

Transportation Services Title VI and ADA Program Plan

I. Plan Statement

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.A. 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.

Gail Walker, Mobility Manager
c/o The Arc Chemung-Schuyler
203 12th Street
Watkins Glen, NY 14891
607-535-3555
schuylercountytransit@arcofcs.org

II. Title VI/ADA Information Dissemination

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

- The schuylercountytransit.org website.
- The Mobility Management offices.
- The Transportation Department's offices.
- All passengers' 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.

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

The Mobility Manager 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.

V. Title VI/ADA Complaint Procedures

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, and how to contact them (i.e., telephone number, email address, etc.) 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 C) may be used to submit complaint Information. The complaint must be filed in writing with The Arc at the following address for The Arc to properly investigate any complaint.

Gail Walker, Mobility Manager
c/o The Arc Chemung-Schuyler
203 12th Street
Watkins Glen, NY 14891
p. 607-535-3555 f. 607-535-2666
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 happened 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 above, a person may file a complaint with the following office:

**New York State Department of Transportation
Office of Civil Rights
50 Wolf Road, 6th Floor
Albany, NY 12232
(518) 457-1129 Fax (518) 549-1273
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.

- 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 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:
 - 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.
 - a. Ridership Surveys can be printed in Spanish when needed.

- b. Operator Surveys can be printed in Spanish if 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 delivered.
- 4) The resources available to Schuyler County Transit for Limited English Proficiency outreach as well as the costs associated with that outreach. Resources available to reach the populations that are limited English proficient are the high school language teachers, the 2-1-1- help line which offers 24/7 access to translators if needed via phone, 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 provision 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.

IX. Title VI/ADA Equity Analysis

The Arc provides the general public access to an ADA compliant bathroom in its Transportation garage.

Appendix A: 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 Mobility Manager.

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

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

I hereby acknowledge the receipt of the 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 on the basis of 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 signature

Print name

Date

Appendix C: 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 between 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 concerns.

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 mailers were sent in 2021 to remind all residents of the services provided by Transportation Link-Line.

- 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

Due to the pandemic, outreach events were suspended for most of 2020-2021. The following outreach events have occurred since the last submission of this plan:

- OFA Life Planning Seminars (tabled)
- Long Term Care Council (meets 4x year)
- Watkins-Montour Rotary (multiple presentations)
- Kiwanis Clubs (multiple presentations)
- The New Falls Home outreach event
- Veterans Services "Coffee Talk" events
- OFA congregate meal sites
- Schuyler Hospital Skilled Nursing outreach
- Cayuga Medical presentation

Appendix D: COMPLAINT FORM

Name _____

Address _____ City _____ Zip _____

Telephone: Home _____ Work _____ Cell _____

Basis of Complaint: (place checkmark)

- Race
- Color
- Sex
- National Origin
- Age
- Disability

Type of Complaint (place checkmark)

Program	Service	Benefit	Activity
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Who allegedly discriminated against you?

Name _____

Address _____ City _____ Zip _____

Telephone _____

If an organization what is its name?

Name of Organization _____

Address _____ City _____ Zip _____

Telephone _____

Name of Contact _____

How were you discriminated against?

Dates and times discrimination occurred.

Were there any other witnesses to the discrimination?

Name

Title

Work Phone

Home Phone

Have you filed your complaint with anyone else?

Who _____

When _____

Do you have an Attorney in this matter?

Name _____

Address _____ City _____ Zip _____

When did you acquire _____

Signed _____ Date _____

Mail to: Gail Walker, Mobility Manager
c/o The Arc Chemung-Schuyler
203 12th Street
Watkins Glen, NY 14891
p. 607-535-3555

APPENDIX E: Letter Acknowledging Receipt of Complaint

Date

Name

Address

City, State Zip

Dear Name:

This letter is to acknowledge receipt of your complaint against The Arc's Transportation Department 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 this office by contacting our office at (607) 535-3555 or in writing to The Arc Chemung-Schuyler, 203 12th Street, Watkins Glen, NY 14891.

Sincerely,

Gail Walker
Mobility Manager

APPENDIX F: Letter Notifying Complainant that the Complaint Is Substantiated

Date

Name

Address

City, State Zip

Dear Name:

The matter referenced in your letter dated _____ against The Arc Chemung-Schuyler alleging Title VI and/or ADA violation has been investigated. (An/Several) apparent 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.

Thank you for calling this important matter to our attention. You were extremely helpful during our review of the program. (If a hearing is requested, the following sentence may be appropriate.) You may be hearing from this office, or from federal authorities, if your services should be needed during the administrative hearing process.

Sincerely,

Gail Walker
Mobility Manager

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

Date

Name

Address

City, State Zip

Dear Name:

The matter referenced in your complaint dated _____ against the The Arc's Transportation Department alleging _____ has been investigated. The results of the investigation did not indicate that the provisions of Title VI of the Civil Rights Act of 1964 nor the American with Disabilities Act of 1990, had in fact been violated. As you know Title VI and ADA prohibit discrimination based on race, color, or national origin in any program receiving federal financial assistance.

The Arc has analyzed the materials and facts pertaining to your case of evidence of the Department's failure to comply with any of the civil rights laws. There was no evidence found that any of these laws have been violated. I therefore advise you that your complaint has not been substantiated and that I am closing the matter in our files.

You have the right to 1) 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 2) 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.

Sincerely,

Gail Walker

Mobility Manager

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

The Arc Chemung-Schuylers 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 office at (607) 535-3555 or schuylercountytransit@arcofcs.org.

APPENDIX I: NYSDOT Public Transportation Programs
Investigations, Complaints & Lawsuits Log

FISCAL YEAR FY:2022

AGENCY: The Arc Chemung-Schuyler
TITLE VI/ADA COMPLAINT OFFICER: Gail Walker, Mobility Manager
E-MAIL: SchuylerCountyTransit@arcofcs.org
CONTACT: (607) 535-3555

REPORTING PERIOD (check appropriate box):

1ST Half
(January-June)

2ND Half
(July-December)

Complete Fiscal Year
(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:2021

AGENCY: The Arc Chemung-Schuyler
TITLE VI/ADA COMPLAINT OFFICER: Gail Walker, Mobility Manager
E-MAIL: SchuylerCountyTransit@arcofcs.org
CONTACT: (607) 535-3555

REPORTING PERIOD (check appropriate box):

1ST Half
(January-June)

2ND Half
(July-December)

Complete Fiscal Year
(January - December)

4. Were any investigations, lawsuits or complaints filed during this period?
There were no investigations, lawsuits or complaints filed during this period.

5. 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.

6. 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:2020

AGENCY: The Arc Chemung-Schuyler
TITLE VI/ADA COMPLAINT OFFICER: Gail Walker, Mobility Manager
E-MAIL: SchuylerCountyTransit@arcofcs.org
CONTACT: (607) 535-3555

REPORTING PERIOD (check appropriate box):

1ST Half
(January-June)

2ND Half
(July-December)

Complete Fiscal Year
(January - December)

7. Were any investigations, lawsuits or complaints filed during this period?
There were no investigations, lawsuits or complaints filed during this period.
8. 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.
9. 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 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-6:00PM
Rural Connections	One morning route, One route Afternoon	7:30Am-8:30AM & 3:00PM-4:30PM
Dial-A-Ride	On Demand	Tues-Friday hours vary by location

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 RouteMatch. In addition, on-time performance is monitored using the tools available within RouteMatch 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.