

The Arc Chemung-Schuyler

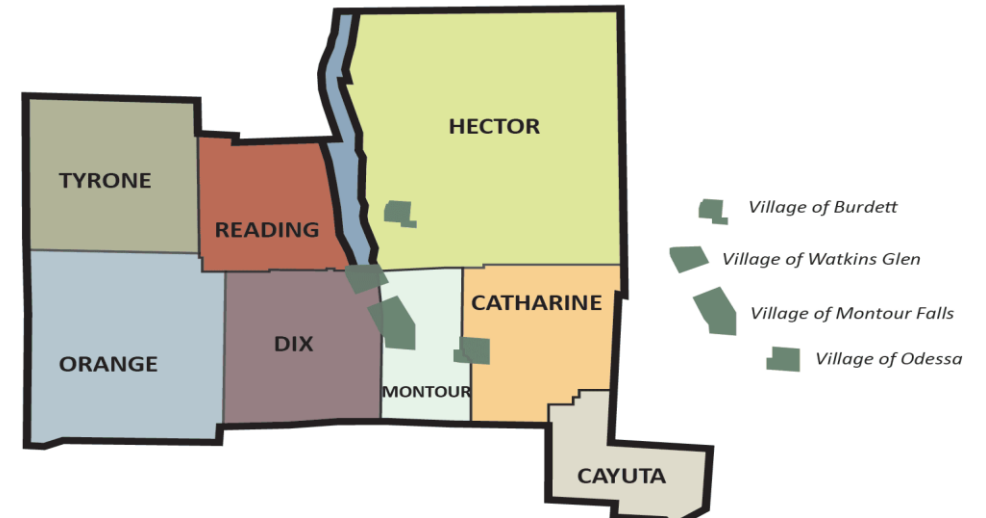
2024 Rural Community Innovations: Transportation Planning Grant

FINAL PRESENTATION



Schuyler County, NY

- 328.3 sq miles
- Divided almost in half by Seneca Lake
- 2nd smallest county in NYS, 11th Least Populated in the NY
- 17,749 people, 54.5 people per square mile
- 22% over 65
- 15.1% Disabled
- 8.9% Veterans
- 13.4% suffer severe housing problems
- 15% at or below Poverty Level
 - 8.9% of those are over 65 YO
- 4.12 % Uninsured, 22.5% on Medicaid, 17.4% Medicare



Building the Advisory Committee

Name	"Their Deets"
Jen Lyn Fisher, The Arc	Mobility Management & Link Line Call Center
Dorthy "Dotty" Asbury, The Arc	Transit Operations & Management
Sal Garozzo, The Arc	CEO, largest provider of services for persons with I/DD in our area
Crystal Kawski, Veterans Services	Represent Veterans
Joan Lindstrom, Schuyler County	Community Planning and Economic Development
Liv Lovejoy, Southern Tier Regional Planning	Sustainability & Planning
Catherine Oberlander, NY Connects	Services & Supports in NYS for people of all ages with any type of disability
Tammy Waite, Office For The Aging	Represent people over 55 and Volunteer Drivers
Frank Doldo, Tompkins County	Transit/Transportation Planning & Sustainability
Nico Piacentini, WG Chamber of Commerce	Employer relationships, economic development
Ashley Kerrick, Catholic Charities	Represent people in poverty
Rae Anne Widmer-Mason, CSS Workforce NY	Represent transportation barriers to employment
Amy Hurd, Centralis Health	Hospital Discharge Planning
Wendy Shutter, The Arc & Later SCOPED	Economic & Community Development/Transit Planning
Debbie Ball, John Ball, Monda Ayers, Wendy Wirth, Jessica Perkins, Mike Cook, Carol Mikoda, Tammy Doane, Barbara Berghoff	Community Members & Transportation users in the community who have disabilities and/or are older

"Being on this committee gives me something to be proud of. I feel like I am a part of something."
-Jessica



Pictured:
Jessica Perkins,
Transit User &
Committee
Member
And
Sal Garozzo,
CEO, The Arc
Chemung-
Schuyler

Outreach Efforts & Methods to Engage

Surveys

- Mass mailed post card with QR Code & Community Meeting Schedule
- Hand delivered to post offices, banks, organizations, libraries, etc..
- Shared on busses, By Phone, and mailed by request

Advertising Blitz

- Public Billboards in our communities
- Digital and in print newspapers, including our weekly free newspapers
- Local radio & TV News Stations, Automated Phone calls, Social Media
- Tabling at community events



Outreach Efforts & Methods to Engage



Sought “Buy In” from local partner agencies to spread the word and get their clients and participants involved.

Three (3) Community Meetings Scheduled

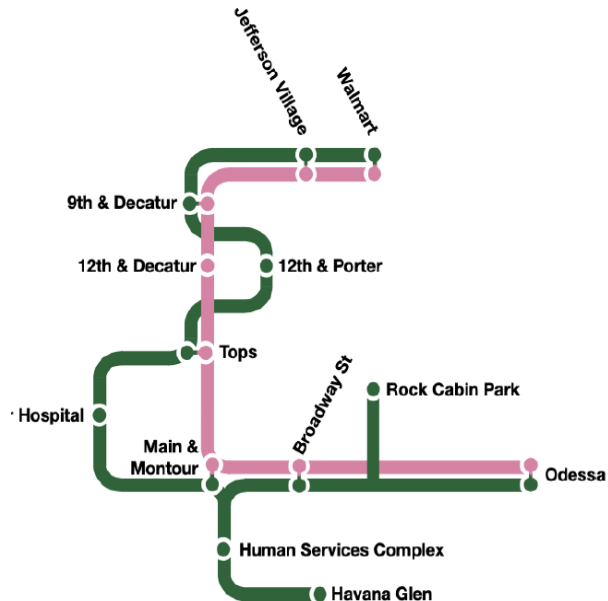
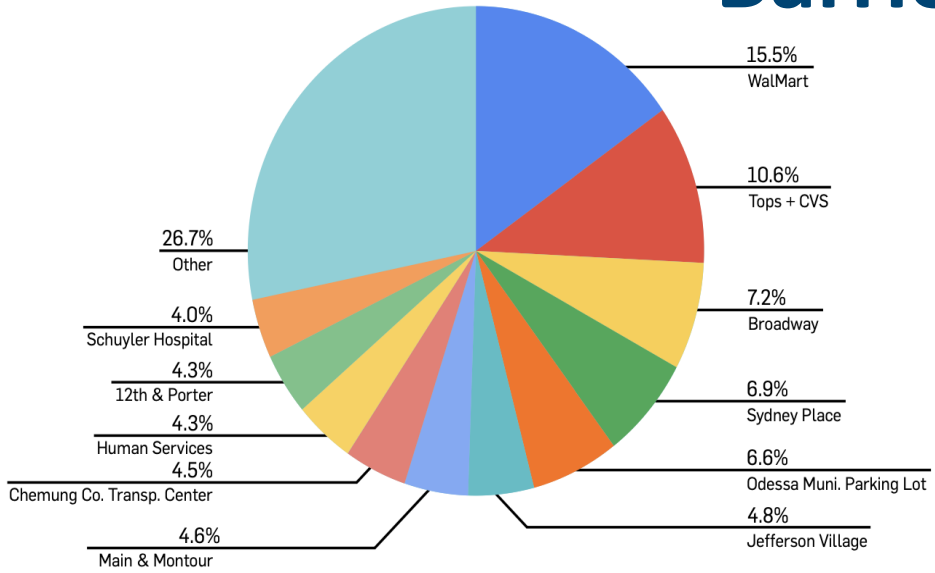
- We brought the meeting to them, in their communities
- Free Transportation provided
- Included engagement activities
- Incentivized by including door prizes drawn at the end of each meeting

Focus Groups

These were designed like the community meetings, but planned to be smaller, drilled down versions



Barriers and Areas of Need



Vs.

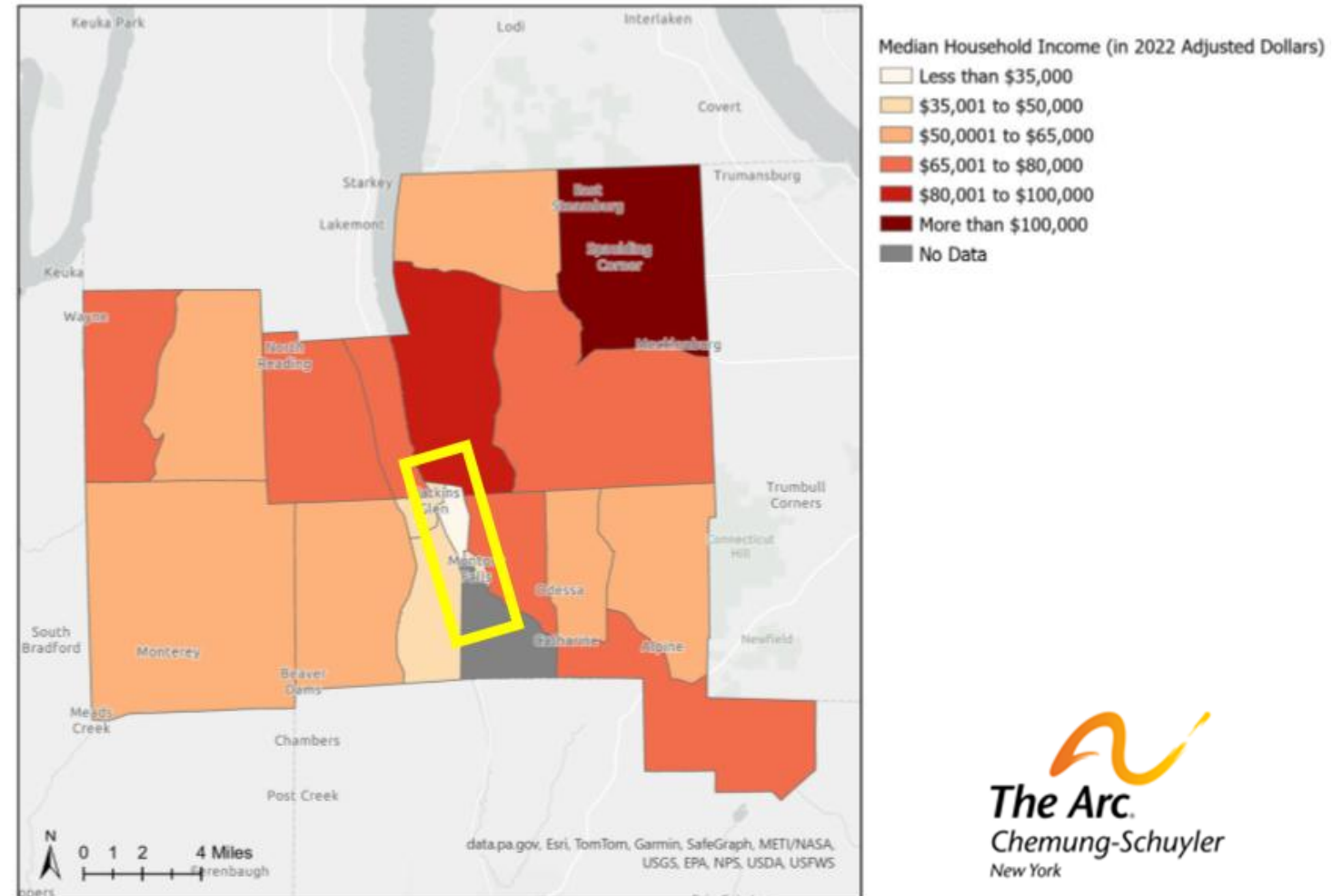


- Improved Service Hours
 - Weekend Service
 - Expanded Dial a Ride Hours
 - Improved Cross System Connections
- Shorter Routes/Express Routes
- Fare Free System
- Driver Recognition/Uniforms/Consistency
- More Easily Accessible Busses
- Service Education / Awareness

What We Learned

- People who use/need transit the most are very well served with all transit routes traveling in the most economically challenged areas (yellow box)
- The areas at the peripheral of our county are higher income, dual car households
- We did not see a demand for fixed route, micro transit, or same day service in the more rural areas – only expanded Dial a Ride Hours – in these more rural areas
- Weekend service, shorter routes, and no fares were top identified barriers

Median Household Income In Schuyler County, NY by Census Block Groups, In 2022 Inflation Adjusted Dollars



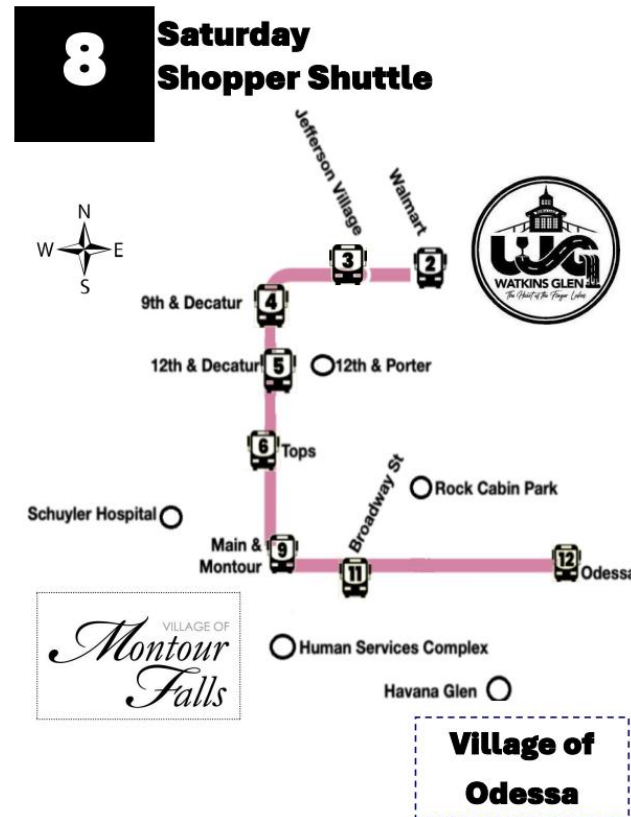
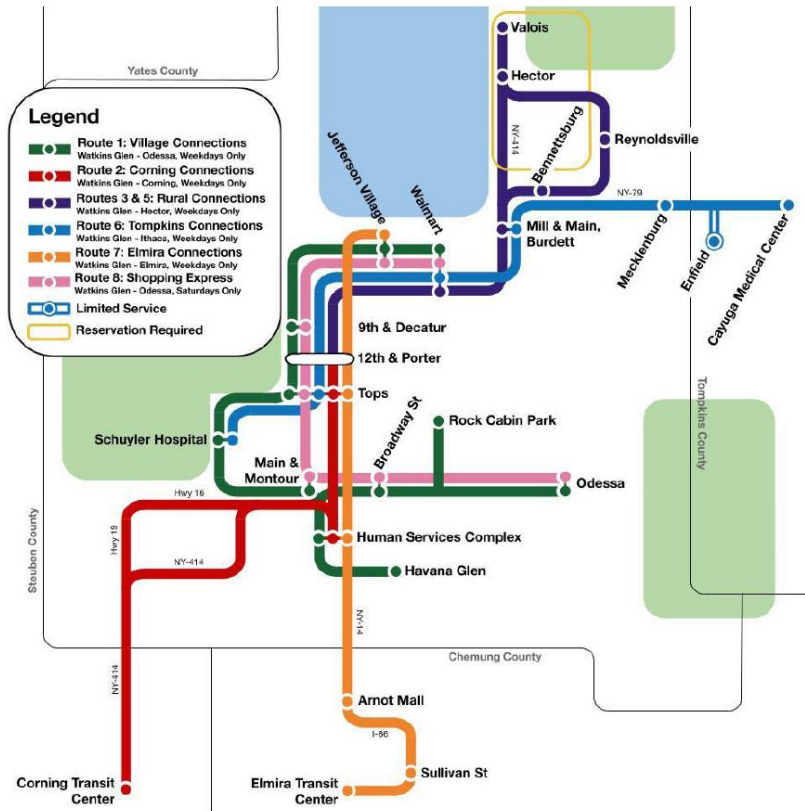


Project Challenges

Engagement is Hard!

- Even by holding the community meetings and focus groups in their communities, with free transportation, people still didn't participate.
- We couldn't get them to come to us, so we went to them!
 - First, we started spending time at the Silver Spoon Café (a congregate meal site for older people) local food banks, church dinners, and Veterans Coffee Talk meetings to conduct impromptu focus groups and gather survey responses.
 - Then we partnered with Office for the Aging, Veterans Services, Workforce NY, and other human services agencies to spread the word almost "one on one"
 - Lastly, we started cold calling and knocking on doors. We created engagement packets that we hand delivered that included a pilot implementation project based on feedback so far.

Implementation: *Testing a new service*



✓ Saturdays (pink)

✓ Shorter Route

✓ Free Fares



Next Steps

1. The Urban and Regional Planning Program (AAP Design Connect) at Cornell University will be conducting a Bus Shelter Study in the Fall/Winter 2025-2026
2. Apply for NRTAP Community Rides Grant – Due 8/29/2025 – for up to \$100,000
 - a. Plan for Year Long Pilot of the Route 8 Shopper Shuttle
 - b. Fare Free System
 - c. Expand Dial a Ride to Monday through Saturday to operate the same times and the Village Connections and Shopper Shuttle Routes
3. We started partnering with local human services agencies to budget a transportation line item to sustain a fare free transit system and expanded Dial a Ride
4. Working with Tompkins County to sign a contract to allow us to modify the Tompkins Connections Route 6 to go to downtown Ithaca and meet the TCAT System for better commuting from Schuyler County to Tompkins County (Cornell has approximately 24,000 employees) where many of our community members work.



Thank You

