

Chautauqua County Transportation Coalition Key Stakeholder's Meeting – 8.4.26

Location: 234 Hopkins Ave, Jamestown, NY 14701

Date: August 4, 2026

Time: 10:00am

Summary of Attendance

Name	Affiliation
Ethan Luce	CHQ Transit/Chautauqua Works
Jennifer Blair	CHQ Transit
Michele Westphal	CHQ Transit
Alyssa Chamberlin	JCC
Dana Corwin	Chautauqua County Office for the Aging
Jessica Holmes	Team Services
Julie Flaker	W.I.B/Chautauqua Works
Melissa Thies	Heritage Group
Michael Rauh	Veterans Service Agency
Molly Hanft	The Resource Center
Stephanie Nick	Chautauqua County Planning & Development

Meeting Summary:

Introduction

- New Mobility Manager introduction (Ethan Luce)

Chautauqua County Coordinated Transportation Plan

- Reviewed goals with an emphasis on creating new projects, travel trainings, and transit awareness/marketing
- Focus transportation efforts on low-income, senior, disabled, and student populations while still being accessible for all demographics

Coalition Survey Summaries

Out-of-County Transportation

- Need for Erie County transportation (51%)
- Medical and recreation cited as top two reasons for leaving Chautauqua County
- Closer split between weekend and weekday needs than anticipated

- Next step: work on funding to conduct a feasibility study on out-of-county transportation (Ethan will follow up with Stephanie Nick on funding sources/opportunities)

Bike Share

- Concern for vandalism or theft of bikes (could we potentially attach credit card information to charge?).
- Survey showed only 19% were a definitive “yes” for bike share
- Next step: rerelease surveys and potentially pilot 1-2 bikes at JCC or SUNY Fredonia

**The Coalition will be reopening surveys for a future date for more responses A full summary report of both surveys were sent to coalition members*

Transportation Education/Marketing

- Education and awareness is the first step in helping others. If they don’t know transportation providers, we can’t help them.
- Ethan will look into additional channels for marketing and transportation awareness and is currently working on updating CHQ Transit’s website.
- Travel training videos → link to CHQ Transit website
 - Chautauqua County Gov YouTube channel. Potential platform?
 - Frequently asked questions video
- Travel Training and CHQ Transit brochures were sent out with those in attendance,
- Some individuals don’t start thinking about transportation until colder months when they can’t walk/bike. Make sure to have communication available especially during winter season.
- There is a need for people to learn how to read a bus map → more travel training!
- Ethan will also look into creating more incentives to ride the bus

Transit Planning

- CHQ Transit has hired a transit planning agency to evaluate the current public transit routes (still in the approval process, date TBD)

GoGoGrandparent

- Potential service discussed: “GoGoGrandparent” – on demand ride service for veterans and seniors (usually outsources to UBER drivers).
 - GoGoGrandparent has been an ongoing topic for Chautauqua County VA and OFA. Difficult to determine number of drivers available in county to provide service. (ongoing)

Transportation for Veterans (Veterans Service Agency)

- VA services are available in Jamestown and Dunkirk, but some Veterans prefer transportation to Buffalo
- Veterans need transportation to and from VA clinics in Jamestown and Dunkirk

JCC

- More travel training and awareness needed for students
- Work with RAs/dorm leaders on promoting public transit (Ethan will look into potential travel training with RAs, and has already scheduled a presentation at student orientation)
- Surveys need to make its way to students

Dialysis/Medical transportation

- Highlighted importance of out-of-county, rural, weekend and early/late hour transportation needs for dialysis patients. It is sometimes difficult to get a chair scheduled at a convenient hour which can complicate transportation times. This is a topic to bring up when CHQ Transit brings in their route planners.

Office For the Aging - OFA

- OFA has a volunteer program to drive seniors, and just hired a new staff member to help handle some of the paperwork/process.

Need/Gap Analysis

Everyone in attendance filled out a survey to determine needs/gaps in Chautauqua County transportation services. Members not in attendance were sent an electronic version. The final rankings (1 being most important, 10 the least) are as follows

1. Limited out of county and out of state service
2. Limited education and awareness of transportation services available
3. Limited early morning, evening, and weekend service
4. Obtaining qualified drivers
5. Limited rural service
6. Need for employers supporting transportation solutions for their employees
7. Lack of one-stop center for transportation information in the county
8. Limited volunteer drivers

9. Holiday service

10. More flexible payment options for public transit

- An app for scheduling CHQ Transit rides was brought up. Has been attempted in the past but without success. This will be a potential idea to hold on to in the future.