

SCHUYLER COUNTY COORDINATED PUBLIC TRANSIT - HUMAN SERVICES TRANSPORTATION PLAN 2026





Schuyler County's Coordinated Public Transit – Human Services Transportation Plan is a comprehensive document, requiring update every four years. The plan is a product of intra-county coordination between transportation providers, human service agencies, local government offices, and non-profit organizations.

This updated plan fulfills federal requirements and provides a framework for prioritizing projects for funding consideration. Implementation will occur over a four-year period, with ongoing evaluation to ensure that transportation services continue to meet the needs of Schuyler County residents.

Adopted by: Community Development & Natural Resources Sub-Committee of the Schuyler County Legislature on August 10th, 2026.

Prepared by: Jen Lyn Fisher, Mobility Manager

CONTENTS

Executive Summary	3
Regulatory Background	4
Methodology	5
Schuyler County at a Glance	6
Planning Participants & Contributors	9
Transportation-Human Services Partners	11
Area Transportation Providers Directory	16
Identified Transportation Needs & Coordination	17
Goals & Prioritized Objectives	18
Updates & Changes (since 2022)	19
Coordinated Transportation Committee Meeting Minutes	20
Proposed 4 Year Coordinated Transportation Work Plan (2026-2030)	40
Appendix	41
Figures & Tables	42



Schuyler County
New York

EXECUTIVE SUMMARY

The ***Schuyler County Public Transportation – Human Services Coordination Committee*** is a multi-agency group comprised of transportation providers, human service agencies, funding partners, and representatives of populations with unmet transportation needs. These populations primarily include older adults, individuals with disabilities, and low-income residents. Consistent with FTA requirements, the committee serves as an important forum for the development and ongoing oversight of the county’s Coordinated Transportation Plan.

The committee meets quarterly to identify and assess existing transportation services, evaluate gaps, and promote the coordination of resources across programs. Through this process, the committee can prioritize service improvements, develop strategies to enhance mobility, and audit the efficient use of available funding.

In coordination with regional and state partners, the committee has played a key role in advancing and implementing projects designed to maintain, expand, and improve transportation options for disadvantaged populations. These efforts include leveraging funding sources, fostering multi-agency collaboration, and supporting forward thinking services. The priorities and strategies identified through this coordinated process guide the implementation of transportation programs and investments from one plan to the next, with a continued focus on enhancing access to essential services throughout Schuyler County.

The data for the current plan was gathered in a multitude of ways, but primarily via public surveys, community meetings, and two intensive studies done by an outside planning and design organization, Design Connect. The surveys conducted by Schuyler County Transit had a combined physical and digital reach of over 12,000 community members, with a 1.67% return rate. Design Connect also did internal surveys of their own while gathering data and researching transit. New York State and U.S. Census Bureau data have also been sourced when necessary.

REGULATORY BACKGROUND

Coordination between public transit providers and human service agencies was formally advanced through the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU), enacted in 2005. This legislation established the requirement for locally developed Coordinated Human Services Transportation Plans as a condition of eligibility for certain FTA funding programs. This requirement was continued under the Fixing America's Surface Transportation (FAST) Act, enacted in 2015, which maintains the requirement for periodic updates to locally developed coordinated plans.

FTA Circular 9070.1G, Chapter 5, Section 1 provides guidance regarding the development, content, and update of coordinated plans. It specifies that plans must be developed through a documented, inclusive process involving older adults, individuals with disabilities, public representatives, transportation providers, and human service agencies.

In alignment with federal and state expectations for ongoing coordination, this update to Schuyler County's 2022 Coordinated Transportation Plan will continue to serve as the framework for guiding project selection, while also reflecting current transportation conditions, identified needs, and opportunities to enhance regional coordination.

METHODOLOGY

Federal transportation legislation established a structured framework for the development of coordinated transportation plans. These plans are required to reflect locally identified needs and to prioritize projects for funding and implementation.

Guidance from the FTA further specifies that projects proposed for funding must be derived from a Coordinated Transportation Plan that, at a minimum, includes the following elements:

- A comprehensive inventory of existing transportation services.
- An assessment of transportation needs among individuals with disabilities, older adults, and individuals with low incomes.
- A creation of strategies and/or projects designed to address the gaps between existing services and identified needs.
- Highlighting opportunities to improve coordination, efficiency, and ease of use for county residents.
- Clearly defined priorities for funding and implementation of programs, based upon resources, timelines, sustainability, and feasibility.

Mobility Management staff implemented a combination data and an outreach driven methodology to update the Schuyler County Coordinated Public Transit - Human Services Transportation Plan. The approach incorporated updated demographic data, current service inventories, and assessed transportation needs, while also evaluating emerging gaps and future opportunities.

The update process included the following key components:

- Convening a transportation and mobility-centric advisory committee that is comprised of community representatives and regional stakeholders. This committee guides the plan process alongside the Coordinated Public Transit - Human Services Transportation Committee.
- Updating the regional inventory of transportation services and providers.
- Spatial analysis of current county demographics to assess changes in resident distribution since the last plan, especially in priority populations.

- Mapping key destination points in and out of the county, evaluating their alignment with current services.
- Meeting with transportation providers, human service agencies, and healthcare representatives to gather qualitative insight into needs, barriers, and coordination opportunities.
- Developing a set of potential strategies or objectives for inclusion in the updated plan. Revisions were then made based on input and identified priorities.

SCHUYLER COUNTY AT A GLANCE

Demographics & Areas of Need:

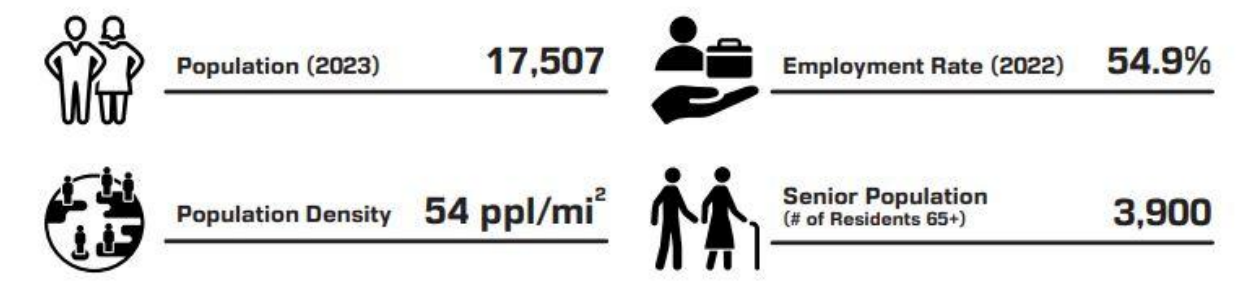


Figure 1. Demographic Iconography & Information

- Population Density - Schuyler County's population and population density are notably lower than both the New York State average and those of surrounding counties. With a total population of 17,507 and a population density of 54.5 residents per square mile, Schuyler ranks as the second least populous and the eleventh least densely populated county among New York State's 62 counties.

Compared to neighboring counties, Schuyler's relatively small population is especially pronounced. Chemung, Steuben, and Tompkins Counties each reported populations ranging from 81,325 to 103,558 in 2023, making them several times larger than Schuyler County.

Population density trends reflect a similar pattern. While Steuben County is the most comparable at 67 residents per square mile, Tompkins and Chemung Counties are substantially more densely populated, with 223 and 207 residents per square mile, respectively. Among Schuyler's adjacent counties, only Yates and Seneca approach similar demographic figures.

- **Age Distribution** - The largest share of Schuyler County’s population (41%) falls within the 35–64 years, representing a substantial portion of the working-age population that may depend on transportation services. In addition, individuals aged 65 and older comprise 22% of the total population, indicating a significant and growing demand for health and human services across the county.

Taken together, these demographic patterns illustrate a population structure that is increasingly top-heavy, with a comparatively large share of older residents. This age distribution is expected to place additional pressure on public service systems over time, particularly as aging trends continue. For transportation providers, these conditions underscore the importance of incorporating age-friendly design principles into long-range planning efforts to ensure accessibility and mobility for older Schuyler adults.

A strong preference for “aging in place” will undoubtedly contribute to demographic shifts in rural communities and Schuyler County will be notably affected. The

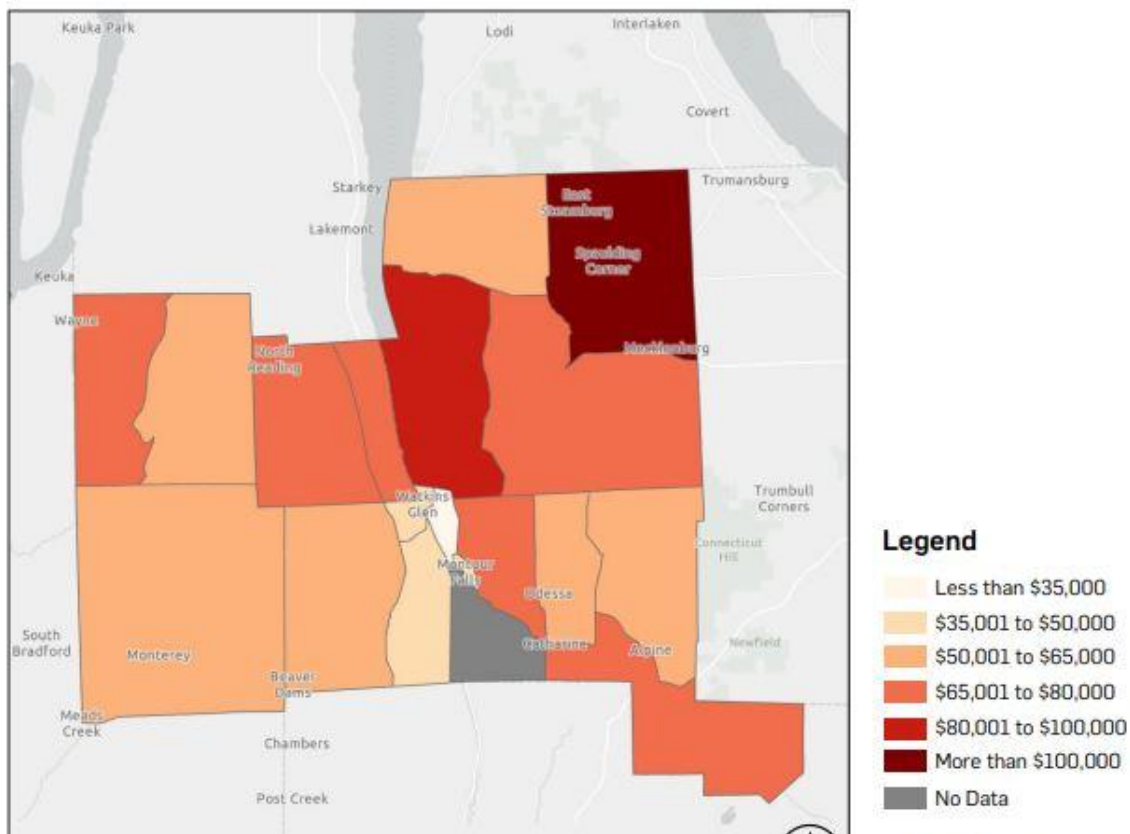


Figure 2. Map of Schuyler County by Income, 2025

county ranks eighth highest in New York State in terms of the proportion of residents aged 65 and older, further highlighting the urgency of planning for the needs of an aging population.

- **Income and Employment** - Income and employment indicators highlight notable economic constraints affecting many households in Schuyler County, with implications for potential reliance on public transit. The county’s median household income is \$61,316 (2020), ranking as the 12th lowest in New York State. In addition, 15.8% of households live below the poverty line.

Poverty rates are particularly pronounced among children, with 24.4% residing in households below the poverty threshold. This disparity underscores the financial vulnerability of a significant portion of the county’s population and suggests increased need for accessible and affordable transportation options to support daily mobility and access to essential services. The county’s median household income and poverty rate shown are the 2020-2024 average.

Regional Overview: Schuyler County is a predominantly rural county located in New York’s Finger Lakes Region. It’s known for its natural resources, tourism economy, and agricultural market. The county is shaped by its scenic landscapes, small-town communities, and regional attractions, while its rural geography also presents ongoing considerations related to infrastructure, transportation access, and economic development stability.

Key Destinations: Within Schuyler County, Watkins Glen and Montour Falls serve as the primary destinations for residents and visitors. Watkins Glen contains the county’s major grocery retailers, including Tops and Walmart, as well as several human service agencies

Road	Vehicle Volume per Day	End Destination
NY-14 (South)	5,832	Elmira, Horseheads
NY-14 (North)	4,169	Geneva
NY-414 (South)	3,967	Corning, Gang Mills
NY-414 (North)	3,925	Ovid, Geneva, Seneca Falls, Auburn

Figure 3. Vehicle Volume on Outbound Roads, 2024

and medical offices. Montour Falls is home to the Schuyler County Human Services Complex, which houses key human services offices.

Both villages offer essential services including pharmacies, banking institutions, and

access to healthcare, with Schuyler Hospital centrally located. Together, Watkins Glen and Montour Falls also provide significant recreational and tourism assets, including Watkins Glen State Park, Seneca Lake, Havana Glen, and other natural attractions. The Village of Odessa and Hector Township are also popular with county residents. They are not in the Seneca Lake valley, but in the outlying hills instead.

Regionally, adjacent counties contain more urbanized commercial centers, resulting in outbound travel by Schuyler County residents for employment opportunities, specialized healthcare, retail access, and other essential services that influence overall quality of life.

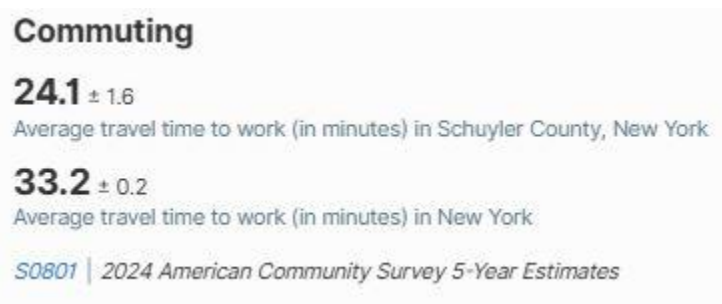


Figure 4. Average Commute Times for Schuyler County Residents

Survey of Needs:

Since the creation of the previous plan, multiple public surveys have been conducted by Schuyler County Transit. As mentioned, the most prolific survey had a reach of over 12,000 residents, both physically and digitally. Another was focused specifically on human service agencies and how they provide transportation for their clients.

Design Connect also surveyed county residents in person and by phone while creating both their Transit Analysis Report and their Transit Action Plan. Members of both transportation committees were continually updated on these studies and provided with the results for analysis. Both reports were integral in assessing current needs and finalizing the objectives of this plan.

To also gather grassroots community-based data from residents outside of government or social agency spheres, multiple community meetings were held throughout the county, focusing heavily on areas that are not served directly by public transit. These meetings were open for discussion with community members and were meant to gather information regarding gaps in service, or any service inaccessibility.

PLANNING PARTICIPANTS & CONTRIBUTORS

Agency or Committee	Name	Affiliation
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Schuyler County:	Shawn Rosno	Schuyler County
	Samantha Baker	Schuyler County
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	Jen Lyn Fisher	Schuyler County Transit/The Arc, Chemung-Schuyler
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	Courtney Dunn	Chemung County Planning Department
	Various	Catholic Charities
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	Missy Smith	The Arc, Chemung-Schuyler
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	Wendy Wirth	Community Representative
	Cathe Oberlander	NY Connects
	Rae Ann Widmer-Mason	CSSWFNY
	Monda Ayers	Community Representative
	Jamie Asbury	Community Representative
	Mike Cook	Community Representative
	Liv Lovejoy	Southern Tier central Regional Planning & Development
	Beth Clark	The Justice Center of the Southern Tier
	Jessica Perkins	Community Representative
	Jasmine Canestaro	Centralus Health
	Amy Hurd	Centralus Health

TRANSPORTATION-HUMAN SERVICES PARTNERS



The Arc, Chemung-Schuyler: The Arc, including Schuyler County Transit, is the largest direct provider of client transportation services in Schuyler County, second only to the local school district. It is approved by NYSDOT as both a Common Carrier and a Contract Carrier. The current fleet includes fourteen 5310 & 5311 buses with 16 passenger capacities, each equipped to

accommodate individuals using wheelchairs, as well as eleven minivans that provide contracted transportation for preschool children with disabilities to educational programs within the county.

The Arc of Chemung-Schuyler is a family-based organization that provides support and services to nearly 2,000 individuals with intellectual and developmental disabilities, along with their families, across an 18-county service area. Access to reliable transportation is critical for program participants, many of whom depend heavily on public transit.

of Agency Vehicles Available for Client Transportation: 25



Centralus Health: Centralus Health is a relatively new fusion of two long-standing health systems in the region, Arnot Health and Cayuga Health. It currently operates five hospital campuses, with one in Schuyler County and the other four in contiguous counties.

Centralus also operates a minimum of seventeen outpatient offices, clinics, and ancillary service locations across the Southern Tier, the Finger Lakes, and Central New York.

Currently, Centralus Health's primary transportation service is an ambulance service called Centralus Health EMS, formerly Schuyler EMS. It is primarily meant for emergency or medically supervised transportation between network locations.

of Agency Vehicles Available for Client Transportation: 5

Chemung-Steuben-Schuyler Workforce NY (CSSWFNY): Workforce NY is a not-for profit organization that assists people with increasing their job skills and finding greater employment opportunities. They also assist with vocational training, resume development, and identifying employment trends. Their access to and analysis of demographics data in our region has been one of the contributing factors for determining future growth goals and unmet needs. Using their access to job seekers, Workforce NY routinely provides referrals and marketing for people to successfully use area transportation in their employment goals. Their large geographic footprint in our area, makes Workforce an important partner in the continued evolution of the area's transportation services.

of Agency Vehicles Available for Client Transportation: 0

The Justice Center of the Southern Tier: The mission of the Justice Center of the Southern Tier is to provide support and assistance to victims of crime and their family members, empowering them to live free from violence and fear. Through a collaborative, multidisciplinary approach, the Justice Center works to eliminate barriers to essential services, facilitating healing and fostering hope among those affected by crime. By

integrating a wide range of resources and services within a single location, the agency is dedicated to delivering comprehensive, coordinated support to victims.

In 2024 The Justice Center partnered with Schuyler County Transit and began allowing Mobility Management to staff on-site hours at their location to assist their clients in a safer and more private environment. These clients can ask any questions they may have regarding transportation options, or schedule transit trips and deviations from a secure location.

of Agency Vehicles Available for Client Transportation: 0

NY Connects: NY Connects is committed to empowering individuals, families, and caregivers by providing reliable guidance and access to long-term services, supports, and essential community resources, including transportation options. Serving people of all ages, abilities, and income levels, it offers personalized assistance designed to simplify the process of navigating health, social, and transportation systems. Through informed support, advocacy, and coordinated connections, NY Connects helps community members overcome barriers, make confident decisions, maintain independence, and improve overall well-being.



Schuyler County's NY Connects representative has been an integral member of the Transportation and Mobility Advisory Committee since it was created. They also often coordinate with Transportation Link-Line staff for a full-service approach to assisting their clients.

of Agency Vehicles Available for Client Transportation: 0

Schuyler County Department of Social Services (DSS): Schuyler County Department of Social Services provides transportation services to low-income adults and children residing in Schuyler County by providing bus passes or tickets to individuals. The individuals in receipt of assistance must meet specific eligibility requirements. Schuyler County Transit's Dial-a-Ride program is also utilized due to the remote location of some of the clients of the Department of Social Services. Schuyler County Transit service to Chemung County has been especially beneficial to DSS clients in meeting temporary housing needs.

of Agency Vehicles Available for Client Transportation: 9

Schuyler County Office for the Aging (OFA): The Office for the Aging provides a wide range of services to Schuyler County residents aged 60 and older, including nutrition programs,

in-home services, transportation, benefits assistance, referrals, and advocacy. Office for the Aging receives federal funding under the Older Americans Act and state funding through the New York State Office for the Aging. Local matching funds are provided by Schuyler County. Additional funding is provided through program donations and by participant contributions for services received.

Transportation is a priority service, as it supports older adults in maintaining their independence and ability to access essential services. All transportation services for county residents are coordinated through Transportation Link-Line, where trained staff provide free information and assistance to connect residents with transportation options.

The Schuyler County Office for the Aging contracts with the Arc of Chemung-Schuyler for ride coordination and mobility management services, as well as the purchase of bus tickets, through Transportation Link-Line, for riders who cannot afford bus fare. The Office for the Aging's Volunteer Coordinator recruits, vets and trains volunteers to drive older adults to pre-determined destinations. Volunteer rides are arranged and scheduled by Transportation Link-Line staff.

of Agency Vehicles Available for Client Transportation: 1

Schuyler County Public Health: Schuyler County Public Health is the local health department serving Schuyler's community. From no cost rabies clinics for cats, dogs, and ferrets to linking children with speech therapy or other needed services to help community members get their well water tested. Public Health is committed to protecting and empowering the community to be safe, healthy and prepared. The director of Public Health has been a long-standing and insightful member of the Coordinated Transportation Committee.

of Agency Vehicles Available for Client Transportation: 0



Schuyler County Veterans Service Agency (VSA): Schuyler County's Veterans Service Agency assists veterans and members of the armed forces as well as their dependents and survivors through the pursuance of veterans benefits at the County, State and Federal levels and referrals to other agencies. The agency's director is a long-standing member of the Coordinated Transportation Committee, and the office is also very involved with the Transportation and Mobility Advisory Committee.

The Veterans Service Agency supports a small volunteer driver program that assists veterans in reaching medical appointments within Schuyler County, as well as any of the five contiguous counties. Transportation Link-Line assists the VSA in isolating drivers for their veterans but is not contracted to provide client tracking or data to support mileage driver reimbursement claims.

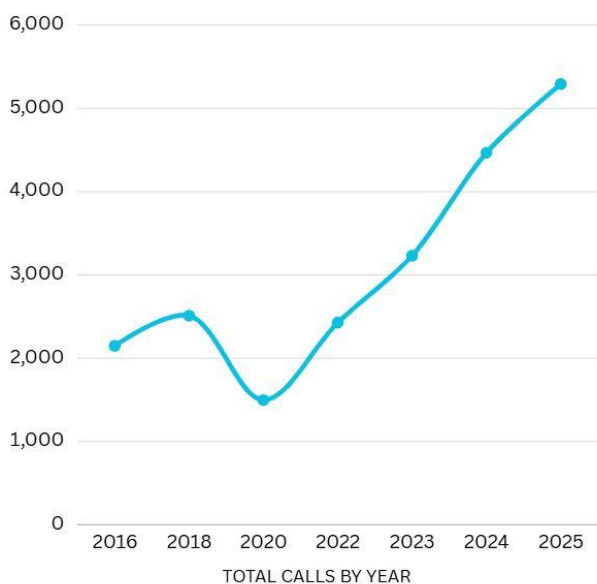


Figure 5. Transportation Link-Line Contacts by Year

of Agency Vehicles Available for Client Transportation: 0

Transportation Link-Line & Mobility Management: Schuyler County Transportation's call center, known as Transportation Link-Line, is a result of several coordinated grants and agreements. It acts as an informational call center for transit, while simultaneously sourcing and scheduling volunteer drivers for two county programs, providing trip planning services, operating required

outreach, scheduling fixed route deviation and paratransit services, and selling bus

tickets or passes. Transportation Link-Line is staffed by a Mobility Manager and a part-time Mobility Management Coordinator. The 5311 grant provides the funding for both the Mobility Manager and the Mobility Management Coordinator with a local match provided by Office for the Aging. It has been identified as a priority to continue these positions and program to coordinate transportation effectively and efficiently within Schuyler County.

The call center maintains a database of contacts received and agency supported. For example, a call asking about the next bus at a public transit stop would be listed as supporting Schuyler County Transit. A call requesting a volunteer driver through one of the two available programs would be tabulated by which program is most appropriate for the client. Call information is provided to Schuyler County monthly, reported by Mobility Management to the county legislature's Community Development & Natural Resources sub-committee.

Mobility Management also uses Transportation Link-Line as an informational center for Schuyler County Transit's outreach and educational program. Rider training is offered to transit clients alongside trip planning services, transit-centric classes, and attendance at area tabling opportunities.

AREA TRANSPORTATION PROVIDERS DIRECTORY

Service Type	Name	Phone
Contracted Service:	Centralus Health EMS	(607) 535-7121
	The Arc, Chemung-Schuyler	(607) 535-3555
	Birnie Bus Service	(800) 734-3950
Livery & Shuttle:	Lakeside Trolley	(607) 302-1494
	WG State Park Shuttle	(607) 535-4511
	Seneca Lake Limo	(607) 535-8080
	Above the Glen Limo	(315) 741-1104
Public Transit:	Schuyler County Transit	(607) 535-3555
Taxi Service:	Pico's Transit Authority	(607) 767-5528
Uber:	Limited Private Vendors	App Only
	Go Go Grandparent	(607) 535-3555
Volunteer Driver Programs:	Office for the Aging	(607) 535-3555
	Veterans Service Agency	(607) 535-3555

Transportation programs within the county are often limited by eligibility criteria or geographic boundaries, creating access barriers for certain populations. Consequently, gaps in service persist for individuals who do not qualify or reside outside designated service areas. This results in a fragmented patchwork of services that are not necessarily coordinated, reducing overall usability county-wide.



Transportation Link-Line currently acts as a contact point for four of these programs, creating more seamless information dispersal and easier trip planning for Schuyler County residents. It provides contact information for other modes of transportation when necessary, including the vendors listed and other regional public transit.

IDENTIFIED TRANSPORTATION NEEDS & COORDINATION

Inconsistent Signage & Sporadic Physical Wayfinding Assistance: Design Connect’s overall transit analysis found that the wayfinding signage used by Schuyler County Transit was not always thematically cohesive. Some stops have shelters, or sheltered areas, but the signage is occasionally different, varies in location, or is not highly visible.

The need was corroborated by a public canvassing conducted by Design Connect during a local festival, as well as public requests cataloged by Transportation Link-Line.

Corresponding Goal: Coordinated Wayfinding & Modernized Transit Shelters

Unmet Public Transportation Needs: Weekend service is one of the longest standing requests from the public via surveys, community meetings, and the tracking of unmet needs. Evening service is often also requested, but not as frequently.

This objective was also included in the 2022 Coordinated Plan and while it has been addressed with recent grant funded pilot programs, there is a need for long term sustainability.

Corresponding Goal: Evening and Weekend Transit Service

Inefficient Transportation Service Coordination: Agency representatives within the Coordinated Committee identified that transportation assistance services remain fragmented and difficult for residents to navigate due to eligibility requirements and limited coordination between providers. Unmet transportation needs are tracked through Transportation Link-Line; however, not all transportation providers utilize the system for trip scheduling or reporting.

Corresponding Goal: Expand Transportation Link-Line

Lack of Supplementary Transportation in/to Outlying Areas: Transportation deserts in the county’s outermost rural areas were identified both through Design Connect’s systemwide assessment and through feedback gathered during community meetings and focus groups. Residents in these areas have limited or non-existent access to transportation options. They face barriers to employment, medical appointments, shopping, education, and human services. Low population density and longer travel distances further compound these challenges.

Corresponding Goal: Expanded Dial-a-Ride and Volunteer Driver Services

Transportation Inaccessibility for Impoverished Communities: Affordability emerged as a central theme during the focus groups that were held. Participants consistently identified transportation as a significant household expense. This concern is reinforced by Schuyler County’s rural economic profile, indicating that cost is a critical factor influencing the ability to access public transit.

Corresponding Goal: Source Financial Transportation Assistance

Uncoordinated Regional Transit Transfers: Both the system assessment done by Design Connect and public feedback identified a lack of coordination between regional transportation providers as a significant barrier to regional accessibility. Riders reported that misaligned schedules, limited transfer windows, and the absence of balanced coordination can make regional travel unreliable.

Corresponding Goal: Regional Transfer Enhancement

Lack of Public Transit Awareness: A lack of public awareness regarding public transit availability and transit programs was mentioned frequently in focus groups and community meetings. It is also often mentioned during outreach events or programs. The Public Transit- Human Services Coordinated Committee found it to be prominent with their agency clients as well.

Corresponding Goal: Public Transit Education Expansion

GOALS & PRIORITIZED OBJECTIVES

<u>Goals/Objectives</u>	<u>Evaluated Need</u>	<u>Coordination Availability</u>	<u>Project Readiness</u>	<u>Overall Priority</u>
Coordinated Wayfinding & Modernized Transit Shelters	Medium	Medium	Medium	Medium
Evening & Weekend Transit Service	High	Low	Medium	High
Expand Transportation Link-Line	Medium	High	Medium	Medium
Expanded Dial-a-Ride & Volunteer Driver Services	High	Low	Medium	High

Source Financial Transportation Assistance	High	Medium	Low	High
Regional Transfer Enhancement	Medium	High	High	Low
Comfort Amenities in Shelters & at Stops	Low	Low	Low	Low
Public Transit Education Expansion	Medium	High	High	Medium

UPDATES & CHANGES (SINCE 2022)

2022 Objective: Development of a Comprehensive Rider’s Guide A nearly 30-page official Rider’s Guide was released in the second quarter of 2023. It included transit maps, all transit route schedules, Dial-a-Ride program details, Title VI & ADA information, as well as general transit rules and regulations. The guide was updated more recently in 2025 to reflect changes in regulations, bus fares, and the bus pass system.

2022 Objective: Extending Service Times In 2025 Schuyler County Transit piloted a temporary weekend shopper shuttle that ran on Saturdays. The route was a truncated version of the weekday village route, with deviations available upon request. It was a popular program that will hopefully be fully instituted in the future.

2022 Objective: Post-Covid Return to Public Outreach Mobility Management has been providing in person outreach, rider training, and trip planning assistance since the second half of 2022.

2022 Objective: Assist with Volunteer-Based Programs Schuyler County Transit contracted with the Office for the Aging in 2022, 2024, 2025, and 2026 to have Transportation Link-Line manage their agency-specific volunteer driver program. Per contract OFA is responsible for recruiting volunteers, but Link-Line assists by joining in coordinated outreach events.

Transportation Link-Line also assists the county’s Veterans Service Agency with their volunteer program, helping to schedule drivers when needed.

COORDINATED TRANSPORTATION COMMITTEE MEETING MINUTES

Schuyler County Coordinated Transportation Committee Meeting Minutes

October 27, 2022

Attendees: Wendy Shutter – The Arc Chemung-Schuyler, Peggy Tomassi – Schuyler County, Tammy Waite – OFA (joined after meeting completed), Lori Haner – Chemung County, Fonda Chronis-Schuyler County, other attendees were not captured at the time of the meeting.

Agenda Items

The entirety of the meeting was to review the draft Coordinated Transportation Plan. The committee was provided with a copy of the plan a week prior and changes were discussed at the meeting. Detail discussion occurred over the list of goals for the Coordinated Transportation Committee for the next four years. The following were the agreed goals:

1. Fixed Route Service: Continued outreach and education are needed for residents to learn how to use public transit. Mobility management and travel training programs are critical to assist in the continued success of the system. The development of a comprehensive rider's guide is also being discussed. The guide will provide information on all the transit services, points of interest, ridership rules and other related topics.
2. Transit Hours of Operation: There is still an identified need for evening and weekend services, with a public desire to eliminate the midday gap in service.
3. Rural Transportation: Although there is a need for transportation within all areas of the county, it is especially acute for rural residents who lack personal transportation for medical, employment, educational, recreational, and retail business in the county. The challenge of providing economically feasible services to rural communities using 5311 grant funds is restricted by the DOT limitations on public transit vehicle sizes. Using large buses to service remote areas is not sustainable and smaller vehicles available through federal and state grant systems are considered unfair competition to commercial, private carriers.
4. Tourist Transportation: The need for transportation related to the significant tourism industry in the county continues to influence future growth goals.
5. Volunteer Recruitment: An area of concern routinely reported by agencies that rely on volunteer driver programs that serve seniors and veterans is that they are seeing a decrease in the numbers of volunteer drivers while the demand for these services is increasing. The volunteer driver program is an important alternative to public transit when added flexibility or personal attention is needed. Creative approaches to attracting additional volunteer drivers remains an identified need.

The committee approved the plan with minor changes. The plan will next be submitted to the Schuyler County Legislature's CDNR committee.

Minutes submitted by Wendy Shutter

Schuyler County Transportation Coordination Committee Meeting Minutes
Held Thursday 03/30/23 1:00 – 2:00 PM
Room 115 Schuyler County Human Services Complex

Present:

Gail Walker, Mobility Manager, and meeting moderator; Wendy Shutter, Director of Business Services; Dorthy Asbury, Transportation Manager; Andrea Bellavigna, Transportation-Mobility Coordinator; Joan Scott, Veterans Services Director; Kristine Gardner Veterans Services Officer; Peggy Tomassi, Confidential Secretary Schuyler County Administrator; Tammy Waite Director Office for the Aging; Patrick Ryan, Administrator Schuyler Hospital LTC/Skilled Nursing; Rae Ann Widmer-Mason, Deputy Director CSS Workforce NY

Absent:

Fonda Chronis, Schuyler County Administrator; Gary Gray, Schuyler Legislator; Jim Howell, Schuyler County Legislator, Ashley Kerrick, Schuyler Director Catholic Charities; Lori Haner, Chemung County transportation Mobility Manager; William Mullaney, President Corning Community College

Agenda Items and Discussion:

Participants introduced themselves and described their role in, and support of, transportation needs in Schuyler County.

The Mobility Manager shared where to find the 2022 Schuyler County Coordinated Transportation Plan (the Plan) www.schuylercountytransit.org and reviewed the requirement that a coordinated plan identify the transportation needs of individuals with disabilities, seniors, and people with low incomes, as well as the requirement that the Plan outline strategies for meeting the needs of the community while prioritizing transportation services and projects for funding and implementation.

Overview Presentation of Transportation Link-Line:

- It is a free reservation, information, and assistance service that connects people to transportation options in and around Schuyler County and adjacent counties.
- It is a critical part of meeting community needs by allowing direct communication with callers.
- Provides in person response, staffed 9:00 am to 5:00 pm Monday through Friday.

- Link-Line has evolved into an integrated resource for providing information, education, reservation, trip planning, and referral to partner programs and agencies.
- In consideration of the current resources and the current Plan, participants were asked to keep in mind that:
 - Life needs do not stop at county borders!
 - Community needs happen seven days a week!
- What we have learned through community and partner engagement:
 - Partner engagement means coming together to work towards goals and continue to build relationships within the community.
- What/How/Who/Where?
 - What – Link-Line Operations, Walk-in center, & our community partnerships
 - How – Asking questions, “Where would you like to go?” Listening and documenting what we learn, sharing available information and referring people to other transportation resources.
 - Who – The people in this meeting all play a part in the success of services and are committed to filling the gaps in service!
 - Where – Everywhere there are community members.

Where we go next to meet the 2022 Plan Goals:

- Focus on the gaps in the existing Plan in relationship to what we are learning from engagement.
- Come together on how we can collaborate on resources.
- Reflect on transportation challenges in the last Plan cycle; Covid and Mobility Management turnover.
- Rebuild our understanding of what transportation can be; public transit and fixed routes exist but other programs need to be developed/expanded upon to meet the transportation needs of the whole community.
- Persist in education and outreach to the community.

Presentation and discussion of paratransit and Dial-A-Ride service:

Wendy Shutter explained that Paratransit is funded by NY State, not by local taxpayers.

- Dial-A-Ride is funded from service miles, as well as passenger fare.
- Dial-A-Ride origin – nonemergency Medicaid services/authorized travel
- Medicaid travel services stopped because of lack of reimbursement through Medicaid.
- The loss of Medicaid trips equated to loss of funding; therefore, the paratransit service has limited resources, a smaller window, and limited to just Schuyler County.

Gail Walker shared that Cortland County Transportation has a Dial-A-Ride model that operates Monday thru Friday, 9 AM – 5 PM and we are in the process of learning how they are funding and operating this service level.

- We have more to learn from neighboring communities and transportation providers.

- Limited weekend transit services are an important goal, our community members are asking for this service.
- Dial-A-Ride has grown beyond just medical appointments – employment, shopping, human services, etc.
- Jan 1, 2024 – New contract, goal to expand upon Dial-A-Ride services as ridership has increased and is projected to continue to increase.
- Opportunities and Action Steps for Committee Members:

Schuyler County Transportation Coordination Committee Meeting Minutes **For Thursday 6/29/23 1:00 - 2:30 PM**

Members Participating: Gail Walker, Wendy Shutter, Dorthy Asbury, Andrea Bellavigna -The Arc of Chemung-Schuyler - Schuyler County Transportation & Mobility Management, Joan Scott, Dewayne Butler - Schuyler County Veterans Services, Craig Bond Village of Watkins Glen Parks, Fonda Chronis, Peggy Tomassi Schuyler County Administration, Tammy Waite - Schuyler County Office for the Aging, Patrick Ryan, Jackie Collins - Schuyler Hospital Cayuga Health, Lori Haner - Chemung County Mobility Manager, Eddie VanStine – Institute for Human Services Steuben County Mobility manager

Members Excused: Gary Gray, Jim Howell- Schuyler County Legislature, Kristine Gardner - Schuyler County Veterans Services, Ashley Kerrick - Chemung & Schuyler Catholic Charities, William Mullaney - Corning Community College, Rae Ann Widmer-Mason - CSS Workforce NY

Guests: Kaylei Verill, Jared Sayles, Paul Speer – ICF.com for 511NY Rideshare

Presentation: “What is Microtransit? Three Questions” leading to understanding of components we currently have, and discussion & planning as we look ahead

Questions & Discussions

- Schuyler County Transit’s most popular transportation hubs are currently Walmart, Tops Plaza, Schuyler Hospital, and the Human Services Complex, all offer restrooms and interior access.
- Observations made about how Rural Connections routes supplement one another – you could reserve a ride on Rural Connections in the morning and get a ride back home using Dial a Ride.
- Discussion of Transportation Link-Line’s Medicaid screening process – we screen during Link-Line calls and then refer to MAS (Medical Answering Service) if applicable.
- Medicaid Medical Answering Service reliability discussed – observed it is mostly taxis that are used, and the service is not on demand. If the service model were more reliable, we might be able to utilize it more within the community.

- Technology upgrades such as new software (SCT has used Route Match since 2011), a transit app for bus tracking and schedules, and electronic fare are all goals that Schuyler Transit is working towards to progress transportation in the community.
- Questions posed about primary demographic is, does the transit system cater towards residents or tourists? The answer is both, but primarily the elderly and disabled are prioritized because they need the resource the most. But at the end of the day, we try to serve all community members and tourists to the best of our ability. Improvements in technology will improve how we use transit as it relates to tourism in our area.
- Discussion on destigmatizing transit – how can we break the stigma of using public transit to ensure that people make the most out of the resource? If a diverse segment of the community and visitors were boarding the bus, would that make a difference?
- Peak busy seasons for the county and transit system discussed – January-February are typically lower ridership for transit in our area.
- Decrease in ridership on the Tompkins Connections route was discussed; an Arc Residence that is closed and loss of some riders for employment due to lack of consistency in transfers to TCAT (Tompkins Consolidated Area Transit) system. TCAT has breakdowns and driver shortages that affect dependability.
- Discussion of how a wheelchair van would help in aiding volunteer transportation efforts. We could then partner with Office for the Aging, Veterans Services, and other partners, in shared use of microtransit vehicles. NYS DOT (Department of Transportation) has not yet released a new 5310 bid for new vehicles.

Shares

- Schuyler Hospital has hired a new director of social work, and a new director of activities. They will learn more about transportation within Schuyler County and the services we offer.
- Next Coordinated Committee meeting to include draft of updated Rider's Guide for Schuyler County Transit, the Guide will improve rider education and overall ridership experience.
- Temporary addition of the Clute Park stop (seasonal) will start on July 3, and will run for 90 days (about 3 months).
- Walkability in Odessa – confirmed that a DOT sidewalk and ramps project slated for 2024 will extend sidewalk to the Schuyler Transit stop and Bus Shelter in Odessa. The guardrails will be moved back from their present location to allow for the sidewalk and will still offer protection to the stop and shelter area.
- Office of the Aging is close to hiring a new Volunteer Coordinator, who could potentially recruit more volunteers to transport seniors.
- 511 NY Rideshare there is a Regional Resource page on the website, recommended Schuyler Transit audit making sure all the information is up to date and accurate.

Schuyler County Transportation Coordination Committee Meeting Minutes

For Thursday 9/28/23 1:00 - 2:00 PM

Members Participating: Gail Walker (Moderator), Wendy Shutter, Dorthy Asbury, -The Arc of Chemung-Schuyler - Schuyler County Transportation & Mobility Management, Kristine Gardner, Dewayne Butler - Schuyler County Veterans Service Agency, Kristin Van Horn - Schuyler County Planning, Tammy Waite - Schuyler County Office for the Aging, JoAnn Fratarcangelo, Schuyler County DSS, Patrick Ryan, Jackie Collins, Nicole Pineri - Schuyler Hospital Cayuga Health, Lori Haner - Chemung County Mobility Manager, Eddie VanStine - Institute for Human Services Steuben County Mobility Manager, Rae Ann Widmer-Mason - CSS Workforce NY.

Members Excused: Gary Gray, Jim Howell- Schuyler County Legislature, Peggy Tomassi, Shawn Rosno - Schuyler County Administration, Ashley Kerrick - Chemung & Schuyler Catholic Charities, William Mullaney - Corning Community College,

Presentation: Draft Schuyler County Transit Rider Guide

The draft was provided to participants in advance of the meeting and was visible on the screen during presentation and discussion. The importance of a hardcopy Guide was stressed based on the lack of access to technology and internet service for many of our community members and potential riders. The Guide will also be available on the Schuyler County Transit website. Key features of the Guide were reviewed including use of infographics, simplification of fixed route schedules, key transfer points, and the inclusion of Transit System maps for Watkins Glen and Montour Falls showing the primary Route1 Village Connections route and boarding points for the overlaying Elmira, Tompkins, and Corning Connections Commuter Routes to take riders across those County lines.

Other features include updated Fares, Dial-A-Ride service, Fixed Route Deviations and ADA accommodations, as well as Notification of Rights under the ADA and Title VI. Rider Policies are presented using positive language where applicable and “Never” where health and safety requirements are outlined.

Questions & Discussions

- K. VanHorn asked about technology to allow potentials riders to know where a bus was at a given time and about the use of black & white for one page in the Guide, suggesting color for better engagement.
- K. Gardner asked about service expansion to weekend and evening hours.
- W. Shutter explained technology that is in place to allow Schuyler Transit to see where a vehicle is in real time and reviewed the limitations of the current software and lack of a front-end portal. An RFP is going out for a software upgrade under 5311 funding to include user interface. Route expansion has been accomplished to access adjacent counties, and the next push is to expand access internally in Schuyler County. Addition of a weekend day and broader hours can positively

impact employment and event access. Availability of funding and drivers is necessary for expansion.

- T. Waite commented on the stigma associated with riding the bus and that riders may not want others to know that is their mode of transportation. There was general discussion on choices in transportation and social acceptance in urban areas as contrasted to rural areas where taking the bus is not as common.
- J. Fratarcangelo commented on the expectation children must cross in front of a school bus, contrasted to waiting for the bus to depart to cross the street when using transit.
- D. Asbury explained that there is no rule for transit such as exists for school bus requiring traffic to stop. Cars routinely pass a transit bus that is boarding and disembarking passengers.

Shares

- Participants shared appreciation for, and positive comments about, the draft Rider Guide. It will go to press soon.
- J. Collins shared that the Cayuga Health Social Determinants screening included transportation questions and the pilot project to include providing Transit passes was at legal review and nearing launch.

Schuyler County Transportation Coordination Committee Meeting Minutes **Wednesday, March 27, 2024, 10am – 11am** **Held at the Human Services Complex in Montour Falls and via Zoom**

Members Participating: Dorthy Asbury (moderator), Director of Transportation, The Arc Chemung-Schuyler; Wendy Shutter -The Arc Chemung-Schuyler - Schuyler County Transportation & Mobility Management; Kristine Gardner - Schuyler County Veterans Service Agency; Joanne Lindstrom - Director of Planning, Schuyler County; Tammy Waite - Schuyler County Office for the Aging; JoAnn Fratarcangelo; Schuyler County DSS, Lori Haner - Chemung County Mobility Manager; Eddie VanStine – Institute for Human Services Steuben County Mobility Manager; Sam Baker, confidential secretary, Schuyler County; Chris Desrochers, Deputy Administrator, Schuyler County; Ashley Kerrick - Chemung & Schuyler Catholic Charities; William Mullaney, President, Corning Community College; Courtney Dunn; Jill Kazprsyk, Director, Schuyler County Public Health; Michelle Wixson, Principal Social Welfare Examiner, Schuyler County DSS

Presentation: Review of Committee Goals, 2023 Project Updates, 2024 Pending Projects
After introductions, Dorthy presented the committee goals from the 2022 Coordinated Plan and asked the committee members to review/discuss projects from 2023 that are still in progress and any associated 2024 projects.

Questions & Discussions

- Bus Buddy Program – Dorthy discussed the updates to this program. The program is being rebranded as Bus Facilitator, so people are more comfortable using the program. The Bus Facilitator would be easily recognizable on the bus for people to ask questions and talk to.
- Transit & Tea and related outings – Dorthy and Tammy Waite discussed the plan to help revive these programs. They are targeted outings that help people experience a bus ride without the pressure of understanding schedules and routes. Similar programs were done in the early days of Schuyler County Transit with great success. They may be branded in a different way (e.g. Grandpa & Me) to encourage more participation.
- Micro-Transit – Wendy Shutter and Eddie VanStine discussed the current state of implementing micro-transit services (a more on-demand version of Dial-a-Ride). Though many states have started programs as tests and exploration, the FTA still has not adopted a funding model that will support the use of Public Transportation services to operate micro-transit. While waiting for a more permanent funding source, some underlying structure has begun to be developed:
 - Waiver for smaller vehicles – NYSDOT has started approving applications for vehicles that are less than 16/12 passengers. Smaller and more fuel-efficient vehicles, that are also ADA accessible, will be needed for a successful micro-transit program.
 - Dispatch software – Dorthy shared that as part of the 5311-grant cycle we requested replacement software for the current RouteMatch system. This was approved and we're waiting on the contract. In the meantime, our DOT specialists approved us to begin our procurement process and enter into a contract, as long as funding is not exchanged. After a lengthy selection process, we've decided on TripMaster as the replacement system. This system will include features for passengers to book their own rides, know where their bus is, and use electronic fares. All of these features will be needed when micro-transit is finally funded.
- Walkability Grant – This grant was started more than a year ago with Elizabeth Watson from Public Health as the lead. Tammy Waite and Wendy Shutter explained to the committee how we had selected Odessa as the focus for the study. The next step was securing an additional \$10,000 in funding for walkable streets. Jill Kazprsyk stated that the contract for the funding is currently going through the legislature.
 - Eddie VanStine noted that additional grants are often available and underutilized at National Center for Rural Road Safety (<https://ruralsafetycenter.org>).
- Volunteer Drivers – Dorthy noted that Transportation Link Line is again providing assistance to Office for the Aging on scheduling volunteer driver riders. Tammy added that OFA is advocating for and seeking funding for a smaller vehicle that is wheelchair accessible. That some riders are intimidated and uncomfortable with using a large bus for medical appointments.

- Meal Delivery – Tammy reported that she’s working with Schuyler Transit and others on a method of using buses to provide food pantry/meal deliveries. There is also a grant program (Go Go Grandparent) that they are exploring that could be used to access meals and other services.

Next Meeting – The next meeting has been tentatively scheduled for June 13th at 10:00am. Location to be determined.

Schuyler County Transportation Coordination Committee Meeting Minutes

Thursday, June 13, 2024, 10am – 11am

Held at the Human Services Complex in Montour Falls and via Zoom

Members Participating: Dorthy Asbury (moderator), Director of Transportation, The Arc Chemung-Schuyler; Jen Lyn Fisher, Mobility Manager, The Arc Chemung-Schuyler; Tammy Waite - Schuyler County Office for the Aging; Courtney Dunn; Jill Kazprsyk, Director, Schuyler County Public Health; Jackie Collins, Schuyler Hospital/Cayuga Health

Questions & Discussions

- Dorthy introduced Jen Lyn Fisher, Schuyler County Mobility Manager
- Jen Fisher shared some information about her new role
 - Walkability Survey at the Village of Odessa Community Days, Tabling and Outreach
 - Partnership with OFA – maintaining their volunteer driver program through link line
 - Working on some ride-long events
 - VSA assist with their volunteer drivers and table at Coffee Talk Monthly
 - Schuyler Youth Bureau – I will be part of their orientation and talk with students transitioning to work and how to use transit to get there
 - Outreach initiatives include – completed training on our Transit Rider’s Guide and system so they can better educate tourists or summer visitors on how to use the transit system
 - Justice Center of the Southern Tier – monthly/bi-monthly trip planning
 - Summer Learning – 3 local libraries Learn to Use Transit
- Transportation Planning: A Comprehensive Schuyler County Transportation & Mobility Study
 - NADTC Grant Submitted – up to \$35,000 for Transportation Planning
 - Accepted into Cornell’s AAP Design Connect Program specific to Transportation Planning. Starts in August/September. Kick off meeting is scheduled for June 21, 2024.
 - Forming a Steering/Advisory Committee for the Planning Process.
 - Invitations for that committee will be coming soon (July)
 - Continuing to look for more funding

- Ideally these funds and plans will be completed by the Summer of 2025 just in time for us to review and submit our next Coordinated Human Services Plan that's due in 2026
- Dispatch software – Dorthy shared that TripMaster set up is underway and the “Go Live” is expected in August. We did receive our 5311 contract, and the legislature will vote and make it official at their July meeting.
 - Fixed Route and Paratransit/Demand Response Services
 - Ability for cashless fares/Passes
 - Dial a Ride/Demand Response/Fixed Route Deviation Reservations can be made online through the customer portal
- Waiver for smaller vehicles – NYSDOT has received our request to purchase a smaller 5311 vehicle for Dial a Ride but has not formally approved it yet – they asked for some more information. This would be STOA eligible.
- Jill touched base a little bit on the Walkability Grant – Surveys to be conducted during Odessa Community Days. Pop up demonstration will not take place at that time due to the altered traffic patterns and event traffic.
- Tammy Waite talked about OFA a little bit and Volunteer Drivers
 - Paid staff transitioning to strictly volunteers to follow OFA model from other agencies
 - Searching for Volunteer Driver Outreach
 - Courtney Dunn recommended reaching to Churches for volunteer drivers and will forward Tammy Waite some volunteer driver information.
 - Dorthy/Jen suggested reaching out to Veterans at Coffee Talk events
- Many agencies are going through changes and transitions

Next Meeting – The next meeting planned for September 26, 2024. Location to be determined.

Schuyler County Transportation Coordination Committee Meeting Minutes

Thursday, September 26, 2024, 10am – 11am

Held in Rm115 of the Human Services Complex in Montour Falls and via Teams

In Attendance: Jen Lyn Fisher (moderator) - The Arc Chemung-Schuyler; Lana Cook - Schuyler County VSA; Tammy Waite - Schuyler County OFA; Holly Patelunas - Schuyler County OFA; Sharon Upham - Schuyler County DSS, Michelle Wixson – Schuyler County DSS; Samantha Baker – Schuyler County

Virtual Attendance: Danette Alaimo - Institute for Human Services Steuben; Chris Desrochers - Schuyler County; William Mullaney - Corning Community College; Jill

Kazprsyk - Schuyler County Public Health; Joann Lindstrom – Schuyler County, Jennifer Kuznir – Move Together New York

Declined: Dotty Asbury – Schuyler County Transit, The Arc Chemung-Schuyler; Wendy Shutter – The Arc Chemung-Schuyler; Ashley Kerrick – Catholic Charities; Belinda Hoad – Institute for Human Services Steuben; Lori Haner – Chemung County Transit; Jackie Collins – Cayuga Health; Shawn Rosno – Schuyler County; Crystal Kowski – Schuyler County VSA; DeWayne Butler – Schuyler County VSA; JoAnn Fratarcangelo – Schuyler County DSS

Schuyler County Mobility Management Updates: Jen reviewed recent outreach programs at area libraries as well as the Odessa Montour School District and the Schuyler County Youth Bureau. Also reported on new open hours at the Justice Center of the Southern Tier in Montour Falls. Explained how it worked, who is generally assisted, and approximately how many hours per month. Partner agency projects were also mentioned and discussed, most importantly the update of the Bus Facilitator/Volunteer Staff program and the creation of a ‘Calendar of Events’ for 2025’s partnered events.

Comprehensive Schuyler County Transportation & Mobility Study: Jen reported on AP Design Connect’s recent progress, discussed the kick-off meeting that was held earlier in the week and the reach of the project in total. Gave a brief overview of three recent grant proposals (AARP, NADTC, NYSERDA). William requested further clarification as to the scope of the grant applications, so the still viable NADTC and NYSERDA proposals were discussed in more detail. Jen brought up the creation of a Transit Advisory/Steering Committee and the need for members from the community. Requested that people keep it in mind in case they have any suggestions for transportation committee appropriate community representation.

TripMaster Update: Briefly touched on Schuyler County Transit’s software transition from Routematch to TripMaster at the beginning of August. Noted that TripMaster team will be back on-site in October to finalize reporting.

Schuyler County Public Health Update: Jill and Joann reported on the Walkability Grant progress and the approximately 70-80 survey responses that have come in so far. Surveys were provided during the recent Odessa Community Day event and approximately 200 were also sent out to parents in the Odessa Montour School District. The survey is still open throughout the end of September. Responses can be assessed beginning in October.

Schuyler County Office for the Aging Update: Tammy again explained Go Go Grandparent and updated everyone as to OFA/Link-Line’s progress in making that available to county residents. Now only waiting on the ability to register clients without having to provide credit card information. Prospective riders and drivers have been briefed and are aware of the program/how it works.

Other Discussion: Danette provided an old transit reference map from 2013-2014 that included Steuben, Schuyler, and Chemung counties. She would like to work together with Jen and Lori Haner from Chemung County to update and produce a new version. Jen will follow up.

Next Meeting: The next meeting has been scheduled for December 19th, 2024, at 10:00am in Rm115 of the Human Services Complex. Virtual attendance will also be available.

Human Services Transportation Coordination Committee Meeting Minutes

Thursday, December 19, 2024, 10am – 11am

Held in Rm115 of the Human Services Complex in Montour Falls and via Teams

In Attendance: Jen Lyn Fisher (moderator) – Schuyler County Transit/The Arc Chemung-Schuyler; Tammy Waite – Schuyler County Office for the Aging, Crystal Kowski – Schuyler County Veterans Service Agency, Ashley Kerrick – Chemung & Schuyler Catholic Charities, Holly Patelunas – Schuyler County Office for the Aging, Samantha Baker – Schuyler County Administration, Rae Ann Widmer-Mason – CSS Workforce NY, Sharon Upham – Schuyler County Department of Social Services

Virtual Attendance: Dorthy Asbury – Schuyler County Transit/The Arc Chemung-Schuyler, Jennifer Kuznir – Move Together NY, Joann Lindstrom – Schuyler County Planning Department

Declined: Wendy Shutter – Schuyler County Transit/The Arc Chemung-Schuyler, Jackie Collins – Cayuga Health at Schuyler Hospital, Jill Kasprzyk – Schuyler County Public Health, JoAnn Fratarcangelo – Schuyler County Department of Social Services, Belinda Hoad – The Institute of Human Services, Danette Alaimo – The Institute of Human Services, William Mullaney – Corning Community College, Chris Desrochers – Schuyler County Administration, Shawn Rosno – Schuyler County Administrative, Michelle Wixson – Schuyler County Department of Social Services

Introductions: Everyone in both physical and virtual attendance introduced themselves to the group.

Review of Committee Goals (per the Comprehensive Plan, valid 2022-2026): Jen reviewed the committee's current tasks and goals set as part of the most recent comprehensive plan. Items included building on Schuyler County Transit's success (increasing outreach, rider education, expanding transit routes and times), expanding rural transportation accessibility, recognizing the area's tourism industry, and assisting with volunteer-based transportation programs.

Goal Achievements in 2024: Jen and Dorthy reviewed 2024's achievements and how they have served the plan's goals. Most notable were the Design Connect partnership, receipt of a planning grant from the NADTC, creation of an Advisory Committee, a new routing/scheduling system, increased outreach/programs, new partnerships, and updated fares/passes.

Suggestions for Advancement: Polled the group for ways that we could continue expanding on current goals in the new year. Some suggestions included a reduced fare for Veterans, more training of drivers for Mental Health crisis response (Crystal), tabling at Workforce job fairs (Rae Ann), and working with Public Health for shuttle transportation to events like Rabies Clinics or food banks (Ashley).

Other Questions and Discussion: Tammy asked if Schuyler County Transit had a pet policy. Dorthy and Jen reviewed the policy, which allows service animals only. Jen reviewed the recent Advisory Committee meeting as well as the 2025 Calendar of Events.

Next Meeting: The next meeting is scheduled for March 19th, 2025, at 10:00am in Rm115 of the Human Services Complex. Virtual attendance will also be available.

Schuyler County Coordinated Transportation Committee Meeting

March 19, 2025, at 10AM - Schuyler County Human Services Complex, RM 115, Via Teams

Minutes

Facilitators: Dorthy Asbury, Director of Transportation, The Arc Chemung-Schuyler

Present: Samantha Baker; Jill Kasprzyk; Joann Lindstrom; Rich Lasko; Dewayne Butler; Abby Loan

Absent: Jen Fisher; Wendy Shutter; Tammy Waite; Holly Patelunas; Ashley Kerrick; Rae Ann Widmer-Mason; JoAnn Fratarcangelo; Belinda Hoad; Jecel Beard; William Mullaney; Chris Desrochers; Sharon Upham; Michelle Wixson; Crystal Kawski; Lori Haner

Discussion Points

1. Welcome & Participant Introductions
 - Welcome Rich Lasko, Schuyler County GIS Coordinator
2. Begin work on the new Coordinated Plan for 2026

- Reviewed why we have the plan and how often it needs to be revised. The plan is located at www.schuylercountytransit.org under the mobility management tab.
- Do we have the right stakeholders, or do we need to add more? Schuyler County Public Health isn't specifically identified for example but participates in most aspects and should be included.
- Recommended we change the structure of the plan slightly so that it's more of an actionable work plan or has an attached work plan as an appendix item. The current plan identifies key stakeholders and unmet needs while outlining projects to work on and goals, but it doesn't necessarily set clear performance measurements or outcomes. Also suggested that key stakeholders write their own Partner Introductions and Summaries (Currently pages 9 – 11) for the plan.
- Reviewed Projects and Goals – completed items, what is remaining? Start thinking about what we want to continue working on and what we want to add.
- How does the current Design Connect, NADTC, Comprehensive Community Plan play into our new plan? Have unmet needs changed? We will have results of the NADTC Grant Project Survey by end of April with an action plan in place by June 2025. We can carry unmet needs or transportation challenges from NADTC plan into the coordinated plan if they are applicable. The Design Connect Project may be useful in setting goals and outcomes with performance measures and targets.

Tasks and Action Items

- Committee members should read the current plan and markup questions, suggestions, and recommendations. Including, but not limited to:
 - Identifying applicable key stakeholders to include in the plan
 - Updating key functions of partner agencies
 - Updated needs and unmet needs
- Key stakeholders should review their partner introductions/overviews on pages 9-10 and write new ones for the next plan. These should be completed no later than by the Q3 Meeting (Date TBD). Current stakeholders with partner introductions include:
 - The Arc Chemung-Schuyler
 - Schuyler County Department of Social Services
 - Schuyler County OFA
 - Schuyler County VSA
 - Chemung, Steuben, Schuyler Work Force New York (CSSWFNY)
 - Schuyler Hospital/Cayuga Health Systems

-Add – Schuyler County Public Health

Adjournment, Next Meeting (Q2) scheduled for Wednesday, June 11, 2025, at 10am at the Human Services Complex. Room TBD.

Schuyler County Coordinated Transportation Committee Meeting

June 17th, 2025 at 10AM - Schuyler County Human Services Complex, RM 118, Via Teams

Facilitators: Jen Lyn Fisher, Mobility Manager, The Arc Chemung-Schuyler

Present: Tammy Waite; Holly Patelunas, Sharon Upham, Crystal Kowski, Dewayne Butler, Ashley Kerrick, Jill Kasprzyk, Jecel Beard

Absent: Dotty Asbury; Wendy Shutter; Rae Ann Widmer-Mason; JoAnn Fratacangelo; Belinda Hoad; William Mullaney; Chris Desrochers; Michelle Wixson; Lori Haner,

Discussion Points

3. Welcome & Participant Introductions
4. Grant Updates: Jen updated on recent grant progress. Notified the group that SCT has received a generous grant extension from the NADTC, now extending the project through the end of August 2025. Optimistic that the additional funds will enable fare-free transit services in August, along with the implementation of a limited weekend shopping shuttle.
5. Stakeholder Suggestions: The group discussed potential stakeholders who should be engaged in future planning efforts. The following organizations or individuals were recommended for outreach:
 - Schuyler County Sheriff's Office (submitted by Dewayne)
 - FLACRA (submitted by Ashley)
 - Schuyler County Mental Health (submitted by Ashley)
 - New Rep for Centralus/Schuyler Hospital/Cayuga Health
6. Carryover Goals: The committee reviewed outstanding objectives from the previous plan, identifying which goals have been met and which should be carried forward. Items discussed included:

- Outreach and public education of transportation services. (requested by Ashley)
 - Continued Volunteer Driver recruitment for multiple agencies (OFA, VSA, Sheriff's Office). (requested by Tammy and Crystal)
 - Expansion of rural demand services/Dial-a-Ride program. (requested by Sharon)
7. New Plan Goals: The group shared observations of current transportation challenges or negative trends within their respective agencies. These issues were analyzed and grouped to identify common themes, with the goal of developing practical and achievable solutions that can be included in the future plan.
- Revising bus schedules to make them clearer and more readable. Possibly standardizing them for flow with other transit systems in the region.
 - Adjusting stop times and route lengths to limit long rides or missed regional connections.

Tasks and Action Items

- Key stakeholders should review their partner introductions/overviews on pages 9-10 and write new ones for the next plan. Jen will forward the current information to any stakeholders already included. Revisions should be completed no later than by the Q3 Meeting. Stakeholders partner introductions should include:
 - The Arc Chemung-Schuyler
 - Schuyler County Department of Social Services
 - Schuyler County Office for the Aging
 - Schuyler County Veterans Service Agency
 - Chemung, Steuben, Schuyler Work Force New York (CSSWFNY)
 - Centralus/Schuyler Hospital/Cayuga Health Systems
 - Schuyler County Public Health
 - Schuyler County Sheriff's Office

Adjournment, Next Meeting (Q3) scheduled for September 17th, 2025, at 10am at the Human Services Complex. Room TBD.

Schuyler County Coordinated Transportation Committee Meeting

**September 17th, 2025, at 10AM - Schuyler County Human Services Complex, RM 118
& Via Teams**

Facilitators: Jen Lyn Fisher and Dorthy Asbury, The Arc Chemung-Schuyler

Present: Samantha Baker, SC Admin; Holly Patelunas, SC Office for the Aging; Marlene Reynolds, SC Department of Social Services (on behalf of OFA Director); Dewayne Butler, SC Veterans Service Agency; Chris Desrochers, SC Admin; Joann Lindstrom, SC Department of Planning

Absent: Wendy Shutter, Finger Lakes Gateway; Rae Ann Widmer-Mason, CSS Workforce NY; Sharon Upham, SC Department of Social Services; JoAnn Fratacangelo, SC Department of Social Services; Michelle Wixson, SC Department of Social Services; Belinda Hoad, Institute of Human Services; Jecel Beard, Institute of Human Services; William Mullaney, Corning Community College; Lori Haner, Elmira Transportation Center; Jill Kasprzyk, SC Public Health

Discussion Points

- Grant Updates: Jen updated on recent grant progress. Jen and Dorthy updated on anniversary events and provided some data, re: Saturday Shopper Shuttle & Fare Free event.
- Revised Plan Goals: Reviewed the plan goals that have been gathered the previous two meetings and polled the group as to the most important of all of them. Decided to focus most intensely on the following (along with possible solution suggestions):
 - a) Fare Free (sponsorships, grants, ads, STOA, possibly rotate so that it's only particular months)
 - b) Expand On Demand/Dial-a-Ride Services (adjust to smaller fleet vehicles, possibly merge with other HS offices to integrate different types of services, hospital discharges, etc)
 - c) Expand Hours of Operation (similar to fare free)
 - d) Continue Growing Volunteer Driver Pool (appreciation events? Incentives don't really work for OFA currently, personal thank you's, allow use of county vehicles?)
 - e) Adjust Existing Routes (create better connections with regional transit providers, MOUs & agreements)

Adjournment, Next Meeting (Q4) scheduled for December 17th, 2025, at 10am at the Human Services Complex. Room #115.

Schuyler County Coordinated Transportation Committee Meeting

December 17th, 2025 at 10AM

Schuyler County Human Services Complex, RM 115 & Via Teams

Facilitator: Jen Lyn Fisher, The Arc Chemung-Schuyler

Present: Samantha Baker, Schuyler County Admin; Dewayne Butler, Schuyler County Veterans Service Agency; Sharon Upham, Schuyler County Department of Social Services; Wendy Shutter, Finger Lakes Gateway; LeeAnne Smith, Institute of Human Services

Absent: Dorthy Asbury, The Arc, Chemung-Schuyler; Rae Ann Widmer-Mason, CSS Workforce NY; JoAnn Fratarcangelo, Schuyler County Department of Social Services; Michelle Wixson, Schuyler County Department of Social Services; Belinda Hoad, Institute of Human Services; William Mullaney, Corning Community College; Lori Haner, Elmira Transportation Center; Chris Desrocher, Schuyler County Admin; Jill Kasprzyk, Schuyler County Public Health

Discussion Points:

- Introduction: The meeting began with a brief welcome to LeeAnne Smith, the new Mobility Manager for Steuben County.
- Design Connect Shelter Assessment: Jen shared some of the posters that were a part of Design Connect's final report with the group. She also reviewed some of their ADA-centric findings from their shelter and bus stop assessment, alongside their shelter suggestions. Also discussed were some of their wayfinding and signage suggestions.
- Grant Proposal Update: Jen updated the group on the National RTAP Community Rides Grant. So far transit's proposal has made it to the final decision-making rounds. Dorthy & Jen recently virtually met with RTAP representatives to answer questions about the proposed pilot programs. While a decision was meant to be announced in October, it seems that the process has been delayed, possibly by the federal government shutdown.
- Adjournment: Next Meeting (Q1 2026) scheduled for December 17th, 2025, at 10am at the Human Services Complex. Room TBA.

Schuyler County Coordinated Transportation Committee Meeting

March 18th, 2026, at 10AM

Schuyler County Human Services Complex, RM 115 & Via Teams

Facilitator: Jen Lyn Fisher, The Arc Chemung-Schuyler

Present: Samantha Baker, Schuyler County Admin; Dewayne Butler, Schuyler County Veterans Service Agency; Sharon Upham, Schuyler County Department of Social Services; Michelle Wixson, Schuyler County Department of Social Services; Justine Patterson, Schuyler County Office for the Aging; Abbie Loan, Schuyler County Office for the Aging; Courtney Dunn, Chemung County Planning Department; Beth Clark, The Justice Center of the Southern Tier; Jill Kasprzyk, Schuyler County Public Health

Absent: Dorthy Asbury, Schuyler County Transit/The Arc, Chemung Schuyler; Wendy Shutter, FLX Gateway; Rae-Ann Widmer-Mason, CSS Workforce NY; JoAnn Fratarcangelo, Schuyler County Department of Social Services; Belinda Hoad, Institute of Human Services; Leanne Smith, Institute of Human Services; William Mullaney, Corning Community College; Joann Lindstrom, Schuyler County Planning Department; Chris Desrochers, Schuyler County Admin; Jason Gilliland, Schuyler County Veterans Service Agency; Rich Lasko, Schuyler County Planning Department;

Discussion Points:

- Introduction: The meeting began with a brief welcome to new members Beth Clark from the Justice Center of the Southern Tier and Courtney Dunn from Chemung County's Planning Department.
- RTAP Community Rides Grant: Jen announced that The Arc has been awarded \$80,000 in grant funding to support route adjustments and proposed pilot projects.
 1. Route Adjustments: Reviewed adjusting both Tompkins Connections and Corning Connections.
 2. Weekend Service/Shopper Shuttle: Discussed beginning a similar version of last year's Shopper Shuttle pilot to meet weekend service needs.
 3. Fare Sponsorship: Reviewed sponsorship ideas that will help forward the goal of fare free ridership in the future.

- Transit Retreat Report Out: Jen presented some of the programs she attended at the retreat and a good discussion about driver de-escalation tactics followed. Dewayne suggested the Schuyler County Sheriff's Office as a resource for some training. Beth also offered de-escalation training for the transit staff. Jen will reach out to both to schedule something.
- NYSDOT Compliance Review: The group was notified that transit will be undergoing a regulatory compliance review mid-year. This is a triennial review and SCT is already preparing for it. Jen mentioned updating the ADA and Title VI policies, and there were some great group suggestions for sourcing assistance with ASL and braille. Courtney also offered assistance, as Chemung County has had their review more recently.
- Adjournment: Next Meeting (Q2 2026) scheduled for June 17th, at 10am. Human Services Complex, Room 115.

PROPOSED 4 YEAR COORDINATED TRANSPORTATION WORK PLAN (2026-2030)

OBJECTIVE	ACTION ITEMS	YEAR ONE	YEAR TWO	YEAR THREE	YEAR FOUR
Wayfinding & Shelter Modernization	Inventory Stops, Develop Signage Standard, Install/Upgrade Shelters	Inventory & Isolate a System Standard	Create & Begin Installation	Continue Installation	Evaluation
Evening & Weekend Service	Pilot service, Refinement, Formal Service	Planning & Route Scheduling	Pilot Service Launch	Evaluation & Adjustment	Formalize Service
Transportation Link-Line Expansion	Assess System Output, Expand Staff	Overall System Assessment	Staff & Partner Expansion	Evaluation	Optimization
Dial-a-Ride Expansion	Assess Optimal Hours, Secure Drivers	Research & Isolate Most Needed Times	Create Feasible Schedule, Secure Staff Driver	Institute New Schedule	Analyze Performance
Volunteer Driver Expansion	Recruit Drivers, Coordinate Programs	Volunteer Recruitment	Service Expansion, Coordinate Programs	Evaluation, New Recruitment	Evaluation & Sustainability
Source Financial Assistance for Transportation	Develop Sponsorship Program, Advertise & Pursue Funding	Identify Funding Opportunities & Design Program	Implement Program, Source Funding	Expand Funding Streams, Evaluate Program	Sustainability & Cost Analysis
Regional Transfer Enhancement	Coordinate Routes/Schedules, Identify/Create Hubs, Develop Transfer Agreements	Coordination & Analysis	Develop Transfer Agreements	Expand Coordination	Analyze Performance
Comfort Amenities in Shelters & at Stops	Research Options & Pricing, Find Funding, Purchase & Install	Research Options & Pricing	Research Funding Options	Source Funding	Purchase & Install
Public Transit Education Enhancement	Outreach Strategy, Travel training, Marketing, Partnerships	Analyze Current Strategy, Develop New Outreach Avenues	New Program Rollout	Continued Outreach	Evaluation

APPENDIX

1. The Arc, Chemung-Schuyler. [Coordinated Public Transit-Human Services Transportation Plan](#), 2022.
2. The Arc, Chemung-Schuyler. [Rural Community Innovations: Transportation Planning Grant](#), Final Presentation, 2024.
3. The Arc, Chemung-Schuyler. [Schuyler County Transit: Rider's Guide](#), 2023 & 2025.
4. Design Connect. [Schuyler County Transit Analysis](#), December 2024.
5. Design Connect. [Schuyler County Transit Action Plan](#) , June 2025.
6. National RTAP. [Writing a Coordinated Public Transportation Human Services Plan](#), 2025.
7. New York State Department of Transportation. [NYSDOT Transportation Plan 2050](#), 2025.
8. United States Census Bureau. [American Community Survey 5-Year Estimates](#), 2024.
9. [ZoomProspector](#). The Financial Times Ltd. <http://zoomprospector.com> , 2025

* Design Connect is an interdisciplinary, student-run design organization. It provides practical experience for Cornell students by delivering impactful planning and design services for local communities. The group was integral in gathering data and isolating some of the most significant barriers to transportation in Schuyler County today.

FIGURES & TABLES

Figures:

Figure 1, Page 6. Demographic Iconography & Information

Figure 2, Page 7. Map of Schuyler County by Income, 2025

Figure 3, Page 8. Vehicle Volume on Outbound Roads, 2024

Figure 4, Page 9. Average Commute Times for Schuyler County Residents, 2025

Figure 5, Page 15. Transportation Link-Line Contacts by Year, 2025

Tables:

Table 1, Page 9. Agency & Committee Members, Corresponding Agencies

Table 2, Page 16. Area Transportation Providers Directory

Table 3, Page 18. Prioritized Objectives

Table 4, Page 40. Proposed Four Year Coordinated Transportation Work Plan

Resolution No. 206
SCHUYLER COUNTY LEGISLATURE

Regular Meeting
August 10, 2026

Intro. No. 20
Approved by Committee MFR
Approved by Co. Atty. SJG

Motion by Rondinaro
Seconded by Walker
Vote: 8 Ayes to 0 Noes
Name of Noes _____

RE: ADOPT AN UPDATED SCHUYLER COUNTY COORDINATED PUBLIC TRANSPORTATION -
HUMAN SERVICES TRANSPORTATION PLAN – COUNTY ADMINISTRATOR’S DEPARTMENT

WHEREAS, Resolutions No. 303-18 and No. 400-22 adopted a Schuyler County Coordinated Public Transportation - Human Services Transportation Plan, and

WHEREAS, federal regulations require Transportation Plans to be updated every four years, and the Schuyler County Public Transportation – Human Services Coordination Committee has adopted an update to the Schuyler County Transportation Plan, as on file in the office of the clerk of the legislature, and

WHEREAS, the updated plan is ready for submission to the New York State Department of Transportation, pending adoption by the Legislature.

NOW, THEREFORE, BE IT RESOLVED, that effective immediately, the Schuyler County Legislature does hereby adopt an updated Schuyler County Coordinated Public Transportation - Human Services Transportation Plan dated August 2026, with said plan on file in the County Administrator’s Office.