal)	Source	Year
CNYRTA	Rides for Work	\$507,235	JARC	2009
		\$261,869	JARC	2010
		\$261,475	JARC	2011
		\$263,975	JARC	2012
	Subtotal:	\$1,294,554		
CNYRTA	Travel Training	\$27,350	NF	2008
	Subtotal:	\$27,350		
Laker Limo	Skaneateles Public Transportation Services	\$21,306	NF	2010
	Subtotal:	\$21,306		
OCDAY	United We Ride...Onondaga County Coalition	\$240,000	NF	2009
		\$119,193	NF	2010
		\$141,224	NF	2011
		\$142,866	NF	2012
	Subtotal:	\$643,283		
	JARC total:	\$1,294,554		
	New Freedom:	\$691,939		
	Grand Total:	\$1,986,493		

In addition to the past JARC and New Freedom programs, federal transit funds have been made available to purchase accessible vehicles to transport the elderly and persons with disabilities through the FTA Section 5310 program. In New York State, the FTA Section 5310 program is administered by NYSDOT. A competitive selection process historically occurred annually where potential applicants submitted applications to the State for review and funding award. If an applicant was recommended for funding, Section 5310 funds covered a maximum of 80% of the total project cost. For example, if the total cost for a single vehicle is \$40,000, the federal share (80%) would be \$32,000. The applicant is required to provide the remaining \$8,000 (i.e., 20%).

Example agencies inside Onondaga County that have received FTA Section 5310 funding over the past years to purchase accessible buses include Catholic Charities, Loretto/PACE CNY, and St. Camillus Health & Rehabilitation Center. The federal Section 5310 project funding programmed to various entities equates to nearly \$865,623 since 2012. With the required match, approximately \$1,082,000 has been invested to purchase accessible buses throughout the community. See Table 9 for the number of vehicles and associated federal dollar amounts between 2012 and 2016.

Similar to other programmatic changes that came about from the MAP-21 transportation bill, the Section 5310 program underwent a slight change as well. The New Freedom program, Section 5317, was incorporated into Section 5310. Starting in 2014, Section 5310 solicitations requested project proposals for New Freedom type activities (“non-traditional”) in addition to the traditional Section 5310 purposes. At least 55% of the available funding awards must go to traditional Section 5310 capital projects. The remaining 45% of funds may support public transportation projects that exceed the requirements of the ADA, projects that improve access to fixed-route service and decrease reliance by individuals with disabilities on complementary paratransit and for alternatives to public transportation that assist seniors and individuals with disabilities. Use of Section 5310 funds may be for the capital and/or operating expense of transportation services to seniors and/or individuals with disabilities. Since 2014, \$474,002 has been programmed to Onondaga County’s United We Ride Coalition when the standalone New Freedom program was consolidated within the Section 5310 program.

In 2017, the latest Section 5310 funding solicitation took place. Interest in the funding opportunity, as anticipated, was received from several non-profit public transit providers and the Onondaga County Department of Adult & Long Term Care Services. At time of writing, although applications were submitted and evaluated, no funding decisions were made by New York State.

TABLE 9: SECTION 5310 “TRADITIONAL” AWARDS IN THE SMTC AREA

	2012		2015		2016		Total \$s
Sponsor	Vehicles	Fed Share	Vehicles	Fed Share	Vehicles	Fed Share	
ARISE					1	\$46,050	\$46,050
Catholic Charities	1	\$30,361					
Community Options, Inc.			1	\$37,224			\$37,224
Loretto	2	\$79,614	6	\$232,052	1	\$49,210	\$360,876
Salvation Army	2	\$79,614					
St. Camillus	1	\$33,101	6	\$229,187	1	\$49,210	\$311,498
Totals	6	\$222,690	13	\$498,463	3	\$144,470	\$865,623

5.2 Recommendations

The following strategies are considered for implementation. These activities are further categorized according to project type (i.e., capital or operating which is applicable to the federal Section 5310 program). As federal Section 5310 funding solicitations typically take place every 1-3 years, distribution of any Section 5310 funds to “traditional” and “non-traditional” activities will adhere to the following percentage split to the maximum extent possible:

- 55% “traditional”
- 45% “non-traditional”.

Following review of project applications, adjustments to the above funding split will be discussed with NYSDOT, as the administrator of federal funding in New York State, should it be necessary. Additionally, a number of recommendations are noted below relative to the use of federal Section 5307 program funds for Job Access and Reverse Commute eligible activities. The determination on the use of Section 5307 funds rests with Centro as they are the designated recipient of these funds in the Syracuse urban area. All allocated Section 5307 dollars are currently programmed to existing projects.

Section 5307

- Invest in Providence Services of Syracuse or other operating entity providing transportation services for low-income to work customers and, that accessible transportation for work is made available to employment destinations not covered by transit and CAB services;
- Work with a Transportation Network Company to offer subsidized rides to workers; and
- Utilize a pool of vans and other vehicles already owned by human service agencies in the region, which are likely to be idle after hours and on weekends.

Section 5310

Eligible Capital Expenses for 55% of available funds

- Purchase accessible buses or vans;
- Vehicle rehabilitation;
- Radios and communication equipment;
- Computer hardware and software;
- Transit-related Intelligent Transportation Systems (ITS) to enhance and expedite the coordination of transportation operations,
- A Mobility Management Center for scheduling and dispatching of various transportation trips.

What is Mobility Management?

Mobility Management covers a number of activities, including comprehensive transportation coordination efforts and lower level, complimentary programs and services. Mobility Management represents a customer-focused approach to connect riders with transportation services so that seniors, people with disabilities, low-income workers, and youth can access the trips they need to get to jobs, services and community life (*Study to Design a Mobility Management Program, Recommendations Report, 2017.*)

Other Eligible Capital and Operating Expenses for 45% of available funds

Capital

- Joint procurement of vehicles, fuel & services ;
- Diversify and expand by partnering or contracting vehicles and transportation services through an existing transit operator;
- Purchase accessible taxis;
- Purchase transportation trips in volume from vendors;
- Purchase and install transit amenities that enhance rider experience (storage racks, security cameras, bus shelters, accessible paths to bus stops that may currently be inaccessible). Potential may exist to form partnerships with private sponsors and companies to develop sponsorship for construction and installation of bus shelters to preserve public resources for other investments, (i.e. Adopt a shelter program);
- Travel training;
- Volunteer driver programs; and
- Expansion and enhancement of transportation services (curb-to-curb, curb-to-door, door-to-door, door-through-door service).

Operating

- Maintenance and/or fuel consortiums;
- Expand hours of transportation services for persons with disabilities, low-income individuals, and the elderly;
- Expand number of allowable OSCAR trips per month;
- Shift agency trips to the regular transit route provided by Centro, which operate on fixed-schedules along specific routes with vehicles stopping to pick up and deliver passengers to specific locations;
- Sharing of vehicles. For a vehicle sharing program, a lead agency is typically identified to store, maintain and insure the vehicle, while the “borrowing” organization utilizes the vehicle on a predetermined schedule, paying an hourly or daily fee.¹¹;
- Expand paratransit service beyond the ADA minimum ¾ mile limit. This would include analysis of fixed route service and paratransit (needs and frequent destinations) in multiple senior and low income apartment complexes in suburban areas prior to expansion decisions;
- Increase transit service to medical facilities, employment centers, social activities and other “common destinations” for both paratransit and fixed route service;
- Extension of existing fixed routes to targeted residential or employment centers where new or growing employment and residential markets exist;
- Support bus feeder-routes, which are routes that connect to the regular transit route systems that operate on specific routes; and
- Group agency trips to reduce duplication of transportation services.

¹¹ Office for People with Developmental Disabilities, Public Consulting Group, Inc., *Study to Design a Mobility Management Program, Best Practice Research*, 2016.

Section 6: Conclusions

All recommendations suggested within this Coordinated Plan are considered priority projects for the SMTC MPA to improve accessibility and mobility options for the transportation disadvantaged populations discussed throughout this document as long as sponsors verify that coordination and collaboration will be achieved and utilized. Updates will occur to this Coordinated Plan at minimum every four years to re-examine the gaps in service and recommended strategies. The transportation services survey, although limited in number of responses, suggests there is interest among several human service agencies and transportation providers in furthering discussions on enhancing collaboration and coordination of transportation services in the SMTC planning area. Plausible concepts will be further researched, discussed with interested agencies and included in the next iteration of the Coordinated Plan in FY 2021/2022.

COORDINATED PUBLIC TRANSIT – HUMAN SERVICES TRANSPORTATION PLAN: 2017- 2018 UPDATE

APPENDICES

Appendix A
Human/Transportation Services Organizations



Syracuse Metropolitan Transportation Council

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Phone: (315) 422-5716
Fax: (315) 422-7753
www.smtcmpo.org

November 17, 2017

Dear Interested Party:

The Syracuse Metropolitan Transportation Council (SMTC) is working on updating the area's locally developed *Coordinated Public Transit – Human Services Transportation Plan* (Coordinated Plan). The Coordinated Plan contains various strategies and activities for implementation within the SMTC Metropolitan Planning Area. This area consists of all of Onondaga County and portions of Oswego and Madison Counties.

The Coordinated Plan is a required element to award funding from the Federal Transit Administration in our area and is written to include the following components:

1. An assessment of available services that identifies current transportation providers (public, private, and non-profit);
2. An assessment of needs for individuals with disabilities, older adults, and people with low incomes;
3. Strategies, activities and/or projects to address the identified gaps between current services and needs, as well as opportunities to improve efficiencies in service delivery; and
4. Priorities for implementation based on resources (from multiple program sources), time, and feasibility for implementing strategies and/or activities identified.

To assist with this 2017/2018 update effort, the SMTC requests your assistance in completing a transportation services survey. To access the survey, please enter the following link in a web browser: www.smtcmpo.org/cplan. Responses will be accepted through Monday, December 11, 2017.

Thank you in advance for your time and participation. If you have any questions about the Coordinated Plan and/or the transportation services survey please feel free to contact me at (315) 422-5716 or mcolone@smtcmpo.org.

Sincerely,

A handwritten signature in dark ink, appearing to read "Mario A. Colone", is written over a light blue horizontal line.

Mario Colone
Program Manager

cc: James D'Agostino, SMTC Director

The Metropolitan Planning Organization

Office of the Mayor • Syracuse Common Council • Syracuse Planning Commission • CenterState Corporation for Economic Opportunity • New York State Department of Transportation • New York State Department of Environmental Conservation • New York State Department of Economic Development • New York State Thruway Authority • Office of the County Executive • Onondaga County Legislature • Onondaga County Planning Board • Central New York Regional Transportation Authority • Central New York Regional Planning and Development Board • Federal Transit Administration • Federal Highway Administration

Homebound Transportation, Onondaga
County Dept. of Social Services
421 Montgomery St.
10th Fl.
Syracuse, NY 13202

Camillus Area Transport
4600 W. Genesee St.
Syracuse, NY 13219

Director of Transportation, Pace
CNY/Loretto
700 East Brighton
Syracuse, NY 13205

Liverpool Transport
PO Box 83
Liverpool, NY 13088

Murphy Taxi
6773 Plainville Rd.
Memphis, NY 13112


Lanpher's Taxi
4333 LaFayette Road
Jamesville, NY 13078

RB Transport
902 Beley Ave
Syracuse, NY 13211

Director, Women's Opportunity Center
901 James St.
#2
Syracuse, NY 13203

Area North Transportation Services
Salina Civic Center
2826 LeMoyne Ave.
Mattydale, NY 13211

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Fayetteville, NY 13066-0272

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Appendix B
Transportation Services Survey



Coordinated Plan Survey

The Syracuse Metropolitan Transportation Council (SMTC) is updating the area's Coordinated Public Transit - Human Services Transportation Plan (Coordinated Plan) for the Syracuse Metropolitan Planning Area. The Coordinated Plan contains various strategies and activities for implementation and is a required element to award funding from the Federal Transit Administration in our area.

As part of the plan update, we're conducting a survey to better understand transportation services provided in the area and seeking input on actions/strategies to improve transportation services. Your feedback is important to the development of the Coordinated Plan.

A copy of the current 2013/2014 Coordinated Plan is available on the SMTC website at <http://www.smtcmpo.org/finalreps.asp?fy=2013&ShowAll=0> for reference.

Thank you for participating in our survey.



Part 1: Organizational Information

1. General Information

Name	<input type="text"/>
Company	<input type="text"/>
Address	<input type="text"/>
City/Town	<input type="text"/>
State/Province	<input type="text"/>
ZIP/Postal Code	<input type="text"/>
Email Address	<input type="text"/>
Phone Number	<input type="text"/>

2. Which of the following best describes your organization? (Check one)

- ☐ Public agency (contracts transportation services) ☐ Private non-profit (human service agency)
- ☐ Public agency (operates transportation services) ☐ Private non-profit (operates transportation services)
- ☐ Private for-profit (operates transportation services)
- ☐ Other (please specify)

3. Please indicate the transportation services your organization provides. (Check all that apply)

- | | |
|---------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------|
| <input type="checkbox"/> My organization does not purchase, operate or arrange transportation services. (Please skip to Part 4) | <input type="checkbox"/> Volunteer driver programs |
| <input type="checkbox"/> Fixed-route | <input type="checkbox"/> Bus tickets or passes for your clients |
| <input type="checkbox"/> Demand-response (paratransit) | <input type="checkbox"/> Medicaid transportation |
| <input type="checkbox"/> Other (please specify) | |



Part 2: Transportation Program Profile

Please complete this section only if you indicated a transportation service on Question 3.

4. Please describe where your general service area is located.

- ☐ City of Syracuse limits
- ☐ Onondaga County limits
- ☐ Other geographic boundary:

5. How are transportation services funded? (Check all that apply)

- ☐ Fare based
- ☐ State dollars
- ☐ Federal dollars
- ☐ Donations/Fundraising/Volunteer
- ☐ Other (please specify)

6. Who is eligible to receive your transportation services? (Check all that apply)

- ☐ General public
- ☐ Clients of your agency only
- ☐ Persons with disabilities
- ☐ Seniors
- ☐ Low-income

7. For which of the following trip purposes does your organization provide transportation services? (Check all that apply)

- ☐ Health/medical
- ☐ Nutrition
- ☐ Social (visits to friends/relatives)
- ☐ Recreation
- ☐ School/training
- ☐ Employment
- ☐ Shopping (groceries)
- ☐ Shopping (other)
- ☐ Senior center/adult daycare
- ☐ Religious
- ☐ Connect to fixed-route transit
- ☐ Life sustaining medical (example - kidney dialysis)
- ☐ Volunteer activities
- ☐ Other (please specify)

8. Please identify the level of service you provide.

- ☐ Door-to-door
- ☐ Curb-to-curb
- ☐ Other (please specify)

9. What are your regular hours of operation? (Example - 9am-3pm, 5pm-9pm)

Weekdays:

Weekends:

10. What are your typical peak and off peak hours?

Peak hours:

Off peak hours:



Part 3: Vehicle Details

Please complete this section if your organization owns a vehicle(s) used to transport clients.

11. Total number of vehicles

12. Total seating capacity

13. Number of wheelchair equipped vehicles

14. Total wheelchair seating capacity

15. Number of one-way passenger trips in a year

16. What is the annual total vehicle miles traveled of your fleet?

17. What is the annual total vehicle hours of service of your fleet?

18. How many drivers do you have?

19. What is the number of paid drivers?

20. What is the number of volunteer drivers?

21. How many vehicles are in operation during:

Peak hours?

Off peak hours?

22. Is there room for additional riders?

Peak hours

Off peak hours

Yes

☐☐

No

☐☐

23. When vehicles are not being used for your clients, are they used for other options?

☐

Yes

☐

No

24. If Yes to Question 23, please describe.



Part 4: Coordination of Transportation Services

25. Do you coordinate transportation services for or with other organizations?

- ☐ My agency provides transit services
- ☐ My agency receives transit services
- ☐ My agency provides and receives transit services
- ☐ Neither (Please skip to Question 29)

26. With what organizations do you coordinate services?

27. Do you have formal agreements with groups you coordinate services with?

- ☐ Yes
- ☐ No

28. Please elaborate on the services your agency coordinates. (Check all that apply)

- ☐ Fixed route, fixed schedule
- ☐ Demand-response (paratransit)
- ☐ Volunteer driver programs
- ☐ Operational assistance
- ☐ Other services/programs (please specify)

29. Please indicate (additional) services your organization could provide to another agency or agencies.
(Check all that apply)

☐ My agency is not interested/not able to provide services to other agencies.

☐ Fixed route, fixed schedule

☐ Demand response (paratransit)

☐ Volunteer driver programs

☐ Operational assistance

☐ Other services/programs (please specify)

30. Please indicate (additional) services your organization could receive from another agency or agencies.
(Check all that apply)

☐ My agency is not interested in receiving services from other agencies.

☐ Fixed route, fixed schedule

☐ Demand response (paratransit)

☐ Volunteer driver programs

☐ Operational assistance

☐ Other services/programs (please specify)

31. Identify any transportation service gaps that may exist in the Syracuse Metropolitan Planning Area.

Geographic gaps (where):

Time gaps (when):

Cost concerns (specify):

Quality concerns (specify)

Other:

32. Is your agency interested in jointly purchasing and/or sharing vehicles with another agency?

- ☐ Yes, if price and quality of service meets my agency needs.
- ☐ No
- ☐ Maybe
- ☐ My agency does not own vehicles.

33. What barriers are preventing the coordination of existing transportation services? (Check all that apply)

- ☐ Insurance
- ☐ Liability
- ☐ Reimbursement
- ☐ Uncertainty in schedules
- ☐ Other (please specify)

34. Would you be interested in discussing the vehicle purchase and/or sharing concept?

- ☐ Interested
- ☐ Not interested

35. If fixed-route bus service is available in your area, are your clients able to use it?

- ☐ Yes
- ☐ No
- ☐ Maybe
- ☐ Service is not available

36. If No for Question 35, what may be preventing them from using the fixed-route service?

37. The area's Coordinated Plan contains many strategies that could help improve and enhance coordination. What additional strategies do you think would alleviate coordination barriers?

38. Please provide additional comments or general ideas to enhance coordination and collaboration among human service agencies and transportation providers

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Q1 General Information

Answered: 15 Skipped: 0

ANSWER CHOICES	RESPONSES	
Name	100.00%	15
Company	100.00%	15
Address	100.00%	15
Address 2	0.00%	0
City/Town	100.00%	15
State/Province	100.00%	15
ZIP/Postal Code	100.00%	15
Country	0.00%	0
Email Address	100.00%	15
Phone Number	100.00%	15

#	NAME	DATE
1	Kathy Pearson	12/18/2017 3:56 PM
2	Mary Lou Sayles	12/12/2017 3:04 PM
3	RANDY STOCKWEATHER	12/11/2017 2:59 PM
4	Ann Searles	12/11/2017 2:09 PM
5	JoAnne Spoto Decker	12/11/2017 1:31 PM
6	Tom Fairhurst	12/11/2017 12:44 PM
7	Steven Koegel	12/4/2017 9:51 AM
8	Douglas J Reicher	11/29/2017 3:42 PM
9	Joan Royle	11/29/2017 12:40 PM
10	Katie White	11/29/2017 9:32 AM
11	Deborah B Hundley	11/28/2017 4:57 PM
12	Jezanna Osier	11/27/2017 10:06 AM
13	Michael Osterhout	11/22/2017 10:10 AM
14	Mary White	11/21/2017 11:51 AM
15	Barbara A Kohberger	11/21/2017 9:06 AM
#	COMPANY	DATE
1	Syracuse Community Connections	12/18/2017 3:56 PM
2	Huntington Family Centers, Inc.	12/12/2017 3:04 PM
3	LAKER TRANSPORTATION PROJECT INC.	12/11/2017 2:59 PM
4	Senior Adult Transportation	12/11/2017 2:09 PM
5	Dept. of Adult and Long Term Care Services	12/11/2017 1:31 PM
6	Highland Patient Transport	12/11/2017 12:44 PM

7	CENTRO	12/4/2017 9:51 AM
8	Christopher Community Inc.	11/29/2017 3:42 PM
9	Westcott Community Center	11/29/2017 12:40 PM
10	Contact Community Services	11/29/2017 9:32 AM
11	Providence Services of Syracuse Inc	11/28/2017 4:57 PM
12	Canton Woods Senior Center	11/27/2017 10:06 AM
13	Adam's Apple Services, Inc	11/22/2017 10:10 AM
14	Women's Opportunity Center	11/21/2017 11:51 AM
15	PEACE,Inc.	11/21/2017 9:06 AM

#	ADDRESS	DATE
1	401 South Ave.	12/18/2017 3:56 PM
2	405 Gifford St.	12/12/2017 3:04 PM
3	P. O. BOX 644	12/11/2017 2:59 PM
4	246 East Ave	12/11/2017 2:09 PM
5	421 Montgomery St	12/11/2017 1:31 PM
6	725 Erie Blvd. West	12/11/2017 12:44 PM
7	200 Cortland Ave	12/4/2017 9:51 AM
8	990 James St.	11/29/2017 3:42 PM
9	826 Euclid Ave.	11/29/2017 12:40 PM
10	6311 Court Street Road	11/29/2017 9:32 AM
11	8222 Turnstone Drive	11/28/2017 4:57 PM
12	76 Canton Street	11/27/2017 10:06 AM
13	106 S. Arterial Road	11/22/2017 10:10 AM
14	901 James St.	11/21/2017 11:51 AM
15	12 Clinton St PO Box 312	11/21/2017 9:06 AM

#	ADDRESS 2	DATE
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There are no responses.

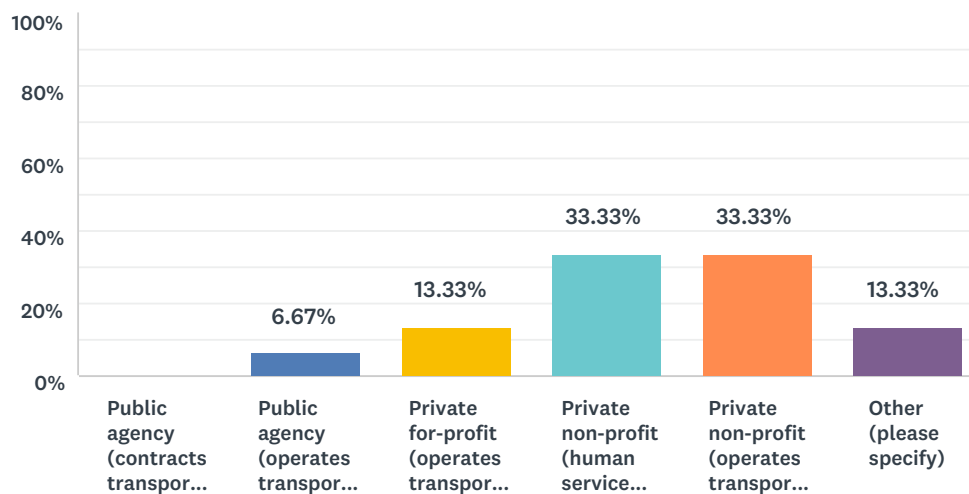
#	CITY/TOWN	DATE
1	Syracuse	12/18/2017 3:56 PM
2	Syracuse	12/12/2017 3:04 PM
3	SKANEATELES	12/11/2017 2:59 PM
4	Minoa	12/11/2017 2:09 PM
5	Syracuse	12/11/2017 1:31 PM
6	Syracuse	12/11/2017 12:44 PM
7	Syracuse	12/4/2017 9:51 AM
8	Syracuse	11/29/2017 3:42 PM
9	Syracuse	11/29/2017 12:40 PM
10	East Syracuse	11/29/2017 9:32 AM
11	Manlius	11/28/2017 4:57 PM
12	Baldwinsville	11/27/2017 10:06 AM
13	Syracuse	11/22/2017 10:10 AM

14	Syracuse	11/21/2017 11:51 AM
15	Tully	11/21/2017 9:06 AM
#	STATE/PROVINCE	DATE
1	New York	12/18/2017 3:56 PM
2	NY	12/12/2017 3:04 PM
3	N.Y.	12/11/2017 2:59 PM
4	NY	12/11/2017 2:09 PM
5	NY	12/11/2017 1:31 PM
6	New York	12/11/2017 12:44 PM
7	New York	12/4/2017 9:51 AM
8	New York	11/29/2017 3:42 PM
9	NY	11/29/2017 12:40 PM
10	NY	11/29/2017 9:32 AM
11	New York	11/28/2017 4:57 PM
12	NY	11/27/2017 10:06 AM
13	New York	11/22/2017 10:10 AM
14	NY	11/21/2017 11:51 AM
15	New York	11/21/2017 9:06 AM
#	ZIP/POSTAL CODE	DATE
1	13204	12/18/2017 3:56 PM
2	13204	12/12/2017 3:04 PM
3	13152	12/11/2017 2:59 PM
4	13116	12/11/2017 2:09 PM
5	13202	12/11/2017 1:31 PM
6	13204	12/11/2017 12:44 PM
7	13202	12/4/2017 9:51 AM
8	13203	11/29/2017 3:42 PM
9	13210	11/29/2017 12:40 PM
10	13057	11/29/2017 9:32 AM
11	13104	11/28/2017 4:57 PM
12	13027	11/27/2017 10:06 AM
13	13206	11/22/2017 10:10 AM
14	13203	11/21/2017 11:51 AM
15	13159	11/21/2017 9:06 AM
#	COUNTRY	DATE
There are no responses.		
#	EMAIL ADDRESS	DATE
1	kpearson@smnfwcc.org	12/18/2017 3:56 PM
2	msayles@hfcysr.org	12/12/2017 3:04 PM
3	rstockweat@aol.com	12/11/2017 2:59 PM
4	asearles002@gmail.com	12/11/2017 2:09 PM

5	joannedecker@ongov.net	12/11/2017 1:31 PM
6	tomfairhurst@highland.care	12/11/2017 12:44 PM
7	skoegel@centro.org	12/4/2017 9:51 AM
8	dreicher@christopher-community.org	11/29/2017 3:42 PM
9	joanr@westcottcc.org	11/29/2017 12:40 PM
10	kwhite@contactsyracuse.org	11/29/2017 9:32 AM
11	providence.deborah@gmail.com	11/28/2017 4:57 PM
12	josier@balwinsville.org	11/27/2017 10:06 AM
13	adamsappleservices@aol.com	11/22/2017 10:10 AM
14	kwhite@womensopportunity.org	11/21/2017 11:51 AM
15	bkohberger@peace-caa.org	11/21/2017 9:06 AM
#	PHONE NUMBER	DATE
1	315-474-6823	12/18/2017 3:56 PM
2	315-476-3157	12/12/2017 3:04 PM
3	315-685-3908	12/11/2017 2:59 PM
4	3152630135	12/11/2017 2:09 PM
5	315-435-2362	12/11/2017 1:31 PM
6	3152546287	12/11/2017 12:44 PM
7	315-442-3374	12/4/2017 9:51 AM
8	315-424-1821	11/29/2017 3:42 PM
9	3154788634	11/29/2017 12:40 PM
10	3152511400 x147	11/29/2017 9:32 AM
11	315-415-0165	11/28/2017 4:57 PM
12	3156384536	11/27/2017 10:06 AM
13	315-437-0127	11/22/2017 10:10 AM
14	315-446-0550	11/21/2017 11:51 AM
15	315-696-8203	11/21/2017 9:06 AM

Q2 Which of the following best describes your organization? (Check one)

Answered: 15 Skipped: 0

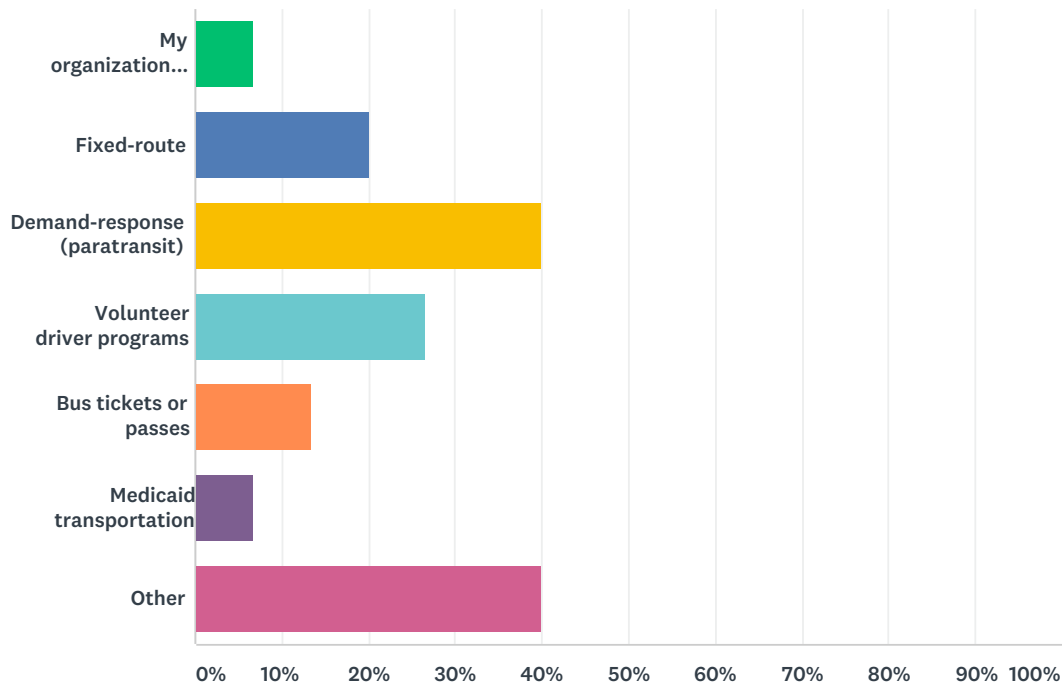


ANSWER CHOICES	RESPONSES	
Public agency (contracts transportation services)	0.00%	0
Public agency (operates transportation services)	6.67%	1
Private for-profit (operates transportation services)	13.33%	2
Private non-profit (human service agency)	33.33%	5
Private non-profit (operates transportation services)	33.33%	5
Other (please specify)	13.33%	2
TOTAL		15

#	OTHER (PLEASE SPECIFY)	DATE
1	County Government	12/11/2017 1:31 PM
2	Senior Center	11/27/2017 10:06 AM

Q3 Please indicate the transportation services your organization provides. (Check all that apply)

Answered: 15 Skipped: 0

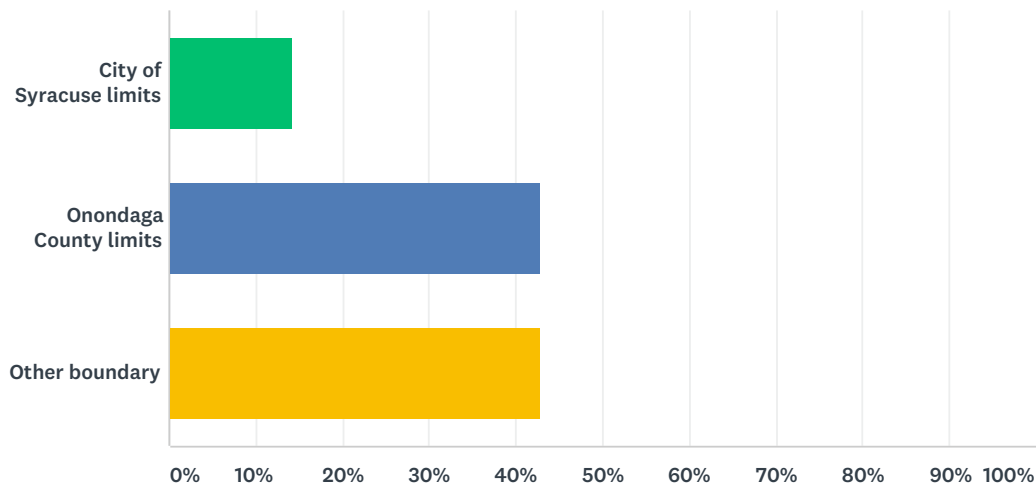


ANSWER CHOICES	RESPONSES	
My organization does not purchase, operate or arrange transportation services	6.67%	1
Fixed-route	20.00%	3
Demand-response (paratransit)	40.00%	6
Volunteer driver programs	26.67%	4
Bus tickets or passes	13.33%	2
Medicaid transportation	6.67%	1
Other	40.00%	6
Total Respondents: 15		

#	OTHER (PLEASE SPECIFY)	DATE
1	Free Senior transportation services	12/18/2017 3:56 PM
2	senior transportation for program participants	12/12/2017 3:04 PM
3	Onondaga County Senior Transportation (OSCAR)	12/4/2017 9:51 AM
4	Senior citizen transportation services to Center programming and other necessary essentials such as Doctor appointments, grocery shopping, etc.	11/29/2017 12:40 PM
5	Information and referral; transportation to homeless shelters	11/29/2017 9:32 AM
6	Operates a Shuttle To Work program taking workers to work	11/28/2017 4:57 PM

Q4 Please describe where your general service area is located.

Answered: 14 Skipped: 1

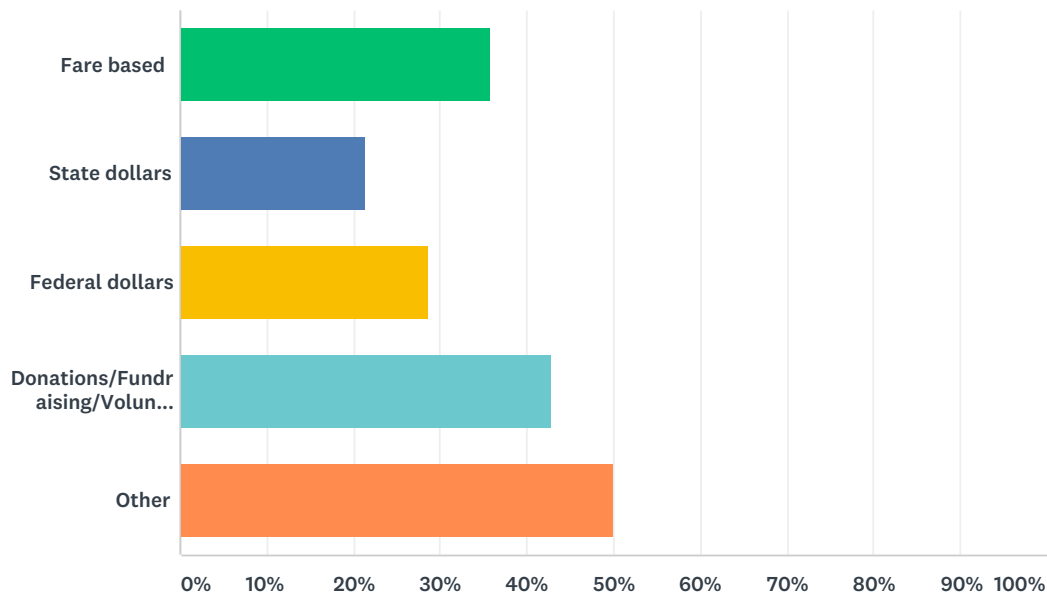


ANSWER CHOICES	RESPONSES	
City of Syracuse limits	14.29%	2
Onondaga County limits	42.86%	6
Other boundary	42.86%	6
TOTAL		14

#	OTHER GEOGRAPHIC BOUNDARY: (PLEASE SPECIFY)	DATE
1	AUBURN, SKANEATELES, SYRACUSE	12/11/2017 3:03 PM
2	Minoa, Kirkville Bridgeport Area of Onondaga county	12/11/2017 2:29 PM
3	Onondaga, Madison, Cortland, Cayuga, Oswego, Oneida	12/11/2017 12:49 PM
4	Onondaga, Oneida, Oswego & Cayuga Counties	12/4/2017 9:56 AM
5	Upstate New York	11/29/2017 3:43 PM
6	Syracuse, East Syracuse and would like to expand further into Onondaga County	11/28/2017 5:03 PM

Q5 How are transportation services funded? (Check all that apply)

Answered: 14 Skipped: 1

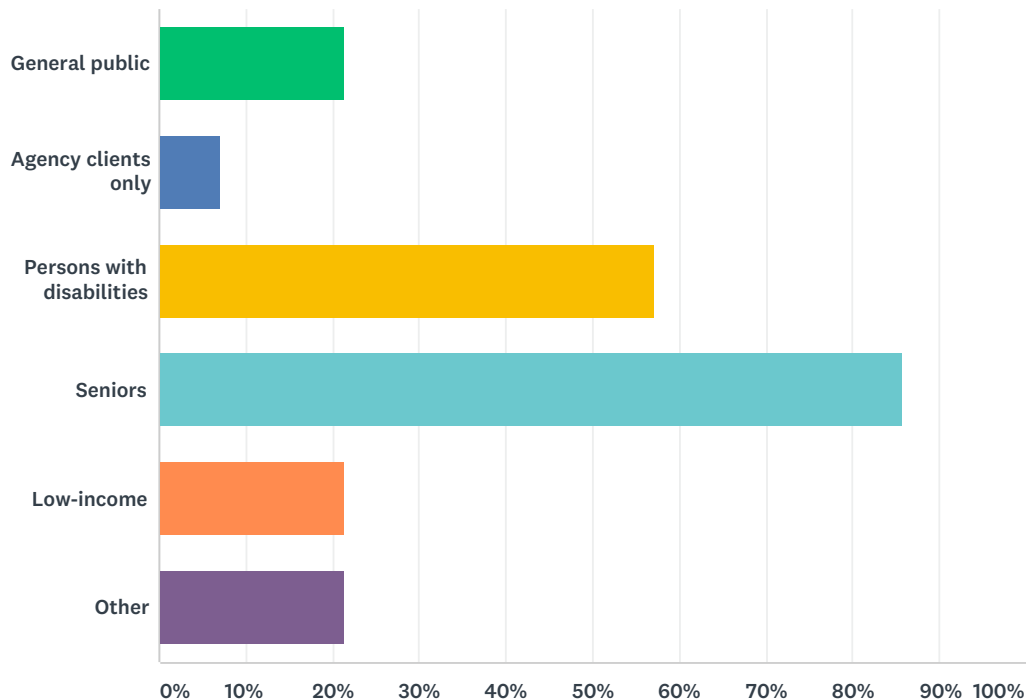


ANSWER CHOICES	RESPONSES	
Fare based	35.71%	5
State dollars	21.43%	3
Federal dollars	28.57%	4
Donations/Fundraising/Volunteers	42.86%	6
Other	50.00%	7
Total Respondents: 14		

#	OTHER (PLEASE SPECIFY)	DATE
1	county	12/18/2017 4:04 PM
2	contract with Onondaga County DALTCs	12/12/2017 3:07 PM
3	Onondaga County Department of Aging	11/29/2017 12:43 PM
4	Onondaga County Department of Social Services	11/29/2017 9:33 AM
5	Grants, donations and fees of riders	11/28/2017 5:03 PM
6	medicaid	11/22/2017 10:16 AM
7	PEACE, Inc - CSBG funded- pays for phone line	11/21/2017 9:08 AM

Q6 Who is eligible to receive your transportation services? (Check all that apply)

Answered: 14 Skipped: 1

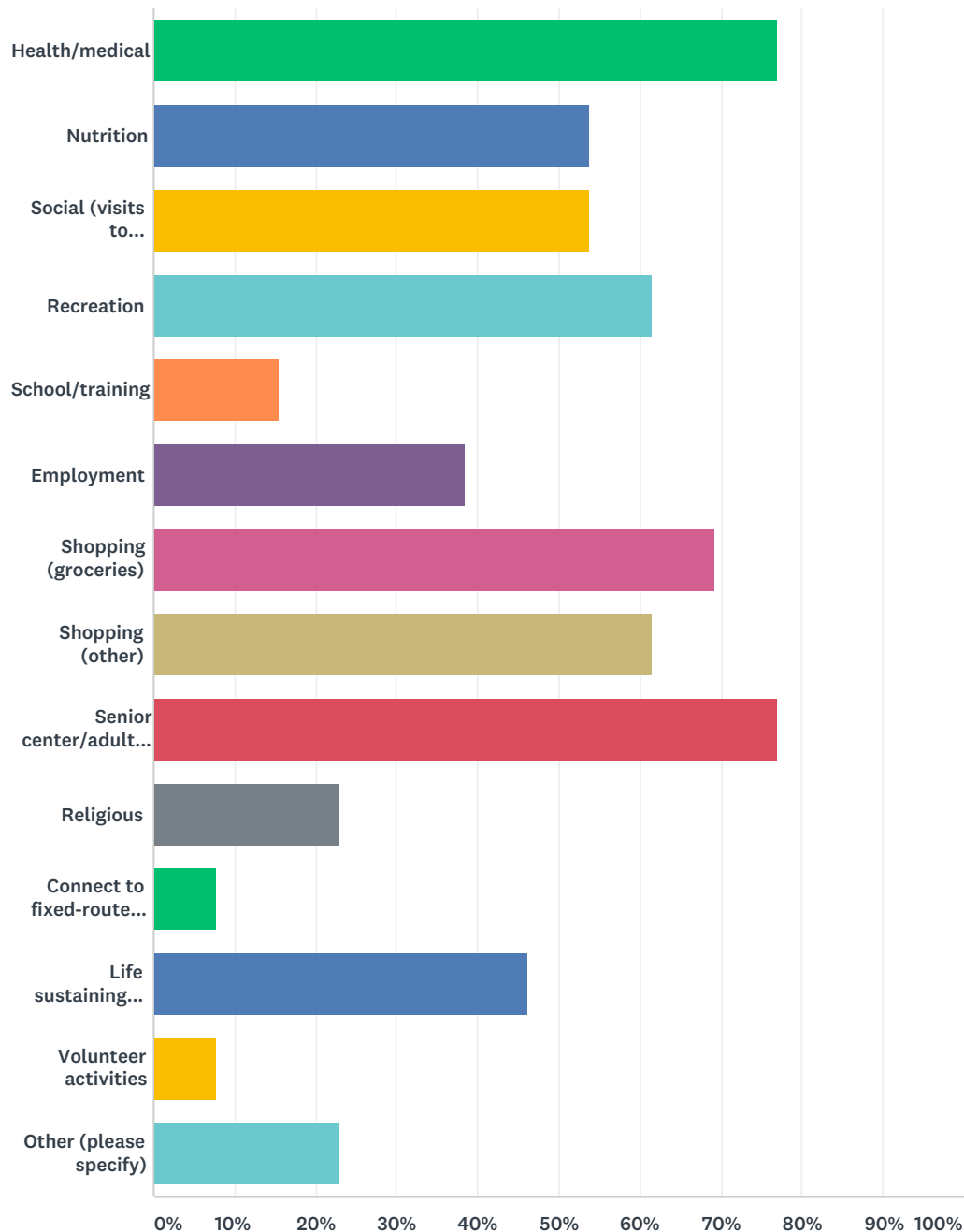


ANSWER CHOICES	RESPONSES
General public	21.43% 3
Agency clients only	7.14% 1
Persons with disabilities	57.14% 8
Seniors	85.71% 12
Low-income	21.43% 3
Other	21.43% 3
Total Respondents: 14	

#	OTHER (PLEASE SPECIFY)	DATE
1	Homeless individuals seeking shelter	11/29/2017 9:33 AM
2	Low Income City of Syracuse residents currently	11/28/2017 5:03 PM
3	resident of Lysander or Van Buren	11/27/2017 10:09 AM

Q7 For which of the following trip purposes does your organization provide transportation services? (Check all that apply)

Answered: 13 Skipped: 2



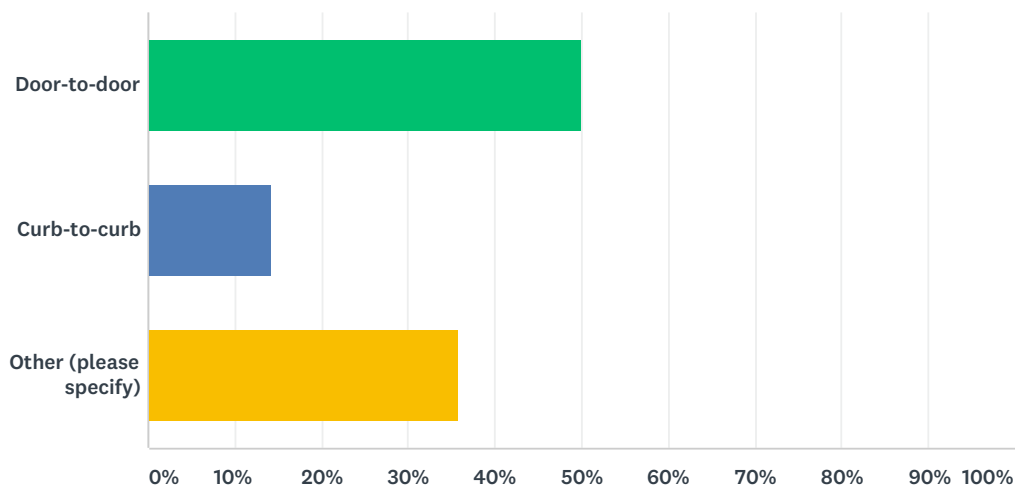
ANSWER CHOICES	RESPONSES	
Health/medical	76.92%	10
Nutrition	53.85%	7
Social (visits to friends/relatives)	53.85%	7
Recreation	61.54%	8

School/training	15.38%	2
Employment	38.46%	5
Shopping (groceries)	69.23%	9
Shopping (other)	61.54%	8
Senior center/adult daycare	76.92%	10
Religious	23.08%	3
Connect to fixed-route transit	7.69%	1
Life sustaining medical (example - kidney dialysis)	46.15%	6
Volunteer activities	7.69%	1
Other (please specify)	23.08%	3
Total Respondents: 13		

#	OTHER (PLEASE SPECIFY)	DATE
1	People use Centro for all transportation needs	12/4/2017 9:56 AM
2	Transportation to homeless shelters	11/29/2017 9:33 AM
3	light's on the lake	11/22/2017 10:16 AM

Q8 Please identify the level of service you provide.

Answered: 14 Skipped: 1



ANSWER CHOICES	RESPONSES
Door-to-door	50.00% 7
Curb-to-curb	14.29% 2
Other (please specify)	35.71% 5
TOTAL	14

#	OTHER (PLEASE SPECIFY)	DATE
1	door to door, curb to curb, door through door	12/11/2017 1:33 PM
2	Bedside to Bedside	12/11/2017 12:49 PM
3	Door to Door for Call-A-Bus, bus stops for Fixed Route	12/4/2017 9:56 AM
4	None	11/29/2017 3:43 PM
5	curb to curb with some within 10 minute walk or less from home	11/28/2017 5:03 PM

Q9 What are your regular hours of operation? (Example - 9a.m.-3p.m., 5p.m.-9p.m.)

Answered: 13 Skipped: 2

ANSWER CHOICES	RESPONSES	
Weekdays:	100.00%	13
Weekends:	76.92%	10

#	WEEKDAYS:	DATE
1	9:00am.-4:00pm Mon-Friday	12/18/2017 4:04 PM
2	7:30 - 9:30 AM, 1:00 - 3:00 PM	12/12/2017 3:07 PM
3	9A.M.-5P.M.	12/11/2017 3:03 PM
4	8am to 4pm	12/11/2017 2:29 PM
5	varies ususally 9-4:00 p.m.	12/11/2017 1:33 PM
6	5:00 am to 9:00 pm	12/11/2017 12:49 PM
7	5am-midnight	12/4/2017 9:56 AM
8	9-4:30 pm	11/29/2017 12:43 PM
9	24/7	11/29/2017 9:33 AM
10	24hrs	11/28/2017 5:03 PM
11	9 am to 3 pm	11/27/2017 10:09 AM
12	6:00 AM / 9:00 PM	11/22/2017 10:16 AM
13	Tuesdays and Thursdays - 9-4PM	11/21/2017 9:08 AM
#	WEEKENDS:	DATE
1	N/A	12/12/2017 3:07 PM
2	NONE	12/11/2017 3:03 PM
3	24/7 for door through door	12/11/2017 1:33 PM
4	5:00 am to 9:00 pm	12/11/2017 12:49 PM
5	5am- midnight	12/4/2017 9:56 AM
6	no weekends	11/29/2017 12:43 PM
7	24/7	11/29/2017 9:33 AM
8	24 hrs	11/28/2017 5:03 PM
9	no	11/27/2017 10:09 AM
10	available by appointment	11/22/2017 10:16 AM

Q10 What are your typical peak and off peak hours?

Answered: 12 Skipped: 3

ANSWER CHOICES	RESPONSES
Peak hours:	100.00% 12
Off peak hours:	41.67% 5

#	PEAK HOURS:	DATE
1	10:00am.- 2:00pm	12/18/2017 4:04 PM
2	9A.M.-5P.M.	12/11/2017 3:03 PM
3	10-1	12/11/2017 2:29 PM
4	varies per program	12/11/2017 1:33 PM
5	10:00 am to 5:00 pm	12/11/2017 12:49 PM
6	6:30-8:30am; 3:30-5:30pm	12/4/2017 9:56 AM
7	11:00 - 3:00	11/29/2017 12:43 PM
8	N/A	11/29/2017 9:33 AM
9	5:10 am, 5:10 pm , 6:30 pm	11/28/2017 5:03 PM
10	10 to 2	11/27/2017 10:09 AM
11	8:30 AM / 10:30 AM 1:00 PM / 3:00 PM	11/22/2017 10:16 AM
12	unknown	11/21/2017 9:08 AM
#	OFF PEAK HOURS:	DATE
1	8-10	12/11/2017 2:29 PM
2	5:00 am to 10:00 am and 5:00 pm to 9:00 pm	12/11/2017 12:49 PM
3	N/A	11/29/2017 9:33 AM
4	7:25am, 6:30am, midnight	11/28/2017 5:03 PM
5	10:00 AM / 1:00 PM 4:00 PM / 9:00 PM	11/22/2017 10:16 AM

Q11 Total number of vehicles

Answered: 11 Skipped: 4

#	RESPONSES	DATE
1	1	12/18/2017 4:47 PM
2	2	12/12/2017 3:08 PM
3	1	12/11/2017 3:34 PM
4	TWO	12/11/2017 3:14 PM
5	8	12/11/2017 12:52 PM
6	240	12/4/2017 10:28 AM
7	1	11/29/2017 1:02 PM
8	N/A	11/29/2017 9:36 AM
9	0	11/28/2017 5:05 PM
10	7	11/22/2017 10:28 AM
11	1	11/21/2017 9:11 AM

Q12 Total seating capacity

Answered: 11 Skipped: 4

#	RESPONSES	DATE
1	12 passenger	12/18/2017 4:47 PM
2	15,15	12/12/2017 3:08 PM
3	14	12/11/2017 3:34 PM
4	14	12/11/2017 3:14 PM
5	5	12/11/2017 12:52 PM
6	12,500	12/4/2017 10:28 AM
7	14	11/29/2017 1:02 PM
8	N/A	11/29/2017 9:36 AM
9	0	11/28/2017 5:05 PM
10	Bus, W/C's 5, 4 seats. Pass Van(s) 10 pass. W/C Van(s) W/C's 2, 3 pass per W/C Van	11/22/2017 10:28 AM
11	7	11/21/2017 9:11 AM

Q13 Number of wheelchair equipped vehicles

Answered: 11 Skipped: 4

#	RESPONSES	DATE
1	0	12/18/2017 4:47 PM
2	0	12/12/2017 3:08 PM
3	1	12/11/2017 3:34 PM
4	ONE	12/11/2017 3:14 PM
5	8	12/11/2017 12:52 PM
6	240	12/4/2017 10:28 AM
7	0	11/29/2017 1:02 PM
8	N/A	11/29/2017 9:36 AM
9	0	11/28/2017 5:05 PM
10	5	11/22/2017 10:28 AM
11	0	11/21/2017 9:11 AM

Q14 Total wheelchair seating capacity

Answered: 11 Skipped: 4

#	RESPONSES	DATE
1	0	12/18/2017 4:47 PM
2	0	12/12/2017 3:08 PM
3	2	12/11/2017 3:34 PM
4	TWO	12/11/2017 3:14 PM
5	2	12/11/2017 12:52 PM
6	600	12/4/2017 10:28 AM
7	0	11/29/2017 1:02 PM
8	N/A	11/29/2017 9:36 AM
9	0	11/28/2017 5:05 PM
10	Bus 5. W/C VANS 2	11/22/2017 10:28 AM
11	0	11/21/2017 9:11 AM

Q15 Number of one-way passenger trips in a year

Answered: 10 Skipped: 5

#	RESPONSES	DATE
1	1500	12/18/2017 4:47 PM
2	2100	12/11/2017 3:34 PM
3	2000-2200	12/11/2017 3:14 PM
4	8,500	12/11/2017 12:52 PM
5	11 million	12/4/2017 10:28 AM
6	2219	11/29/2017 1:02 PM
7	264	11/29/2017 9:36 AM
8	0	11/28/2017 5:05 PM
9	approx; 27	11/22/2017 10:28 AM
10	0	11/21/2017 9:11 AM

Q16 What is the annual total vehicle miles traveled of your fleet?

Answered: 10 Skipped: 5

#	RESPONSES	DATE
1	8000	12/18/2017 4:47 PM
2	7200	12/11/2017 3:34 PM
3	19300	12/11/2017 3:14 PM
4	300,000	12/11/2017 12:52 PM
5	4,900,000	12/4/2017 10:28 AM
6	6800	11/29/2017 1:02 PM
7	600	11/29/2017 9:36 AM
8	0	11/28/2017 5:05 PM
9	approx: 80-85,000 miles	11/22/2017 10:28 AM
10	unknown	11/21/2017 9:11 AM

Q17 What is the annual total vehicle hours of service of your fleet?

Answered: 10 Skipped: 5

#	RESPONSES	DATE
1	1950	12/18/2017 4:47 PM
2	1700	12/11/2017 3:34 PM
3	2200-2500	12/11/2017 3:14 PM
4	16,000	12/11/2017 12:52 PM
5	404,000	12/4/2017 10:28 AM
6	15	11/29/2017 1:02 PM
7	N/A	11/29/2017 9:36 AM
8	0	11/28/2017 5:05 PM
9	approx: 4,000	11/22/2017 10:28 AM
10	unknown	11/21/2017 9:11 AM

Q18 How many drivers do you have?

Answered: 10 Skipped: 5

#	RESPONSES	DATE
1	2	12/18/2017 4:47 PM
2	2	12/11/2017 3:34 PM
3	44	12/11/2017 3:14 PM
4	15	12/11/2017 12:52 PM
5	375	12/4/2017 10:28 AM
6	1	11/29/2017 1:02 PM
7	N/A	11/29/2017 9:36 AM
8	0	11/28/2017 5:05 PM
9	5	11/22/2017 10:28 AM
10	several volunteers- personal vehicles; 2 staff for agency van	11/21/2017 9:11 AM

Q19 What is the number of paid drivers?

Answered: 10 Skipped: 5

#	RESPONSES	DATE
1	2	12/18/2017 4:47 PM
2	2	12/11/2017 3:34 PM
3	NONE	12/11/2017 3:14 PM
4	15	12/11/2017 12:52 PM
5	375	12/4/2017 10:28 AM
6	1	11/29/2017 1:02 PM
7	N/A	11/29/2017 9:36 AM
8	0	11/28/2017 5:05 PM
9	5	11/22/2017 10:28 AM
10	2	11/21/2017 9:11 AM

Q20 What is the number of volunteer drivers?

Answered: 10 Skipped: 5

#	RESPONSES	DATE
1	0	12/18/2017 4:47 PM
2	0	12/11/2017 3:34 PM
3	44	12/11/2017 3:14 PM
4	0	12/11/2017 12:52 PM
5	0	12/4/2017 10:28 AM
6	0	11/29/2017 1:02 PM
7	N/A	11/29/2017 9:36 AM
8	0	11/28/2017 5:05 PM
9	0	11/22/2017 10:28 AM
10	34	11/21/2017 9:11 AM

Q21 How many vehicles are in operation during:

Answered: 10 Skipped: 5

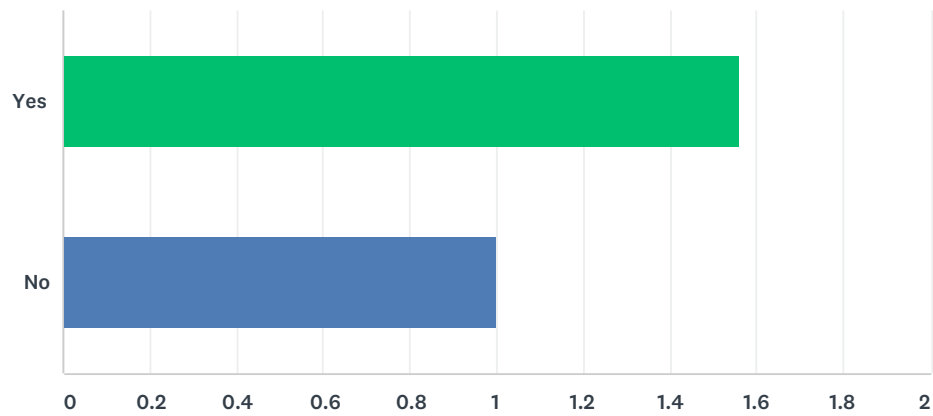
ANSWER CHOICES	RESPONSES
Peak hours?	100.00% 10
Off peak hours?	90.00% 9

#	PEAK HOURS?	DATE
1	1	12/18/2017 4:47 PM
2	1	12/11/2017 3:34 PM
3	ONE	12/11/2017 3:14 PM
4	8	12/11/2017 12:52 PM
5	122	12/4/2017 10:28 AM
6	1	11/29/2017 1:02 PM
7	N/A	11/29/2017 9:36 AM
8	5	11/28/2017 5:05 PM
9	5	11/22/2017 10:28 AM
10	3	11/21/2017 9:11 AM

#	OFF PEAK HOURS?	DATE
1	1	12/18/2017 4:47 PM
2	1	12/11/2017 3:34 PM
3	ONE	12/11/2017 3:14 PM
4	4	12/11/2017 12:52 PM
5	Various	12/4/2017 10:28 AM
6	0	11/29/2017 1:02 PM
7	N/A	11/29/2017 9:36 AM
8	4	11/28/2017 5:05 PM
9	3	11/22/2017 10:28 AM

Q22 Is there room for additional riders?

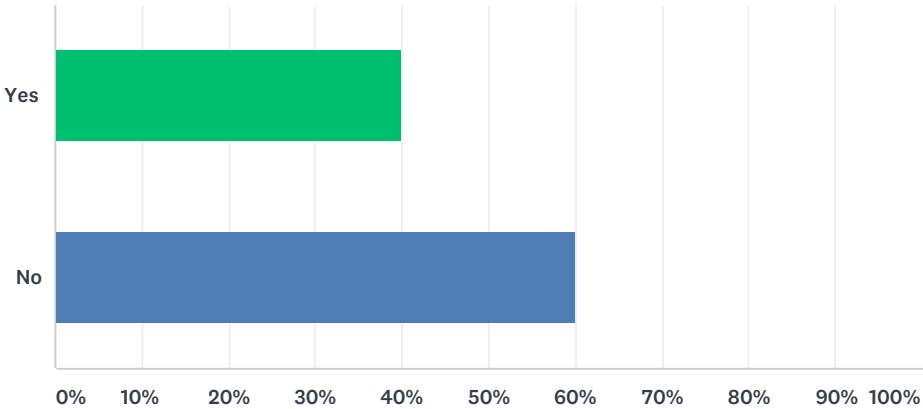
Answered: 10 Skipped: 5



	PEAK HOURS	OFF PEAK HOURS	TOTAL	WEIGHTED AVERAGE
Yes	44.44% 4	55.56% 5	9	1.56
No	100.00% 3	0.00% 0	3	1.00

Q23 When vehicles are not being used for your clients, are they used for other options?

Answered: 10 Skipped: 5



ANSWER CHOICES	RESPONSES	
Yes	40.00%	4
No	60.00%	6
TOTAL		10

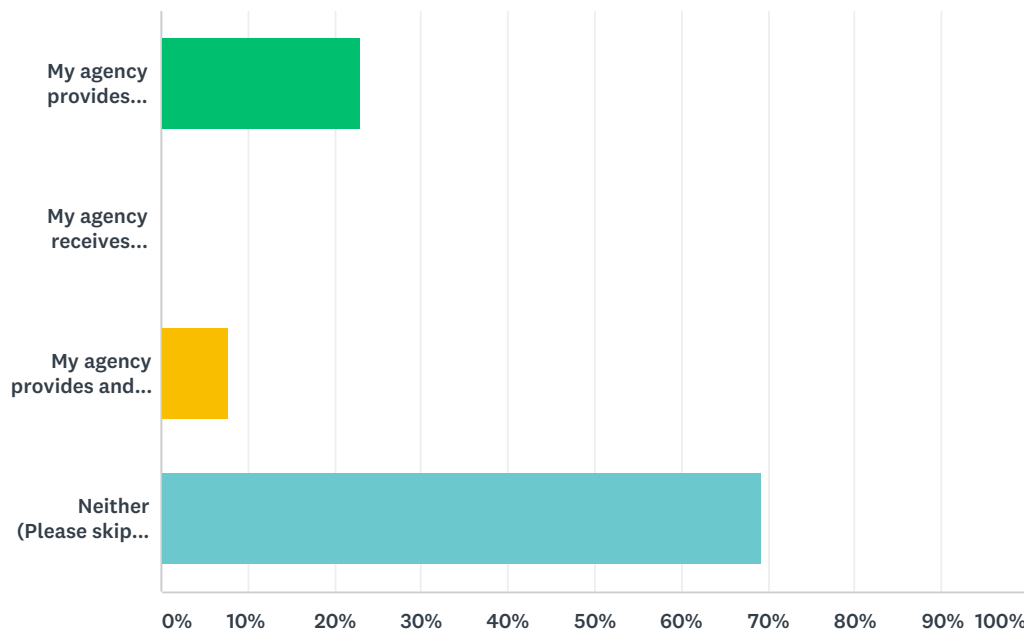
Q24 If Yes to Question 23, please describe.

Answered: 4 Skipped: 11

#	RESPONSES	DATE
1	Transport Youth	12/18/2017 4:47 PM
2	Our vehicle is additionally used for our in-house after school program on occasion.	11/29/2017 1:02 PM
3	Our Livery uses for cab work	11/28/2017 5:05 PM
4	Staff use this for other agency tasks- furniture etc.	11/21/2017 9:11 AM

Q25 Do you coordinate transportation services for or with other organizations?

Answered: 13 Skipped: 2



ANSWER CHOICES	RESPONSES	
My agency provides transit services	23.08%	3
My agency receives transit services	0.00%	0
My agency provides and receives transit services	7.69%	1
Neither (Please skip to Question 29)	69.23%	9
TOTAL		13

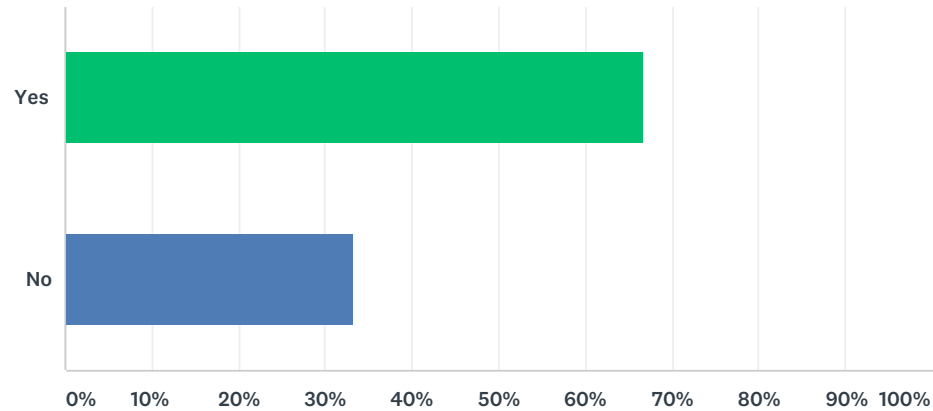
Q26 With what organizations do you coordinate services?

Answered: 6 Skipped: 9

#	RESPONSES	DATE
1	non-profit organizations, town government	12/11/2017 2:34 PM
2	Onondaga Office of the Aging, Cayuga Office of the Aging, St. Joseph's Hospital, Upstate Hospital, Crouse Hospital, Auburn Hospital, Syracuse Home, Elderwood, The Cottages, Sunnyside, Center at Onondaga, Menorah Park, Crouse Community Center	12/11/2017 1:06 PM
3	Oswego County Opportunities, Birnie Bus	12/4/2017 10:47 AM
4	employers ,potential workers that contact us	11/29/2017 11:05 AM
5	Department of Social Services	11/29/2017 9:38 AM
6	Medical Answering Service (MAS)	11/22/2017 11:00 AM

Q27 Do you have formal agreements with groups you coordinate services with?

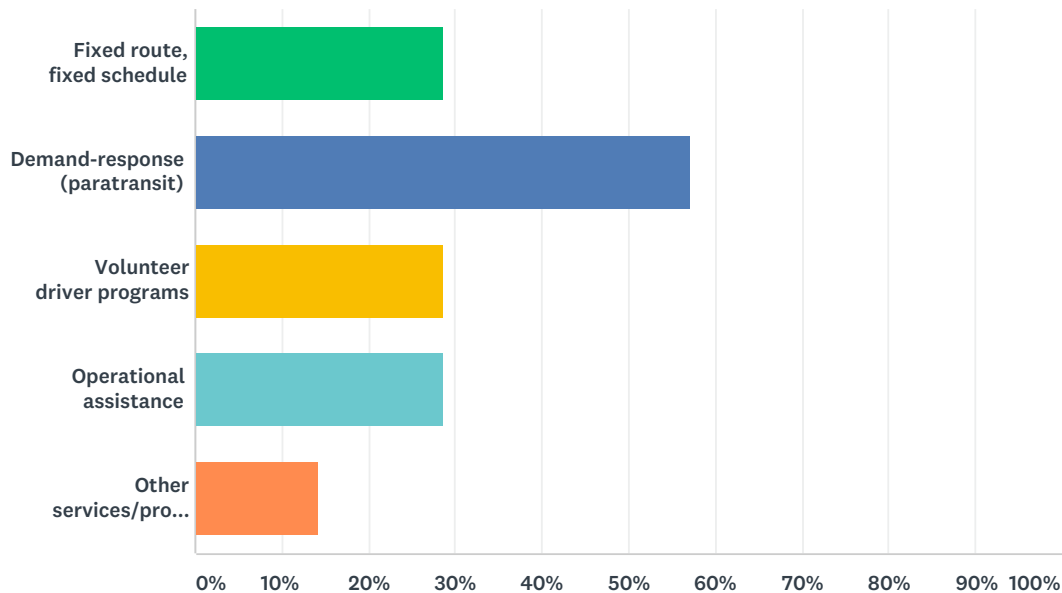
Answered: 6 Skipped: 9



ANSWER CHOICES		RESPONSES	
Yes		66.67%	4
No		33.33%	2
TOTAL			6

Q28 Please elaborate on the services your agency coordinates. (Check all that apply)

Answered: 7 Skipped: 8

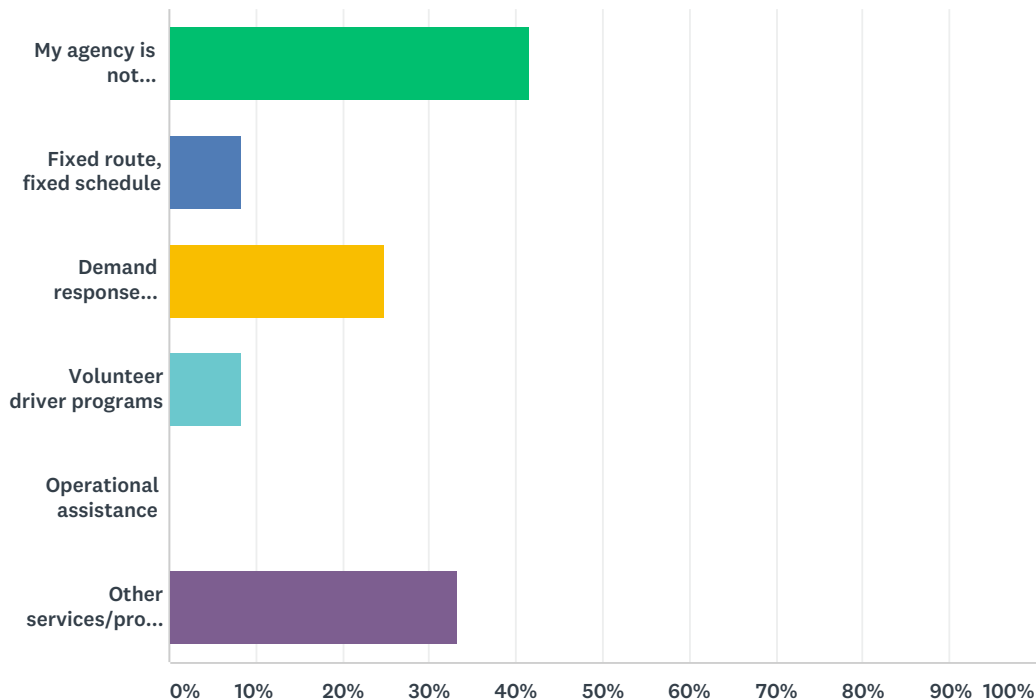


ANSWER CHOICES		RESPONSES	
Fixed route, fixed schedule		28.57%	2
Demand-response (paratransit)		57.14%	4
Volunteer driver programs		28.57%	2
Operational assistance		28.57%	2
Other services/programs (please specify)		14.29%	1
Total Respondents: 7			

#	OTHER SERVICES/PROGRAMS (PLEASE SPECIFY)	DATE
1	We coordinate with our Livery to transport people assigned to a shuttle based on their work schedule-fixed times but the route changes by who is joining the shuttle	11/29/2017 11:05 AM

Q29 Please indicate (additional) services your organization could provide to another agency or agencies. (Check all that apply)

Answered: 12 Skipped: 3

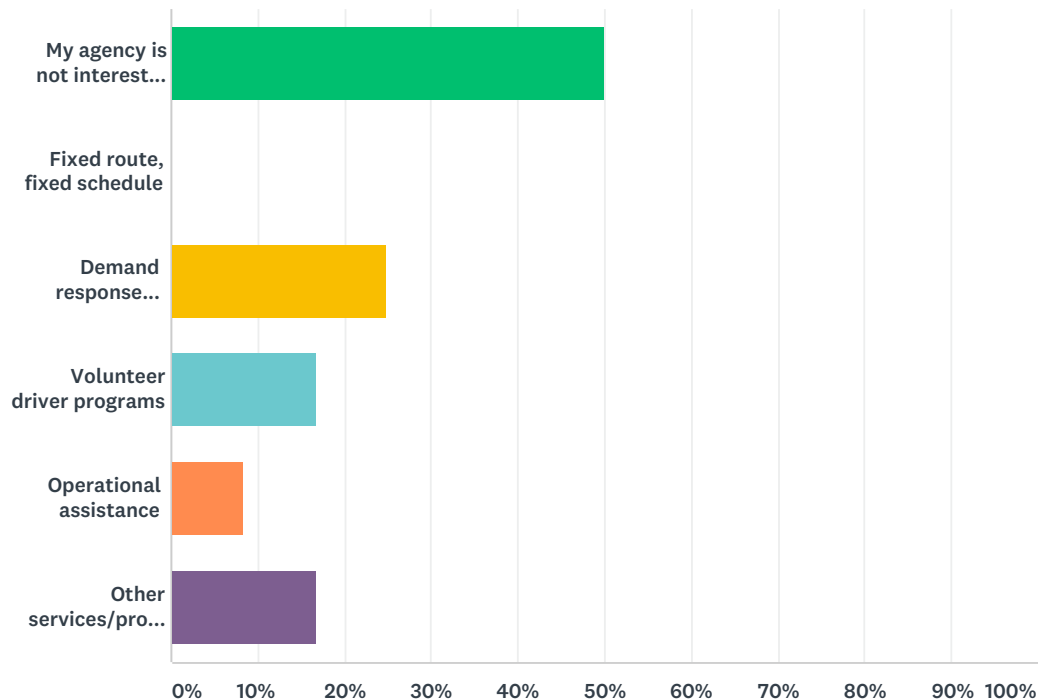


ANSWER CHOICES	RESPONSES	
My agency is not interested/not able to provide services to other agencies.	41.67%	5
Fixed route, fixed schedule	8.33%	1
Demand response (paratransit)	25.00%	3
Volunteer driver programs	8.33%	1
Operational assistance	0.00%	0
Other services/programs (please specify)	33.33%	4
Total Respondents: 12		

#	OTHER SERVICES/PROGRAMS (PLEASE SPECIFY)	DATE
1	Senior Transportation	12/18/2017 4:58 PM
2	We offer our service to all organizations have clients needing transportation to get or maintain employment	11/29/2017 11:05 AM
3	Private Practice/ Surgeries / Procedures. Trans to & from	11/22/2017 11:00 AM
4	job-readiness assistance to their participants	11/21/2017 11:57 AM

Q30 Please indicate (additional) services your organization could receive from another agency or agencies. (Check all that apply)

Answered: 12 Skipped: 3



ANSWER CHOICES	RESPONSES	
My agency is not interested in receiving services from other agencies.	50.00%	6
Fixed route, fixed schedule	0.00%	0
Demand response (paratransit)	25.00%	3
Volunteer driver programs	16.67%	2
Operational assistance	8.33%	1
Other services/programs (please specify)	16.67%	2
Total Respondents: 12		

#	OTHER SERVICES/PROGRAMS (PLEASE SPECIFY)	DATE
1	Additional transportaation assistance	12/18/2017 4:58 PM
2	Referrals of clients, partnering	11/29/2017 11:05 AM

Q31 Identify any transportation service gaps that may exist in the Syracuse Metropolitan Planning Area.

Answered: 9 Skipped: 6

ANSWER CHOICES	RESPONSES
Geographic gaps (where):	55.56% 5
Time gaps (when):	66.67% 6
Cost concerns (specify):	55.56% 5
Quality concerns (specify)	55.56% 5
Other:	33.33% 3

#	GEOGRAPHIC GAPS (WHERE):	DATE
1	areas where the county of Onondaga borders other counties	12/11/2017 2:34 PM
2	Rural locations, Northern Blvd area	12/4/2017 10:47 AM
3	All towns outside of the City of Syracuse and some Syracuse locations	11/29/2017 11:05 AM
4	N/A	11/29/2017 9:38 AM
5	In/out to outer reaches of the county during non-peak times	11/21/2017 11:57 AM

#	TIME GAPS (WHEN):	DATE
1	weekends, mostly sunday hours	12/11/2017 2:34 PM
2	9:00 pm to 5:00 am	12/11/2017 1:06 PM
3	2nd and 3rd shift workers	12/4/2017 10:47 AM
4	workday mid morning, afternoon and evenings. weekend service limited and non existent for most areas	11/29/2017 11:05 AM
5	5:00 PM to 12:00 PM	11/22/2017 11:00 AM
6	after 9am and after 6pm	11/21/2017 11:57 AM

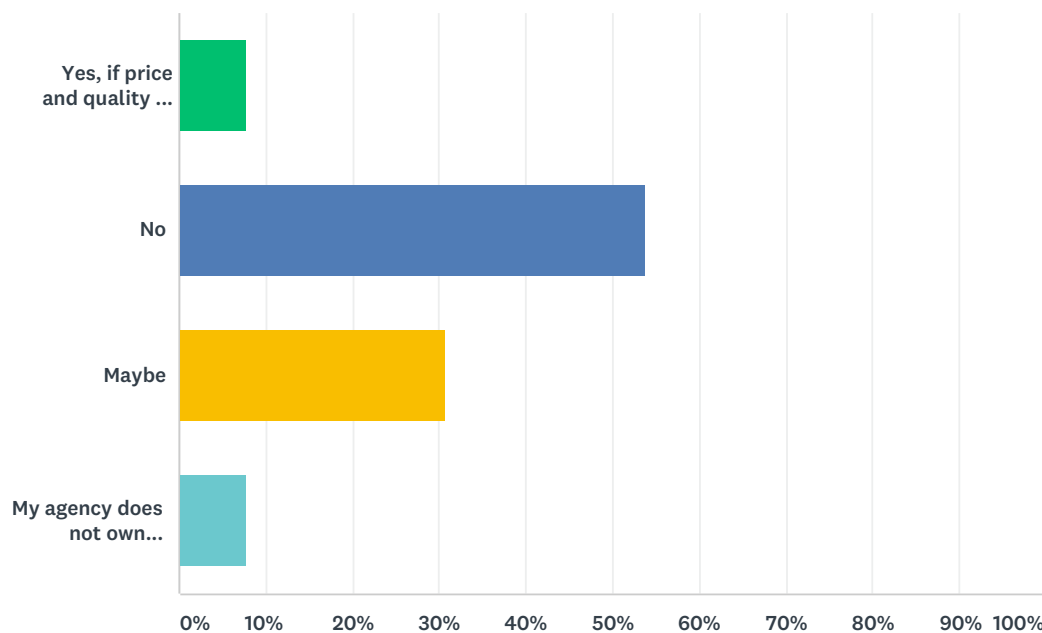
#	COST CONCERNS (SPECIFY):	DATE
1	door through door costly	12/11/2017 2:34 PM
2	People not on Medicaid have problems paying for trips - Middle Income	12/11/2017 1:06 PM
3	For low income workers, Ubers and cabs are too expensive. Centro costs too much to operate additional service days, locations and hours. That is why Shuttle to Work is more nimble and cheaper to fill the need	11/29/2017 11:05 AM
4	Having a Driver on "stand by" ready to transport each day and no or minimal call(s)	11/22/2017 11:00 AM
5	need lower cost options for those living in poverty to get to training	11/21/2017 11:57 AM

#	QUALITY CONCERNS (SPECIFY)	DATE
1	Many services in Syracuse provide low quality vehicles and questionable drivers.	12/11/2017 1:06 PM
2	when our driver is sick or on vacation we must cancel services as our attempts to maintain a volunteer(s) have not worked.	11/29/2017 1:15 PM
3	Centro is helpful but other gap programs are needed such as Shuttle to Work	11/29/2017 11:05 AM
4	Population getting older and heavier. A lot of Transportation requires "2- Man assist" or "ramps" in a lot of home's to get out and back into home.	11/22/2017 11:00 AM
5	none	11/21/2017 11:57 AM

#	OTHER:	DATE
1	We are operating with a van that is more than 10 years old which is a concern.	11/29/2017 1:15 PM
2	Currently CENTRO is the only viable option for low income workers which leaves 15% of workers without transportation and jobs. Shuttle to work is very cost effective and could fill most gaps in transportation if given funding.	11/29/2017 11:05 AM
3	Lack of transportation services in rural areas.	11/21/2017 9:16 AM

Q32 Is your agency interested in jointly purchasing and/or sharing vehicles with another agency?

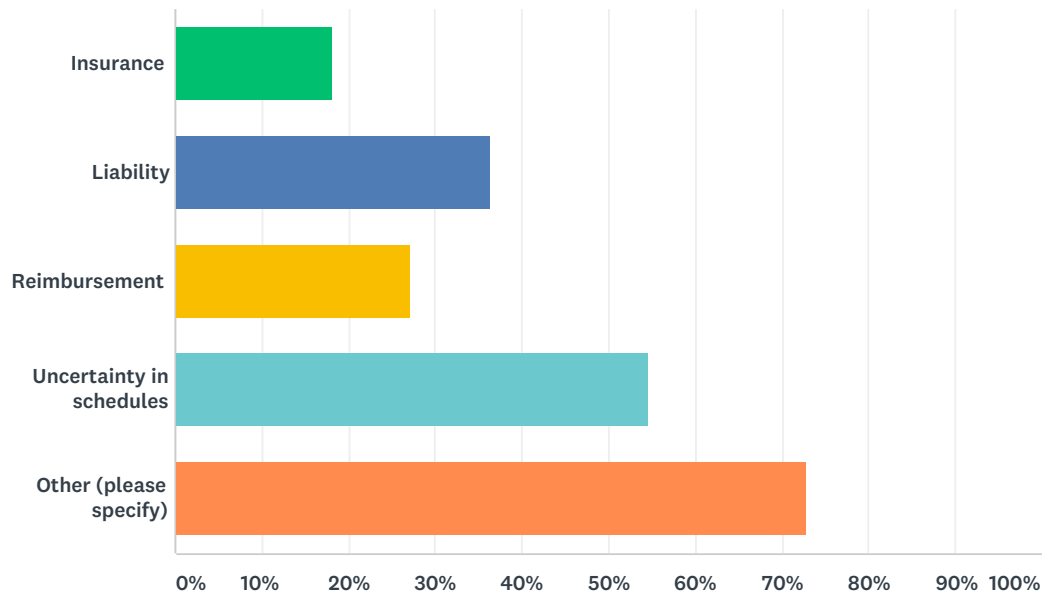
Answered: 13 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes, if price and quality of service meets my agency needs.	7.69%	1
No	53.85%	7
Maybe	30.77%	4
My agency does not own vehicles	7.69%	1
TOTAL		13

Q33 What barriers are preventing the coordination of existing transportation services? (Check all that apply)

Answered: 11 Skipped: 4

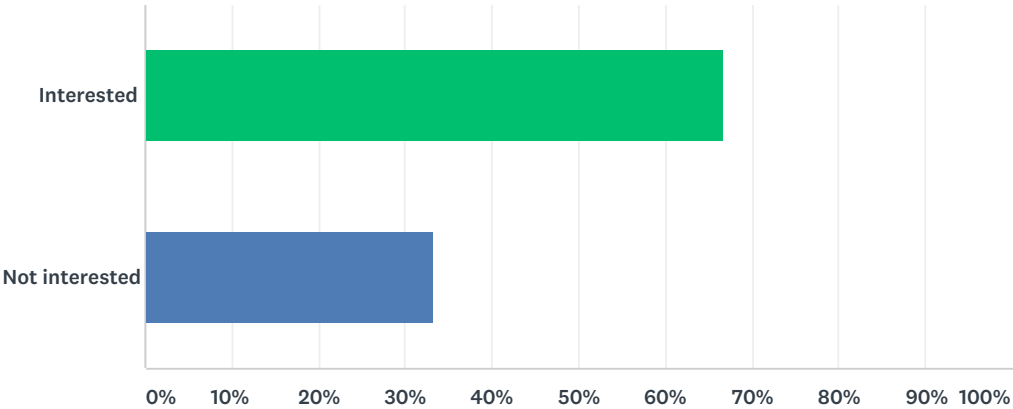


ANSWER CHOICES	RESPONSES
Insurance	18.18% 2
Liability	36.36% 4
Reimbursement	27.27% 3
Uncertainty in schedules	54.55% 6
Other (please specify)	72.73% 8
Total Respondents: 11	

#	OTHER (PLEASE SPECIFY)	DATE
1	Use a shared vehicle for the agency	12/18/2017 4:58 PM
2	Who to work with to coordinate	12/11/2017 1:06 PM
3	Centro would have additional services if funding levels increased	12/4/2017 10:47 AM
4	Our van is in use all day so coordinating our van for another agencies program participants won't work.	11/29/2017 1:15 PM
5	if a nonprofit shares a vehicle , they cannot charge riders anything because they become a livery. This will cause the transportation to be dependent on grants and Funding from Government to operate. This has never been sustainable and limits its use. Setting up a structure using a Livery to transport or beginning a Livery for the Nonprofits could use, would be more sustainable and provide diverse usage rather than selective access of clients.	11/29/2017 11:05 AM
6	N/A	11/29/2017 9:38 AM
7	Because the majority of elderly Senior's require more assistance in ambulating from bed to wheelchair. Obesity and frailness up and down stairs if no ramp avail.	11/22/2017 11:00 AM
8	need to coordinate with those providers available in the community	11/21/2017 11:57 AM

Q34 Would you be interested in discussing the vehicle purchase and/or sharing concept?

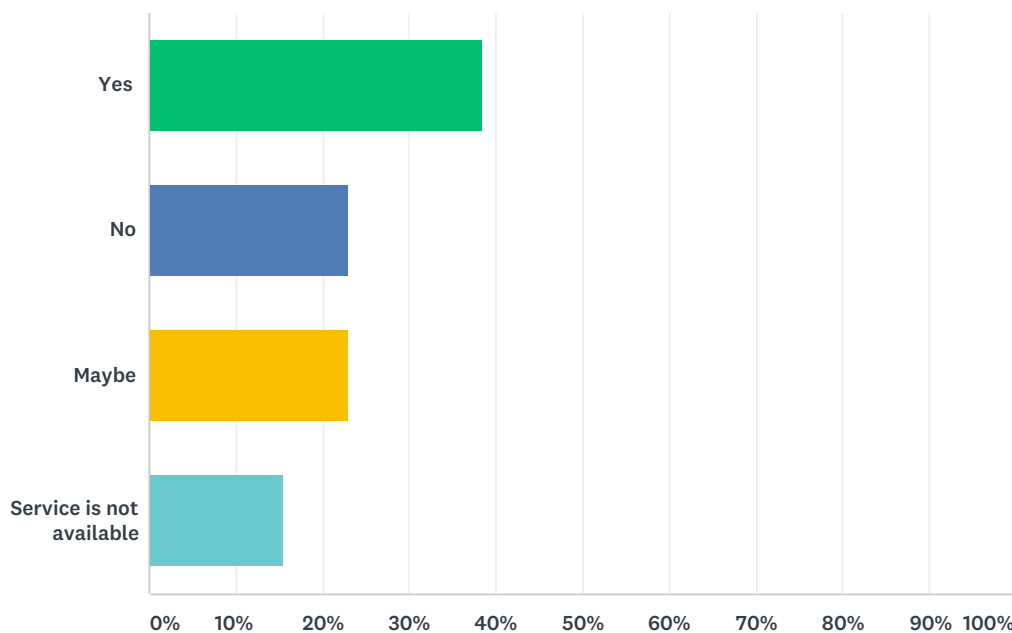
Answered: 12 Skipped: 3



ANSWER CHOICES		RESPONSES	
Interested		66.67%	8
Not interested		33.33%	4
TOTAL			12

Q35 If fixed-route bus service is available in your area, are your clients able to use it?

Answered: 13 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes	38.46%	5
No	23.08%	3
Maybe	23.08%	3
Service is not available	15.38%	2
TOTAL		13

Q36 Please provide additional comments or general ideas to enhance coordination and collaboration among human service agencies and transportation providers.

Answered: 8 Skipped: 7

#	RESPONSES	DATE
1	Onondaga United We Ride has found that face-to-face interaction has helped create a higher level of operational understanding among providers. This facilitates an enhanced referral process and more coordinated transit, which is a goal for all of us.	12/11/2017 2:34 PM
2	Having a centralized organization to understand needs and help match/coordinate with transportation providers.	12/11/2017 1:06 PM
3	We are at full capacity for our van and further see the need for additional transportation services for our senior program participants. Increased funding for additional services haven't been available making even sharing costs for additional transportation difficult to consider.	11/29/2017 1:15 PM
4	Collaborative transportation using a combination of solutions is needed. 1. If we had a Livery for nonprofits, it could meet many needs they have for transportation. Being able to charge even a small amount to cover cost will make it sustainable. 2. Orgs that want to transport their clients without charging client anything, having multiple vehicles in a consortium could meet that need but adding additional orgs wanting to use these services becomes more complex . What is the consortium going to charge the agency? Where does the org get that money? A lot of issues to resolve. 3. Breakdown the needs and match a solution to each segment. Ex. Getting to/from work for low income workers (Shuttle to work is appropriate), Transporting elderly to Dr appts (Medicaid and perhaps a shuttle to transport non Medicaid residents), Taking elderly and low income residents to grocery (a consortium vehicle or org vehicle can do this if no money changes hands), Handicap transportation (Call A bus and add a Livery type vehicle to take disabled to work, etc this will allow payment for service) Keep in mind a consortium adds more management costs with salaries, etc. This raises the costs substantially and then it has to be sustained. I think there is a way to have a Livery for nonprofit uses and would be happy to join a discussion on this. Different needs	11/29/2017 11:05 AM
5	N/A	11/29/2017 9:38 AM
6	again, our elderly population are older, frail and some over weight. Need more info like eg. "stairs" ramp(s) yes/no. Size of Client, proper w/c. On O2 ? Special transportation need's like breathing machine attached to W/C. Accessibility from home to street/van. (snow. no walk way clear of tree roots, rocks, dirt.)	11/22/2017 11:00 AM
7	Is there a list of transportation providers that our participants could use to get to/from our agency for training? And then to/from work?	11/21/2017 11:57 AM
8	Centro comes to Tully early in the day and late in the afternoon. Nothing mid day. FISH program running smoothly assisting people with transportation to medical appointments.	11/21/2017 9:16 AM

Q37 If No for Question 35, what may be preventing them from using the fixed-route service?

Answered: 5 Skipped: 10

#	RESPONSES	DATE
1	Wheelchair or bed bound (stretcher	12/11/2017 1:06 PM
2	It is very difficult for many seniors to use this type of services as they are not physically able to walk to bus stops, stand while waiting for transportation, be exposed to the elements, etc.	11/29/2017 1:15 PM
3	N/A	11/29/2017 9:38 AM
4	Not able to ambulett without assistance, or "mentaly" un able to perform without assistance.	11/22/2017 11:00 AM
5	Time of day	11/21/2017 9:16 AM

Q38 The area's Coordinated Plan contains many strategies that could help improve and enhance coordination. What additional strategies do you think would alleviate coordination barriers?

Answered: 5 Skipped: 10

#	RESPONSES	DATE
1	The area's Coordinated Plan has correctly addressed many transportation concerns for low income seniors and persons with disabilities. I think the strategies to increase transportation options and enhance coordination, should be addressed by funders and provider coalitions (such as United We Ride) working with and through the SMTC and their Coordinated Plan.	12/11/2017 2:34 PM
2	Thinking in terms of transportaion in it's entirety and not profit versus non-profit and helping to find reasons for being for organizations and not getting caught up in competitive feuding. Clearly understanding the needs of each party in terms of transportation to better align the needs to the services offered or needed.	12/11/2017 1:06 PM
3	If we used or formed Special Livery so certain transportation services could supplement costs with minimal fares, this would help sustainability. The Shuttle to Work program is extremely cost effective. Having a consortium for transportation without rider payment rather than everyone having a vehicle, could reduce some costs but will be expensive and the costs need to be shared and how do you receive funding annually to support that? A consortium is complex and management costs could increase the costs beyond funding could allow. I hope what is done is not a "Nice idea " that fails because it is not fund able or practical. Decisions should be made on facts and their merits not on "It sounds good". In-depth research is necessary.	11/29/2017 11:05 AM
4	proper follow up. a lot of instruction with individual Client care while preparing for transport are mentioned, but when checking find out "request for special instruction(s)" was not followed up. Waste time and time is money!	11/22/2017 11:00 AM
5	I need to pay more attention to the existing plan and will connect with SMTC staff if something comes up that might be of support to this project.	11/21/2017 11:57 AM