



DATE: August 15, 2025
TO: Authority Members
FROM: Nicholas F. Laino
RE: August 22, 2025

Audit & Finance Committee – 9:00 AM
Board Meeting – 9:30 AM

AGENDA

- 1- Chairman's Report
 - a. Reading of Minutes, July 25, 2025 – Regular Meeting, CNYRTA & Subsidiaries
 - b. Future Committee Meetings
- 2- Chief Executive Officer's Report – Christopher Tuff
 - a. Legislative Matters
 - b. Service Matters
 - c. Senior Staff Reports
- 3- Audit and Finance Committee Report
Finance Report – Vice President of Finance – Melissa Brim
- 4- Old Business
- 5- New Business

This agenda may be amended by the addition or deletion of items for discussion.

BOARD OF MEMBERS

Nicholas F. Laino
Chairman – Oneida County

Anthony Q. Davis Sr.
Vice Chairman – City of Syracuse

Darlene DeRosa Lattimore
Secretary – Cayuga County

Tina M. Fitzgerald
Treasurer – Governor's Office

Neil Burke
Member – City of Syracuse

Robert F. Cuculich
Member – Onondaga County

Julius L. Lawrence Jr.
Member – City of Syracuse

Heather Snow
Member – Oswego County

Louella Williams
Member – Onondaga County

Francis S. Saya III
ATU 580

Christopher Tuff
Chief Executive Officer

THE CENTRAL NEW YORK REGIONAL TRANSPORTATION AUTHORITY
AUDIT AND FINANCE COMMITTEE
200 CORTLAND AVENUE, SYRACUSE, NEW YORK
MINUTES OF THE JULY 25, 2025, AUDIT AND FINANCE COMMITTEE MEETING

MEMBERS PRESENT:

NICHOLAS LAINO, Chair
TINA FITZGERALD, Treasurer
NEIL BURKE
ROBERT CUCULICH
JULIUS LAWRENCE
LOUELLA WILLIAMS
FRANK SAYA, Non-Voting Member

MEMBERS ABSENT:

ANTHONY DAVIS, Vice Chair
DARLENE LATTIMORE, Secretary
HEATHER SNOW

STAFF PRESENT:

CHRISTOPHER TUFF, Chief Executive Officer
JACQUELYN MUSENGO, VP of Human Resources
RAHMIN AZRIA, VP of Operations
BRUCE FONG, VP of Information Technology
GEOFF HOFF, VP of Fleet and Facilities
MELISSA BRIM, VP of Finance
CAITLIN MACCOLLUM, Sr Director of Procurement
BREN DAISS, Sr Director of Service Planning & Special Projects
TARA SPRAKER, Director of Capital Programs
CHRIS MORRALE, Director of Human Resources
CHRISTOPHER KING, Procurement Manager
JASON SMITH, Sr Procurement Analyst
DEREK SHERMAN, Director of Accounting
JOE DEGRAY, Administrative Advisor
SUZANN HENSLEY, Internal Control Manager
JEANNINE JOHNSON, Executive Assistant
JIMMIE HESTER, Bus Operator Syracuse

PUBLIC PRESENT:

BRAD HUNT, Legal Counsel
BARRY SCHULMAN
DEBBIE SCHULMAN
JON MALOFF
DOUG CRONIN, Crown Risk Management

CALL TO ORDER At 9:40 A.M. Chairman Laino called the meeting to order.

- Chairman Laino noted a quorum was present
- The next Committee meeting will be on August 22, 2025

2025-26 FIRST QUARTER FINANCIAL STATEMENTS

Ms. Brim presented a Motion to approve the 2025-26 First Quarter Financial Statements. A copy of the Statements and Motion are attached to these Minutes.

A Motion to approve the 2025-26 First Quarter Financial Statements, as recommended by the Audit and Finance Committee, was raised and forwarded to the Board for approval.

Motion – Neil Burke

Seconded – Robert Cuculich

Carried Unanimously to the Board with a recommendation of approval.

2025 ITC PROPERTY, GENERAL LIABILITY, AND GARAGE KEEPER INSURANCE

Mr. Maloff, Centro's Insurance Broker, presented a Motion to approve the 2025 ITC Property, General Liability and Garage Keeper Insurance. A copy of the Motion is attached to these Minutes.

A Motion to approve the 2025 ITC Property, General Liability and Garage Keeper Insurance, was raised and forwarded to the Board for approval.

Motion – Tina Fitzgerald

Seconded – Louella Williams

Carried Unanimously to the Board with a recommendation of approval.

2025 WORKERS COMPENSATION RENEWAL

Mr. Cronin presented a Motion to approve the 2025 Workers Compensation Renewal. A copy of the Motion is attached to these Minutes.

A Motion to approve the 2025 Workers Compensation Renewal, was raised and forwarded to the Board for approval.

Motion – Louella Williams

Seconded – Tina Fitzgerald

Carried Unanimously to the Board with a recommendation of approval.

EXHAUST EXTRACTION SYSTEMS INSTALLATION

Mr. King presented a Motion to authorize the contract award for Exhaust Extraction Systems Installation. A copy of the Motion is attached to these Minutes.

A Motion to authorize the contract award for Exhaust Extraction Systems Installation to Air Cleaning Systems, in the amount of \$132,889.00, as recommended by the Audit and Finance Committee, was raised and forwarded to the Board for approval.

Motion – Julius Lawrence

Seconded – Neil Burke

Carried Unanimously to the Board with a recommendation of approval.

MINIVAN SERVICE A 2026-2031

Mr. Smith presented a Motion to authorize the contract award for Minivan Service A 2026-2031. A copy of the Motion is attached to these Minutes.

A Motion to authorize the contract award for Minivan Service A 2026-2031 to CNY Cab Service, Inc, for a 5-year term commencing February 1, 2026, as recommended by the Audit and Finance Committee, was raised and forwarded to the Board for approval.

Motion – Julius Lawrence

Seconded – Tina Fitzgerald

Carried Unanimously to the Board with a recommendation of approval.

ADJOURNED

There being no further business to come before the Committee, the Audit and Finance Committee Meeting was adjourned.

Chairman

ATTEST:

Secretary

THE CENTRAL NEW YORK REGIONAL TRANSPORTATION AUTHORITY
(and its Subsidiaries)
200 CORTLAND AVENUE, SYRACUSE, NEW YORK
MINUTES OF THE JULY 25, 2025, BOARD MEETING

MEMBERS PRESENT: NICHOLAS LAINO, Chair
 TINA FITZGERALD, Treasurer
 NEIL BURKE
 ROBERT CUCULICH
 JULIUS LAWRENCE
 LOUELLA WILLIAMS
 FRANK SAYA, Non-Voting Member

MEMBERS ABSENT: ANTHONY DAVIS, Vice Chair
 DARLENE LATTIMORE, Secretary
 HEATHER SNOW

STAFF PRESENT: CHRISTOPHER TUFF, Chief Executive Officer
 GEOFF HOFF, VP of Fleet and Facilities
 RAHMIN AZRIA, VP of Operations
 STEVE KOEGEL, VP of Communication and Business Planning
 BRUCE FONG, VP of Information Technologies
 MELISSA BRIM, VP of Finance
 BREN DAISS, Sr Director of Service Planning & Special Projects
 CAITLIN MACCOLLUM, Senior Director of Procurement
 CHRIS MORREALE, Director of Human Resources
 JOE DEGRAY, Administrative Advisor
 TARA SPRAKER, Director of Capital Programs
 DEREK SHERMAN, Director of Accounting
 CHRISTOPHER KING, Procurement Manager
 PAULA CUTRONE, Sr Manager of Transit Data and Equity
 JASON SMITH, Sr Procurement Analyst
 SUZANN HENSLEY, Internal Control Manager
 JEANNINE JOHNSON, Executive Assistant

PUBLIC PRESENT: BRAD HUNT, Legal Counsel
 BARRY SHULMAN
 DEBBIE SHULMAN

CALL TO ORDER At 10:20 A.M. Chairman Laino called the meeting to order.

- Chairman Laino and the Board Members recited the Pledge of Allegiance
- Chairman Laino noted a quorum was present

UPCOMING MEETINGS

- Chairman Laino announced the following meetings for August 22, 2025:
 - Audit and Finance Meeting – 9:00 AM
 - Board Meeting – 9:30 AM

APPROVAL OF THE JUNE 20, 2025, BOARD MEETING MINUTES - MOTION NO. 2786

Motion – Tina Fitzgerald

Seconded – Julius Lawrence

Carried Unanimously

DEPUTY CHIEF EXECUTIVE OFFICER'S REPORT – Mr. Tuff

Mr. Tuff's written report is attached to these Minutes.

SENIOR STAFF REPORTS

OPERATION/TRANSPORTATION REPORT – Mr. Azria

Operations has received all 7 New Supervisor Vehicles.

Our Operations and Call-A-Bus (CAB) team has completed our annual vendor refresher training. This is a required training, whereby we retrained dozens of drivers over the course of a few weeks. Topics include tie-downs and harnesses, and the training is important to ensure safety standards are being met.

As has been mentioned, we continue to work on finding ways to fulfil as many CAB rides in-house as we are able. Centro recently worked with our union on a few MOU's to continue in this effort.

CALL-A-BUS QUARTERLY REPORT

A CAB Extra Work MOU Extension was signed. The MOU is working well and will be evaluated soon for additional considerations.

A CAB 7th Full Run and 8th potential run at higher staffing levels were signed. This MOU combines a few blocks of work to establish a Full Time run and set a target to add an additional (8th) CAB run once specific staffing levels are reached.

CAB Ridership continues to increase year over year. Consolidated ridership is up 6% over the prior year and we completed 50,619 rides.

Utica CAB ridership saw the largest increase at 22% over the prior year.

Despite the notable increase in ridership compared to last year, we are pleased to report that our budget remains on track with last year.

This achievement can be largely attributed to the enhanced efficiency in scheduling facilitated by the VIA scheduling software.

The software has proven to be instrumental in allowing us to optimize our operations, ensuring that we can accommodate the rising demand of an aging population.

FLEET AND FACILITIES REPORT – Mr. Hoff

GILLIG ROOFS

Mr. Hoff gave an update on the Roofs of Buses. Eight (8) remaining buses required repairs. Completion should be the week of the 28th.

FUELING ISSUES

Mr. Hoff stated CNG Fueling is down to one fueling skid, and it is struggling. Fueling day and night to ensure buses make service. Buses not fueled the night before are fueled in the morning.

A contractor is arriving to help with programing issues and to get the backup skid operational. Also looking into another backup skid. If needed, fueling can be done at National Grid CNG fueling station in Cicero. The new electric skids are estimated to go in around October / November.

DRIVER BARRIER

Mr. Hoff provided an update Driver barriers. We have requested a locking mechanism on the stanchion pole, and are awaiting an engineering spec. sometime in August.

BUSINESS DEVELOPMENT AND CORPORATE COMMUNICATIONS REPORT – Mr. Koegel

Mr. Koegel reported ridership on Centro Bus services continues to increase at all properties. Ridership is up more than 10% for the month of June compared to last year. Mr. Koegel invited Ms. Cutrone to the table who provided the Board with the proposed new service standards for all properties. The Board tabled the Motion for approval until the August Board meeting to allow for revision. Mr. Koegel invited Ms. Daiss to provide an update on special projects.

Bren Daiss, AVP of Communications & Business Planning, addressed the Board to give an update on some of the service-related special projects. She discussed that Centro has completed the first full signup process for Cortland operations, and it was successful. The focus here is on staff training and community integration with Centro's systems and procedures. The team has implemented temporary route changes while conducting community outreach to better understand local needs and educate residents about Centro services.

Ms. Daiss also discussed the Better Bus Oswego project which is progressing well. For this system redesign, Service Development is working to streamline routes and increase frequency based on positive

community feedback from recent outreach efforts. The team plans additional public engagement this summer, followed by public hearings in fall and service changes launching in January 2026. Discussion was had that both expansions in service face ongoing challenges with bus operator availability, though Centro has maintained perfect service reliability in Cortland to date and is running a targeted hiring campaign for the area.

AUDIT AND FINANCE COMMITTEE REPORT

2025-26 FIRST QUARTER FINANCIAL STATEMENTS – MOTION NO. 2787

Ms. Brim presented a Motion to approve the 2025-26 First Quarter Financial Statements. A copy of the Statements and Motion are attached to these Minutes.

A Motion to approve the 2025-26 First Quarter Financial Statements, was raised.

Motion – Louella Williams
Seconded – Neil Burke
Carried Unanimously

2025 ITC PROPERTY, GENERAL LIABILITY AND GARAGE KEEPER INSURANCE – MOTION NO. 2788

Mr. John Maloff, Centro's Insurance Broker, presented a Motion to approve the 2025 ITC Property, General Liability, and Garage Keeper Insurance.

A Motion to approve the 2025 ITC Property, General Liability, and Garage Keeper Insurance as recommended by the Audit and Finance Committee was raised.

Motion – Julius Lawrence
Seconded – Robert Cuculich
Carried Unanimously

2025 WORKERS COMPENSATION RENEWAL – MOTION NO. 2789

Mr. Cronin presented a Motion to approve the 2025 Worker's Compensation Renewal. A copy of which is attached to these minutes.

A Motion to approve the 2025 Workers Compensation Renewal as recommended by the Audit and Finance Committee was raised.

Motion – Neil Burke
Seconded – Julius Lawrence
Carried Unanimously

EXHAUST EXTRACTION SYSTEMS INSTALLATION – RESOLUTION NO. 2662

Mr. King presented a Motion to authorize the contract award for Exhaust Extraction Systems Installation. A copy of the Motion is attached to these Minutes.

A Motion to authorize the contract award for Exhaust Extraction Systems Installation to Air Cleaning Systems, in the amount of \$132,889.00, was raised.

Motion – Louella Williams
Seconded – Neil Burke
Carried Unanimously

MINIVAN SERVICE A 2026-2031- RESOLUTION NO. 2663

Mr. Smith presented a Motion to authorize the contract award for Minivan Service A 2026-2031. A copy of the Motion is attached to these Minutes.

A Motion to authorize the contract award for Minivan Service A 2026-2031 to CNY Cab Service, Inc, for a 5-year term commencing February 1, 2026, was raised.

Motion – Julius Lawrence
Seconded – Louella Williams
Carried Unanimously

PENSION COMMITTEE REPORT

Chairman Laino announced that at the Pension Committee met earlier this morning, Tim Tindall from Alesco Advisors LLC presented the quarterly report regarding the investment of assets in the pension plans of the Authority (salaried and non-salaried) and for Centro of Oneida, Inc. (Utica). After a detailed and lengthy discussion, it was agreed that no action is recommended regarding the respective pension plans at this time.

EXECUTIVE SESSION – MOTION NO. 2790

A Motion to move the meeting into Executive Session to obtain advice from counsel was raised.

Motion – Robert Cuculich
Seconded – Julius Lawrence
Carried Unanimously

No action was taken in Executive Session.

ADJOURNED

There being no further business to come before the Board, the CNYRTA and its Subsidiaries Board meeting was adjourned.

Chairman

ATTEST:

Secretary

Audit and Finance Committee Agenda

Presented by Melissa Brim, Vice President of Finance
August 22, 2025

Board Actions Motions and Resolutions

MOTIONS:

July 31, 2025, Statement of Revenues & Expenditures – M. Brim

RESOLUTIONS:

SUPPLEMENTAL INFORMATION:

Mortgage Recording Tax (MRT) Statement
Statement of Cash Flow
Quarterly Investment Report
Procurement Summary
Capital Program Summary

ITEMS REQUIRING FUTURE BOARD ACTION:

August 31, 2025, Statement of Revenues & Expenditures
September 30, 2025, Statement of Revenues & Expenditures



STATEMENT OF REVENUES AND EXPENDITURES

Central New York Regional Transportation Authority
Preliminary Statement of Revenues and Expenditures
From 04/01/2025 through 07/31/2025
(In Whole Numbers)

	Actual	Budget	Budget Change	% Change to Budget	Prior Year Actual	CY to PY Change	% Change CY to PY
Operating Revenue							
Regular Line Passenger Revenue	1,478,315	1,424,730	53,585	3.8%	1,387,790	90,525	6.5%
Special Line Passenger Revenue	1,792,217	1,733,076	59,141	3.4%	1,636,466	155,751	9.5%
Advertising & Other Revenue	781,121	784,692	(3,571)	-0.5%	784,968	(3,847)	-0.5%
Total Operating Revenue	4,051,653	3,942,498	109,155	2.8%	3,809,223	242,429	6.4%
Operating Expenses							
Salaries & Wages	12,928,463	14,491,201	1,562,738	-10.8%	12,212,646	715,816	5.9%
Other Employee Benefits & Payroll Taxes	1,313,909	1,491,217	177,308	-11.9%	1,277,514	36,395	2.8%
Healthcare Benefits	4,301,463	5,269,380	967,917	-18.4%	4,451,124	(149,661)	-3.4%
Workers Compensation	1,180,535	1,058,700	(121,835)	11.5%	679,415	501,120	73.8%
Pension Benefits	1,377,043	1,694,587	317,544	-18.7%	1,642,874	(265,832)	-16.2%
Risk Management	2,537,311	1,488,740	(1,048,572)	70.4%	769,412	1,767,899	229.8%
Purchased Transportation	1,936,749	2,264,000	327,251	-14.5%	2,084,628	(147,879)	-7.1%
Materials & Supplies	1,563,722	1,648,993	85,272	-5.2%	1,728,025	(164,303)	-9.5%
Services	2,091,113	2,694,140	603,028	-22.4%	1,968,622	122,491	6.2%
Fuel	675,065	954,513	279,449	-29.3%	678,320	(3,256)	-0.5%
Utilities	184,201	247,100	62,899	-25.5%	200,179	(15,978)	-8.0%
Other Expenses	127,527	226,658	99,132	-43.7%	121,032	6,495	5.4%
Total Operating Expenses	30,217,099	33,529,229	3,312,130	-9.9%	27,813,792	2,403,307	8.6%
Non-Operating Revenue							
Operating Assistance	23,252,174	25,558,800	(2,306,626)	-9.0%	22,676,024	576,150	2.5%
Mortgage Tax Revenue	3,556,311	2,530,000	1,026,311	40.6%	2,555,985	1,000,326	39.1%
Gain/Loss on Disposal of Capital	39,181	16,667	22,515	135.1%	15,945	23,237	145.7%
Investment Revenue	378,816	166,768	212,048	127.2%	535,070	(156,254)	-29.2%
Total Non-Operating Revenue	27,226,483	28,272,235	(1,045,752)	-3.7%	25,783,023	1,443,460	5.6%
Operating Income (Loss)	1,061,036	(1,314,497)	2,375,533	-180.7%	1,778,455	(717,418)	-40.3%
Capital Contributions							
Federal Grants	855,865	0	855,865	0.0%	930,351	(74,486)	-8.0%
State Grants	135,991	0	135,991	0.0%	354,437	(218,446)	-61.6%
Total Capital Contributions	991,855	0	991,855	0.0%	1,284,788	(292,932)	-22.8%
Non-Operating Expenses							
Depreciation Expense	4,759,344	0	(4,759,344)	0.0%	3,745,879	1,013,466	27.1%
Total Non-Operating Expenses	4,759,344	0	(4,759,344)	0.0%	3,745,879	1,013,466	27.1%
Change in Net Position	(2,706,453)	(1,314,497)	(1,391,956)	105.9%	(682,636)	(2,023,817)	296.5%
Net Position - Beginning of Year	(125,571,224)	0	(125,571,224)	0.0%	(215,991,016)	90,419,792	-41.9%
Total Net Position - Beginning of Year	(125,571,224)	0	(125,571,224)	0.0%	(215,991,016)	90,419,792	-41.9%
Net Position - End of Year	(128,277,677)	(1,314,497)	(126,963,180)	9658.7%	(216,673,652)	88,395,976	-40.8%



STATEMENT OF REVENUE AND EXPENDITURES

After four months ending July 31, 2025, the Authority reports a consolidated operating income of \$1.1 million, excluding capital contributions and non-operating expenses. This positive result reflects strong operating performance in the early part of the fiscal year.

Operating Revenues

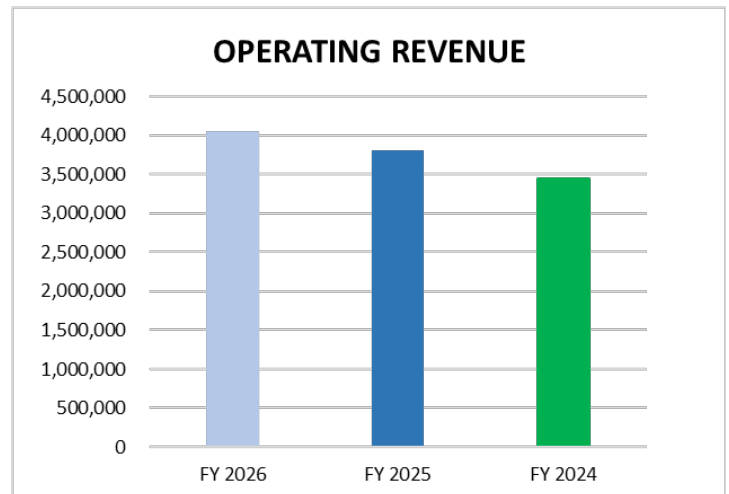
Total operating revenues amount to \$4 million, representing a \$242 thousand (6.4%) increase compared to the same period in the prior year. Revenues also exceeded budget projections by \$107 thousand (2.8%), driven by higher-than-anticipated service demand and revenue recovery efforts.

	Actual	Budget	Budget Change	% Change to Budget	Prior Year Actual	CY to PY Change	% Change CY to PY
Operating Revenue							
Passenger Revenues	3,270,532	3,157,806	112,726	3.6%	3,024,256	246,276	8.1%
Advertising & Other Revenue	781,121	784,692	(3,571)	-0.5%	784,968	(3,847)	-0.5%
Total Operating Revenue	4,051,653	3,942,498	109,155	2.8%	3,809,224	242,429	6.4%

Passenger revenues are performing 3.6% over budget expectations, and 8.1% over prior year.

Regular line passenger revenues are performing 3.8% above budget expectations and 6.5% higher than the same period last year. This positive trend is largely driven by stronger-than-anticipated farebox collections and increased revenue from Mobility on Demand (Move) services. Total ridership for both fixed-route and demand-response services has grown 8.5% year-over-year, reflecting greater use of public transit in our community. These gains have been partially offset by lower-than-expected pass sales.

Special line passenger revenues are performing 3.4% above budget expectations and 9.5% higher than the prior year. This favorable performance is primarily the result of scheduled contract rate increases and increased contracted service request.



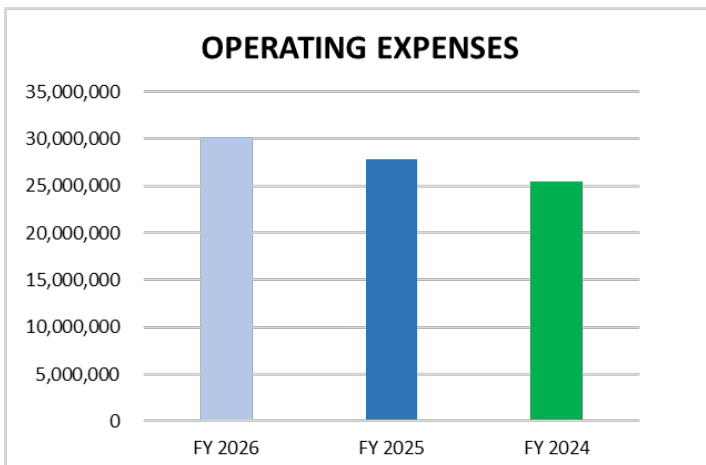
Advertising and other revenues are performing inline with budget expectations and prior year.



Operating Expenses

As of July 31, 2025, total operating expenses total \$30.2 million, representing a \$2.4 million (8.6%) increase compared to prior year. Current year expense are performing \$3.3million (9.9%) under the budgeted expectations.

	Actual	Budget	Budget Change	% Change to Budget	Prior Year Actual	CY to PY Change	% Change CY to PY
Operating Expenses							
Personnel Expenses	21,101,413	24,005,085	2,903,672	-12.1%	20,263,573	837,840	4.1%
Non-Personnel Expenses	9,115,688	9,524,144	408,456	-4.3%	7,550,218	1,565,470	20.7%
Total Operating Expenses	30,217,101	33,529,229	3,312,128	-9.9%	27,813,790	2,403,311	8.6%



Personnel expenses are performing \$2.9 million (12.1%) below budget expectations and are \$2.4 million (4.1%) higher than the same period last year. All personnel expense categories are currently under budget with the exception of Workers' Compensation, which is elevated due to current-period claim costs and the presence of seven more open claims compared to last year.

It is important to note that the personnel budget is based on full staffing for the entire fiscal year. Ongoing vacancies, particularly among bus operators and administrative staff, continue to be a primary driver of the favorable budget variance.

On a year-over-year basis, most personnel-related expenses have increased, with the exception of healthcare and pension benefits. Healthcare expenses have declined due to 1,809 fewer claims and 9,777 fewer services provided. Excellus premiums are under budget due to fewer enrolled members, particularly in Cortland County.

Pension expenses are trending below prior-year levels as well. This reduction is largely the result of the annual actuarial valuation and lower 401(a) plan costs, as the majority of May contributions were funded using forfeited funds from the forfeiture account.

Non-personnel expenses are \$408 thousand (4.3%) below budget expectations but \$1.5 million (20.7%) higher than the same period last year.

All non-personnel expense categories are currently at or below budget, with the exception of Risk Management. Most categories are trending in line with, or slightly below, prior-year levels, with the notable exceptions of Risk Management and Services.

Risk Management expenses are 70.4% over budget and more than 100% higher than last year. This variance is driven primarily by costs related to self-insurance claims under CNYRTA's Auto GL policy, stemming from incidents in prior years.

Services expenses are currently under budget but remain above prior-year levels. The favorable budget variance is largely due to timing, as planned expenditures for advertising, marketing, training, and software licensing/maintenance are anticipated but have not yet occurred. This is partially offset by service-related work already underway in Cortland in preparation for staff relocating to the Grant Street facility. The year-over-year increase reflects costs for outside services performed at the Grant Street location ahead of the move.



Non-Operating Revenues

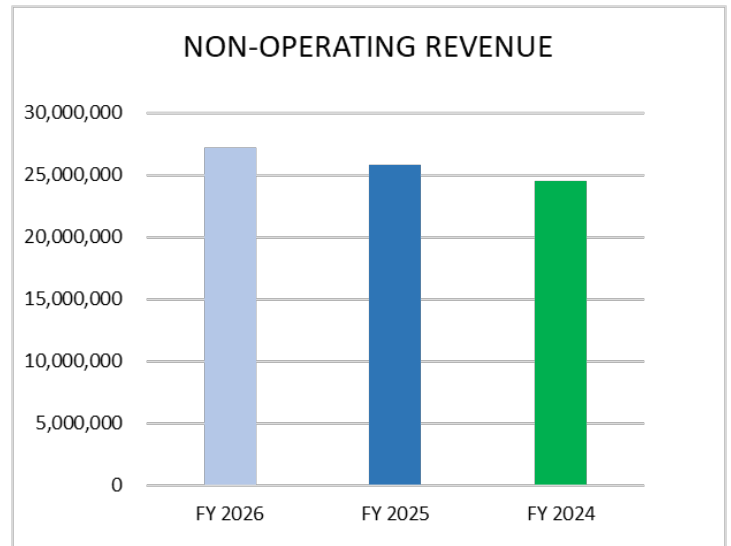
Non-operating revenues total \$27.2 million, which are \$1 million (7.4%) under budget expectations, and are reflecting a \$1.4 million (5.6%) increase over prior year.

	Actual	Budget	Budget Change	% Change to Budget	Prior Year Actual	CY to PY Change	% Change CY to PY
Non-Operating Revenue							
Operating Assistance	23,252,174	25,558,800	(2,306,626)	-9.0%	22,676,024	576,150	2.5%
Mortgage Tax Revenue	3,556,311	2,530,000	1,026,311	40.6%	2,555,985	1,000,326	39.1%
Gain/Loss on Disposal of Capital	39,181	16,667	22,515	135.1%	15,945	23,237	145.7%
Investment Revenue	378,816	166,768	212,048	127.2%	535,070	(156,254)	-29.2%
Total Non-Operating Revenue	27,226,482	28,272,235	(1,045,752)	-7.4%	25,783,023	1,443,460	5.6%

Operating assistance revenues are 7.4% below budget expectations but remain 5.6% higher than the same period last year. This variance is the result of a strategic approach to revenue recognition. While State Transit Operating Assistance (STOA) has increased, the Authority utilized conserved federal and state Preventive Maintenance (PM) funds in July. The use of these conserved PM funds is evaluated on a month-to-month basis and will be applied in months with higher operating costs.

Mortgage tax revenues are performing exceptionally well, 40% above budget expectations and 39% higher than last year. This growth reflects a healthy real estate market; however, given the inherent volatility of this revenue source, the Authority will continue to closely monitor trends and apply conservative financial planning practices.

Investment revenues are exceeding budget expectations by over 100% and are 29% under prior year. With investment yields performing between 4.18% and 4.30%, the Authority will continue to seek opportunities to invest idle cash strategically, while ensuring sufficient liquidity is maintained to support ongoing operations.



INVESTMENT REPORT

Central New York Regional Transportation Authority
Inventory of Existing Investments
As of 07/31/2025
(In Whole Numbers)

Cash Investments	Institution	Interest Rate	Amount	Total
Unrestricted - Operating Funds				
Commercial Savings - General Fund	M&T Bank	2.50%	\$11,163,006	
Commercial Savings - Farebox Collection	JP Morgan	1.65%	\$75,544	
				<u>\$11,238,550</u>
Board Designated - Funded Reserves				
Commercial Savings - Health Reserve	M&T Bank	2.50%	\$3,222,504	
Commercial Savings - Insurance Reserve	M&T Bank	2.50%	\$2,857	
Commercial Checking - Capital Reserve	JP Morgan	1.65%	\$833,049	
Commercial Checking - Paratransit Reserve	JP Morgan	1.65%	\$91,041	
				<u>\$4,149,451</u>
Total Cash Investment Value				<u>\$15,388,001</u>

Investments	Institution	Yield	Term	Market Value	Purchase Date	Maturity Date	Maturity Value
Operating Funds							
Treasury Bill - Operating Funds	JP Morgan	4.18%	2 mo.	\$5,018,124	07/31/2025	09/23/2025	\$5,050,000
Board Designated - Funded Reserves							
Treasury Bill - Capital Reserve	JP Morgan	4.19%	2 mo.	\$3,023,912	07/15/2025	09/09/2025	\$3,038,000
Treasury Bill - Capital Reserve	JP Morgan	4.19%	2 mo.	\$2,002,025	05/20/2025	07/15/2025	\$2,013,000
Treasury Bill - Insurance Reserve	JP Morgan	4.19%	3 mo.	\$4,287,959	06/13/2025	09/11/2025	\$4,309,000
Treasury Bill - Paratransit Reserve	JP Morgan	4.30%	2 mo.	\$5,230,766	06/24/2025	08/19/2025	\$5,242,000
Total Investment Values				<u>\$19,562,786</u>			<u>\$19,652,000</u>



MORTGAGE RECORDING TAX STATEMENT

<u>Actual Receipts YTD</u>						<u>Budget Variance YTD</u>			
	<u>FY-23</u>	<u>FY-24</u>	<u>FY-25</u>	<u>FY-26</u>	<u>\$ vs PY</u>	<u>% vs PY</u>	<u>FY-26 Bud</u>	<u>\$</u>	<u>%</u>
	3,337,292	2,591,592	2,551,000	3,556,311	1,005,311	39.4%	2,530,000	1,026,311	40.6%

	<u>Actual</u>	<u>Actual</u>	<u>Actual</u>	<u>Actual</u>	<u>Actual</u>	<u>YTD</u>	<u>Budget</u>	<u>Actual Vs</u>	<u>YTD</u>
	<u>FY-23</u>	<u>FY-24</u>	<u>FY-25</u>	<u>FY-26</u>	<u>vs PY</u>	<u>vs PY</u>	<u>FY 26</u>	<u>Budget</u>	<u>Variance</u>
April	899,181	761,875	537,226	690,885	28.6%	373.6%	545,000	26.8%	26.8%
May	778,198	557,104	622,405	884,530	42.1%	266.0%	600,000	47.4%	37.6%
June	807,832	621,109	512,679	971,182	89.4%	227.9%	625,000	55.4%	43.9%
July	852,081	651,504	878,691	1,009,715	14.9%	246.5%	760,000	32.9%	40.6%
August	1,213,405	736,644	739,495	0			750,000		
September	755,804	643,528	668,431	0			725,000		
October	658,916	737,317	880,437	0			775,000		
November	819,898	613,698	824,214	0			760,000		
December	567,517	640,840	704,965	0			660,000		
January	682,916	743,819	730,141	0			630,000		
February	624,144	547,438	525,142	0			625,000		
March	734,415	425,398	636,968	0			635,000		
Totals	<u>9,394,307</u>	<u>7,680,275</u>	<u>8,260,794</u>	<u>3,556,311</u>			<u>8,090,000</u>		

<u>County Receipts - July</u>	<u>FY-26</u>	<u>FY-25</u>	<u>\$</u>	<u>%</u>
Onondaga	584,445	639,346	(54,901)	-9%
Oswego	190,325	77,410	112,916	146%
Cayuga	58,866	34,878	23,988	69%
Cortland	26,684	-	26,684	
Oneida	149,394	127,058	22,336	18%
Total	1,009,715	878,691	131,023	0.15



STATEMENT OF CASH FLOW

Central New York Regional Transportation Authority
Statement of Cash Flow
As of 07/31/2025
(In Whole Numbers)

Cash Flows from Operating Activities:

Operating Receipts from Fares, Contract Bill & Misc Items	\$ 779,827
Mortgage Tax Receipts	971,182
Investment Transfer	(2,000,000)
Payments to Vendors & Bank Fees	(2,956,897)
Payments for Employee Benefits	(718,526)
Payments of Payroll Related Wages & Liabilities	(3,806,801)
Net Cash Provided by (Utilized in) Operating	\$ (7,731,215)

Activities**Cash Flows from Capital Activities:**

Federal & State Grants Proceeds for Capital Additions	842,975
Proceeds from Federal Operating Assistance	200,000
Purchases of Capital Assets	0
Net Cash Provided by (Utilized in) Capital Activities	\$ 1,042,975

Net Change in Cash from Operating & Capital Activities

\$ (6,688,241)

General Fund Cash Balances - Beginning of Period

\$ 16,989,330

General Fund Cash Balances - End of Period*

\$ 10,301,090

Reserve Funds:

Insurance Reserve	2,857
Health Insurance Reserve	3,222,504
Capital Reserve Fund	833,049
Paratransit Reserve	91,041
Invested Reserve Funds	19,562,786
Reserve Funds Total	\$ 23,712,237

Total Cash All Sources - End of Period:

\$ 34,013,327

*General Fund Cash Includes General Disbursing and Money Market Accounts Only



PROCUREMENT

ACTIVE PROCUREMENTS

The following open contracts actively moving through the process:

- Real Time Signage
- Bus Shelter and Parking Lot Janitorial Services
- Specialized Transportation- Minivan Services A
- TPA for Prescription Services
- Public Relations
- Exhaust Extraction System Installation
- Term Design and Engineering
- Gasoline- Bulk Delivery

FUTURE PROCUREMENTS

Items requiring future board action:

Within 2 months:

- TPA for Prescription Services
- Gasoline- Bulk Delivery
- Real Time Signage

Within 6 months:

- Bus Shelter and Parking Lot Janitorial Services
- Public Relations
- Term Design and Engineering

REVENUE SERVICE CONTRACTS

LEASE REVENUE CONTRACTS

RTC Unoccupied Space Agreement (Previously Dunkin Donuts)

LEASE AGREEMENTS



CAPITAL PROGRAMS

FEDERAL GRANT FUNDING

NEW OPPORTUNITIES

No new opportunities currently.

PENDING APPLICATIONS

[Low or No Emission Grant Program and the Grants for Buses and Bus Facilities Competitive Program](#), FTA's FY2025 solicitation for projects to be funded through Section 5339(c) are underway. Applications are under review.

[Section 5307 and 5339 Grant Programs Applications](#): The federal fiscal year 2025 draft applications are under review. They include operating and capital assistance for various projects totaling approximately \$16 million in federal funds.

AWARDED APPLICATIONS

No new awards currently.

STATE GRANT FUNDING

NEW OPPORTUNITIES

No new opportunities currently.

PENDING APPLICATIONS

[Section 5311 Grant Program Applications](#): New York State's 2024-2025 solicitation for projects to be funded via FTA Section 5311 Formula Grants for Rural Areas are underway. Applications are under review.

[Supplemental Funds for the Innovative Mobility Initiative](#): \$9.1 million of state-dedicated funds from the federal Carbon Reduction Program (CRP) for *capital expenditures* to support innovative On-Demand transit services. Plans are under review.

[Zero-Emission Transit Transition Program \(ZETT\) Application](#), \$17.5 million of funding to be administered by New York State DOT. Applications are under review.

AWARDED APPLICATIONS

No new awards currently.

CAPITAL PLANNING

The Central New York Regional Transportation Authority's (CNYRTA) Capital Planning Committee continues to meet regularly to evaluate the Authority's capital needs and to plan for both short and long-term improvements in alignment with the Capital Improvement Plan (CIP).

Below are highlights of key projects currently in the execution phase:

- Bus Rapid Transit (BRT) Planning
- Compressed Natural Gas (CNG) Electrical Service Upgrade
- CNG Facility Upgrades
- Oneida Facility Consolidation Planning
- Various Building Improvements and Technology Upgrades





TO: CNYRTA Board of Members
FROM: Christopher Tuff, Chief Executive Officer
RE: Monthly Summary Report – August 2025
DATE: August 13, 2025

Spina Bifida Transportation Summit

On July 27th, I participated in the Spina Bifida Transportation Summit, where I was part of a panel called “Transportation Services Now.” I spoke to the group about the transportation services we provide, focusing on our Call-A-Bus service. I spoke to the group about accessibility to the service, challenges to performing this type of service, and how we gather input to improve the service. The discussion was lively and greatly appreciated by the attendees and me.

Reaching Productivity Milestones (RPM)

From July 28 to August 1, the leadership team and I traveled to the outside properties to celebrate employees for their years of service to the community and to announce our quarterly operator and maintenance employee of the quarter.

Operator of the Quarter – Hal Carroll – 29 years of service

Maintenance Employee of the Quarter – Homer Davis, 39 years of service

Admin Employee of the Quarter – Amber Miller – 11 years of service

The program continues to grow, and it is a great time to celebrate all employees and their accomplishments.

Tompkins-Cortland Community College

On August 8th, Bren and I participated in a call with Tompkins-Cortland Community College (TC3) President Amy Kremenek to discuss the service in Cortland County as TC3 begins to welcome students back to Campus. They would also like to include us in their facilities master plan to provide feedback on the bus pick-up and drop-off area as we continue to increase service to their location.

Various Meetings

Continued meetings to discuss the following items and move these projects forward. The topics include, but are not limited to, Capital Planning, Recruiting, RPM Program, NYPTA, SMTC, Arcadis (Transportation Consultants)

Title VI Program Policies Update Executive Summary

As required by Title VI of the Civil Rights Act of 1964, Centro maintains policies for identifying and analyzing major transit service changes and fare changes to ensure there are no discriminatory impacts.

Centro is required by the Federal Transit Administration to regularly update its Title VI program. Due to service and population changes in the service area, it is necessary to update several key parts of the policies which are summarized below.

Major Service Change Policy

The criteria for a major service change have been updated:

1. from service hours to revenue hours;
2. length of a route to revenue miles; and
3. added criteria related to implementing a new transit route that provides at least 50% of its route miles without duplicating other routes.

The exceptions to criteria were enhanced to include route detours for situations outside of Centro's control.

Fare Change Policy

The fare change policy was added as a separate policy in the document.

The definition of a fare change was specified as either an increase or decrease in the price of any CNYRTA fare or fare product.

Disparate Impact Policy

The disparate impact threshold is being raised from 20% to 30%.

Disproportionate Burden Policy

The disproportionate burden threshold is being raised from 20% to 34%.

The definition of low-income is being updated to refer to persons as opposed to households as follows: A low-income person refers to an individual whose household income is at or below 150 percent of the U.S. Department of Health and Human Services (HHS) poverty guidelines.

The proposed revised policies were made available for public comment from July 1 – July 31, 2025. There were no comments received related to the policy changes or definitions.



Title VI Program Policies

I. Purpose of the Policy

The Federal Transit Administration (FTA) Circular 4702.1 B, "Title VI Requirements and Guidelines for Federal Transit Administration Recipients" effective October 1, 2012) requires that all FTA recipients who operate 50 or more fixed route vehicles in peak service and serve a population of 200,000 or greater, evaluate any fare change or any major service change, during the planning and programming stages.

When planning fare changes or major services changes, the Central New York Regional Transportation Authority (CNYRTA) shall consider if any adverse effect would occur because of the change. CNYRTA shall consider the degree of adverse effects (if any), analyze those effects, and identify any mitigating factors that need to be considered because of the proposed fare change or major service change.

This document contains CNYRTA's definitions and related plans and procedures pertinent to the Major Service Change Policy, Fare Change Policy, Disparate Impact Policy, and Disproportionate Burden Policy.

II. Policy Statement

It is the policy of CNYRTA to solicit and consider public feedback prior to implementing major service changes and/or fare changes. In addition, CNYRTA's Title VI Program objectives are as follows:

- To ensure that transit services are equitably distributed without regard to race, color, or national origin.
- To ensure that the level and quality of transit services are sufficient to provide equal access and mobility for any person.
- To ensure that opportunities to participate in the transit planning and decision-making processes are provided to persons.
- To ensure that decisions on the location of transit services and facilities are made without regard to race, color, or national origin.
- To ensure that corrective and remedial action is taken to prevent discriminatory treatment.

III. Applicability & Participation Eligibility

These standards apply to all properties within the CNYRTA service area, as required by the Federal Transit Administration (FTA) and are consistent with criteria required by the FTA.

IV. Resources & Related Procedures

- Title VI of the Civil Rights Act of 1964
- FTA circular 4702.1B Title VI Requirements and Guidelines for Federal Transit Administration dated October 1, 2012
- Centro's Language Accessibility Plan for Limited English Proficient Persons (June 2025)
- Centro's Public Participation Plan (June 2025)

Title VI Program Policies

V. Definitions

- **Adverse Effect** refers to a geographical or time-based change in transit service which includes but is not limited to span of service changes, frequency changes, route segment elimination, re-routing, or route elimination. An adverse effect is measured by the changes between the existing and proposed service levels that are deemed significant.
- **American Community Survey (ACS)** is an ongoing statistical survey conducted by the U.S. Census Bureau to collect and provide annually updated information about the nation's population, demographics, housing, and social and economic characteristics. The ACS is conducted annually, providing continuous updates on population and housing characteristics. ACS 5-year estimates are produced by aggregating data over a five-year period, making them more reliable for smaller areas and are the preferred data source for minority and low-income demographic data.
- **Disparate Impact** refers to a facially neutral policy or practice that disproportionately affects members of a group identified by race, color, or national origin, where the recipient's policy or practice lacks a substantial legitimate justification and where there exists one or more alternatives that would serve the same legitimate objectives but with less disproportionate effect on the basis of race, color, or national origin.
- **Disproportionate Burden** refers to a neutral policy or practice that disproportionately affects low-income populations more than non-low-income populations. A finding of disproportionate burden requires the recipient to evaluate alternatives and mitigate burdens where practicable.
- **Fare Changes** are defined as either an increase or decrease in the price of any CNYRTA fare or fare product.
- **Low-Income Person** refers to an individual whose income is at or below 150 percent of the U.S. Department of Health and Human Services (HHS) poverty guidelines.
- **Low-Income Population** refers to any readily identifiable group of low-income persons who live in geographic proximity, and, if circumstances warrant, geographically dispersed/transient persons (such as migrant workers or Native Americans) who will be similarly affected by a proposed CNYRTA program, policy, or activity.
- **Major Service Changes** are defined as an increase or decrease in service on a fixed route that either changes the number of revenue hours operated on any individual route or combination of routes, by 25% or more; changes the number of revenue miles on any individual route or combination of routes, by 25% or more; or the implementation of a new transit route that provides at least 50% of its route miles without duplicating other routes.
- **Minority Person** refers to an individual who identifies as being part of any racial or ethnic groups aside from white, non-Hispanic.
- **Minority Population** refers to any readily identifiable group of minority persons who live in geographic proximity, and, if circumstances warrant, geographically dispersed/transient persons (such as migrant workers or Native Americans) who will be similarly affected by a proposed CNYRTA program, policy, or activity.
- **Service Area** refers to the geographic area in which CNYRTA is authorized by its charter to provide service to the public. As of March 31, 2025, the following counties are included in the CNYRTA service area: Cayuga, Cortland, Oneida, Onondaga, and Oswego.

Title VI Program Policies

VI. Policy Detail

a. Major Service Change Policy

A Major Service Change is defined as an increase or decrease in service on a fixed route meeting at least one of the following criteria:

- 1) Changes the number of revenue hours operated on any individual route or combination of routes, by 25% or more.
- 2) Changes the number of revenue miles on any individual route or combination of routes, by 25% or more.
- 3) The implementation of a new transit route that provides at least 50% of its route miles without duplicating other routes.

Exceptions to these criteria include:

- School trippers
- Contracted service
- Seasonal service
- Route detours due to circumstances beyond CNYRTA'S control, including but not limited to road and/or lane closures, construction, emergency service roadblocks, fiscal crisis, civil demonstrations, lack of winter maintenance including plowing, salting, and sanding that may lead to unsafe driving conditions, or any other uncontrollable circumstance.
- Route detours due to natural disasters such as tornados, flooding, earthquakes, wildfires, or other natural disasters or human-caused catastrophic disasters that may force the suspension of transit service for public safety.
- When a segment of one route is moved to another route, but the revenue hours or miles do not change by 25%.

Temporary service changes (experimental, demonstration, or emergency service changes) may be operated for twelve months or less without a Title VI Service Equity Analysis being completed. If a temporary service change lasts longer than twelve months, then FTA considers the change permanent, and a service equity analysis must be completed if the service otherwise qualifies as a major service change.

All Major Service Changes will be subject to a service equity analysis to evaluate the effects of the service changes on minority and low-income populations. This includes an analysis of adverse effects relating to possible disparate impacts and disproportionate burden.

A public hearing is required for all Major Service Changes. For details regarding public participation practices related to Major Service Changes, refer to Centro's Public Participation Plan dated June 2025.

Title VI Program Policies

b. Fare Change Policy

A fare change is defined as either an increase or decrease in the price of any CNYRTA fare or fare product.

Exceptions:

- “Spare the air days” or other instances when CNYRTA has declared that all passengers ride free to mitigate air pollution.
- Temporary fare reductions for service changes due to events outside of CNYRTA control. The reduction is used as a mitigating measure for altering the customer’s travel patterns.
- Promotional fare reductions lasting less than six months.

Promotional fare changes that last longer than six months are considered a permanent change by FTA, and a fare equity analysis must be completed.

All Fare Changes will be subject to a fare equity analysis to evaluate the effects of the fare change on minority and low-income populations. This includes an analysis of adverse effects relating to possible disparate impacts and disproportionate burden.

A public hearing is required for all Fare Changes. For details regarding public participation practices related to Fare Changes, refer to Centro’s Public Participation Plan dated June 2025.

c. Disparate Impact Policy

The purpose of this policy is to establish a threshold which identifies when adverse effects of a major service or any fare change are borne disproportionately by minority populations.

Centro defines a disparate impact as occurring when the absolute difference between the percentage of minority and non-minority persons affected is at least 30%. A minority person refers to an individual who identifies as being part of any racial or ethnic groups aside from white, non-Hispanic.

The threshold was determined by calculating 1.5 times the systemwide minority average from ACS 5-year 2019-2023 data (20.3%). For simplicity, the calculated value of 30.45% was standardized to 30%.

When a disparate impact is identified, Centro will consider modification of the proposal in order to avoid, minimize, or mitigate the impacts. This Disparate Impact Policy will be applied to all major service, and fare changes.

d. Disproportionate Burden Policy

The purpose of this policy is to establish a threshold which identifies when the adverse effects of a major service change or any fare change are borne disproportionately by low-income populations.

Centro defines a disproportionate burden as occurring when the absolute difference between the percentage of low-income and non-low-income persons affected is at least 34%. A low-income

Title VI Program Policies

person refers to an individual whose household income is at or below 150 percent of the U.S. Department of Health and Human Services (HHS) poverty guidelines.

The threshold was determined by calculating 1.5 times the systemwide low-income average from ACS 5-year 2019-2023 data (22.6%). For simplicity, the calculated value of 33.90% was standardized to 34%.

U.S. Census Bureau ACS tables, including, but not limited to, Ratio of Income to Poverty in the last 12 months, will be used to determine low-income status for the general population. The U.S. Department of Health and Human Services (HHS) Poverty Guidelines table will be used to determine low-income status based on ridership survey responses for number of persons in household and income.

When a disproportionate burden is identified, Centro will consider modification of the proposal to avoid, minimize, or mitigate the impacts. This Disproportionate Burden Policy will be applied to all major service and fare changes.

Service Standards and Policies Executive Summary

The Federal Transit Administration (FTA) Circular 4702.1 B, "Title VI Requirements and Guidelines for Federal Transit Administration Recipients" requires that all FTA recipients who operate fixed route service set system-wide service standards and policies for each specific fixed route mode of service they provide. These standards and policies must address how service is distributed across the transit system and must ensure that the manner of the distribution affords users access to these assets.

The last update of the Service Standards and Policies was in 2019. An update is necessary to align the standards and policies with Centro's expanded service area and fleet, and with customer travel patterns.

Notable revisions to Service Standards:

- **Vehicle Load:** vehicle sizes updated, no change to maximum load standard
- **Vehicle Headway:**
 - Intercity headways defined as being variable
 - CNY Centro Inc. suburban route headways updated to include a range (40-60 minutes or 90-120 minutes)
- **On-Time Performance:** updated performance objective to 85% or greater to match current Clever on-time performance analysis
- **Service Availability** *(revised based on feedback from July Board Meeting):*
 - removed reference to route spacing; added walking distance and speed for urban density (.25 miles from route, 5 minutes at 3mph) and suburban/rural density (.50 miles from route, 10 minutes at 3mph)
 - added bus stop standard for urban population density (minimum of 3 and maximum of 6 stops per mile) and suburban/rural population density (bus stops not more than 2 miles apart) depending on terrain, walkability, and street grid design; added urban, suburban, and rural population density to definitions section of document

Notable revisions to Policies:

- **Transit Amenities:**
 - consolidated policies to apply to all locations
 - changed weekday ridership usage to 15% of the most frequently used bus stops for the service location
 - changed senior usage to a 'substantial number of seniors' as opposed to a specific percentage
 - added additional Intelligent Transportation System (ITS) elements; matched installation criteria to bus shelters
- **Vehicle Assignment:** updated bus type references to better match current fleet

Following the forthcoming Syracuse System redesign, the Service Standards and Policies will be updated as necessary.



CNYRTA Service Standards and Policies

I. Purpose of the Policy

The Federal Transit Administration (FTA) Circular 4702.1 B, "Title VI Requirements and Guidelines for Federal Transit Administration Recipients" effective October 1, 2012) requires that all FTA recipients who operate fixed route service set system-wide service standards and policies for each specific fixed route mode of service they provide. These standards and policies must address how service is distributed across the transit system and must ensure that the manner of the distribution affords users access to these assets.

II. Policy Statement

The Authority's Board of Members adopts the following service standards and service policies in keeping with the Authority's mission and in compliance with FTA Circular C 4702.1B Chapter 4 to ensure service design and operations practices do not result in discrimination on the basis of race, color, or national origin. Service policies differ from service standards in that standards are not necessarily based on a quantitative threshold.

As these standards and policies will be major determinants of the Authority's operating and capital costs, the ability to adhere to them is dependent on the Authority's fiscal position. As such, these standards and policies are "targets." Staff are therefore directed to use their best judgement in providing efficient, cost-effective public transportation within the confines of the Authority's fiscal means.

III. Applicability & Participation Eligibility

These standards apply to Centro's service areas as required by the Federal Transit Administration (FTA) and are consistent with the criteria required by the FTA. Most standards apply universally to all garage locations, while others are designated as CNY Centro Inc. (Syracuse) or Small UZA (Utica)/Non-UZA (Auburn, Cortland, Oswego, Rome).

IV. Resources & Related Procedures

- Title VI of the Civil Rights Act of 1964
- FTA circular 4702.1B Title VI Requirements and Guidelines for Federal Transit Administration dated October 1, 2012

V. Definitions

- **On-Time Performance** is a measure of trips completed as scheduled.
- **Rural Population Density** is defined as less than 1,800 persons per square mile.
- **Service Availability** is a general measure of the distribution of routes within a transit provider's service area, characterized by the average walking distance to a bus line.
- **Suburban Population Density** is defined as 1,800 to 3,600 persons per square mile.

CNYRTA Service Standards and Policies

- **Transit Amenities** are items of comfort, convenience, and safety available to the general riding public.
- **Urban Population Density** is defined as 3,600 or more people per square mile.
- **Vehicle Headway** is the amount of time between two vehicles traveling in the same direction on the same route.
- **Vehicle Assignment** is the process by which transit vehicles are placed into service in depots and on routes throughout the transit provider's system.
- **Vehicle Load** is the ratio of passengers on board to the number of seats available on a vehicle, at the vehicle's maximum load point.

VI. Policy Detail for Service Standards

FTA requires all fixed route transit providers to develop quantitative standards for all fixed route modes of operation for the indicators listed below.

a. Vehicle Load

Vehicle load is a metric expressed as the ratio of passengers on board to the number of seats available on a vehicle, at the vehicle's maximum load point.

The vehicle fleet at each garage facility is to be matched to the ridership patterns and volume of customers served.

CNY Centro Inc.:

- Regular route loadings in the urbanized Syracuse region require most of the fleet to be 40-foot buses. Within the 40-foot category, various seating configurations yield between 30 and 38 seats.

Small UZA/Non-UZA:

- Regular route loadings in Utica, and the non-urbanized areas of Auburn, Oswego, and Rome require various sized vehicles to meet the local ridership demand. Within these service areas, bus sizes range from 29 to 40 feet in length with seating capacities ranging from 24 to 38 seats. Several 40-foot coach vehicles are assigned to intercity service. Coach style vehicles have 40-49 seats and a max load of 100% seating capacity.
- The Cortland fleet was inherited from Cortland Transit and is comprised of medium duty cutaways with seating capacities between 17 and 19 seats and 35-foot buses with seating capacities between 26 and 34 seats. The max load on the current Cortland fleet is 100% of seating capacity.

The variety of service area characteristics, vehicle types, amenities, and seating configurations make identification of a "one size fits all" vehicle load standard difficult. To the extent possible, except where previously noted, the following vehicle load guidelines should be used in service planning:

TIME PERIOD	% OF SEATING CAPACITY/MAXIMUM LOAD
Peak – Maximum any 1 trip	155%
Peak – 1 hour average	130%
Non-peak average	100%

CNYRTA Service Standards and Policies

b. Vehicle Headway

A “headway” is the time interval between two vehicles traveling in the same direction on the same route.

As with the vehicle load standard, vehicle headways are tailored to the route’s ridership characteristics and patterns. To the extent possible, Centro should strive to achieve the following minimum vehicle headways listed in minutes:

CNY Centro Inc. (Syracuse)

AREA TYPE	WEEKDAY PEAK PERIOD	WEEKDAY NON-PEAK PERIOD	SATURDAY	SUNDAY
Urban	30 - 40	45 - 60	60 - 80	60 - 80
Suburban	40 - 60	90 - 120	90 - 120	90 - 120
Intercity	Variable	Variable	Variable	Variable

Small UZA (Utica) / Non-UZA (Auburn, Cortland, Oswego, Rome)

AREA TYPE	WEEKDAY PEAK PERIOD	WEEKDAY NON-PEAK PERIOD	SATURDAY	SUNDAY
Urban	30 - 45	45 - 60	45 - 60	N/A
Suburban	45 - 60	60 - 90	60 - 90	N/A
Intercity	Variable	Variable	Variable	Variable

Notes:

- More frequent headways may be provided if warranted by passenger loads.
- Specialized services may be designed to only make trips as required by passenger demand. Service on such routes may be scheduled to extend outside of the vehicle headway guidelines.
- Intercity bus service is determined by customer demand and available funding, and in many cases, services are considered performed as a matter of policy. Services are variable and changeable due to staffing and trip connections and are dependent upon available resources.

c. On-Time Performance

On-time performance is a measure of trips completed as scheduled. Adherence to a published schedule is critical to ensure reliability of service to the public.

- 1) A vehicle is considered on time if it departs a scheduled timepoint no more than 5 minutes late. Centro’s on-time performance objective is 85% or greater.
- 2) Any bus line exceeding 15% of trips late will be defined as having a schedule adherence problem and steps will be taken to rectify the situation.
- 3) No trips should leave a terminal or time point ahead of schedule.

CNYRTA Service Standards and Policies

- 4) Wherever practical, recovery time should be built into running times and used as a management tool to support schedule adherence. Recovery time should be minimal but sufficient to maintain timely schedules under most conditions.

d. Service Availability

Service availability is a general measure of the distribution of routes within a transit provider's service area. Centro's service area is vast and encompasses the entirety of five separate counties. Bus service is concentrated within and surrounding the cities. Centro defines service "availability" as the average walking distance to a bus line. Factors that affect the public's perception of the availability of transit services include the land use pattern adjacent to bus routes and stops, topography, the presence of sidewalks and the condition of the bus stop area in clear weather and inclement weather.

In areas of urban population density, Centro provides walk-on access to persons residing within .25 miles of a bus route (5 minutes at 3 mph average walking speed). In areas of suburban/rural population density, Centro's walk-on access increases to .50 miles (10 minutes at 3 mph).

In terms of bus stops, persons living in areas of urban population density are afforded a minimum of 3 and a maximum of 6 bus stops per mile and persons living in areas of suburban/rural population density are afforded bus stops not more than 2 miles apart. These standards depend on terrain, walkability, and street grid design. Highway mileage is not included as vehicles are not picking up passengers.

VII. Policy Detail for Service Policies

FTA requires fixed route transit providers to develop a policy for each of the following service indicators.

a. Transit Amenities

The installation of transit amenities along bus routes will be based on the number of passengers boarding at individual bus stops. Transit amenities include bus shelters, benches, schedule panels, and Intelligent Transportation System (ITS) elements used to provide information to the public.

Transit amenities are defined for the current fixed route service and do not apply to future system changes such as Bus Rapid Transit (BRT). The Policy will be updated at such time as BRT is incorporated into the bus system.

1) Bus Shelters

Bus shelters are the most frequently requested transit amenity; however, bus stops are not always physically suitable candidates for a bus shelter. In addition, Centro has limited capital and operating (maintenance) resources to devote to bus shelters. Staff will evaluate each requested shelter location using the criteria below as a guide. Based on the results, a recommendation will be made to the Executive Director or his/her designee for final decision. The decision to install a shelter will include, but not be limited to, the following factors:

- a. Weekday ridership usage at the site must be among the top 15% of the most frequently used bus stops for the service location.

CNYRTA Service Standards and Policies

- b. No alternative shelter is available (i.e., a building entrance/overhang, etc.).
- c. There must be sufficient space to safely install a shelter.
- d. The usage standard may be waived if a substantial number of the riders are seniors or disabled.
- e. All shelters will be compliant with Americans with Disabilities Act guidelines.
- f. Shelters should be installed only where the Authority's equipment investment is deemed to be safe from vandalism.

2) Bus Shelter Benches

Benches are to be installed within bus shelters. If ADA guidelines cannot be met, a bench will not be installed. If the number of passengers waiting at a shelter exceeds the shelter capacity, a bench may not be installed. Free-standing benches without bus shelters are not to be installed due to liability and maintenance concerns.

3) Schedule Panels

Schedule panels are to be installed in shelters wherever possible. In lieu of schedule panels, real-time electronic arrival displays may be installed.

4) Intelligent Transportation System (ITS) elements

ITS is a national program aimed at using modern computers and communications to make travel smarter, faster, safer, and more convenient. ITS elements include real-time messaging signs linked to Centro's automated vehicle location system and voice annunciators for the visually impaired to announce "next bus" arrival times at bus stops. This includes the onboard signage displaying the next stop and customer announcements.

The decision to install ITS elements will include, but not be limited to, the following factors:

- a. A sustainable source of funding is available.
- b. Weekday ridership usage at the site must be among the top 15% of the most frequently used bus stops for the service location.
- c. The usage standard may be waived if a substantial number of the riders are seniors or disabled.
- d. ITS equipment should be installed only where the Authority's equipment investment is deemed to be safe from vandalism.

As new transportation systems and technologies emerge, they will be evaluated for deployment.

Additional ITS elements available to customers include:

- The GoCentroBus mobile app provides access to real-time bus information. Customers can pinpoint real-time bus locations, see estimated bus arrival times, store favorite routes and stops, create customized travel plans, identify the nearest stop using the cell phone's geolocation, and provide feedback with email and photos. The app is available for downloading for free on portable smart devices.
- Track By Text is available to get next scheduled bus arrival times for any Centro bus stop via text message.

CNYRTA Service Standards and Policies

b. Vehicle Assignment

Equipment guidelines must consider the operating characteristics of buses of various lengths, which are to be matched to the operating parameters of the route. Higher capacity buses shall be used on routes with the highest ridership and load factors. Local routes with lower ridership may be assigned lower capacity buses. In addition:

- 1) Bus assignments must be done to ensure that no route is given a disproportionate percentage of old buses or buses without amenities deemed desirable.
- 2) In keeping with Federal Title VI guidelines bus assignments will be made without regard to the race, color or national origin of the population to be served.
- 3) Buses that do not have equipment to accommodate standing passengers should not be used on routes with vehicle loads exceeding 100% of seating capacity.
- 4) Over-the-road-style coaches may be assigned to intercity and suburban routes due to the extended travel distance and the extent of highway travel. As coach-style buses are phased out of the CNYRTA fleet, they will be replaced with low floor buses equipped with high-back seats to accommodate the longer trip duration.

VIII. Monitoring and Updating Service Standards and Policies

Centro routinely reviews and updates its CNYRTA Service Standards and Policies, as necessary. Anticipated updates include the addition of new counties to the Authority and significant changes to the transit system that require different quantitative standards, vehicle types, or amenities. A review of the CNYRTA Service Standards and Policies occurs with each triennial Title VI program submission.

Transit Service Standards Monitoring Program Report

Executive Summary

To ensure compliance with DOT's Title VI Regulations, FTA requires transit providers to monitor the performance of their transit system relative to their system-wide service standards and service policies not less than every three years.

For this report, staff analyzed each fixed route bus line in Onondaga, Oneida, Cayuga, and Oswego Counties. For future reports, a sample of three minority and three non-minority routes shall be included in the report following FTA guidance.

Cortland County is not part of this monitoring program due to the service starting on March 31, 2025, with vehicles that are not capable of producing the data needed for this report.

Through our service standards, Centro strives to ensure a fair bus service for the minority population in our service areas. This is evident in the facts that:

- no buses are overloaded in minority areas,
- the headway of routes is consistent between minority and non-minority areas,
- on-time performance (OTP) is consistent and close to or above established standards on minority and non-minority routes,
- Centro routes serve more minority people compared to each county's average,
- vehicles are assigned fairly and consistently in both minority and non-minority areas, and
- transit amenities tend to be higher in minority areas (likely because we have more riders there).

In addition, system redesigns are in progress for Onondaga and Oswego Counties, following Rome's example to improve headways and the overall customer experience.



TRANSIT SERVICE STANDARDS MONITORING PROGRAM REPORT TITLE VI 2025



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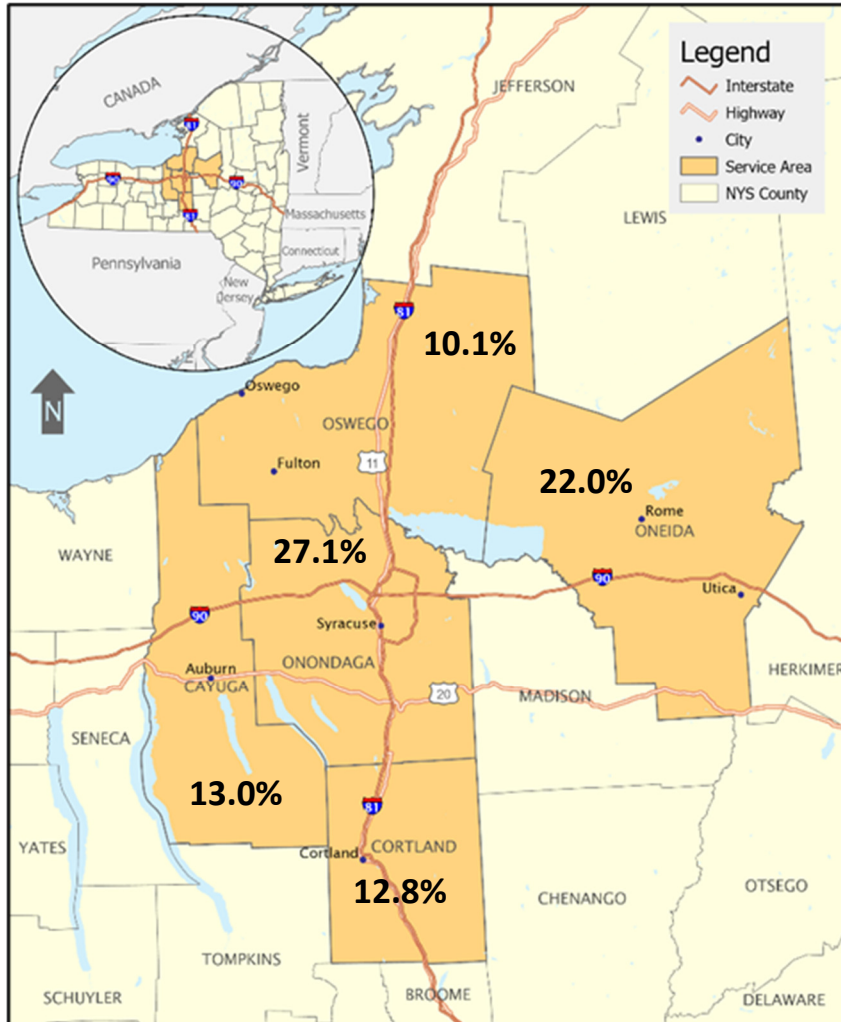


SERVICE METRICS

The six service standards as they apply to minority versus non-minority routes were evaluated in accordance with the CNY Centro Service Standards & Guidelines and the CNYRTA Small UZA and Non-UZA Service Standards & Guidelines. The data utilized is from the September 2024 signup including the October 2024 count week, unless otherwise noted.

Bus routes throughout Onondaga, Oneida, Cayuga, and Oswego counties are included in this report. Cortland County is not part of this report as service began on March 31, 2025. Cortland vehicles lack the technology to generate the data necessary for this report and were not part of our service during the time period analyzed. Cortland will be included in the next report due in 2028 and service metrics will be monitored once data is available.

CNYRTA Service Area Map with Minority Percentage by County



Per the FTA requirement for monitoring transit service, the bus routes were analyzed to determine which routes should be classified as "minority transit routes." A minority transit route is one in which at least 1/3 of the total revenue mileage is in an area in which the percentage of minority population exceeds the percentage of minority population of the service area. The minority population is calculated separately for each county (refer to the map on the left).

For this analysis, CNYRTA calculated the percent of minority population for each census block group. Routes which passed through or adjacent to a census block group were selected and calculations performed to determine the total length of feet/miles of the bus route corresponding to the minority and non-minority designations.

The following data sources and systems were used to compile this report:

- U.S. Census Bureau. "RACE." Decennial Census, DEC Redistricting Data (PL 94-171), Table P1 (SMTC)
- U.S. Census Bureau. "HISPANIC OR LATINO, AND NOT HISPANIC OR LATINO BY RACE." Decennial Census, DEC Redistricting Data (PL 94-171), Table P2
- Esri Living Atlas USA 2020 Census Race and Ethnicity Characteristics, block group
- Ridecheck Plus Ridership Reporting Software
- Trapeze Scheduling Software

Standard 1: Vehicle Load Monitoring

Peak capacity was derived from calculating the maximum average passenger load per hour during the peak timeframe of 6:00 am – 8:00 am for trips in both directions of travel between Monday October 7, 2024, and Friday October 11, 2024.

Time Period Standard	% of Seating Capacity (Max Load)
Peak – Maximum any 1 trip	155%
Peak – 1 hour average	130%
Non-peak average	100%

ONONDAGA COUNTY

Nineteen of the twenty-one minority routes, and all the non-minority routes averaged less than the bus seated capacity of 38 persons. Of the two routes averaging more than 38 persons, both were less than the max load during peak time.

Minority Route	Average Passenger Load
Sy 10	30.2
Sy 16	24.4
Sy 20	24.5
Sy 26	28.6
Sy 30	46.0
Sy 36	27.0
Sy 40	22.8
Sy 48	24.9
Sy 50	6.8
Sy 52	29.3
Sy 54	21.6

Minority Route	Average Passenger Load
Sy 58	11.4
Sy 62	17.0
Sy 64	22.5
Sy 68	21.6
Sy 72	5.2
Sy 74	47.8
Sy 76	25.8
Sy 80	24.2
Sy 84	10.6
Sy 86	27.4
Average	26.0

Non-Minority Route	Average Passenger Load
Sy 46	11.8
Sy 82	11.6
Sy 88	8.0
Sy510	12.6
Average	11.0

ONEIDA COUNTY

All routes averaged well under the seating capacity.

Note: The Rome system redesign went into effect on March 4, 2024. There was a tornado in July 2024 which affected service availability during the count week in October 2024.

Minority Route	Average Passenger Load
Ut 11	6.6
Ut 12	6.4
Ut 14	9.8
Ut 15	9.9
Ut 20	7.5
Ut 22	6.8

Minority Route	Average Passenger Load
Ut 28	8.5
Ut 31	5.2
Rome2	2.5
Rome5	2.9
Rome6	3.5
Average	6.3

Non-Minority Route	Average Passenger Load
Ut 24	11.9
Ut 29	12.3
Ut 30	10.6
Ut 33	5.2
Ut111	16.0
Average	11.2

CAYUGA COUNTY

All routes averaged well under the seating capacity.

Minority Route	Average Passenger Load
Aub 1	6.5
Aub 2	4.4
Aub 3	3.5
Aub 4	4.2
Average	4.6

Non-Minority Route	Average Passenger Load
Aub38	8.0
Average	8.0

OSWEGO COUNTY

All routes averaged well under the seating capacity.

Minority Route	Average Passenger Load
Ful 4	1.6
Ful 5	1.2
Osw1A	1.8
Osw1B	2.3
Osw1C	0.0

Minority Route	Average Passenger Load
Osw1D	2.3
Osw2A	3.4
Osw2C	1.7
Osw2D	3.1
Average	1.9

Non-Minority Route	Average Passenger Load
Mex 3	3.8
Osw46	9.0
Average	6.4

Standard 2: Vehicle Headway Monitoring

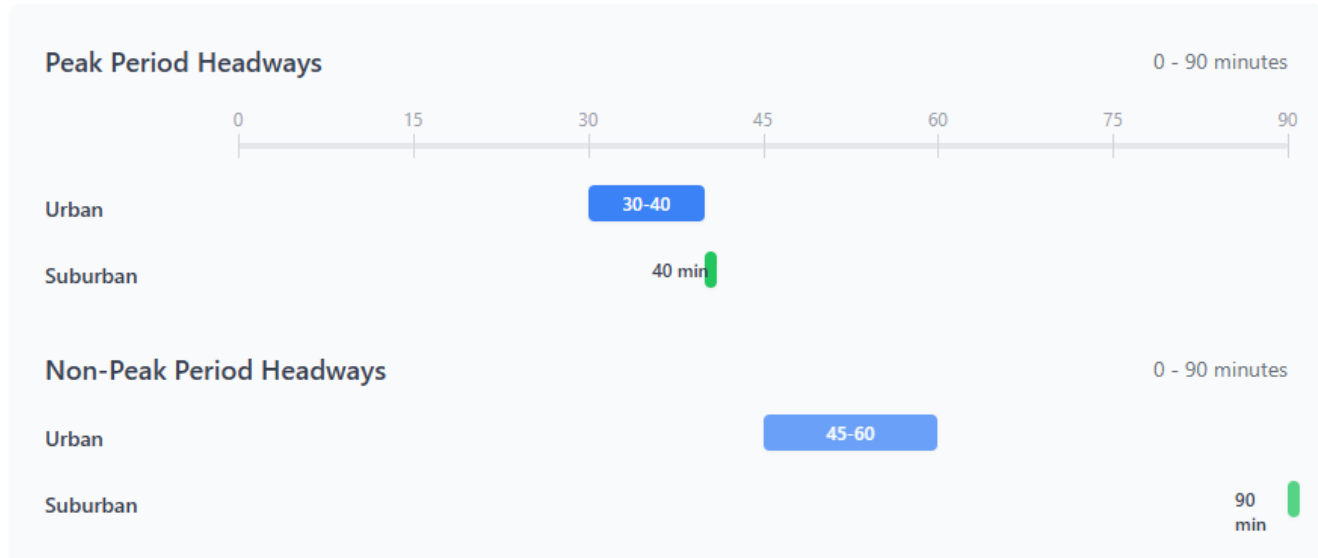
The bus routes were categorized as urban or suburban using geographic information systems (GIS) to analyze the distance the route travels through census block groups classified as such based on 2020 Decennial Census population density. The Syracuse Metropolitan Transportation Council (SMTTC) completed the population density calculations and provided a shapefile (digital vector data with geometric location and attribute information) to Centro staff.

Routes which passed through or adjacent to a census block group were selected and calculations performed to determine the total length of feet/miles of the bus route corresponding to the urban, suburban, and rural designations. Summary calculations were executed to total the length of the urban, suburban, and rural segments and percent of total. Bus lines with over 50% urban routing were designated as 'Urban' while the rest were designated as 'Suburban'.

There are no established Intercity standards due to the variable nature of each route's needs. The average headway in minutes was analyzed for weekdays (AM Peak, PM Peak, and Non-Peak timeframe), Saturdays (full day), and Sundays (full day).

The values depicted in **red** in the following tables represent headways exceeding the standard.

ONONDAGA COUNTY

Onondaga Weekday Headway**Transit Headway Standards - Weekday Service (Minutes)**

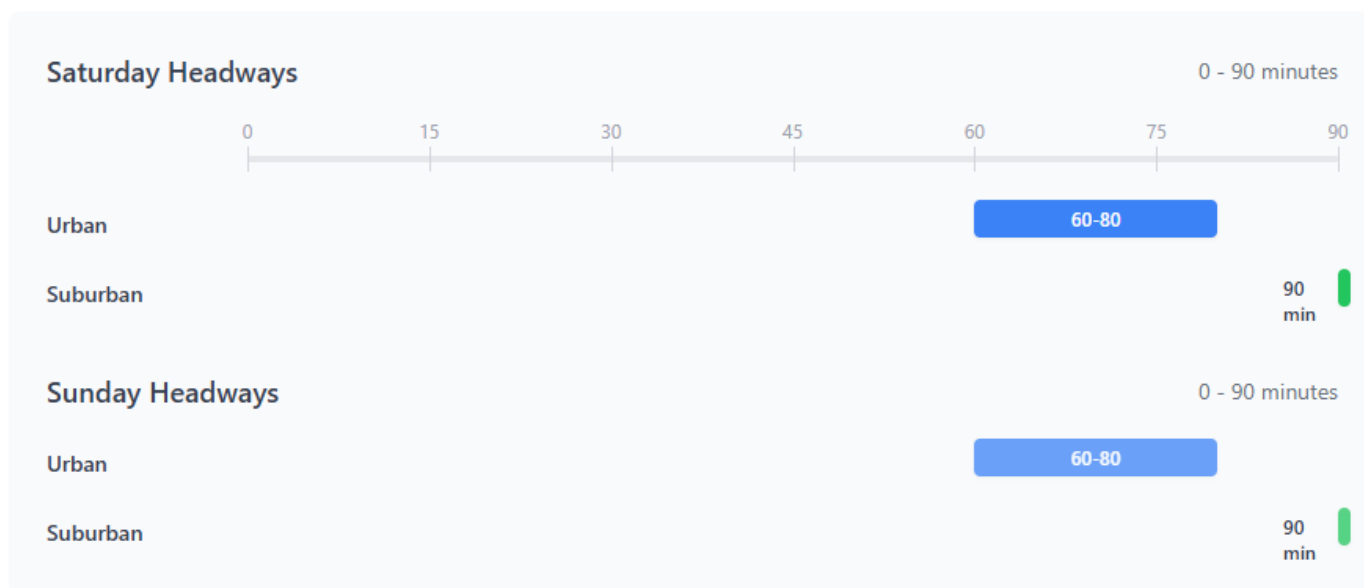
The Sy30 minority route operates limited service to support Nottingham High School and the local neighborhoods, providing transportation to the Transit Hub. Syracuse University has duplicative service in this area. The Sy510 non-minority route operates one inbound and one outbound trip each morning and afternoon as a commuter service.

CNY Centro Inc. adopted the Saturday schedule for Weekday service due to staffing shortages in late summer/early fall 2021. Since then, we have been adding to our new weekday service as operator resources have increased. We are still operating at a deficit and unable to increase service to meet some headway standards. We are in the process of redesigning our Onondaga County bus system to better meet the public's needs.

Minority Route	Route Type	AM Peak	PM Peak	Non-Peak
Sy 10	Urban	20	20	37
Sy 16	Suburban	40	20	38
Sy 20	Suburban	20	20	31
Sy 26	Suburban	40	20	45
Sy 30	Urban	n/a	n/a	n/a
Sy 36	Suburban	40	60	51
Sy 40	Urban	28	15	29
Sy 48	Suburban	45	80	103
Sy 50	Urban	n/a	40	35
Sy 52	Urban	30	20	36
Sy 54	Urban	40	20	34

Minority Route	Route Type	AM Peak	PM Peak	Non-Peak
Sy 58	Suburban	80	100	213
Sy 62	Suburban	65	20	58
Sy 64	Suburban	40	20	38
Sy 68	Suburban	60	20	36
Sy 72	Urban	n/a	240	80
Sy 74	Urban	40	20	52
Sy 76	Urban	40	80	58
Sy 80	Urban	40	80	52
Sy 84	Suburban	33	20	70
Sy 86	Suburban	40	60	108

Non-Minority Route	Route Type	AM Peak	PM Peak	Non-Peak
Sy 46	Suburban	60	70	112
Sy 82	Suburban	120	170	240
Sy 88	Suburban	120	45	167
Sy510	Suburban	n/a	n/a	n/a

Onondaga Weekend Headway**Transit Headway Standards - Weekend Service (Minutes)**

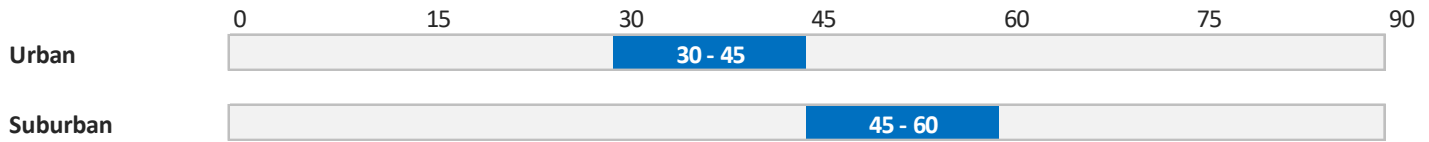
The Sy 48 is supported by the Osw46 on the weekends therefore duplicative service is not required. The Sy 58 Saturday service operates to support shift work at area industries. The Sy 72 operates limited trips on the weekend connecting apartment complexes to the downtown Hub. The Sy 84 operates limited commuter-style trips to provide some service to the area.

Minority Route	Route Type	Saturday	Sunday
Sy 10	Urban	47	80
Sy 16	Suburban	58	80
Sy 20	Suburban	58	80
Sy 26	Suburban	58	80
Sy 30	Urban	No Svc	No Svc
Sy 36	Suburban	80	80
Sy 40	Urban	42	61
Sy 48	Suburban	120	120
Sy 50	Urban	53	n/a
Sy 52	Urban	80	80
Sy 54	Urban	80	No Svc

Minority Route	Route Type	Saturday	Sunday
Sy 58	Suburban	280	No Svc
Sy 62	Suburban	80	80
Sy 64	Suburban	58	80
Sy 68	Suburban	55	80
Sy 72	Urban	200	200
Sy 74	Urban	80	80
Sy 76	Urban	80	80
Sy 80	Urban	80	80
Sy 84	Suburban	280	No Svc
Sy 86	Suburban	No Svc	No Svc

Non-Minority Route	Route Type	Saturday	Sunday
Sy 46	Suburban	No Svc	No Svc
Sy 82	Suburban	No Svc	No Svc
Sy 88	Suburban	No Svc	No Svc
Sy510	Suburban	No Svc	No Svc

ONEIDA COUNTY

Oneida Weekday Headway**Transit Headway Standards - Weekday Service (Minutes)****Peak Period Headways****Non-Peak Period Headways**

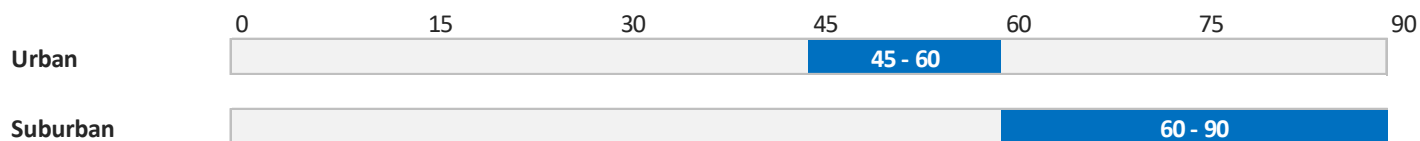
The Ut 14 does not operate during the peak period; it is supplemental service to the Ut 15 which ends at 7:05pm.

The Ut 30 connects the village of Clinton with City of Utica. The trips are long and cannot run as frequently as the standard.

Note: The Rome system redesign went into effect on March 4, 2024. The service was designed to run on a consistent and reliable 30-minute frequency throughout the day.

Minority Route	Route Type	AM Peak	PM Peak	Non-Peak
Ut 11	Suburban	60	75	59
Ut 12	Urban	20	29	28
Ut 14	Urban	n/a	n/a	100
Ut 15	Urban	30	30	31
Ut 20	Urban	45	45	45
Ut 22	Urban	45	45	45
Ut 28	Suburban	60	60	61
Ut 31	Suburban	n/a	60	85
Rome2	Suburban	30	30	30
Rome5	Suburban	30	30	30
Rome6	Suburban	30	30	30

Non-Minority Route	Route Type	AM Peak	PM Peak	Non-Peak
Ut 24	Suburban	30	30	32
Ut 29	Suburban	60	60	49
Ut 30	Suburban	120	90	106
Ut 33	Intercity	n/a	90	110
Ut111	Suburban	60	60	54

Oneida Weekend Headway**Transit Headway Standards - Weekend Service (Minutes)****Saturday Headways****Sunday Headways** N/A

There is no Sunday service in Oneida County. Ut 30 connects the village of Clinton with City of Utica. The trips are long and cannot run as frequently as the standard.

Minority Route	Route Type	Saturday	Sunday
Ut 11	Suburban	60	No Svc
Ut 12	Urban	37	No Svc
Ut 14	Urban	No Svc	No Svc
Ut 15	Urban	60	No Svc
Ut 20	Urban	45	No Svc
Ut 22	Urban	45	No Svc
Ut 28	Suburban	60	No Svc
Ut 31	Suburban	No Svc	No Svc
Rome2	Suburban	30	No Svc
Rome5	Suburban	30	No Svc
Rome6	Suburban	30	No Svc

Non-Minority Route	Route Type	Saturday	Sunday
Ut 24	Suburban	30	No Svc
Ut 29	Suburban	60	No Svc
Ut 30	Suburban	120	No Svc
Ut 33	Intercity	102	No Svc
Ut111	Suburban	60	No Svc

CAYUGA COUNTY

Although a Suburban standard is not defined in the current Small and Non-UZA Service Standards, Auburn routes are classified as Suburban based on population density. The standards for Oneida County have been applied to Cayuga County as shown in the tables below. There is no intercity headway service standard defined.

Cayuga Weekday Headway

Transit Headway Standards - Weekday Service (Minutes)

Peak Period Headways



Non-Peak Period Headways



Each minority route's weekday headway operates in accordance with established standards.

Minority Route	Route Type	AM Peak	PM Peak	Non-Peak
Aub 1	Suburban	49	50	49
Aub 2	Suburban	45	50	56
Aub 3	Suburban	40	50	49
Aub 4	Suburban	40	50	52

Non-Minority Route	Route Type	AM Peak	PM Peak	Non-Peak
Aub38	Intercity	30	68	113

Cayuga Weekend Headway

Transit Headway Standards - Weekend Service (Minutes)

Saturday Headways



There is limited local service in Auburn on Saturdays and no local service in Auburn on Sundays. The Aub38 operates limited service (three trips) and a shorter version of the route on Saturdays and Sundays, terminating at Township 5 in Camillus.

Minority Route	Route Type	Saturday	Sunday
Aub 1	Suburban	54	No Svc
Aub 2	Suburban	107	No Svc
Aub 3	Suburban	50	No Svc
Aub 4	Suburban	100	No Svc

Non-Minority Route	Route Type	Saturday	Sunday
Aub38	Intercity	200	200

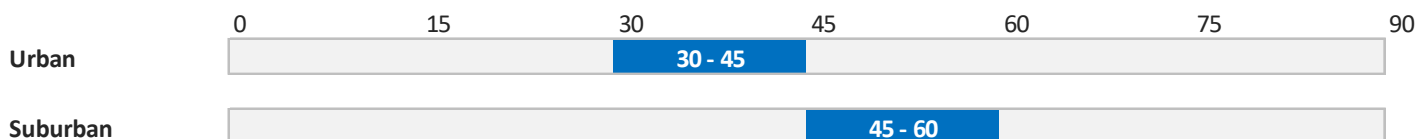
OSWEGO COUNTY

Although a Suburban standard is not defined in the current Small and Non-UZA Service Standards, Oswego routes are primarily classified as Suburban based on population density. The standards for Oneida County have been applied to Oswego County as shown in the tables below. There is no intercity headway service standard defined.

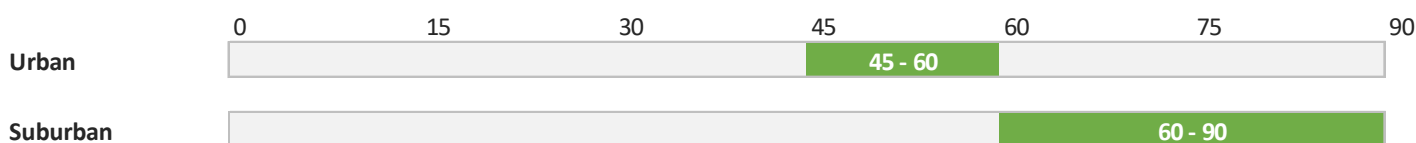
Oswego Weekday Headway

Transit Headway Standards - Weekday Service (Minutes)

Peak Period Headways



Non-Peak Period Headways



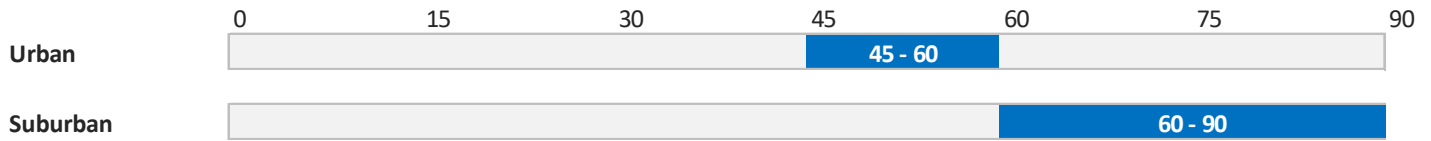
The minority route peaks listed as 'n/a' below are for service that operates outside of the typical peak period.

The non-minority route Mex 3 is a loop service that accommodates Department of Social Services (DSS) shift work in the morning.

Oswego County service is currently being redesigned to improve frequency and streamline the routes.

Minority Route	Route Type	AM Peak	PM Peak	Non-Peak
Ful 4	Urban	78	100	98
Ful 5	Suburban	43	110	60
Osw1A	Suburban	n/a	95	85
Osw1B	Suburban	n/a	185	148
Osw1C	Suburban	n/a	n/a	160
Osw1D	Suburban	30	60	109
Osw2A	Suburban	n/a	50	54
Osw2C	Suburban	n/a	80	96
Osw2D	Urban	39	130	98

Non-Minority Route	Route Type	AM Peak	PM Peak	Non-Peak
Mex 3	Suburban	n/a	85	130
Osw46	Intercity	n/a	91	134

Oswego Weekend Headway**Transit Headway Standards - Weekend Service (Minutes)****Saturday Headways****Sunday Headways** N/A

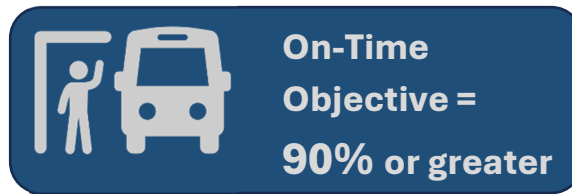
There is reduced local service in Oswego on Saturdays. On Sundays, limited local service operates (3 trips per route) to support the Intercity Osw46 traveling between the City of Oswego and City of Syracuse.

Minority Route	Route Type	Saturday	Sunday
Ful 4	Urban	109	No Svc
Ful 5	Suburban	112	No Svc
Osw1A	Suburban	50	240
Osw1B	Suburban	200	240
Osw1C	Suburban	133	No Svc
Osw1D	Suburban	164	No Svc
Osw2A	Suburban	69	No Svc
Osw2C	Suburban	187	No Svc
Osw2D	Urban	187	No Svc

Non-Minority Route	Route Type	Saturday	Sunday
Mex 3	Suburban	No Svc	No Svc
Osw46	Intercity	240	240

Standard 3: On-Time Performance Monitoring

On-Time Performance (OTP) was calculated from RideCheck Plus Run Time Detail report data collected between Monday October 7, 2024, and Friday October 11, 2024, for all locations except for Rome (refer to note in the Oneida County section below). The scheduled arrival and departure times from the Transit Hub or primary stop location were compared to the actual bus arrival and departure times recorded by Clever CAD.



ONONDAGA COUNTY

Most trips originate at the Downtown Transit Hub at a lineup. Lineups are held for the convenience of customers making transfers. While recovery time is built in for the inbound trips to be on time, in some cases it is not enough to meet our standard (90%).

We are in the process of evaluating a system redesign, referred to as 'Better Bus Onondaga,' which will help address this issue. The proposed launch date for the Onondaga County redesign is January 2027.

Minority Route	% On Time
Sy 10	92%
Sy 16	93%
Sy 20	85%
Sy 26	90%
Sy 30	92%
Sy 36	86%
Sy 40	83%
Sy 48	80%
Sy 50	71%
Sy 52	91%
Sy 54	76%

Minority Route	% On Time
Sy 58	93%
Sy 62	86%
Sy 64	91%
Sy 68	94%
Sy 72	92%
Sy 74	86%
Sy 76	88%
Sy 80	89%
Sy 84	85%
Sy 86	97%
Average	88%

Non-Minority Route	% On Time
Sy 46	96%
Sy 82	84%
Sy 88	88%
Sy510	100%
Average	92%

ONEIDA COUNTY

Minority routes are on time an average of 92%. The Utica minority routes are on time 93% of the time, while the Rome minority routes are just below the threshold at 88%. The non-minority routes are on time an average of 90%.

Note: Rome OTP data is from May 4, 2024, through May 12, 2024, due to a tornado in the area in July 2024 which impacted the downtown transfer Hub and impacted the on-time performance due to detours.

Minority Route	% On Time
Ut 11	96%
Ut 12	97%
Ut 14	92%
Ut 15	95%
Ut 20	89%
Ut 22	96%

Minority Route	% On Time
Ut 28	86%
Ut 31	96%
Rome2	83%
Rome5	90%
Rome6	90%
Average	92%

Non-Minority Route	% On Time
Ut 24	91%
Ut 29	86%
Ut 30	89%
Ut 33	92%
Ut111	92%
Average	90%

CAYUGA COUNTY

Minority routes are on time an average of 93%; three of the four routes are over the 90% standard, with the Aub4 being within one percentage point.

The non-minority route is on time 85% of the time. The Aub38 is an intercity service operating approximately 63 roundtrip miles between the City of Auburn and the City of Syracuse. This service is more susceptible to weather delays, constructions, and accidents even with the built in recovery time.

Minority Route	% On Time
Aub 1	95%
Aub 2	95%
Aub 3	94%
Aub 4	89%
Average	93%

Non-Minority Route	% On Time
Aub38	85%
Average	85%

OSWEGO COUNTY

Minority routes are on time an average of 88%; however, the Fulton route's OTP is 85% while the Oswego City route's OTP is 90%.

The non-minority routes are on time an average of 74.0%. The Mex3 is a loop service operating approximately 72 roundtrip miles between the City of Oswego, the village of Mexico, and the City of Fulton while the Osw46 is an intercity service operating approximately 93 roundtrip miles between the City of Oswego and the City of Syracuse. These services are more susceptible to weather delays, constructions, and accidents even with the built in recovery time.

Minority Route	% On Time
Ful 4	89%
Ful 5	80%
Osw1A	93%
Osw1B	87%
Osw1C	95%

Minority Route	% On Time
Osw1D	95%
Osw2A	93%
Osw2C	72%
Osw2D	91%
Average	88%

Non-Minority Route	% On Time
Mex 3	69%
Osw46	79%
Average	74%

Standard 4: Service Availability

Service Availability was analyzed using the *Decennial Census 2020*, population by race demographic data. The service area includes portions of census block groups within one-quarter mile of urban segments of bus routes and one-half mile of suburban/rural segments of bus routes. Segments were derived from a GIS analysis of census block group population data. The size of the service area is represented in square miles in the below tables. Service area size is depicted in square miles in the tables below.

ONONDAGA COUNTY

Each of the minority and non-minority routes analyzed serve a minority population at or above the minority concentration percentage (**27.1%** for Onondaga County based on Decennial Census 2020, table P2).

There is a higher percentage of minority residents in the minority route service area, 51.4% compared to 34.8%.

Note: The highway mileage was removed from the Sy510 line before calculating the service area metrics as the bus is unable to make stops along the highway.

Minority Route	Service Area Size	Population per sq mile	Minority per sq mile	% Minority
Sy 10	4.3	4,088	2,639	64.5%
Sy 16	8.4	3,292	1,287	39.1%
Sy 20	17.9	2,174	802	36.9%
Sy 26	7.1	3,180	1,844	58.0%
Sy 30	6.5	4,790	2,011	42.0%
Sy 36	9.1	3,411	943	27.7%
Sy 40	6.7	5,112	2,317	45.3%
Sy 48	8.3	3,352	1,531	45.7%
Sy 50	3.3	5,015	3,091	61.6%
Sy 52	9.7	3,827	2,051	53.6%
Sy 54	3.4	5,957	4,431	74.4%

Minority Route	Service Area Size	Population per sq mile	Minority per sq mile	% Minority
Sy 58	7.0	2,850	1,249	43.8%
Sy 62	15.6	2,651	1,099	41.5%
Sy 64	6.8	3,453	1,332	38.6%
Sy 68	5.5	4,002	2,173	54.3%
Sy 72	0.6	8,724	5,873	67.3%
Sy 74	7.4	3,730	1,412	37.8%
Sy 76	6.2	3,693	1,865	50.5%
Sy 80	3.1	8,615	4,654	54.0%
Sy 84	8.0	3,311	1,508	45.5%
Sy 86	11.2	2,939	1,221	41.5%
Average	7.4	4,198.5	2,158.6	51.4%

Non-Minority Route	Service Area Size	Population per sq mile	Minority per sq mile	% Minority
Sy 46	14.0	3,078	1,074	34.9%
Sy 82	18.2	1,607	505	31.4%
Sy 88	27.8	1,577	514	32.6%
Sy510	12.7	595	290	48.7%
Average	18.2	1,714.3	595.8	34.8%

ONEIDA COUNTY

Each of the minority and non-minority routes analyzed serve a minority population at or above the minority concentration percentage (**22.0%** for Oneida County based on Decennial Census 2020, table P2).

There is a higher percentage of minority residents in the minority route service area, 47.5% compared to 34.3%.

Minority Route	Service Area Size	Population per sq mile	Minority per sq mile	% Minority
Ut 11	5.5	2,697	993	36.8%
Ut 12	3.1	3,404	1,918	56.4%
Ut 14	6.4	4,543	2,305	50.7%
Ut 15	1.6	8,787	5,969	67.9%
Ut 20	3.9	3,981	1,782	44.8%
Ut 22	2.2	6,831	3,652	53.5%
Ut 28	5.9	1,871	613	32.8%
Ut 31	6.2	2,615	1,085	41.5%
Rome2	3.9	2,025	532	26.3%
Rome5	2.9	3,550	774	21.8%
Rome6	4.5	2,235	560	25.0%
Average	4.2	3,867.0	1,834.9	47.5%

Non-Minority Route	Service Area Size	Population per sq mile	Minority per sq mile	% Minority
Ut 24	6.9	2,877	1,064	37.0%
Ut 29	5.6	1,610	548	34.0%
Ut 30	11.3	2,094	695	33.2%
Ut 33	29.5	835	293	35.0%
Ut111	7.4	2,435	777	31.9%
Average	12.1	1,970.4	675.5	34.3%

CAYUGA COUNTY

Each of the minority and non-minority routes analyzed serve a minority population at or above the minority concentration percentage (**13.0%** for Cayuga County based on Decennial Census 2020, table P2).

The Aub38 non-minority line has a higher percentage of minorities due to it serving the urban core of Syracuse.

Minority Route	Service Area Size	Population per sq mile	Minority per sq mile	% Minority
Aub 1	4.7	2,178	590	27.1%
Aub 2	3.8	2,481	459	18.5%
Aub 3	4.1	2,463	577	23.4%
Aub 4	5.1	2,132	554	26.0%
Average	4.4	2,313.6	545.1	23.6%

Non-Minority Route	Service Area Size	Population per sq mile	Minority per sq mile	% Minority
Aub38	32.9	1,551	474	30.6%
Average	32.9	1,550.9	474.2	30.6%

OSWEGO COUNTY

Each of the minority and non-minority routes analyzed serve a minority population at or above the minority concentration percentage (**10.1%** for Oswego County based on Decennial Census 2020, table P2).

The Osw46 non-minority line has a higher percentage of minorities due to it serving the urban core of Syracuse.

Minority Route	Service Area Size	Population per sq mile	Minority per sq mile	% Minority
Ful 4	3.9	1,983	261	13.2%
Ful 5	4.4	1,635	191	11.7%
Osw1A	3.1	2,275	356	15.7%
Osw1B	3.7	2,238	349	15.6%
Osw1C	3.6	1,996	311	15.6%
Osw1D	4.1	2,019	310	15.4%
Osw2A	1.9	2,777	531	19.1%
Osw2C	2.4	2,620	473	18.0%
Osw2D	3.0	2,968	500	16.8%
Average	3.4	2,279.0	364.8	16.0%

Non-Minority Route	Service Area Size	Population per sq mile	Minority per sq mile	% Minority
Mex 3	32.9	493	65	13.3%
Osw46	54.7	1,594	418	26.2%
Average	43.8	1,043.6	241.4	23.1%

Standard 5: Vehicle Assignment

All vehicles operated in the four counties are equipped with Wi-Fi and accessible ramps or lifts. The vehicle length will vary based on passenger loads in each county. The age of vehicles is not considered when assigning buses.

ONONDAGA COUNTY

There are six unique bus types, assigned in Onondaga County, all of which are 40-foot buses. For the September 2024 signup, the age of the buses ranged between four and sixteen years old. *Note, the oldest buses have since been removed from service and the current (July 2025) age range is between one and thirteen years old.*

18.75% of the assigned bus types have high back seats. High back seats are available on buses for both minority and non-minority routes. As per Centro standards, high back seats are used primarily for routes with extended travel distance and highway travel.

96.25% of the assigned bus types are low floor models. The exceptions are the Coach Diesel buses known as MCIs. As MCIs are phased out of operation, they will be replaced with low-floor models.

		Vehicle Amenities		
Minority Route	Average Age	High Back	Low Floor	ADA Compliant
Sy 10	7.0	No	Yes	100%
Sy 16	5.3	No	Yes	100%
Sy 20	7.0	No	Yes	100%
Sy 26	7.4	No	Yes	100%
Sy 30	7.0	No	Yes	100%
Sy 36	9.0	mixed	Yes	100%
Sy 40	9.0	mixed	mixed	100%
Sy 48	9.0	mixed	Yes	100%
Sy 50	6.0	No	Yes	100%
Sy 52	9.4	mixed	Yes	100%
Sy 54	6.0	No	Yes	100%

		Vehicle Amenities		
Minority Route	Average Age	High Back	Low Floor	ADA Compliant
Sy 58	11.0	mixed	Yes	100%
Sy 62	10.8	mixed	Yes	100%
Sy 64	6.0	No	Yes	100%
Sy 68	6.0	No	Yes	100%
Sy 72	9.0	mixed	Yes	100%
Sy 74	7.4	No	Yes	100%
Sy 76	6.7	No	Yes	100%
Sy 80	6.3	No	Yes	100%
Sy 84	10.8	mixed	Yes	100%
Sy 86	10.8	mixed	Yes	100%

		Vehicle Amenities		
Non-Minority Route	Average Age	High Back	Low Floor	ADA Compliant
Sy 46	9.0	mixed	Yes	100%
Sy 82	10.3	mixed	mixed	100%
Sy 88	13.3	mixed	mixed	100%
Sy510	6.0	No	Yes	100%

ONEIDA COUNTY

The Oneida County fleet is made up of 35-foot buses which fall under a singular bus type. Within that bus type, there are vehicles ranging in age up to thirteen years old. The average age of the Utica fleet is eight years old while the average age of the Rome fleet is six years old based on a review of bus assignments for the week of 10/7/2024 – 10/12/2024. Vehicles are often swapped between the Utica and Rome garages due to mechanical issues and preventative maintenance.

None of the assigned bus types have high back seats. 100% of the fleet are low floor models.

Minority Route	Average Age	Vehicle Amenities		
		High Back	Low Floor	ADA Compliant
Ut 11	8.0	No	Yes	100%
Ut 12	8.0	No	Yes	100%
Ut 14	8.0	No	Yes	100%
Ut 15	8.0	No	Yes	100%
Ut 20	8.0	No	Yes	100%
Ut 22	8.0	No	Yes	100%
Ut 28	8.0	No	Yes	100%
Ut 31	8.0	No	Yes	100%
Rome2	6.0	No	Yes	100%
Rome5	6.0	No	Yes	100%
Rome6	6.0	No	Yes	100%

Non-Minority Route	Average Age	Vehicle Amenities		
		High Back	Low Floor	ADA Compliant
Ut 24	8.0	No	Yes	100%
Ut 29	8.0	No	Yes	100%
Ut 30	8.0	No	Yes	100%
Ut 33	8.0	No	Yes	100%
Ut111	8.0	No	Yes	100%

CAYUGA COUNTY

The Cayuga County fleet is comprised of three unique bus types which are 30-foot and 40-foot in length. The minority route buses are transit diesel buses which range between three and seven years of age. The average age of the buses used on those lines is five years based on a review of bus assignments for the week of 10/7/2024 – 10/12/2024. All the buses on the minority routes are low floor models. High back seats would not be used on local service unless necessary.

For the Aub38 non-minority route, the 40-foot Coach Diesel bus (known as MCI) would be assigned due to the extended trip length between the City of Auburn and City of Syracuse. The MCI has high back seats but does not have a low floor. As MCIs are phased out of operation, they will be replaced with low-floor models.

Minority Route	Average Age	Vehicle Amenities		
		High Back	Low Floor	ADA Compliant
Aub 1	5.0	No	Yes	100%
Aub 2	5.0	No	Yes	100%
Aub 3	5.0	No	Yes	100%
Aub 4	5.0	No	Yes	100%

Non-Minority Route	Average Age	Vehicle Amenities		
		High Back	Low Floor	ADA Compliant
Aub38	9.0	Yes	No	100%

OSWEGO COUNTY

The Oswego County fleet is comprised of three unique bus types which are 30-foot and 40-foot in length. The minority route buses, except for the Osw1A, are transit diesel buses which range between six and seven years of age and are low floor models. The Osw1A can be a transit diesel or a 40-foot Coach Diesel as there are specific trips that connect to the Osw46 which require a bus type with high back seats.

For the Osw46 non-minority route, the 40-foot Coach Diesel bus (known as MCI) would be assigned due to the extended trip length between the City of Oswego and City of Syracuse. The MCI has high back seats but does not have a low floor. As MCIs are phased out of operation, they will be replaced with low-floor models.

Minority Route	Average Age	Vehicle Amenities		
		High Back	Low Floor	ADA Compliant
Ful 4	7.0	No	Yes	100%
Ful 5	6.5	No	Yes	100%
Osw1A	7.3	mixed	mixed	100%
Osw1B	6.5	No	Yes	100%
Osw1C	6.0	No	Yes	100%
Osw1D	6.0	No	Yes	100%
Osw2A	6.5	No	Yes	100%
Osw2C	6.0	No	Yes	100%
Osw2D	6.5	No	Yes	100%

Non-Minority Route	Average Age	Vehicle Amenities		
		High Back	Low Floor	ADA Compliant
Mex 3	6.5	No	Yes	100%
Osw46	8.0	mixed	mixed	100%

Standard 6: Distribution of Transit Amenities

Transit Amenities analyzed included bus shelters, benches, and shelter information panels. The maximum roundtrip miles were calculated for each route from the pairs of inbound and outbound trips. Due to the difference in mileage between the routes, the amenities per mile were calculated to quantify the amenities more evenly by type, per route.

ONONDAGA COUNTY

Amenities are equitably distributed between both minority and non-minority routes in accordance with our service standards. There are more shelters, benches, and information panels per mile on minority routes compared to non-minority routes.

Minority Route	Max Roundtrip Miles	# shelters	# benches	# info panels	shelters per Mile	benches per Mile	info panels per Mile
Sy 10	10.2	7	6	9	0.69	0.59	0.88
Sy 16	15.3	6	5	9	0.39	0.33	0.59
Sy 20	24.3	20	19	29	0.82	0.78	1.20
Sy 26	16.0	5	5	5	0.31	0.31	0.31
Sy 30	15.3	11	11	19	0.72	0.72	1.24
Sy 36	20.9	14	14	29	0.67	0.67	1.39
Sy 40	15.1	9	8	9	0.59	0.53	0.59
Sy 48	19.2	6	6	17	0.31	0.31	0.89
Sy 50	7.9	7	6	17	0.89	0.76	2.15
Sy 52	14.3	10	10	17	0.70	0.70	1.19
Sy 54	11.9	6	5	7	0.50	0.42	0.59
Sy 58	18.1	4	4	12	0.22	0.22	0.66
Sy 62	32.3	12	12	21	0.37	0.37	0.65
Sy 64	11.3	2	2	3	0.18	0.18	0.26
Sy 68	13.0	7	7	15	0.54	0.54	1.16
Sy 72	1.9	0	0	0	0.00	0.00	0.00
Sy 74	16.0	3	3	3	0.19	0.19	0.19
Sy 76	13.1	8	8	17	0.61	0.61	1.30
Sy 80	10.6	14	14	21	1.32	1.32	1.98
Sy 84	19.9	6	6	11	0.30	0.30	0.55
Sy 86	24.5	7	7	18	0.29	0.29	0.74
Total	331.0	164.0	158.0	288.0			
Average					0.50	0.48	0.87

Non-Minority Route	Max Roundtrip Miles	# shelters	# benches	# info panels	shelters per Mile	benches per Mile	info panels per Mile
Sy 46	32.5	8	8	20	0.25	0.25	0.62
Sy 82	42.5	6	6	17	0.14	0.14	0.40
Sy 88	44.5	12	12	25	0.27	0.27	0.56
Sy510	40.5	1	1	1	0.02	0.02	0.02
Total	160.0	27	27	63			
Average					0.17	0.17	0.39

ONEIDA COUNTY

There are no information panels in the shelters. Amenities are equitably distributed between both minority and non-minority routes in accordance with our service standards. There are more shelters and benches per mile on minority routes compared to non-minority routes.

Minority Route	Max Roundtrip Miles	# shelters	# benches	# info panels	shelters per Mile	benches per Mile	info panels per Mile
Ut 11	11.9	4	3	0	0.34	0.25	0.00
Ut 12	7.1	2	1	0	0.28	0.14	0.00
Ut 14	18.6	7	7	0	0.38	0.38	0.00
Ut 15	6.2	3	3	0	0.49	0.49	0.00
Ut 20	8.9	6	6	0	0.68	0.68	0.00
Ut 22	6.5	2	2	0	0.31	0.31	0.00
Ut 28	11.9	3	2	0	0.25	0.17	0.00
Ut 31	14.9	3	3	0	0.20	0.20	0.00
Rome2	6.7	1	2	0	0.15	0.30	0.00
Rome5	6.6	2	2	0	0.30	0.30	0.00
Rome6	8.1	2	2	0	0.25	0.25	0.00
Total	107.3	35.0	33.0	0.0			
Average					0.33	0.31	0.00

Non-Minority Route	Max Roundtrip Miles	# shelters	# benches	# info panels	shelters per Mile	benches per Mile	info panels per Mile
Ut 24	15.0	14	14	0	0.93	0.93	0.00
Ut 29	11.0	3	2	0	0.27	0.18	0.00
Ut 30	28.0	15	15	0	0.54	0.54	0.00
Ut 33	58.7	3	3	0	0.05	0.05	0.00
Ut111	17.7	2	2	0	0.11	0.11	0.00
Total	130.5	37	36	0			
Average					0.28	0.28	0.00

CAYUGA COUNTY

Amenities are equitably distributed between both minority and non-minority routes in accordance with our service standards. There are more shelters and benches per mile on minority routes compared to non-minority routes. The non-minority route has more info panels per mile due to the inclusion of shelters in the urban core of Syracuse.

Minority Route	Max Roundtrip Miles	# shelters	# benches	# info panels	shelters per Mile	benches per Mile	info panels per Mile
Aub 1	12.4	6	6	3	0.48	0.48	0.24
Aub 2	10.1	1	1	1	0.10	0.10	0.10
Aub 3	8.5	4	4	3	0.47	0.47	0.35
Aub 4	12.1	2	2	2	0.17	0.17	0.17
Total	43.0	13.0	13.0	9.0			
Average					0.30	0.30	0.21

Non-Minority Route	Max Roundtrip Miles	# shelters	# benches	# info panels	shelters per Mile	benches per Mile	info panels per Mile
Aub38	63.2	10	10	23	0.16	0.16	0.36
Total	63.2	10	10	23			
Average					0.16	0.16	0.36

OSWEGO COUNTY

Amenities are equitably distributed between both minority and non-minority routes in accordance with our service standards. There are more shelters and benches per mile on minority routes compared to non-minority routes. All shelters have been removed from Fulton due to customer requests. There are no information panels on the local service in Oswego. The non-minority route has information panels due to the inclusion of shelters in the urban core of Syracuse.

Minority Route	Max Roundtrip Miles	# shelters	# benches	# info panels	shelters per Mile	benches per Mile	info panels per Mile
Ful 4	13.1	0	0	0	0.00	0.00	0.00
Ful 5	11.4	0	0	0	0.00	0.00	0.00
Osw1A	5.1	4	4	0	0.78	0.78	0.00
Osw1B	10.7	3	3	0	0.28	0.28	0.00
Osw1C	9.8	4	4	0	0.41	0.41	0.00
Osw1D	10.4	5	5	0	0.48	0.48	0.00
Osw2A	3.0	3	3	0	0.99	0.99	0.00
Osw2C	6.0	2	2	0	0.33	0.33	0.00
Osw2D	7.6	3	3	0	0.39	0.39	0.00
Total	77.1	24.0	24.0	0.0			
Average					0.31	0.31	0.00

Non-Minority Route	Max Roundtrip Miles	# shelters	# benches	# info panels	shelters per Mile	benches per Mile	info panels per Mile
Mex 3	72.1	4	4	0	0.06	0.06	0.00
Osw46	92.6	15	14	21	0.16	0.15	0.23
Total	164.7	19	18	21			
Average					0.12	0.11	0.13

CONCLUSION

After completing the service monitoring evaluation of all routes throughout Onondaga, Oneida, Cayuga, and Oswego Counties, CNYRTA has determined that there is no evidence of a disparate impact on the basis of race, color, or national origin in any of the six established policies and standards.

CNYRTA is taking steps to improve adherence to its standards by undertaking a system redesign in Onondaga and Oswego Counties. In addition, there are updates proposed to the Service Standards & Guidelines to align the criteria with Centro's expanded service area and fleet, and with customer travel patterns.