

# COORDINATED PUBLIC TRANSIT – HUMAN SERVICES TRANSPORTATION PLAN

## SYRACUSE METROPOLITAN PLANNING AREA



2022



# Coordinated Public Transit – Human Services Transportation Plan

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December 2022

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# Executive Summary

The Coordinated Public Transit – Human Services Transportation Plan (Coordinated Plan) originated with the 2005 passage of the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU) and continues with the most recent authorization, the Infrastructure Investment & Jobs Act, also referred to as the Bipartisan Infrastructure Law. The federal legislation requires 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. To meet the federal requirements, the Coordinated Plan adheres to the following three goals 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 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 and Spatial Patterns) discusses demographic data from either the 2020 decennial Census or the American Community Survey 2019 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 two transportation services questionnaires distributed to numerous human service agencies and providers of public transportation in the Syracuse metropolitan area, and users of the specialized transportation services. An inaugural questionnaire was conducted by the SMTC in 2008 to establish 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 and 2017. The SMTC 2021/2022 transportation survey indicated that perceived service gaps may still exist in a few locations throughout Onondaga County, notably rural municipalities such as Minoa and some 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 mandate that projects selected 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 input received through the course of the project several strategies are recommended, some of which include:

- Purchase accessible vehicles (bus, van or taxi);
- Establish 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 three-quarter 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 latest update is intended to reconfirm conditions within the Syracuse Metropolitan Planning Area, seek input on previously recommended transportation coordination strategies, include outreach from transportation services consumers, and identify any new, additional strategies for inclusion in the documentation.

# 1. Introduction

## *Context*

Beginning in the 2021-2022 Unified Planning Work Program and continuing into the 2022-2023 program, the Syracuse Metropolitan Transportation Council (SMTC) undertook this planning effort. 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. The concept of coordinated transportation services for various transportation underserved populations is not new to the SMTC or the many human service advocacy organizations and transportation providers in the area. This document represents the SMTC's fourth Coordinated Public Transit – Human Services Transportation Plan (Coordinated Plan) for the metropolitan area as directed by federal transportation mandates.

## *Plan Purpose*

The purpose of the Coordinated Plan is to:

- identify gaps and overlaps in service for underserved populations; and
- provide prioritized recommendations for service improvements.

Service improvements are applicable to the SMTC MPA and more specifically the Census defined urbanized area. See map 1. Underserved populations, for the purpose of this plan, are defined as the elderly, people with disabilities, and low-income citizens.

Demographic data as available from the 2020 decennial census or the American Community Survey (ACS) 2019 5-year estimate is summarized. The demographic data are essential components of quantifying existing conditions information throughout the SMTC's planning area.

## *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.

## ***Surface Transportation Authorization & Federal Transportation Administration Mandates***

The impetus for the Coordinated Plan originated with the 2005 passage of the federal transportation legislation: Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU). 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.

Federal legislation required that applicants for funding show that services follow 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 21<sup>st</sup> Century**

In July 2012, the Moving Ahead for Progress in the 21<sup>st</sup> Century (MAP-21) was signed into law. Through passage of MAP-21, two programs were repealed that focused on low income individuals and persons with disabilities (e.g., Section 5316 [JARC] and Section 5317 [New Freedom]). 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 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.

### **Infrastructure and Investment Jobs Act**

The Infrastructure and Investment Jobs Act (IIJA), also referred to as the Bipartisan Infrastructure Law, the latest multi-year physical infrastructure law was signed into law in November 2021. The surface transportation components retain those found in the FAST Act. FTA has several [fact sheets](#) on their website for the public to learn more about related transit programs.

### **Funding Programs (federal)**

Although there may be several potential funding sources from various levels of government, since the FTA requires a Coordinated Plan to be in place for receipt of certain federal transportation funds, the following highlights key federal programs that are available for many of the recommendations noted in the document.

#### **Congestion Mitigation Air Quality<sup>1</sup>**

The Congestion Mitigation and Air Quality (CMAQ) program provides funding to nonattainment or maintenance areas for ozone, carbon monoxide, and/or particulate matter. Funds may be used for any transit capital expenditures otherwise eligible for FTA funding if they have an air quality benefit. Although Onondaga County is designated as an attainment area, which means the county is meeting all applicable federal air quality standards, recent CMAQ funding solicitations released by the New York State Department of Transportation (NYSDOT) have included Onondaga County as an eligible area for the receipt of CMAQ funds, if awarded.

#### **Section 5307<sup>2</sup>**

The Urbanized Area Formula Funding program makes federal resources available to urbanized areas for transit capital and operating assistance and for transportation-related planning. An urbanized area is an incorporated area with a population of 50,000 or more. Some eligible activities include, but are not limited to, planning, engineering, design and evaluation of transit projects and other technical transportation-related studies; capital investments in bus and bus-related activities. In urbanized areas with a population of 200,000 or more, such as the Syracuse urbanized area, funds may not be used for operating assistance.

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<sup>1</sup> <https://www.transit.dot.gov/funding/grants/grant-programs/flexible-funding-programs-congestion-mitigation-and-air-quality>

<sup>2</sup> <https://www.transit.dot.gov/funding/grants/urbanized-area-formula-grants-5307>

**Section 5310<sup>3</sup>**

This program provides funding for the purpose of assisting private nonprofit groups in meeting the transportation needs of older adults and people with disabilities when the transportation service provided is unavailable, insufficient, or inappropriate to meeting these needs. The program seeks to improve mobility for seniors and individuals with disabilities by removing barriers to transportation service and expanding transportation mobility options.

**Section 5311<sup>4</sup>**

The Formula Grants for Rural Areas program provides capital, planning, and operating assistance to states to support public transportation in rural areas with populations of less than 50,000. Eligible activities include planning, capital, operating, job access and reverse commute, and acquisition of public transportation services.

**Surface Transportation Block Grant Program (STBG)<sup>5</sup>**

Provides funding that may be used by states and localities for a wide range of projects to preserve and improve the conditions and performance of surface transportation, including highway, transit, intercity bus, bicycle and pedestrian projects.

**Coronavirus Aid, Relief, and Economic Security Act (CARES)<sup>6</sup>**

The CARES Act provided emergency assistance and health care response for individuals, families, and businesses affected by COVID-19. In the SMTC area, Centro, the area's provider of mass public transportation, received approximately \$21.3M to support capital, operating, and other expenses.

**Coronavirus Response and Relief Supplemental Appropriations Act of 2021 (CRRSA)**

CRRSA allocated \$14B throughout the country to support the transit industry during COVID-19. According to FTA published apportionments, Centro received around \$16.7M in 2021 to primarily support operational expenses and, around \$70,000 in supplemental Section 5310 funds for use in the Syracuse urbanized area were apportioned.

**American Recovery Plan Act of 2021 (ARP)**

ARP included \$30.5B to support country's public transportation systems during COVID-19. Based on FTA published apportionments, Centro received around \$34.136M in 2021 to primarily support operational expenses. Additionally, around \$70,000 was made available through supplemental Section 5310 funds for operational purposes in the Syracuse urbanized area.

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<sup>3</sup> <https://www.transit.dot.gov/funding/grants/enhanced-mobility-seniors-individuals-disabilities-section-5310>

<sup>4</sup> <https://www.transit.dot.gov/rural-formula-grants-5311>

<sup>5</sup> <https://www.transit.dot.gov/funding/grants/flexible-funding-programs-surface-transportation-block-grant-program-23-usc-133>

<sup>6</sup> <https://www.transit.dot.gov/cares-act>

## ***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, ARISE, Inc., 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**

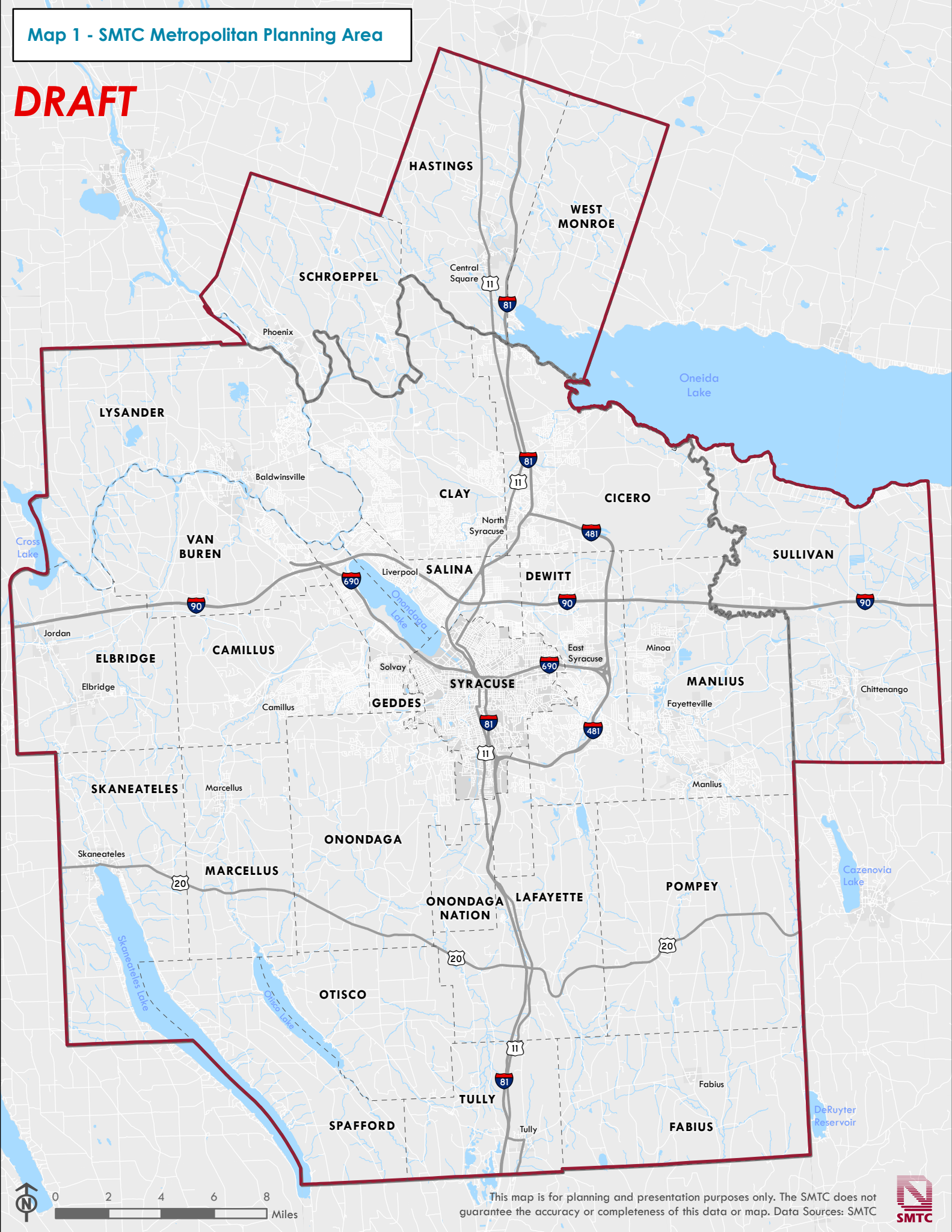
This less formal group consisted of individuals with significant interest in the Coordinated Plan. Members were kept apprised of pertinent developments to the plan as well as notified of funding opportunities. An online transportation services questionnaire was announced to these individuals in 2021 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.

Beyond the transportation questionnaire for service providers, a questionnaire was released to consumers of public transportation, notably seniors and persons with disabilities. The Onondaga County Department of Adult & Long Term Care Services and ARISE, Inc. helped with gathering responses. Select responses are summarized in section 4 while a copy of the survey instrument and full results are available in Appendix B.

This report updates federally mandated components of a Coordinated Plan as applicable to ensure funding eligibility of numerous transportation activities and programs for traditionally transportation underserved groups. Future iterations of the Coordinated Plan will consider any new or differing mandates from the IIJA.

Map 1 - SMTC Metropolitan Planning Area

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## 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 and Section 5307 programs, as applicable. For each population variable (i.e., seniors, persons with disabilities, and low income [poverty]) spatial patterns look at the relative percentages of occurrence within the SMTC's planning area. From this point, the analysis compares geographically these areas of concentration with the locations of transit routes and other transportation services for determination of status and gaps in service. All population variables are discussed in more detail below. The Syracuse MPA is 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. The Onondaga Nation is a participatory entity on a recent planning study undertaken by the SMTC staff. 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.

### *SMTC area demographic overview*

Relying on data from the 2020 Census, the total population of the SMTC MPA is 512,709. See Table 1 on the next page. Of this total, the Onondaga County population, inclusive of the City of Syracuse, equates to 476,516 or 93% of the entire MPA population. According to numbers released as part of the 2020 decennial Census, both the City of Syracuse and Onondaga County over the last ten-year period (2010 to 2020) saw an increase in population, 2.4% and 2%, respectively. Additionally, outside of the City of Syracuse, several towns within Onondaga County have also shown increases, mainly between 4% and 9%: Clay (4%), Manlius (4.1%), Camillus (4.9%), Lysander (6%), and Van Buren (9%).

The following municipalities in the Syracuse planning area lost population greater than 1 percent between 2010 and 2020: Hastings (-1.1%), Skaneateles (-1.3%), Salina (-1.4%), Tully (-2.3%), Marcellus (-2.3%), Sullivan (-3.6%), West Monroe (-3.9%), Spafford (-5.8%), Schroepfel (-6.3%), Otisco (-6.8%), and Elbridge (-7.5%).

Table 1: Total Population Change for Towns & City within the SMTC MPA, 2010 to 2020

<b>Geographic Area</b>	<b>2010 Population</b>	<b>2020 Population</b>	<b>Percent Change</b>
<b>Onondaga County</b>	467,026	476,516	2.0%
<b>Camillus</b>	24,167	25,346	4.9%
<b>Cicero</b>	31,632	31,435	-0.6%
<b>Clay</b>	58,206	60,527	4.0%
<b>DeWitt</b>	25,838	26,074	0.9%
<b>Elbridge</b>	5,922	5,476	-7.5%
<b>Fabius</b>	1,964	2,006	2.1%
<b>Geddes</b>	17,118	17,088	-0.2%
<b>LaFayette</b>	4,952	4,910	-0.8%
<b>Lysander</b>	21,759	23,074	6.0%
<b>Manlius</b>	32,370	33,712	4.1%
<b>Marcellus</b>	6,210	6,066	-2.3%
<b>Onondaga</b>	23,101	22,937	-0.7%
<b>Onondaga Nation</b>		831	
<b>Otisco</b>	2,541	2,368	-6.8%
<b>Pompey</b>	7,080	7,080	0.0%
<b>Salina</b>	33,710	33,223	-1.4%
<b>Skaneateles</b>	7,209	7,112	-1.3%
<b>Spafford</b>	1,686	1,588	-5.8%
<b>Syracuse</b>	145,170	148,620	2.4%
<b>Tully</b>	2,768	2,676	-2.3%
<b>Van Buren</b>	13,185	14,367	9.0%
<b>Sullivan (Mad Co)</b>	15,339	14,794	-3.6%
<b>Hastings (Osw Co)</b>	9,450	9,342	-1.1%
<b>Schroepfel (Osw Co)</b>	8,501	7,969	-6.3%
<b>West Monroe (Osw Co)</b>	4,252	4,088	-3.9%

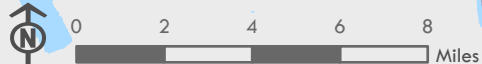
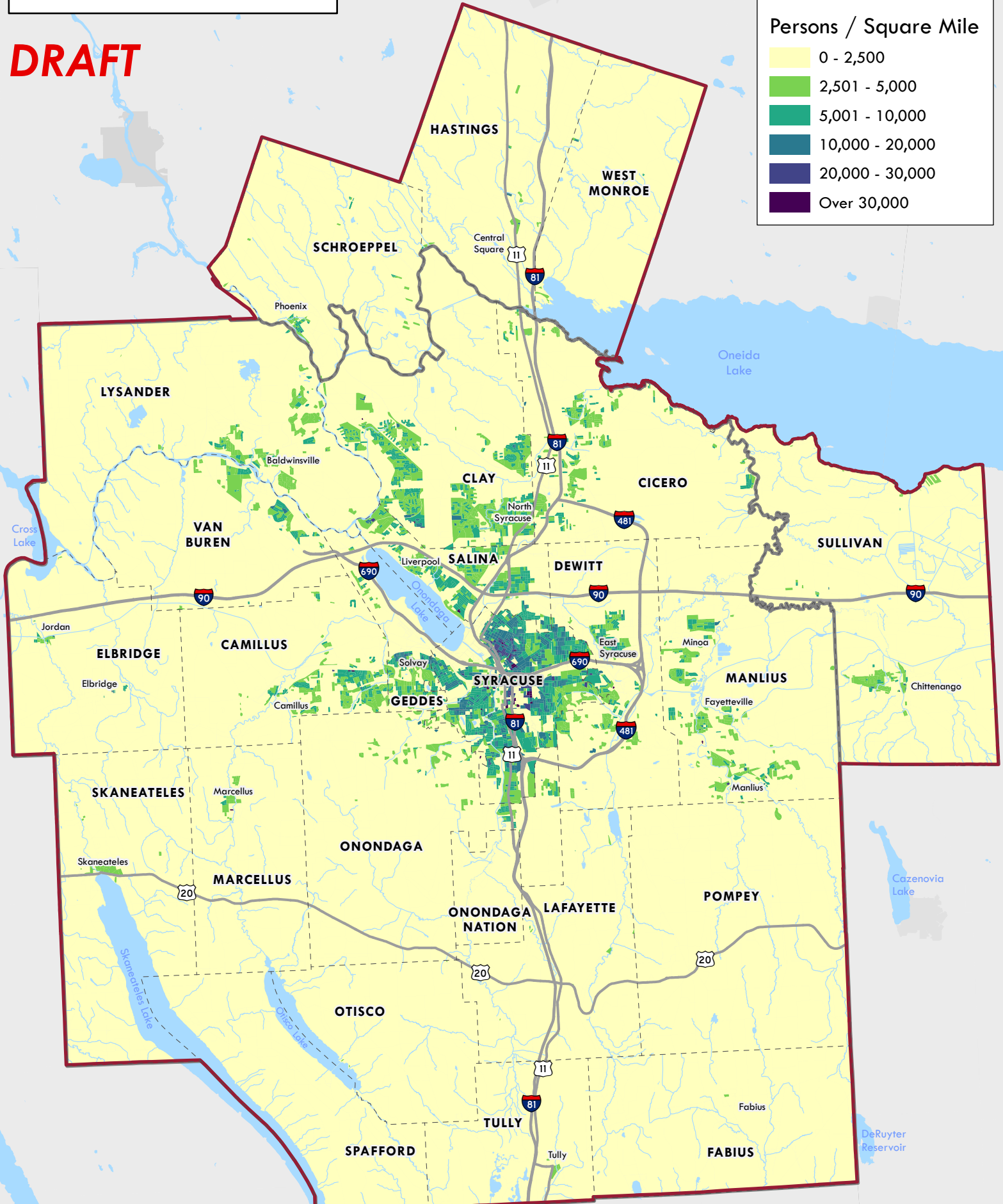
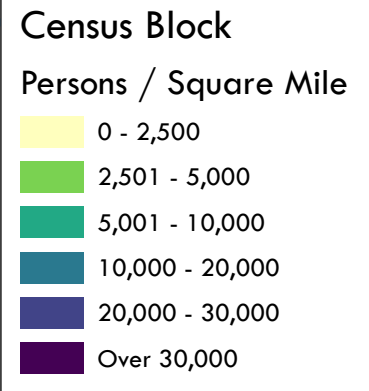
Source: 2010 & 2020 Census

Map 2 shows the regional population distribution using population density (people per square mile of land area) data from the 2020 Census. 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. Based on data from the 2020 Census, 31% of Onondaga County's total population lives in the City of Syracuse, making the City of Syracuse's population greater than any other single town within Onondaga County and the MPA.

Outside of the City, the towns immediately adjacent to Syracuse are generally the most populated with a marked concentration of population to the east, west and specifically, 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 a more rural character, although pockets of density can be found in the villages throughout the area.



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## *Seniors*

The senior 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. The senior population constitutes 16.9%

of the total population within the SMTTC 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, seniors comprise 13% of the total city population.

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**17%** of the population in the Syracuse MPA are 65 years of age or older

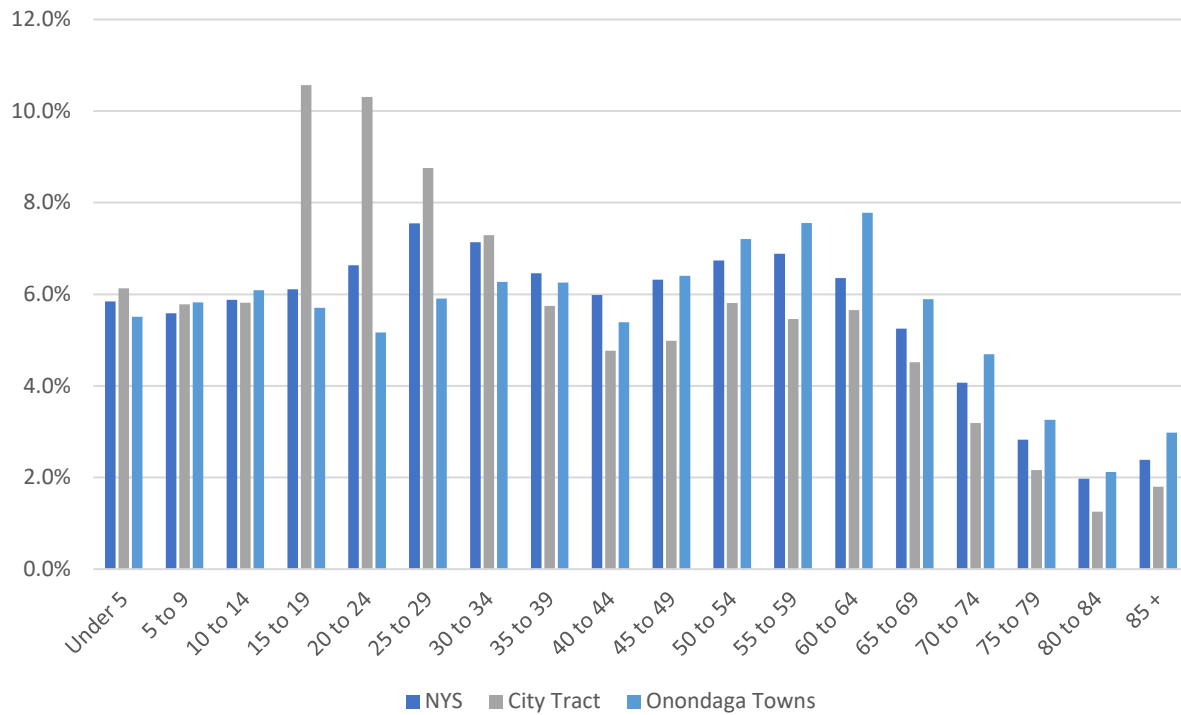
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While individuals with disabilities and low income citizens trend toward the urban core with a few outliers, this is not the pattern with the elderly community. The highest percentages of seniors are in many of the low density suburban and rural towns. These isolated areas are strongly correlated to the location of large senior living facilities. As indicated in past documents, the 2014 F.O.C.U.S. Greater Syracuse study on shaping an age-friendly Central New York 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-based organizations or time-share organizations to provide transportation for older adults; and
- Create a directory of age-friendly transportation services, programs, and products.

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. The trends are consistent with the 2010 Census data, all age cohorts 65+ in Onondaga County have a higher percentage than New York State.

Table 2: Proportion of Population by Age Group in Onondaga County Towns, City of Syracuse, and New York State



Source: 2020 Census

The Onondaga County Department of Adult & Long Term Care Services has indicated 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 of which provides 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 because 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, transportation network companies (Uber and Lyft), 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 available<sup>7</sup>. The list does not include church or other local services that may be available.

<sup>7</sup> Onondaga County Department of Adult & Long Term Care Services, *Resource Guide*, 2017, p. 73.

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).

Table 3: Adult Care Facilities, Onondaga County

<b>Facility Name</b>	<b>Location</b>	<b>Number of Beds</b>
<b>Brookdale Bellevue</b>	Syracuse	91
<b>Brookdale East Side</b>	Fayetteville	88
<b>Brookdale Fayetteville</b>	Fayetteville	52
<b>Brookdale Liverpool</b>	Liverpool	80
<b>Brookdale Manlius</b>	Manlius	86
<b>Buckley Landing Enriched Housing Site #6</b>	North Syracuse	90
<b>Camillus Ridge Terrace</b>	Camillus	56
<b>Crossroads</b>	Syracuse	59
<b>E.R.I.E. EHP #1 Toomey Abbott Tower</b>	Syracuse	95
<b>Kalet's Adult Home</b>	Syracuse	45
<b>Keepsake Village at Greenpoint</b>	Liverpool	57
<b>Loretto EHP #1 Bernardine Apartments</b>	Syracuse	148
<b>Loretto EHP #3 Nottingham</b>	Jamesville	64
<b>Loretto Village Apts. Enriched Housing Site #5</b>	Syracuse	79
<b>Manlius Home for Adults</b>	Manlius	39
<b>McHarrie Pointe</b>	Baldwinsville	47
<b>New Sunnyside Adult Home</b>	East Syracuse	20
<b>Park Terrace at Radisson</b>	Baldwinsville	65
<b>Peregrine Senior Living</b>	Syracuse	68
<b>Sedgwick Heights</b>	Syracuse	154
<b>The Athenaeum of Skaneateles</b>	Skaneateles	16
<b>The Hearth at Greenpoint Senior Living</b>	Liverpool	139
<b>The Hearth on James</b>	Syracuse	60
<b>The Inn at Menorah Park</b>	Syracuse	61
<b>The Nottingham Memory Care Residence</b>	Jamesville	24

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

Table 4: Multi-purpose Senior Centers, Syracuse MPA

<b>Facility Name</b>	<b>Location</b>
<b>Camillus Senior Center</b>	Camillus
<b>Canton Woods Senior Center</b>	Baldwinsville
<b>Cicero Senior Center</b>	Cicero
<b>Clay Senior Center</b>	Clay
<b>DeWitt Senior Programs</b>	East Syracuse
<b>Fayetteville Senior Center</b>	Fayetteville
<b>Huntington Family Cnt. Clover Corner Senior Center</b>	Syracuse
<b>Jewish Community Center</b>	DeWitt
<b>Jordan Elbridge Community Center</b>	Jordan
<b>Magnarelli Center McChesney Park Recreation Center</b>	Syracuse
<b>Manlius Senior Center</b>	Manlius
<b>Northeast Community Center</b>	Syracuse
<b>Onondaga Senior Center</b>	Syracuse
<b>PEACE, Inc. DeFrancisco Eastwood Senior Center</b>	Syracuse
<b>Phoenix Senior Dining and Activity Center</b>	Phoenix
<b>Robert Cecile Community Center</b>	Syracuse
<b>Salina Civic Center at Catholic Charities</b>	Mattydale
<b>Salvation Army Adult Community Center</b>	Syracuse
<b>Westcott Community Center</b>	Syracuse

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

Table 5: Nursing Homes, Syracuse MPA

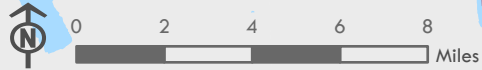
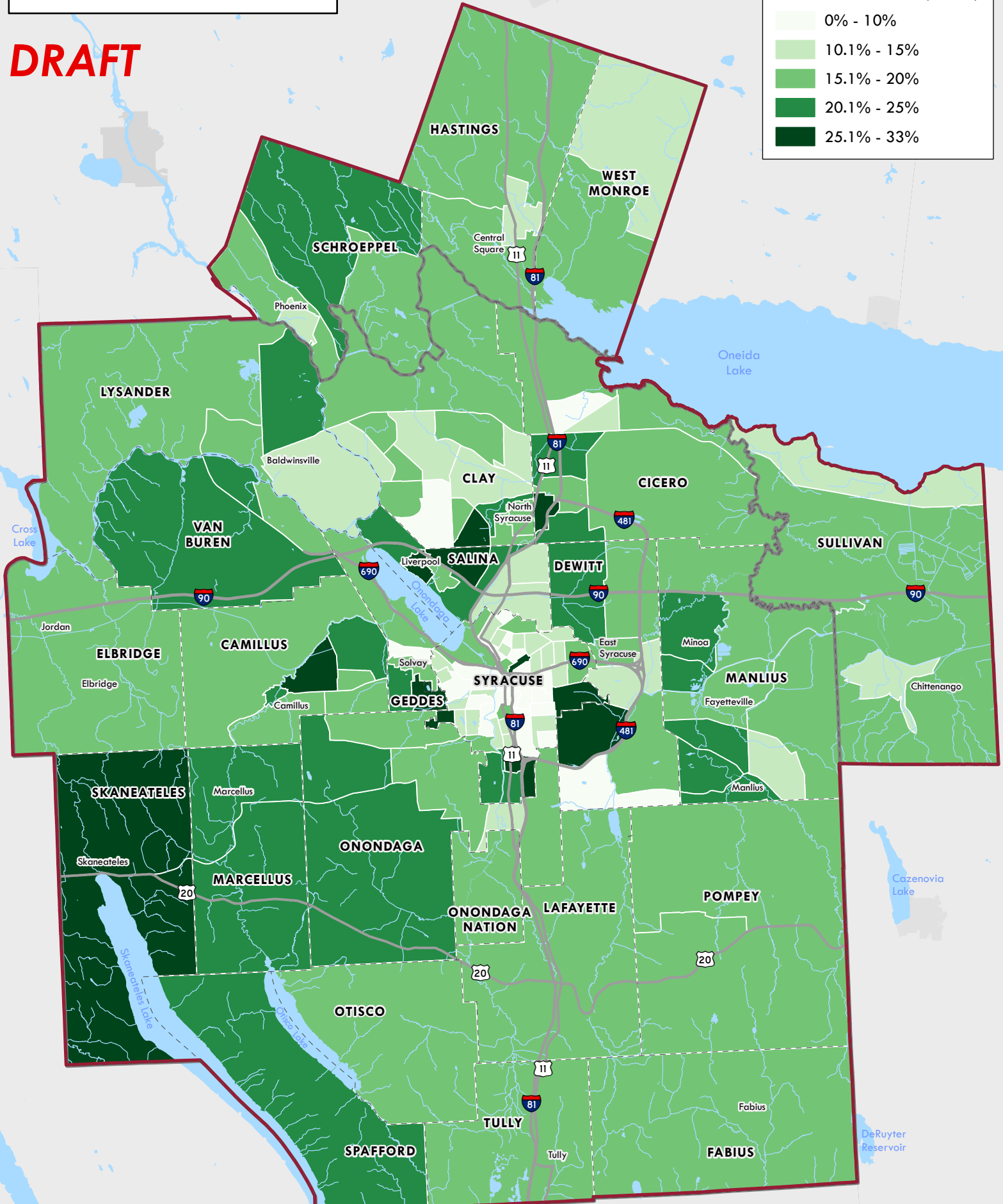
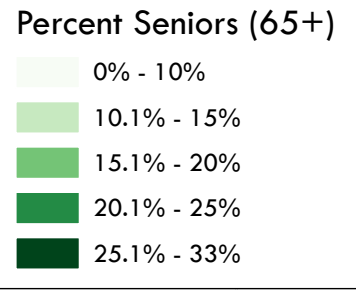
<b>Facility Name</b>	<b>Location</b>
<b>The Grand Rehabilitation and Nursing at Chittenango</b>	Chittenango
<b>UPSTATE University Hospital at Community General</b>	Syracuse
<b>Jewish Home of Central New York</b>	Syracuse
<b>Loretto Health and Rehabilitation Center</b>	Syracuse
<b>Van Duyn Center for Rehabilitation and Nursing</b>	Syracuse
<b>Central Park Rehabilitation and Nursing Center</b>	Syracuse
<b>St Camillus Residential Health Care Facility</b>	Syracuse
<b>Bishop Rehabilitation and Nursing Center (Previously James Square Nursing and Rehabilitation Centre)</b>	Syracuse
<b>The Cottages at Garden Grove, a Skilled Nursing Community</b>	Cicero
<b>Sunnyside Care Center</b>	East Syracuse
<b>Onondaga Center for Rehabilitation and Nursing</b>	Minoa
<b>Elderwood at Liverpool</b>	Liverpool
<b>Syracuse Home Association</b>	Baldwinsville
<b>Iroquois Nursing Home Inc.</b>	Jamesville
<b>Nottingham RCHF</b>	Jamesville

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

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 in the rural areas of Onondaga County where it is oftentimes infeasible from a ridership and operational perspective to modify the existing route structure to serve these locations. However, as indicated, these areas may be served by the two dozen 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, feeder services or on-demand based services could be potentially considered to broaden the utility of public transportation for more community members.

Map 3 - Senior Population, MPA

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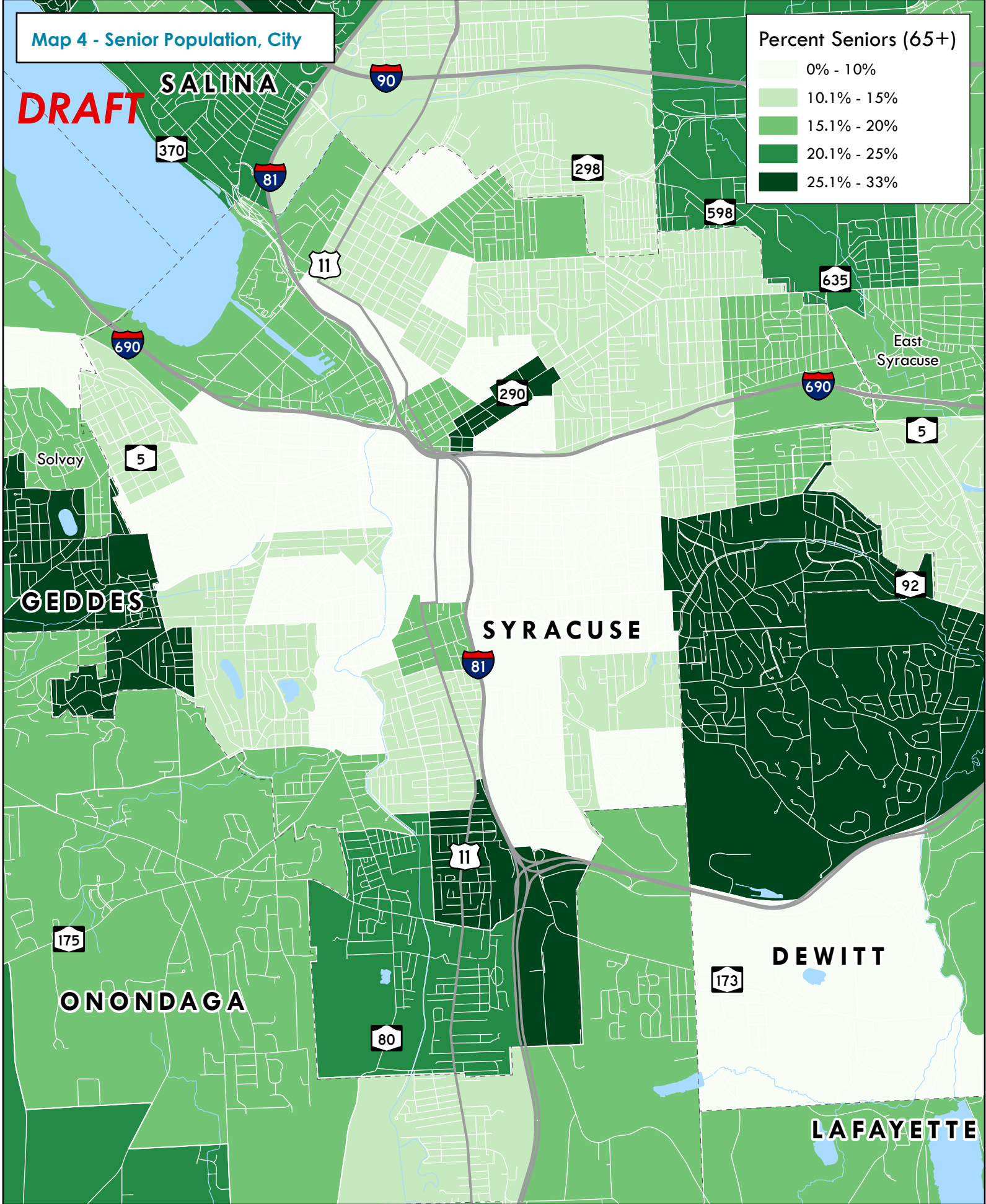
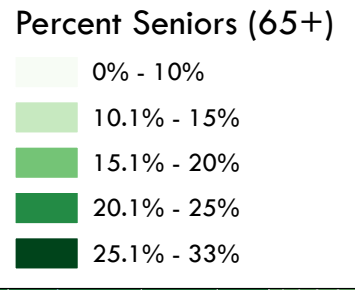


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Map 4 - Senior Population, City

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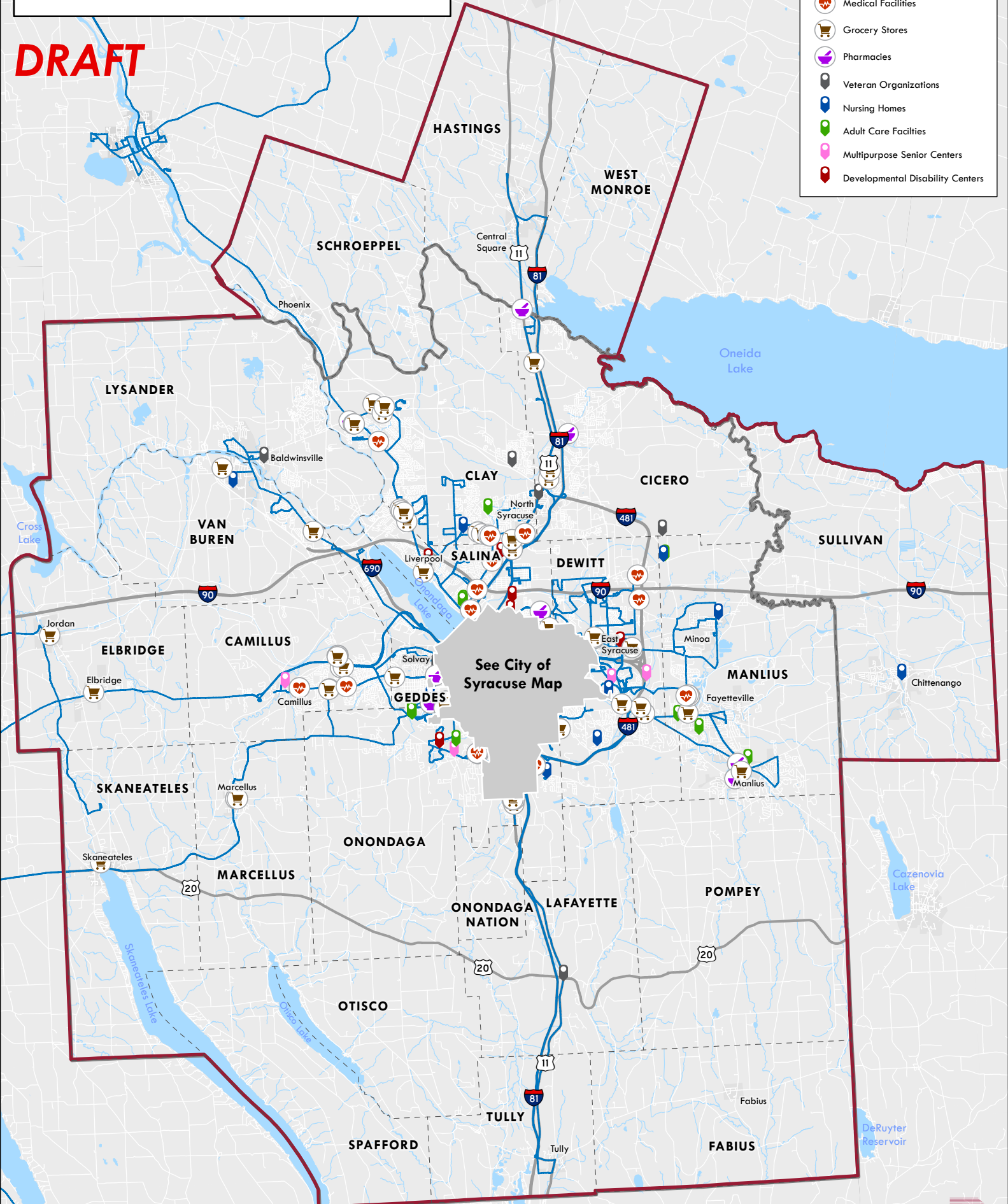




# Map 5 - Destinations and Fixed Routes, MPA

# DRAFT

- Centro Route
- 🏥 Medical Facilities
- 🛒 Grocery Stores
- 💊 Pharmacies
- 👤 Veteran Organizations
- 🏠 Nursing Homes
- 🏡 Adult Care Facilities
- 👴 Multipurpose Senior Centers
- 👤 Developmental Disability Centers

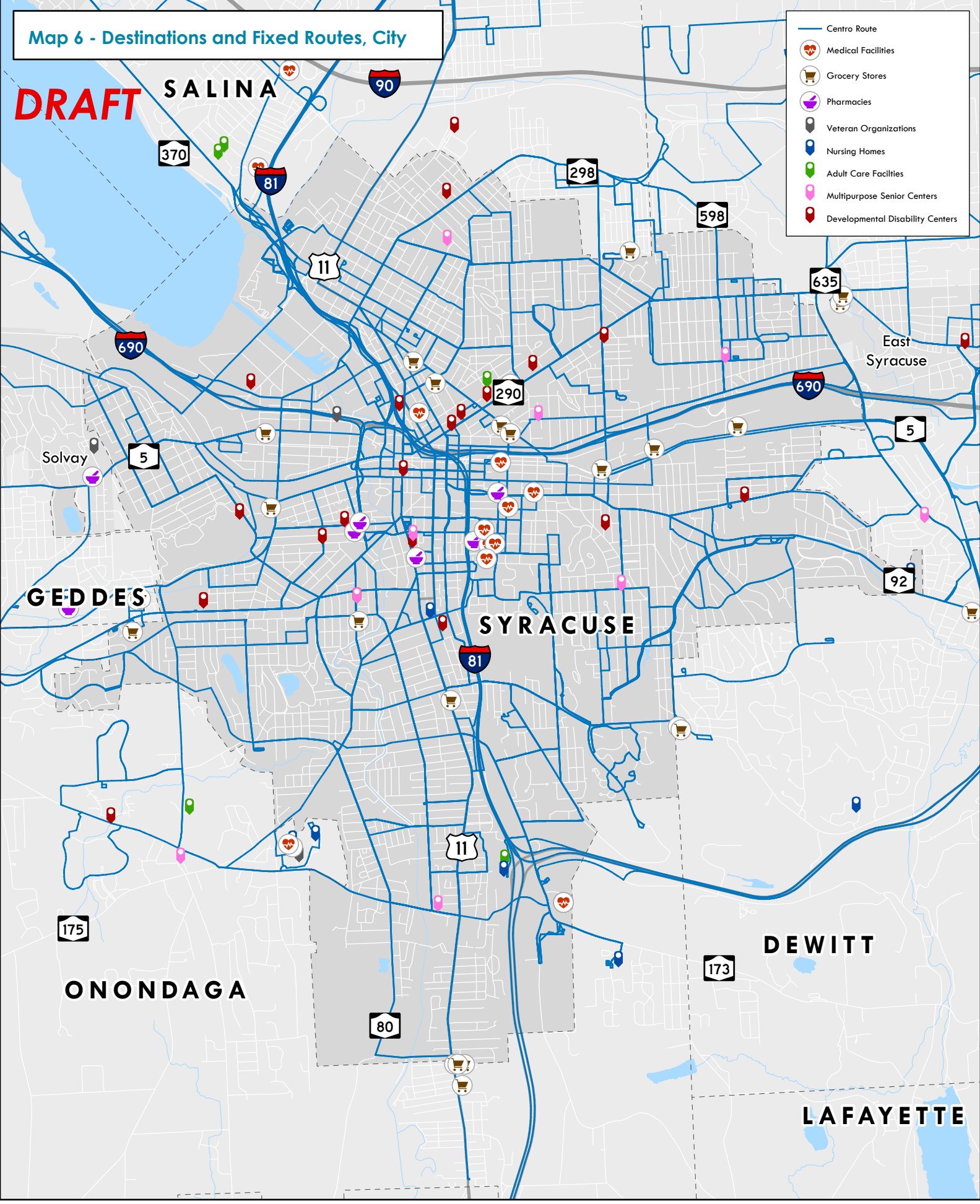


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# Map 6 - Destinations and Fixed Routes, City

**DRAFT**



- Centro Route
- 🏥 Medical Facilities
- 🛒 Grocery Stores
- 💊 Pharmacies
- 👤 Veteran Organizations
- 🏠 Nursing Homes
- 🏡 Adult Care Facilities
- 👴 Multipurpose Senior Centers
- 📍 Developmental Disability Centers



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### ***Persons with Disabilities***

The American Community Survey definition for disability covers six disability types and the “impact those conditions might have on basic functioning.”<sup>8</sup> 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.

**13%** of the population in the Syracuse MPA have identified a disability type

In the Syracuse MPA, according to the 2019 5-year ACS estimate this population comprises 13%. By geography, 66% of persons with disabilities live outside the City of Syracuse and 34% 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 there is a geographically disperse population of persons with a disability, all who may need access to transportation services. In general, 14.9% of the total City of Syracuse population and 11.6% 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 31,040 persons followed by “cognitive” with 26,391 persons.

Table 6: Persons with a Disability, by Disability Type

<b>Disability type</b>	<b>Onondaga Number of Persons</b>	<b>Oswego Number of Persons</b>	<b>Madison Number of Persons</b>	<b>MPA Number of persons</b>
<b>Hearing difficulty</b>	16,267	803	398	17,468
<b>Vision difficulty</b>	9,630	287	111	10,028
<b>Cognitive difficulty</b>	24,632	1,066	693	26,391
<b>Ambulatory difficulty</b>	29,178	1,302	560	31,040
<b>Self-care difficulty</b>	11,182	551	321	12,054

<sup>8</sup> <https://www.census.gov/topics/health/disability/guidance/data-collection-acs.html>

<b>Disability type</b>	<b>Onondaga Number of Persons</b>	<b>Oswego Number of Persons</b>	<b>Madison Number of Persons</b>	<b>MPA Number of persons</b>
<b>Independent living difficulty</b>	21,181	1,021	755	22,957

Source: ACS 2019 5-year estimate

Based on review of data from the New York State Open Source Data portal, in the Syracuse MPA there are 27 different agencies, all in Onondaga County, that provide some form of developmental disabilities service. These service providers are shown in Table 7.

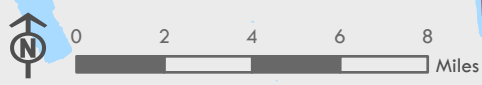
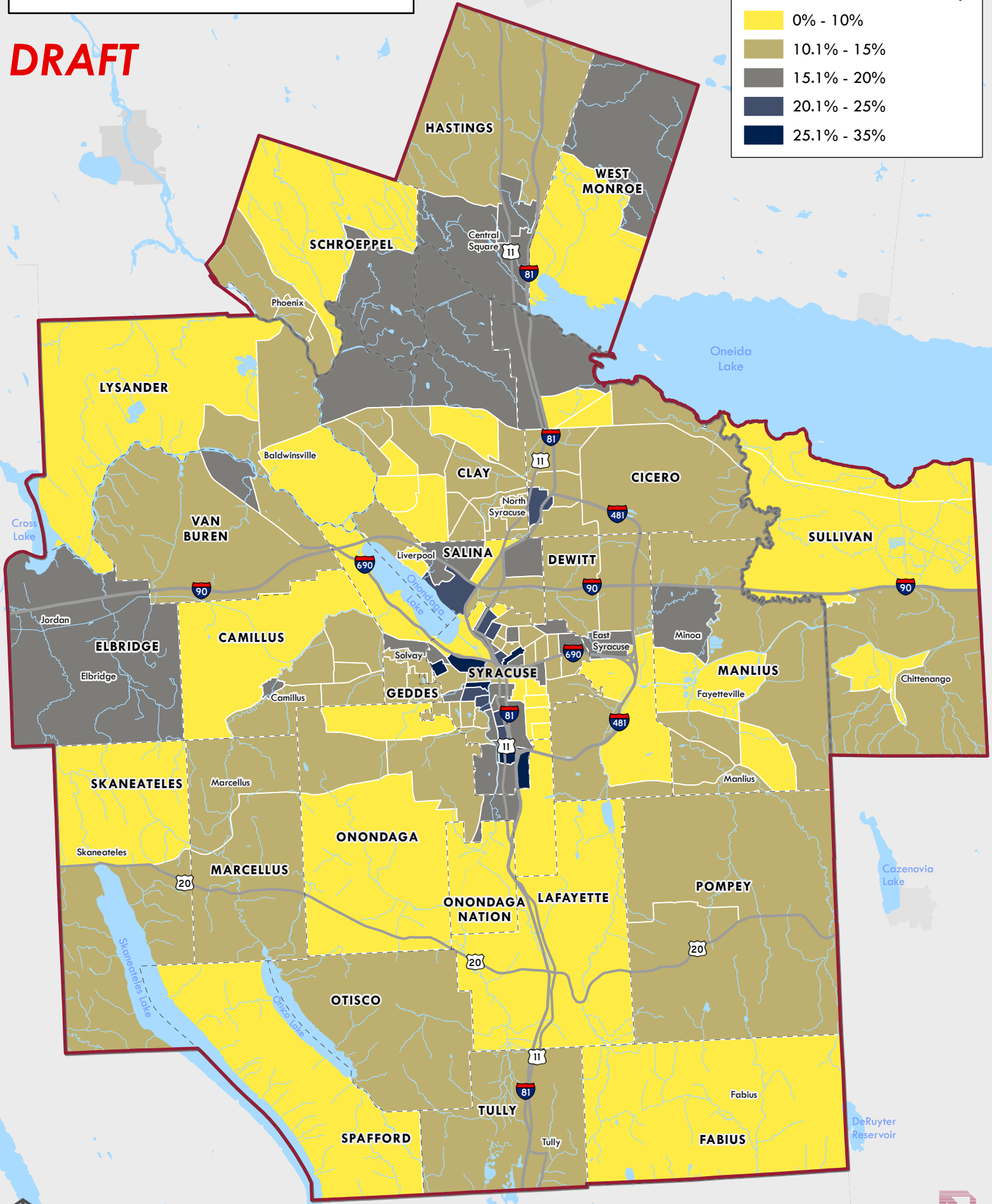
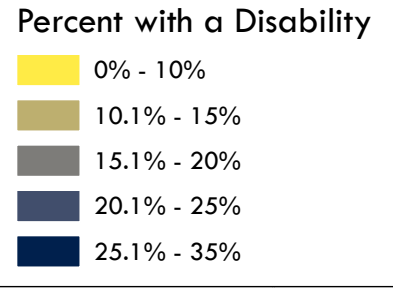
Table 7: Developmental Disabilities Service Provider Agencies, Onondaga County

<b>Service Provider Agency</b>	<b>Municipality</b>
<b>0261 – Central New York DDSO</b>	North Syracuse
<b>ACCESS CNY Inc.</b>	Syracuse
<b>Advocates Inc.</b>	Liverpool
<b>ARISE INC.</b>	Syracuse
<b>AURORA of CNY Inc.</b>	Syracuse
<b>Catholic Charities of Syracuse</b>	Syracuse
<b>Covenant Housing Corp of CNY</b>	Syracuse
<b>Dunbar Assoc. Inc.</b>	Syracuse
<b>Elmcrest Children’s Center</b>	Syracuse
<b>Exceptional Family Resources</b>	Syracuse
<b>Humanitarian Org. for Multicultural Exp.</b>	Syracuse
<b>Huntington Family Centers</b>	Syracuse
<b>Jowonio School</b>	Syracuse
<b>L’Arche Syracuse Inc.</b>	Syracuse
<b>Launch</b>	Syracuse
<b>Liberty Resources</b>	Syracuse
<b>Menorah Park Group Residences Inc.</b>	Syracuse
<b>Onondaga Co NYSARC Inc.</b>	Syracuse
<b>Onondaga Community College</b>	Syracuse
<b>Onondaga Community Living</b>	Syracuse
<b>PEACE Inc.</b>	Syracuse

<b>Service Provider Agency</b>	<b>Municipality</b>
<b>Person to Person: Citizen Advocacy</b>	Syracuse
<b>Research Foundation of SUNY</b>	Syracuse
<b>Salvation Army</b>	Syracuse
<b>SUNY Update Medical University</b>	Syracuse
<b>Syracuse Model Neighborhood Facility</b>	Syracuse
<b>Toomey Residential &amp; Community Services</b>	Syracuse

Map 7 - Population with a Disability, MPA

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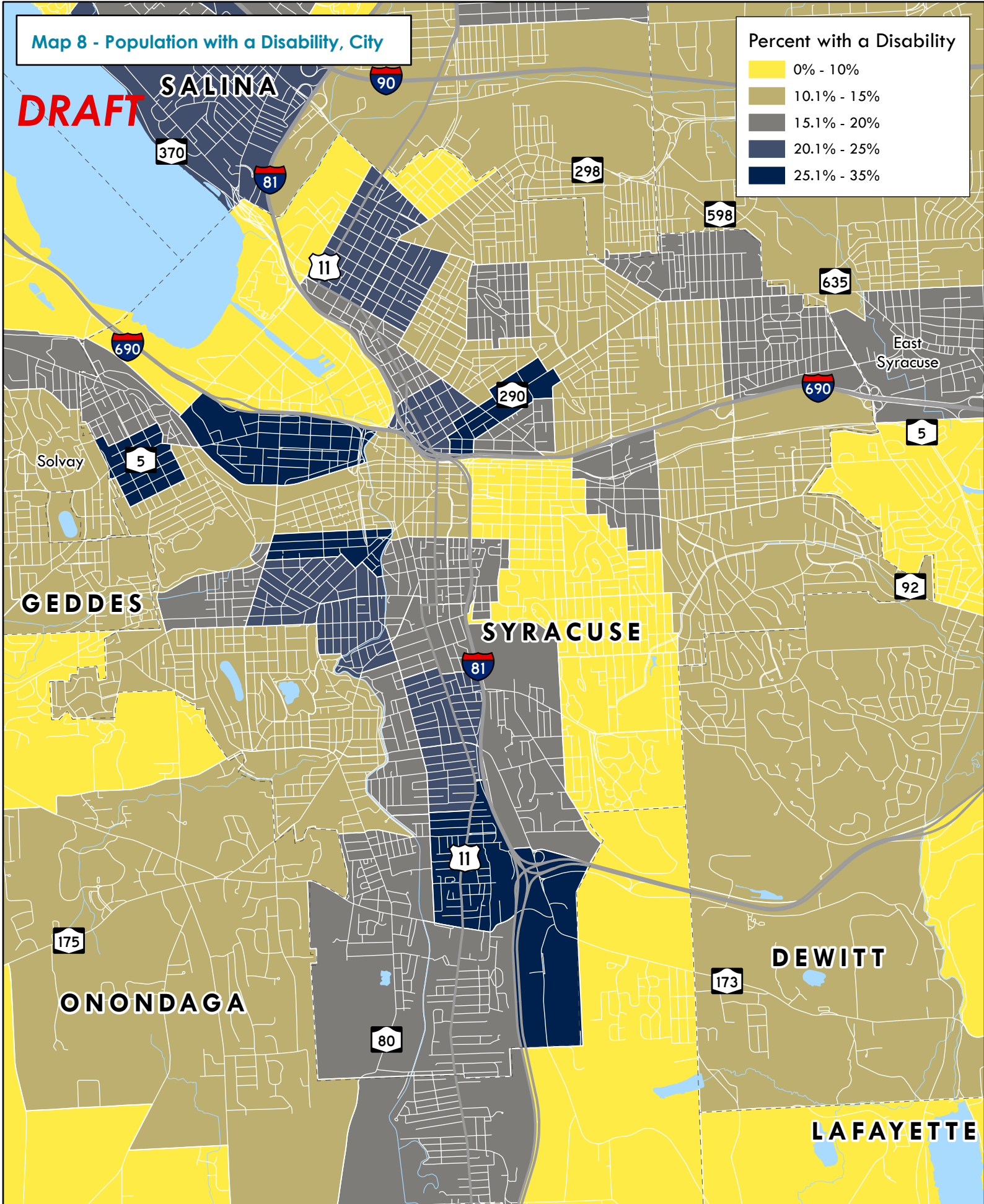
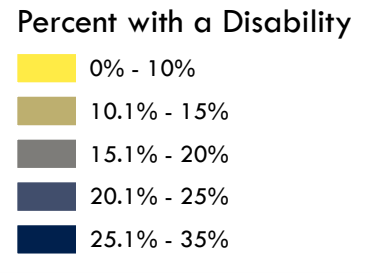


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Map 8 - Population with a Disability, City

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## **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 in poverty. In the Syracuse planning area, 13.7% of households are in poverty. Breaking the average down by where people live shows that 41% live outside the City of Syracuse and 59% live in Syracuse. According to the 2019 5-year ACS dataset, 30% of the total City of Syracuse population and 8% of the remainder of the SMTC MPA population are in poverty.

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**14%** of households in the Syracuse MPA are in poverty

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Poverty percentages vary across the planning area. There are large areas of the region with poverty rates between 1 and 10%; 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 10-20%. There are several areas of the city where the poverty rate exceeds 50%. Please refer to Maps 9 and 10.

In 2017, the SMTC completed the "Work Link" study that analyzed spatial (where) and temporal (time) 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.

The Work Link project was based on a few assumptions that were validated through data analysis and discussions with stakeholders at that time in 2017:

- 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, several transportation options were recommended to improve access to employment sites.

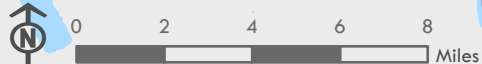
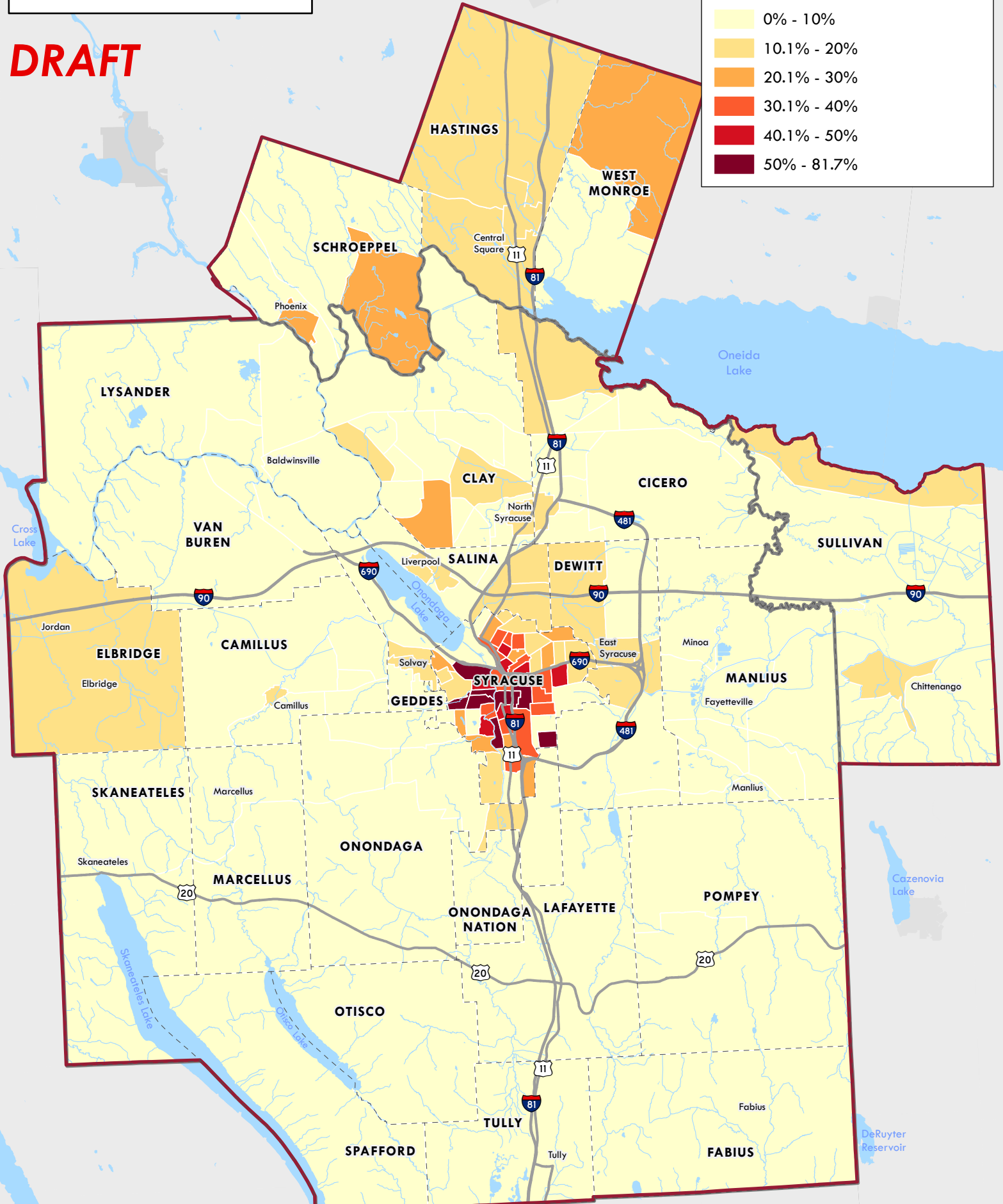
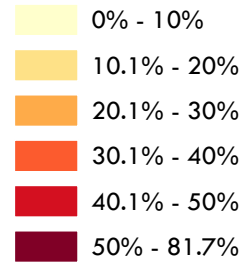
- A new version of Centro's 'Rides for Work' program, which previously provided door-to-door vanpool service.



- 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.

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Percent below Poverty Level

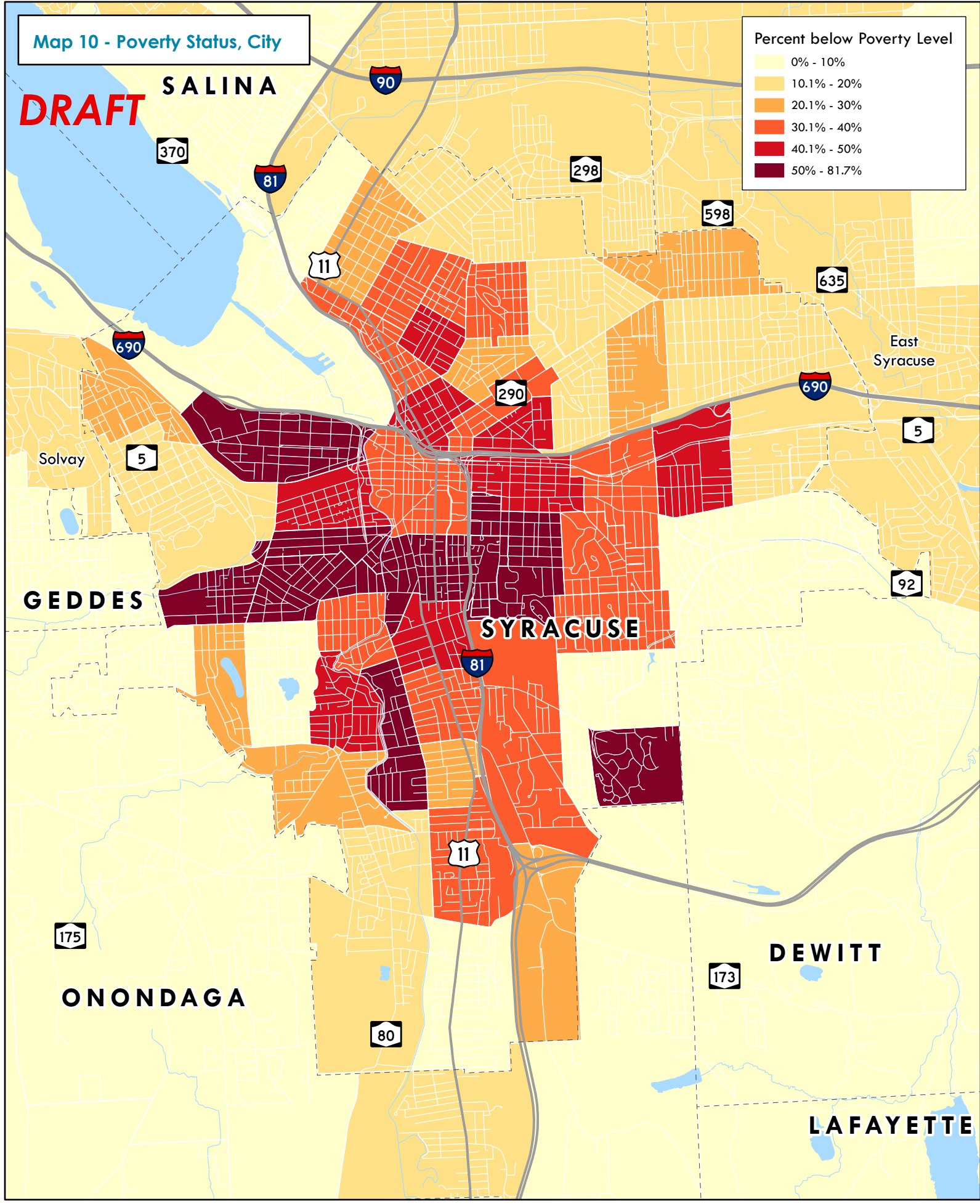
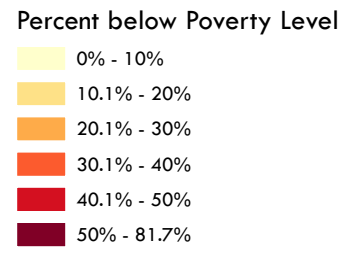


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Map 10 - Poverty Status, City

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## ***Zero vehicle households***

Another variable that 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

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**12%** *of households in the Syracuse MPA do not own a vehicle*

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households in the Syracuse planning area that do not own a vehicle is 11.5%. From this MPA average, 66% of households are in the City of Syracuse, while the remaining 34% are located outside Syracuse.

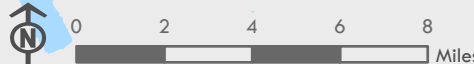
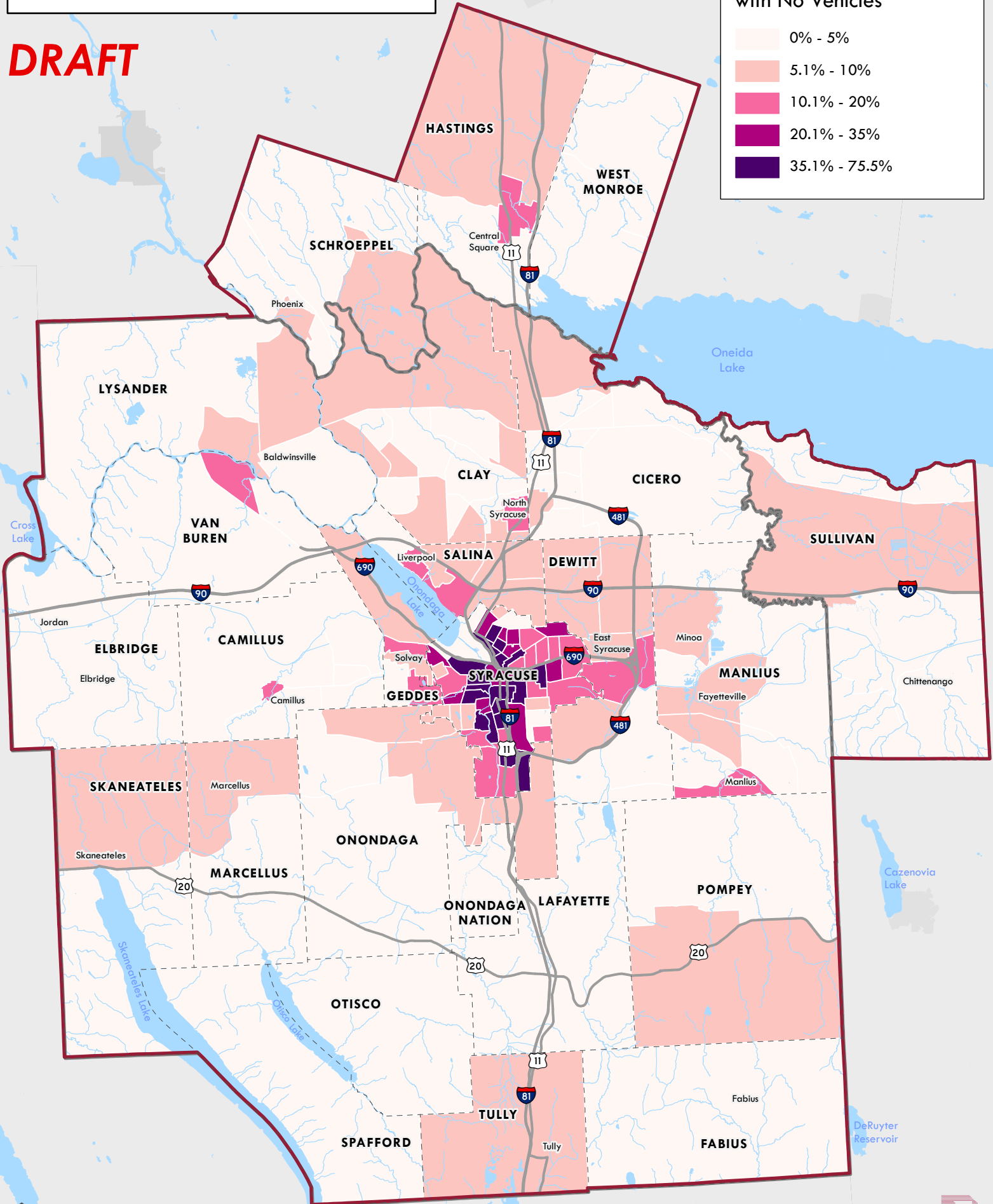
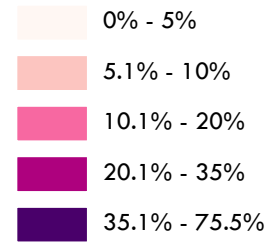
Overwhelmingly, the largest concentrations by geography are located within the City of Syracuse. This metric generally aligns with the poverty variable. Based on City of Syracuse metrics alone (i.e., zero vehicle households compared to total number of households in the City of Syracuse), 27.3% of households have no vehicle. In the remainder of the MPA, 5% of households have no vehicle, with higher concentrations located in some of the villages, including Camillus, Central Square, and Phoenix.

As shown in Map 12, most of these Syracuse households are 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.

Map 11, Households with No Vehicles, MPA

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Percent of Households with No Vehicles

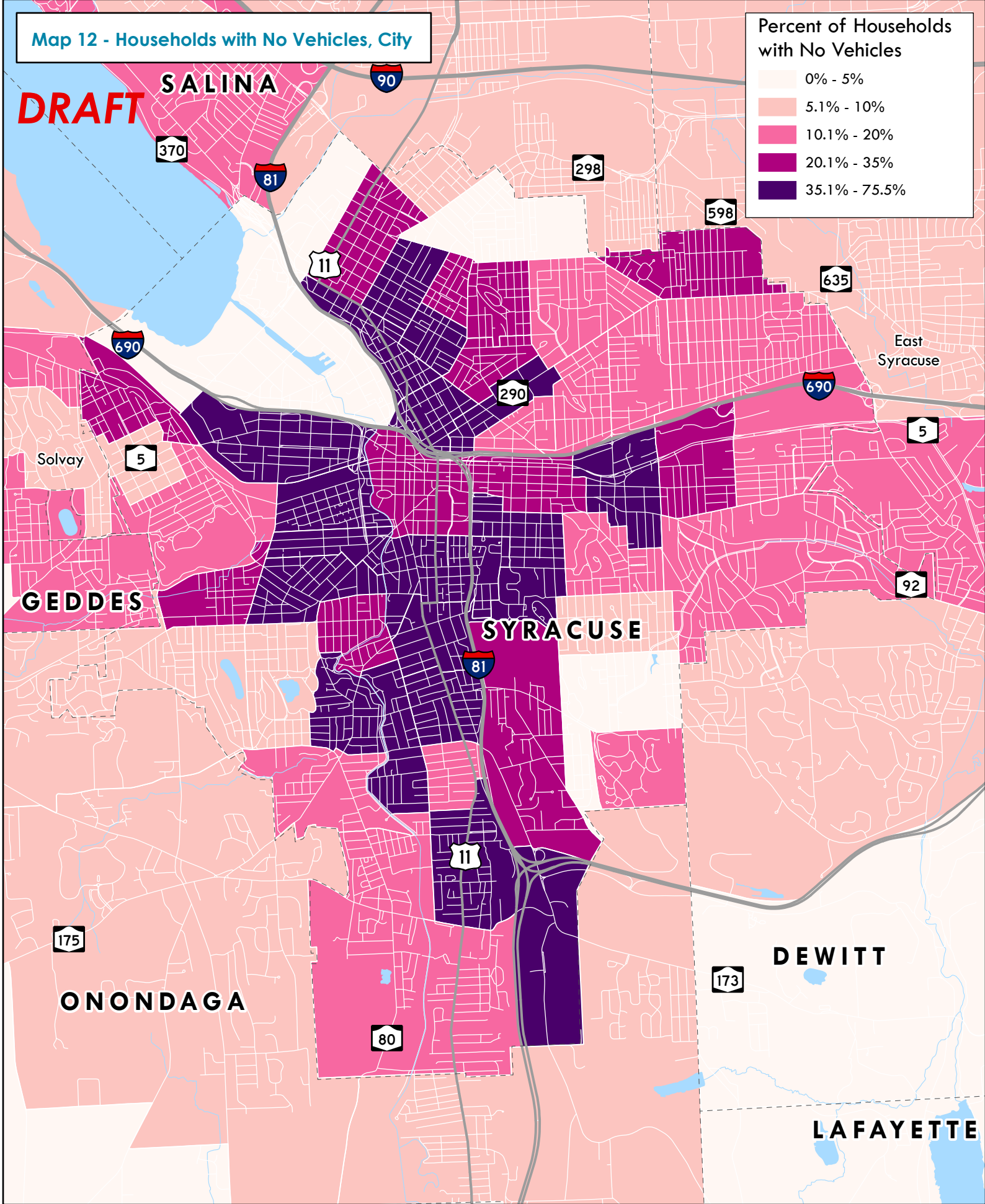
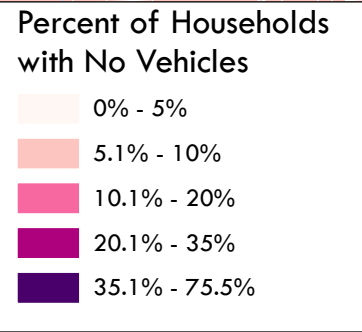


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Map 12 - Households with No Vehicles, City

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# 3. Available Services

## *List of Available Services*

Transportation services in the Syracuse MPA are provided by numerous public and private 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 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 town in Madison County that falls within the planning area of the SMTC. Madison County completes their own Coordinated Plan that details several transportation services.<sup>9</sup> Madison Transit System, provided by Madison County through a collaboration with Birnie Bus 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 on the City of Oswego. Limited transit service outside of the locations served by Centro is provided by Oswego County Public Transit<sup>10</sup> in the Towns of Hastings, Schroepfel, West Monroe, and Granby. Also, in Oswego County and more recently Madison County, the Volunteer Transportation Center provides “transportation to health, wellness and critical needs destinations utilizing volunteers and mobility management for anyone who has barriers to transportation.”<sup>11</sup>

## 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. Prior to the COVID-19 pandemic, ridership in Onondaga County exceeded 9 million annually. Maps 13 and 14 display the current paratransit coverage, Call-A-Bus, provided by Centro in the Syracuse MPA and the City of Syracuse. Call-A-Bus service is provided up to three-quarters of a mile from a fixed route. Many fixed routes converge at the 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



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<sup>9</sup> Additional information available at <https://www.madisoncounty.ny.gov/370/Transportation>

<sup>10</sup> <https://www.oco.org/transportation>

<sup>11</sup> <https://volunteertransportationcenter.org/>

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.

### **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.<sup>12</sup> Service is available in Onondaga County only. The 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. If a potential customer is eligible for Medicaid, the OSCAR service cannot be used for medical transportation.



Image source: Centro

### **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.<sup>13</sup>

<sup>12</sup> <https://www.centro.org/specialized-transit>

<sup>13</sup> <https://www.centro.org/specialized-transit/travel-training>



### Impacts of the COVID-19 pandemic

Centro, like all transit providers throughout the country, was heavily impacted by the COVID-19 pandemic. Ridership dropped considerably in fiscal year 2020, initially by more than 75% and recovered to nearly 50% by Fall 2021 and is continuing a slow recovery. The pandemic caused several routes to be permanently or temporarily discontinued. Ridership is routinely examined, and operations are adjusted accordingly to provide the most efficient service throughout their entire service area. There was no substantial long-term impact to Call-A-Bus.



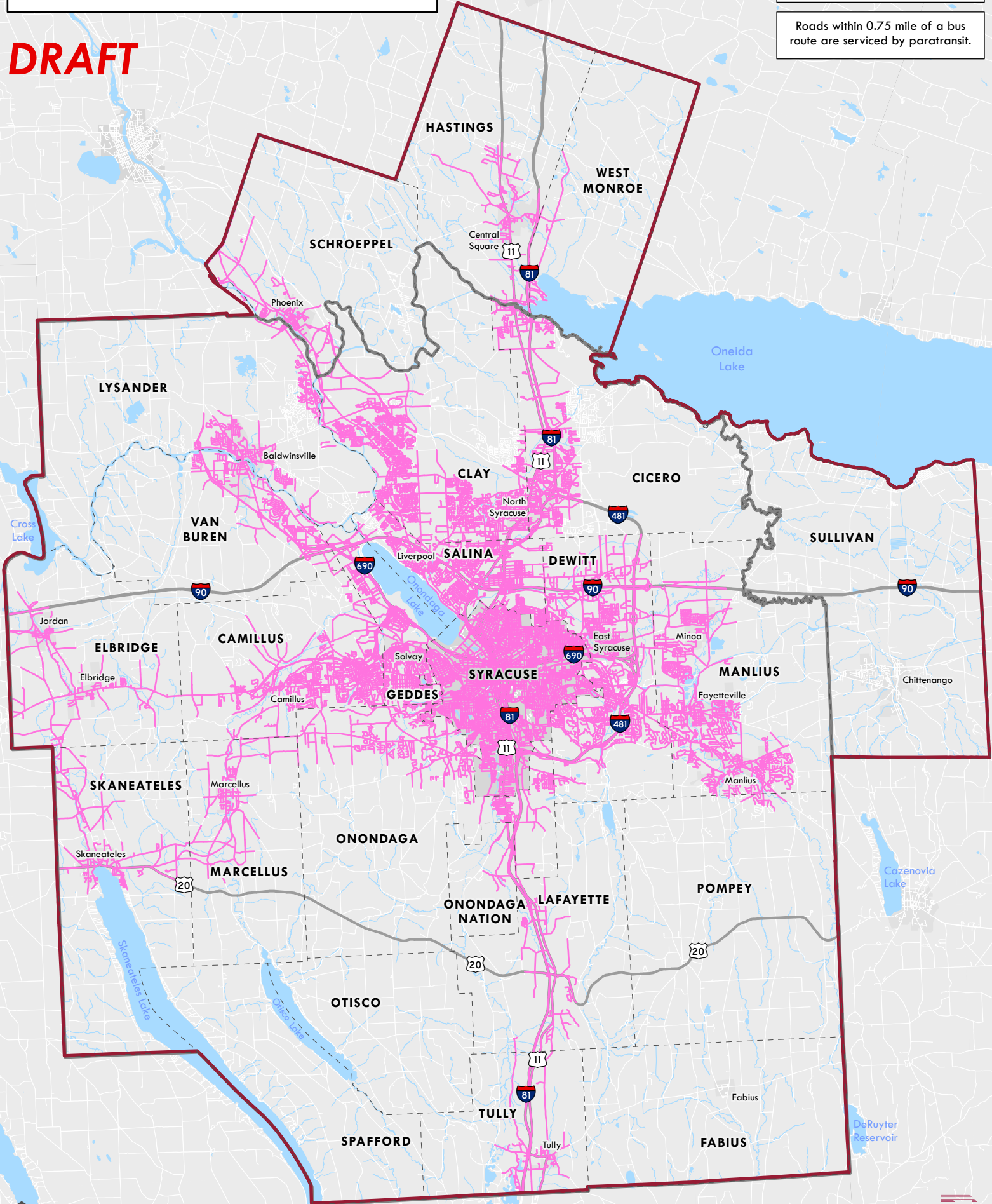
Image source: Centro

# Map 13 - Centro Paratransit Coverage, MPA

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Centro Paratransit Coverage

Roads within 0.75 mile of a bus route are serviced by paratransit.



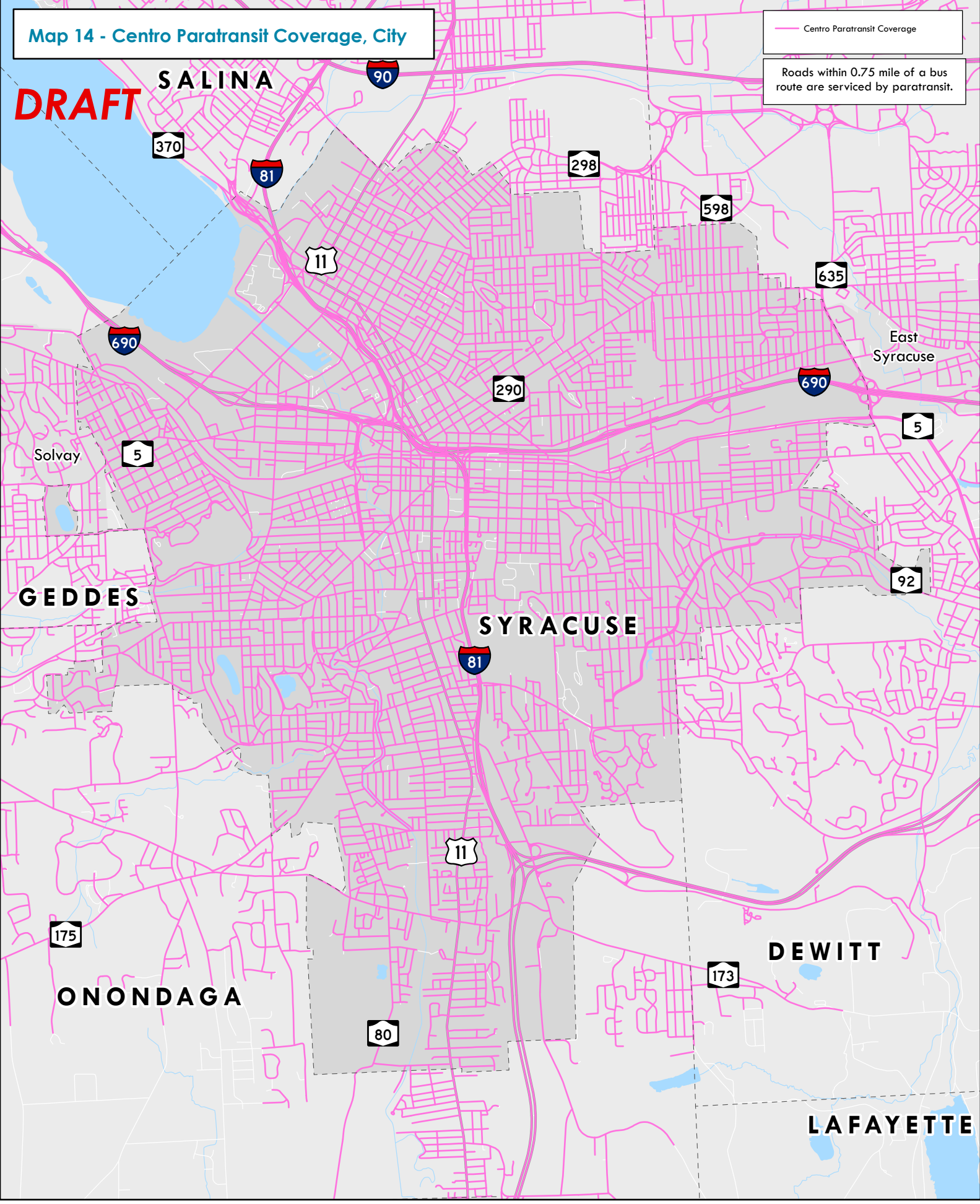
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Map 14 - Centro Paratransit Coverage, City

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Centro Paratransit Coverage  
Roads within 0.75 mile of a bus route are serviced by paratransit.



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## 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 connects Medicaid enrollees to non-emergency Medicaid transportation in New York state. They also manage the transportation needs of the New York State Office of Health and Office for People with Developmental Disabilities.



## Providence Services of Syracuse

Providence Services began a modified van pool 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. Rather, there are 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 \$6 per ride. To date, over 800 residents have been served through this service with more anticipated.



## Commute with Enterprise

This is an effort between [CenterState CEO](#) and Enterprise where an employee volunteers to drive a passenger van. Currently, Van Duyn Hospital is the single entity participating in the program with 2 vans. Through discussion with CenterState CEO, several businesses expressed interest in the program; however, there are liability and insurance issues that employers were not willing to risk. This situation is not unique to the Syracuse area. Similar programs were in the Albany and Rochester areas, but contracts have since ended.

## Jubilee Homes

Jubilee Homes works to revitalize the “southwest side of Syracuse through affordable housing opportunities, workforce and entrepreneurship programming, economic development and youth development programming.”<sup>14</sup> They offer a [free transportation program](#) for work and seniors; registration is required.

## Vehicles to Work

Vehicles to Work is a collective program between CenterState CEO, Syracuse Financial Empowerment Center, Cooperative Federal, and the Westcott Community Center. The program “offers barrier removal assistance enabling Pathways to Apprenticeship program participants a conduit to vehicle ownership and the ability to afford reliable transportation that will allow them to obtain and maintain employment.”<sup>15</sup> Syracuse Build is a mayoral initiative, housed within CNY Works, supported by CenterState CEO’s Work Train. The program has helped residents gain access to pre-apprenticeship programs and credentials in high-demand sectors, including construction, electrical mechanics, HVAC, advanced/high-tech manufacturing, commercial driving and software development.<sup>16</sup>

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

<sup>14</sup> <https://www.jubilee-homes.org/about>

<sup>15</sup> Vehicles to Work brochure

<sup>16</sup> <https://ourcity.syr.gov.net/2022/07/syracuse-build-receives-national-attention-for-driving-diverse-and-skilled-infrastructure-workforce-solutions/>



**FREE Work & Senior Rides**

**Senior Ride Offerings:**  
Grocery Shopping, Doctor's Appointments, Pharmacy trips

Grocery Shopping: Every Wednesday, 10am-12pm  
Doctor's appointments and pharmacy trips are by appointment only  
3-day advance notice is required

**Work Ride Offerings:**  
Work rides must be scheduled at least 7 days prior to the date the ride is needed  
Two valid forms of ID and proof of employment are required to register

Call us to reserve your seat!  
**(315) 428-0070**

Register online: [www.jubilee-homes.org/register-for-rides](http://www.jubilee-homes.org/register-for-rides)

- 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 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 Coalition’s mission to “create and coordinate safe and affordable transportation options in Onondaga County for older adults and persons with disabilities, of any age, in order to improve and sustain quality of life” is in concert with the intention and purpose of the area’s Coordinated Plan. The number of participating non-profits and other groups in the Onondaga County coalition and/or involvement with the county continues to expand.

- Canton Woods Senior Center
- Catholic Charities of Onondaga County
- Centro
- Huntington Family Services
- Jordan-Elbridge Transportation
- Laker Limo
- Mino Bridgeport Kirkville Area Ecumenical Council
- Onondaga Nation through the Upper NY Conference of the United Methodist Church
- Salvation Army Syracuse Area Services
- Southwest Community Center a Syracuse Model Neighborhood Facility
- Syracuse Dunbar Center
- Syracuse Northeast Community Center
- Westcott Community Center



The County tracks performance of the county coalition through several metrics, of which four are noted in table 8. In 2019, unduplicated riders reached over 41,000 with around 30,000 hours worked. As shown in table 8, 2021 figures are beginning to rebound from impacts experienced from the COVID-19 pandemic in 2020. Note, 2020 numbers are not listed as they were dramatically impacted by the pandemic. All metrics were down comparatively to 2019: rides 53%, hours worked 46%, enrolled monthly average 54%, and miles traveled 62%.

Table 8: United We Ride Performance Metrics

Metric	2019	2021
Rides	41,439	19,597
Volunteer/Paid Hours Worked	30,468	16,593
Enrolled Monthly Average	2,932	1,359
Miles Traveled	323,145	121,904

### Greater Syracuse Works

Transportation is often identified as a barrier to employment. Although not directly engaged in transportation services, SMTC is a member of Greater Syracuse Works. This group “is a non-profit workforce development organization advocating for individuals across Central New York and collaborating to address barriers to employment.”<sup>17</sup> Further outreach and discussions among this group may lead to additional research and/or transportation service enhancements.

### 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 organizations and providers, most 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

#### Non-Profits & Others

- Access CNY
- Arc of Onondaga
- ARISE, Inc.
- Aurora of Central New York

<sup>17</sup> <https://www.greatersyracuseworks.com/>

- 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
- 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
- Volunteer Transportation Center

### **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
- Parvenu
- RB Transport
- RSVP Program
- Rural Metro
- Rzan Medical Transportation
- Salt City Taxi
- Speedy Medical Transportation
- Suburban Transportation
- TLC Medical Transportation
- Transitional Living Services
- Uber



Image source: Onondaga County

## 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 2017 and received a response rate of 39% from a mix of public, private and not-for-profit organizations. Analysis gleaned from earlier questionnaires helped identify gaps, at that time, within the transportation system and recommendations for advancement. As part of this 2022 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 survey. The survey instrument and complete summary statistics can be seen in full in Appendix B. Additionally, input was also sought from seniors and persons with a disability as they are two of the primary groups for whom funding, and recommendations are specified for in later sections of this report. Representatives from local human service advocacy organizations assisted in distributing the survey.

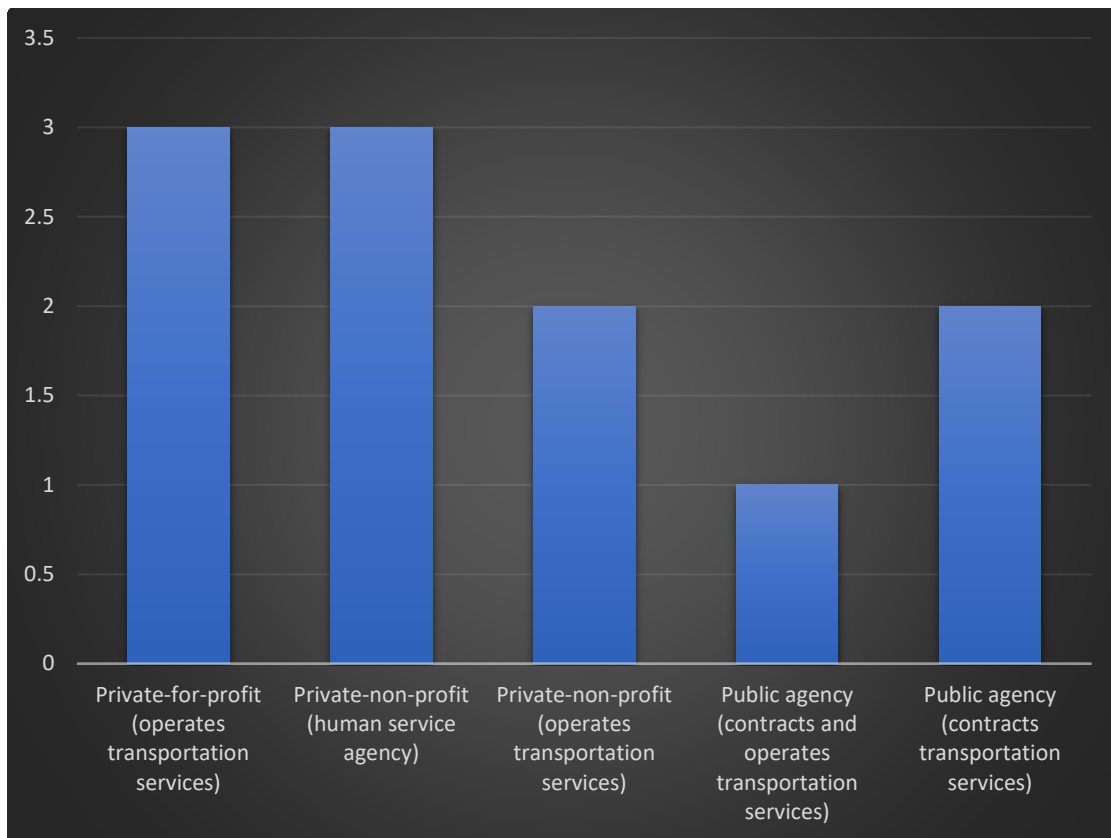
### *Transportation Providers*

The transportation provider survey contained 44 questions broken down into 4 parts: 1) organizational information, 2) transportation program profile, 3) vehicle details, and 4) coordination of transportation services. Eleven agencies responded to the questionnaire, providing a response rate of 15%.

## Organization information

### Agency type

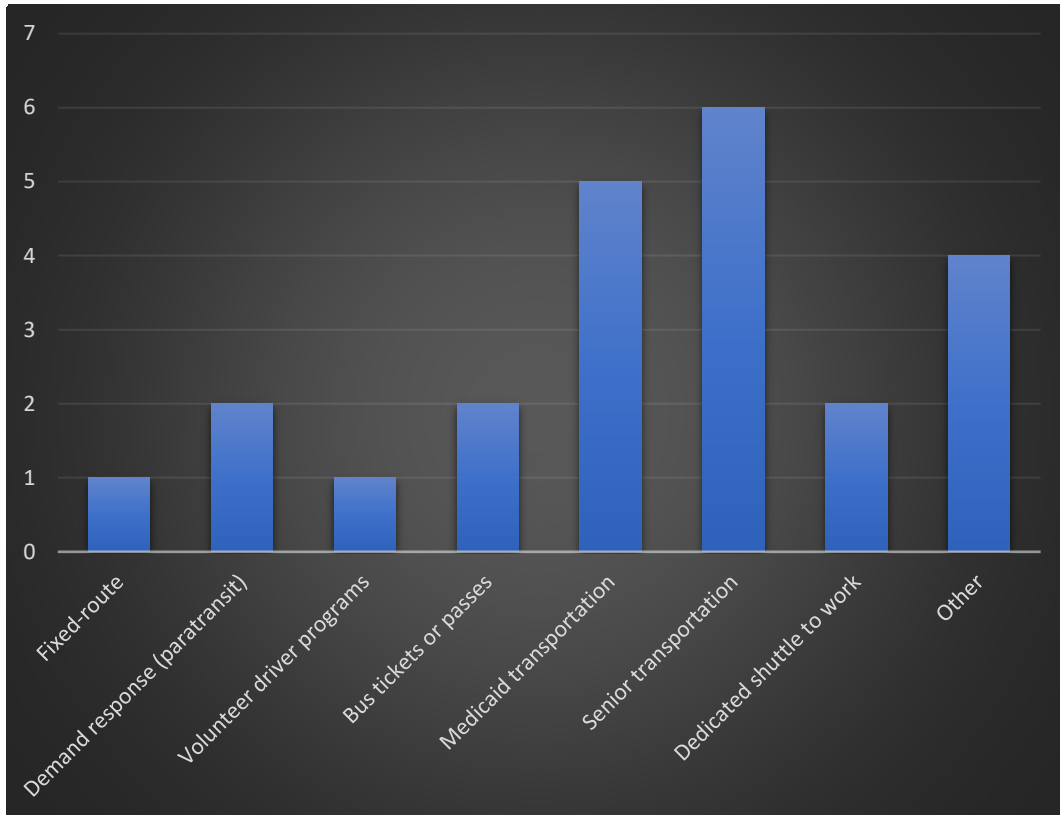
Based on responses, the following graph indicates that 27% of respondents are private-for-profits that operate transportation services, 27% private-non-profit human service agency, 18% private-non-profits that operation transportation services, 18% public agency that contracts transportation services and 1% public agency that both contracts and operates transportation services.



### Transportation services provided

Most respondents, 55%, indicated that they provide senior transportation services followed by Medicaid transportation (45%) and Other (36%). The “Other” category consists of:

- Arranging and subsidizing rides with Lyft
- Weddings, funerals, social gatherings, and private family functions
- Adult day programs/rehabilitation
- Accessible ambulette transportation



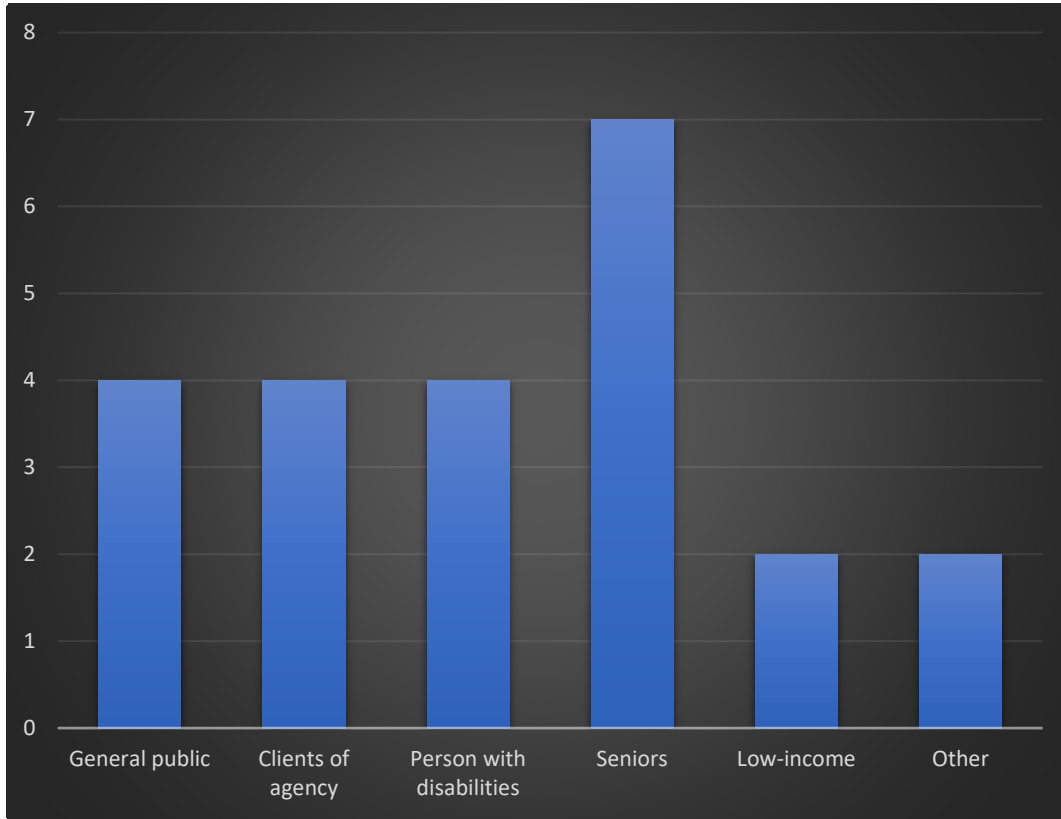
### Transportation program profile

#### General service area

Most agencies (30%) responded that they provide a transportation service in Onondaga County, while 20% indicated that they service only within the City of Syracuse. Similarly, 43% of respondents noted they provide services outside Onondaga County and/or focus areas/communities in Onondaga County.

### Eligible groups

Overwhelmingly, 64% of respondents provide services to seniors followed by the public (36%), clients of an agency only (36%), and services for persons with disabilities (36%).



### Vehicle details

#### Total number of vehicles

Of the 6 agencies that responded to this question, 105 vehicles were identified as being in operation. This figure is comparatively lower to prior questionnaires since the total does not account for Centro’s vehicle fleet in the Syracuse planning area: 279 vehicles available for maximum service per the National Transit Database 2020 annual agency profile.

#### Vehicles in operation (peak and off peak)

According to information provided by 6 organizations, there are 81 vehicles in operation during peak times and 12 during off-peak times.

#### Vehicles used for other options

This question asked if vehicles are being used for other options when not in use for client reasons. All 10 respondents said “No.”

## 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. Like the number of vehicles in operation, the table is not inclusive of all agencies and transportation providers that coordinate services. Rather, the listing is limited to the select few that responded to the transportation services questionnaire. There are likely many more that coordinate. Of the four primary options (fixed routes, fixed schedule, demand response, volunteer driver program, operational assistance), demand response was identified as a coordinating transportation service for four of the six respondents to the question. Two “Other” transportation services were scheduling of routes based on clients home and work addresses and implement scheduled transportation.

Table 9: Coordinate transportation services

	Fixed route, fixed schedule	Demand response (paratransit)	Volunteer driver program	Operational assistance	Other
JobsPlus!	x	x			
Adam's Apple Transportation					x
Empire DM, Inc.	x	x			
Providence Services					x
Hutchings Psychiatric Center		x			
Onondaga County Office for Aging		x	x		

### Additional services could provide

The following agencies indicated that they are willing to provide services to others. Of those agencies listed below, three are already coordinating while two are not. Agencies are listed by the type of service they are willing to provide. Three of the five respondents chose “Other.” Responses in the “Other” option were taking workers or clients to work, dependent on fitting into a facility schedule, and grant funding. Of note is that six respondents indicated that they are not interested/not able to provide services for other agencies.

Table 10: Provide services to others

	Fixed route, fixed schedule	Demand response (paratransit)	Volunteer driver program	Operational assistance	Other
Adam's Apple Transportation		x		x	
Empire DM, Inc.	x				
Providence Services					x
St. Camillus Healthcare		x			x
Onondaga County Office for Aging					x

**Additional services could receive**

Conversely, the following agencies indicated that they are willing to receive assistance from other agencies. Of the various options, demand response once again was selected most often by respondents (four of seven respondents). JobsPlus! and the Hutchings Psychiatric Center indicated they could receive four additional services from other agencies.

Table 11: Receive additional services

	Fixed route, fixed schedule	Demand response (paratransit)	Volunteer driver program	Operational assistance	Other
JobsPlus!	x	x	x	x	
Adam's Apple Transportation				x	
Providence Services					x
Huntington Family Centers	x	x			
Hutchings Psychiatric Center	x	x	x	x	
Onondaga County Office for Aging		x	x		
Loretto	x				

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

The following responses were provided relative to geographic, cost, and quality gaps. In addition to a geographic gap, availability of public transportation into the evening and late-night hours was also identified as barrier.

#### **Geographic**

- Areas of Onondaga County where several large companies are located (such as Paperworks, Giovanni Foods, G&C Foods, Stickleby, and United Auto).

#### **Cost**

- Companies may use a low-cost model that may lead to poor quality.

#### **Quality**

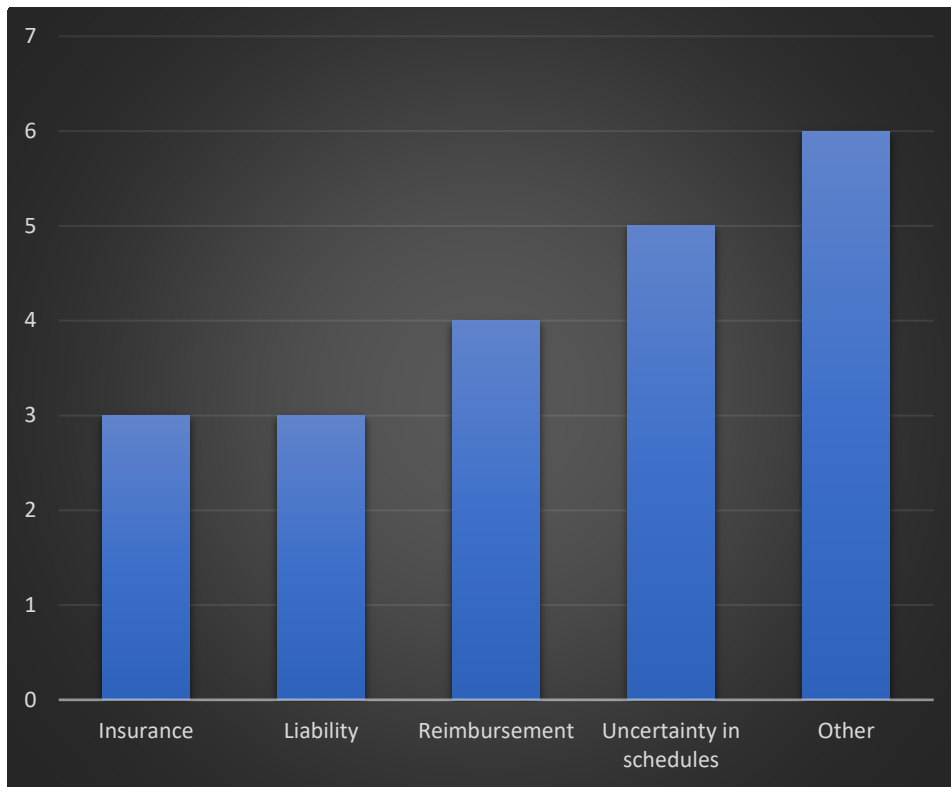
- Centro's existing route structure (coverage and service times).
- Lack of qualified vendors in portions of Onondaga County to run transportation programs.

### **Barriers preventing coordination**

The question asked, "What barriers do you think may be 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" option asked that respondents specify their response. Based on responses received, the major barrier identified was "Other" (55%) followed by "Uncertainty in schedules" (45%). The "Other" responses were a mix of:

- Availability
- Lack of volunteers
- Politics
- Unreliable vendors
- Availability of licensed CDL, class B with passenger endorsement.



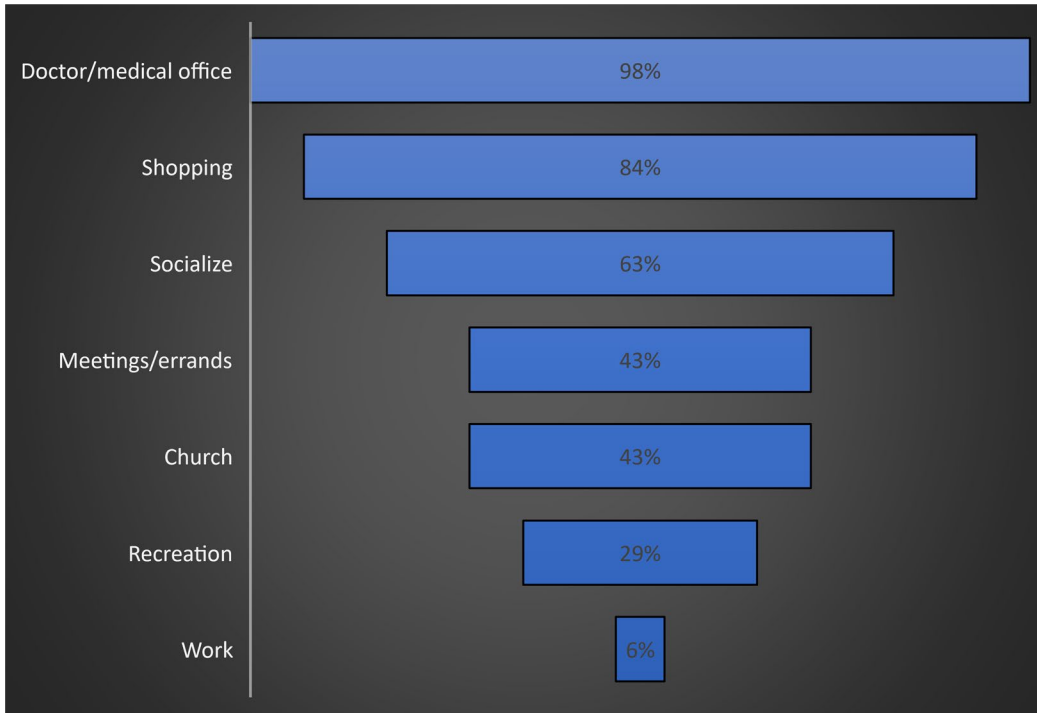


## ***Clients***

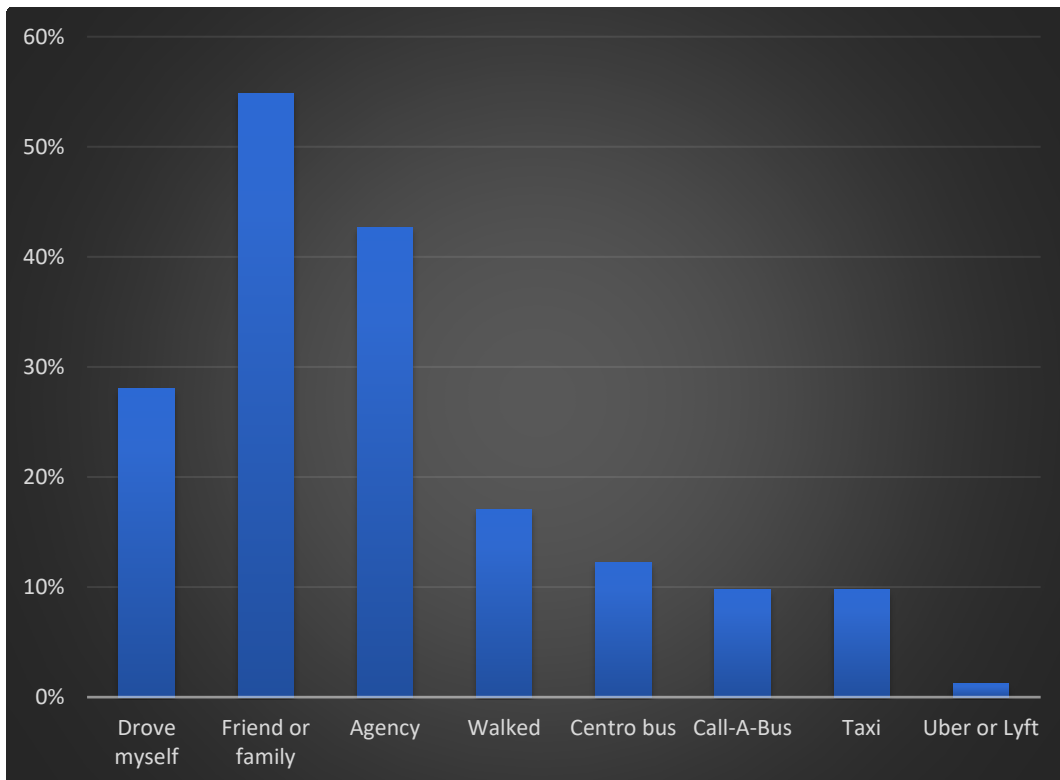
Through assistance of the Onondaga County Department of Adult & Long Term Care Services and ARISE Inc, 82 responses were received to a questionnaire created for clients/riders of public transportation services. The survey instrument consisted of 11 questions and was available in both paper and electronic format. The County Department of Adult & Long Term Care Services requested paper surveys that they in turn provided to the various organizations they work with under the United We Ride umbrella. The electronic version was provided to ARISE Inc.; however, no responses were returned. A copy of the questionnaire and summary statistics are found in the appendices.

31% of respondents indicated that they drive and in turn, 31% of respondents said they have access to a vehicle at home.

Of the 82 responses from the paper copy, 88% of respondents are 65 years or older. When asked what some of the places people travel are the two highest responses were doctor/medical office (98%) and shopping, groceries, other stores, 84%. Those who responded to another question indicated they have problems getting to those locations (48%).



Clients/riders that responded to the questionnaire indicated their primary means of travel in the past few weeks was provided by friends or family (55%), agency transportation (43%), or driving themselves (28%). Remaining responses were Walked (17%), Centro bus (12%), Call-a-Bus (10%), Taxi (10%), and Uber or Lyft (1%).



When asked if the current public transportation system (Centro, volunteer, agency) is generally meeting needs, 45% of those that responded to the question believe the system is meeting their needs. Several suggestions were noted for improving the public transportation system such as:

- Hire more drivers. Transportation should be on the road full time on weekends for people that work.
- There is no public transportation in Elbridge/Jordan currently.
- More busses and times - Centro is operating COVID schedule.
- Rides you can get with less than a three-day notice.

# 5. Recommendations

The recommendations below are provided to improve and/or enhance existing transportation services 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 concerted efforts of the Onondaga County Department of Adult & Long Term Care Services, in conjunction with several service providers, various barriers and gaps identified in the initial Coordinated Plan have continued to be addressed. Although service is currently available in several outlying rural areas of the Syracuse metropolitan area, such as Bridgeport, Elbridge, Minoa, and Skaneateles, and some suburban areas, there continues to be a need for expansion and enhancements.

## *Prior Funding Solicitations*

As mentioned in the introductory section of this report, the Coordinated Plan plays an integral function in recommending and prioritizing activities for implementation by human service agencies and transportation providers in the Syracuse metropolitan area. Recommendations from the Coordinated Plan over the years were used to direct funding from the FTA to make notable changes in the area's transportation service. Federal transit funds have been awarded 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 generally takes place every 1 to 2 years where potential applicants submit 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 vehicles include Loretto/PACE CNY, and St. Camillus Health & Rehabilitation Center. Since 2012, the federal Section 5310 project funding programmed to various entities for vehicle procurement equates to approximately \$2,157,000. With the required match, approximately \$2,696,000 has been invested to purchase accessible vehicles throughout the community. See Tables 12 and 13 for the number of associated federal dollar amounts and vehicles between 2012 and 2020.

Table 12: Section 5310 “Traditional” Federal Awards in the SMTC area

Sponsor	2012	2015	2016	2018	2020	Total \$s
Arise			\$46,050			\$46,050
Catholic Charities	\$30,361					\$30,361
Community Options, Inc.		\$37,224				\$37,224
Loretto	\$79,614	\$232,052	\$49,210	\$219,000	\$362,000	\$941,846
Minoa Bridgeport Ecumenical				\$55,000		\$55,000
Salvation Army	\$79,614					\$79,614
St. Camillus	\$33,101	\$229,187	\$49,210	\$50,000	\$111,000	\$472,498
Visiting Nurse Assc, CNY				\$34,000		\$34,000
<b>Totals</b>	<b>\$222,690</b>	<b>\$498,463</b>	<b>\$144,470</b>	<b>\$358,000</b>	<b>\$473,000</b>	<b>\$1,696,593</b>

Table 13: Number of Vehicles, 5310 “Traditional” Awards in the SMTC area

Sponsor	2012	2015	2016	2018	2020	Total \$s
Arise			1			1
Catholic Charities	1					1
Community Options, Inc.		1				1
Loretto	2	6	1	4	6	19
Minoa Bridgeport Ecumenical				1		1
Salvation Army	2					2
St. Camillus	1	6	1	1	2	11
Visiting Nurse Assc, CNY				1		1
<b>Totals</b>	<b>6</b>	<b>13</b>	<b>3</b>	<b>7</b>	<b>8</b>	<b>37</b>

Beyond purchasing vehicles through the Section 5310 program, which is categorized as a “traditional” activity, Section 5310 funds are also available for “non-traditional” type activities. At least 55% of the available funding 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.

As discussed in Section 3, the United We Ride...Onondaga County Coalition is a group of interested and participating agencies collaborating under the support of the Onondaga County Department of Adult & Long Term Care Services. The coalition is a group that represents non-profits, county and local municipal governments, and faith community organizations that provide rides to isolated seniors and persons with disabilities of any age, who do not have access to regular and ongoing transportation. FTA Section 5310 funding from past solicitations has been awarded to the coalition for capital and operational assistance for formation, enhancement, and expansion purposes. From 2012 to 2022, over \$1,889,000 (federal plus match) has been programmed to Onondaga County's United We Ride Coalition.

At time of writing, the 2022 Section 5310 solicitation had taken place and the SMTC Policy Committee recommended three applicants receive awards. The federal recommendations were provided to NYSDOT Main Office so they could complete their grant process.

- Onondaga County Department of Adult & Long Term Care Services: \$394,378 (operational assistance)
- Catholic Charities: \$112,510 (purchase 2 accessible vehicles)
- Liberty Resources, Inc: \$347,650 (purchase 6 accessible vehicles)

### **CMAQ**

In 2019, Centro was awarded \$5,000,000 in CMAQ funds to expand fixed route transit service. The funds are used for operating assistance to provide expanded mid-day service to improve efficiency and frequency of trips and, expanded service during night hours providing access to employment for second and third shifts. The expanded service improves access to transportation for populations that could not access employment centers during periods of the day when there was minimal to no public transit service.

## ***Recommendations***

The following strategies are considered for implementation. Activities are categorized as capital or operating which is applicable to the federal Section 5310 program. The transportation services questionnaire asked respondents what additional strategies beyond those currently listed in the Coordinated Plan could help alleviate barriers to enhance coordination and collaboration among human service agencies and transportation providers. In general, a few suggestions were provided that have been incorporated into the list of recommendations. As federal Section 5310 funding solicitations typically take place every 2 years, distribution of any Section 5310 funds will

adhere to a 55% “traditional” and 45% “non-traditional” funding split to the maximum extent possible.

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, several recommendations continue 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. Most allocated Section 5307 dollars are currently programmed to existing projects; however, Centro is studying the feasibility of expanding the types of transportation services they currently offer to become a more mobility focused transportation provider.

### **Section 5307**

- Invest in Providence Services of Syracuse or other operating entity providing transportation services for low-income to work customers, as eligible and, that accessible transportation to work is made available to employment destinations not covered by fixed-route transit and CAB services.
- Work with a Transportation Network Company to offer subsidized rides for workers.
- 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<sup>18</sup> Center for scheduling and dispatching of various transportation trips.

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<sup>18</sup> 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 (e.g., Adopt a shelter program).
- Travel training.
- Volunteer driver programs (including assistance with volunteer recruitment).
- Expansion and enhancement of transportation services (curb-to-curb, curb-to-door, door-to-door, door-through-door service).

### Operating

- Develop 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.
- 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.<sup>19</sup>
- Expand paratransit service beyond the ADA minimum three-quarter 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.

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<sup>19</sup> Office for People with Developmental Disabilities, Public Consulting Group, Inc., *Study to Design a Mobility Management Program, Best Practice Research*, 2016.



- 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.
- Group agency trips to reduce duplication of transportation services.
- Create an electronic, interactive transportation resource guide.

## 6. Conclusion

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 if sponsors verify that coordination and collaboration will be achieved and utilized. Since the release of the first Coordinated Plan in 2008, the procurement of accessible vehicles and operational assistance have been the two primary activities advanced. This has a strong likelihood of continuing in the future.

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 researched, discussed with interested agencies. Updates will occur to this Coordinated Plan at minimum every four years to re-examine the gaps in service and recommended strategies.



Image source: Onondaga County

## **Appendix A**

### **Human/Transportation Services Organizations**



## Syracuse Metropolitan Transportation Council

100 Clinton Square  
126 N. Salina Street, Suite 100  
Syracuse, New York 13202  
Phone: (315) 422-5716  
Fax: (315) 422-7753  
[www.smtcmpo.org](http://www.smtcmpo.org)

June 7, 2021

Dear Interested Party:

The Syracuse Metropolitan Transportation Council (SMTC) is working on updating the area's *Coordinated Public Transit – Human Services Transportation Plan* (Coordinated Plan). The Coordinated Plan contains transportation related activities for implementation within the SMTC Metropolitan Planning Area, which 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 help in the 2021/2022 update, the SMTC requests your assistance in completing a transportation services questionnaire that has been created for human service agencies and providers of public transportation. To access the questionnaire, please enter the following link in a web browser: [www.smtcmpo.org/cplan](http://www.smtcmpo.org/cplan). Responses will be accepted through Sunday, July 11, 2021.

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

Sincerely,

A handwritten signature in black ink that reads "Mario Colone".

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

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Liverpool, NY 13088

Camillus Area Transport  
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Center  
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Pat: avery.com/patents

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Salvation Army  
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Syracuse, NY 13202



## Syracuse Metropolitan Transportation Council

100 Clinton Square  
126 N. Salina Street, Suite 100  
Syracuse, New York 13202  
Phone: (315) 422-5716  
Fax: (315) 422-7753  
[www.smtcmpo.org](http://www.smtcmpo.org)

July 1, 2021

Dear Interested Party:

This letter is a reminder that the Syracuse Metropolitan Transportation Council's *Coordinated Plan* transportation services questionnaire is open for responses through Sunday, July 11, 2021. Responses to the questionnaire will be used in the 2021/2022 document update currently underway.

To access the questionnaire, please enter the following link in a web browser: [www.smtcmpo.org/cplan](http://www.smtcmpo.org/cplan).

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

Sincerely,

A handwritten signature in cursive script that reads 'Mario Colone'.

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



## **Appendix B**

### **Transportation Providers Questionnaire and Analysis**



# 2021/2022 Coordinated Plan Update

The Syracuse Metropolitan Transportation Council (SMTC) is updating the area's Coordinated Public Transit - Human Services Transportation Plan (Coordinated Plan). The Coordinated Plan contains several recommendations and strategies to improve and/or enhance transportation services for the elderly and persons with disabilities and is a required document to award funding from the Federal Transit Administration.

As part of the plan's update, we're conducting this questionnaire to seek input on actions/strategies to improve transportation services. For reference, a copy of the 2017/2018 Coordinated Plan is available on the Publications section of the SMTC website at <https://smtcmpo.org/all-publications/> (<https://smtcmpo.org/all-publications/>).

Thank you for participating in our questionnaire.

\* Required

## 1. Organizational information

1. Name

2. Agency/business/organization \*

3. ZIP code

4. Which of the following best describes your organization? (select one)

- Public agency (contracts transportation services)
- Public agency (operates transportation services)
- Public agency (contracts and operates transportation services)
- Private-for-profit (operates transportation services)
- Private-non-profit (operates transportation services)
- Private-non-profit (human service agency)

Other

5. Does your organization purchase, operate or arrange transportation services?

- Yes
- No

6. Please select the transportation services your organization provides. (select all that apply)

Fixed-route

Demand response (paratransit)

Volunteer driver programs

Bus tickets or passes for your clients

Medicaid transportation

Senior transportation services

Dedicated shuttle to work

Other

## 2. Transportation program profile

7. Please select where your general service area is located.

- City of Syracuse
- Onondaga County (includes Syracuse)
- Onondaga County (outside Syracuse)
- Other boundary including Onondaga County

Other

8. How are your transportation services funded? (select all that apply)

- Fare based
- Federal dollars
- State dollars
- County dollars
- Donations/fundraising/volunteer

Other

9. Who is eligible to receive your transportation services? (select all that apply)

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

Other

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

- Health/medical
- Nutrition
- Social (for example visits to friends or relatives)
- Recreation
- School or training
- Employment
- Shopping (groceries)
- Shopping (other)
- Senior center/adult daycare
- Religious
- Connect to fixed-route transit
- Volunteer activities

Other

11. If Employment was one of your trip purposes selected in the above question, please list some places you take people to.

12. Please identify the level of service you provide. (select all that apply)

Door-to-door

Door-through-door

Curb-to-curb

Other

13. What are your regular weekday hours of operation? (example - 9am-3pm; 5pm-9pm)

14. If applicable, what are your regular weekend hours of operation? (example - 9am-3pm; 5pm-9pm)

15. What are your typical peak hours?

16. What are your typical off peak hours?



### 3. Vehicle details

17. Does your organization own a vehicle(s) used to transport clients?

Yes

No

18. Total number of vehicles

19. Total seating capacity

20. Number of wheelchair equipped vehicles

21. Total wheelchair seating capacity

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

23. Annual total vehicle miles traveled of your fleet

24. Annual total vehicle hours of service of your fleet

25. Total number of drivers

26. Number of paid drivers

27. Number of volunteer drivers

28. How many vehicles are in operation during peak hours?

29. How many vehicles are in operation during off peak hours?

30. Is there room for additional drivers?

	Yes	No
Peak hours	<input type="radio"/>	<input type="radio"/>
Off peak hours	<input type="radio"/>	<input type="radio"/>

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

- Yes
- No

32. If Yes to the above question, please describe.

#### 4. Coordination of transportation services

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

Yes

No

34. With what organizations do your coordinate services?

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

Yes

No

36. Please elaborate on the services your agency coordinates. (select all that apply)

Fixed route, fixed schedule

Demand response (paratransit)

Volunteer driver programs

Operational assistance

Other

37. Please indicate services your organization could provide to another agency. (select 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

38. Please indicate services your organization could receive from another agency. (select all that apply)

My agency is not interested/not able to receive services from other agencies

Fixed route, fixed schedule

Demand response (paratransit)

Volunteer driver programs

Operational assistance

Other

39. Identify any transportation gaps (e.g., geographic, time, cost, quality) you feel exist in the Syracuse Metropolitan Planning Area. Reference map available at <https://tinyurl.com/smtcare> (<https://tinyurl.com/smtcare>).

40. What barriers do you think may be preventing the coordination of existing transportation services? (select all that apply)

Insurance

Liability

Reimbursement

Uncertainty in schedules

Other

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

Yes

No

Maybe

Service is not available

42. If No to the above question, what may be preventing them from using the fixed-route service?

43. The Coordinated Plan contains many strategies that could help improve coordination and transportation services. What are some additional strategies you think could alleviate barriers to enhance coordination and collaboration among human service agencies and transportation providers?

44. If you would like to be notified of future SMTC activities or to receive the SMTC's e-newsletter, please provide your email address (optional):

Coordinated Plan Transportation Provider Questionnaire Summary

**Q1, 2 & 3: Organizational information**

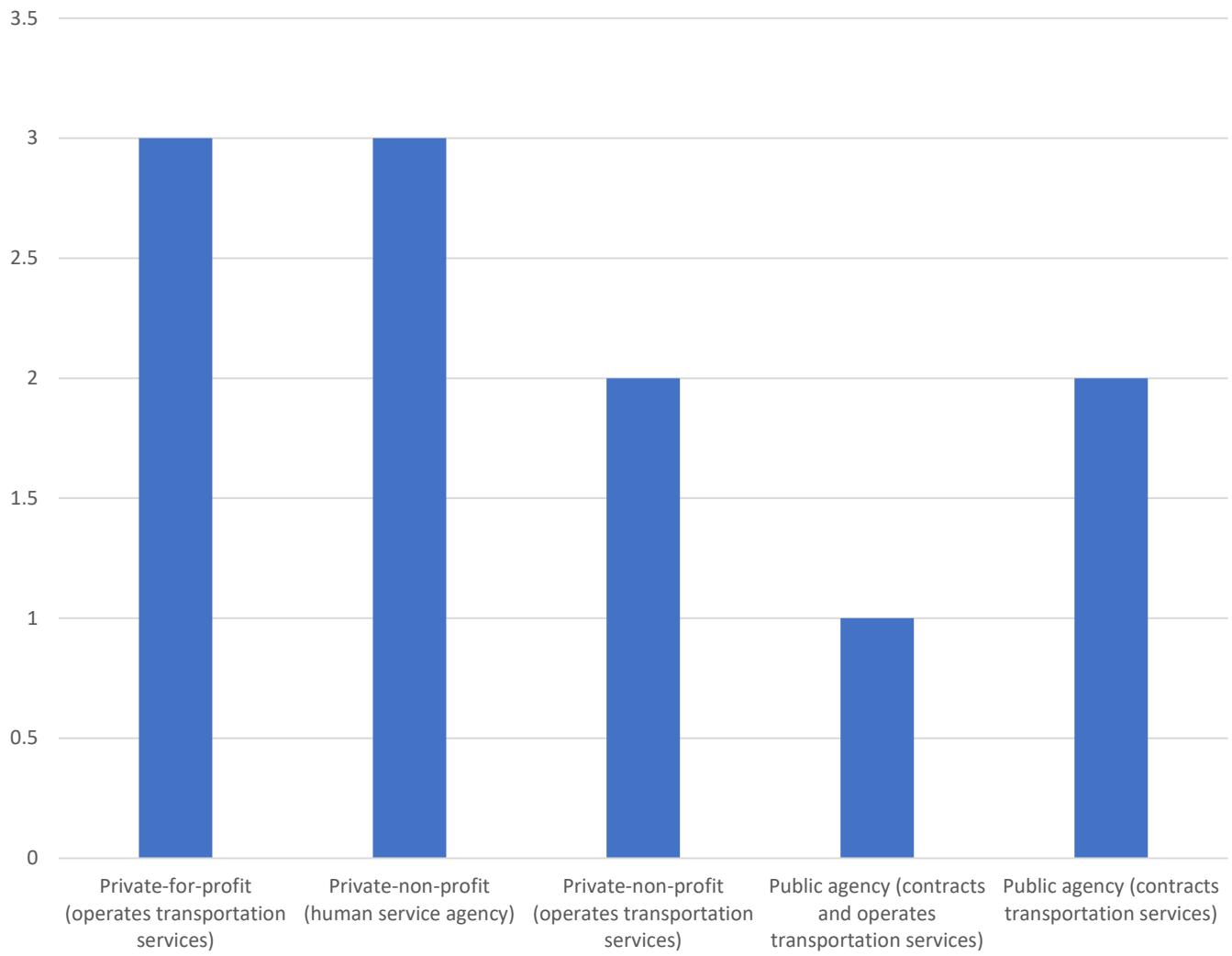
Name	Agency	ZIP code
Steve Vonderweidt	JobsPlus!	13202
Michael Osterhout	Adam's Apple Services, Inc	13206
Carol McLoughlin	Empire DM Inc.	13057
FISH	FISH	13066
Deborah Hundley	Providence Services of Syracuse Inc	13210
St. Camillus Health & Rehabilitation	Nursing Home/ Rehabilitation	13219
	Huntington Family Centers	13204
Joan Royle	Westcott Community Center	13210
Thomas R. Nettle	NYSOMH-Hutchings Psychiatric Center	13210
Onondaga County Adult Services	Office for Aging	13202
Tom Schattinger	Loretto	13205

**Q4: Which of the following best describes your organization?**

Response	Number of Responses	% of Total
Public agency (contracts transportation services)	2	18%
Public agency (operates transportation services)	0	0%
Public agency (contracts and operates transportation services)	1	9%
Private-for-profit (operates transportation services)	3	27%
Private-non-profit (operates transportation services)	2	18%
Private-non-profit (human service agency)	3	27%
Other	0	0%



### Which of the following best describes your organization? (select one)



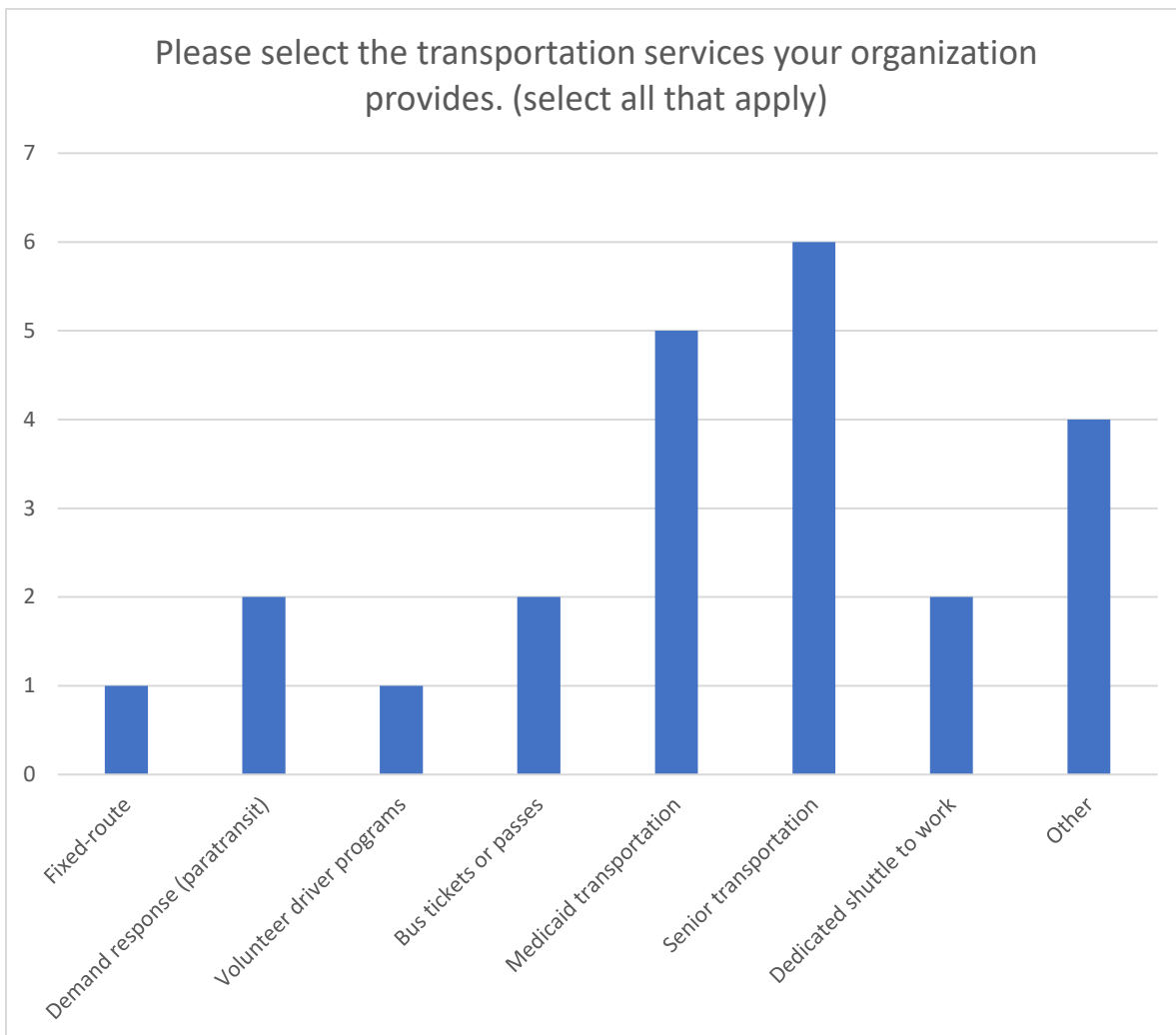
**Q5: Does your organization purchase, operate or arrange transportation services?**

Response	Number of Responses	% of Total
Yes	9	82%
No	2	12%



**Q6: Please select the transportation services your organization provides.  
(select all that apply)**

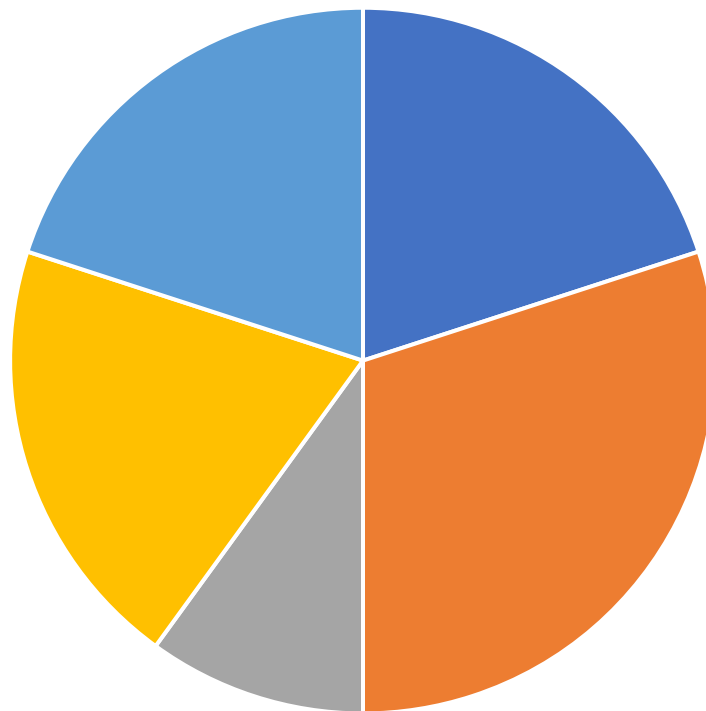
Response	Number of Responses	% of Total
Fixed-route	1	4%
Demand response (paratransit)	2	9%
Volunteer driver programs	1	4%
Bus ticket or passes for your clients	2	9%
Medicaid transportation	5	22%
Senior transportation services	6	26%
Dedicated shuttle to work	2	9%
Other	4	17%



**Q7: Please select where your general service area is located.**

Response	Number of Responses	% of Total
City of Syracuse	2	20%
Onondaga County (includes Syracuse)	3	30%
Onondaga County (outside Syracuse)	1	10%
Other boundary including Onondaga County	2	20%
Other	2	22%

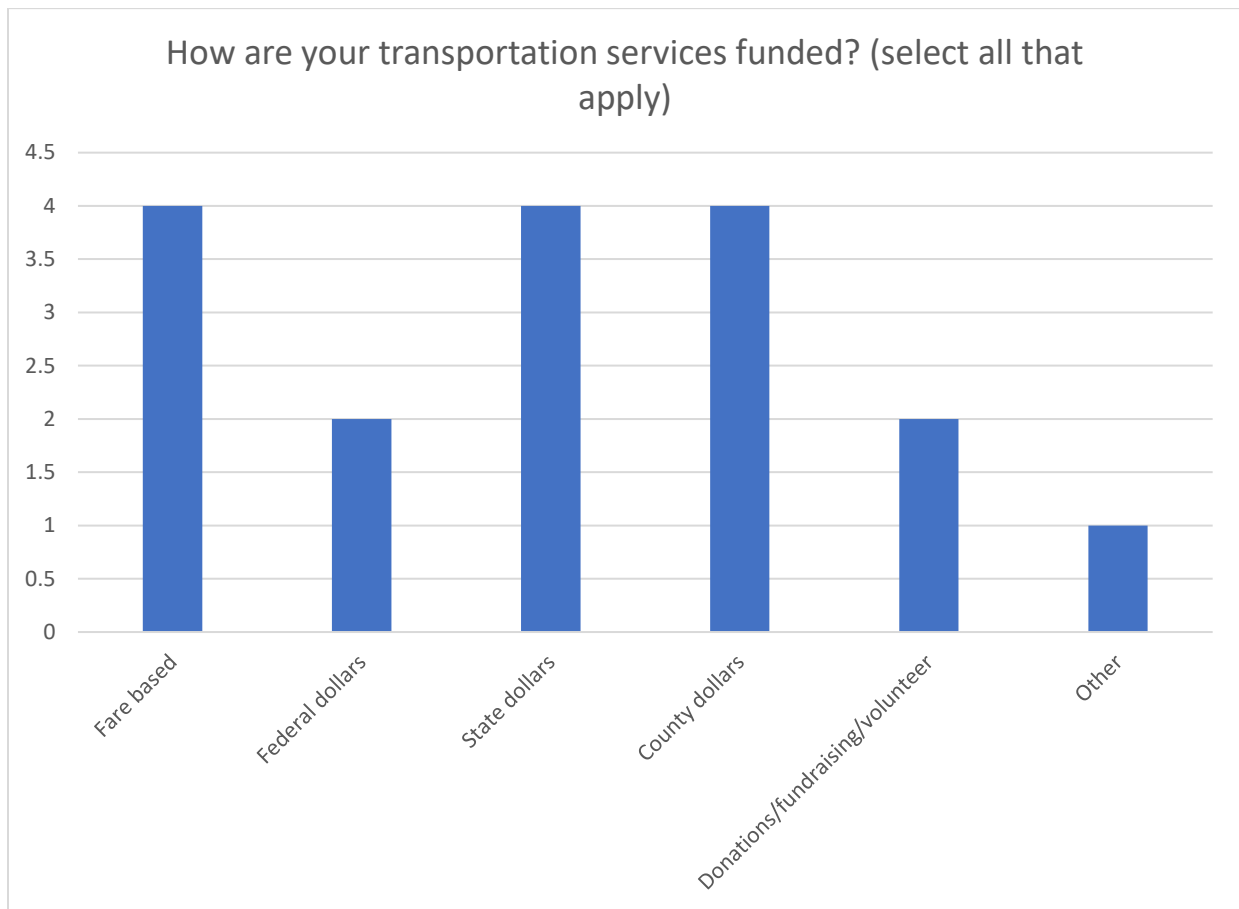
Please select where your general service area is located.



- City of Syracuse
- Onondaga County (includes Syracuse)
- Onondaga County (outside Syracuse)
- Other boundary including Onondaga County
- Other

**Q8: How are your transportation services funded? (select all that apply)**

Response	Number of Responses	% of Total
Fare based	4	24%
Federal dollars	2	12%
State dollars	4	24%
County dollars	4	24%
Donations/fundraising/volunteer	2	12%
Other	1	6%



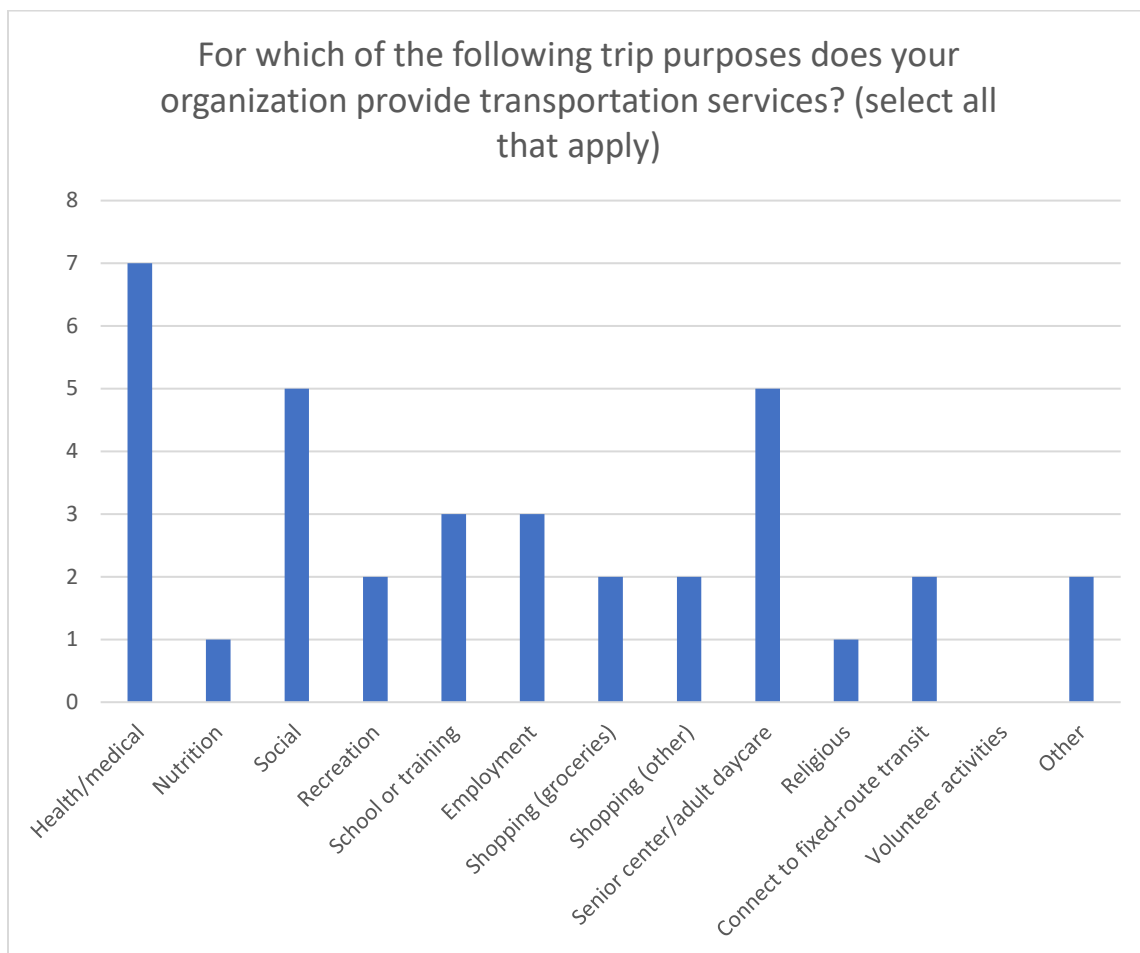
**Q9: Who is eligible to receive your transportation services? (select all that apply)**

Response	Number of Responses	% of Total
General public	3	15.0%
Clients of agency	4	20.0%
Person with disabilities	3	15.0%
Seniors	6	30.0%
Low-income	2	10.0%
Other	2	10.0%



**Q10: For which of the following trip purposes does your organization provide transportation services? (select all that apply)**

Response	Number of Responses	% of Total
Health/medical	7	20%
Nutrition	1	3%
Social	5	14%
Recreation	2	6%
School or training	3	9%
Employment	3	9%
Shopping (groceries)	2	6%
Shopping (other)	2	6%
Senior center/adult daycare	5	14%
Religious	1	3%
Connect to fixed-route transit	2	6%
Volunteer activities	0	0%
Other	2	6%

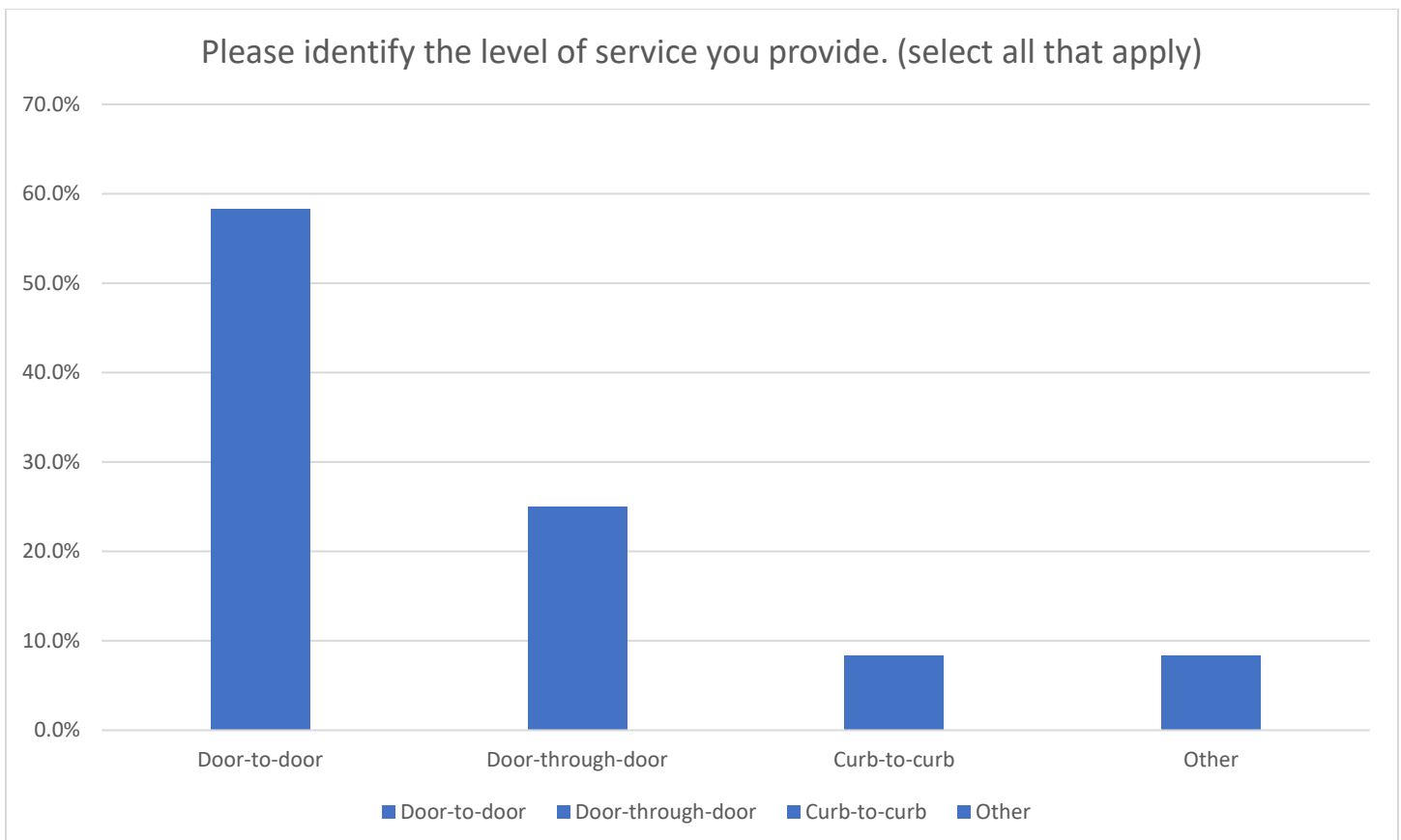


**Q11: If employment was one of your trip purposes selected in the above question, please list some places you take people to.**

We do not take clients directly. We arrange transportation to and from work sites. We utilize public transportation, Medicaid services, and even are piloting a Lyft partnership. We also work with the businesses our clients work at to arrange transportation as applicable
Doctor, dentist, PT
UPS, K & N Foods, Rite Aid, Fedex, companies in Baldwinsville, Bryne dairy, Actually any company in East Syracuse, Bville, North Syracuse, Cicero
Transportation to and from local hospital, dialysis centers , doctor appts

**Q12: Please identify the level of service you provide. (select all that apply)**

Response	Number of Responses	% of Total
Door-to-door	3	15.0%
Door-through-door	4	20.0%
Curb-to-curb	3	15.0%
Other	6	30.0%





**Q13: What are your regular weekday hours of operation? (example – 9am-3pm; 5pm-9pm)**

1	anonymous	M-F 8:00am - 4:30pm
2	anonymous	6:00 AM / 6:00 PM availability
3	anonymous	5am-10pm
4	anonymous	9-4
5	anonymous	Currently #am- midnite. Depends on the need of riders
6	anonymous	Monday - Friday 7:00am to 5:00 pm
7	anonymous	9 am - 4:30 pm
8	anonymous	6 am - 6 pm
9	anonymous	24/7

**Q14: If applicable, what are your regular weekend hours of operation? (example – 9am-3pm; 5pm-9pm)**

1	anonymous	6:00 AM / 6:00 PM availability
2	anonymous	Saturday 5am-5pm
3	anonymous	NA
4	anonymous	Depending on need of riders: Currently 6 am-3 Pm Saturday, , Sunday various times on Sunday as needed
5	anonymous	closed on weekends
6	anonymous	6 am - to last Client returned scheduled. Weekend Transportation by pre appointment.
7	anonymous	24/7

**Q15: What are your typical peak hours?**

1	anonymous	9:00 AM / 3:00 PM availability
2	anonymous	7am-10am 1pm-4pm
3	anonymous	Varies
4	anonymous	noon-5 pm and 10 pm-midnight. We have ability to add more shuttles during peak due to we have multiple vans/drivers
5	anonymous	generally vehicles run all day.
6	anonymous	9:30 am - 3:30 pm
7	anonymous	M-F 8:30-5
8	anonymous	8 am - 10:00 am 1:00 pm - 4:00 pm
9	anonymous	10am - 2pm

**Q16: What are your typical off peak hours?**

1	anonymous	6:00 AM / 9:00 AM 3:00 PM / 6:00 PM availability
2	anonymous	10am-12:30pm 4pm-10pm
3	anonymous	Varies
4	anonymous	7am-11 am + 6 pm-9 pm Again we have additional ability because of additional vans to have more than 1 van at a time
5	anonymous	vehicles run all day down times vary.
6	anonymous	10:00 am - 1:00 pm 4:00 pm - 6:00 pm
7	anonymous	evenings

**Q17: Does your organization own a vehicle(s) used to transport clients?**

Response	Number of Responses	% of Total
Yes	5	55.6%
No	4	44.4%

**Q18: Total number of vehicles**

2	anonymous	75
3	anonymous	5 plus 2 more be added within 25 days
4	anonymous	11
5	anonymous	1
6	anonymous	5 full size vans. 4 with raised roofs and hydraulic wheelchair lift's which accommodate up to 36 inch wide chairs.

**Q19: Total seating capacity**

2	anonymous	1-14
3	anonymous	6 per van, 7 passenger on occasion(depends on Covid)
4	anonymous	2-6 seats depending on vehicle
5	anonymous	13
6	anonymous	4 Vehides = 2 Wheelchair positions and 3 passengers. / 1 Vehicle 7 seats (passenger van)

**Q20: Number of wheelchair equipped vehicles**

2	anonymous	40
3	anonymous	0
4	anonymous	all vehicles
5	anonymous	0
6	anonymous	4

**Q21: Total wheelchair seating capacity**

2	anonymous	1-6
3	anonymous	0 We want more than 1 rider to cover our cost of driver and gas
4	anonymous	1-4 seats depending on vehicle
5	anonymous	0
6	anonymous	2 per van of 4

**Q22: Number of one-way passenger trips in a year**

1	anonymous	about 10 % of my business
2	anonymous	60,000.00
3	anonymous	Very few most need both ways
4	anonymous	pre-covid- 23,040

**Q23: Annual total vehicle miles traveled of your fleet**

1	anonymous	"Normal" year, approx 75,000 miles total miles traveled annually.
2	anonymous	2000000
3	anonymous	71971
4	anonymous	covid year 40,205

**Q24: Annual total vehicle hour of your fleet**

1	anonymous	App:rox, 2,300 hours
2	anonymous	136500
3	anonymous	3437 hours
4	anonymous	estimated yearly 2080

**Q25: Total number of drivers**

1	anonymous	5
2	anonymous	65
3	anonymous	varies 3-4 currently but another 1 or 2more drivers will be hired for new vans coming
4	anonymous	currently covid- 5
5	anonymous	4,731

**Q26: Number of paid drivers**

1	anonymous	5
2	anonymous	65
3	anonymous	3-4
4	anonymous	all

**Q27: Number of volunteer drivers**

1	anonymous	0
2	anonymous	0
3	anonymous	2
4	anonymous	none
5	anonymous	1

**Q28: How many vehicles are in operation during peak hours?**

1	anonymous	4
2	anonymous	60
3	anonymous	currently 2 more will be added shortly
4	anonymous	5
5	anonymous	1

**Q29: How many vehicles are in operation during off peak hours?**

1	anonymous	2
2	anonymous	1-2
3	anonymous	5
4	anonymous	1

**Q30: Is there room for additional drivers?**

		Peak hours	Off peak hours
1	anonymous	Yes	No
2	anonymous	Yes	Yes
3	anonymous	Yes	Yes
4	anonymous	Yes	Yes
5	anonymous	No	No

**Q31: When vehicles are not being used for your clients, are they used for other options?**

1	anonymous	No
2	anonymous	No
3	anonymous	No
4	anonymous	No
5	anonymous	No

**Q32: If Yes to the above question, please describe.**

No responses.

**Q33: Do you coordinate transportation services for or with other organizations?**

Response	Number of Responses	% of Total
Yes	6	54.5%
No	5	45.5%

**Q34: With what organizations do you coordinate services?**

Onondaga Community College, OPWDD
Interfaith Works
Medicaid Answering Services (MAS)
St Camillus Home & Rehab, Van Duyn Home & Rehab, St Joseph's Hospital
Centro, Suburban Transportation & 14 other United We Ride programs

Coordinated Plan [Transportation Provider Questionnaire Summary](#)

**Q35: Do you have formal agreements with groups you coordinate services with?**

Response	Number of Responses	% of Total
Yes	3	50.0%
No	3	50.0%

**Q36: Please elaborate on the services your agency coordinates. (select all that apply)**

Response	Number of Responses	% of Total
Fixed route, fixed schedule	2	22%
Demand response (paratransit)	4	44%
Volunteer driver programs	1	11%
Operational assistance	0	0%
Other	2	22%

**Q37: Please indicate services your organization could provide to another agency. (select all that apply)**

Response	Number of Responses	% of Total
My agency is not interested/not able to provide services to other agencies	5	38%
Fixed route, fixed schedule	1	8%
Demand response (paratransit)	1	8%
Volunteer driver programs	0	0%
Operational assistance	1	8%
Other	5	38%

**Q38: Please indicate services your organization could receive from another agency. (select all that apply)**

Response	Number of Responses	% of Total
My agency is not interested/not able to receive services to other agencies	2	11%
Fixed route, fixed schedule	4	22%
Demand response (paratransit)	4	22%
Volunteer driver programs	2	11%
Operational assistance	3	17%
Other	3	17%

**Q39: Identify any transportation gaps (e.g., geographic, time, cost, quality) you fell exist in the Syracuse Metropolitan Planning Area.**

Busses do not go to all the jobsites in Onondaga county. Very hard for clients trying to gain employment to get out to big companies on the outskirts of Onondaga County like Paperworks, Giovanni Foods, G&C Foods, Sticklely and United Auto. There are plenty of jobs available for entry level workers, but no reliable transportation. Clients with dependents may be able to find a job with a bus route, but are not able to sit on routes that take 2 hours to and from their homes, or nearby bus stops. Buses do not run into the evening and late hours when many entry level jobs need staff.
The various FISH chapters serve limited areas. There is a need in many other parts of the county.
Many people needing transportation to work, etc could be mitigated to a large degree by changing the Centro system. I spoke to a well known Transit planner and he laid out a Grid method for Syracuse and it is more efficient and cheaper but you were not interested. The grid he laid out allows riders to get to more locations and quicker also cheaper. It would allow night and weekends service again at less cost for CENTRO of current setup. It should be considered: cheaper, faster, more locations
Reliable taxi services for Medicaid clients, logistics to gain such transportation
Cost and quality are the largest gaps. Some other Transportation Company's are here today and gone tomorrow. Some use a cheaper cost which leads to poor quality. Some of us with longevity lose Business. Which affect's quality of Life.
Lack of qualified vendors in the southern part of Onondaga Co. who apply for funding to run transportation program(s) in Tully, Apulia, Fabius, Lafayette, etc.

**Q40: What barriers do you think may be preventing the coordination of existing transportation services? (select all that apply)**

Response	Number of Responses	% of Total
Insurance	3	30.0%
Liability	3	30.0%
Reimbursement	4	40.0%
Uncertainty in schedules	5	50.0%
Other	6	60.0%

**Q41: If fixed-route bus service is available in your area, are your clients able to use it?**

Response	Number of Responses	% of Total
Yes	2	18%
No	0	0%
Maybe	8	73%
Service is not available	1	9%



**Q42: If No to the above question, what may be preventing them from using fixed-route service?**

No responses.

**Q43: The Coordinated Plan contains many strategies that could help improve coordination and transportation services. What are some additional strategies you think could alleviate barriers to enhance coordination and collaboration among human service agencies and transportation providers?**

Stronger resource guide surrounding transportation. If there was a map online and a person could put where they are and where they need to go, then all available resources would pop up based on some simple client data, i think we could get more people to and from work. Bring major employers to the table to provide or help with transportation. Even if a small fee was charged, it could be pre taxed.
Reimbursement
Help with volunteer recruitment
Syracuse organizations withhold information to people needing transportation to/from work. Non-profits do not refer people to us. Government orgs Jobs plus and CNY Works forbids acknowledging us at their building. Only the Board members can share the members businesses.
Oversight for quality
Little change will occur until the issue of qualified Driver's is addressed. Expansion and growth to the Passenger Transportation Industry will lag. Self driving vehicle's the answer? No. You need that humanism of people assisting people.

**Appendix C**

**Clients Questionnaire and Analysis**



## SMTTC Coordinated Plan Transportation Questionnaire

The Syracuse Metropolitan Transportation Council is updating the area's Coordinated Plan. The Coordinated Plan lists many ways to improve and/or enhance transportation services for the elderly and persons with disabilities. As part of the plan's update, we're conducting this questionnaire to seek your input on how you use the transportation system. Your answers are anonymous. We appreciate your time and input!

If you have any questions on the questionnaire, please contact Mario Colone at 315-422-5716 or [mcolone@smtcmpo.org](mailto:mcolone@smtcmpo.org).

**1. Do you drive?**

- Yes       No

**2. Do you have access to a car at home?**

- Yes       No

**3. What are some places you go? Check all that apply.**

- |  |   |
|--|---|
| <input type="checkbox"/> Doctor/Medical Office                       | <input type="checkbox"/> Church                   |
| <input type="checkbox"/> Shopping (groceries, other stores)          | <input type="checkbox"/> Recreation/entertainment |
| <input type="checkbox"/> Socialize (library, park, community center) | <input type="checkbox"/> Work                     |
| <input type="checkbox"/> Meetings/errands                            | <input type="checkbox"/> Other _____              |

**4. Do you have problems getting to any of the places in Question 3?**

- Yes       No

**5. If Yes for Question 4, what are some reasons you may not be able to get to those places? Check all that apply.**

- |   |   |
|---|---|
| <input type="checkbox"/> No car/don't drive               | <input type="checkbox"/> Weather                              |
| <input type="checkbox"/> Too far                          | <input type="checkbox"/> Taxi, Uber, Lyft expensive           |
| <input type="checkbox"/> Can't or difficult to walk       | <input type="checkbox"/> Can't or difficult to see            |
| <input type="checkbox"/> No Centro bus nearby             | <input type="checkbox"/> Other medical issue                  |
| <input type="checkbox"/> Centro or Call-A-Bus inefficient | <input type="checkbox"/> Don't know how to use the Centro bus |

## Coordinated Plan Transportation Questionnaire

**6. In the past few weeks, how have you traveled? Check all that apply.**

- |  |   |
|--|---|
| <input type="checkbox"/> Drove myself                            | <input type="checkbox"/> Call-A-Bus     |
| <input type="checkbox"/> Friend or family                        | <input type="checkbox"/> Taxi           |
| <input type="checkbox"/> Agency or senior services bus, van, car | <input type="checkbox"/> Uber or Lyft   |
| <input type="checkbox"/> Walked                                  | <input type="checkbox"/> Rode a bicycle |
| <input type="checkbox"/> Centro bus                              | <input type="checkbox"/> Other _____    |

**7. Do you have a disability?**

- Yes       No       Prefer not to say

**8. What is your age?**

- |                                   |                                   |                                    |
|-----------------------------------|-----------------------------------|------------------------------------|
| <input type="checkbox"/> Under 21 | <input type="checkbox"/> 21 to 34 | <input type="checkbox"/> 35 to 54  |
| <input type="checkbox"/> 55 to 64 | <input type="checkbox"/> 65 to 74 | <input type="checkbox"/> 75 and up |

**9. Does the current public transportation system (Centro, volunteer, agency) generally meet your needs?**

- Yes       No

**10. Do you have any suggestions for improving the public transportation system?**

**11. What ZIP Code do you live in?**

Coordinated Plan Client Questionnaire analysis

**Q1: Do you drive?**

Response	Number of Responses	% of Total
Yes	31	38%
No	51	62%

**Q2: Do you have access to a car at home?**

Response	Number of Responses	% of Total
Yes	31	38%
No	46	56%
Blank	5	6%

**Q3: What are some places you go?**

Response	Number of Responses	% of Total
Doctor/Medical Office	80	98%
Shopping (groceries, other stores)	69	84%
Socialize (library, park, community center)	52	63%
Meetings/errands	35	43%
Church	35	43%
Recreation/entertainment	24	29%
Work	5	6%
Other	5	6%

**Q4: Do you have problems getting to any of the places in Question 3?**

Response	Number of Responses	% of Total
Yes	39	48%
No	41	50%
Blank	2	2%

**Q5: If Yes for Question 4, what are some reasons you may not be able to get to those places?**

Response	Number of Responses	% of Total
No car/don't drive	37	45%
Too far	20	24%
Can't or difficult to walk	30	37%
No Centro bus nearby	15	18%
Centro or Call-A-Bus inefficient	13	16%
Weather	20	24%
Taxi, Uber, Lyft expensive	18	22%
Can't or difficult to see	5	6%
Other medical issue	12	15%
Don't know how to use the Centro bus	4	5%
Blank	32	39%

**Q6: In the past few weeks, how have you traveled?**

Response	Number of Responses	% of Total
Drove myself	23	28%
Friend or family	45	55%
Agency or senior services bus, van, car	35	43%
Walked	14	17%
Centro bus	10	12%
Call-A-Bus	8	10%
Taxi	8	10%
Uber or Lyft	1	1%
Rode a bicycle	0	0%
Other	8	10%
Blank	7	9%

**Q7: Do you have a disability?**

Response	Number of Responses	% of Total
Yes	42	51%
No	24	29%
Prefer not to say	0	0%
Blank	16	20%

**Q8: What is your age?**

Response	Number of Responses	% of Total
Under 21	0	0%
21 to 34	0	0%
35 to 54	1	1%
55 to 64	5	6%
65 to 74	29	35%
75 and up	43	52%
Blank	5	6%

**Q9: Does the current public transportation system (Centro, volunteer, agency) generally meet your needs?**

Response	Number of Responses	% of Total
Yes	37	45%
No	34	41%
Blank	11	13%

**Q10: Do you have any suggestions for improving the public transportation system?**

It would be nice for Call A Bus
None. More than pleased.

Coordinated Plan Client Questionnaire analysis

Put the 11:40 bus trip back in service.
Hire
We do not have public transportation we used to in Jordan. Bring Centro back to Jordan.
There is no public transportation in Elbridge/Jordan currently. Resume Centro service between Syr and Auburn.
Publicity and bus routes
Would like to go to grocery store or Barnes n Noble, church
More busses and times. Centro is operating COVID schedule
Go electric
Trips to nearby parks that not too far to walk to. Rides you can get with less than three days notice.
That you don't have to reserve 3 days in advance in case of emergency.
Timing