TITLE VI & ADA PROGRAM PLAN SCHUYLER COUNTY TRANSIT

A TITLE VI & ADA PLAN FOR OPEN-DOOR SERVICE,

ADOPTED October 22, 2026

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Schuyler County Transit 203 12th Street, Watkins Glen, NY 14891

Notifying the Public of Rights under Title VI and ADA

Schuyler County operates its programs and services without regard to race, color, disability, or national origin, in accordance with Title VI of the Civil Rights Act of 1964 and the Americans with Disabilities Act of 1990.

To obtain additional information about your rights under Title VI or ADA:
Contact The Arc Chemung-Schuyler's Mobility Manager / Title VI & ADA Coordinator (Jen Lyn Fisher, 607-535-3555) or the County Administrator at Schuyler County (Shawn Rosno, 607-535-8106).

If you believe you have been discriminated against on the basis of race, color, disability or national origin by The Arc Chemung-Schuyler or Schuyler County Transit you may file a Title VI/ADA complaint by completing, signing, and submitting the agency's Title VI/ADA Complaint Form.

How to file a Title VI/ADA complaint:

1. To obtain a Complaint Form from The Arc, contact the Mobility Manager / Title VI & ADA Coordinator (Jen Lyn Fisher) at 203 12th Street, Watkins Glen, NY 14891 or by calling (607) 535-3555 or contacting the Schuyler County Administrator (Shawn Rosno) at (607) 535-8106.

2. In addition to the complaint process at The Arc, complaints may be filed directly with the Federal Transit Administration (FTA), Office of Civil Rights, 1200 New Jersey Avenue SE, Washington DC 20590.

3. A complaint can also be filed with the New York State Department of Transportation on its Civil Rights website at https://www.dot.ny.gov/main/business-center/civil-rights/title-vi-ej .

4. Complaints must be filed within 180 days following the date of the alleged discriminatory occurrence and should contain as much detailed information about the alleged discrimination as possible.

5. The form must be signed, dated, and include your contact information.

If information is needed in another language, contact (607) 535-3555.
Si se necesita información en otro idioma, por favor contacto (607) 535-3555.

Title VI and ADA Program Plan Description And Transportation Services

I. Plan and Policy Review

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance. Specifically, Title VI provides that "no person in the United States shall on the ground of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance" (42 U.S.C. Section 2000d).

The Americans with Disabilities Act of 1990 prohibits discrimination against people with disabilities in several areas, including transportation. Specifically, the U.S. Department of Transportation issues guidance to transit agencies on how to comply with the ADA to ensure that public transit vehicles and facilities are accessible.

This plan addresses the Arc Chemung-Schuyler (The Arc) policies for managing discrimination complaints in its transportation services. The Arc operates two types of services that receive Federal and State funding.

1. The Arc operates a closed-door transportation system that provides transportation for people with disabilities to The Arc's certified program locations, (e.g., Day Habilitation). Most of the vehicles used in this operation are purchased using Section 5310 grant funding.
2. The Arc also operates the public transit system, Schuyler County Transit, as the contracted operator for Schuyler County. This service also receives Section 5311 grant funding, provided to the Schuyler County government.

The Arc is committed to ensuring that no person is excluded from participation in or denied the benefits of its transportation services on the basis of disability, race, color, or national origin, as protected by Title VI in Federal Transit Administration (FTS) Circular 4702.1.B. or on the basis of a disability per the Americans with Disabilities Act of 1990.

This plan was developed to guide The Arc in its administration and management of Title VI/ADA-related activities as they pertain to its transportation services. This plan will also be reviewed every three years. This requirement is included in the Section 5310 & 5311 agreements between NYSDOT, The Arc, Chemung-Schuyler, Schuyler County Transit, and any related agreements the agency may have with third-party contractors.

II. Title VI/ADA Information Dissemination

Title VI and ADA information posters shall be prominently and publicly displayed at the following locations:

- The www.schuylercountytransit.org website.
- The Mobility Management offices.
- The Transportation Department's offices.
- In 'Rider Training' and 'Trip Planning' orientation packets.
- All passenger buses (whether used for closed door or public transit operations.)

- Passengers may find additional information relating to non-discrimination obligation can be obtained from the Mobility Manager.

Jen Lyn Fisher
Mobility Manager / Title VI & ADA Coordinator
c/o The Arc Chemung-Schuyler
203 12th Street
Watkins Glen, NY 14891
Ph. (607) 535-3555
F: (607) 535-2666
Email: schuylercountytransit@arcofcs.org

For The Arc's program participants, information on Title VI/ADA will be provided via the Plan Coordination Department staff. In addition, information on non-discrimination shall be included in The Arc's Employee Handbook which is available online and may be requested in print from the Human Resources department or a staff member's immediate supervisor.

III. Subcontracts and Venders

All subcontractors and venders who receive payments from The Arc where funding originates from any Federal transportation assistance are subject to the provisions of Title VI of the Civil Rights Act of 1964 and Americans with Disabilities Act of 1990. Written contracts shall contain non-discrimination language, either directly or through the bid specification package which becomes an associated component of the contract.

IV. Record Keeping & Reporting

The Mobility Manager/Title VI & ADA Coordinator will maintain permanent records, which include, but are not limited to, signed acknowledgments from the transportation department employees indicating the receipt of The Arc's Title VI/ADA Plan, copies of the Title VI/ADA complaints or lawsuits and related documentation, and records of correspondence to and from complainants and Title VI/ADA complaint investigations.

Complaints will be reported to Schuyler County directly via their administrative office and complaint logs will be filed with the county bi-annually. Complaints will also be reported to the Schuyler County Legislature via monthly sub-committee meetings.

Schuyler County Transit shall update the Title VI Plan every three years and submit the plan

to the New York State Department of Transportation (NYSDOT) for approval.

V. Title VI/ADA Complaint Procedures

Schuyler County Transit's Title VI Complaint Procedure is available in the following locations:

- At www.schuylercountytransit.org
- Hard Copies in the Mobility Management Offices
- Hard Copies in The Arc's Transportation Offices
- In the Schuyler County Transit Rider's Guide and any Rider Training Materials
- In pamphlet form in client intake materials
- All Passenger Buses (whether used for closed door or public transit operations.)

Anyone who believes they have been discriminated against on the basis of race, color, or national origin may file a complaint by completing and submitting the Title VI Complaint Form (contained in Appendix D) to the address below:

Jen Lyn Fisher
Mobility Manager / Title VI & ADA Coordinator
c/o The Arc Chemung-Schuyler
203 12th Street
Watkins Glen, NY 14891
Ph. (607) 535-3555
F: (607) 535-2666
Email: schuylercountytransit@arcofcs.org

How to file a Complaint

The complainant may file a signed, written complaint up to one hundred and eighty (180) days from the date of the alleged discrimination. The complaint should include the following information:

- Complainant's name,
- Mailing address
- How to contact them (i.e., telephone number, email address, etc.)
- Details of the complaint including, but not limited to how, when, where and why they believe they were discriminated against. Include the location, names, and contact information of any witnesses. Any other information that they deem significant.

The Transportation Title VI/ADA Complaint Form (see Appendix E) may be used to submit complaint Information. For The Arc to properly investigate any complaint, the complaint must be filed in writing and submitted to The Arc at the following address:

Jen Lyn Fisher
Mobility Manager / Title VI & ADA Coordinator
c/o The Arc Chemung-Schuyler
203 12th Street

Watkins Glen, NY 14891
Ph. (607) 535-3555
F: (607) 535-2666
Email: schuylercountytransit@arcofcs.org

The Arc encourages all complainants to certify any mail that is sent through the U.S. Postal Service and/or ensure that all written correspondence can be tracked. For complaints originally submitted by facsimile or email, an original, signed copy of the complaint must be mailed to the Mobility Manager as soon as possible, but no later than one hundred eighty (180) days from the alleged date of discrimination.

What happens to the complaint after it is submitted?

All complaints alleging discrimination based on disability, race, color, or national origin as it relates to the transportation services provided by The Arc will be directly addressed by the Mobility Manager for investigation. The Schuyler County government liaisons will be notified of any complaints that involve the public transit services. The Arc shall also provide appropriate assistance to complainants, including those persons with disabilities, or who are limited in their ability to communicate in English. Additionally, The Arc shall make every effort to address all complaints in an expeditious and thorough manner.

A letter acknowledging receipt of complaint will be mailed within seven (7) days (see Appendix D). Please note that in responding to any requests for additional information, a complainant's failure to provide the requested information may result in the administrative closure of the complaint.

How will the complainant be notified of the outcome of the complaint?

The Mobility Manager will send a final written response letter (see Appendix E or F) to the complainant. In the letter notifying complainant that the complaint is not substantiated (Appendix F), the complainant is also advised of his or her right to:

1. Provide additional information to The Arc for consideration of the complaint within seven (7) calendar days of receipt of the final written decision from The Arc and/or,

2. File a complaint externally with the U.S. Department of Transportation and/or the FTA. Every effort will be made to respond to the Title VI complaints within sixty (60) working days of receipt of such complaints.

In addition to the complaint process described previously, a person may file a complaint with the following office:

Title VI Coordinator
Office of Civil Rights
New York State Department of Transportation
50 Wolf Road, 6th Floor
Albany, NY 12232

Ph. (518) 457-1129, Fax (518) 549-1273
Email: OCR-TitleVI@dot.ny.gov

VI. Language Assistance Plan (LAP)

To ensure meaningful access to programs and activities, the Four Factor Analysis is used to determine the specific language services that are appropriate to provide guidance.

Our analysis is based on internal client registration data for our transportation services. Schuyler County Transit clients and potential clients are primarily older adults, veterans, and individuals with disabilities. When our clients register for our transportation services, they provide information such as address, contact information, and mobility aides used (canes, walkers, wheelchairs, etc). A review of internal data shows that over nearly all registered riders use English as a first language, with Spanish being preferred in language assistance.

Language demographics are also assessed while updating the Public Transportation-Human Services Coordination Plan for our region. The Public Transportation – Human Services Coordination Plan provides the results of the assessment of the number or proportion of LEP persons and the languages spoken in the service area. Schuyler County Transit service area covers Schuyler and contiguous counties in New York.

1. **The number of limited English proficient persons eligible to be served.**
    a) According to the American Community Survey, <1% of the Schuyler County population have limited English proficiency.
    b) Limited English Proficiency persons interact with our transportation services in person or via the phone. In all cases, the person has some English proficiency and/or has traveled with a friend or family member who can assist if there's confusion.
    c) Schuyler County Transit has not yet encountered a non-English speaking person requiring translation.
2. **Frequency with which Limited English Proficiency persons come into contact with the program.** Points of contact include, but are not limited to:
    a) Assistance can be found to translate into Spanish when needed by calling Schuyler County Transit at (607) 535-3555 or sending an email to: schuylercountytransit@arcofcs.org.
    b) Passes and tickets may be purchased from drivers who can use visual cues, at The Arc Chemung-Schuyler reception desk, or online.
    c) With notice, a Spanish speaking person can be arranged to be present at public meetings.
    d) Assistance can be provided through customer service contact, or Travel Training with a non-English speaking person. A translator can be found for Spanish through the Finger Lakes 2-1-1 helpline. To date, this has not occurred.
        1) Ridership Surveys can be printed in Spanish when needed. 2) Operator Surveys can be printed in Spanish when needed.
3. **The nature and importance of the program, activity or service provided by the program to people's lives is assessed.** Through continual outreach within the community, Limited English Proficiency populations can be identified and addressed as necessary. Travel Training has addressed the needs of some minority populations through individual interaction and explanation of services provided. As needs or barriers are identified through these processes, specialized assistance can be provided.

4. **The resources available to Schuyler County Transit for Limited English Proficiency outreach as well as the costs associated with that outreach**. Schuyler County Transit utilizes readily available resources and works to strengthen our partnership with other organizations our riders engage with. Some of the readily available resources may include bilingual staff, language cards on buses and in transportation offices, language binders on buses that use visual imagery, Google Translate, regional high school language teachers, the 2-1-1- help line which offers 24/7 access to translators if needed via phone, Schuyler County Sheriff's Office's available translators, and online translation tools which are sufficient for basic printed communication.

VII. Safe Harbor Provision

The federal Transit Authority Circular 4702.1B states

"DOT has adopted DOJ's Safe Harbor Provision, which outlines circumstances that can provide a "safe harbor" for recipients regarding translation of written materials for LEP populations. The Safe Harbor Provision stipulates that, if a recipient provides written translation of vital documents for each eligible LEP language group that constitutes five percent (5%) or 1,000 persons, whichever is less, of the total population of persons eligible to be served or likely to be affected or encountered. Then such action will be considered strong evidence of compliance with the recipient's written translation obligation. Translations of non-vital documents, if needed, can be provided orally. If there are fewer than 50 persons in a language group that reaches the five percent (5%) trigger, the recipient is not required to translate vital materials but should provide written notice in the primary language of the LEP language group of the right to receive competent oral interpretation of those written materials, free of cost.

These safe harbor provisions apply to the translation of written documents only. They do not affect the requirement to provide access to LEP individuals through competent oral interpreters where oral language services are needed and are reasonable. A recipient may determine, based on the Four Factors Analysis, that even though a language meets the threshold specified by the Safe Harbor Provision, written translation may not be an effective means to provide language assistance measures. For example, a recipient may determine that a large number of persons in that language group have low literacy skills in their native language and therefore require oral interpretation. In such cases, background documentation regarding the determination shall be provided to FTA in the Title VI Program."

VIII. Representation on Advisory Councils

Board of Directors

The operator of Schuyler County Transit, and host to the Mobility Management program, is The Arc Chemung-Schuyler. Board members are all volunteers. The County does not play any role in the selection of the Board of Directors.

Public Transit/Human Services Coordinated Transportation Committee
This committee represents a cross section of populations throughout the County which include Department of Social Services, Office for the Aging, Veterans Service Agency, Seneca View Skilled Nursing, The Arc Chemung-Schuyler, Schuyler County Public Health and Community Services (Disability Services), Catholic Charities, County legislative representative, Schuyler County Transit representative, Schuyler County Mobility Manager, and other human service organizations interested in community transportation needs. These meetings are open to the public and are accessible by transit and are scheduled during transit operating hours.

Schuyler County's Office for the Aging Advisory Council
Members of the Mobility Management program represent transit and promote transportation access for older adults in Schuyler County while on this committee. As a significant partnership agency, the county's Office for the Aging acts as a hub for providing county-wide assistance to older adults over the age of sixty years. Transportation access is integral for many senior adults, especially when seeking consistent medical care, social services, and other social determinants of health.

Transportation and Mobility Advisory Committee
Created in congruence with the execution of a grant funded work plan, this committee consists primarily of community members, transit users, and some members of The Arc's partnership agencies. It is distinct in that it keeps transit and transportation representatives in contact with both active transit users and some communities who are most at risk of having significant transportation barriers. People with disabilities and adults over sixty were specifically invited to the committee by The Arc Chemung-Schuyler to make sure that there was adequate representation.

IX. Title VI/ADA Equity Analysis

The Arc provides public access to an ADA compliant bathroom in its Transportation garage. There are also compliant facilities available in the Human Services Complex, which houses the Mobility Management offices.

Appendix A: Documentation of Board Approval

Resolution #04-26

THE ARC CHEMUNG-SCHUYLER
RESOLUTION
TITLE VI AND ADA PLANS

Whereas The Arc Chemung-Schuyler has completed its updated Title VI and Americans with Disabilities Act (ADA) Program Plans for both the agency's closed-door transportation services and Schuyler County Transit's public transportation services; and

Whereas both plans establish procedures for handling discrimination complaints, providing language assistance, notifying individuals of their rights and ensuring equal access to transportation services; and

Whereas both plans have been reviewed and approved by the State and auditors, and the corresponding Title VI notices have been posted in all public areas; and

Whereas the Board of Directors is committed to ensuring that all decisions are made in accordance with the adopted Title VI plans, to that end no person is excluded from participation in, denied the benefits of, or otherwise be subjected to discrimination under any of The Arc Chemung-Schuyler services and activities based on race, color or national origin, as protected by Title VI of the Civil Rights Act of 1964 and Federal Transit law under Title 49 Part 21, therefore, be it

RESOLVED, that the Board of Directors of The Arc Chemung-Schuyler, approves both The Arc Chemung-Schuyler's closed-door transportation services and Schuyler County Transit's Public Transportation Services TITLE VI and ADA Program Plans.

In Witness Whereof, the undersigned has executed this writing, which shall be effective as of October 22, 2026.

Votes: Yes 7 No 0 Abstentions 0

Certification: Eileen Remec
Eileen Remec, President, Board of Directors

Date: October 22, 2026

Appendix B: Employee Annual Education Form

Title: VI/ADA Policy

No person shall, on the grounds of disability, race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.

All employees of The Arc's transportation department are expected to consider, respect, and observe this policy in their daily work and duties. If a participant or family member approaches you with a question or complaint relating to discrimination of any kind based on disability, race, color, or national origin, direct him or her to the Mobility Manager.

In all dealings with anyone in the community, use courtesy titles (i.e. Mr., Mrs., Ms., or Miss) to address them without regard to disability, race, color or national origin.

Appendix C: Employee Acknowledgement of Receipt of Title VI/ADA Plan

I hereby acknowledge the receipt of The Arc's Title VI/ADA Plan as it relates to transportation services. I have read the plan and am committed to ensuring that no participant is excluded from or denied the benefits of its transportation services based on disability, race, color, or national origin, as protected by Title VI in Federal Administration (FTA) Circular 47002.1.A. and American with Disabilities Act of 1990.

_____

Employee Name (Please Print)

_____

Employee Signature

_____

Date

Appendix D: Public Participation Plan

All applicants for Federal Transit Administration (FTA) financial assistance are required to ensure their programs, policies, and activities comply with US Department of Transportation (USDOT) Title VI of the Civil Rights Act of 1964. To comply with 49 CFR Section 21.9(b), sub recipients must develop, and submit to NYSDOT, a Public Participation Plan, which includes information about outreach methods to engage minority and limited English proficient populations (LEP), as well as a summary of outreach efforts made since the last Title VI Program submission. The Public Participation Plan for Schuyler County Transit is as follows.

Regional Demographics

Schuyler County is classified as rural with a population of less than 18,000 people and workforce of approximately 8,000 people. The population in Schuyler County declined slightly between the data collected during the 2016 and 2020 census, showing a decrease in population of 2.8%. During this same period, the percentage of the population over 65 years of age has increased to 21% from its previous 19%. Residents receiving Social Security Income benefits have increased from 2.8% to 3.0%, and in the 12 months leading up to the census, the percentage of the population using SNAP benefits has grown from 2.8% to 6.8%.

Schuyler County is located at the southern end of Seneca Lake in the Finger Lakes Region of New York. The county is adjacent to and sometimes referred to as part of the geographic subregion of Upstate New York known as the Southern Tier. Residents of the county are within a short commuting distance to more densely populated areas, such as Ithaca in Tompkins County, Corning in Steuben County and Elmira in Chemung County. The difference in population density from Schuyler County townships to the regional cities is significant. Comparing Schuyler County's most dense location (100 – 500 people per square mile) to Elmira and Ithaca's 5,000 – 10,000 people per square mile. (Source: 2020 Census Demographic Data Map Viewer) With this change in density comes the additional resources and services needed for employment, recreation, education, and health services.

The population centers in the Schuyler County are primarily the villages of Watkins Glen and Montour Falls. Using the data available from the 2018 census, nearly 50% of commuters from the villages of Watkins Glen and Montour Falls travel south to Chemung County where the job density is higher.

Public Transportation Services

The Arc Chemung-Schuyler (The Arc) currently provides public transit services using the D/B/A Schuyler County Transit through a contract with the government of Schuyler County. The Arc is a private not-for-profit organization which provides services for individuals with developmental disabilities. It also provides Mobility Management services, including the Transportation Link-Line call center. The Arc has been operating the county's public transit system since 2010.

Schuyler County Transit was originally established to offer regular scheduled stops throughout the day within Schuyler County via the Village Connections and Rural Connection routes, connecting villages within Schuyler County. The system also offered on demand Dial-A-Ride services. Over its 10+ years existence the system expanded to include regularly scheduled commuter service to Steuben County (to the west), to Tompkins County (to the east), and Chemung County (to the south). The Corning Connections route (established in January 2014) connects Steuben County Transit's CEATS, CTRAN and some STARS service as well as inter-city routes. The Tompkins Connections service (established in September 2017) connects with TCAT at a park and ride as well as connecting at Cayuga Medical Center. The Elmira Connections service (established in January 2022) connects with CTran at the Arnot Mall, as well as the Chemung County Transportation Center.

Community Knowledge

Schuyler County Transit actively seeks out the participation and needs of those traditionally underserved by transportation systems, such as low-income and minority households, who may face challenges accessing employment and other services. Engaging these populations in the transportation decision-making process is part of Schuyler County Transit's overall public engagement plan that is integrated throughout the process.

The Schuyler County Human Services Coordinated Transportation Committee continues to identify populations who are transportation disadvantaged. The committee meets at least quarterly to discuss current needs in each of their areas of expertise. The committee members include representatives from The Arc Chemung-Schuyler, Schuyler County government, Office for the Aging, Department of Social Services, Schuyler Hospital, Catholic Charities, and Veterans Services.

The committee will periodically recommend surveys be conducted to gauge current community knowledge. The one-call one-click center, Transportation Link-Line, maintains a database of requested services, unmet needs, and denials. This data is then used to determine outreach areas and areas of concern.

Public Outreach

Schuyler County Transit holds public meetings for long-range planning, service reductions, or fare increases as needed. Required notice and comment periods are intended to generate comments for an official docket, which is the method for collecting and documenting public input. Public meetings, listening sessions, and community forums provide a baseline for public engagement campaigns and are supplemented with more interactive approaches such as social media and newsletters.

Schuyler County Transit, Mobility Management, and Transportation Link-Line conduct public outreach through a variety of methods.

- Direct mailings and surveys are routinely conducted, most recently in 2025.
- Social media is updated frequently on the Odessa File online newspaper, Schuyler County Transit website, and multiple Facebook pages/groups.
- Schuyler County Transit representative and the Mobility Manager routinely participate in local events hosted by Office for the Aging, Watkins Glen Area Chamber of Commerce, Veterans Services, Chemung-Steuben-Schuyler Workforce NY, and other area groups.
- Monthly reports and presentations at the Schuyler County Legislature's Community Development and Natural Resources committee.

- Poster and flyer display at each bus shelter and at other convenience points, e.g. Human Services Complex, Department of Social Services, Schuyler County Transit offices, etc.

Long-range planning, any significant capital projects, and other major decisions will include workshops and other collaborative events and processes. Public documents will be in concise and understandable language. Schuyler County Transit will provide opportunities for low income, people with disabilities, minorities, and Limited English Proficient populations to analyze proposals, submit additional data, and provide comments. This will be achieved by scheduling outreach sessions during the notice and comment process. The comments received during the sessions will be part of the public record. Whenever possible, transit will utilize interactive online technologies such as social media to generate increased awareness of, and interest in, the notice and comment process.

Public Meetings

When a public meeting is needed, the meeting adheres to the following presentation requirements:

- Will be held at convenient and accessible locations and times.
- Will employ visualization techniques to describe plans.
- Will make public information available in electronically accessible formats and means, such as the internet.
- Will be held in a location that is accessible by public transit and in a location accessible to persons with disabilities.
- Will accommodate as best as possible the needs of persons who are linguistically and culturally isolated, as well as persons who have disabilities. Schuyler County Transit will provide assistance under Title VI to persons who do not speak English well or at all. Advance notice is required to accommodate the request for translation services.

In addition, documents that require an official comment period and administrative record will be made available for public review at the Schuyler County offices and at the Schuyler County Transit office. Both buildings are easily accessible by transit and are accessible to people with disabilities. A copy of the notices or document will be posted on the Schuyler County Transit website which is available 24 hours a day/ 7 days a week.

Strategies for Engaging Low Income, Seniors, People with Disabilities, Minorities, and Limited English Populations for Public Participation in Planning Activities

The following strategies will be considered before embarking on an outreach program targeted to low income, seniors, people with disabilities, minorities or limited English populations:

a) Meeting will be scheduled at times and locations that are convenient and accessible to minority and limited English proficient communities.
b) Various meeting sizes and formats will be employed to engage these populations.
c) Coordination with community, faith-based organizations, and schools to implement public engagement strategies that will reach members of affected minority and/or limited English proficient communities.
d) Radio, Television, or newspaper ads that serve limited English proficient populations.
e) Personal interviews and/or audio or video recordings to capture oral comments.

In addition, the below questions will be considered before embarking on outreach programs targeted to low income, seniors, people with disabilities, minorities, or limited English populations:

- What messages and information will we provide to spark public interest and engagement at the planning stage before project details and spending plans are established?
- Through what means and in what manner will we distribute this information?
- At what stages in the planning process will we engage in outreach and information dissemination?
- How will transportation decision makers learn of issues that are of particular concern to these populations?
- How will we use input from the public, including these populations, in the planning process, so that their input influences transportation investment decisions?
- How will we evaluate the effectiveness of the public engagement process, including its success in reaching these populations?
- Are there barriers to the public engagement process to limited English proficient populations, people with disabilities, etc.?

Summary of Outreach Efforts Since Last Submission

The following outreach events have occurred since the last submission of this plan:

- Tabled regularly at OFA events.
- Long Term Care Council (meets 4x year).
- Watkins-Montour Rotary.
- Coordinated with The New Falls Home, Catharine Court, and Jefferson Village to promote rider training and events.
- Veterans Services “Coffee Talk” events.
- Visited OFA congregate meal sites to provide general education of transportation programs.
- Worked with the NADTC to conduct large scale community outreach program in 2025 which included, but was not limited to mass mailings, community meetings, focus groups, social media updates, newspaper and radio ad campaigns, as well as an advisory committee group with members of the public.
- Instituted on site availability and “office hours” at the Justice Center of the Southern Tier to make trip scheduling and planning more readily available to those without transportation access.
- Began educating graduating seniors and BOCES students from the Odessa Montour Central School district each spring.

Appendix E: **The Arc Chemung-Schuyler and Schuyler County Transit**

TITLE VI / ADA COMPLAINT FORM

Complainant Information

Name: _____

Address: _____ _____ _____

Street **City** **Zip**

Telephone: _____ _____ _____

Home **Cell** **Work**

Do you Need One of the Following Accessible Formats:

Large Print	**Yes / No**
Audio Tape	**Yes / No**
TDD	**Yes / No**
Other	**Yes / No**

If Other, Please Describe:

Are You Filing On Your Own Behalf? Yes/No?:

If Not, Please Supply the Following:

Your Name:	
Your Relationship:	
Reason for Proxy:	
Do you have their permission:	

Basis of Complaint: (please check all that apply):

☐ Race Sex Age ☐ ☐

☐ Color National Origin ☐ Disability ☐

Type of Complaint (please check all that apply):

☐ Program ☐ Service ☐ Benefit ☐ Activity

Who allegedly discriminated against you?

Name:

Address: _____ _____ _____
Street City Zip

Telephone: _____ _____ _____
Home Cell Work

If an organization, what is its name?

Organization Name: _____

Address: _____ _____ _____
Street City Zip

Contact Name: _____ **Contact Phone:** _____

How were you discriminated against?

Where did the alleged discrimination occur?

Dates and times discrimination occurred:

First (1st) Time: _____

Second (2nd) Time: _____

Third (3rd) Time: _____

Were there any other witnesses to the discrimination (List name and contact for each)?

Name	Title	Home Telephone	Work Telephone

What can be done to resolve the complaint?

Have you filed your complaint with anyone else?

Who/Name: _____

When/Date: _____

Have You Filed Your Complaint With Any of the Following:

Federal Agency	YES	NO
Federal Court		
State Court		
State Agency		
Local Agency		

If Yes, Please Provide the Contact Person at the Court/Agency:

Name:	
Title:	
Address:	
Telephone:	

Do you have an Attorney in this matter?

Attorney Name: _____ **Date Contacted:** _____

Address: _____ _____ _____
Street City Zip

Contact Name: _____ **Contact Phone:** _____

Signed _____ Date _____

Mail Completed Form to: Jen Lyn Fisher
Mobility Manager / Title VI & ADA Coordinator
c/o The Arc Chemung-Schuyler
203 12th Street
Watkins Glen, NY 14891
Ph. (607) 535-3555
Fax (607) 535-2666
Email: jlfisher@arcofcs.org

This complaint may also be filed directly with the following:

New York State Department of Transportation
Office of Civil Rights
50 Wolf Road, 6th Floor
Albany, NY 12232

The Federal Transit Administration
Office of Civil Rights,
Attn: Title VI Program Coordinator
East Building, 5th Floor-TCR
1200 New Jersey Ave., SE
Washington DC, 20590

APPENDIX F: Letter Acknowledging Receipt of Complaint

Date

Name
Address
City, State Zip

RE: Receipt of Complaint Dated _____

Dear Name:

This letter is to acknowledge receipt of your complaint against The Arc's Transportation Department/Schuyler County Transit alleging _____.

An investigation will begin shortly. If you have additional information you wish to convey or questions concerning this matter, please feel free to contact us via phone, Monday through Friday, 9:00AM to 5:00PM at (607) 535-3555 or in writing to the Mobility Manager / Title VI & ADA Coordinator at The Arc Chemung-Schuyler, 203 12th Street, Watkins Glen, NY 14891.

Sincerely,

Jen Lyn Fisher
Mobility Manager / Title VI & ADA Coordinator

APPENDIX G: Letter Notifying Complainant that the Complaint Is Substantiated

Date

Name
Address
City, State Zip

RE: Investigation Findings – Substantiated

Dear Name:

The matter referenced in your complaint dated _____ against Schuyler County Transit alleging Title VI and/or ADA violation has been investigated. Violation(s) of Title VI of the Civil Rights Act of 1964 and/or the American with Disabilities Act of 1990 including those mentioned in your letter (was/were) identified.

Efforts are underway to correct these deficiencies. Should your services be required during the administrative hearing process, you may be contacted by this office or by the appropriate federal authorities.

Thank you for your assistance with this matter. Your support was greatly appreciated and proved helpful during our review.

Sincerely,

Jen Lyn Fisher
Mobility Manager / Title VI & ADA Coordinator

APPENDIX H: Letter Notifying Complaint and that the Complaint Is Not Substantiated

Date

Name
Address
City, State Zip

RE: Investigation Findings - Unfounded

Dear Name:

The matter referenced in your complaint dated _____ against Schuyler County Transit alleging_____ has been investigated. The results of the investigation did not reveal any violation(s) of the provisions of Title VI of the Civil Rights Act of 1964 nor the American with Disabilities Act of 1990 and therefore has been unfounded.

You have the right to provide additional information to this office for reconsideration of your complaint within seven (7) calendar days of receipt of this final written decision from The Arc and/or to file a complaint externally with the U.S. Department of Transportation and/or the Federal Transit Administration at:

Federal Transit Administration Office of Civil Rights
East Building, 5th Floor-TCR 1200 New Jersey
Ave.
SE Washington DC 20590

Thank you for taking the time to contact us. If I can be of assistance to you in the future, do not hesitate to call me Monday through Friday, 9:00AM to 5:00PM, at (607) 535-3555.

Sincerely,

Jen Lyn Fisher
Mobility Manager / Title VI & ADA Coordinator

APPENDIX I: Public Display Narrative

Sample of Narrative to be included in Posters to be displayed in Participants Transport Vehicles and Facilities

The Arc Chemung-Schuyler's Transportation Department is committed to ensuring that no person is excluded from participation in, denied the benefits of, or be subjected to discrimination in the receipt of its transportation services on the basis of disability, race, color, or national origin, as protected by Title VI of the Civil Rights Act of 1964 and the American with Disabilities Act of 1990.

If you feel you are being denied participation in or being denied benefits of the services provided by The Arc's Transportation Department or otherwise being discriminated against because of your disability, race, color, national origin, gender, age, or disability, you may contact our offices by phone at (607) 535-3555 or by email at schuylercountytransit@arcofcs.org.

APPENDIX J: Investigations, Complaints & Lawsuits Log

FISCAL YEAR FY: 2025

AGENCY: The Arc Chemung-Schuyler

TITLE VI/ADA COMPLAINT OFFICER: Mobility Manager

E-MAIL: SchuylerCountyTransit@arcofcs.org

CONTACT: (607) 535-3555

REPORTING PERIOD (check appropriate box):

1ST Half ☐	2nd Half ☐	Complete Fiscal Year ☒
(January-June)	(July-December)	(January - December)

1. Were any investigations, lawsuits or complaints filed during this period?

   There were no investigations, lawsuits, or complaints filed during this period.

2. If YES, please provide the following information for each investigation, lawsuit or complaint received during this period:

   Date the investigation, lawsuit or complaint was filed, and Summary of the allegation(s) and status if resolved.

3. Based on the investigations, lawsuits or complaints filed during the Fiscal Year, please provide a status of each allegation. **(Report on separate paper at the end of the Fiscal Year).**

4. Please indicate if or what actions were taken by the subrecipient in response to the investigation, lawsuit or complaint. **(Report on separate paper at the end of the Fiscal Year).**

FISCAL YEAR FY: 2024

AGENCY: The Arc Chemung-Schuyler

TITLE VI/ADA COMPLAINT OFFICER: Mobility Manager

E-MAIL: SchuylerCountyTransit@arcofcs.org

CONTACT: (607) 535-3555

REPORTING PERIOD (check appropriate box):

1ST Half ☐	2nd Half ☐	Complete Fiscal Year ☒
(January-June)	(July-December)	(January - December)

1. Were any investigations, lawsuits or complaints filed during this period?

   There were no investigations, lawsuits, or complaints filed during this period.

2. If YES, please provide the following information for each investigation, lawsuit or complaint received during this period:

   Date the investigation, lawsuit or complaint was filed, and Summary of the allegation(s) and status if resolved.

3. Based on the investigations, lawsuits or complaints filed during the Fiscal Year, please provide a status of each allegation. **(Report on separate paper at the end of the Fiscal Year).**

4. Please indicate if or what actions were taken by the subrecipient in response to the investigation, lawsuit or complaint. **(Report on separate paper at the end of the Fiscal Year).**

FISCAL YEAR FY: 2023

AGENCY: The Arc Chemung-Schuyler

TITLE VI/ADA COMPLAINT OFFICER: Mobility Manager

E-MAIL: SchuylerCountyTransit@arcofcs.org

CONTACT: (607) 535-3555

REPORTING PERIOD (check appropriate box):

1ST Half ☐	2nd Half ☐	Complete Fiscal Year ☒
(January-June)	(July-December)	(January - December)

1. Were any investigations, lawsuits or complaints filed during this period?

   There were no investigations, lawsuits, or complaints filed during this period.

2. If YES, please provide the following information for each investigation, lawsuit or complaint received during this period:

   Date the investigation, lawsuit or complaint was filed, and Summary of the allegation(s) and status if resolved.

3. Based on the investigations, lawsuits or complaints filed during the Fiscal Year, please provide a status of each allegation. **(Report on separate paper at the end of the Fiscal Year).**

4. Please indicate if or what actions were taken by the subrecipient in response to the investigation, lawsuit or complaint. **(Report on separate paper at the end of the Fiscal Year).**

Appendix K: Service Standards for Schuyler County Public Transit

Based on the level of fixed route service, Schuyler County does not exceed the enhanced report thresholds.

Service Standards

Vehicle Load: The average of all loads during the peak operating period should not exceed vehicles' achievable capacities, which are 16 passengers for a 22' cutaway bus.

Vehicle Headway: Service operates on weekdays and headways vary by service. No weekend or late evening service is currently available.

Service	Headway/Service intervals	Service Hours
Village Connections	60 minutes	7:30AM-5:30PM
Corning Commuter Connections	Two morning and two afternoon routes	6:30AM-5:15PM
Elmira Connections	Two morning, one mid-day, two afternoon routes	5:45AM-6:44PM
Tompkins Commuter Connection	Two morning, one mid-day, two afternoon routes	5:55AM-6:06PM
Rural Connections	One morning route, one afternoon route	7:30Am-8:30AM & 3:30PM-5:05PM
Dial-A-Ride	On Demand	Tues-Friday, 10AM1PM

On-time Performance: A vehicle is considered on time if it departs at a scheduled time point no more than 10 minutes late. Schuyler County Transit monitors on-time performance and adjusts schedules if needed as results of construction or seasonal delays. Information on delays are reported via social media (Facebook). On-time performance for all core Schuyler County Transit is monitored in real time using dual GPS systems – Azuga and TripMaster. In addition, on-time performance is monitored using the tools available within TripMaster on a periodic basis.

Service Policies

Vehicle Assignment: Bus assignments take into account the operating characteristics of the overall rural service area. All buses are of the same capacity and length and may be used on any route.

Transit Amenities: Installation of transit amenities (bus shelters and display cases) along bus routes are based on passengers boardings at stops and available existing amenities at the stop.

Appendix L: Title VI Notice to the Public

Schuyler County Transit 203 12th Street, Watkins Glen, NY 14891

Notifying the Public of Rights under Title VI and ADA

Schuyler County operates its programs and services without regard to race, color, disability, or national origin, in accordance with Title VI of the Civil Rights Act of 1964 and the Americans with Disabilities Act of 1990.

To obtain additional information about your rights under Title VI or ADA:
Contact The Arc Chemung-Schuyler's Mobility Manager / Title VI & ADA Coordinator (Jen Lyn Fisher, 607-535-3555) or the County Administrator at Schuyler County (Shawn Rosno, 607-535-8106).

If you believe you have been discriminated against on the basis of race, color, disability or national origin by The Arc Chemung-Schuyler or Schuyler County Transit you may file a Title VI/ADA complaint by completing, signing, and submitting the agency's Title VI/ADA Complaint Form.

How to file a Title VI/ADA complaint:

1. To obtain a Complaint Form from The Arc, contact the Mobility Manager / Title VI & ADA Coordinator (Jen Lyn Fisher) at 203 12th Street, Watkins Glen, NY 14891 or by calling (607) 535-3555 or contacting the Schuyler County Administrator (Shawn Rosno) at (607) 535-8106.

2. In addition to the complaint process at The Arc, complaints may be filed directly with the Federal Transit Administration (FTA), Office of Civil Rights, 1200 New Jersey Avenue SE, Washington DC 20590.

3. A complaint can also be filed with the New York State Department of Transportation on its Civil Rights website at https://www.dot.ny.gov/main/business-center/civil-rights/title-vi-ej .

4. Complaints must be filed within 180 days following the date of the alleged discriminatory occurrence and should contain as much detailed information about the alleged discrimination as possible.

5. The form must be signed, dated, and include your contact information.

If information is needed in another language, contact (607) 535-3555.
Si se necesita información en otro idioma, por favor contacto (607) 535-3555.