

Central New York Regional Transportation Authority
Report on Operations and Accomplishments
New York State Fiscal Year 2019-20

Interstate Route 81 Project

Centro's participation in the planning for the replacement of Route 81 continued throughout the year. Executive and senior staff continued to meeting with various community organizations as well as the leadership of the New York State Department of Transportation.

Tomorrow's Neighborhoods Today

Centro has expanded its public outreach program and is now a regular participant in the City of Syracuse's Tomorrow Neighborhoods Today (TNT) meetings. TNT is a forward-looking collaboration that brings together many different neighborhood stakeholders to make Syracuse a better place to live.

There are eight Sectors; these include Downtown, Westside, Southside, Valley, Eastside, Eastwood, Northside and Lakefront. Centro is committed to regularly participating in discussions involving each sector.

Sector groups comprises individuals, residents, professionals and officials who recognize and understand the varied aspects of each unique neighborhood within Syracuse. Using respectful dialogue, TNT members work together to identify key issues, and problem solve by means of our network of resources.

Southeast Gateway

As a member of the Southeast Gateway Initiative, Centro is participating in initiatives focused on revitalizing the south side of Syracuse. Centro and other civic leaders are assessing the various opportunities and challenges involved with creating an economic development plan to rejuvenate the area south of Adams Street to Martin Luther King Drive, and from SUNY Upstate Medical Center to the Centro parking and maintenance facility.

Transit Ambassadors

Centro launched a Transit Ambassador customer outreach pilot program at its Syracuse Transit Hub. Travel Ambassadors are available to help customers determine the best way to get their destination, provide real-time travel information, direct customers to where they can purchase passes, and answer questions about Centro service and schedules. Each are outfitted in a yellow vest to help customers identify them.

Customer Feedback Session

Centro held customer feedback sessions in Auburn, Rome and Oswego in the past year. Representatives were on hand to recap service changes and allow customers to share thoughts on route improvements, explain available fare media options, educate customers on new technologies / strategies / practices aimed at improving customer service, and respond to questions regarding paratransit services, travel training and employment opportunities.

Rome Transit Center

The City of Rome has begun construction on a new customer transfer facility on W. Liberty Street. The new location will be a climate controlled facility with real time bus information displays and is part of the City of Rome's \$10M Downtown Revitalization Initiative (DRI). The facility is scheduled to be open to the public in 2020.

Census 2020

Centro is partnering with Onondaga County and Lamar Transit on a multi-lingual outreach campaign in support of the 2020 Census. The campaign includes a full bus wrap and interior bus cards that emphasize the need for every individual in our communities to be counted in the census. The campaign kicked off in January of 2020 and will continue through fall 2020.

"Season of Giving" Bus

Centro partnered with The Food Bank of Central New York, the Salvation Army and Lamar transit to wrap a bus encouraging people to donate food items during the Holiday Season. The "Season of Giving" bus was used in several community events, including the annual Stuff a Bus food drive held this year at Walmart in Liverpool and Food for Families event at Tops at Airport Plaza in North Syracuse.

Honor Flight

Honor flight was established to honor America's veterans by transporting them to Washington, D.C. to visit the national memorials dedicated to their service and sacrifice. Help every single war veteran in the greater Syracuse area, willing and capable, to obtain a flight (or a bus-trip) to visit their service memorial at no cost to them. Centro provides shuttle service at Hancock airport for veterans to be able to travel safely and comfortably from the parking lot to the airport terminal. Honor Flight Syracuse continues to execute our ambitious plan to fly at least two (2) missions each year to serve Veterans from the greater Syracuse area – covering ten counties in Central NY, Northern NY, and the Mohawk Valley.