



DATE: September 19, 2025
TO: Authority Members
FROM: Nicholas F. Laino
RE: September 26, 2025

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

AGENDA

- 1- Chairman's Report
 - a. Reading of Minutes, August 22, 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
 - Resolution – Endorsing CNYRTA 2025 Title VI Program
- Paula Cutrone
- 3- Audit and Finance Committee Report
 - Finance Report – Vice President of Finance – Melissa Brim
 - a. Resolution – Gasoline Bulk Delivery - Chris King
- 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 AUGUST 22, 2025, AUDIT AND FINANCE COMMITTEE MEETING

MEMBERS PRESENT:

ANTHONY DAVIS, Vice Chair
DARLENE LATTIMORE, Secretary
ROBERT CUCULICH
JULIUS LAWRENCE
HEATHER SNOW
LOUELLA WILLIAMS

MEMBERS ABSENT:

NICHOLAS LAINO, Chair
TINA FITZGERALD, Treasurer
NEIL BURKE
FRANK SAYA, Non-Voting Member

STAFF PRESENT:

CHRISTOPHER TUFF, Chief Executive Officer
JACQUELYN MUSENGO, VP of Human Resources
STEVE KOEGEL, VP of Communication and Business Planning
RAHMIN AZRIA, VP of Operations
BRUCE FONG, VP of Information Technology
GEOFF HOFF, VP of Fleet and Facilities
RAHMIN AZRIA, VP of Operations
MELISSA BRIM, VP of Finance
BREN DAISS, Sr Director of Service Planning & Special Projects
CHRIS MORRALE, Director of Human Resources
PAULA CUTRONE, Senior Manager of Transit Data and Equity
DAVID CARACCIO, Facilities Project Manager
THOMAS GAINES, Procurement Analyst
JASON SMITH, Sr Procurement Analyst
DEREK SHERMAN, Director of Accounting
SUZANN HENSLEY, Internal Control Manager
JEANNINE JOHNSON, Executive Assistant

PUBLIC PRESENT:

BRAD HUNT, Legal Counsel
JON MALOFF
MARIO COLONE

CALL TO ORDER At 9:12 A.M. Vice Chairman Davis called the meeting to order.

- Vice Chairman Davis noted a quorum was present
- The next Committee meeting will be on September 26, 2025

PROPERTY INSURANCE RENEWAL

Mr. Maloff, Centro's Insurance Broker, presented a Motion to approve Property Insurance Renewal. A copy of the Motion is attached to these Minutes.

A Motion to approve the Property Insurance Renewal, was raised and forwarded to the Board for approval.

Motion – Darlene Lattimore

Seconded – Julius Lawrence

Carried Unanimously to the Board with a recommendation of approval.

2025-26 FIRST QUARTER FINANCIAL STATEMENTS

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

A Motion to approve the 2025-26 First Quarter Financial Statements, was raised and forwarded to the Board for approval.

Motion – Julius Lawrence

Seconded – Darlene Lattimore

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 AUGUST 22, 2025, BOARD MEETING

MEMBERS PRESENT: ANTHONY DAVIS, Vice Chair
 DARLENE LATTIMORE, Secretary
 ROBERT CUCULICH
 JULIUS LAWRENCE
 HEATHER SNOW

MEMBERS ABSENT: NICHOLAS LAINO, Chair
 TINA FITZGERALD, Treasurer
 NEIL BURKE
 LOUELLA WILLIAMS
 FRANK SAYA, Non-Voting Member

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
 CHRIS MORREALE, Director of Human Resources
 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
 CASEY BROWN, Graphic Designer/Media Specialist

PUBLIC PRESENT: BRAD HUNT, Legal Counsel
 MARIO COLONE
 TOM GEREMIA
 DESIREE GEREMIA
 MONTY FLYNN

CALL TO ORDER At 10:05 A.M. Vice Chairman Davis called the meeting to order.

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

TOM GEREMIA RETIREMENT – 25 YEARS

Tom Geremia has retired effective August 1, 2025. He has been with Centro since July 17, 2000. (25 years)

Tom joined Centro's Information Technology department in a full-time permanent role in July 2000, accepting a position as Network Administrator. Since joining the Centro Team, Tom has been promoted to Senior Systems Administrator.

In his most recent role as Senior Network Administrator, a position he assumed in June 2017, Tom was responsible for advanced systems administration tasks, including monitoring network business applications, virus protection, disaster recovery operations, managing the storage area network, employee file permissions, and the firewall. He also provided maintenance and troubleshooting of network components. Some of his most notable highlights while working with Centro would be: migrating a majority of the company's physical servers into a virtual environment; moving the Microsoft Office applications suite into the cloud; and, most significantly, being an integral part of the Clever Devices implementation.

On August 1, following a 25-year career with Centro, Tom said farewell to his coworkers and shut down his computer for the last time, embarking on a new journey – retirement!

Tom, we want to express our gratitude for the dedication and hard work you've displayed during your tenure. Thank you, we are proud to have had you as a member of our team for the past 25 years.

Congratulations on your retirement!

RECOGNIZING MONTY FLYNN'S CONTRIBUTIONS TO THE BOARD

Today, we are saying farewell to one of our Board members, Monty Flynn, following his 4-year term of service with the Central New York Regional Transportation Authority.

Monty was appointed to Centro's Board on June 7, 2021, to represent the interests of the Oswego County community.

During his time on the Board, Monty served as a member of the Nominating and Pension Committees. He was also a part of the CEO search Committee.

Monty has contributed so much to the Authority, and we're grateful to have had his insight, skills, and experience during his time with us. Monty, we hope this new chapter is filled with joy, relaxation, and all the things you love.

Thank you for everything!

CEO Christopher Tuff then introduced Heather Snow, who will take over the position on the Board, that was formerly held Monty Flynn – representing Oswego County.

UPCOMING MEETINGS

- Vice Chairman Davis announced the following meetings for September 26, 2025:
 - Audit and Finance Meeting – 9:00 AM
 - Board Meeting – 9:30 AM

APPROVAL OF THE JULY 25, 2025, BOARD MEETING MINUTES - MOTION NO. 2791

Motion – Darlene Lattimore

Seconded – Julius Lawrence

Carried Unanimously

DEPUTY CHIEF EXECUTIVE OFFICER’S REPORT – Mr. Tuff

The following was mentioned in addition to Mr. Tuff’s written report that is attached to these Minutes.

RPM BOARD MEMBERS

Years of Service Recognition for Board Members

Louella Williams – 15 years

Robert Cuculich – 15 years

Thank you for your commitment to the Authority.

FFY 2024 LOW – NO & CMAQ AWARDS

On July 29th, after a long discussion and evaluation, Centro has put forth a request to the FTA for Vehicle Propulsion Type Scope Change to the FFY 2024 Low-No Award and NYSDOT CMAQ Award (FTA section 5307 Funding Transfer). Following a letter from our partner Gillig, May 15, 2025, that they are pausing their Hydrogen Fuel Cell bus development program, due to shifts in market dynamics and uncertainty in demand, supplies, and funding. The team has evaluated the best path moving forward to maintain the \$15.3 million budget, and the best solution is to change the propulsion system of these buses to Compressed Natural Gas (CNG). Centro operates a robust CNG fleet supported by established fueling infrastructure, skilled in-house technicians, and a reliable fuel supply chain. Our facilities are compliant, scalable, and fully integrated into our daily operations, and we maintain strong vendor relationships with both vehicle and fuel suppliers. This platform provides a clear and immediate path for successful project execution under the current award. Centro’s extensive experience with CNG vehicle deployment and infrastructure management allows this revised project scope to move forward with minimal risk and greater cost efficiency. Additionally, it enables the Authority to maximize the impact of its grant funding by procuring more vehicles and accelerating deployment advantages that are not feasible under the original hydrogen-based scope. We are waiting for a response from the FTA to determine if the scope change has been approved.

COMMUNITY INVOLVEMENT

Mary Nelson Backpack Giveaway

On August 16th, we participated in providing transportation for the Mary Nelson Backpack giveaway. This year, they relocated the giveaway to Meachem Field from her usual location on Salina St. To assist with the relocation, we provided a shuttle from the corner of Salina St and Colvin St. to Meachem Field and back.

Breast Cancer Awareness Month

We are ramping up for our Breast Cancer Awareness Campaign for October. We will be debuting the Pink Bus for the second year. We are also planning a fundraiser here at Centro on October 3rd to allow teams of 8 people to test their strength to see who can pull the pink bus the farthest in 30 seconds.

SENIOR STAFF REPORTS

OPERATION/TRANSPORTATION REPORT – Mr. Azria

This is the busiest time of the year for Operations, and the past month has been extremely busy.

NEW YORK STATE FAIR

There was a great deal of preparation and planning for the NYS Fair, which Centro continues to provide transportation support for. From hiring dozens of temp employees to many of our full-time staff working extra hours and long days for weeks straight, the NYS is a giant undertaking for the organization, and I want to thank all the Centro employees that work so hard to ensure the event goes smoothly.

At time of report, it is day 3 of the NYS Fair so we don't have much data to report on, but the first few days have gone very well. Based on the weather and event schedules we anticipate a normal NYS Fair with respect to attendance and ridership. We anticipate a slight increase in park and ride ridership, mainly due to increases in parking fees compared to no changes in Centro's fares, which are still only a charge of \$1. A more comprehensive report on Fair ridership will be given next month

SYRACUSE UNIVERSITY

Operations has also been very focused on getting ready for full fall services, which include ramping up for Syracuse University (SU) classes starting Monday, and Syracuse City school services the following week and SU events starting up over the coming weeks.

SCHOOL IDENTIFICATION

Lastly, I'm happy to report that we'll soon be using school ID's as bus passes for our City schools this fall. This has been something that our Service Development team has been working on ever since we upgraded our fare-boxes a few years ago. This will be a significant improvement from an operations standpoint as it greatly reduces potential issues for students forgetting or losing one of the two credentials they needed to use our service.

HUMAN RESOURCES – Ms. Musengo

RECRUITMENT

We attended a recruiting event in Homer last week to seek operators for our Cortland location. We also launched a hiring campaign focusing on Centro of Cortland at the beginning of the month. We will be holding an open house recruiting event on Saturday, September 6, 2024, from 9am-12pm at Centro. Advertising for the event will start two weeks prior. The operator class will be starting on September 29, 2025, and hopefully there will be several candidates.

CORTLAND TRAINING

On Saturday, September 13, 2025, the trainers, operation supervisor and service development manager will be going to Cortland to train the drivers on manifest, accident reports, route sheets, etc.

WELLNESS FAIR

We will be hosting another wellness fair this year at Centro. The event is planned for September 18, 2025. Several vendors from last year will be attending along with some new ones requested by the employees.

BUSINESS DEVELOPMENT AND CORPORATE COMMUNICATIONS REPORT – Mr. Koegel

Mr. Koegel reported that ridership continues to grow across all properties. In totality, ridership was up about 8% adjusted for equal weekdays. Oneida County services are the fastest growing at a rate of about 12%. Ridership in Cortland continues to produce about 4,700 riders each month.

Mr. Koegel reported that planned service changes for Cortland have been put on hold pending further research. It's likely they will not be implemented until January at the earliest.

There was also an update informing the Board that two school trippers have been created for the new STEAM school. One route will concentrate on students living East of I-81 and another for those living West of I-81. Both will provide direct service to the school's front sidewalk.

Mr. Koegel invited Ms. Cutrone to the table to present elements of the Authority's Title VI program that will be submitted in Late September to the Federal Transportation Administration.

Ms. Cutrone presented the following items, all of which required a Motion to approve.

SERVICE STANDARDS AND POLICIES EXECUTIVE SUMMARY – MOTION NO. 2792

A Motion to approve the Service Standards and Policies Executive Summary was raised. A copy of the Service Standards and Policies Executive Summary is attached to these Minutes.

Motion – Julius Lawrence

Seconded – Darlene Lattimore

Carried Unanimously

TITLE VI PROGRAM POLICIES UPDATE EXECUTIVE SUMMARY – MOTION NO. 2793

A Motion to approve the Title VI Program Policies Update Executive Summary was raised. A copy of Title VI Program Policies Update Executive Summary is attached to these Minutes.

Motion – Robert Cuculich
Seconded – Heather Snow
Carried Unanimously

TRANSIT SERVICE STANDARDS MONITORING PROGRAM REPORT EXECUTIVE SUMMARY – MOTION NO. 2794

A Motion to approve the Transit Service Standards Monitoring Program Report Executive Summary was raised. A copy of the Transit Service Standards Monitoring Program Report Executive Summary is attached to these Minutes.

Motion – Julius Lawrence
Seconded – Darlene Lattimore
Carried Unanimously

FLEET AND FACILITIES REPORT – Mr. Hoff

CNG FUELING STATION

DF Automation and Trillium helped fix issues with the Compressed Natural Gas fueling station. Two (2) compressors are back running efficient. The portable backup side is in place for emergencies and running well. Trillium will be out in three (3) weeks to start installing new electric CNG skids. Anticipating around a couple months per to install each skid.

ONEIDA DIESEL TANK

Onieda's above ground diesel fuel tank is being replaced with a new tank. Contractor is on site this performing installation. Installation will take around three (3) weeks for completion. '

DRIVER BARRIERS

Working on ordering and installing locking mechanisms for driver barriers.

CORTLAND

Cortland will be moving into the Grant Street garage on September 8th. Special thanks went out to Procurement, IT, Buildings and Grounds and David Caraccio for working to get Grant Street building open. Mr. Hoff invited Mr. Caraccio up to show before and after pictures of the building.

AUDIT AND FINANCE COMMITTEE REPORT

PROPERTY INSURANCE RENEWAL– MOTION NO. 2795

Mr. John Maloff, Centro's Insurance Broker, presented a Motion to approve the Property Insurance Renewal.

A Motion to approve the Property Insurance Renewal as recommended by the Audit and Finance Committee was raised.

Motion – Julius Lawrence
Seconded – Robert Cuculich
Carried Unanimously

2025-26 FIRST QUARTER FINANCIAL STATEMENTS – MOTION NO. 2796

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 – Robert Cuculich
Seconded – Darlene Lattimore
Carried Unanimously

OLD BUSINESS

Mr. Julius Lawrence mentioned the Southwest Community Center is having a 50th anniversary celebration on November 1, 2025, and encouraged everyone to attend.

NEW BUSINESS

Mr. Brad Hunt informed the Board that Barry Shulman is receiving a Lifetime Achievement Award at Drumlins County Club on September 17, 2025, and encouraged everyone to register to attend. CEO Christopher Tuff informed that a few Board Members would attend along with Centro staff and encouraged others to attend if possible.

EXECUTIVE SESSION – MOTION NO. 2797

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

Motion – Darlene Lattimore
Seconded – Heather Snow
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
September 26, 2025

Board Actions Motions and Resolutions

MOTIONS:

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

RESOLUTIONS:

Gasoline – Bulk Delivery – C. King

SUPPLEMENTAL INFORMATION:

Statement of Revenues and Expenditures by Company
Investment Report
Mortgage Recording Tax (MRT) Statement
Statement of Cash Flow
Procurement Summary
Capital Program and Capital Planning Summary

ITEMS REQUIRING FUTURE BOARD ACTION:

September 30, 2025, Quarterly Financial Statements
October 31, 2025, Statement of Revenues & Expenditures



STATEMENT OF REVENUES AND EXPENDITURES

Central New York Regional Transportation Authority
Consolidated Statement of Revenues and Expenditures
From 04/01/2025 through 08/31/2025
(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	1,978,811	1,890,110	88,701	4.7%	1,840,265	138,545	7.5%
Special Line Passenger Revenue	2,185,439	2,122,401	63,038	3.0%	1,976,888	208,551	10.5%
Advertising & Other Revenue	980,807	983,219	(2,412)	-0.2%	979,835	972	0.1%
Total Operating Revenue	5,145,056	4,995,730	149,326	3.0%	4,796,988	348,068	7.3%
Operating Expenses							
Salaries & Wages	16,850,298	18,673,757	1,823,459	-9.8%	15,078,287	1,772,011	11.8%
Other Employee Benefits & Payroll Taxes	1,674,952	1,885,553	210,601	-11.2%	1,557,828	117,124	7.5%
Healthcare Benefits	5,277,136	6,626,540	1,349,404	-20.4%	5,565,306	(288,170)	-5.2%
Workers Compensation	1,253,351	1,322,600	69,249	-5.2%	843,027	410,324	48.7%
Pension Benefits	1,723,847	2,122,363	398,516	-18.8%	2,069,424	(345,577)	-16.7%
Risk Management	4,308,459	1,858,392	(2,450,067)	131.8%	1,001,456	3,307,002	330.2%
Purchased Transportation	2,482,481	2,830,000	347,519	-12.3%	2,580,538	(98,057)	-3.8%
Materials & Supplies	1,905,118	2,054,853	149,736	-7.3%	2,143,354	(238,236)	-11.1%
Services	2,602,353	3,349,827	747,474	-22.3%	2,574,666	27,687	1.1%
Fuel	844,834	1,200,177	355,343	-29.6%	789,847	54,987	7.0%
Utilities	264,994	310,165	45,171	-14.6%	264,411	583	0.2%
Other Expenses	143,242	277,347	134,104	-48.4%	148,129	(4,886)	-3.3%
Total Operating Expenses	39,331,065	42,511,575	3,180,509	-7.5%	34,616,274	4,714,791	13.6%
Non-Operating Revenue							
Operating Assistance	30,254,721	31,948,500	(1,693,779)	-5.3%	28,125,002	2,129,719	7.6%
Mortgage Tax Revenue	4,330,577	3,280,000	1,050,577	32.0%	3,290,496	1,040,082	31.6%
Gain/Loss on Disposal of Capital	50,406	20,833	29,573	142.0%	16,063	34,344	213.8%
Investment Revenue	501,600	208,435	293,165	140.7%	684,034	(182,434)	-26.7%
Total Non-Operating Revenue	35,137,305	35,457,768	(320,464)	-0.9%	32,115,593	3,021,711	9.4%
Operating Income (Loss)	951,295	(2,058,077)	3,009,372	-146.2%	2,296,307	(1,345,012)	-58.6%
Capital Contributions							
Federal Grants	855,865	0	855,865	0.0%	971,765	(115,900)	-11.9%
State Grants	145,991	0	145,991	0.0%	405,374	(259,384)	-64.0%
Total Capital Contributions	1,001,855	0	1,001,855	0.0%	1,377,139	(375,284)	-27.3%
Non-Operating Expenses							
Depreciation Expense	5,940,990	0	(5,940,990)	0.0%	4,686,552	1,254,439	26.8%
Total Non-Operating Expenses	5,940,990	0	(5,940,990)	0.0%	4,686,552	1,254,439	26.8%
Change in Net Position	(3,987,840)	(2,058,077)	(1,929,764)	93.8%	(1,013,105)	(2,974,735)	293.6%
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	(129,559,064)	(2,058,077)	(127,500,988)	6195.2%	(217,004,122)	87,445,057	-40.3%



STATEMENT OF REVENUE AND EXPENDITURES

After five months ending August 31, 2025, the Authority reports a consolidated operating income of \$951 thousand, excluding capital contributions and non-operating expenses. This positive result reflects strong operating performance in the this early part of the fiscal year.

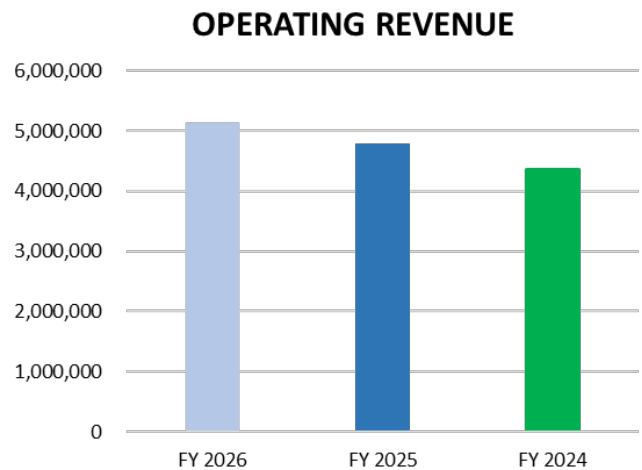
Operating Revenues

Total operating revenues amount to \$5.1 million, representing a \$348 thousand (7.3%) increase compared to the same period in the prior year. Revenues also exceeded budget projections by \$149 thousand (3%), 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	4,164,250	4,012,511	151,739	3.8%	3,817,153	347,097	9.1%
Advertising & Other Revenue	980,807	983,219	(2,412)	-0.2%	979,835	972	0.1%
Total Operating Revenue	5,145,056	4,995,730	149,326	3.0%	4,796,988	348,068	7.3%

Passenger revenues are performing 3.8% over budget expectations, and 9.1% over prior year.

Regular line passenger revenues are performing 4.7% above budget expectations and 7.5% higher than the same period last year. This positive trend is primarily supported by stronger-than-expected farebox collections and increased revenue from Mobility On Demand (MOVE) services, which continue to see steady growth in utilization. Total ridership across both fixed-route and demand-response services has increased 7.6% year-over-year, highlighting the community's growing reliance on public transit as a convenient and affordable option. These gains, however, are being partially offset by lower-than-expected pass sales, suggesting that while more customers are riding, fewer are purchasing multi-ride or monthly passes, opting instead for single-ride or on-demand options.



Special line passenger revenues are performing 3.0% above budget expectations and 10.5% higher than prior year. This strong performance is largely attributable to scheduled contract rate increases and higher demand for contracted services. In addition, ridership during the Great New York State Fair exceeded projections, and prior year's totals. These results underscore the importance of community partnerships, and seasonal services in diversifying revenue sources and enhancing overall financial performance.

Advertising and other revenues are performing in line with both budget expectations and prior year results. While not showing the same level of growth as passenger revenues, these sources continue to provide a stable and predictable contribution to the Authority's overall revenue base. This consistency helps offset volatility in other areas and supports long-term financial planning.



Operating Expenses

As of August 31, 2025, operating expenses total \$39.3 million, representing a \$4.7 million (13.6%) increase compared to prior year. Current year expense are performing \$3.2 million (7.5%) 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	26,779,584	30,630,813	3,851,229	-12.6%	25,113,872	1,665,712	6.6%
Non-Personnel Expenses	12,551,481	11,880,761	(670,720)	5.6%	9,502,401	3,049,080	32.1%
Total Operating Expenses	39,331,065	42,511,575	3,180,509	-7.5%	34,616,274	4,714,791	13.6%

Personnel expenses are performing \$3.9 million (12.6%) below budget expectations and are \$1.7 million (6.6%) higher than the same period last year. All major personnel expense categories are under budget, reflecting favorable variances across wages, benefits, and related costs.

It is important to note that the personnel budget is developed on the assumption of full staffing for the entire fiscal year. Ongoing vacancies, most notably among bus operators and administrative staff, continue to be the primary driver of the favorable budget variance. While these vacancies reduce immediate expenses, they also create operational challenges, including reliance on overtime and pressure on existing staff to maintain service levels.

On a year-over-year basis, most personnel-related costs have increased due to contractual wage adjustments and normal benefit growth. However, healthcare and pension expenses are trending below prior year levels. Healthcare costs have declined significantly, driven by 1,754 fewer claims and 6,063 fewer services provided compared to the prior year. Excellus premiums are under budget due to fewer enrolled members, particularly in Cortland County.

Pension expenses remain below prior year levels as well. This favorable performance is primarily the result of the most recent actuarial valuation and lower 401(a) plan costs, with the majority of May contributions funded through available forfeited funds. Together, these trends have helped offset rising costs in other personnel-related categories and continue to support overall expense control.

Non-personnel expenses are \$671 thousand (5.6%) below budget expectations but \$3 million (32.1%) higher than the same period last year.

All non-personnel expense categories are currently at or below budget, with the sole exception of Risk Management. Most categories are performing in line with, or slightly below, prior year levels, reflecting stable expense trends across areas such as fuel, materials and supplies, utilities, and contracted services. These results demonstrate effective cost containment and continued focus on expense management.

Risk Management expenses are more than 100% over budget and more than 100% higher than last year. This unfavorable variance is driven primarily by two factors: higher policy premiums and elevated self-insurance claim costs under CNYRTA's Auto General Liability (GL) policy. A significant portion of these claim costs stem from incidents that occurred in prior years but are being settled or paid in the current fiscal period.

The combination of rising insurance premiums and legacy claim activity has created sustained pressure on this category, making it the largest non-personnel cost variance year-to-date. Management continues to closely monitor claim developments, evaluate reserve levels, and work with insurers to control premium increases. In addition, efforts are underway to strengthen safety programs, improve risk assessment practices, and reduce the frequency and severity of future claims.



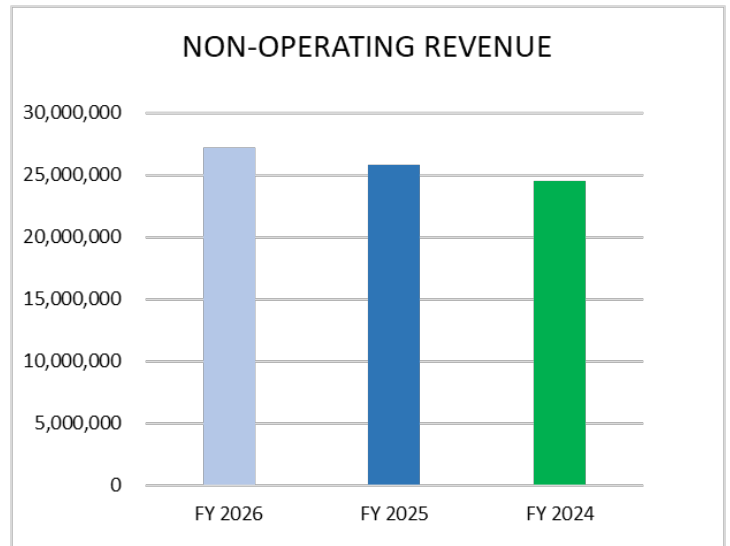
Non-Operating Revenues

Non-operating revenues total \$35.1 million, which are \$320 thousand under budget expectations, and are reflecting a \$3 million (9.4%) 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	30,254,721	31,948,500	(1,693,779)	-5.3%	28,125,002	2,129,719	7.6%
Mortgage Tax Revenue	4,330,577	3,280,000	1,050,577	32.0%	3,290,496	1,040,082	31.6%
Gain/Loss on Disposal of Capital	50,406	20,833	29,573	142.0%	16,063	34,344	213.8%
Investment Revenue	501,600	208,435	293,165	140.7%	684,034	(182,434)	-26.7%
Total Non-Operating Revenue	35,137,305	35,457,768	(320,464)	-0.9%	32,115,593	3,021,711	9.4%

Operating assistance revenues are currently 5.3% below budget expectations but remain 7.6% higher than the same period last year. This variance is largely the result of a strategic approach to revenue recognition. While State Transit Operating Assistance (STOA) has increased, the Authority has strategically conserved federal and state Preventive Maintenance (PM) funds, utilizing funds only as needed. The use of these PM funds is evaluated on a month-to-month basis and applied during periods of higher operating costs to help balance overall financial performance. This approach ensures flexibility and preserves resources for future operating needs.

Mortgage tax revenues are performing exceptionally well, 32% above budget expectations and 31.6% higher than last year. This growth reflects continued strength in the real estate market. However, given the inherent volatility of this revenue source, the Authority will maintain a cautious outlook, closely monitoring market trends and applying conservative planning practices to guard against potential fluctuations.



Investment revenues are exceeding budget expectations by more than 100% but are 26.7% below prior-year levels. Current investment yields are performing in the range of 4.18% to 4.30%, providing strong returns compared to budget assumptions. The Authority will continue to pursue opportunities to strategically invest idle cash in a manner that maximizes earnings while maintaining sufficient liquidity to meet ongoing operational and capital funding needs.



Central New York Regional Transportation Authority
 Statement of Revenues and Expenditures by Company
 From 04/01/2025 through 08/31/2025

	Total	CNYRTA	ITC	CNY Centro	Centro of Oswego	Centro of Cayuga	Centro of Cotland	Centro Call-A-Bus	Centro of Oneida	Centro Parking
Operating Revenue										
Passenger Revenue	4,164,249	0	0	3,291,376	190,088	75,872	29,225	221,038	356,650	0
Advertising & Other Revenue	980,807	0	453,155	349,499	4,580	8,769	0	4,375	79,561	80,868
Total Operating Revenue	5,145,056	0	453,155	3,640,875	194,668	84,641	29,225	225,413	436,211	80,868
Operating Expenses										
Personnel Expenses	26,779,585	176,477	92,075	15,690,365	1,629,005	1,132,259	547,499	1,922,706	5,589,199	0
Non-Personnel Expenses	12,551,479	144,640	434,785	6,934,495	441,772	297,999	579,059	2,676,294	970,338	72,097
Total Operating Expenses	39,331,065	321,117	526,860	22,624,860	2,070,777	1,430,258	1,126,558	4,599,000	6,559,537	72,097
Non-Operating Revenue										
Operating Assistance	30,254,721	0	0	17,218,694	1,671,242	1,345,619	413,750	4,373,334	5,232,082	0
Mortgage Tax Revenue	4,330,577	4,330,577	0	0	0	0	0	0	0	0
Gain/Loss on Disposal of Capital Investment Revenue	50,406	0	0	50,406	0	0	0	0	0	0
	501,600	492,718	0	8,882	0	0	0	0	0	0
Total Non-Operating Revenue	35,137,305	4,823,295	0	17,277,982	1,671,242	1,345,619	413,750	4,373,334	5,232,082	0
Operating Income (Loss)	951,295	4,502,178	(73,705)	(1,706,003)	(204,867)	2	(683,583)	(253)	(891,244)	8,771



INVESTMENT REPORT

Central New York Regional Transportation Authority
Inventory of Existing Investments
As of 08/31/2025
(In Whole Numbers)

Cash Investments	Institution	Interest Rate	Amount	Total
Unrestricted – Operating Funds				
Commercial Savings – General Fund	M&T Bank	2.50%	\$18,200,098	
Commercial Savings – Farebox Collection	JP Morgan	1.65%	\$144,256	
				<u>\$18,344,354</u>
Board Designated - Funded Reserves				
Commercial Savings - Health Reserve	M&T Bank	2.50%	\$3,229,353	
Commercial Savings - Insurance Reserve	M&T Bank	2.50%	\$2,863	
Commercial Checking - Capital Reserve	JP Morgan	1.65%	\$834,314	
Commercial Checking - Paratransit Reserve	JP Morgan	1.65%	\$91,169	
				<u>\$4,157,699</u>
Total Cash Investment Value				<u>\$22,502,053</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.	\$5,034,477	07/31/2025	09/23/2025	\$5,050,000
Board Designated - Funded Reserves							
Treasury Bill - Capital Reserve	JP Morgan	4.19%	2 mo.	\$3,035,489	07/15/2025	09/09/2025	\$3,038,000
Treasury Bill - Capital Reserve	JP Morgan	4.19%	2 mo.	\$2,009,661	07/22/2025	09/16/2025	\$2,013,000
Treasury Bill - Insurance Reserve	JP Morgan	4.19%	3 mo.	\$4,304,434	06/13/2025	09/11/2025	\$4,309,000
Treasury Bill - Paratransit Reserve	JP Morgan	4.30%	2 mo.	\$5,250,276	08/19/2025	09/16/2025	\$5,259,000
Total Investment Values				<u>\$19,634,337</u>			<u>\$19,669,000</u>



MORTGAGE RECORDING TAX STATEMENT

<u>Actual Receipts YTD</u>					<u>Budget Variance YTD</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>
3,328,236	3,290,496	4,330,577	1,040,082	31.6%	3,280,000	1,050,577	32.0%

	<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-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	761,875	537,226	690,885	28.6%	373.6%	545,000	26.8%	26.8%
May	557,104	622,405	884,530	42.1%	266.0%	600,000	47.4%	37.6%
June	621,109	512,679	971,182	89.4%	227.9%	625,000	55.4%	43.9%
July	651,504	878,691	1,032,746	17.5%	241.1%	760,000	35.9%	41.5%
August	736,644	739,495	751,235			750,000		
September	643,528	668,431	0			725,000		
October	737,317	880,437	0			775,000		
November	613,698	824,214	0			760,000		
December	640,840	704,965	0			660,000		
January	743,819	730,141	0			630,000		
February	547,438	525,142	0			625,000		
March	425,398	636,968	0			635,000		
Totals	<u>7,680,275</u>	<u>8,260,794</u>	<u>4,330,577</u>			<u>8,090,000</u>		

<u>County Receipts - August</u>	<u>FY-26</u>	<u>FY-25</u>	<u>\$</u>	<u>%</u>
Onondaga	463,477	501,980	(38,503)	-8%
Oswego	80,808	57,669	23,139	40%
Cayuga	54,813	47,588	7,224	15%
Cortland	27,138	-	27,138	
Oneida	125,000	132,258	(7,258)	-5%
Total	<u>751,235</u>	<u>739,495</u>	11,740	0.02



STATEMENT OF CASH FLOW

Central New York Regional Transportation Authority
Statement of Cash Flow
As of 08/31/2025
(In Whole Numbers)

Cash Flows From Operating Activities:

Operating Receipts from Fares, Contract Bill & Misc Items	\$ 824,547
Mortgage Tax Receipts	842,420
State Operating Assistance	14,327,568
Local Operating Assistance	643,040
Payments to Vendors & Bank Fees	(5,400,995)
Payments for Employee Benefits	(1,036,287)
Payments of Payroll Related Wages & Liabilities	(3,139,726)
Net Cash Provided by (Utilized in) Operating Activities	\$ 7,060,567

Cash Flows From Capital Activities:

Federal & State Grants Proceeds for Capital Additions	0
Proceeds from Federal Operating Assistance	0
Purchases of Capital Assets	(10,000)
Net Cash Provided by (Utilized in) Capital Activities	\$ (10,000)

Net Change in Cash from Operating & Capital Activities	\$ 7,050,567
---	---------------------

General Fund Cash Balances - Beginning of Period	\$ 10,301,090
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General Fund Cash Balances - End of Period*	\$ 17,351,657
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Reserve Funds:

Insurance Reserve	2,863
Health Insurance Reserve	3,229,353
Capital Reserve Fund	834,314
Paratransit Reserve	91,169
Invested Reserve Funds	19,637,338
Reserve Funds Total	\$ 23,795,037

Total Cash All Sources - End of Period:	\$ 41,146,694
--	----------------------

*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
- Term Design and Engineering
- Building Pest Control Services
- HVAC Inspection & Repair Services
- Shelter Truck Purchase

Future Procurements

Items requiring future board action:

Within 2 months:

- TPA for Prescription Services
- Real Time Signage
- Specialized Transportation- Minivan Services A

Within 6 months:

- Bus Shelter and Parking Lot Janitorial Services
- Public Relations
- Term Design and Engineering
- Building Pest Control Services
- HVAC Inspection & Repair Services
- Shelter Truck Purchase

Revenue Service Contracts

Lease Revenue Contracts

RTC Unoccupied Space Agreement (Previously Dunkin Donuts)

Lease Agreements



CAPITAL PROGRAMS AND CAPITAL PLANNING

Capital Program

Under FTA guidance for the Low or No Emission Grant Program, the Grants for Buses and Bus Facilities Competitive Program (Low-No), and the Congestion Mitigation and Air Quality (CMAQ) Program Awards, grantees were invited to request project scope modifications, specifically related to vehicle propulsion types.

CNYRTA requested a change from hydrogen fuel cell buses to compressed natural gas (CNG), which FTA approved on September 5, 2025. Staff will prepare and submit the grant application, valued at more than \$15 million, in federal fiscal year 2026.

Federal Grant Funding

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.

Awarded Applications

Section 5307 and 5339 Grant Programs Applications: The federal fiscal year 2025 applications are executed. Together they include operating and capital assistance for various projects totaling approximately \$8.6 million in federal funds.

State Grant Funding

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.

Capital Planning

The Central New York Regional Transportation Authority's (CNYRTA) Capital Planning Committee continues to meet regularly to assess the Authority's capital needs and to guide both short- and long-term investments in alignment with the Capital Improvement Plan (CIP). The Committee's work ensures that capital resources are prioritized effectively, addressing immediate operational requirements while also supporting the Authority's long-range strategic goals.

Key projects currently in the execution phase include:

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

The Authority remains focused on leveraging available funding to advance these initiatives while positioning CNYRTA to meet the mobility and infrastructure needs of the community well into the future.



RESOLUTION TO AUTHORIZE CONTRACT AWARD FOR
GASOLINE- BULK DELIVERY 2026-2031

WHEREAS, the Central New York Regional Transportation Authority (CNYRTA) has a need for a qualified vendor to provide bulk deliveries of gasoline; and

WHEREAS, this contract will be paid for with operating funds; and

WHEREAS, the Invitation for Bid was publicly let on July 23, 2025; and

WHEREAS, eighteen (18) vendors were invited, of which one (1) was sent to a NYS Certified M/WBE firm and fourteen (14) bid packages were downloaded; and

WHEREAS, one (1) bid was received on August 13, 2025, with the lowest responsive and responsible bid received from Mirabito Energy Products; and

WHEREAS, the price was determined to be fair and reasonable based upon comparison with the independent cost estimate; and

WHEREAS, The staff of CNYRTA is aware of no interest held by any Member of the CNYRTA or any staff member thereof or any family member of such individual in the firm to which this contract is made; and

WHEREAS, To the best of our knowledge and belief, no member of the governing body of CNYRTA, or its subsidiaries, and no other officer, employee or agent of CNYRTA, or its subsidiaries, whether or not exercising any functions or responsibilities in connection with the carrying out of the project to which this contract pertains, during his/her tenure or two years thereafter, has any personal interest, direct or indirect in this contract; and

WHEREAS, To the best of our knowledge and belief, no member of the governing body of the CNYRTA, or its subsidiaries, and no other officer, agent, servant or employee employed by or appointed by CNYRTA, or its subsidiaries, is in any way or manner interested, directly or indirectly, as principal, surety, or otherwise, in this contract.

WHEREAS, to the best of our knowledge and belief, this award is consistent with the Code of Ethical Conduct for Members of the Central New York Regional Transportation Authority originally adopted by it on July 20, 1990, as Motion No. 775, and as revised and updated on April 25, 2008, as Motion No. 1709.

NOW, THEREFORE, BE IT RESOLVED BY THE BOARD OF MEMBERS OF THE CENTRAL NEW YORK REGIONAL TRANSPORTATION AUTHORITY, that the Chief Executive Officer or his designee is authorized to enter into a five (5) year contract with Mirabito Energy Products to provide bulk gasoline deliveries. The contract would commence June 1, 2026.

FACT SHEET
GASOLINE- BULK DELIVERY 2026-2031

PROJECT DESCRIPTION: The CNYRTA has a need for a qualified vendor to provide bulk deliveries of gasoline.

ADVERTISEMENT: An Invitation for Bid was advertised on July 23, 2025, in the NYS Contract Reporter, Post Standard (Onondaga, Cayuga and Oswego County editions), Rome Sentinel, Utica Observer-Dispatch and the Minority Commerce Weekly.

FUNDING: This contract will be paid for using operating funds.

PRICING RECEIVED:

Description	Mirabito Energy Products
87 Octane Gasoline-JOC + Differential	\$2.1269

COMMENTS: Mirabito Energy Products has performed like kind services in the past with positive results.

M/WBE: A partial waiver for M/WBE participation was approved by NYS Empire State Development on this contract amending the total goal to reflect 15% WBE participation.

RECOMMENDATION: Based upon evaluation of the bid documents, staff recommends contract award to Mirabito Energy Products for a five (5) year term, commencing June 1, 2026.

RESOLUTION
ENDORSING CNYRTA 2025 TITLE VI PROGRAM

WHEREAS, The Central New York Regional Transportation Authority (CNYRTA) is dedicated to uphold the principals and provisions of Title VI of the Civil Rights Act of 1964 prohibiting discrimination on the basis of race, color, and national origin, including the denial of meaningful access for limited English proficient persons, and

WHEREAS, CNYRTA is further dedicated to environmental justice for minority and low-income populations, and

WHEREAS, Federal Transit Administration regulations require the CNYRTA to submit a Title VI Program approved by the Board of Members every three years, and

WHEREAS, CNYRTA must submit a 2025 Title VI Program to the Federal Transit Administration in September 2025, and

WHEREAS, CNYRTA's 2025 Title VI Program includes previously approved updates to Service Standards and Policies, the Public Participation Plan, the Language Assistance Plan, and Title VI Policies related to major service changes, and

WHEREAS, CNYRTA's 2025 Title VI Program contains various equity analyses related to service and fare changes in compliance with the Title VI and environmental justice goals of the Federal Transit Administration, and

WHEREAS, the Board of Members has considered CNYRTA's 2025 Title VI Program and the policies and procedures embodied therein regarding public participation, language assistance for limited English proficient persons, service standards and policies, equity analysis for major service and fare changes, customer and general system demographics, and all other facets of the Program.

NOW, THEREFORE, BE IT RESOLVED BY THE BOARD OF MEMBERS OF THE CENTRAL NEW YORK REGIONAL TRANSPORTATION AUTHORITY that it adopts the 2025 Title VI Program and authorizes the Chief Executive Officer to submit the Program to the Federal Transit Administration and implement its provisions.



TO: CNYRTA Board of Members
FROM: Christopher Tuff, Chief Executive Officer
RE: Monthly Summary Report – September 2025
DATE: September 17, 2025

South Side Community Growth Foundation

On September 5, Steve, Bren, and I met with the leadership of the South Side Community Growth Foundation to discuss their goals for the South Side Community. We provided an update on the system redesign and the Bus Rapid Transit (BRT) project. Together, our plans will help the South Side community continue to see improvements and growth.

Low-No & CMAQ Awards update

Under FTA guidance for the Low or No Emission Grant Program, the Grants for Buses and Bus Facilities Competitive Program (Low-No), and the Congestion Mitigation and Air Quality (CMAQ) Program Awards, grantees were invited to request project scope modifications, specifically related to vehicle propulsion types. CNYRTA requested a change from hydrogen fuel cell buses to compressed natural gas (CNG), which FTA approved on September 5, 2025. Staff will prepare and submit the grant application, valued at more than \$15 million, in federal fiscal year 2026.

Cortland Facility

On September 8, we proudly opened our newly renovated location on Grant Street in Cortland, NY. The improvements to our facility are significant and nearly complete, with just a few minor punch list items remaining. We're excited to welcome our staff to their new, permanent space where they can make it their own.

American Public Transit Association (APTA) Conference

On September 13th Several Staff members, the Chairman and I attended the APTA conference in Boston, MA. The week was full of various learning sessions and keynote speakers. We also took time to walk the vendor floor to meet with current vendors and explore new products that are coming into the market.

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

Recipient ID: 1778

Central New York Regional Transportation Authority (Centro)

September 2025



Steven Koegel – email: skoegel@centro.org
Vice President of Communications & Business Planning

Bren W. Daiss – email: bdaiss@centro.org
Associate Vice President of Communications & Business Planning

Paula F. Cutrone – email pcutrone@centro.org
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200 Cortland Avenue
P.O. Box 820
Syracuse, NY 13205-0820
(315) 442-3333
<https://www.centro.org/>

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Introduction

The Central New York Regional Transportation Authority (Centro) is the primary public transportation provider for a five-county area located in the center of New York State. Centro serves the counties of Cayuga, Cortland, Oneida, Onondaga, and Oswego, including the cities of Auburn, Cortland, Fulton, Oswego, Rome, Syracuse, and Utica (see map below). According to the 2020 Census, upwards of 949,000 people reside within the service area.

The 2025 Title VI Program adheres to the prescriptive Federal processes and requirements as specified in FTA Circular 4702.1B entitled "Title VI Requirements and Guidelines for Federal Transit Administration Recipients."

Central New York Regional Transportation Authority Service Area



CHAPTER III: GENERAL REQUIREMENTS

Requirement 1: Notify Beneficiaries of Protection Under Title VI

Centro notifies the public of their rights and protections under Title VI. The Title VI Notice can be found in both English and Spanish on the Centro website at <https://www.centro.org/footer-links/title-vi>. On an annual basis, a notification regarding Centro's Title VI Policies is posted to all social media platforms. The notice is also posted at all Centro offices and transit facilities / garages in Syracuse, Utica, Rome, Auburn, Oswego, and Cortland and is included in a rail card displayed on all buses.

In accordance with Title 49 CFR Section 21.9(d) and guidance provided in FTA Circular 4702.1B, Centro's Title VI Notice includes:

- (1) A statement that the agency operates programs without regard to race, color, or nation origin;
- (2) A description of the procedures that the public should follow in order to request additional information regarding Centro's Title VI obligations;
- (3) A description of the procedures that members of the public shall follow in order to file a Title VI discrimination complaint against Centro.

Below is the English version of the Title VI Notice as posted on the Centro website.

Title VI Notice


CENTRAL NEW YORK REGIONAL TRANSPORTATION AUTHORITY (CNYRTA)

The CNYRTA operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the CNYRTA.

For more information on the CNYRTA's civil rights program, and the procedures to file a complaint, contact 315-442-3333; email cnyrta@centro.org; visit our administrative office at 200 Cortland Ave, Syracuse, NY 13205; or visit www.centro.org.

A person may also file a complaint directly with the FTA by contacting the Federal Transit Administration Office of Civil Rights, Attention: Complaint Team, East Building, 5th Floor – TCR, 1200 New Jersey Avenue SE, Washington, DC 20590.

If information is required in another language, contact 315-442-3333.



www.centro.org

Requirement 2: Title VI Complaint Procedure

The Title VI Complaint Procedure is posted on the Centro website at <https://www.centro.org/footer-links/title-vi> in both English and Spanish. In addition, printed materials are available to the public upon request. All complaints received by Centro are recorded in the Customer Service database which documents all the details of the complaint. The Title VI complaints are then referred to the Title VI Complaint Officer. It is Centro's policy to investigate complaints received no more than 90 days after the alleged incident occurred. The Authority has 30 calendar days to investigate the complaint.

Below is the English version of the Title VI Complaint Procedure as posted on the Centro website.

Title VI Complaint Procedure

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by the Central New York Regional Transportation Authority (hereinafter referred to as Centro) may file a Title VI complaint by completing and submitting the Centro's Title VI Complaint Form.

Please submit this form in person to the address below, or mail to:

**Title VI Complaint Officer
Central New York Regional Transportation Authority
PO Box 820
200 Cortland Ave
Syracuse, NY 13205**

Centro investigates complaints received no more than 90 days after the alleged incident. Centro will process complaints that are complete. A copy of the complaint form is available on the Centro website or by mail by calling any of the Centro offices in the five county service area.

Once the complaint is received, Centro will review it to determine if our office has jurisdiction and if the complaint falls under the scope of Title VI. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office.

The Authority has 30 calendar days to investigate the complaint. If more information is needed to resolve the case, the Authority may contact the complainant. The complainant has 10 business days from the date of the letter to send requested information to the Centro official investigating the complaint. If the investigator is not contacted by the complainant or does not receive the additional information within 10 business days, the Authority can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, she/he will issue one of two letters to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. An LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member, or other action will occur. If the complainant wishes to appeal the decision, she/he has 10 business days after the date of the letter or the LOF to do so.

A person may also file a complaint directly with the FTA by contacting the Federal Transit Administration Office of Civil Rights, Attention: Complaint Team, East Building, 5th Floor – TCR, 1200 New Jersey Avenue SE, Washington, DC 20590.

Note: Complaints must be signed and include contact information.

No one may intimidate, threaten, coerce, or engage in other discriminatory conduct against anyone because he or she has either filed a complaint to secure rights protected by the nondiscrimination statutes Centro enforces. Any individual alleging such harassment or intimidation may file a complaint with Centro and/or the Federal Transit Administration and an investigation will be conducted.



www.centro.org

The Title VI Notice to the Public and the Title VI Complaint Procedure rail card in dual language format can be viewed below. This rail card is displayed in all buses.

Notice: Title VI



www.centro.org

Notice to the Public of Rights Under Title VI

Central New York Regional Transportation Authority (CNYRTA)

CNYRTA, as a recipient of federal funding, gives public notice of its policy to fully comply with Title VI of the Civil Rights Act of 1964 and all related laws and statutes. No person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any CNYRTA program or activity, as provided by Title VI of the Civil Rights Act of 1964 and as amended, and the Civil Rights Restoration Act of 1987 (P.L. 100.259). CNYRTA operates its programs without regard to race, color, or national origin.

For more information on CNYRTA's Title VI program, contact the Title VI Complaint Officer:

Central New York Regional Transportation Authority
PO Box 820
200 Cortland Ave
Syracuse, NY 13205

- Email: cnyrta@centro.org
- Visit our website: <https://www.centro.org/misc-group/title-vi-and-reasonable-modification-policy>
- Call Main Office: 315-442-3333 for more information

A person may also file a complaint directly with the FTA by contacting the Federal Transit Administration Office of Civil Rights, Attention: Complaint Team, East Building, 5th Floor – TCR, 1200 New Jersey Avenue SE, Washington, DC 20590.

Title VI Complaint Procedure

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by the Central New York Regional Transportation Authority (hereinafter referred to as Centro) may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form.

Please submit this form in person at the address below, or mail this form to:

Title VI Complaint Officer
Central New York Regional Transportation Authority
PO Box 820
200 Cortland Ave
Syracuse, NY 13205

Centro investigates complaints received no more than 90 days after the alleged incident. Centro will process complaints that are complete. A copy of the complaint form is available on the Centro website or by calling any of the Centro offices in the four county service area.

Once the complaint is received, Centro will review it to determine if our office has jurisdiction and if the complaint falls under the scope of Title VI. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office.

The Authority has 30 calendar days to investigate the complaint. If more information is needed to resolve the case, the Authority may contact the complainant. The complainant has 10 business days from the date of the letter to send requested information to the Centro official investigating the complaint. If the investigator is not contacted by the complainant or does not receive the additional information within 10 business days, the Authority can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, she/he will issue one of two letters to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. An LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member, or other action will occur. If the complainant wishes to appeal the decision, she/he has 10 business days after the date of the letter or the LOF to do so.

A person may also file a complaint directly with the FTA by contacting the Federal Transit Administration Office of Civil Rights, Attention: Complaint Team, East Building, 5th Floor – TCR, 1200 New Jersey Avenue SE, Washington, DC 20590.

Note: Complaints must be signed and include contact information.

No one may intimidate, threaten, coerce, or engage in other discriminatory conduct against anyone because he or she has either filed a complaint to secure rights protected by the nondiscrimination statutes Centro enforces. Any individual alleging such harassment or intimidation may file a complaint with Centro and/or the Federal Transit Administration and an investigation will be conducted.

Darse Cuenta: Título VI

Aviso al público de derechos bajo el Título VI

Autoridad de Transporte Regional del Centro de Nueva York (CNYRTA)

CNYRTA, como receptor de fondos federales, notifica públicamente su política de cumplir plenamente con el Título VI de la Ley de Derechos Civiles de 1964 y todas las leyes y estatutos relacionados. Ninguna persona en los Estados Unidos, por motivos de raza, color u origen nacional, será excluida de la participación, se le negarán los beneficios o se le someterá a discriminación bajo cualquier programa o actividad de CNYRTA, según lo dispuesto en el Título VI de la Ley de Derechos Civiles de 1964 y sus enmiendas, y la Ley de Restauración de Derechos Civiles de 1987 (PL 100.259). CNYRTA opera sus programas sin distinción de raza, color u origen nacional.

Para obtener más información sobre el programa Título VI de CNYRTA, comuníquese con el Oficial de Quejas Título VI:

Autoridad de transporte regional central de Nueva York
PO Box 820
200 Cortland Ave
Syracuse, NY 13205

- Correo electrónico: cnyrta@centro.org
- Visite nuestro sitio web: <https://www.centro.org/misc-group/title-vi-and-reasonable-modification-policy>
- Llame a la oficina principal: 315-442-3333 para más información.

Una persona también puede presentar una queja directamente al TLC contactando a la Oficina de Derechos Civiles de la Administración Federal de Tránsito, Atención: Equipo de Quejas, Edificio Este, 5to piso - TCR, 1200 New Jersey Avenue SE, Washington, DC 20590.

Procedimiento de queja del Título VI

Cualquier persona que crea que ella o él han sido discriminados por motivos de raza, color u origen nacional por la Autoridad de Transporte Regional del Centro de Nueva York (en lo sucesivo, Centro) puede presentar una queja de Título VI completando y presentando el Título de la agencia VI Formulario de queja.

Envíe este formulario en persona a la siguiente dirección o envíe este formulario a:

Oficial de Quejas del Título VI
Autoridad de Transporte Regional del Centro de Nueva York
PO Box 820
200 Cortland Ave
Syracuse, NY 13205

Centro investiga las quejas recibidas no más de 90 días después del presunto incidente. Centro procesará las quejas que estén completas. Una copia del formulario de queja está disponible en el sitio web del Centro o llamando a cualquiera de las oficinas del Centro en el área de servicio de cuatro condados.

Una vez que se recibe la queja, Centro la revisará para determinar si nuestra oficina tiene jurisdicción y si el la queja cae dentro del alcance del Título VI. El demandante recibirá una carta de confirmación informándole si la queja será investigada por nuestra oficina.

La Autoridad tiene 30 días calendario para investigar la queja. Si se necesita más información para resolver el caso, la Autoridad puede contactar al demandante. El demandante tiene 10 días hábiles a partir de la fecha de la carta para enviar la información solicitada al funcionario del Centro que investiga la queja. Si el demandante no contacta al investigador o no recibe la información adicional dentro de los 10 días hábiles, la Autoridad puede cerrar el caso administrativamente. Un caso puede cerrarse administrativamente también si el demandante ya no desea continuar con su caso.

Después de que el investigador revisa la queja, él / ella emitirá una de dos cartas al demandante: una carta de cierre o una carta de hallazgo (LOF). Una carta de cierre resume las acusaciones y establece que no hubo una violación del Título VI y que el caso se cerrará. Un LOF resume las acusaciones y las entrevistas sobre el presunto incidente, y explica si ocurrirá alguna acción disciplinaria, capacitación adicional del miembro del personal u otra acción. Si el demandante desea apelar la decisión, tiene 10 días hábiles después de la fecha de la carta o el LOF para hacerlo.

Una persona también puede presentar una queja directamente al TLC contactando a la Oficina de Derechos Civiles de la Administración Federal de Tránsito, Atención: Equipo de Quejas, Edificio Este, 5to piso - TCR, 1200 New Jersey Avenue SE, Washington, DC 20590.

Nota: Las quejas deben estar firmadas e incluir información de contacto.

Nadie puede intimidar, amenazar, coaccionar o participar en otra conducta discriminatoria contra alguien porque él o ella ha presentado una queja para garantizar los derechos protegidos por los estatutos de no discriminación que Centro hace cumplir. Cualquier persona que alegue tal acoso o intimidación puede presentar una queja ante Centro y / o la Administración Federal de Tránsito y se llevará a cabo una investigación.

Requirement 3: Title VI Complaint Form

The Title VI Complaint Form is available in both English and Spanish on the Centro website at <https://www.centro.org/footer-links/title-vi>. Both the English and Spanish versions of the Title VI Complaint Form are found below.

Centro Title VI Complaint Form

Section I:				
Name: _____				
Address: _____				
Telephone (Home): _____		Telephone (Other): _____		
E-Mail Address: _____				
Accessible Format Requirements?	Large Print	_____	Audio Tape	_____
	TDD	_____	Other	_____
Section II:				
Are you filing this complaint on your own behalf?		Yes*		No
*If you answered "yes" to this question, go to Section III.				
If not, please provide the name of and your relationship to the person for whom you are filing the complaint:				
Name: _____		Relationship: _____		
Please explain why you have filed for a third party: _____				
Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party,		Yes		No
Section III:				
I believe the discrimination I experienced was based on (check all that apply):				
[] Race [] Color [] National Origin				
Date of Alleged Discrimination (Month, Day, Year): _____				
Time of Day: _____				
<u>Bus Route</u> Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please attach additional sheets to this form.				

Centro Title VI Complaint Form

Section IV:

Have you previously filed a Title VI complaint with this agency?

Yes

No

Section V:

Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State Court?

☐ Yes ☐ No

If yes, check all that apply:

☐ Federal Agency: _____

☐ Federal Court: _____

☐ State Agency: _____

☐ State Court: _____

☐ Local Agency: _____

Please provide information about a contact person at the agency/court where the complaint was filed.

Name:

Title:

Agency:

Address:

Phone Number:

You may attach any written materials or additional information you feel is relevant to your complaint.

Signature and date required below:

Signature

Date

Please submit this completed Title VI Complaint Form in person at the address below, or mail to:

Title VI Complaint Officer

Central New York Regional Transportation Authority

200 Cortland Avenue

PO Box 820

Syracuse, NY 13205

cnyrta@centro.org

Centro Título VI Formulario de Queja

Sección I:

Nombre:

Dirección:

Teléfono (Hogar):

Teléfono (Otro):

Dirección de Correo Electrónico:

Formato Accesible
Requisitos?

Letra Grande

Cinta de Audio

TDD

Otro

Sección II:

Está presentando esta queja en su propio nombre?

Sí*

No

*Si respondió "sí" a esta pregunta, vaya a la Sección III.

De lo contrario, proporcione el nombre y su relación con la persona para la que presenta la queja:

Nombre: _____ Relación: _____

Por favor, explique por qué ha solicitado un tercero:

Confirme que ha obtenido el permiso de la parte perjudicada si está presentando una solicitud en nombre de un tercero.

Sí

No

Sección III:

Creo que la discriminación que experimenté se basó en (marque todo lo que corresponda):

[] Raza [] Color [] Origen Nacional

Fecha de Presunta Discriminación (Mes, Día, Año): _____

Hora del Día _____

Ruta del Autobus

Explique lo más claramente posible qué sucedió y por qué cree que lo discriminaron. Describa a todas las personas que estuvieron involucradas. Incluya el nombre y la información de contacto de las personas que lo discriminaron (si se conoce), así como los nombres y la información de contacto de los testigos. Si necesita más espacio, adjunte hojas adicionales a este formulario.

Centro Título VI Formulario de Queja

Sección IV:

Ha presentado anteriormente una queja del Título VI con esta agencia?

Sí

No

Sección V:

Ha presentado esta queja ante cualquier otra agencia federal, estatal o local, o ante cualquier tribunal federal o estatal?

☐ Sí ☐ No

En caso afirmativo, marque todo lo que corresponda:

☐ Agencia Federal: _____

☐ Corte Federal: _____

☐ Agencia del Estado: _____

☐ Corte Estatal: _____

☐ Agencia local: _____

Proporcione información sobre una persona de contacto en la agencia / corte donde se presentó la queja.

Nombre:

Título:

Agencia:

Dirección:

Número de Teléfono:

Puede adjuntar cualquier material escrito o información adicional que considere relevante para su queja.

Firma y fecha requerida a continuación:

Firma

Fecha

Envíe este Formulario de reclamación del Título VI completado en persona a la dirección que figura a continuación, o envíela por correo a:

Title VI Complaint Officer

Central New York Regional Transportation Authority
200 Cortland Avenue
PO Box 820
Syracuse, NY 13205
cnyrta@centro.org

Requirement 4: Record of Title VI Investigations, Complaints, or Lawsuits

In order to comply with the reporting requirements of 49 CFR Section 21.9(b), Centro maintains a log of all complaints that allege discrimination on the basis of race, color, or national origin as well as any action taken.

Since the time of the last report, there were two complaints received, both of which were determined not to be valid Title VI Complaints.

Date of Complaint	Summary of Complaint	Action Taken as a Result of the Complaint	Status of Investigation of Complaint	Complainant Notified
10/30/2022	Driver would not let the passenger board the bus when it was cold outside. Driver was a white female.	Video of incident reviewed by Kevin Perrin & Jackie Musengo. Operator was a new driver and told the passenger on the outbound trip that if not going to Walmart, end of the line, then she would pick up passenger inbound. Driver did pick up the passenger on the inbound trip. Driver was reinstructed that she could have picked up the person and allowed them to stay on the bus since so close to the end of the line. No discriminatory action was involved.	Determined not to be a valid Title VI Complaint	11/9/2022
7/11/2023	Complainant claimed driver discriminated due to his race. She informed him the bus does not go to Skaneateles Lake and charged him \$3 fare.	Driver was not paying attention to the conversation with the customer and was confused with what customer was trying to ask. She did not understand he was trying to go to Skaneateles Lake. Driver was reinstructed and trained on the pay structure.	Determined not to be a valid Title VI Complaint	7/12/2023

Centro has no active Title VI investigations, complaints, or lawsuits alleging discrimination on the basis of race, color or national origin with respect to service or other transit benefits.

Requirement 5: Public Participation Plan

Public participation is the process by which an organization consults with interested or affected individuals, organizations, and government entities before making a decision. It is a two-way communication and collaborative problem-solving effort intended to guide and manage diverse opinions.

Centro made minor updates to its Public Participation Plan in 2025 including updating our service area to include Cortland County. The plan was presented to the Board of Members on June 20, 2025. A motion to approve the report was raised and carried unanimously by the Board of Members. The following pages contain the approved plan in its entirety.

PUBLIC PARTICIPATION PLAN

2025 Revision



Central New York Regional Transportation Authority
Recipient ID: 1778

Steven Koegel – email: skoegel@centro.org
VP Business Development & Corporate Communications

Paula Cutrone – email: pcutrone@centro.org
Senior Manager of Transit Data and Equity



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Attachment 1 – Board of Members Approval

All photographs courtesy of Centro Marketing and Communications Department.



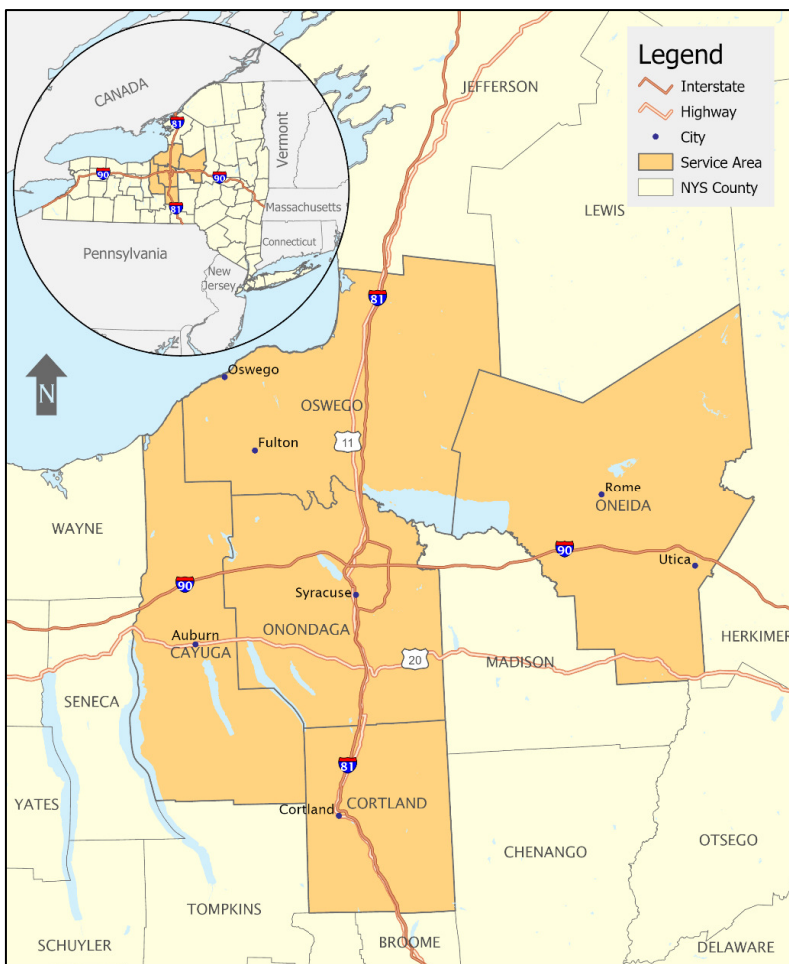
INTRODUCTION

About Centro

The Central New York Regional Transportation Authority (Centro) is the public transportation provider for a five-county area serving the center of New York State. Centro serves the counties of Onondaga, Cayuga, Cortland, Oneida, and Oswego, including the cities of Syracuse, Auburn, Cortland, Rome, Utica, Oswego, and Fulton. Centro's Board of Members and staff are committed to providing efficient, effective transportation services that enhance the quality of life throughout the Central New York region.



Service Area Map



Goals of the Public Participation Plan

Centro respects and values the input of the community and its stakeholders in its decision-making process. As such, Centro has adopted the following key goals to help guide its public participation process.

1. Provide multiple ways for the public to share meaningful feedback.
2. Conduct outreach early to identify key issues and challenges faced by the community.
3. Build trust with the community and strengthen the legitimacy of decisions.
4. Promote fair treatment and opportunity for participation in all major service and fare changes.

Revision Justification

The last revision of Centro's Public Participation Plan (PPP) was in 2019. As a result of the COVID-19 pandemic, modern technologies and strategies emerged for engaging with the public. To better serve its customers and the community, Centro's public participation strategies needed to change. The revision of this document incorporates the methods of outreach Centro finds to be successful for its region. Centro's service is being expanded as well as being redesigned. It is crucial that this PPP reflects Centro's commitment to continuous, open communication in support of these projects.

REGULATIONS AND POLICIES

Below is an overview of the regulations and policies that Centro operates within. Supporting circulars, when available, are documented for reference.

Federal Requirements

- Urbanized Area Formula Funding - 49 U.S.C. 5307
 - FTA C 9050.1A dated November 1, 2024
- Rural Areas Formula Funding – 49 U.S.C. 5311
 - FTA C 9040.1H dated November 1, 2024
- Americans with Disabilities Act of 1990
 - FTA C 47101.1 Americans with Disabilities Act (ADA) Guidance dated November 4, 2015
- Title VI of the Civil Rights Act of 1964
 - FTA C 4702.1B Title VI Requirements and Guidelines for Federal Transit Administration Recipients dated October 1, 2012
- Executive Order 13166 – Improving Access to Services for Persons with Limited English Proficiency
 - FTA C 4702.1B Title VI Requirements and Guidelines for Federal Transit Administration Recipients dated October 1, 2012
- Executive Order 12898 – Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations (*rescinded January 21, 2025*)
 - FTA C 4703.1 – Environmental Justice Policy Guidance for Federal Transit Administration Recipients dated August 15, 2012
- Executive Order 14096 – Revitalizing Our Nations Commitment to Environmental Justice for All (*rescinded January 21, 2025*)
- National Environmental Policy Act of 1969 (NEPA) - 42 U.S.C. §4321 et seq.

New York State Requirements

- NY Public Authorities Law
- NY Public Officers Law Article 7 §100-111 - Open Meetings Law

Language Assistance Plan for Limited English Proficient Populations

Title VI directs each Federal agency to develop and implement a system by which limited English proficient (LEP) populations can meaningfully access the services it funds. Centro, as an FTA grantee, is required to ensure meaningful access to benefits, services, and information for LEP individuals. Centro has developed a Language Assistance Plan (LAP) for LEP individuals as part of its Title VI program. The plan is updated to correspond with the triennial Title VI Program Report submission to the FTA. A summary of outreach efforts since the previous Title VI Program submission is included in the content of the report.

ENGAGEMENT STRATEGIES

The tactics described below are used to engage with and provide outreach to the community and its stakeholders. Centro both communicates information and solicits feedback from the public.

MOBILE ENGAGEMENT

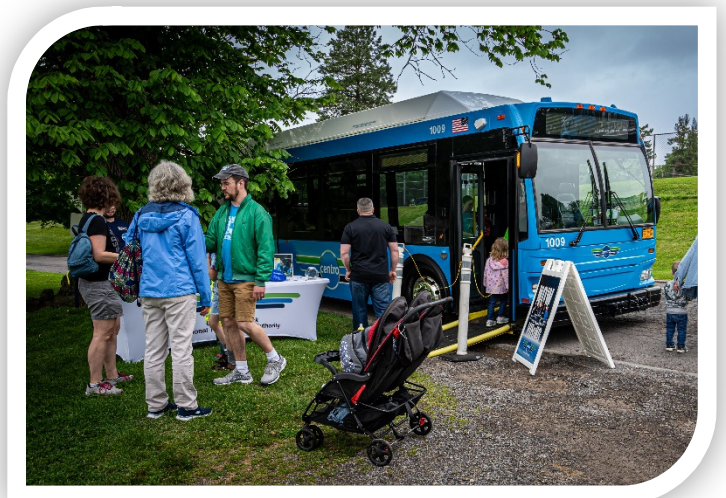
Community Bus: Centro has retrofitted a bus by removing seats and adding counters and cabinets. The bus has ample space to welcome members of the community aboard to meet with Centro representatives.

The Community Bus is a mobile meeting space, allowing Centro to take public engagement to any location where the bus can be accommodated. Centro employees have used the space on the Community Bus to share available fare and pass options, instruct individuals on how to use Centro's transit tools to access real-time bus information, explain paratransit services and how to apply for Call-A-Bus, and explain the MOVE on-demand service.

A Public Hearing was held on board the Community Bus in the parking lot of a park in an affected service area. Centro representatives were able to give a presentation, answer questions, and get feedback regarding proposed service changes.

Community Events: Centro participates in many diverse types of community events. Over the past three years, Centro has been inviting employees and their families to march alongside a bus in several different parades including St. Patrick's Day, Memorial Day, Juneteenth, CNY Pride, and the CNY Veterans Parade and Expo. Centro has participated in events during which children were welcomed aboard its buses for an interactive experience at events such as Big Rig Day, Story Bus, and Touch-A-Truck. Centro provides shuttle services for events including the ADA Anniversary Parade, Honor Flight, Lights on the Lake, and the Salvation Army Distribution Day which exposes community members to the services Centro offers. In addition, Centro staff volunteer annually with the Southside cleanup in honor of Earth Day. Participating in these events is critical for fostering a positive relationship with the community.

Community Feedback & Information Sessions / Public Meetings: In person outreach events are held at times and locations that are convenient and accessible for the community. When practicable, events may be coordinated with community organizations, educational institutions, or other organizations to engage members of affected minorities and LEP communities. When considering a major service or fare change, a public meeting may be held to present the draft changes.



Other outreach efforts may solicit input from a forum of organizations serving minorities, low-income individuals, as well as individuals with disabilities and limited English proficient populations. Structured meetings may be held on specific proposals and projects to expand support and encourage broad-based public participation in the development and review of programs and projects. Centro promotes opportunities for the inclusion of minority, low-income and limited-English populations in this forum. Public input may be drawn from, but not necessarily limited to, organizations such as:

- Arise
- Aurora of CNY, Inc.
- Catholic Charities
- CenterState CEO
- CNY Works
- Enable
- InterFaith Works of Central New York
- National Association for the Advancement of Colored People
- PEACE, Inc.
- Refugee Resettlement Services
- The Salvation Army
- Spanish Action League
- Syracuse Metropolitan Transportation Council
- Syracuse Public Schools
- Tomorrow's Neighborhoods Today (TNT)
- University/College Representatives
- Veterans Service Agencies

Open Houses / Job Fairs: The primary focus of hosting open houses and participating in job fairs has been to recruit employees. These events may also be used for outreach and feedback regarding service and fare changes or to solicit general feedback from the community.

VIRTUAL ENGAGEMENT

Customer Service: Free over-the-phone and in-person interpretation services are available to limited and non-English speaking individuals with questions regarding Centro's service. The service, which is available either by contacting Centro's Call Center during regular business hours or approaching a Centro representative, is provided via Centro's Language Line interpretation service account. Centro also offers ASL interpretation services on an as-needed basis utilizing this same approach.

Mobile App: The GoCentroBus mobile app, which provides access to real-time bus information, is available for download on portable smart devices. The app provides Centro contact information including phone numbers, mailing addresses, and a link to Centro's website. There is also a feedback form through which Centro can receive feedback.

Press Releases and Media Relations: Radio, television, newspaper, and digital media ads are regularly placed in media outlets that serve the general population as well as minority and LEP populations.

Service Alerts / Email: Customers wishing to receive email and/or text alerts concerning Centro detours, delays, and public outreach events are encouraged to sign up via the Centro website.

(continued next page)

Social Media: Facebook, Instagram, X (formerly Twitter), and LinkedIn pages are updated regularly with information concerning Centro projects, planning, and community events. Social media followers can view Centro information in their native language on their mobile devices through the language settings feature. Centro solicits public input on an ongoing basis through its social media channels. This approach provides opportunities for proactive, early, and continuous public participation regarding Centro projects, programs, and overall decision-making process. This social media strategy allows staff wide latitude to adapt to and take advantage of changing communication technologies. Social media is used to interact with individuals, groups, businesses, and strategic partners to help improve customer satisfaction.



The monthly Board of Members meeting is live streamed on Centro's YouTube page with the recording made available for playback following the meeting. In addition, instructional videos on how to ride Centro's service and how to use different payment methods can also be accessed on this site. The closed captions settings allow viewers to choose the language to be displayed on the screen.

Website: Centro's website (www.centro.org) provides access to Board of Members meetings, Board approved policies, information regarding public meetings, public hearings, significant service redesign projects, upcoming events, and schedule information. The website also contains an online form through which the public may submit feedback, concerns, questions, complaints, or contact the Authority regarding any Centro matter. The website contains Centro's mailing address, email address, and telephone number as alternative methods of contact. To help improve communication with LEP populations, Centro's website contains a language translator. Centro schedules and documents can be translated into the native language of the site visitor upon request.

ON-BOARD & TRANSIT HUB ENGAGEMENT

Announcements: Centro buses have automated messages in English and Spanish regarding service changes, new products, and public meetings.

Customer Surveys: Customer demographic/travel pattern on-board surveys are conducted every three to five years on fixed route service. Surveys are available in English and Spanish. Customer satisfaction and other types of feedback surveys are conducted on an as-needed basis. In certain instances, those surveys may be made available via Centro's website.

Centro engages in outreach initiatives with the Syracuse Metropolitan Transportation Council (SMTC) to gain a better understanding of the community's public transit needs and expectations. The most recent example was Exploring Tomorrow's Transit (ETT), which has helped shape Centro's future Onondaga County system



redesign. Community members were invited to participate in an online survey, the results of which were shared with Centro and its consulting team.

Flyers: Flyers detailing service changes, feedback sessions, etc. are printed and posted on buses in and near affected service area. Flyers are posted a minimum of ten days before a minor route or schedule change and ten days before a major service or fare change. Flyers are also handed out to customers boarding affected bus routes.

PUBLIC NOTIFICATION OF MINOR ROUTE AND SCHEDULE CHANGES

Except when impossible due to an emergency condition, minor route and service changes are publicized no less than ten days prior to such changes taking effect. Methods of providing notice may include any of the following: social media announcements, distribution of revised timetables, flyers, posted notices, and media releases. Centro continuously solicits feedback on service changes.

MAJOR SERVICE AND FARE CHANGE PUBLIC PARTICIPATION

Centro's policy is to solicit feedback and respond to public comments regarding major service changes and fare changes in a reasonable and practicable manner.

Major service changes (as described in the Major Service Change Policy) and any fare structure changes are made available for public input and CNYRTA Board consideration prior to implementation. The following changes are exempt from the formal hearing process: school tripper, specialized service, experimental service, temporary service changes, and promotional fares.

Public Outreach Process

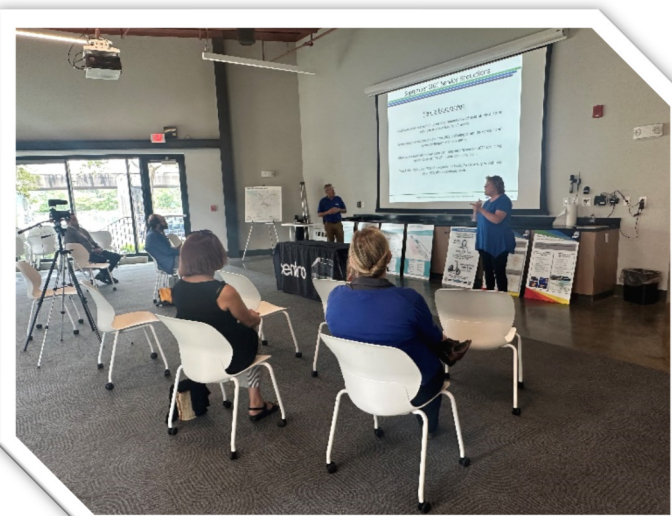
Centro undertakes a comprehensive and inclusive outreach process during the planning phase of a major service change. During the public outreach period, Centro posts information and accepts comments regarding proposed changes on its website and social media accounts. Centro may also elect to hold public information meetings in local communities, attend stakeholder group meetings, and present the changes to its Accessible Transportation Advisory Committee (ATAC). The purpose is to include the community, with special regard for minority, low-income, and limited English proficient populations, in the planning stages of proposed changes.

Public Hearing Process

As required by the FTA, and in compliance with Title VI of the Civil Rights Act of 1964, Centro conducts a Service and Fare Equity Analysis to assess the effects of a proposed fare or major service change on minority and low-income populations during the planning of such changes. The analysis may address alternatives available for people affected by the changes. The results of the analysis are reported to Centro's Board of Members prior to a formal public hearing.

(continued next page)

- A legal notice of the proposed change(s) is published in a newspaper of general circulation or their affiliated website and, if applicable, in newspapers or on websites oriented to the specific groups or communities affected. The information is also posted inside buses. Such notices include information as to the date, time, and place of the hearing, a summary of the proposed changes, and information for requesting translation services. Notices are published for a minimum of 14 days before the public hearing is held.
- Information to be presented at the public hearing is made available to the public at least 72 hours before the hearing. Documents are posted on the Centro website or any secondary website maintained by consultants or other organizations acting on behalf of Centro.
- Public hearings are held at an accessible location, on days and times that allow the public maximum opportunity for public comment. At least one hearing will be held in each affected county. Locations should be selected which are within, or near, the area affected by the change. Ideal locations will be accessible via the existing transit network, except in cases where service is being added to an area where transit does not currently exist.
- The Chairman of the Board, Chief Executive Officer, or their designee shall preside over the meeting.
- Participants are invited to sign in as they enter the meeting room and anyone wishing to deliver a public comment regarding the subject of the meeting is asked to indicate such on the form. Comments are limited to three minutes. Lengthier comments are accepted in written form after the hearing is closed.
- Public hearings are video recorded and posted to Centro's YouTube channel except when circumstances prevent it.
- A transcript of the hearing proceedings is produced for the record. Oral comments made at the hearing are transcribed. Written comments are also accepted for seven days after the hearing. Comments on social media channels related to the content of the public hearing will be documented.
- A report on all public comments received, and the responses given, is submitted to Centro's Board of Members. Recommended changes to the proposal in response to public comments are also presented. Adequate time is allowed for the Board of Members to review any transcripts or written comments prior to taking official action.
- Following completion of the process described above, decisive action shall be taken by formal resolution at an official meeting of the CNYRTA Board of Members.
- Final public notice of major service changes or any changes in the fare structure are given at least ten days in advance of the effective date of the change.



MONITORING AND EVALUATION OF PPP

Centro continuously monitors and evaluates its public participation process. Regular review is accomplished by tracking website and social media usage and conducting periodic online surveys to determine demographic usage of website and social media sites. The public is encouraged to provide comments and suggestions through various channels and open dialogue is maintained with advisory groups and stakeholders throughout the community on transportation and planning issues. A record of public comments and those of institutional representatives is documented as well as Centro's response to such comments.

The Public Participation Plan is reviewed and updated as necessary every three years.

UPCOMING MEETINGS

- Chairman Laino announced the following meetings for July 25, 2025:
 - Pension Meeting – 9:00 AM
 - Audit and Finance Meeting – 9:30 AM
 - Board Meeting – 10:00 AM

APPROVAL OF THE MAY 30, 2025, BOARD MEETING MINUTES - MOTION NO. 2774

Motion – Julius Lawrence

Seconded – Tina Fitzgerald

Carried Unanimously

DEPUTY CHIEF EXECUTIVE OFFICER’S REPORT – Mr. Tuff

In addition to Mr. Tuff’s written report, attached to these Minutes, he discussed the following:

HARBOR POINT OPENING

On June 5th, the City of Utica opened the Harbor Point area after their revitalization project. Mayor Galime asked Centro to provide a shuttle service from the parking lots of the Nexus Center to the Harbor Point area. The shuttle allowed residents and visitors to attend the grand opening celebration without worrying about parking in the area. Thank you to the Utica team for providing this service, the Mayor was very appreciative of our help.

JUNETEENTH PARADE

On Saturday, June 14th, I, along with several staff and their family members, walked in the Juneteenth parade. It was a great walk, and the participation in the parade continues to grow. I want to thank the marketing team who continue to plan these community engagement events.

SENIOR STAFF REPORTSBUSINESS DEVELOPMENT AND CORPORATE COMMUNICATIONS REPORT – Mr. Koegel

Mr. Koegel reported that ridership continues to increase in all properties, with significant growth in Rome where ridership is up more than 30% in the fiscal year. He also reported that service enhancements will be introduced in Cortland on June 30th that will include new service to Greek Peak and the town of Virgil.

Mr. Koegel invited Mrs. Cutrone to the meeting to provide an update on the Authority’s Language Assistance Plan for Limited English Proficient Persons and Public Participation Plan.

Mrs. Cutrone provided an explanation of the proposed changes to the plans and answered questions and suggestions from Board Members. A motion was made to except the changes to the plans.

PUBLIC PARTICIPATION PLAN– MOTION NO. 2776

A Motion to approve changes to the Public Participation Plan was raised.

Motion – Tina Fitzgerald
Seconded – Anthony Davis
Carried Unanimously

LANGUAGE ASSISTANCE PLAN FOR LIMITED ENGLISH PERSONS – MOTION NO. 2777

A Motion to approve changes to the Language Assistance Plan for Limited English persons was raised.

Motion – Neil Burke
Seconded – Anthony Davis
Carried Unanimously

INFORMATION TECHNOLOGIES REPORT – Mr. Fong

EXECUTIVE SUMMARY

The IT department reports significant progress on several key initiatives, including the successful operational launch of the new Cortland County location, major upgrades to core infrastructure, and strategic cybersecurity enhancements. The team is managing multiple concurrent projects effectively and has a clear plan for upcoming requirements.

CORTLAND COUNTY EXPANSION

The IT team has successfully established operations for Cortland County, overcoming initial challenges and is now building out the permanent infrastructure.

- **Initial Operational Setup:** To meet a tight deadline unmet by our ISP, the team implemented an innovative and secure 5G cellular network solution, enabling operations to begin on schedule out of the highway department. This involved a cross-departmental effort to manage cabling, equipment procurement, website integration, and critical system integrations (Trapeze, MC, PDS).
- **Permanent Location Progress:** Work on the permanent facility is well underway.
 - Network cabling is nearly complete.
 - The new fiber internet circuit is scheduled to be operational by mid-July.
 - Security camera and door access equipment have been procured, with installation being scheduled.

Requirement 5a: Outreach Efforts Since Last Title VI Program Submission

Centro personnel at all levels, from the Chief Executive Officer down, participate in outreach efforts in support of inclusive public participation. From service change proposal meetings, school district meetings, and job fairs, to demonstrations of the GoCentroBus mobile app and participation in transportation panels. Centro strives to interact with, instruct, and inform the community about transportation.

Centro, The Salvation Army of Syracuse, and the Syracuse Mets Team Up to Stuff-A-Bus with School Supplies and Clothing for Area Children in Need



Centro, The Salvation Army of Syracuse, and the Syracuse Mets teamed up to "Stuff-A-Bus" with Back-to-School supplies and clothing items as part of a Christmas in July event at NBT Bank Stadium.

Fans were asked to bring a donation to help local students in need. The goal being to stuff an entire Centro bus with new items like backpacks, lunch boxes, T-shirts (sizes 2T and up), underwear, and socks. Helpers from The Salvation Army of Syracuse and Centro were stationed in front of the stadium by the 50th Anniversary Centro bus to collect donations from attendees before they headed into the stadium to enjoy the game.

"Not every child can afford new school supplies or clothing," said Centro's Director of Marketing & Communications, Lynette Paduano. "Centro is committed to helping local students receive the resources they need to succeed academically. Here at Centro, we value education. Getting these kids the supplies they need is important if we want them to succeed. Every little bit

counts. But we cannot do it alone, so we are asking for the community's help to collect these critical-need items."

"Our Stuff-A-Bus campaign provides local children in need with brand new school supplies and essential clothing items, so they are better prepared to kick off the school year in September," said Deanna Delmonico, PR/Donor Relations Manager for The Salvation Army of Syracuse. "The Salvation Army of Syracuse welcomes you to join us as we work together to create a positive, permanent impact on education in our community."

Thanks to the outpouring of generous donors who contributed to the Christmas in July Stuff-A-Bus event, we were able to fill the bus with school supplies and clothing items which were distributed to program areas throughout the Syracuse region.

In addition to collecting donations, Centro recruiters were on hand to promote openings at its Syracuse, Utica, Auburn, and Oswego locations, accept resumes, and talk with anyone interested in building a career with Centro. Two lucky Centro employees were also selected to throw out the first pitch!

Not only was it a fun day at the stadium, but Centro was also able to step up to the plate to do some good for our local community members.

Community Outreach

Over the past year, Centro worked closely with The Salvation Army of Syracuse on a number of community initiatives, including a Back-to-School Supply Drive, Stuff-A-Bus Toy Collection, Angel Tree Program for local children, Food Donation Drive, and the Christmas Bureau Distribution Shuttle. Each of these events were successful thanks in great part to the generosity of Centro's employees.





Earth Day 2022 Community Clean-Up

SUSTAINABILITY

On Saturday, April 23rd Centro hosted the annual Earth Day Clean Up event in Syracuse. About 50 Centro employees and their families, along with members of the Local 580 of the ATU teamed up with 15 other local businesses and not-for-profit organizations to clean up more than five miles of Syracuse's Southside. This volunteer initiative was the second year of what has become an annual tradition at Centro.

Volunteers, outfitted in their sustainability T-shirts and safety vests, picked up their grabbers and gloves and filled over 100 bags with trash collected in and around downtown Syracuse.

"Working together with other local organizations to help clean up the communities we live in, do business in, and raise our families in is both meaningful and important to the employees of Centro," said Centro Deputy Chief Executive Officer, Christopher Tuff. "It's a way to give back to the community and is something we are very proud to participate in each year as an organization."

In honor of Earth Day, Centro also shared some tips with its social media followers to help support the environment and encourage individuals to become Conservation Heroes.





- Tip #1: Plant a tree. Did you know that every year more than 18 million acres of forests are lost?
- Tip #2: Use reusable water bottles. According to environmental scientists, by 2050 there will be more plastic in our oceans than there are fish (by weight). As of 2021, our oceans contained approximately 363,762,732,605 pounds of plastic pollution.
- Tip #3: Make friends with a plant. Plants generate oxygen and absorb the CO2 that we emit.
- Tip #4: Use reusable bags. It takes 1,000 years for a plastic bag to degrade in a landfill.
- Tip #5: Volunteer. Help clean up shared spaces in your local community. Small steps create BIG impacts!



Centro Employees Step Up in a Big Way to Help Local Community

Every October since 1985, millions throughout the world get involved in Breast Cancer Awareness Month, a campaign that increases awareness of a disease that afflicts approximately 1 in 8 women in the United States.

This past October, Centro employees - many of whom have been affected by Breast Cancer personally or through a family-member - wore pink ribbons and bracelets to raise awareness against this horrific disease. Pink ribbons are an international symbol for breast cancer and wearing a pink ribbon (or bracelet) is an easy way to support the fighters, admire the survivors, honor the taken, and encourage those affected by the disease to never, ever give up hope.

In addition, Centro placed pink boxes in all its facilities to help collect items needed to assemble HOPE Kits - tangible expression of hope, filled with thoughtful items that provide patients with comfort and encouragement while undergoing breast cancer treatment. Centro employees stepped up in a BIG way, donating hundreds of items including blankets, pillows, socks, drink tumblers, tea, lotion, lip balm, journals & pens, inspirational bracelets, and activity books.

In November, the HOPE Kits and a check raised from employee donations were delivered to the Shades of

Inspiration organization where they will help bring some joy and comfort to the lives of many women in our community who are battling breast cancer.



"I'm very pleased to announce that together we raised funds to donate to this year's breast cancer awareness campaign, but I'm even prouder to say that we were able to provide much needed support to the Shades of Inspiration organization," said Centro's Director of Marketing & Communications, Lynette Paduano. "To say that they were appreciative would be an understatement. Not only did we help bring some joy and comfort to the lives of many women in our community who are battling breast cancer, we demonstrated what community is truly all about. And YOU were a part of making that happen!"



On October 28th, Centro employees wore pink in support of Breast Cancer Awareness month as a show of solidarity to those battling the disease.



Centro employees also participated in a 2022 Holiday Happenings Campaign to support the needs of The Salvation Army Syracuse Area Services. On Friday, December 16th Centro delivered four large boxes of non-perishable food items to support The Salvation Army's Christmas Bureau program and local food pantries. In addition, holiday gifts for 20 local girls and boys were delivered as part of the Angel Tree program. The gifts were distributed to children in our local community who attended The Salvation Army Distribution Day event at the Oncenter on December 21st.



Centro also partnered with Better Homes and Gardens Real Estate to Stuff-a-Bus with toys at the Walmart in Clay. The toys collected were distributed to income-eligible families during The Salvation Army Syracuse Area Services Christmas Bureau Distribution Day event at the Oncenter. They brought lots of joy to children in our community this past Christmas.



Big Rig Day Events Bring Plenty of Smiles



In 2022, Centro participated in two separate Big Rig Day events. The first was the City of Syracuse's annual Big Rig Day at Burnet Park in May. Children and adults alike were welcomed aboard the city's Police, Fire, Public Works, and Water Department vehicles where they could get behind the wheel and see what it would be like to drive a big rig! A Centro bus joined rigs from other local companies and organizations, and welcomed hundreds who stopped by to say hello, climb aboard the bus, and pick up a free coloring book and Centro sticker.

Admission to the event is free each year, and attendees can purchase refreshments from the on-site vendors.

The second event took place in June at the Dr. Edwin E. Weeks Elementary School in Syracuse. Nearly 800 Pre-K to 5th Grade students climbed aboard one of our Centro buses where they were greeted by our driver who let them explore and answered questions about how the bus works. Each student also received a complimentary Centro coloring book.

A big THANK YOU goes out to the City of Syracuse Parks Department and to the administration at Dr. Weeks Elementary School for allowing us to participate in these events and grow the next generation of bus riders.





Honor Flight - Mission 17

On the morning and evening of September 24, 2022, Centro provided shuttle service between the parking lots and the main terminal at Syracuse's Hancock Airport for veterans traveling aboard Honor Flight Mission 17 to Washington, DC to visit monuments honoring their service and sacrifice. The Mission honors the men and women who served in the United States Armed Forces at the height of World War II, the Korean War, and the Vietnam War. In 2022, Honor Flight celebrated its 10th anniversary.

Juneteenth Festival Express Shuttle Service

On June 17, 2022, Centro took part in the annual Juneteenth Parade in Downtown Syracuse. The parade began at the Dunbar Center and finished at City Hall. Syracuse, which has played a significant role in the State of New York in achieving and maintaining freedom, equality, and opportunity for African Americans, was home to many early abolitionists and civil rights advocates.

Additionally, on Thursday, June 30, 2022, Centro provided free transportation to and from NBT Stadium for ticketholders attending the Juneteenth celebration game. The event, sponsored by Loretto and Nissan, included a special pre-game Juneteenth celebration ceremony on the field.



Utica Independence Day Parade

Centro provided free shuttle service from Mohawk Valley Community College to F.T. Proctor Park on July 4th for the Mohawk Valley Regional Independence Day Parade and Fireworks Celebrations. Shuttles ran consecutively until the celebration concluded.

GO Team Therapy Dogs

On Sunday, September 11, 2022, the Go Team Therapy Dogs came to Centro as part of their training. Go Team Therapy trains the dogs to provide comfort in a crisis, a hospital, an airport, on the bus, and anywhere else people could use love from a four-legged friend! Centro was honored to help them earn their vests!



College & Career Night

The students at Van Duyn Elementary - Syracuse were all smiles on Thursday, November 17, 2022, during College & Career Night! Approximately 80 students climbed aboard a Centro bus where they were greeted by the driver who gave them a complimentary Centro coloring book and sticker!

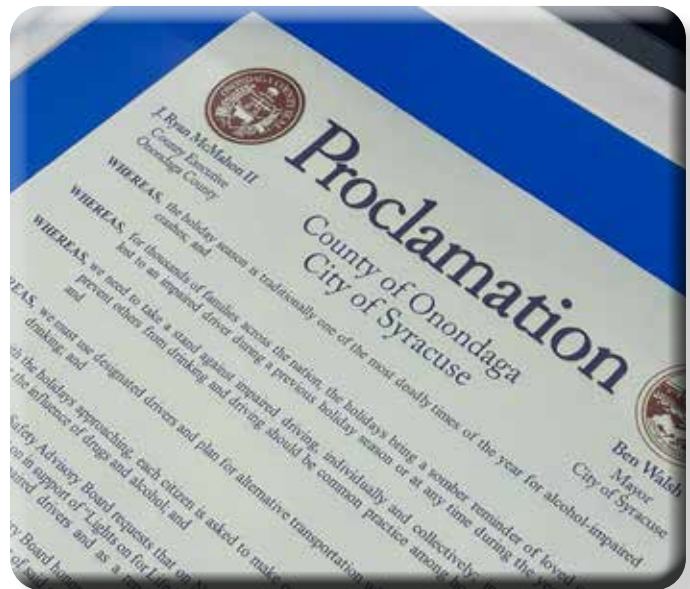
A big THANK YOU goes out to the administration at Van Duyn Elementary School for allowing Centro to participate in this event, and to all the students who spent part of their evening with us aboard a Centro bus!



39th Annual Lights on Caravan

On Saturday, November 19, 2022, Centro hosted and participated in the 39th Annual Donald H. Barrett Lights on Caravan. Sponsored by the Onondaga County Traffic Safety Advisory Board, members of local businesses, law enforcement, fire/ambulance departments, and municipalities drive their respective vehicles in a caravan, with their lights on, to draw attention to the dangers of impaired driving. The event is held to honor and remember the victims of drunk and drugged driving crashes and serves as a reminder to drivers of the dangers of driving while impaired.

Syracuse's "Lights on Caravan" is the oldest and longest running caravan event in the country.



Syracuse Workforce Run

Centro employees joined other area organizations for some fitness fun during the 2022 Syracuse Workforce Run at Onondaga Lake Park. It is an annual 5K race where participants can choose to either walk or run along the mostly flat course. It is mostly corporate teams, but individuals also take part as well. A portion of the proceeds support a great local charity - the Rescue Mission Alliance of Syracuse.



**RUNNING THE STREETS
SINCE 1972**



St. Patrick's Day Parades

In what has become an annual tradition, Centro took to the streets in both the Syracuse and Utica St. Patrick's Day parades this past year. Decked out in festive apparel and accessories, Centro employees proudly walked alongside the iconic green buses. Thank you to everyone who came out to cheer us on!



2023-24 Community Outreach

Over the past year, Centro has proudly partnered with numerous organizations and groups across its four-county service area to help support various community initiatives. Whether Honor Flight shuttles for veterans, vehicle access for service dog training, story buses at local schools and libraries, buses to Lights on the Lake for student recreation and senior centers, donation drives for women battling breast cancer, or food and toy drives for local families – Centro was there.

Thanks to the generosity of the greater Central New York Community and Centro's employees each of these many events were a tremendous success.



Utica Comets Playoff Promotion
April 12, 2023



Honor Flight Shuttle – Mission 18
April 22, 2023



Take Our Daughters & Sons to Work Day
April 27, 2023



City of Syracuse Big Rig Day
May 20, 2023



Go Team Therapy Dog Training
May 20, 2023



Juneteenth Parade
June 17, 2023



Syracuse Workforce Run
June 20, 2023



Dr. Weeks Elementary Big Rig Day
June 21, 2023



ADA Celebration March
July 26, 2023



CNY Fair Housing Community Fair
July 26, 2023



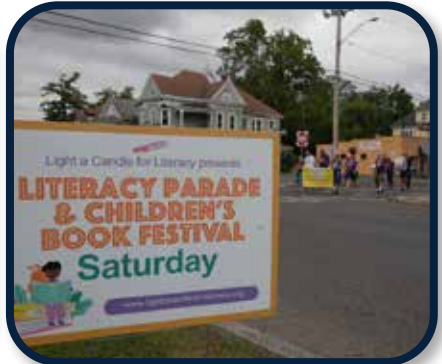
Honor America Days Parade - Rome
July 29, 2023



Honor Flight Donation Presentation
August 21, 2023



The Great New York State Fair
August/September 2023



Literacy Parade & Book Festival
September 9, 2023



Story Bus at Liverpool Public Library
September 16, 2023



OCC Auto Tech Cruise & Views
September 23, 2023



Honor Flight Shuttle - Mission 19
September 30, 2023



Utica Comets Preseason Parade
October 6, 2023



Story Bus at Dr. King Elementary
October 16, 2023



OCM BOCES Service Fair
October 24, 2023



Breast Cancer Awareness Pink Out Day
October 27, 2023



Utica Veterans Day Ceremony Shuttle
November 11, 2023



Shades of Inspiration Donation
November 14, 2023



Lights on the Lake
November/December 2023



40th Annual Lights on Caravan
November 18, 2023



Stuff-A-Bus for The Salvation Army
December 9, 2023



The Salvation Army Distribution Day
December 15, 2023



Stuff-A-Bus for the CNY SPCA
December 16, 2023



Human Trafficking Awareness
January 11, 2024



Story Bus at Meachem Elementary
January 18, 2024



Transit Equity Event at Syracuse Hub
February 7, 2024



Winterfest Express Shuttle Service
February 2024



OCM BOCES Service Fair
March 27, 2024



Syracuse St. Patrick's Parade
March 16, 2024



Community Outreach 24-25

Over the past year, Centro has proudly partnered with numerous organizations and groups across its four-county service area to help support various community initiatives. Whether Honor Flight shuttles for veterans, vehicle access for service dog training, story buses at local schools and libraries, buses to Lights on the Lake for student recreation and senior centers, donation drives for women battling breast cancer, or food and toy drives for local families – Centro was there.

Thanks to the generosity of the greater central New York Community and Centro's employees, each of these events were a tremendous success!



Honor Flight Shuttle – Mission 20
April 27, 2024



City of Syracuse Big Rig Day
May 18, 2024



Memorial Day Parade - Utica
May 28, 2024



Syracuse Senior Housing Fair
May 29, 2024



Oswego Transportation Forum
May 31, 2024



Syracuse Workforce Run
June 6, 2024



Dr. Weeks Elementary Big Rig Day
June 14, 2024



Juneteenth Parade
June 15, 2024



SWAG Bike Fest
June 15, 2024



Syracuse Pride Festival Shuttle
June 22, 2024



Fourth of July Parade - Utica
July 4, 2024



Go Team Therapy Dog Training
July 16, 2024



CNY Fair Housing Community Fair
July 25, 2024



ADA Celebration March
July 26, 2024



Amphitheater Service
May - September 2024



Tunnel to Towers Shuttle - Utica
August 18, 2024



Rome Housing Authority Health Fair
August 22, 2024



Henninger H.S. Student Orientation
August 26, 2024



The Great New York State Fair
August / September 2024



Utica Party in the Park Shuttle
August 31, 2024



OCTSAB at Nottingham H.S.
September 9, 2024



Honor Flight Shuttle – Mission 21
September 28, 2024



Game Day Express Service
September - February



World Lacrosse Box Championships
September 16-27, 2024



InterFaith Works Tour
November 1, 2024



Syracuse Veterans Day Expo & Parade
November 9, 2024



Utica Veterans Day Ceremony Shuttle
November 11, 2024



41st Annual Lights on Caravan
November 23, 2024



Stuff-A-Bus for the CNY SPCA
November 30, 2024



Lights on the Lake
December 2024



Stuff-A-Bus for The Salvation Army
December 7, 2023



The Salvation Army Distribution Day
December 9, 2024



Winterfest Express Shuttle Service
February 2025



StoryBus at Meachem Elementary
March 21, 2025



Syracuse St. Patrick's Parade
March 15, 2025



Requirement 6: Language Assistance Plan

Providing language assistance to persons with limited English proficiency (LEP) in a competent and effective manner helps ensure that the Central New York Regional Transportation Authority's (Centro) services are safe, dependable, convenient, and accessible to those persons.

These efforts may attract riders who would otherwise be excluded from participating in the service because of language barriers and, ideally, will engender riders to continue using the system after they are proficient in English and/or have more transportation options.

Centro evaluates and updates its Language Assistance Plan (LAP) to correspond with the triennial Title VI Program Report cycle. On March 31, 2025, Centro began service in Cortland County therefore Centro updated the Four Factor Analysis to determine the language assistance needs of our stakeholders. Centro then utilized the results of the updated Four Factor Analysis to update the language assistance plan detailing the level of appropriate language outreach. The Language Assistance Plan (LAP) highlights the ways in which Centro is committed to providing language assistance to our customers.

According to the U.S. Census Bureau, 2019-2023 American Community Survey 5-Year Estimates, people who speak Spanish at home represent 3.0% (26,687) of Centro's service area population. Of those persons, 30.5% (8,148) speak English "less than very well". Spanish continues to be the dominant non-English language spoken at home throughout the five-county service area. This is supported by Operator surveys and customer surveys.

Centro updated its Language Assistance Plan for Limited English Proficient Persons in June of 2025. The plan was presented to the Board of Members on June 20, 2025. A motion to approve the report was raised and carried unanimously by the Board of Members. The following pages contain the approved plan in its entirety.



Language Assistance Plan (LAP) for Limited English Proficient (LEP) Persons

June 2025

Central New York Regional Transportation Authority
Recipient ID: 1778

Steven Koegel – email: skoegel@centro.org
VP Business Development & Corporate Communications

Paula Cutrone – email pcutrone@centro.org
Senior Manager of Transit Data and Equity

In Compliance with: Title VI of the Civil Rights Act of 1964 & Executive Order 13166

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Attachments

Attachment 1: Language Line Identification Guide

Attachment 2: Board of Members Approval of Plan (pending)

INTRODUCTION

About Centro

The Central New York Regional Transportation Authority (Centro) is the public transportation provider for Onondaga, Oswego, Cayuga, Oneida, and Cortland counties (including the cities of Syracuse, Oswego, Fulton, Auburn, Utica, Rome, and Cortland). Centro carries approximately 9 million passengers annually on its fleet of 239 buses and currently employs 580 people (including part-time staff).

The Need for a Language Assistance Plan

Individuals having a limited ability to read, write, speak, or understand English are considered limited English proficient, or “LEP.” This language barrier may prevent these individuals from accessing public services and benefits – including public transit services. The Language Assistance Plan is required to determine which services are appropriate and identify the needs of the LEP populations we serve.

Federal Requirements

Title VI of the Civil Rights Act of 1964 and Executive Order 13166 signed on August 11, 2000, are the federal legislation necessitating LEP Plans from public agencies receiving federal funds. Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d et seq., and its implementing regulations provide that no person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity that receives federal financial assistance. The U.S. Supreme Court has ruled that LEP is a component of the protected class of national origin.

Executive Order 13166, “Improving Access to Services for Persons with Limited English Proficiency,” requires federal agencies to examine the services they provide, identify any need for services to those with LEP, and develop and implement a system to provide those services so LEP persons can have meaningful access to them. Executive Order 13166 also requires that the federal agencies work to ensure that recipients of federal financial assistance provide meaningful access to their LEP applicants and beneficiaries.

The U.S. Department of Transportation (DOT) published revised LEP guidance for its recipients on December 14, 2005. The Federal Transit Authority (FTA) references the DOT LEP guidance in its Circular 4702.1B, “Title VI Requirements and Guidelines for Federal Transit Administration Recipients,” which was published on October 1, 2012. This Circular reiterates the requirement to take responsible steps to ensure meaningful access to benefits, services, and information for LEP persons and suggests that FTA recipients and sub-recipients develop a language implementation plan consistent with provisions of Section VII of the DOT LEP guidance.

Figure 1: Centro Service Area Map



Centro's Language Assistance Plan

Centro's LAP, which complies with the above-cited regulations, outlines the policies and procedures instituted by Centro to ensure that it is adequately assessing the size, location, and needs of the LEP populations it serves. Providing language assistance in a conscientious and effective manner will help ensure that Centro's services are safe, convenient, reliable, environmentally responsible, and accessible to LEP persons in the community. In addition, the Plan discusses how language access services are instituted, and how Centro evaluates the effectiveness of these services.

THE "FOUR FACTOR" ANALYSIS

The DOT guidance outlines "four factors" recipients should consider when assessing language needs and determining appropriate steps to ensure meaningful access to services for LEP persons. In considering these factors, Centro continues to implement a cost-effective and appropriate mix of proactive language assistance measures, and to confidently respond to requests for LEP assistance from constituents. The four factors Centro analyzed are:

Factor 1: The number and proportion of LEP persons eligible to be served or likely to be encountered by the program or recipient.

Census Data

Examination by geographic place of U.S. Census Bureau, 2019-2023 American Community Survey 5-Year Estimates, Language Spoken at Home for the Population 5 Years and Over, Table C16001 determined that approximately 3.7% (32,823 / 890,331) of the population over the age of 5 in Centro's service area speaks English less than "very well" and, therefore, is characterized as LEP (*see Table 1*). Oneida County has the highest percentage of LEP people (5.3%) followed by Onondaga County (4.2%).

Table 1: Limited English Proficient Speakers in Centro's Service Area

	Population Total Age 5+	English Only Speakers	Percent of Population	LEP Speakers	Percent of Population
Cayuga County	71,808	68,770	95.8%	980	1.4%
Cortland County	44,218	41,764	94.5%	620	1.4%
Oneida County	216,932	188,052	86.7%	11,459	5.3%
Onondaga County	445,622	396,641	89.0%	18,773	4.2%
Oswego County	111,751	107,167	95.9%	991	0.9%
Total	890,331	802,394	90.1%	32,823	3.7%

Source: U.S. Census Bureau, 2019-2023 American Community Survey 5-Year Estimates; table C16001

Analysis shows there are 10 non-English language categories spoken at home by over 1,000 persons in Centro's service area (*see Table 2*). Onondaga County, the primary UZA and largest county in the Centro service area, has the greatest number of LEP speakers and languages spoken. Cortland County, Centro's least populated county, does not have any non-English languages spoken by 1,000 persons or more.

Table 2: Language Spoken at Home for the Population 5 Years and Over by 1,000+ Persons in Centro's Service Area (by number of speakers descending)

Language Spoken at Home	Estimated Speakers	% County Population	Total LEP	% County Population	% Speakers
CAYUGA COUNTY					
English Only	68,770	95.8%	n/a	n/a	n/a
Spanish	1,458	2.0%	459	0.6%	31.5%
CORTLAND COUNTY					
English Only	41,764	94.5%	n/a	n/a	n/a
ONEIDA COUNTY					
English Only	188,052	86.7%	n/a	n/a	n/a
Spanish	8,409	3.9%	2,972	1.4%	35.3%
Russian, Polish or Other Slavic	6,419	3.0%	2,573	1.2%	40.1%
Other Asian and Pacific Island	6,152	2.8%	3,027	1.4%	49.2%
Other Indo-European	2,008	0.9%	642	0.3%	32.0%
Other and Unspecified Languages	1,575	0.7%	286	0.1%	18.2%
Arabic	1,241	0.6%	579	0.3%	46.7%
ONONDAGA COUNTY					
English Only	396,641	89.0%	n/a	n/a	n/a
Spanish	14,457	3.2%	4,378	1.0%	30.3%
Other Indo-European	6,756	1.5%	2,318	0.5%	34.3%
Russian, Polish or Other Slavic	5,256	1.2%	2,440	0.5%	46.4%
Chinese (incl. Mandarin, Cantonese)	4,720	1.1%	2,346	0.5%	49.7%
Other and Unspecified Languages	4,652	1.0%	1,958	0.4%	42.1%
Arabic	3,556	0.8%	1,646	0.4%	46.3%
Other Asian and Pacific Island	3,163	0.7%	1,623	0.4%	51.3%
French, Haitian, or Cajun	1,977	0.4%	297	0.1%	15.0%
Vietnamese	1,710	0.4%	1,069	0.2%	62.5%
German or Other West Germanic	1,370	0.3%	246	0.1%	18.0%
OSWEGO COUNTY					
English Only	107,167	95.9%	n/a	n/a	n/a
Spanish	1,743	1.6%	317	0.3%	18.2%

Source: U.S. Census Bureau, 2019-2023 American Community Survey 5-Year Estimates; table C16001

People who speak Spanish at home represent 3.0% (26,687) of Centro's service area population. Of those persons, 30.5% (8,148) speak English "less than very well". The LEP Spanish speakers represent less than 1% of the total population of the service area.

The following maps depict the census tracts within the service area with 25 or more limited English persons per square mile. These maps help the Service Development Department to evaluate if service is being provided in areas where LEP persons are likely to need it. Centro provides fixed route service coverage to many of the areas, particularly those with the higher concentrations of LEP persons.

Figure 2: Cayuga County LEP

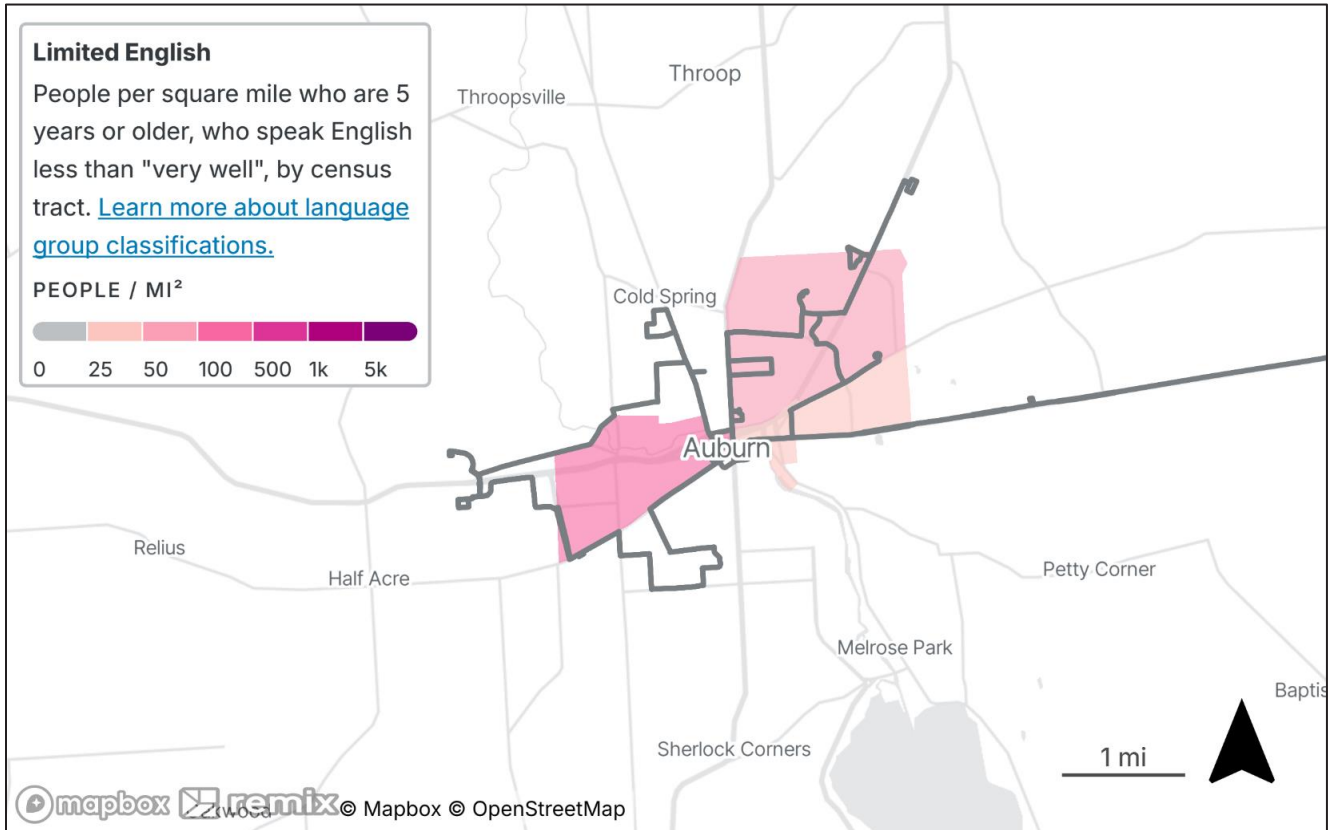


Figure 3: Cortland County LEP

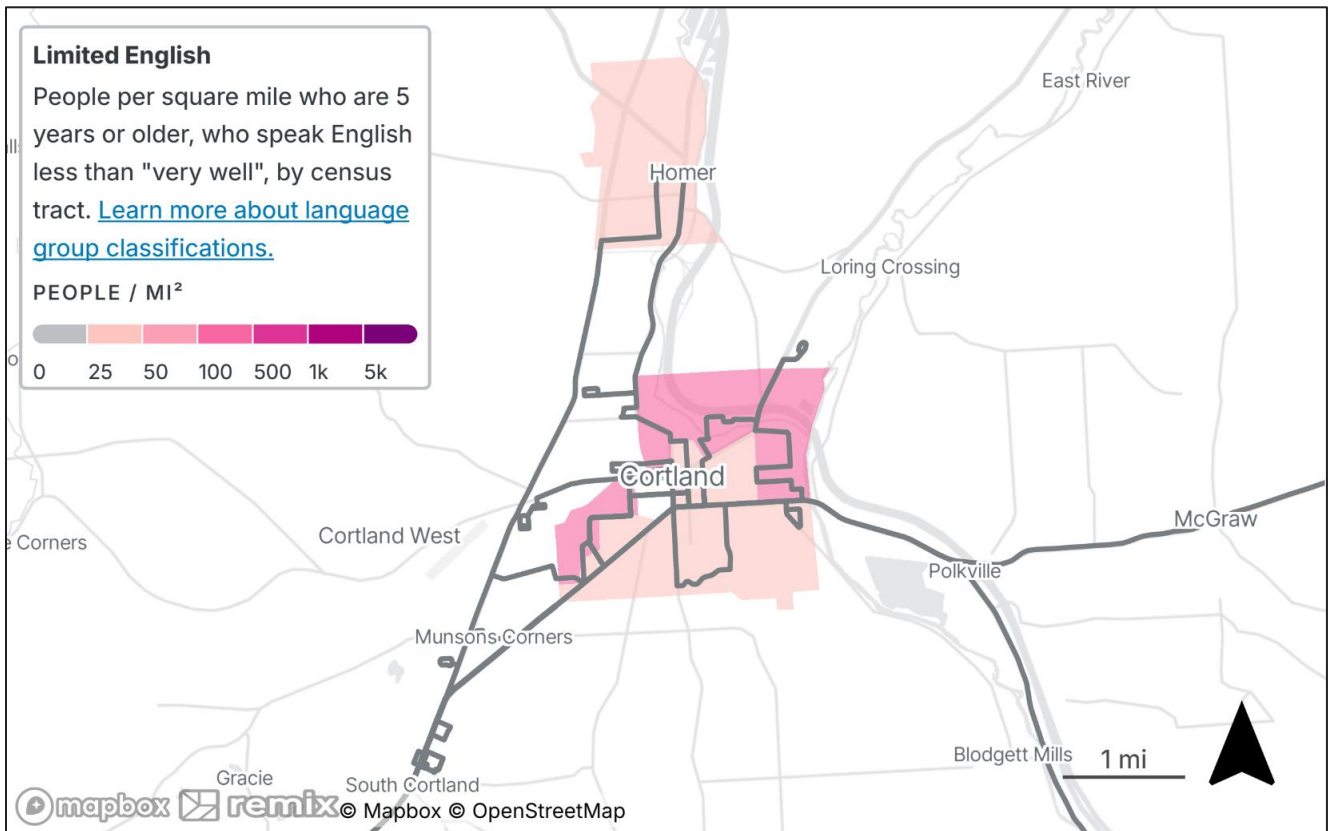


Figure 4: Oneida County (Utica City) LEP

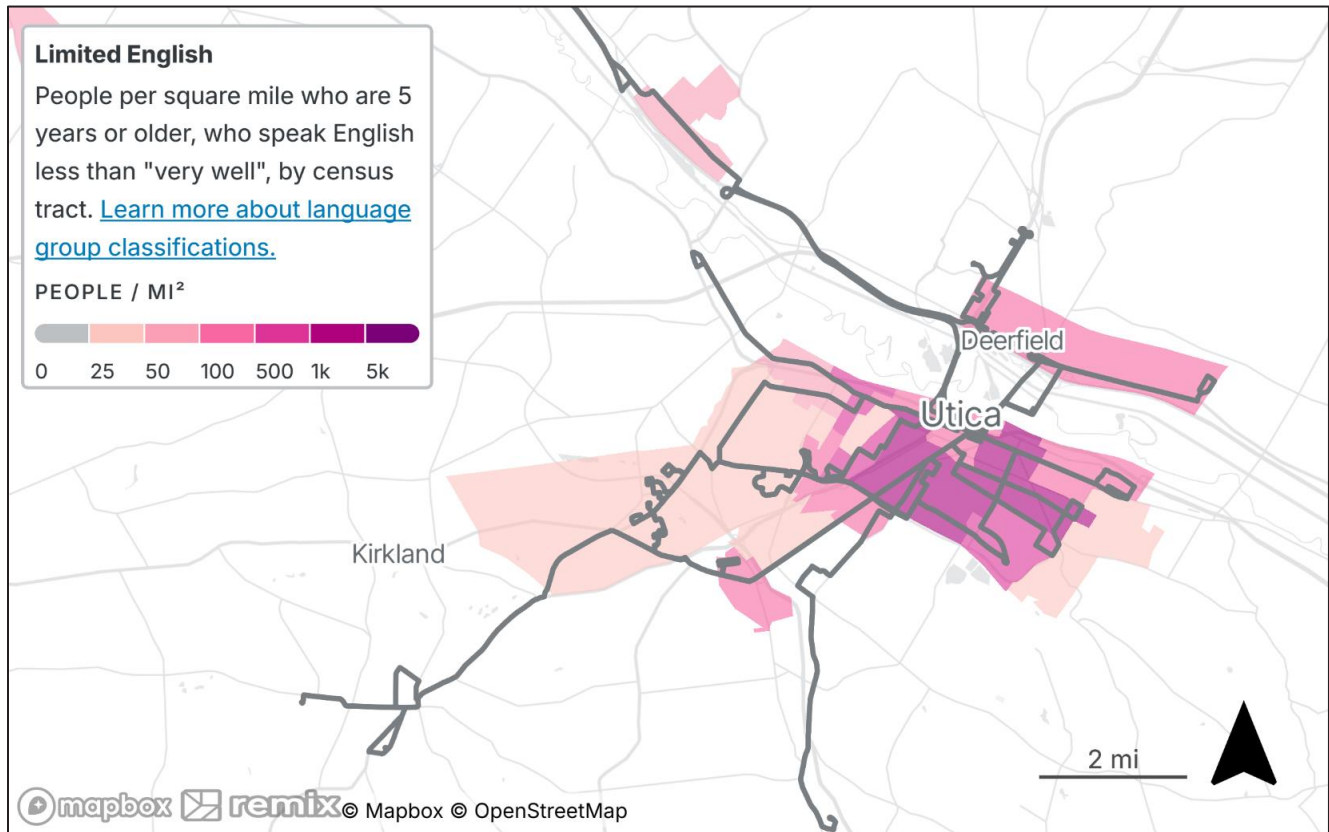


Figure 5: Oneida County (Rome City) LEP

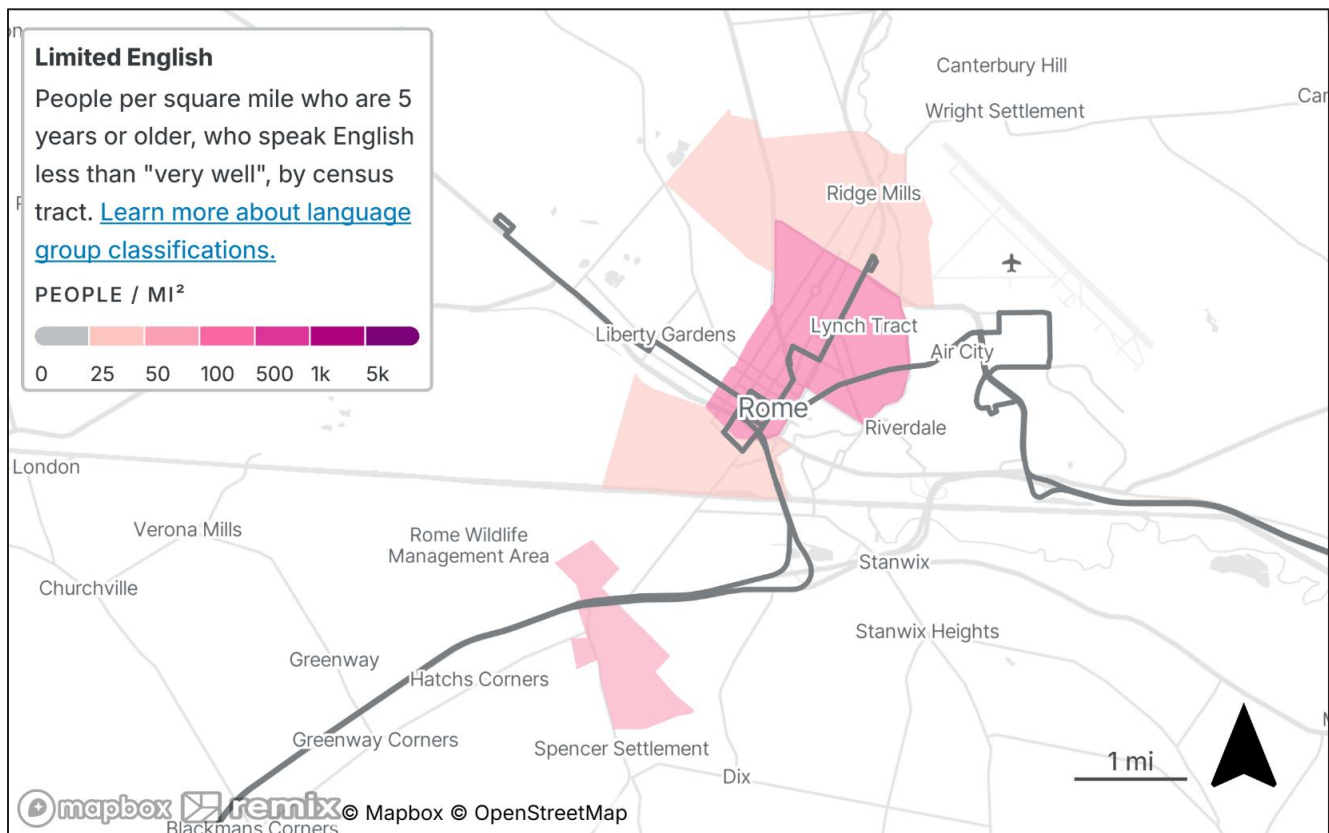


Figure 6: Onondaga County LEP

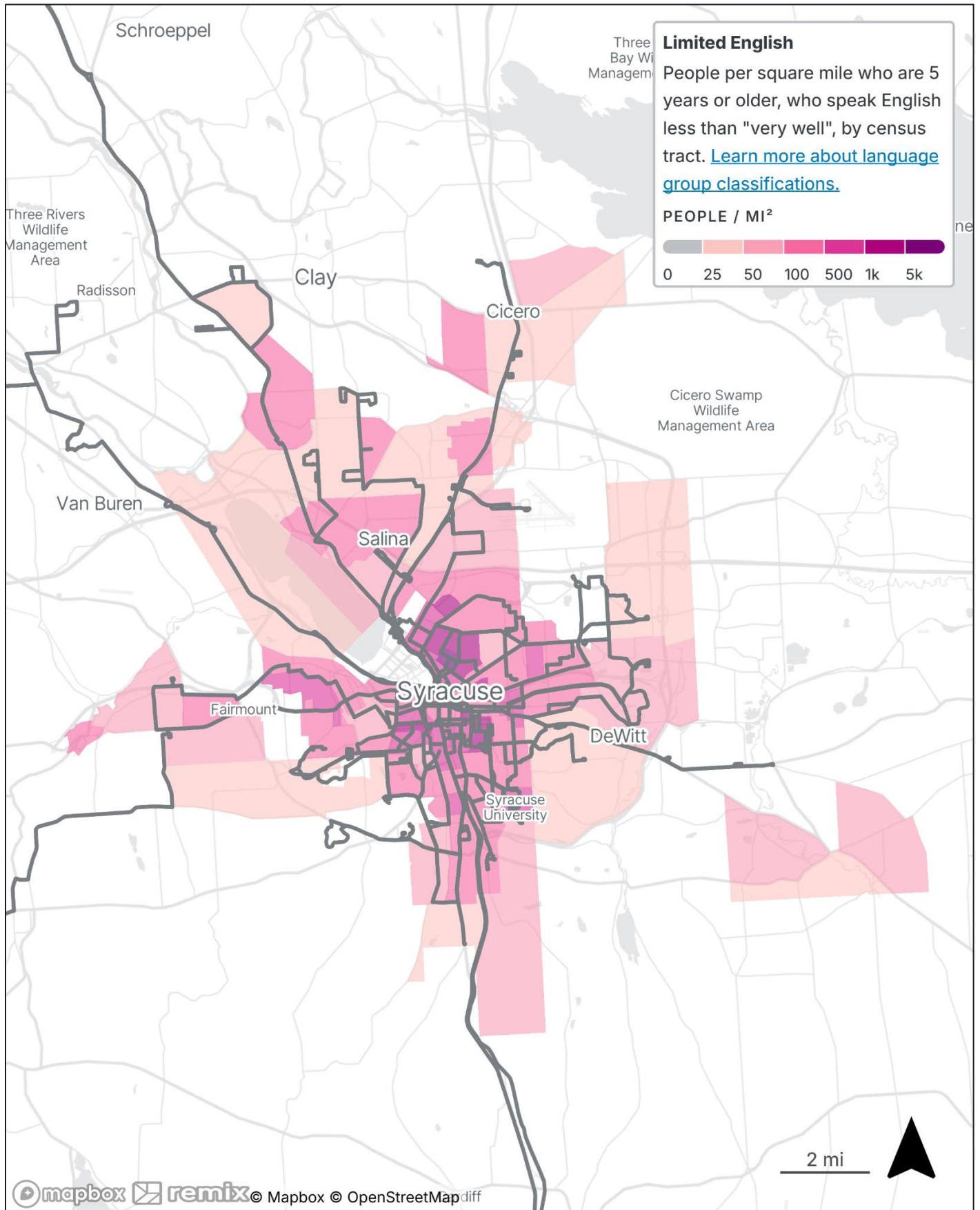


Figure 7: Oswego County (Oswego City) LEP

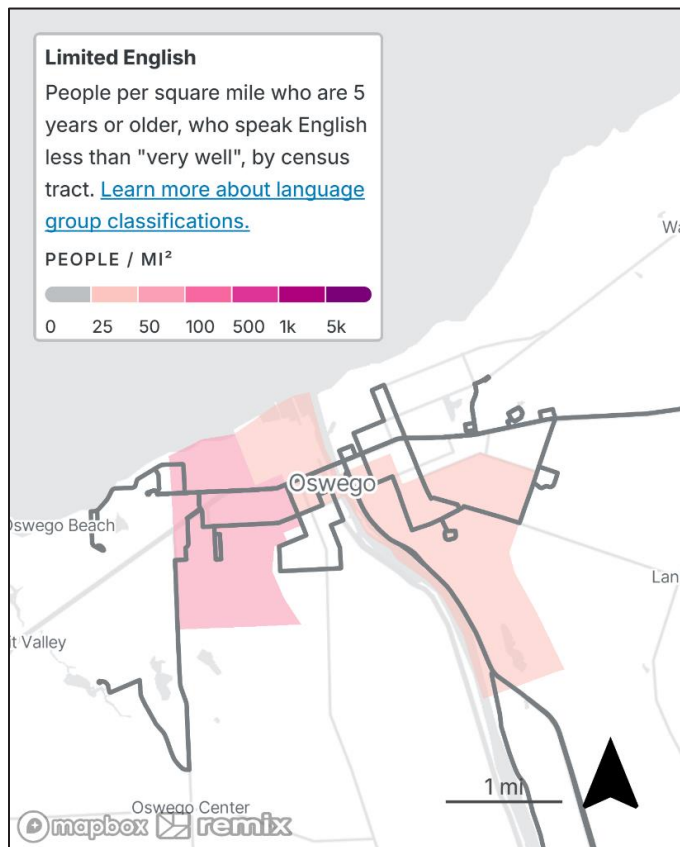
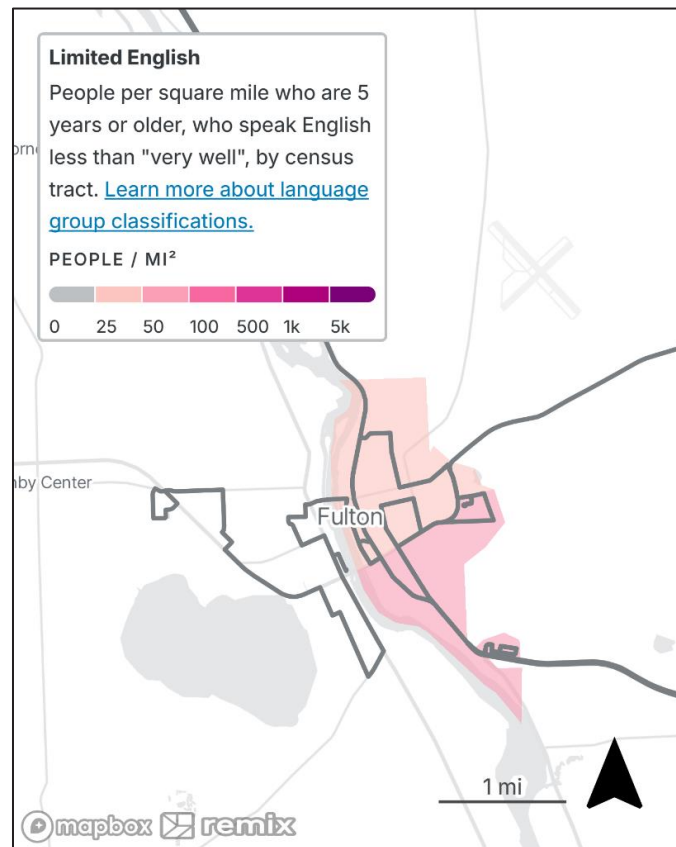


Figure 8: Oswego County (Fulton City) LEP



Factor 2: The frequency with which LEP persons come into contact with the program.

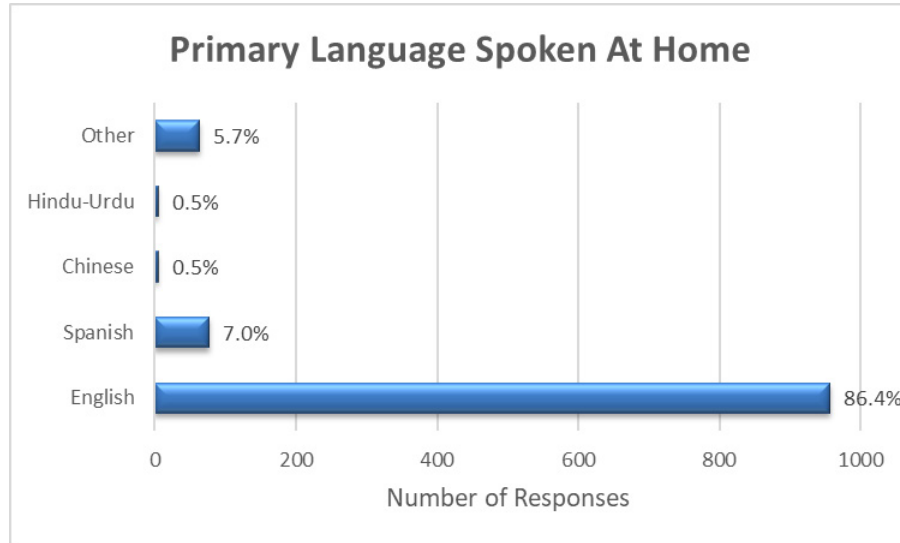
Centro encounters LEP individuals on a regular basis either on vehicles, at transit centers, via its Call Center and Revenue Operations departments, or through scheduled travel training initiatives.

To address key program areas and assess our major point of contact with the public, we rely on our established rider and operator survey programs in addition to the contacts with our Customer Service Department via Centro's Call Center.

Rider Surveys

Onboard rider surveys were conducted throughout the Centro service area between Spring 2024 and Spring 2025. Customers were asked for the primary language spoken at home and if the use of the English language posed a difficulty in navigating the Centro system. Most customers systemwide (86.4%) use English at home. Of the customers who use a language other than English, Spanish was the most common answer.

[continued next page]

Figure 9: Rider Survey Results for Primary Language Spoken at Home

The following graphs depict the primary language spoken at home by individual county in the service area.

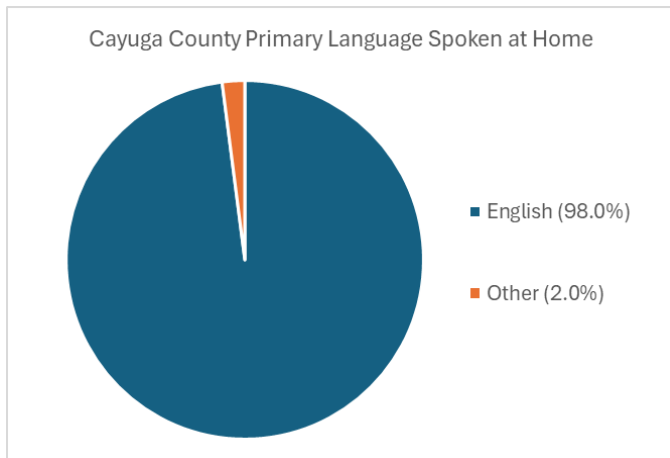
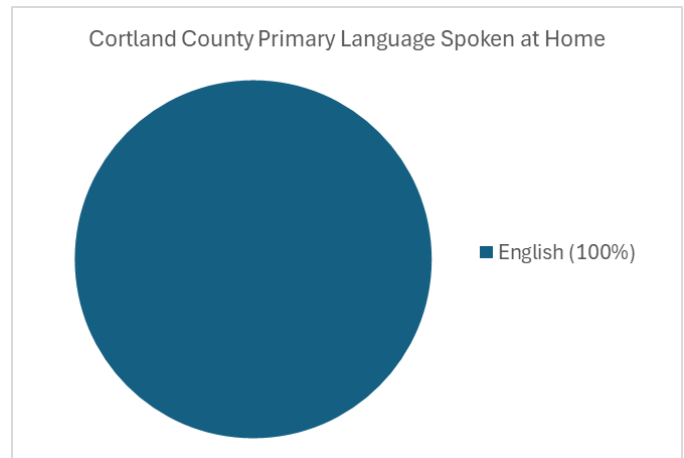
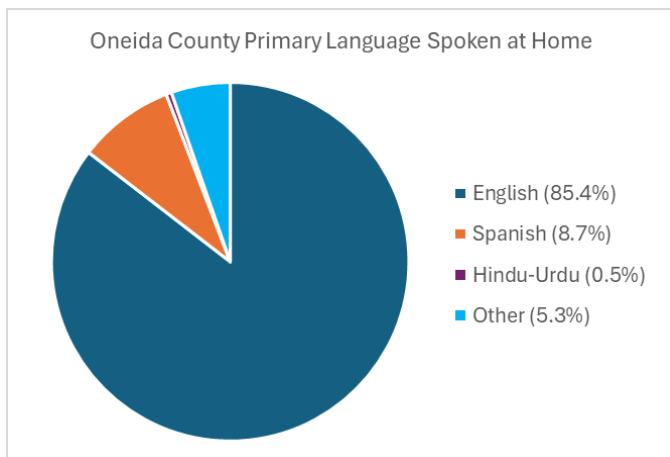
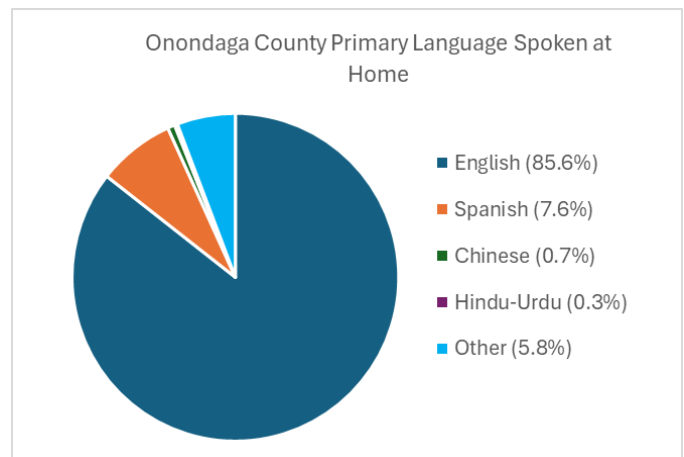
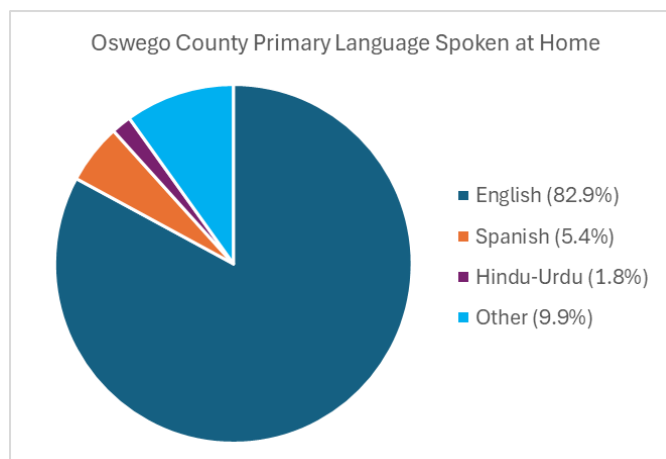
Figure 10: Cayuga County Primary Language Spoken at Home**Figure 11: Cortland County Primary Language Spoken at Home****Figure 12: Oneida County Primary Language Spoken at Home****Figure 13: Onondaga County Primary Language Spoken at Home**

Figure 14: Oswego County Primary Language Spoken at Home



Customers who selected 'Other' as the primary language spoken at home were asked to specify the language if it was not listed. A total of 41 unique languages or language categories were received. Of the responses, fourteen were identifiable as African languages and were found in both Oneida and Onondaga counties, while eleven were identifiable as Middle Eastern languages found in Onondaga county. There was not a substantial number of responses for any one language.

Most customers systemwide (86.8%) do not have difficulty navigating the Centro system due to the use of English. The most 'Yes' responses came from our most populated counties, Onondaga and Oneida.

Table 3: Responses to Rider Survey Question "Does use of the English language pose a difficulty in navigating the Centro system?"

	Yes	% Total	No	% Total	Total
Cayuga County	2	4.1%	47	95.9%	49
Cortland County	0	0.0%	48	100.0%	48
Oneida County	33	15.9%	174	84.1%	207
Onondaga County	105	15.2%	588	84.8%	693
Oswego County	7	6.1%	107	93.9%	114
Total	147	13.2%	964	86.8%	1,111

Of the 147 'Yes' responses, 109 selected 'English' as the primary language spoken at home. Additional responses include 27 'Spanish', one 'Chinese', and 10 'Other' (specified languages: Bangla/Bengali, Creole, French, Haitian Kreyol, and Middle Eastern).

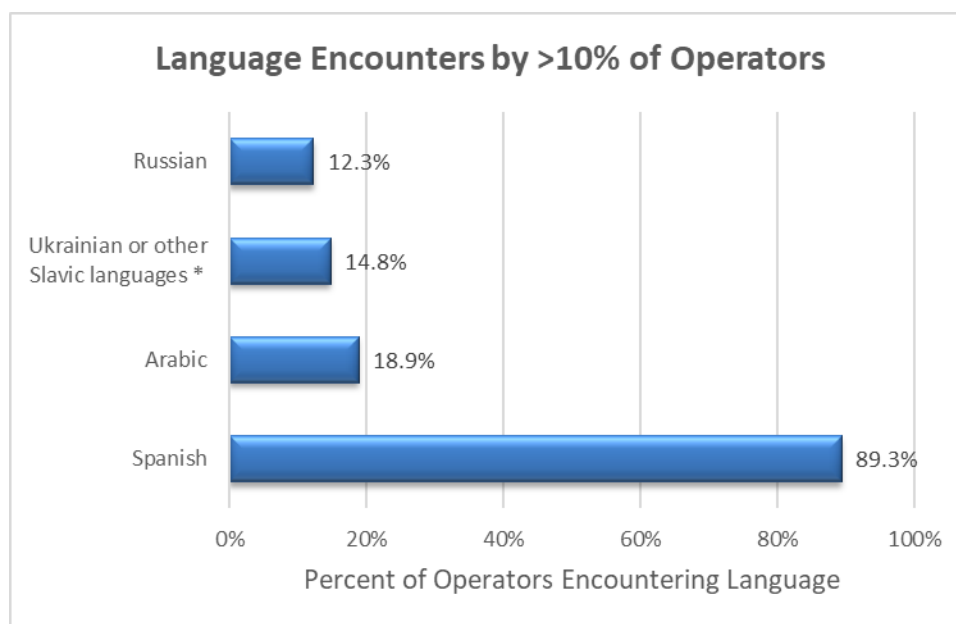
Operator Surveys

In May of 2024, Centro bus operators were asked to complete a brief survey to help evaluate the effectiveness of Centro's current language access program. The survey contained questions about driver interaction with LEP customers and was available in both paper and electronic formats. Operators were asked if they were able to identify the languages spoken from a list. Of the responses received:

- 85.4% encountered customers who speak limited or no English over the past year.
- 40% experienced this 5-15 times.
- 90.5% of the time, customers attempted to communicate with Centro drivers in their native language.
- 64.1% could identify the language spoken. More than half identified two or more languages.
 - Known languages encountered by 10% or more operators:

▪ Spanish	89.3%
▪ Arabic	18.9%
▪ Ukrainian or other Slavic languages*	14.8%
▪ Russian	12.3%

Figure 15: Language Encounters



* Includes operators who selected 'Other' as the language being spoken, then specified 'Bosnian' as the language.

Call Center / Revenue Operations

Centro's Call Center provides customer assistance and travel information via telephone for those seeking to use Centro services. The call center answered 70,022 calls in fiscal year 2024 (4/1/2023 to 3/31/2024) and 68,969 calls in fiscal year 2025 (4/1/2024 to 3/31/2025).

The Revenue Operations Department receives telephone calls related to issues with fare payments including cash transactions, passes, the mobile app, and tap-to-pay.

Both Call Center and Revenue Operations staff may receive calls from LEP individuals. Once the need for language assistance is identified, staff can connect to the Language Line service to speak with interpreters in more than 200 languages. Callers, as well as visitors at Centro's facilities, can use this free service from 6:30 a.m. to 5:30 p.m., Monday through Friday.

Records indicate that 57 calls placed to Centro's Call Center or Revenue Operations Departments during fiscal year 2024 utilized the Language Line interpretation service. Of the 57 calls received, 87.7% (50) requested information in Spanish.

Other languages included Arabic, Dari, French, Italian, and Tigrigna. During fiscal year 2025, 127 of the calls utilized the Language Line interpretation service. Of the 127 calls received, 90% (115) requested information in Spanish. Other languages included Arabic, Bengali, Dari, Hindi, Pashto, Tigrigna, and Ukrainian.

Table 4: Fiscal Year 2024 & 2025 Language Line Calls

Language	FY 24 Calls	FY 25 Calls
Arabic	3	1
Bengali	0	1
Dari	1	3
French	1	0
Hindi	0	4
Italian	1	0
Pashto	0	1
Spanish	50	115
Tigrigna	1	1
Ukrainian	0	1
Total	57	127

While LEP individuals currently have infrequent and unpredictable contact with Centro's Call Center and services, we have seen a 300% increase in calls from LEP persons since the last report was submitted in 2022. Centro will continue monitoring trends in the calls on a regular basis.

Travel Training

Centro's Travel Training program is discussed in detail under Factor 3.

Factor 3: The nature and importance of the program, activity, or service provided by the program to people's lives.

Access to public transportation is critical for many to fully participate in society, and Centro provides a range of important transportation options to the community through its fixed-route, paratransit, and on-demand services. Riders use Centro services to assist with multiple travel needs within the community, including trips to work, school, job interviews, grocery stores, retail shops, medical offices, and community service agencies.

The nature and importance of the program can be assessed by the number and frequency by which LEP people use Centro's services. To make this determination, two methods are employed – the first is through Centro's Travel Training Program, and the second is through rider surveys.

Travel Training

Centro's Onondaga County area travel trainer performs outreach services and maintains an office at the Syracuse Transit Hub, which is conveniently located a short distance from many of the community-based organizations that refer LEP individuals to Centro. From this location, the travel trainer has direct contact with the LEP community and can assess the needs of LEP people.

In fall of 2022, Centro of Oneida appointed a travel trainer to work with organizations in the Utica and Rome service area. The program has been gaining popularity especially throughout 2024. The travel trainer is fluent in Bosnian, Croatian, and Serbian languages and was a non-English speaker when first arriving in the United States in 1997. He is uniquely qualified to assist LEP and non-English speakers due to his personal and professional experience as an interpreter/translator collaborating with community groups in the area.

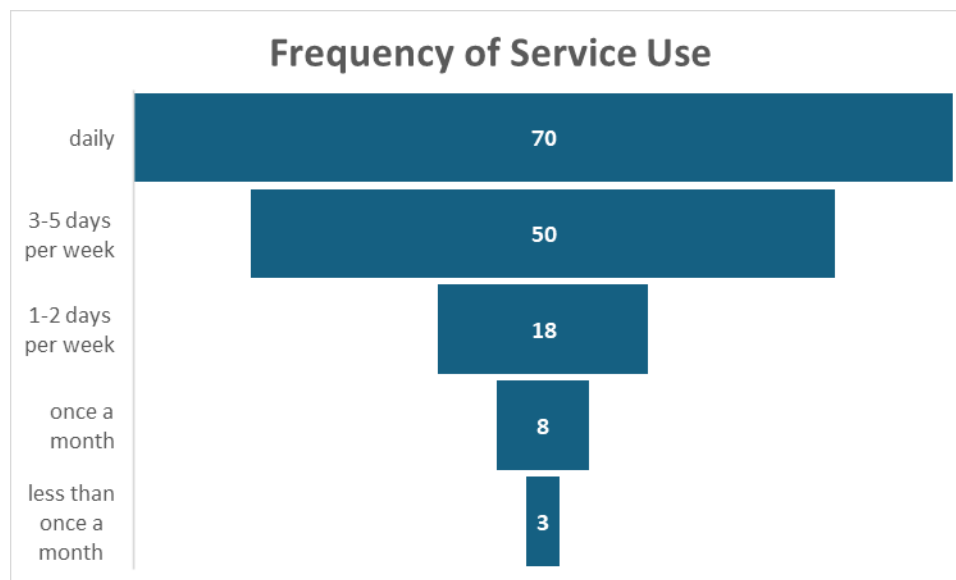
The travel trainers report their interactions to Centro's Planning and Operations Departments and to the Chief Executive Officer so that the LEP program and its activities can be assessed and modified as appropriate. Centro collaborates with various community organizations that assist and refer LEP individuals to Centro. The organizations provide feedback on the way in which Centro assists LEP populations to determine how effectively those individuals are being served.

Travel training for LEP people is usually performed in groups. For example, training was recently conducted with a group of newly arrived people from Ghana, employed by Upstate Caring Partners, who will be using the bus to get to work.

Rider Surveys

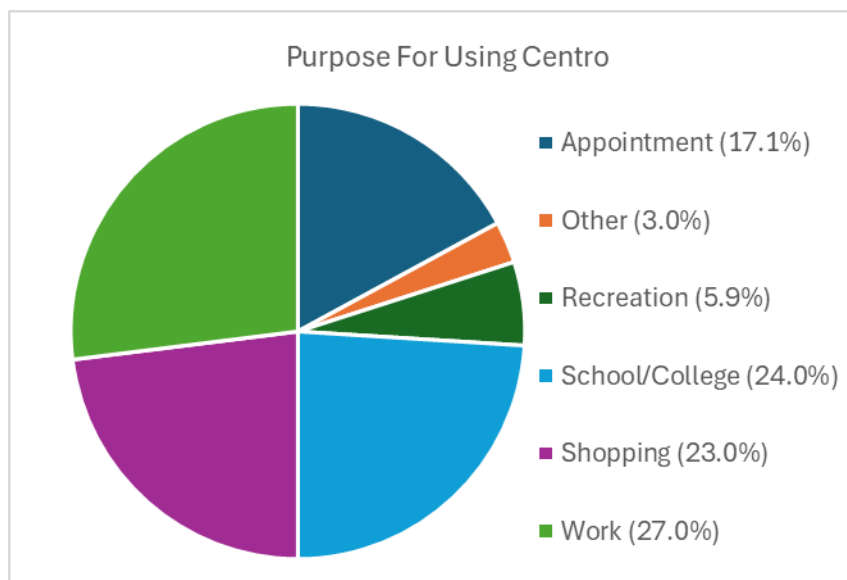
In the most recent rider survey, customers were asked "How often do you ride?" and "For what purpose do you use Centro?" Of the systemwide riders whose primary language spoken at home is not English, more than half (70 persons) answered they ride the bus daily. Of those daily riders, 54 are in Onondaga County, 14 are in Oneida County, and two are in Oswego County.

Figure 16: Frequency of Service Use (LEP Customers)



Customers were able to choose more than one answer to the question, "For what purpose do you use Centro?" Of the systemwide riders whose primary language spoken at home is not English, the primary use is for 'Work' (27%), followed closely by 'School/College' (24%) and Shopping (23%).

[continued next page]

Figure 17: Purpose for Using Centro (LEP Customers)**Factor 4: The resources available to the recipient for LEP outreach, as well as the costs associated with that outreach.**

Because Centro's service area does not have a large LEP population, Centro provides LEP services on a case-by-case basis. This methodology represents a cost-effective method for applying LEP services since they are infrequent. If the population of LEP individuals within Centro's service area was larger, then a wider array of services and materials would be required.

Centro's annual operating budget funds outreach efforts and translation services to effectively communicate with LEP persons in the community. As funding allows, Centro will continue to expand its efforts.

Centro's Marketing & Communications and Human Resource Departments spend approximately \$2,000 annually on bilingual advertising and recruiting placements in local community newspapers. Modest funding is available for translation services, which are typically used for news releases, route information, passenger bulletins, and other marketing efforts targeted at Spanish speaking audiences.

Centro's Call Center annually budgets \$1,000 to support the translation phone service. Annual costs are dependent upon usage.

[continued next page]

DEVELOPING THE LANGUAGE ASSISTANCE PLAN

After completing the Four Factor Analysis, Centro has determined which language assistance services are appropriate for our community. Spanish has been identified as the language for which translations are most needed through demographic data, rider surveys, and operator surveys. Additionally, the DOT LEP Guidance recommends that recipients develop an implementation plan to address the needs of the LEP populations they serve. The DOT LEP notes that effective implementation plans typically include the following five elements:

1. Identifying LEP individuals who need language assistance.
2. Providing language assistance measures.
3. Training staff.
4. Providing notice to LEP persons.
5. Monitoring and updating the Plan.

Centro Language Assistance Plan Implementation

Element 1: Identifying LEP individuals who need language assistance.

As previously documented, Centro utilized data from the U.S. Census Bureau's American Community Survey to determine the number of LEP individuals residing in its five-county service area (Cayuga, Cortland, Oneida, Onondaga, and Oswego) to whom it provides transit services.

Centro assists LEP individuals on a regular basis through either direct contact with drivers or the Centro Call Center, or via a Centro travel trainer.

1. **Census data:** Census 2019-2023 data indicates that Spanish-speaking LEP persons are the primary groups requiring language assistance in Centro's service area. Centro will continue monitoring and using Census data releases to identify and locate significant and emerging LEP populations.
2. **Rider Survey:** Centro routinely collects passenger data using on-board surveys to help satisfy requirements outlined by the Federal Transit Administration (FTA), which is an arm of the U.S. Department of Transportation. As recipients of federal funds, Centro must be accountable to the government regarding how and why it provides service the way it does.

To comply with the accountability requirement, Centro regularly conducts rider surveys, which provide detailed information about passenger demographics and travel patterns. These surveys include questions to help quantify LEP riders, their travel patterns and route use, and to provide essential information to help further identify and understand the transit needs of transit-dependent LEP persons. As previously detailed, the most recent rider survey was conducted starting in Spring 2024 and was completed in Spring 2025. The survey was available in both English and Spanish.

3. **Documenting Staff Encounters with LEP Persons at Centro Public Meetings:** When open houses or public meetings are held, Centro will provide interpretive services, upon request, to those who request it ahead of time. Centro previously provided Spanish and ASL translators at all Public Hearings; however, there were no persons in attendance who needed these services which resulted in an undue expense. Staff will also be able to

deploy the Language Line video interpretation service if it is needed. A continuous record will be kept detailing the primary languages of LEP persons attending Centro's public meetings and public hearings.

4. **Tracking Calls to the Language Line:** Centro will continue to monitor and quantify the volume and trends of calls to the translation phone line for language assistance. As previously indicated, Spanish is by far the most requested language by those needing assistance.

Element 2: Providing language assistance measures.

Centro currently employs various methods and strategies to provide LEP customers with information critical to using its services. Many of these efforts focus on reaching Spanish-speaking persons, the dominant LEP population in Centro's service area.

Centro's current and planned efforts to provide language assistance to LEP customers in the future include the following:

1. **Translation services via phone:** Centro has access to Language Line interpreters who can assist riders with bus schedule information in more than 200 languages. Callers to the Call Center (315-442-3400), and visitors to Centro's facilities who need language assistance, are personally connected to the language line services. This free service is available from 6:30 a.m. to 5:30 p.m. Monday through Friday.
2. **Translation services via video:** In 2024, Centro added video services to the current Language Line plan. This allows customers to see an interpreter and is especially useful for those requiring ASL interpretation.
3. **Pocket schedules and route maps.** Customer Satisfaction Survey results provide information about routes frequented by LEP riders in need of bilingual printed passenger information. To date, no customer requests have been received regarding alternate language schedules. However, Centro will continue to monitor customer inquiries should this change. Additionally, Centro maintains a mobile app so that customers can access real-time bus tracking on their smart device. The app allows customers to pinpoint real-time bus locations and see estimated bus arrival times. They can also store favorite routes and stops for easy reference, create customized travel plans, provide feedback with email and photos, and identify the nearest stops using their device's Geolocation – all in their native language based on the language settings on their device. The app allows users to switch the language from English to Spanish within the language settings menu.
4. **On-Board Announcements:** To accommodate its Spanish-speaking riders, Centro includes automated messages in Spanish regarding service changes, safety, and new products. Additional messaging will be identified and automated in applicable alternate languages should the need arise.
5. **Centro Website and social media translation:** To improve contact with LEP populations, Centro's website contains a language translator. Centro schedules and documents can be translated into the native language of the site visitor upon request. Additionally, Centro social media followers can view Centro information in their native language on their mobile devices using the language settings feature.
6. **Transit Tools:** Centro's website-based tools include Track By Text, Bus Tracker (available in Spanish), and Trip Planner (available in all languages found in Google translate). Centro's mobile app (GoCentroBus) is available for Android and iOS devices (available in Spanish).

7. **Critical documents in alternate languages:** The following documents are available in Spanish on the Centro website: Title VI Notice, Title VI Complaint Form, and Title VI Complaint Procedure. An overview of Centro’s Title VI Program and a Title VI complaint form are available at: <https://www.centro.org/misc-group/title-vi-and-reasonable-modification-policy>. Other important announcements and documents such as the ‘Respect the Ride’ campaign have been translated into Spanish and displayed on buses. Upon request, applications for reduced fare cards for seniors, and people with disabilities can be made available in alternate languages.
8. **Assisting LEP Persons on-board Centro buses:** If an LEP passenger needs assistance while on board a Centro bus, recommended approaches to understand and appropriately respond to the passengers’ needs and situations are as follows:
- The driver may inquire if another passenger can serve as a translator.
 - The driver could direct the LEP person to Centro’s Call Center for language assistance. Drivers are provided with information cards containing the call center contact information which they can distribute to LEP customers. The cards are printed in English on one side and Spanish on the reverse. (See Figure 18).
 - More difficult or emergency situations may necessitate contacting Transportation Supervisors or Dispatch for additional help and phone access to language line interpreters.

Figure 18: Call Center Interpretation Services Card



9. **Travel Training:** Centro has worked with organizations throughout the community to assist those needing translation or interpretation services related to public transit services. Some of the organizations that particularly support limited and non-English speaking persons include:
- ARISE
 - InterFaith Works
 - Kelberman Center
 - RISE (Refugee and Immigrant Self Empowerment)
 - The Center
 - Upstate Caring Partners

Over 3,600 individuals have been trained on how to use Centro’s transportation services; 1,190 since Centro’s last LEP Plan submission (September 2022) through the end of Fiscal Year 2025 (03/31/2025). Official languages of program participants include the following: Amharic, Arabic, Armenian, Burmese, Dari, Dzongkha, Farsi, French, Karen, Karenni, Kinyarwanda, Kurdish, Mali, Maay Maay, Nepali, Pashto, Persian, Rohingya, Russian, Somali, Spanish, Swahili, Syriac, Tigrin, Turkmen, Ukrainian, Urdu, and Vietnamese.

Element 3: Training Staff

To establish meaningful access to information and services for LEP individuals, various personnel and departments that regularly interact with the public are trained in how to provide the language assistance services contained within Centro's LAP Plan. Training efforts include:

- The executive staff and Board of Members are familiar with the LAP Plan to reinforce its importance and ensure its implementation by Centro employees.
- Staff within the Customer Service, Marketing and Communications, Operations, and Service Development Departments are familiar with the LAP Plan, with particular emphasis on LEP outreach efforts at Centro public meetings/hearings and community events. Training focuses on using interpreter services to communicate with and quantify the number of LEP people attending public meetings and community events.
- The Customer Service Department, which is responsible for the Call Center and the Centro on-site reception area, have periodic refresher training on directing LEP callers and walk-in customers to the phone line for assistance accessing interpretation services.
- The Operations Department trains dispatchers, roadside supervisors, and operators on best practices and procedures for assisting LEP passengers in need of assistance. LEP passenger assistance measures are incorporated into orientation training for new operators, and refresher training for current operators.
- With the availability of the video interpretation service through Language Line, in person and virtual training was provided for Customer Service, Operations, and Travel Trainers. In addition, printed brochures and laminated materials containing multiple languages were distributed to assist in identifying the language needs of customers. (See Attachment 1).

Element 4: Providing Notice to LEP Persons

Centro's current and planned measures to inform LEP persons of the availability of language assistance avenues include, but is not limited to, the following:

1. **Placards on buses:** Centro has informational placards on buses in Spanish that inform riders of Centro's language line and translation services.
2. **Local non-English newspapers:** When applicable, Centro issues media press releases in Spanish, and purchases advertisements in local non-English newspapers publicizing Centro services.
3. **Direct engagement with LEP populations and community organizations:** Through working with various community organizations, Centro seeks to identify and engage LEP populations in the community and inform them of available public transportation services and related language assistance mediums. Conducting "How-to-Ride" clinics in partnership with community organizations continues to be a great tool in educating LEP persons on how to use Centro services. Direct engagement with LEP persons also helps Centro learn what additional agency information may need translation.

Element 5: Monitoring/Updating the Plan

Centro routinely reviews and updates its Language Assistance Plan, as necessary. Anticipated updates include the release of new Decennial Census data, LEP ridership trends identified through routine Customer Satisfaction Surveys, the addition of new counties to the Authority, and public comments received about the Plan. A review of the Language Assistance Plan occurs with each triennial Title VI program submission.

UPCOMING MEETINGS

- Chairman Laino announced the following meetings for July 25, 2025:
 - Pension Meeting – 9:00 AM
 - Audit and Finance Meeting – 9:30 AM
 - Board Meeting – 10:00 AM

APPROVAL OF THE MAY 30, 2025, BOARD MEETING MINUTES - MOTION NO. 2774

Motion – Julius Lawrence
Seconded – Tina Fitzgerald
Carried Unanimously

DEPUTY CHIEF EXECUTIVE OFFICER’S REPORT – Mr. Tuff

In addition to Mr. Tuff’s written report, attached to these Minutes, he discussed the following:

HARBOR POINT OPENING

On June 5th, the City of Utica opened the Harbor Point area after their revitalization project. Mayor Galime asked Centro to provide a shuttle service from the parking lots of the Nexus Center to the Harbor Point area. The shuttle allowed residents and visitors to attend the grand opening celebration without worrying about parking in the area. Thank you to the Utica team for providing this service, the Mayor was very appreciative of our help.

JUNETEENTH PARADE

On Saturday, June 14th, I, along with several staff and their family members, walked in the Juneteenth parade. It was a great walk, and the participation in the parade continues to grow. I want to thank the marketing team who continue to plan these community engagement events.

SENIOR STAFF REPORTSBUSINESS DEVELOPMENT AND CORPORATE COMMUNICATIONS REPORT – Mr. Koegel

Mr. Koegel reported that ridership continues to increase in all properties, with significant growth in Rome where ridership is up more than 30% in the fiscal year. He also reported that service enhancements will be introduced in Cortland on June 30th that will include new service to Greek Peak and the town of Virgil.

Mr. Koegel invited Mrs. Cutrone to the meeting to provide an update on the Authority’s Language Assistance Plan for Limited English Proficient Persons and Public Participation Plan.

Mrs. Cutrone provided an explanation of the proposed changes to the plans and answered questions and suggestions from Board Members. A motion was made to except the changes to the plans.

PUBLIC PARTICIPATION PLAN– MOTION NO. 2776

A Motion to approve changes to the Public Participation Plan was raised.

Motion – Tina Fitzgerald
Seconded – Anthony Davis
Carried Unanimously

LANGUAGE ASSISTANCE PLAN FOR LIMITED ENGLISH PERSONS – MOTION NO. 2777

A Motion to approve changes to the Language Assistance Plan for Limited English persons was raised.

Motion – Neil Burke
Seconded – Anthony Davis
Carried Unanimously

INFORMATION TECHNOLOGIES REPORT – Mr. Fong

EXECUTIVE SUMMARY

The IT department reports significant progress on several key initiatives, including the successful operational launch of the new Cortland County location, major upgrades to core infrastructure, and strategic cybersecurity enhancements. The team is managing multiple concurrent projects effectively and has a clear plan for upcoming requirements.

CORTLAND COUNTY EXPANSION

The IT team has successfully established operations for Cortland County, overcoming initial challenges and is now building out the permanent infrastructure.

- **Initial Operational Setup:** To meet a tight deadline unmet by our ISP, the team implemented an innovative and secure 5G cellular network solution, enabling operations to begin on schedule out of the highway department. This involved a cross-departmental effort to manage cabling, equipment procurement, website integration, and critical system integrations (Trapeze, MC, PDS).
- **Permanent Location Progress:** Work on the permanent facility is well underway.
 - Network cabling is nearly complete.
 - The new fiber internet circuit is scheduled to be operational by mid-July.
 - Security camera and door access equipment have been procured, with installation being scheduled.

Requirement 7: Minority Representation on Planning and Advisory Boards

Centro is governed by an independent Board of Members. The Board consists of 14 representatives, each of whom is nominated by the Legislatures of Counties in Centro's service area, the City of Syracuse Common Council, and the Governor's Office. Representatives are appointed by the Governor of the State of New York and confirmed by the New York State Senate. Representation on the Board is as follows: five from Onondaga County, three from the City of Syracuse, one from Cayuga County, one from Oswego County, two from Oneida County, one holding the Governor's seat, and one non-voting seat representing the Amalgamated Transit Union.

Centro's Board of Members currently has four open seats. Four of the current Board members are minorities, comprising 40% of the seated Board at the time of this writing.

Board of Members

American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino	Native Hawaiian or Pacific Islander	White	Data Not Available
1	0	3	0	0	5	1
10%	0%	30%	0%	0%	50%	10%

It is not within the purview of Centro's Board of Members or staff to recommend or advocate for particular individuals or types of individuals for Board membership.

Requirement 8: Providing Assistance to Subrecipients / Monitor Subrecipients

As of February 2016, Centro does not have any subrecipients.

Requirement 9: Determination of Site or Location of Facilities

Since our last filing in September 2022, no new facilities have been constructed.

A new facility is in the planning stages in Oneida County. This will consolidate the Utica and Rome garages and administrative offices into one location with potential for expanding service to neighboring counties.

In 2018, the SMART1 study was completed on behalf of Centro to examine the feasibility of enhanced transit alternatives — either Bus Rapid Transit (BRT) or Light Rail Transit (LRT) — in the Syracuse Metropolitan Area. The study compared the enhanced transit alternatives in terms of modes, route alignments, station locations, ridership, service plans, costs (capital, maintenance, and operational), economic development, land use, zoning, engineering feasibility, and environmental factors and recommended the “BRT — Mixed Traffic” alternative with BRT operating on city streets in general-use travel lanes. In 2023, Centro’s planning consultants updated the SMART1 study with post-pandemic analyses to further advance Centro’s BRT plans. Centro has defined a BRT network that reaches key destinations and delivers an enhanced transit experience for the majority of the city’s transit riders.

In addition to the BRT planning process, Centro is redesigning Onondaga County’s Bus Network to align the bus network with present-day demand and travel patterns, allowing Centro to better meet community travel needs through delivery of more efficient and effective service. The Better Bus Onondaga system redesign will adjust local service, integrate new modes such as microtransit, and reallocate services within the BRT corridors and promote BRT connectivity. The system redesign will be launched in 2027 with BRT launching in 2028.

Requirement 10: Board of Members Approval of Title VI Program

The 2025 Title VI Program was presented to the Board of Members on September 26, 2025 and adopted. A copy of the resolution follows (to be updated with official document prior to submitting to FTA).

Resolution No. _____

Date _____

RESOLUTION
ENDORSING CNYRTA 2025 TITLE VI PROGRAM

WHEREAS, The Central New York Regional Transportation Authority (CNYRTA) is dedicated to uphold the principals and provisions of Title VI of the Civil Rights Act of 1964 prohibiting discrimination on the basis of race, color, and national origin, including the denial of meaningful access for limited English proficient persons, and

WHEREAS, CNYRTA is further dedicated to environmental justice for minority and low-income populations, and

WHEREAS, Federal Transit Administration regulations require the CNYRTA to submit a Title VI Program approved by the Board of Members every three years, and

WHEREAS, CNYRTA must submit a 2025 Title VI Program to the Federal Transit Administration in September 2025, and

WHEREAS, CNYRTA's 2025 Title VI Program includes previously approved updates to Service Standards and Policies, the Public Participation Plan, the Language Assistance Plan, and Title VI Policies related to major service changes, and

WHEREAS, CNYRTA's 2025 Title VI Program contains various equity analyses related to service and fare changes in compliance with the Title VI and environmental justice goals of the Federal Transit Administration, and

WHEREAS, the Board of Members has considered CNYRTA's 2025 Title VI Program and the policies and procedures embodied therein regarding public participation, language assistance for limited English proficient persons, service standards and policies, equity analysis for major service and fare changes, customer and general system demographics, and all other facets of the Program.

NOW, THEREFORE, BE IT RESOLVED BY THE BOARD OF MEMBERS OF THE CENTRAL NEW YORK REGIONAL TRANSPORTATION AUTHORITY that it adopts the 2025 Title VI Program and authorizes the Chief Executive Officer to submit the Program to the Federal Transit Administration and implement its provisions.

CHAPTER IV: REQUIREMENTS OF TRANSIT PROVIDERS

All Fixed Route Transit Providers must submit:

Requirement 11 & 12: Service Standards and Service Policies

Centro's Service Standards and Policies were updated and presented to the Board of Members on August 22, 2025. A motion to approve the Service Standards and Policies was raised and carried unanimously by the Board of Members. They will be utilized by Centro's Service Development Department in service planning and quality assurance efforts. These standards include and expand upon a basic set of standards approved by Centro's Board of Members.

The mission of Centro, updated in 2024, is to be a driving force moving communities forward. Centro's vision is to provide mobility solutions that help people achieve more.

MISSION

To be a driving force moving communities forward.

VISION

Mobility solutions that help people achieve more.



www.centro.org

VALUES

Respect
Dignity and kindness always

Integrity
Do good, be good

Safety
Everyone's responsibility

Excellence
Holding ourselves to the highest standard

Service
Passion for the community



www.centro.org

These standards are consistent with criteria required by the FTA. As these standards will be major determinants of Centro's operating and capital costs, the ability to adhere to them is largely dependent on Centro's fiscal position. As such, these standards are "targets." Centro staff use their best judgment in providing efficient, effective public transportation within the confines of Centro's fiscal means.

The following pages contain the approved CNYRTA Service Standards and Policies in its entirety.

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.

RESERVED FOR AUGUST BOARD MINUTES

RESERVED FOR AUGUST BOARD MINUTES

CHAPTER IV: REQUIREMENTS OF TRANSIT PROVIDERS

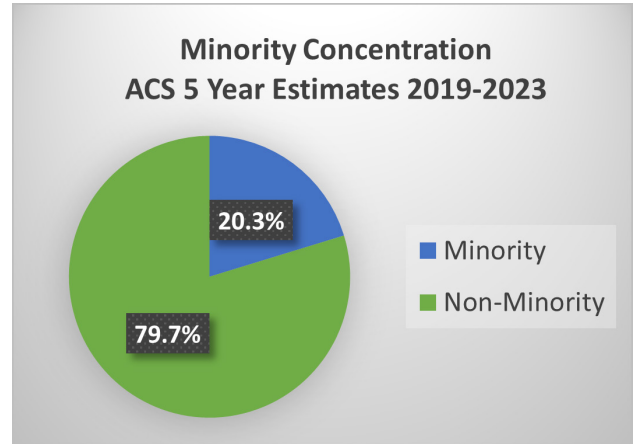
These requirements apply to Transit Providers that operate 50 or more fixed route vehicles in peak service and are located in an Urbanized Area (UZA) of 200,000 or more people.

Requirement 13: Demographic and Service Profile Maps and Charts

Centro collects demographic data on an annual basis from the U.S. Census Bureau utilizing the Decennial Census or American Community Survey tables. Systemwide demographic charts have been prepared along with demographic and service profile maps for each of the five counties in accordance with FTA instructions.

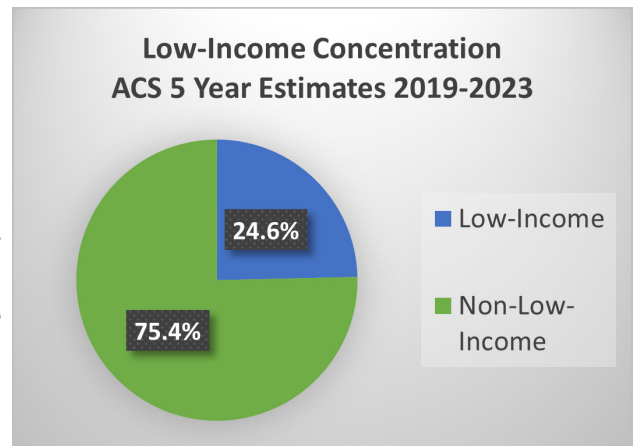
Minority Concentration

Per Centro's established Title VI Policies, minorities are defined as any populations self-identified as any race other than white only by Census race classifications including those persons self-identified as Hispanic in ethnicity regardless of race. According to the 2019 - 2023 ACS 5-Year estimates, the total population of the service area is 941,066, while the minority population is 190,853 (20.3%). *Source: U.S. Census Bureau, U.S. Department of Commerce. "Hispanic or Latino Origin by Race." American Community Survey, ACS 5-Year Estimates Detailed Tables, Table B03002.*



Low-Income Concentration

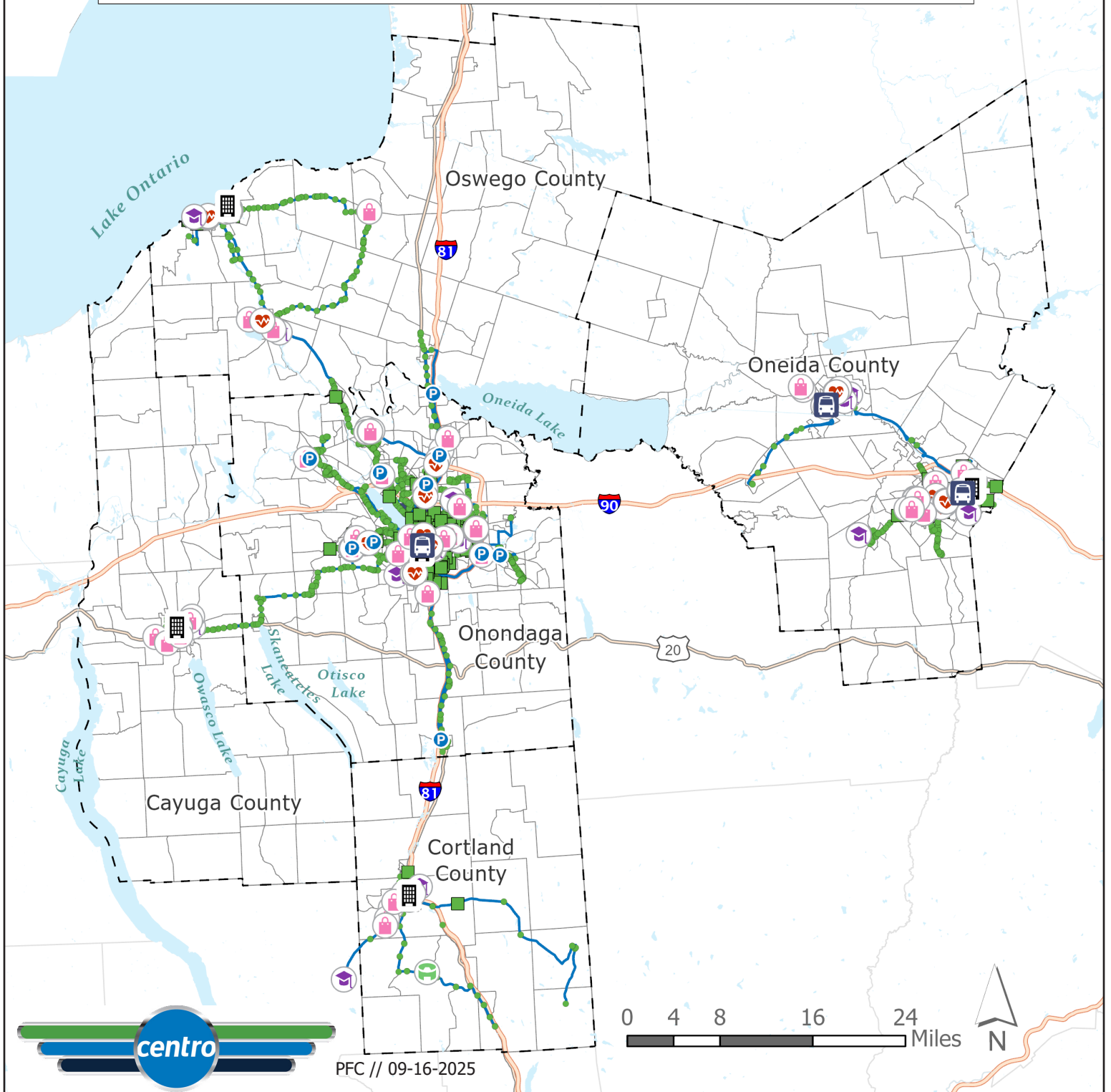
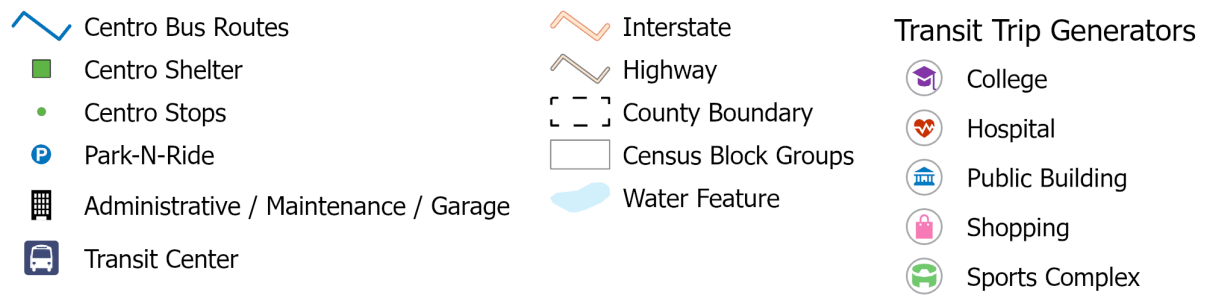
Per Centro's established Title VI Policies, low-income means a household whose median household income does not exceed 50% of the median household income for the service area. Using the 2019 - 2023 ACS data, the median household income was calculated for each county and then 50% of that value was determined. The range of median household income is between \$33,292 and \$37,370. The Household Income table from the ACS is grouped by income brackets; therefore, all households with a median household income of \$34,999 and below were considered 'low-income' for this analysis. According to the 2019-2023 ACS 5-Year estimates, the total number of households in the service area is 386,558, while the low-income households are 95,203 (24.6%). *Source: U.S. Census Bureau, U.S. Department of Commerce. "Household Income in the Past 12 Months (in 2023 Inflation-Adjusted Dollars)." American Community Survey, ACS 5-Year Estimates Detailed Tables, Table B19001.*



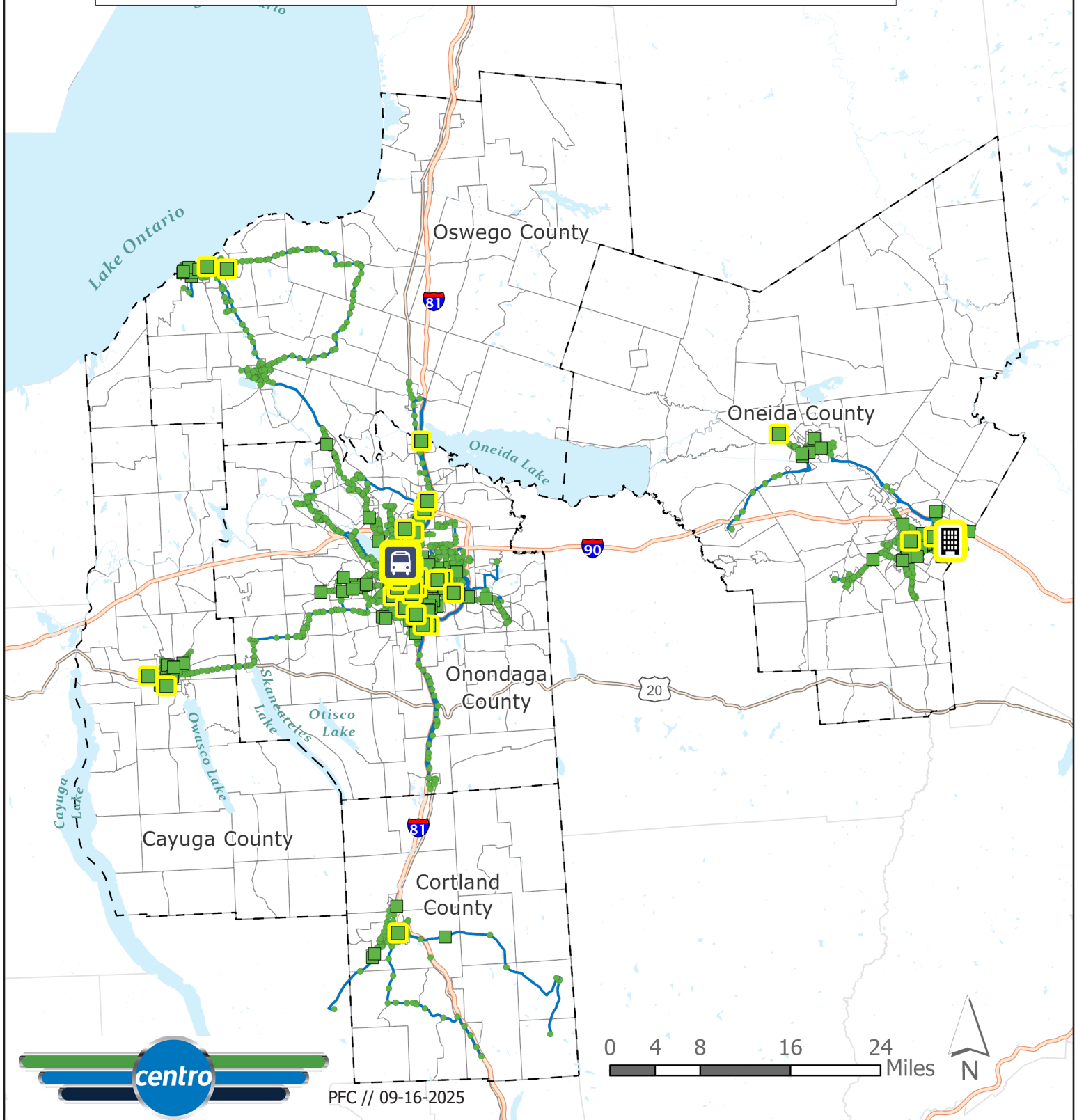
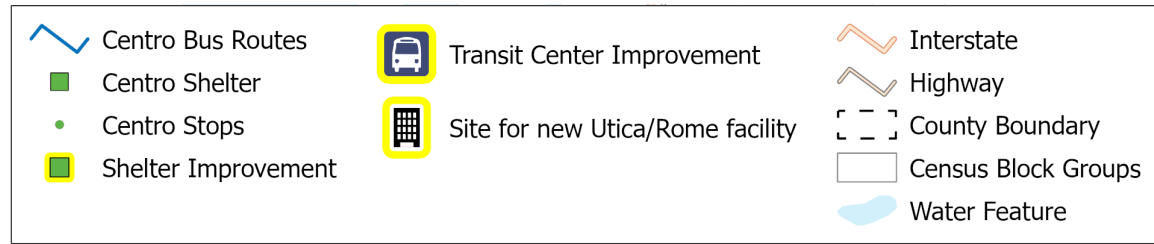
In accordance with FTA Circular 4702.1B, Chapters IV-7 and IV-8, the following maps were prepared:

1. A base map of the service area with Census block groups, transit facilities, and transit trip generators.
2. A base map of the service area with Census block groups and transit facilities that were recently replaced, improved, or are scheduled for an update within the next five years.
3. A demographic service profile map for each county depicting census block groups where the percentage of the total minority population exceeds the average percentage of minority populations for the service area as a whole.
4. A demographic service profile map for each county depicting census block groups where the percentage of the total low-income population exceeds the average percentage of low-income populations for the service area as a whole.

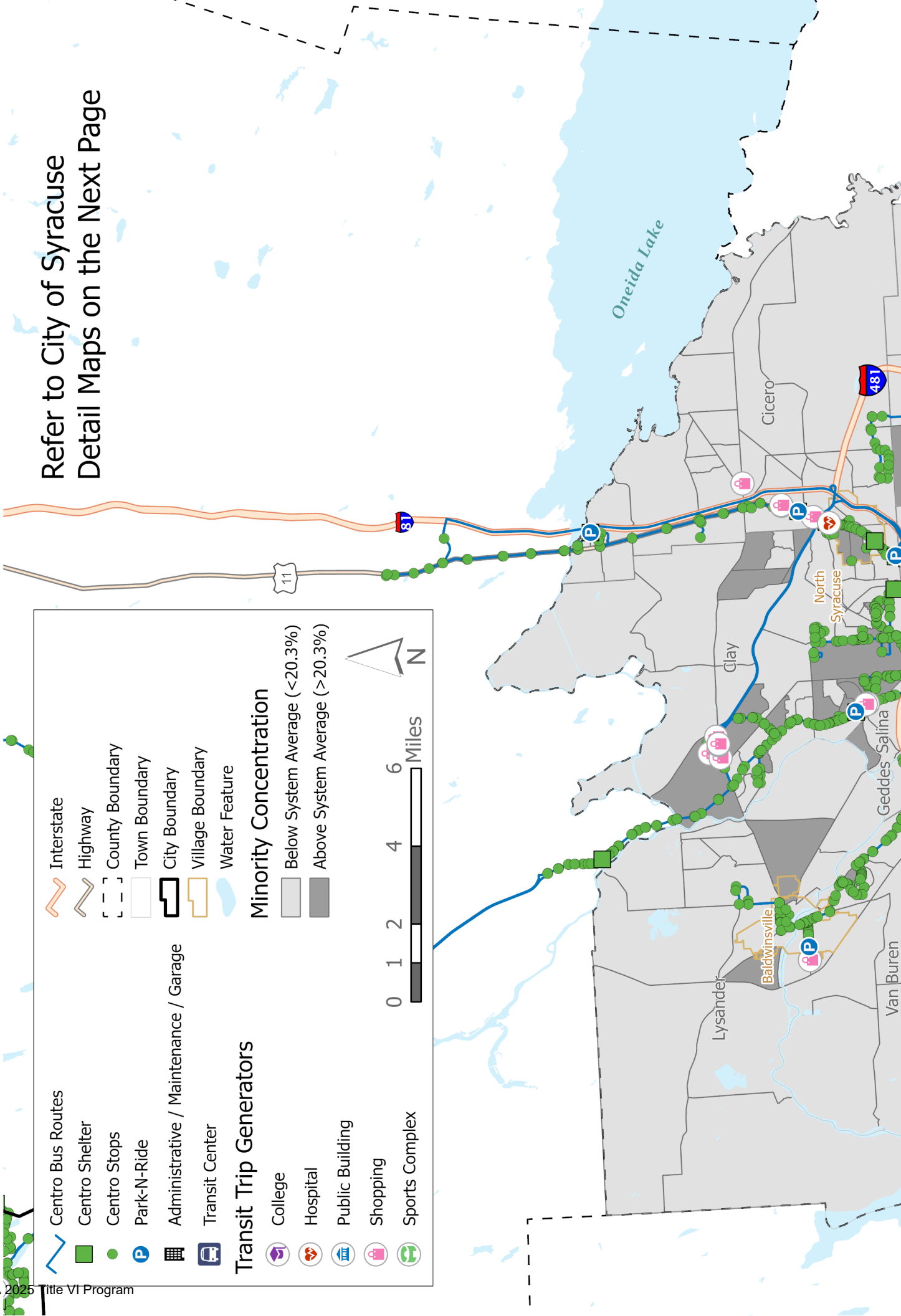
Service Area Base Map

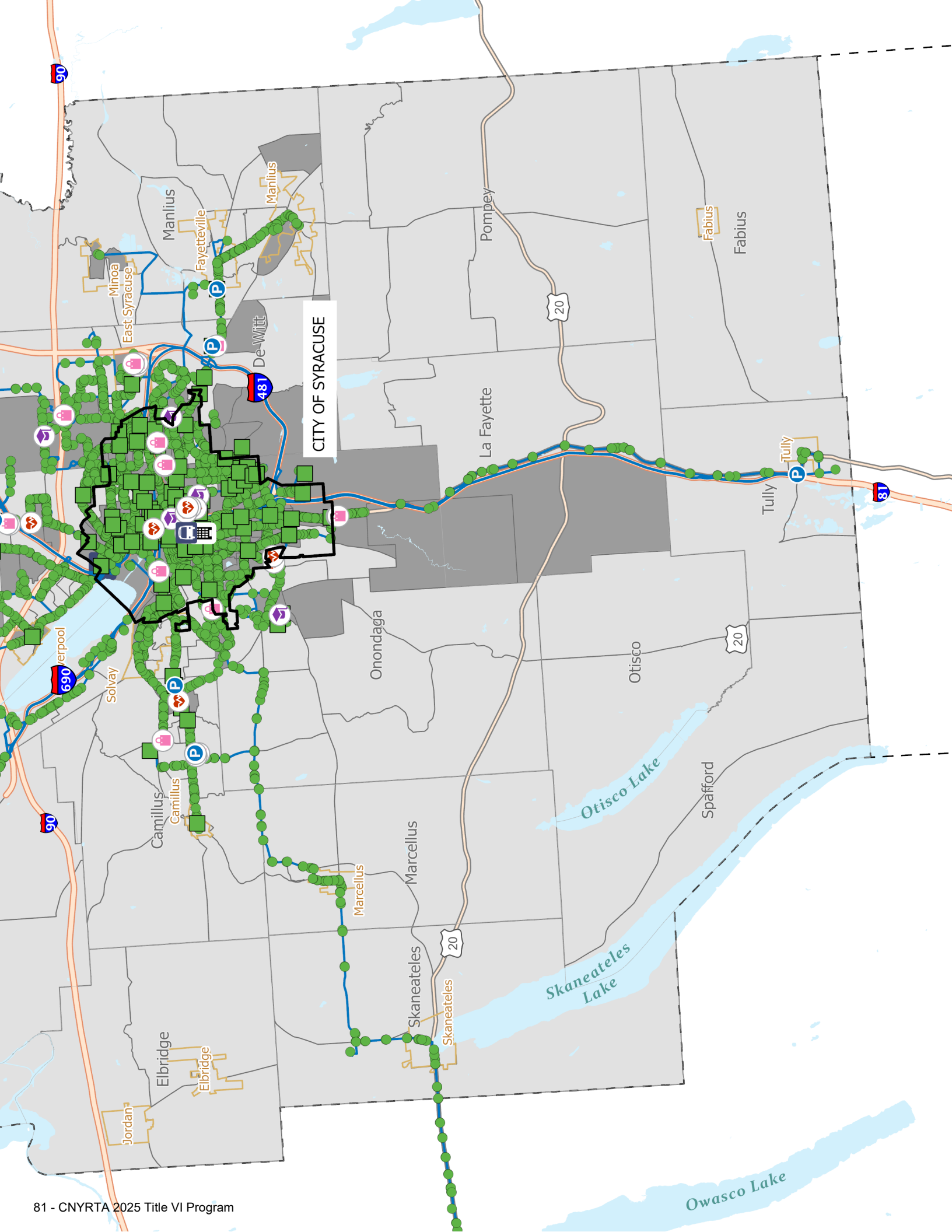


Service Area Base Map with Facility Improvements

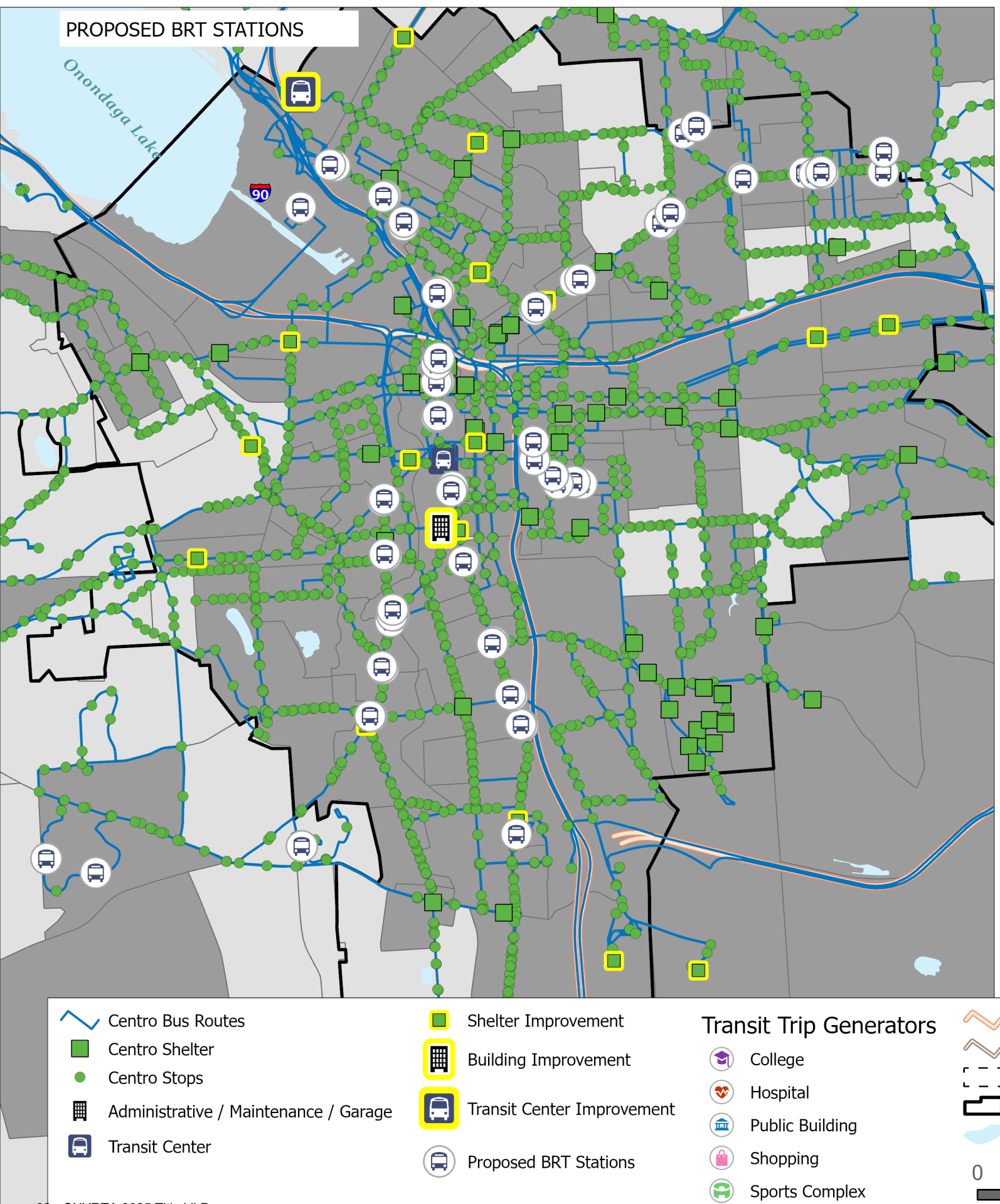


Onondaga County Minority Concentration

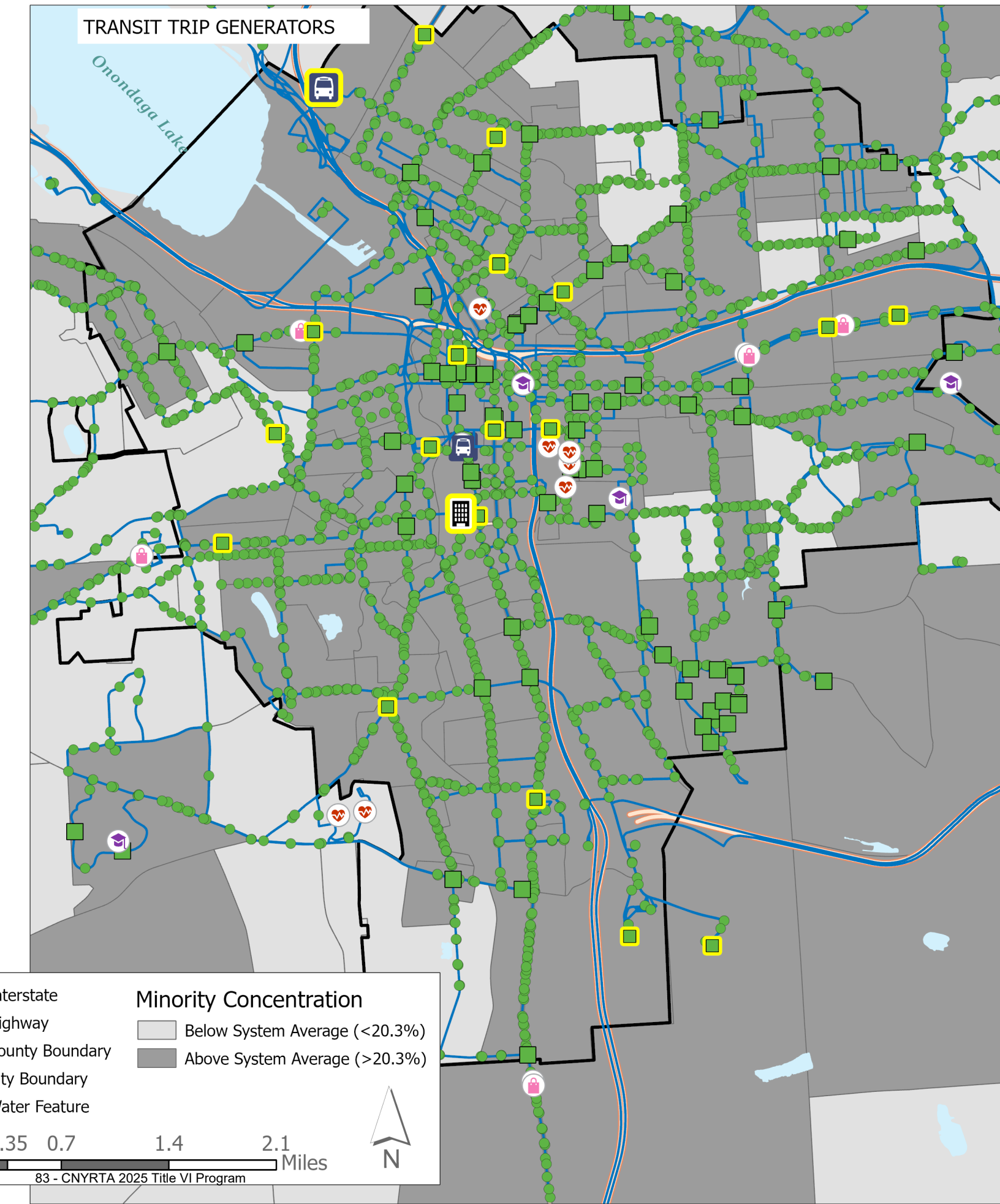




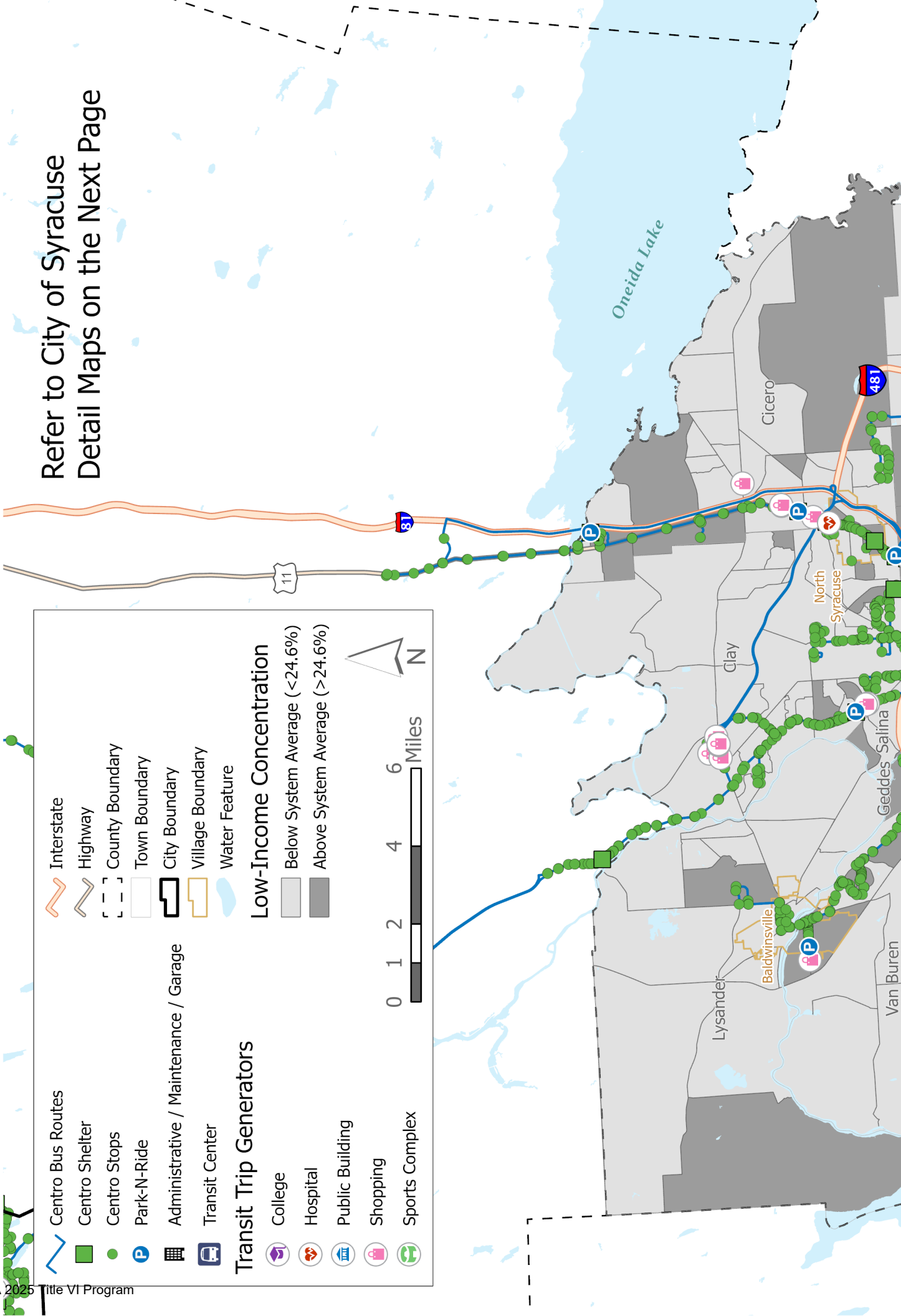
Syracuse Detail Maps Minority Concentration w

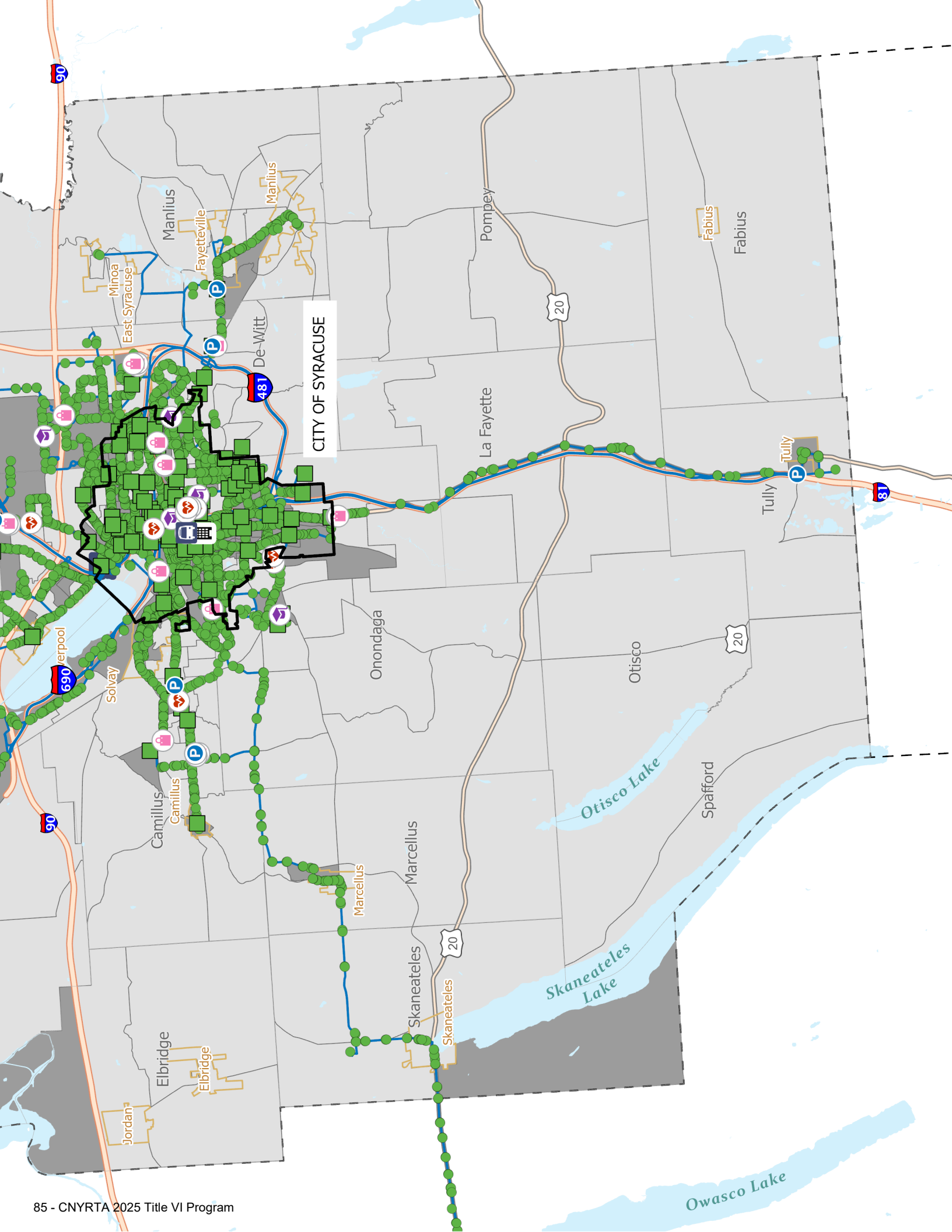


with Recent and Planned Facility Improvements

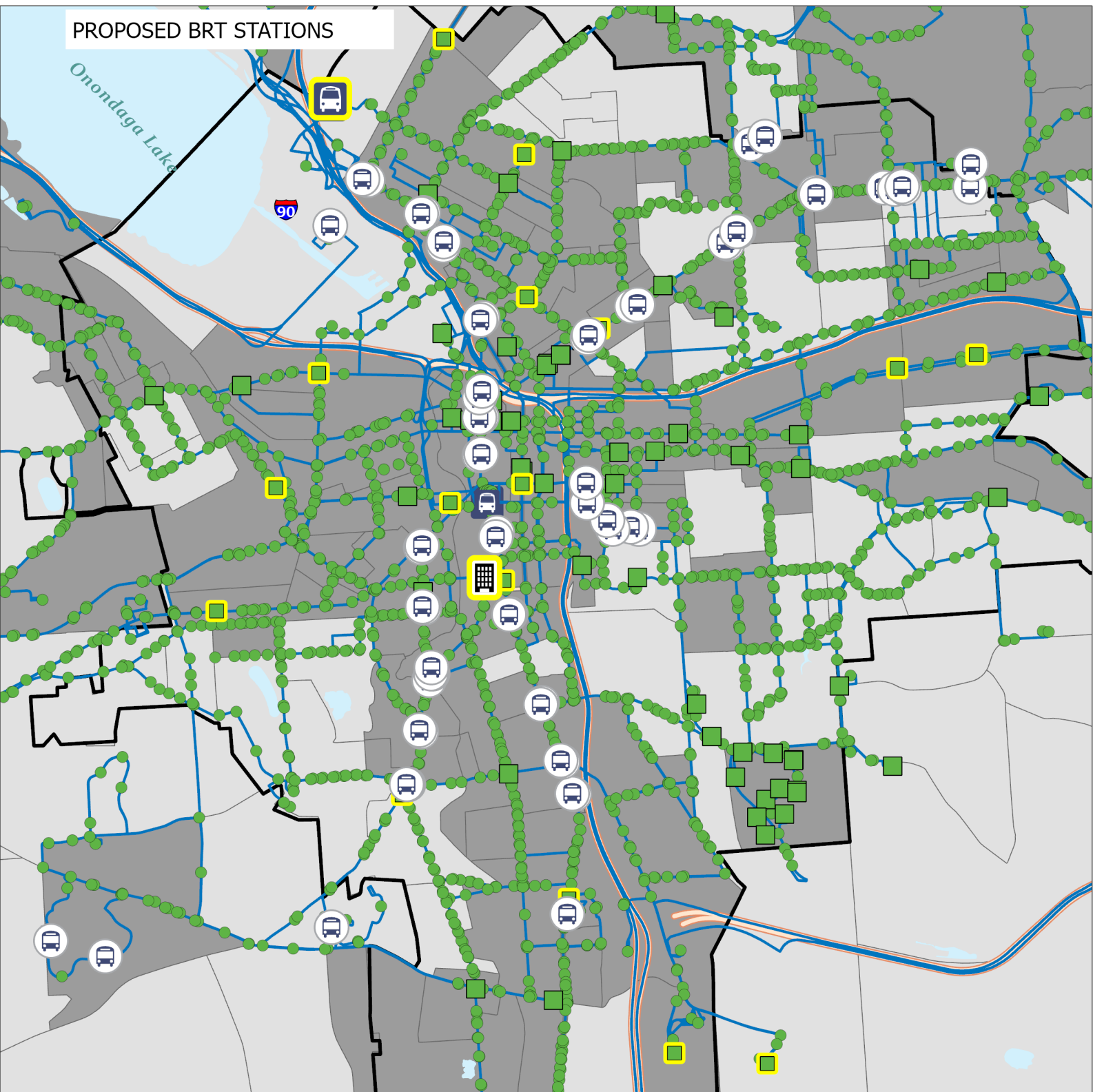


Onondaga County Low-Income Concentration





Syracuse Detail Maps Low-Income Concentration



PROPOSED BRT STATIONS

Onondaga Lake

90

Centro Bus Routes

Centro Shelter

Centro Stops

Administrative / Maintenance / Garage

Transit Center

Shelter Improvement

Building Improvement

Transit Center Improvement

Proposed BRT Stations

Transit Trip Generators

College

Hospital

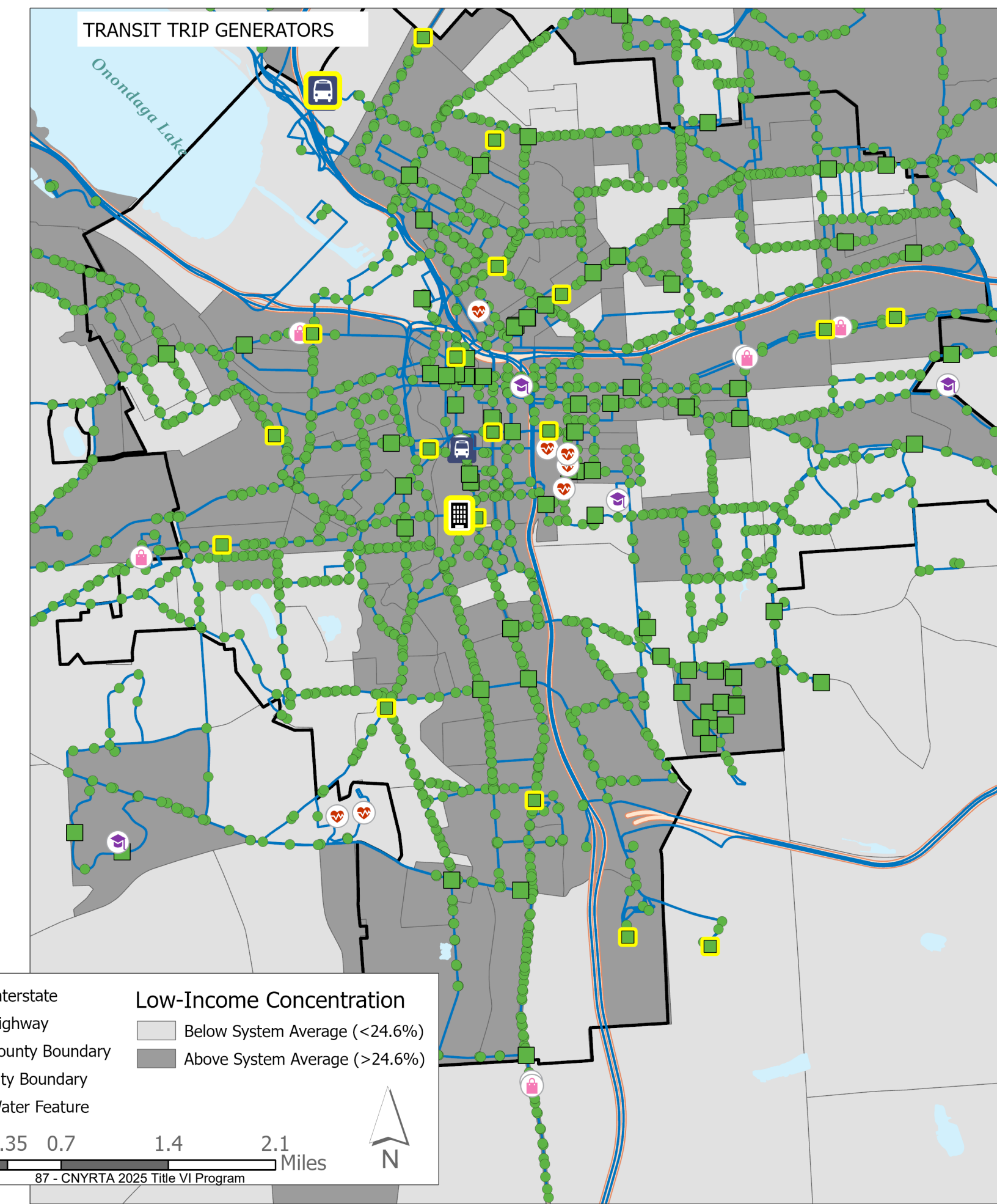
Public Building

Shopping

Sports Complex

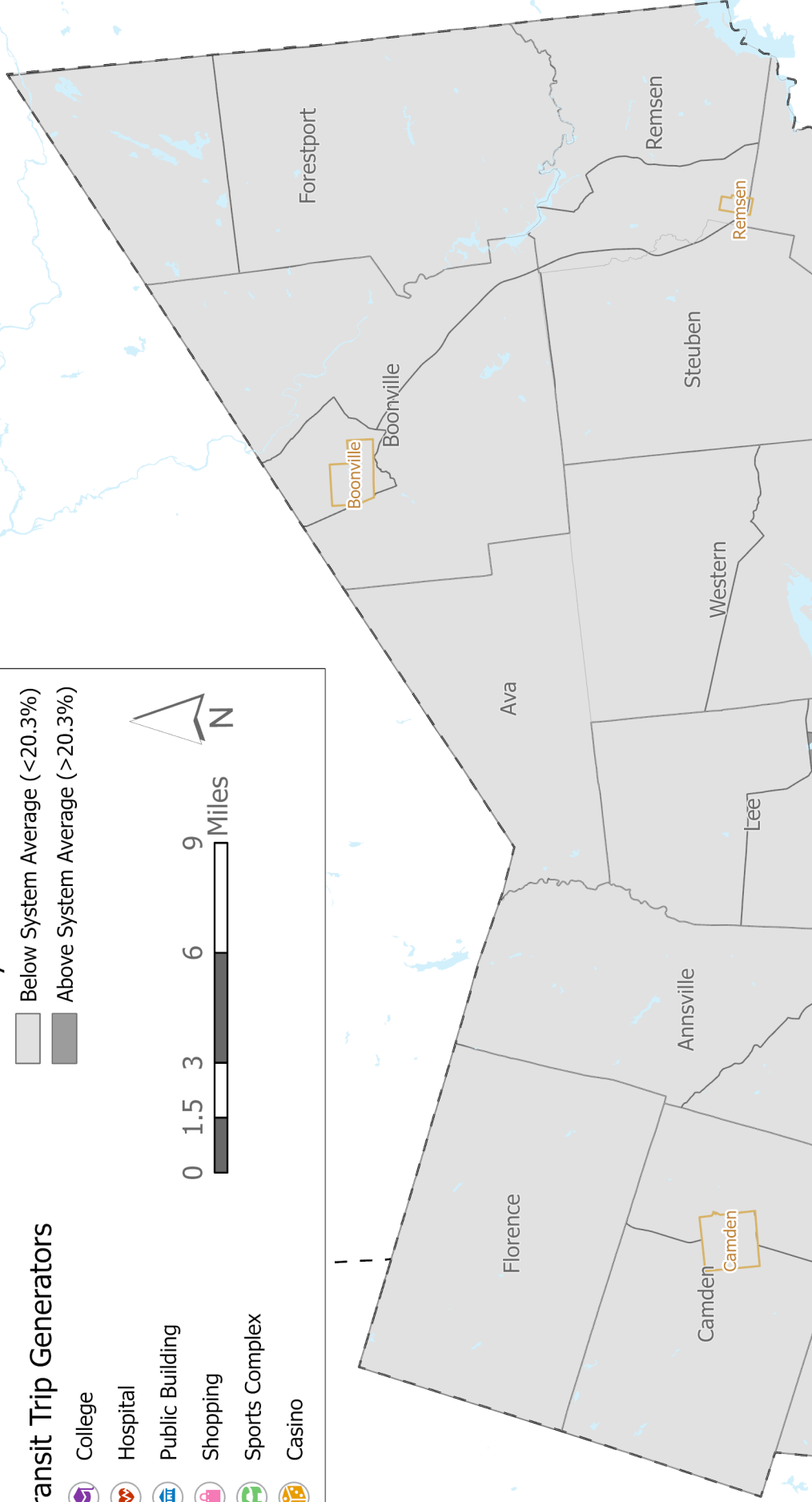
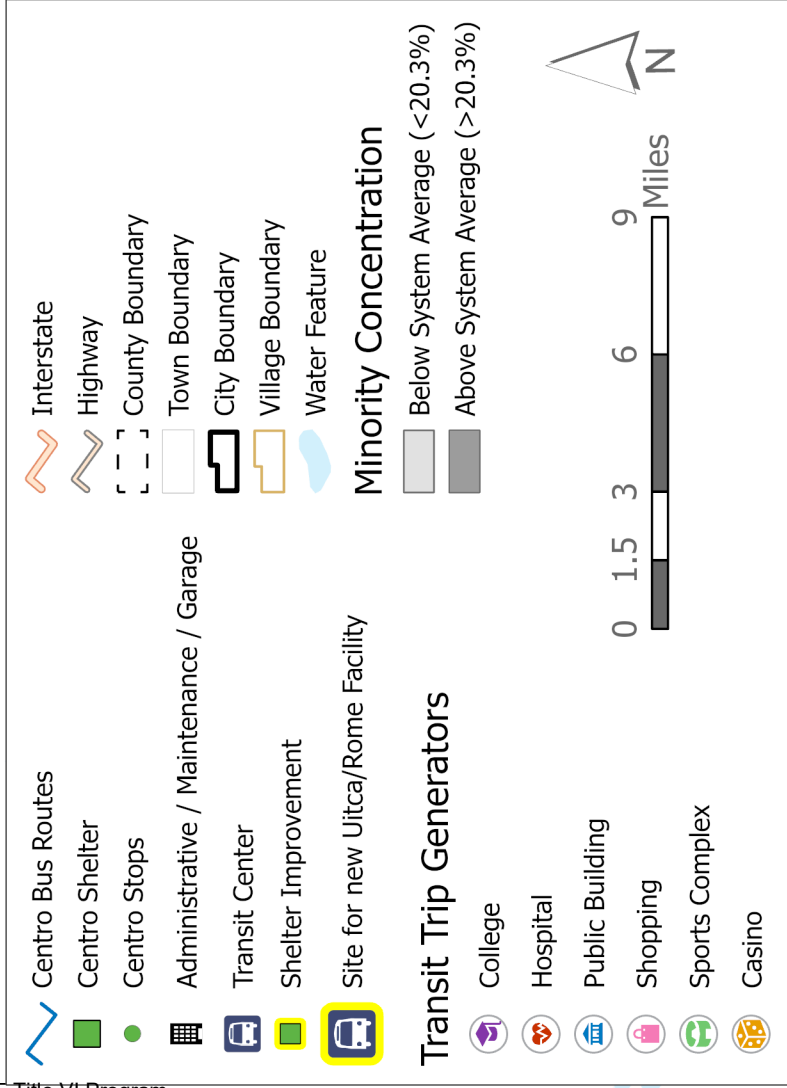
Interstate
Highway
City Center
City Center
Water
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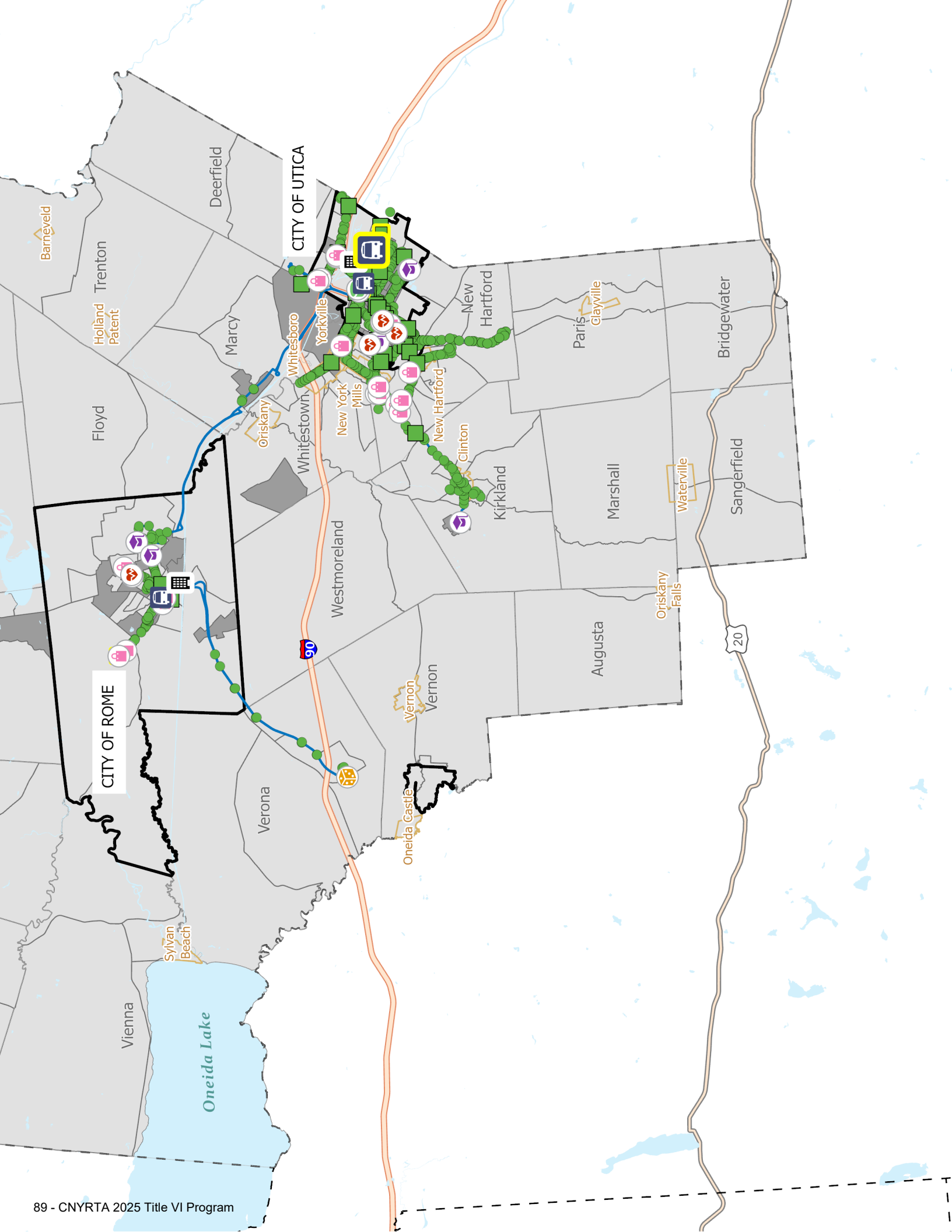
with Recent and Planned Facility Improvements



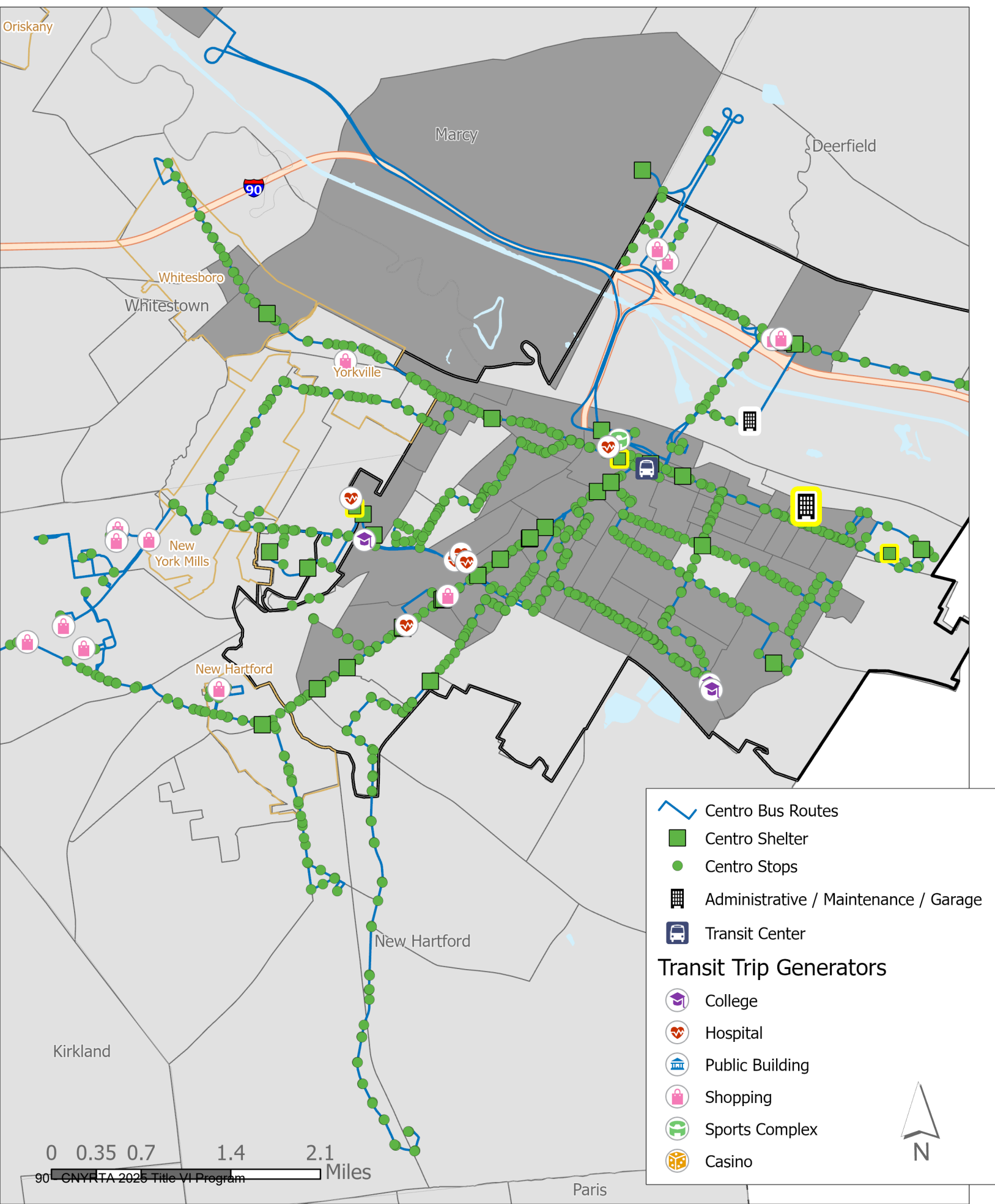
Oneida County Minority Concentration

Refer to City of Utica and City of Rome
Detail Maps on the Next Page





Utica Detail Map Minority Concentration



Rome Detail Map Minority Concentration

0 0.17 0.35 0.7 1.05 Miles



- Shelter Improvement
- Site for new Uitca/Rome Facility

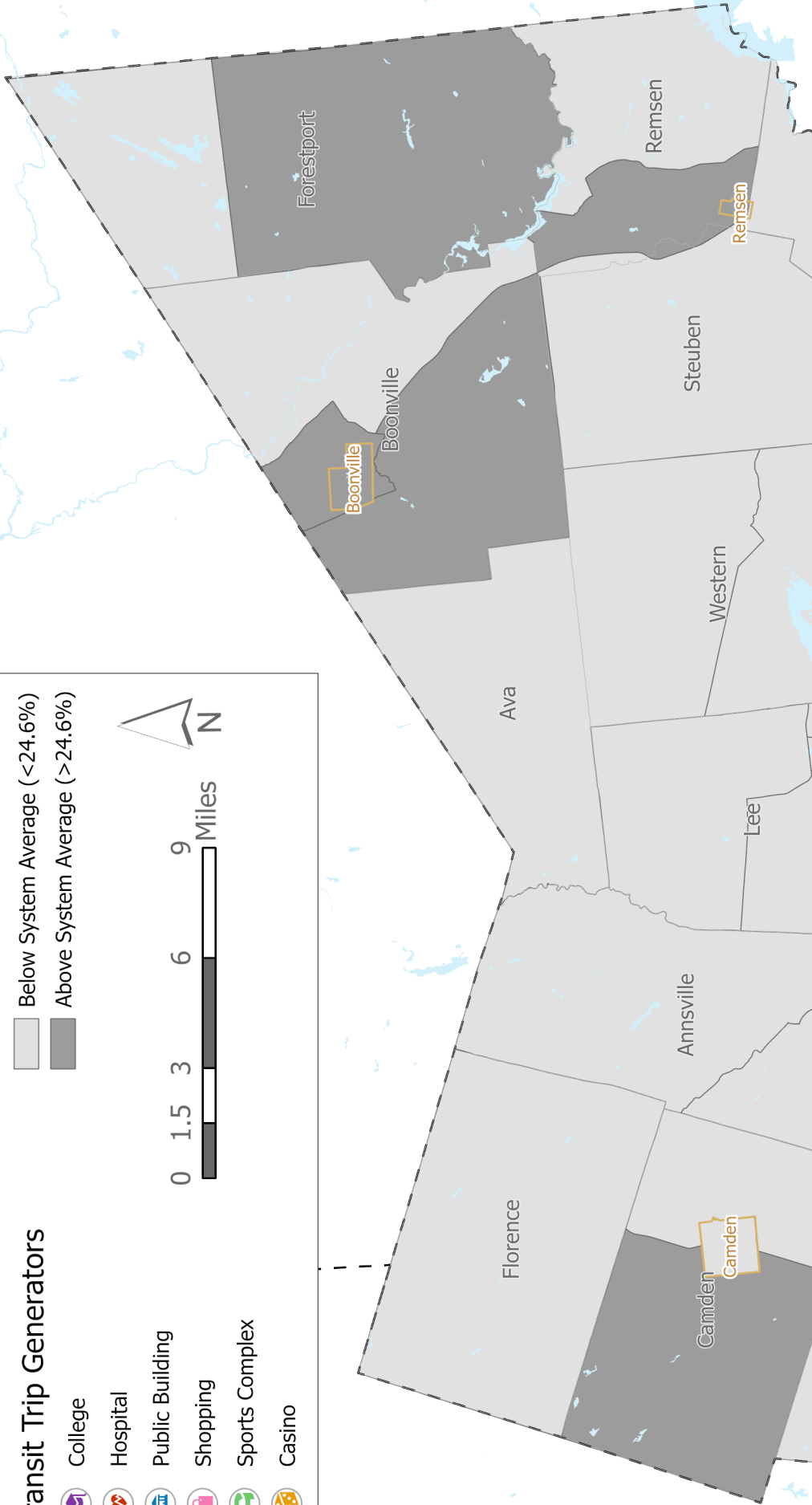
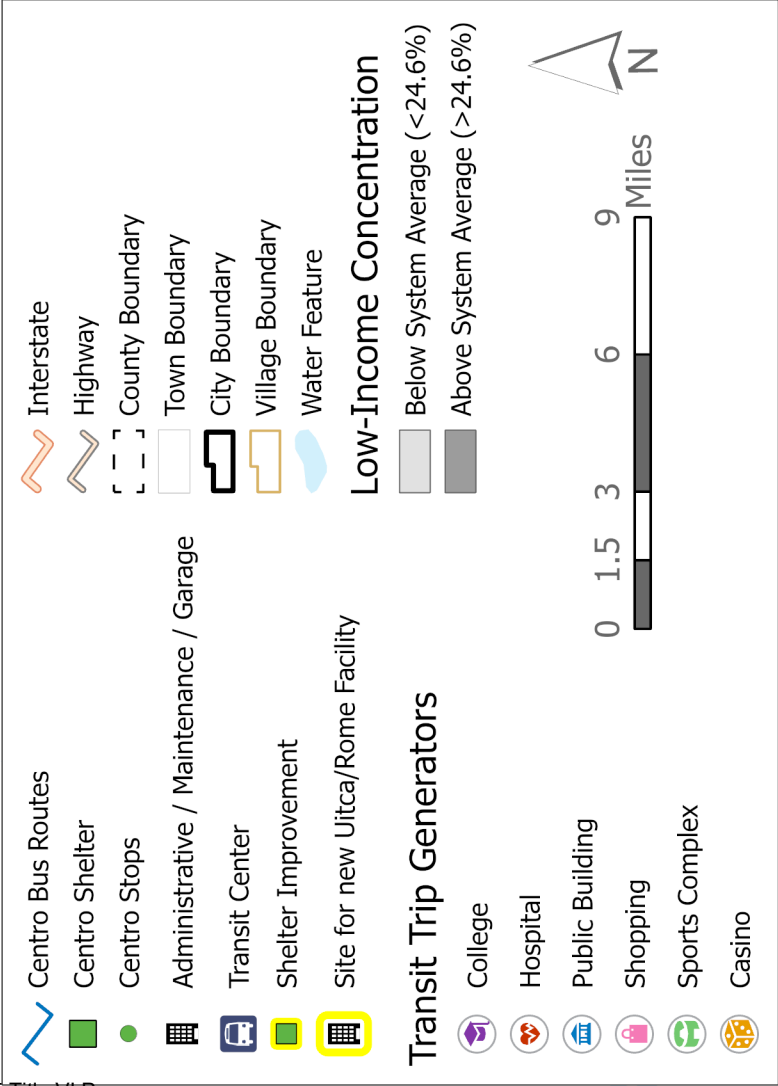
- Interstate
- Highway
- County Boundary
- Town Boundary
- City Boundary
- Village Boundary
- Water Feature

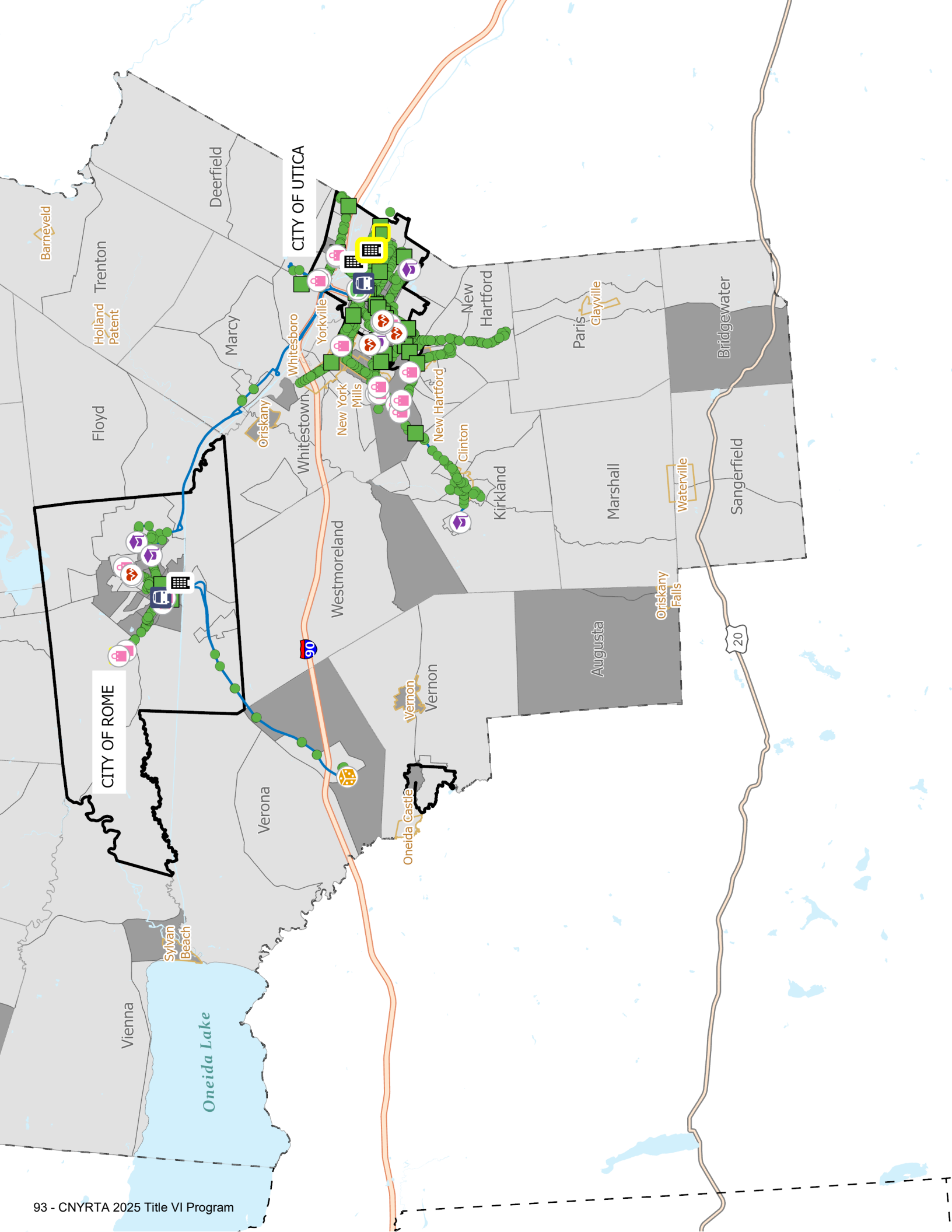
Minority Concentration

- Below System Average (<20.3%)
- Above System Average (>20.3%)

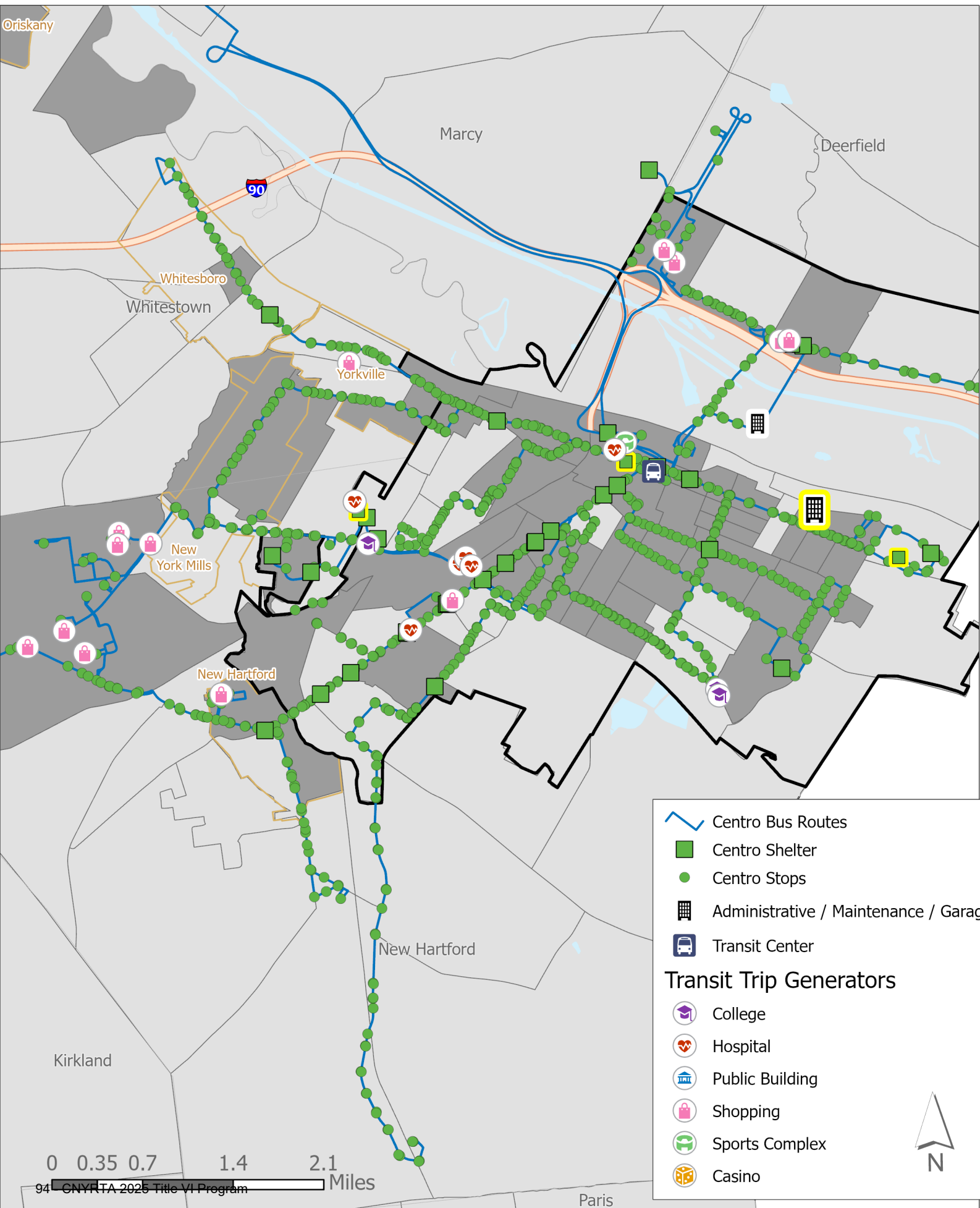
Oneida County Low-Income Concentration

Refer to City of Utica and City of Rome
Detail Maps on the Next Page



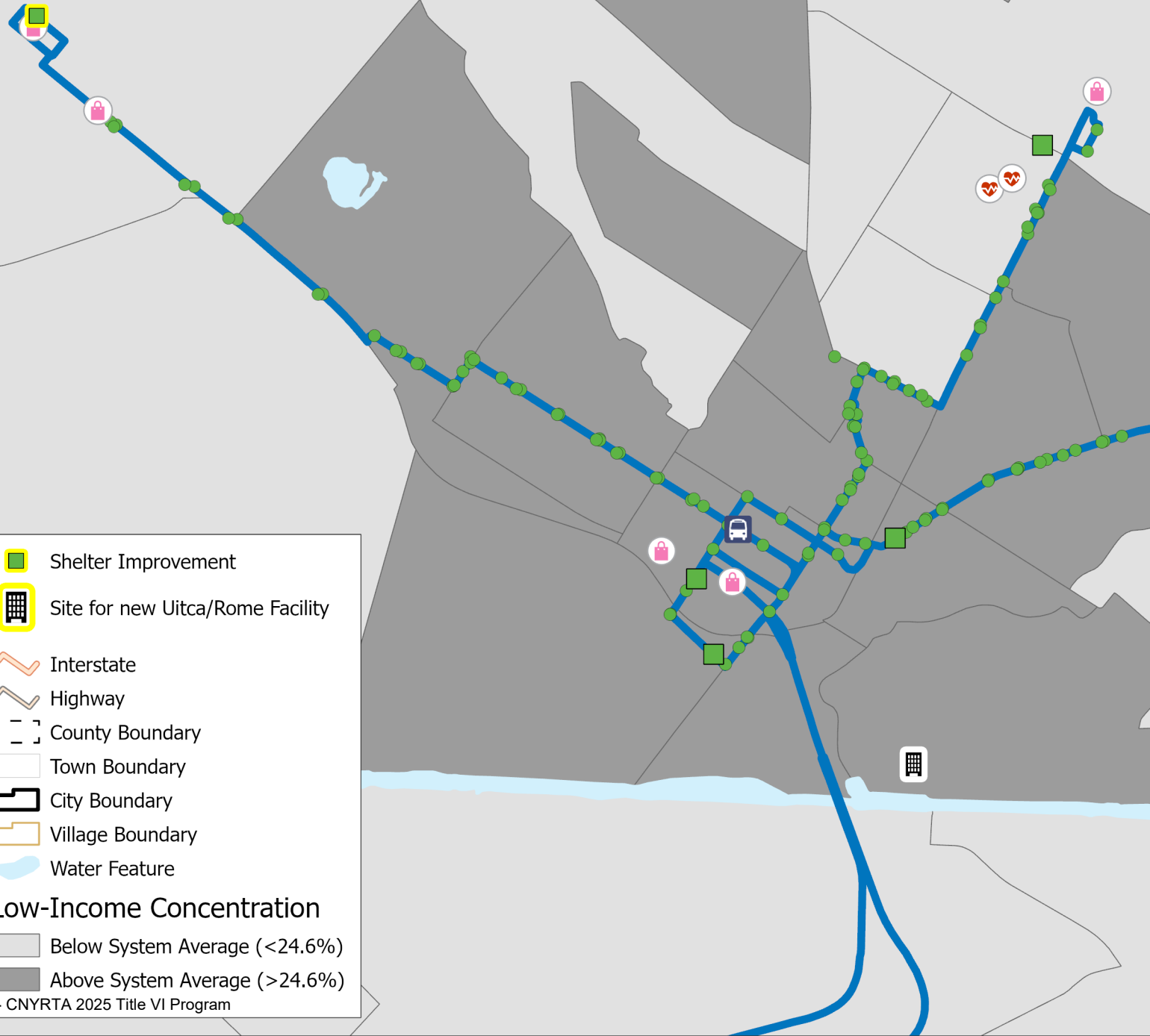




Utica Detail Map Low-Income Concentration










Rome Detail Map Low-Income Concentration



0 0.17 0.35 0.7 1.05 Miles



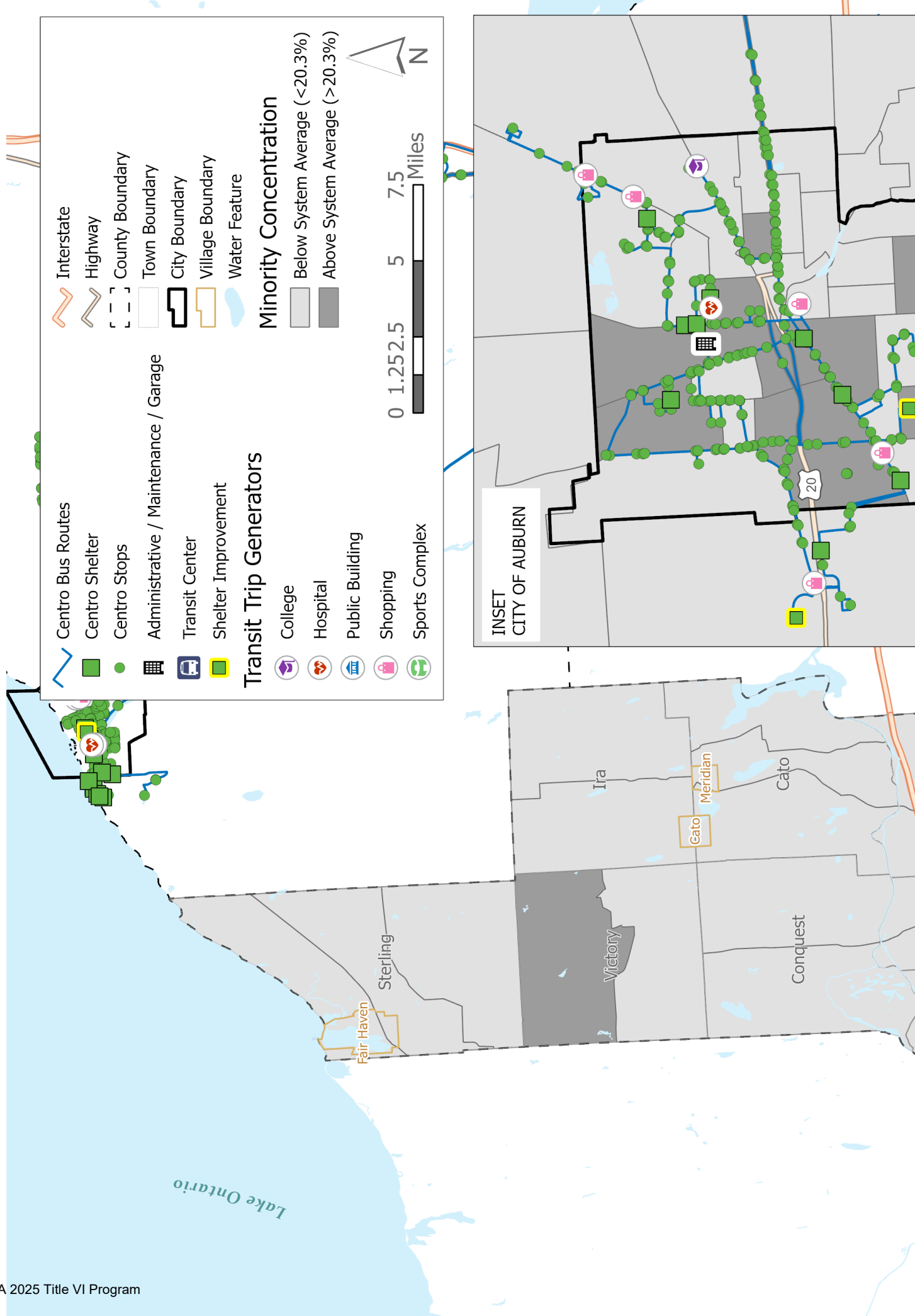
-  Shelter Improvement
-  Site for new Uitca/Rome Facility

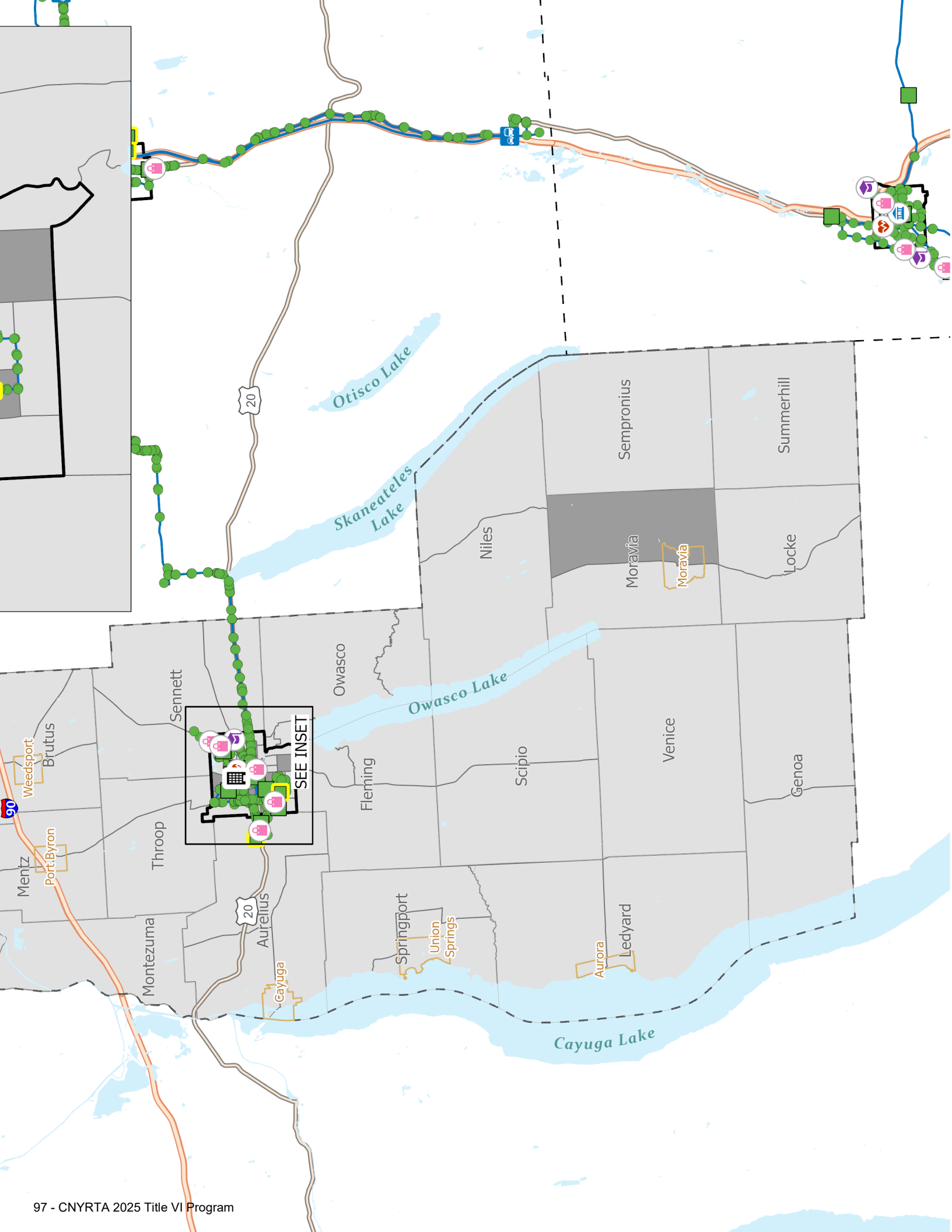
-  Interstate
-  Highway
-  County Boundary
-  Town Boundary
-  City Boundary
-  Village Boundary
-  Water Feature

Low-Income Concentration

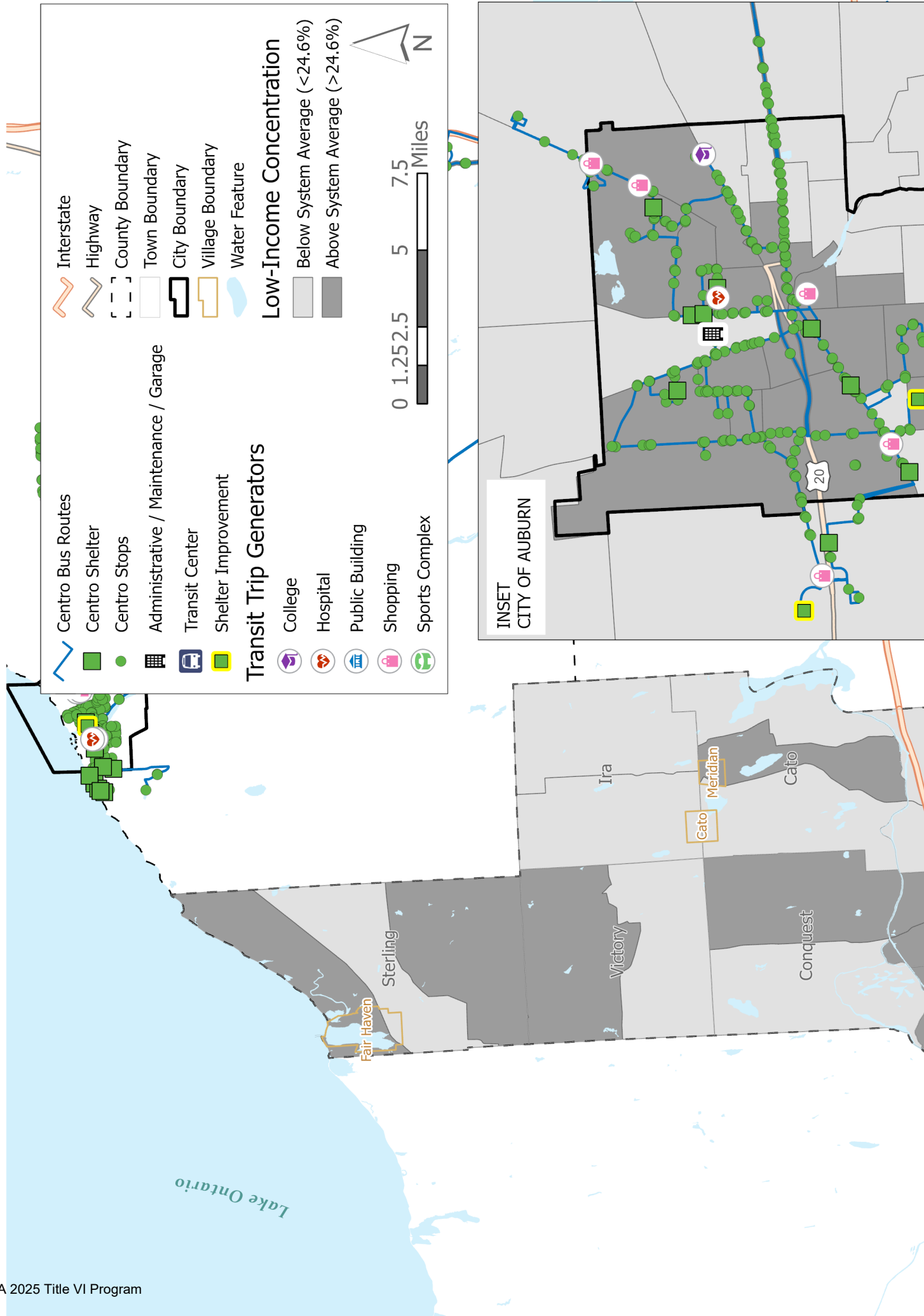
-  Below System Average (<24.6%)
-  Above System Average (>24.6%)

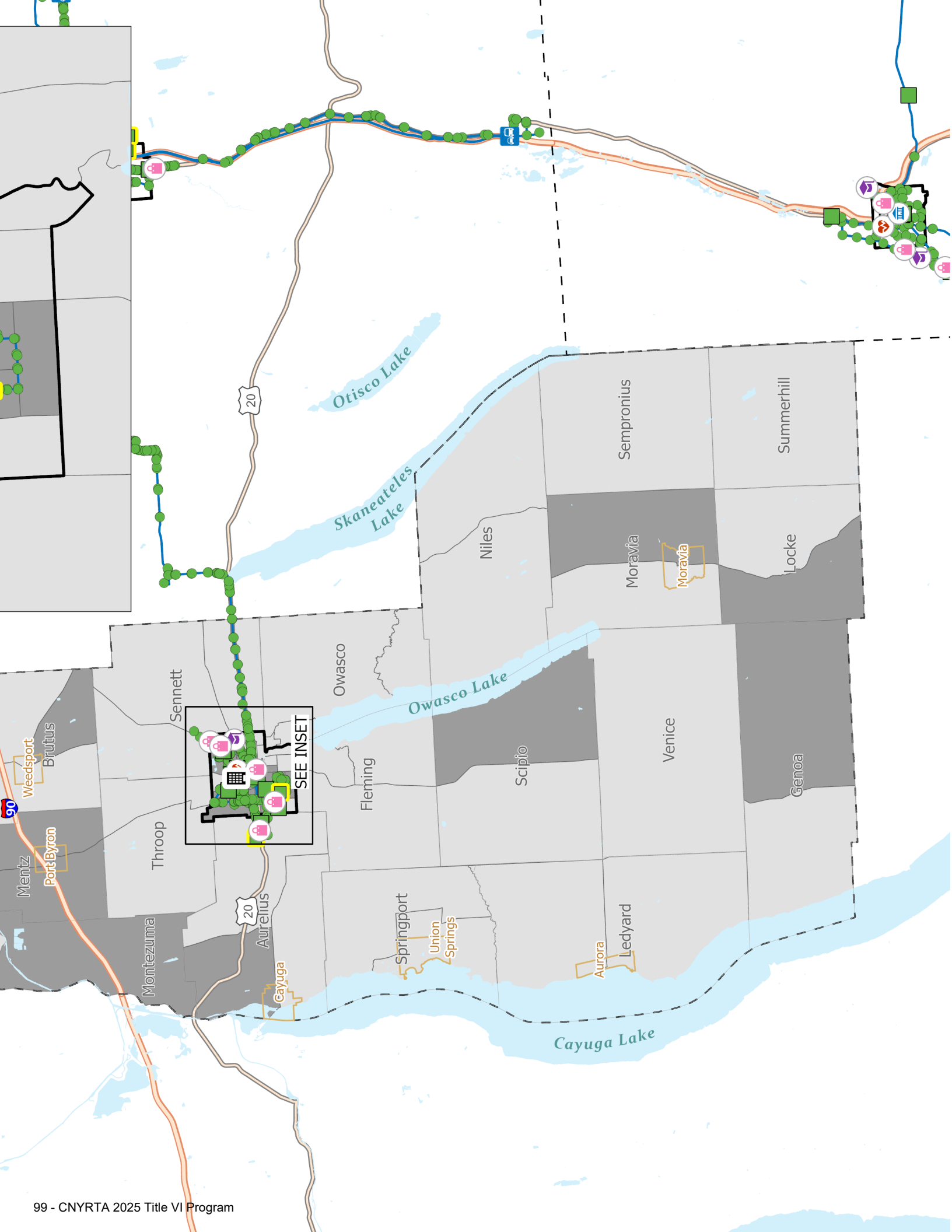
Cayuga County Minority Concentration



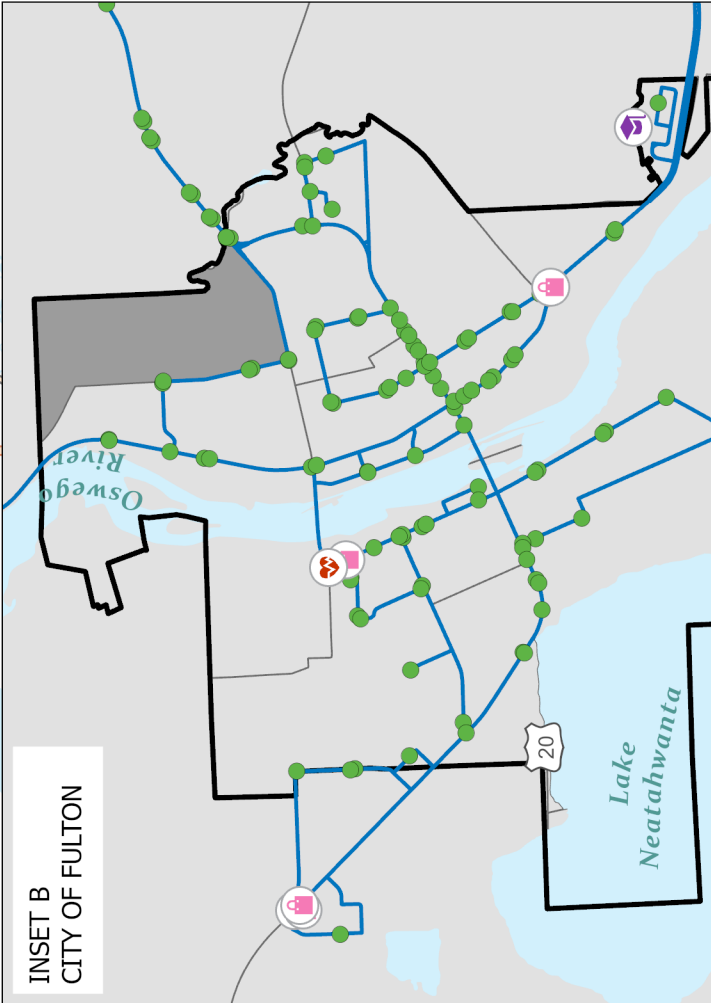
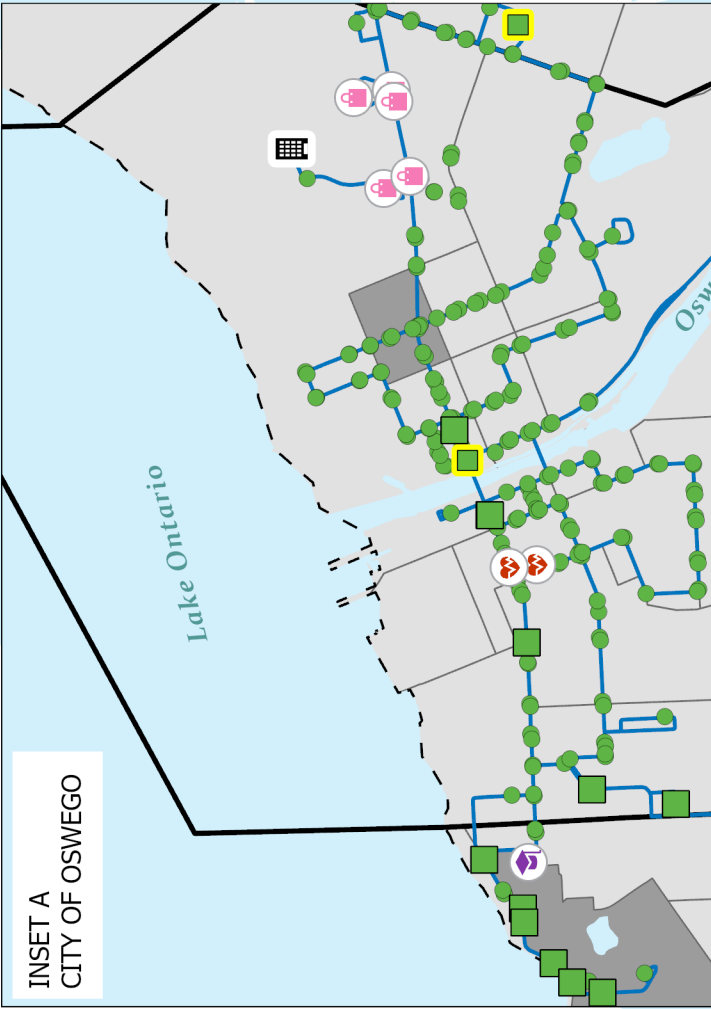
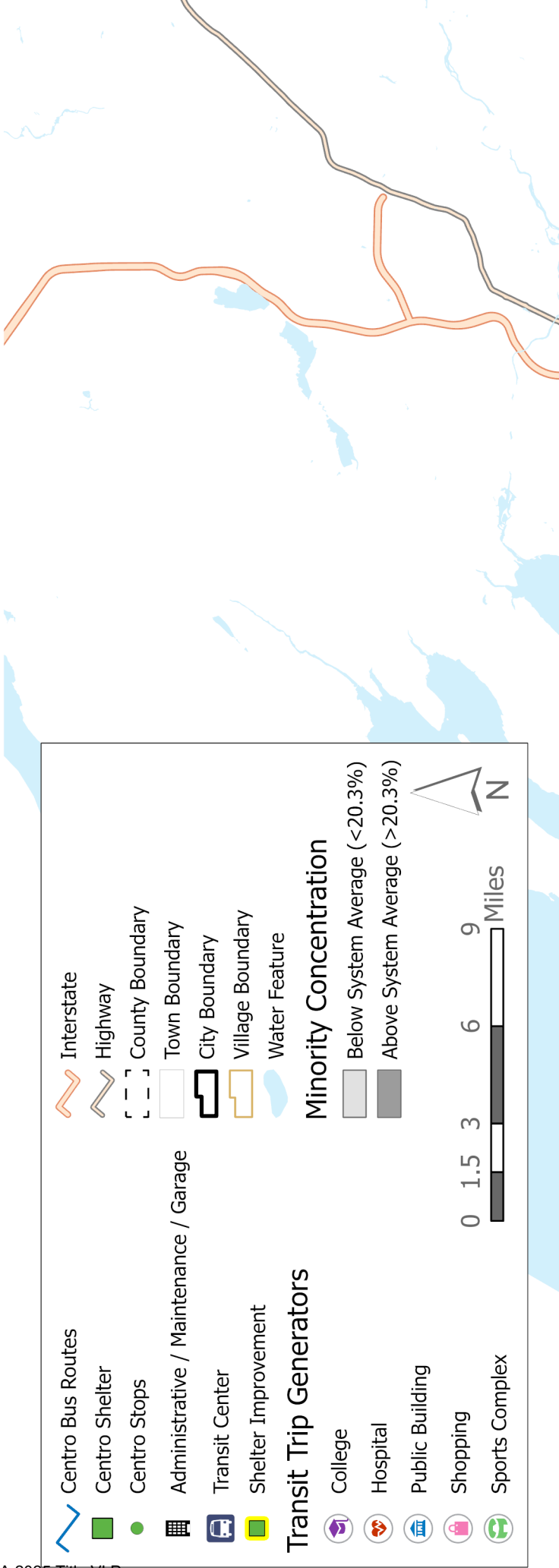


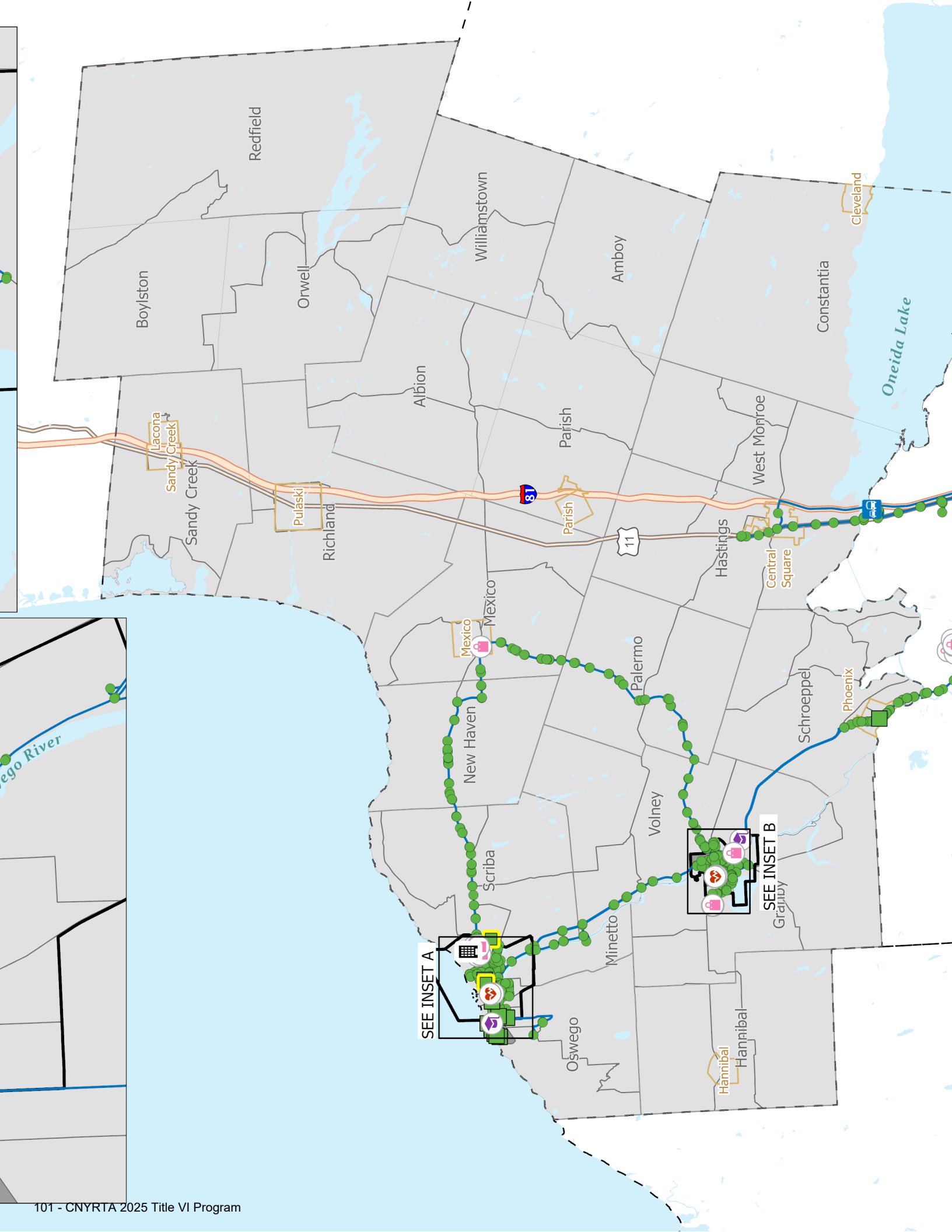
Cayuga County Low-Income Concentration



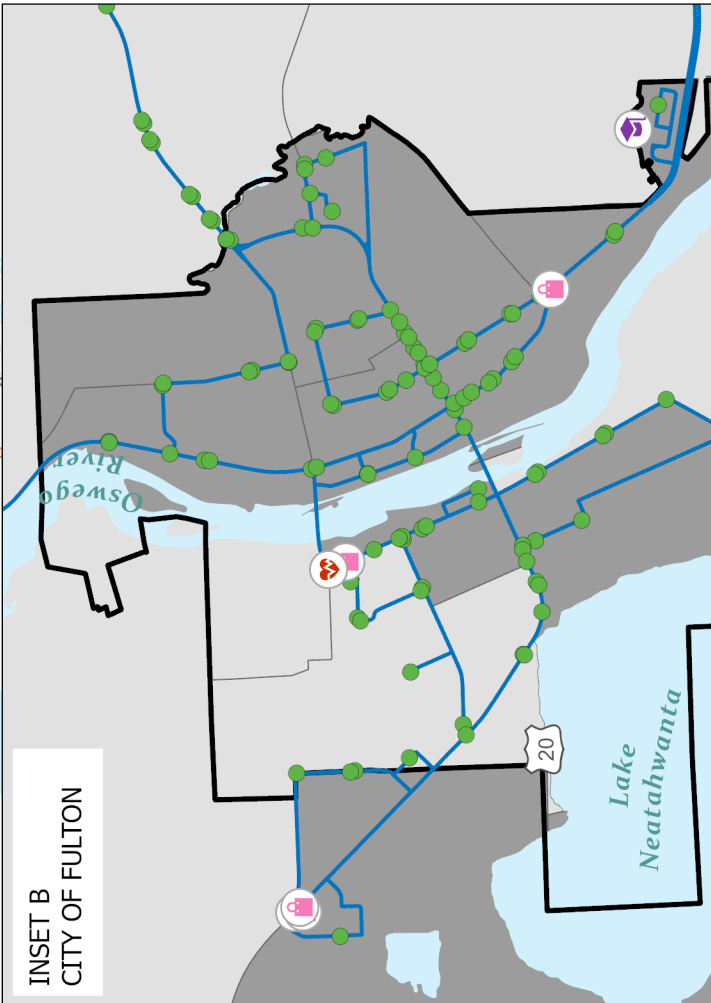
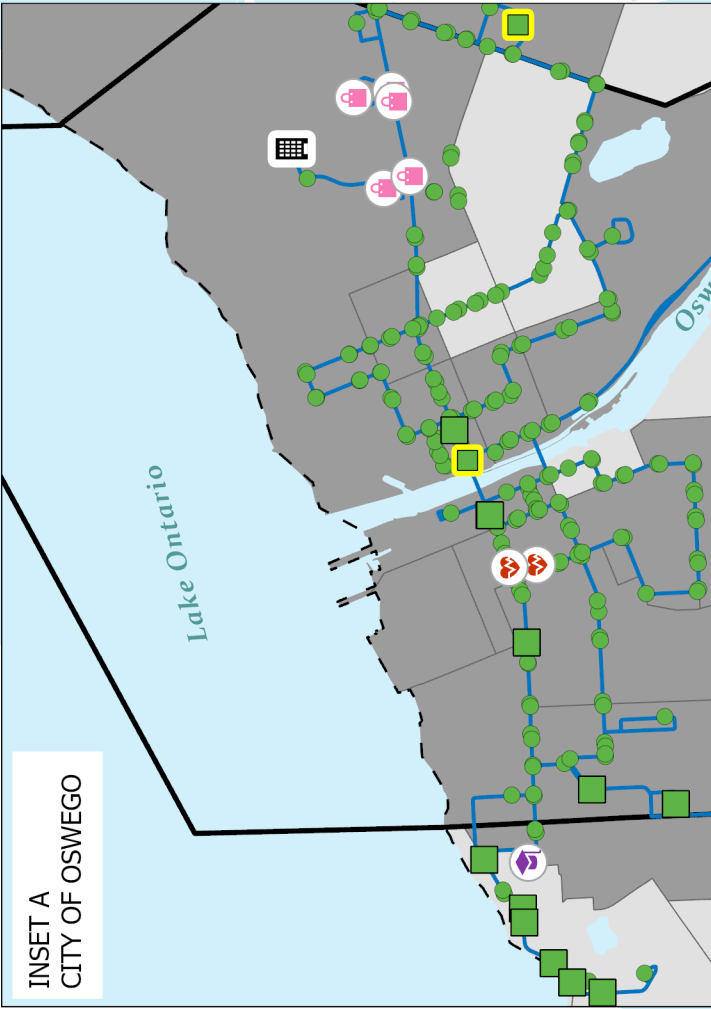
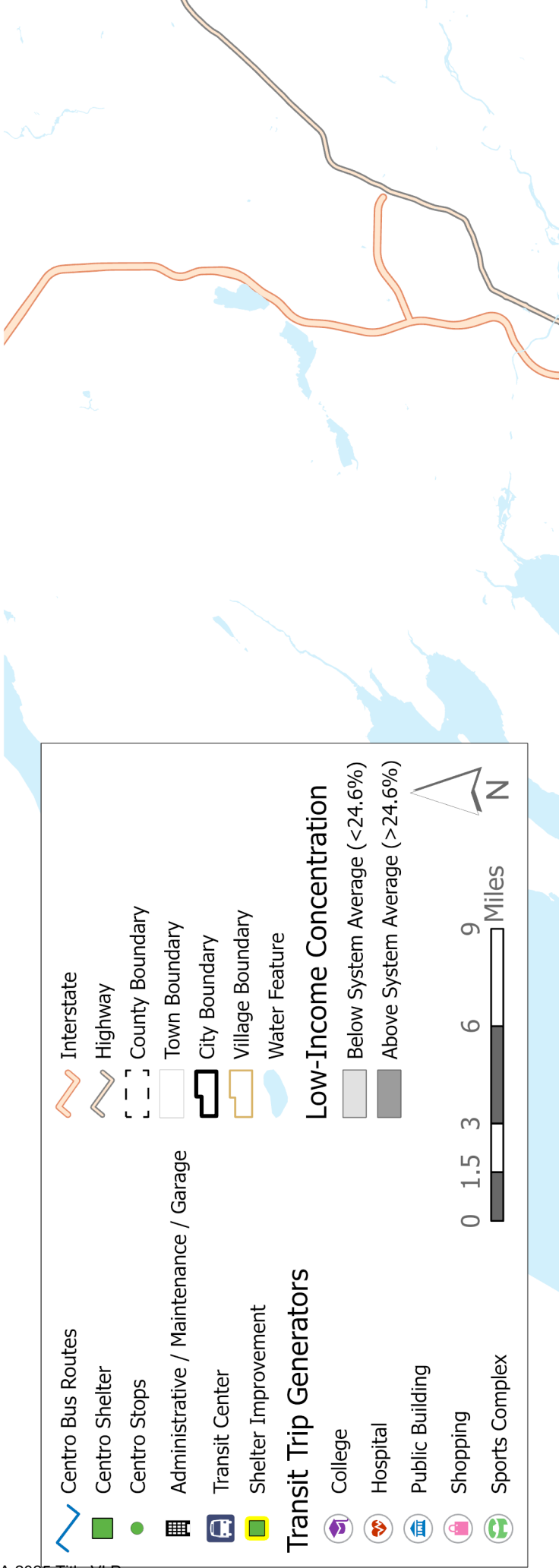


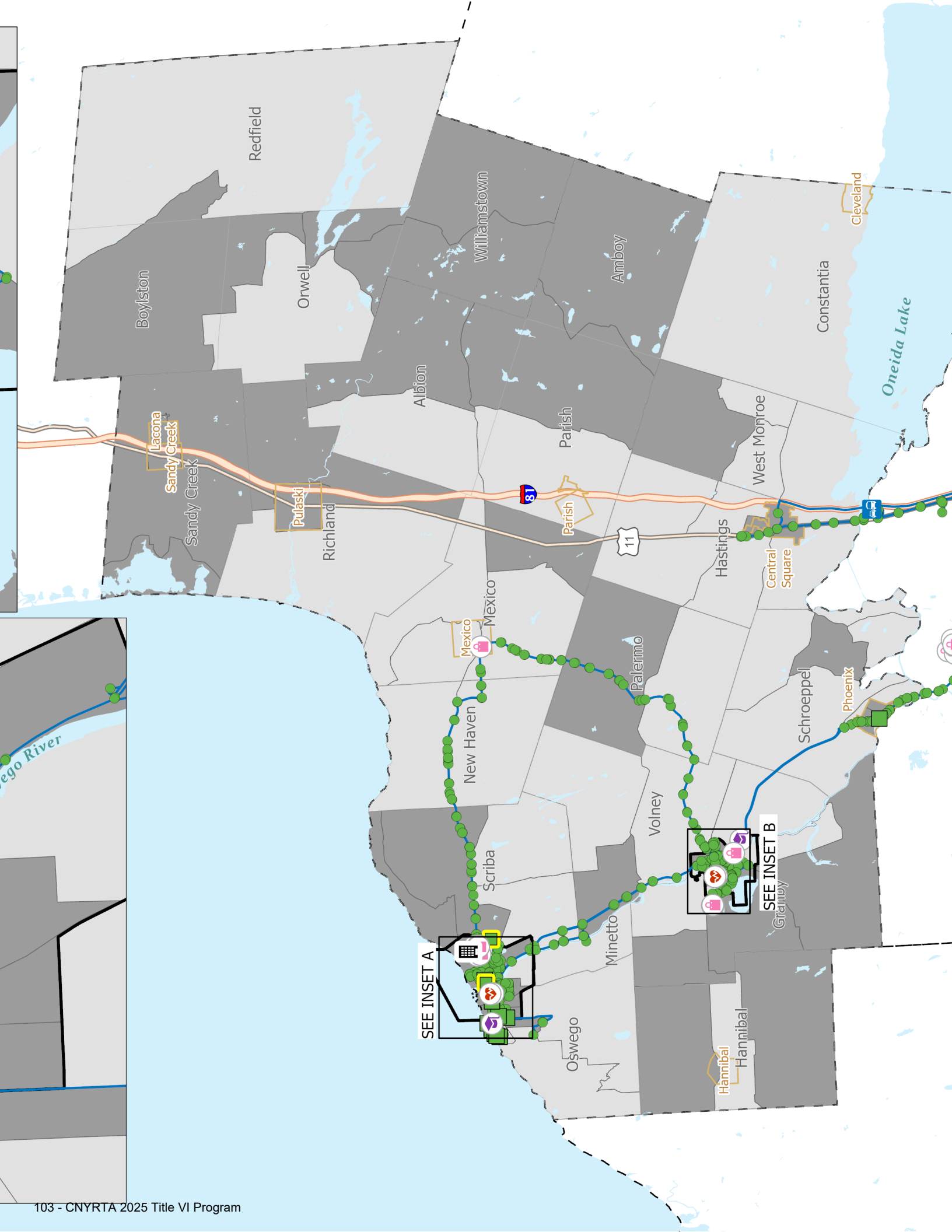
Oswego County Minority Concentration



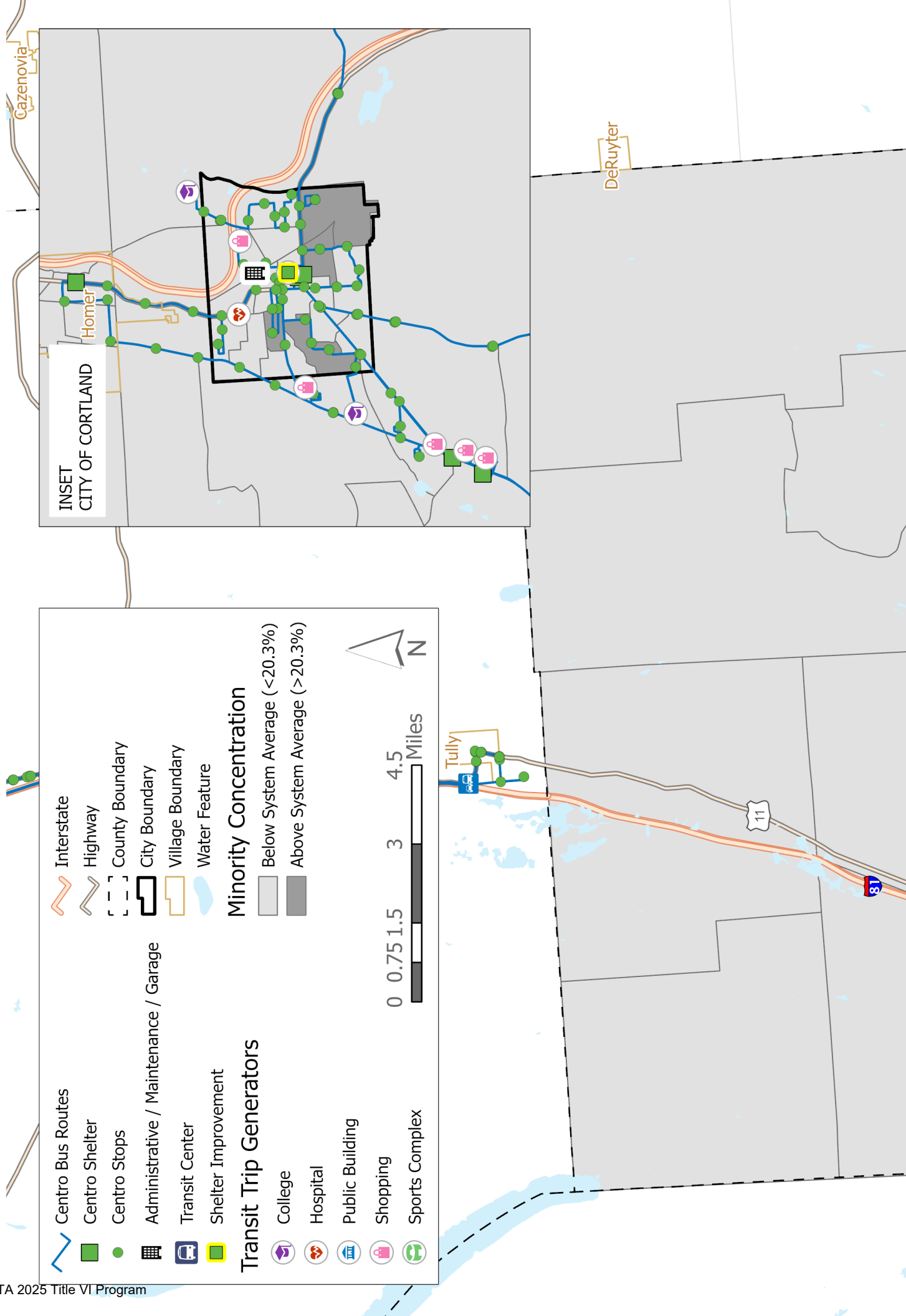


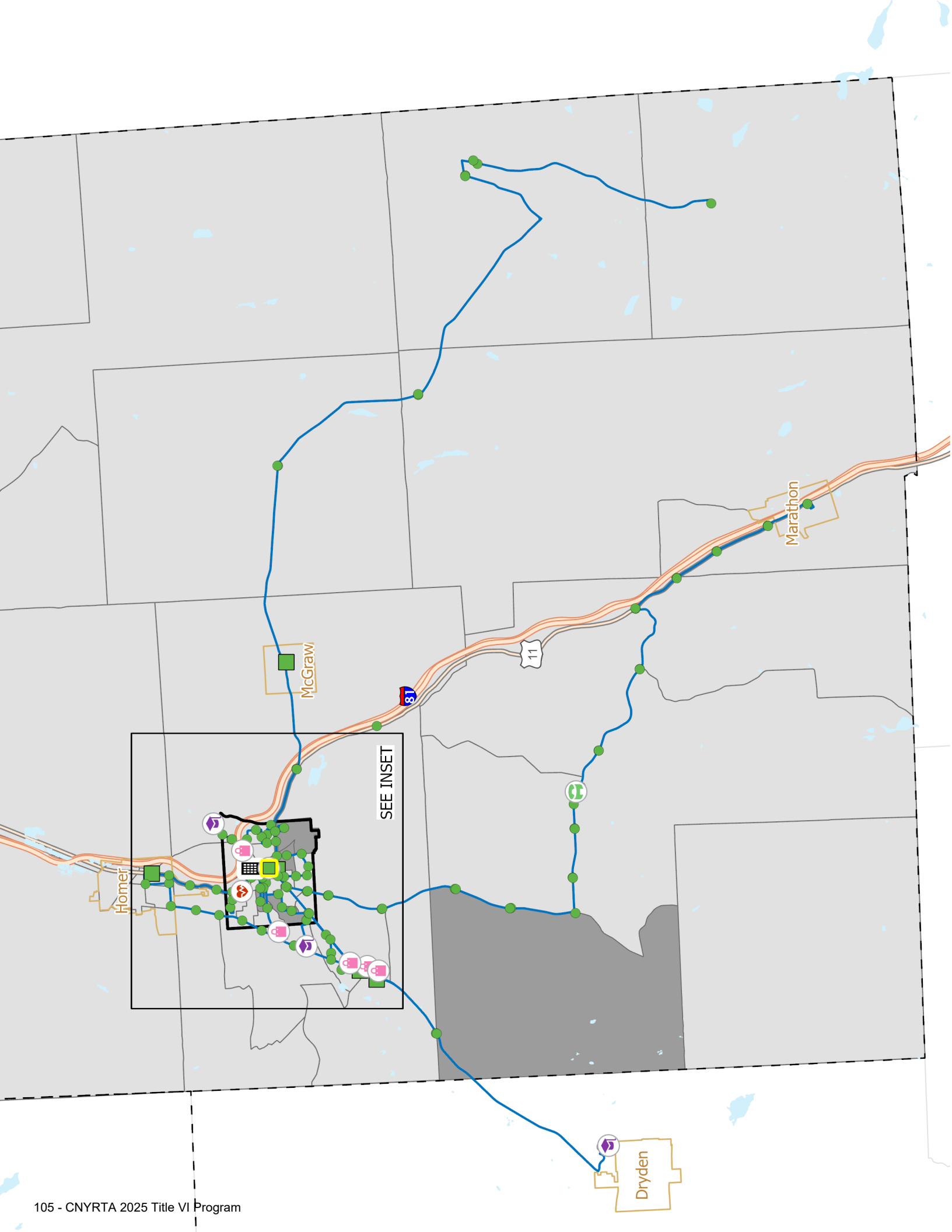
Oswego County Low-Income Concentration





Cortland County Minority Concentration





SEE INSET

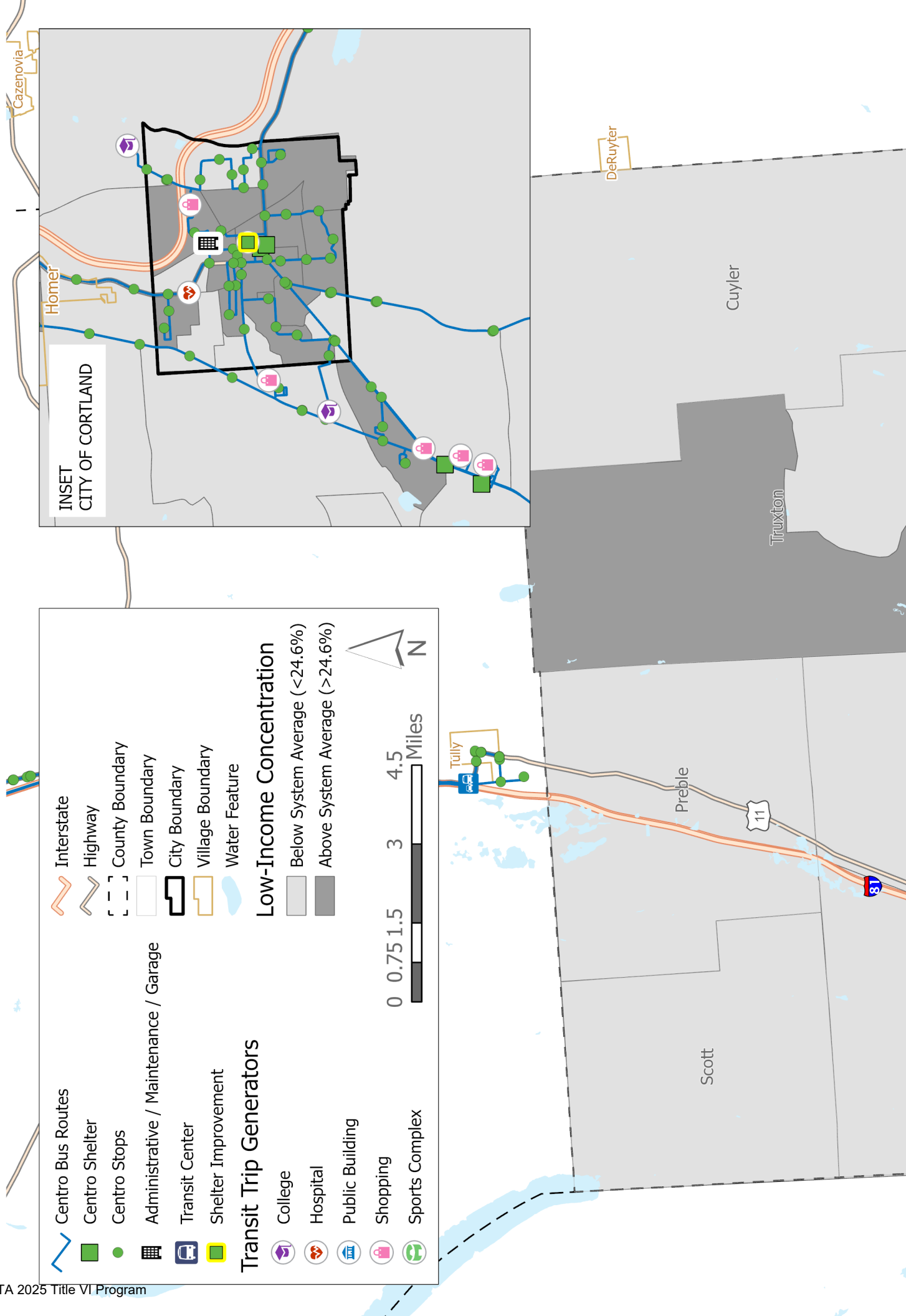
Homer

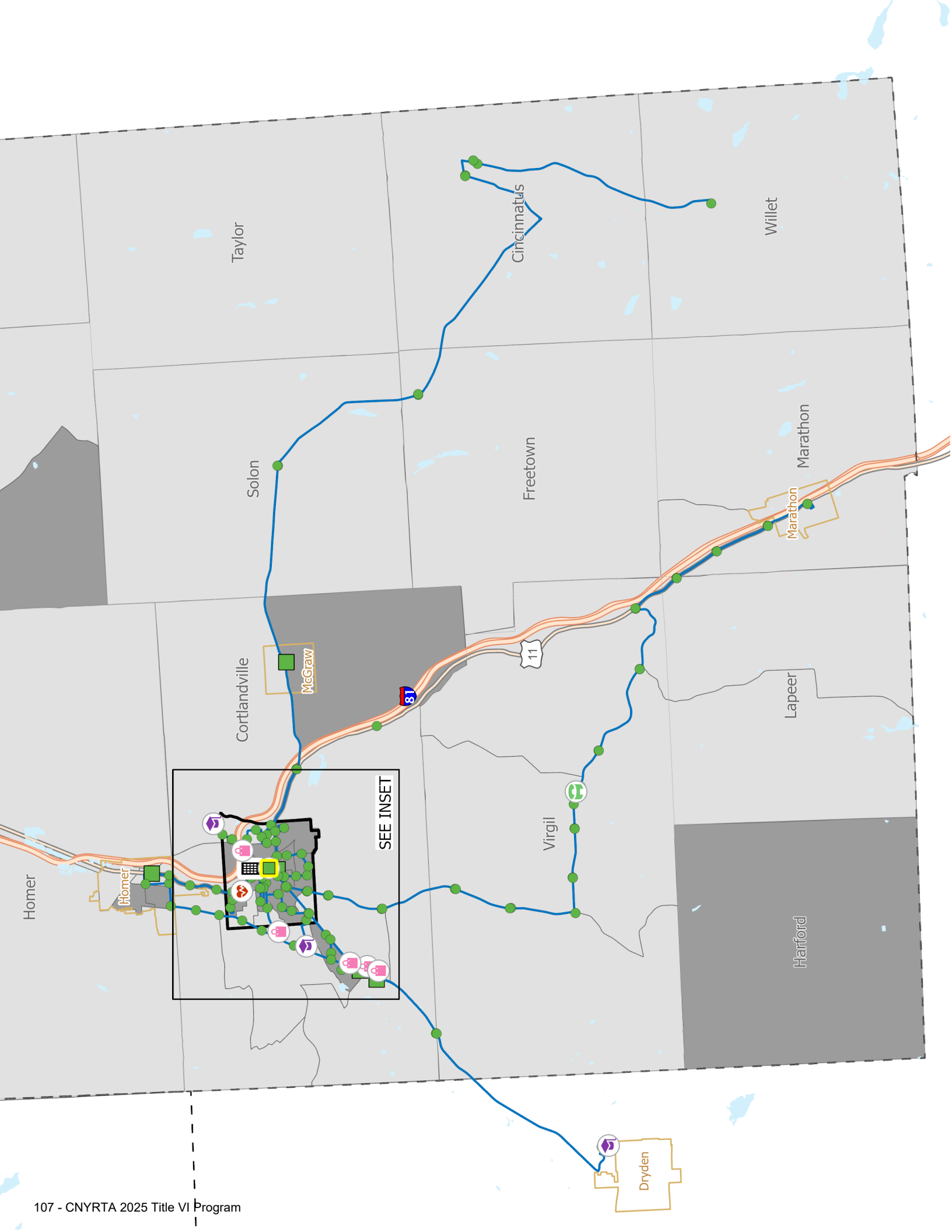
McGraw

Marathon

Dryden

Cortland County Low-Income Concentration





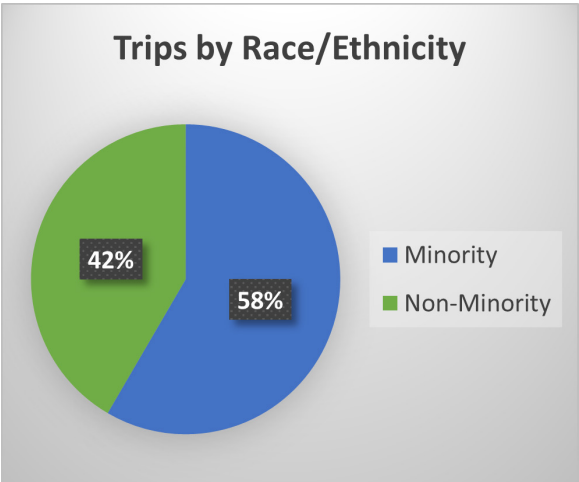
Requirement 14: Demographic Ridership and Travel Patterns from Passenger Surveys

Centro routinely performs survey data collection to help satisfy requirements outlined by the Federal Transit Administration (FTA). As recipients of federal funds, Centro needs to be accountable to the government on how and why it provides service the way it does. Specifically, Centro needs to verify that it has collected surveys that provide the demographic ridership and travel patterns of its customers.

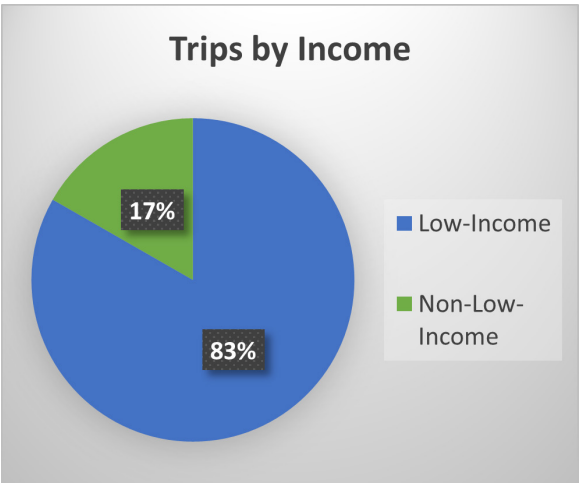
Centro is required to collect information on the race, color, national origin, English proficiency, language spoken at home, household income, and travel patterns of its riders using customer surveys. Centro, in turn, uses this information to develop a demographic profile comparing minority riders and non-minority riders, and trips taken by minority riders and non-minority riders. Demographic information is also collected on fare usage by fare type amongst minority users and low-income users, in order to assist with fare equity analyses.

This 2025 Title VI Program incorporates the results of ridership surveys performed during 2024-2025. The first section summarizes key metrics systemwide, followed by a detailed assessment of each of the five counties individually. Onondaga, Oneida, Cayuga, and Oswego Counties had identical surveys available in both English and Spanish. The English version is depicted following the systemwide charts. The Cortland County survey was unique and is described and depicted under the corresponding section.

SYSTEMWIDE DEMOGRAPHIC RIDERSHIP & TRAVEL PATTERNS FROM 2024-2025 SURVEYS



TRIP CHARACTERISTICS BY RACE/ETHNICITY
Across the five-county area, 58% of trips are made by minority riders. This greatly exceeds the service area minority population average of 20.3%

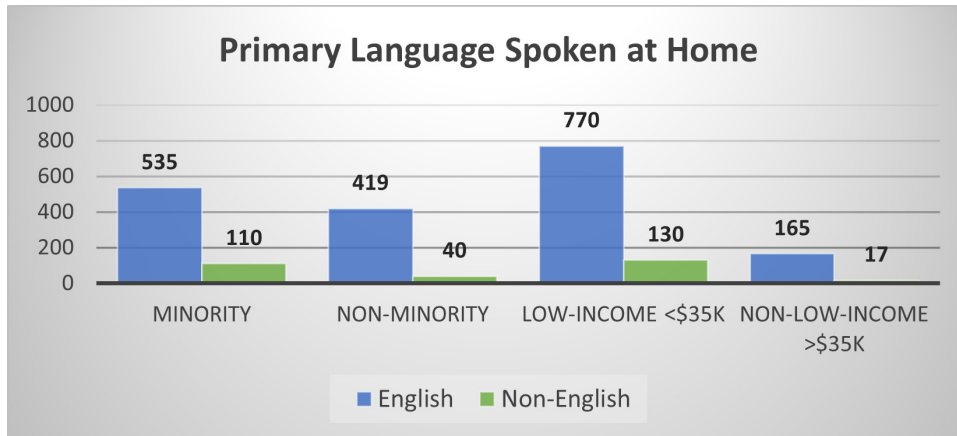


TRIP CHARACTERISTICS BY INCOME
Systemwide, 83% of trips are made by low-income riders. This greatly exceeds the service area low-income population average of 24.6%.

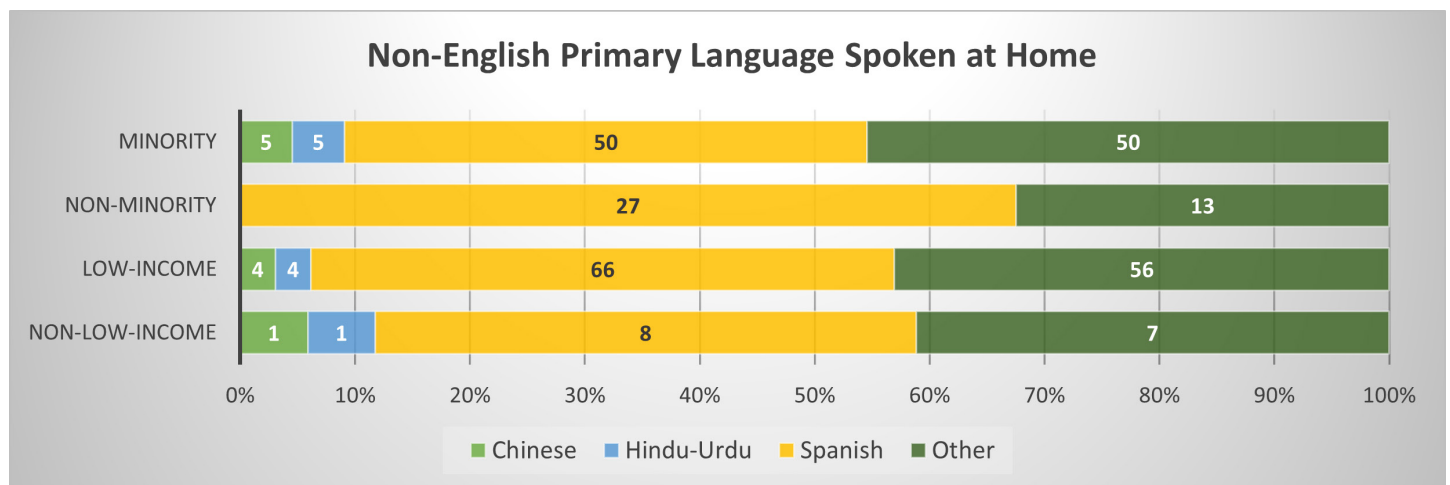
SYSTEMWIDE DEMOGRAPHIC RIDERSHIP & TRAVEL PATTERNS FROM 2024-2025 SURVEYS

LANGUAGE SPOKEN AT HOME

Over 80% of survey respondents in each category speak English as their primary language at home. The responses vary from county to county, with some counties having few to no non-English speakers.

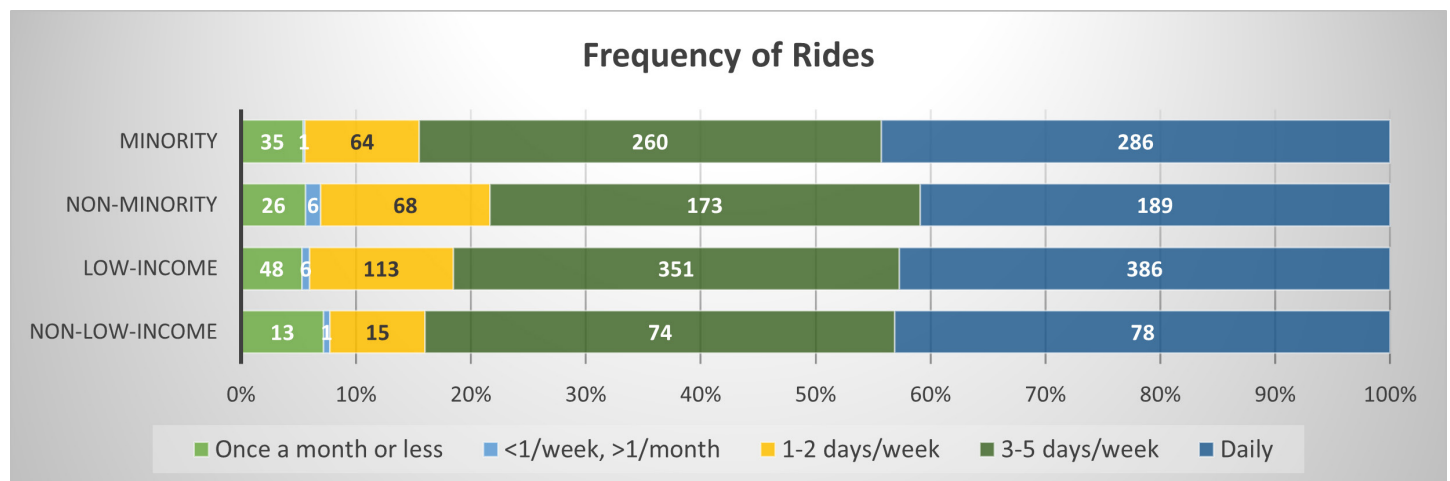


Of the persons who speak a language other than English, the most spoken language is Spanish with 45% or more of respondents in each category. The “other” category is the second most selected category. A variety of languages were reported by respondents which are detailed in the individual county sections of this report.



FREQUENCY OF RIDING CENTRO

Across the five-county area, more than 37% of all responses were in the “3-5 days per week” or “daily” categories (78%+ of combined responses by category). This demonstrates the persons who opted to take the survey are regular customers.



Centro Rider Survey

ROUTE # _____ BUS # _____ DATE _____ Time _____ AM / PM

Instructions: Please answer ALL questions on the front and back of this survey. Return the completed survey to the surveyor to receive a single ride pass. Thank you for your participation.

1. What bus route(s) do you ride on a regular basis? (check all that apply)

Onondaga County			
<input type="checkbox"/> Sy 10 S Salina St - Nedrow	<input type="checkbox"/> Sy 16 N Salina St - Buckley Rd	<input type="checkbox"/> Sy 20 James St	<input type="checkbox"/> Sy 26 South Ave
<input type="checkbox"/> Sy 30 Westcott St - SU	<input type="checkbox"/> Sy 36 Camillus	<input type="checkbox"/> Sy 40 Drumlins - Nob Hill	<input type="checkbox"/> Sy 46 Liverpool - Route 57
<input type="checkbox"/> Sy 48 Liverpool - Morgan Rd	<input type="checkbox"/> Sy 50 Destiny USA	<input type="checkbox"/> Sy 52 Court St	<input type="checkbox"/> Sy 54 Midland Ave - Valley Dr
<input type="checkbox"/> Sy 58 Park Hill	<input type="checkbox"/> Sy 62 Manlius	<input type="checkbox"/> Sy 64 Western Lights	<input type="checkbox"/> Sy 68 E Fayette St - Erie Blvd
<input type="checkbox"/> Sy 72 Townsend St - E Colvin St	<input type="checkbox"/> Sy 74 Solvay	<input type="checkbox"/> Sy 76 Salt Springs Rd	<input type="checkbox"/> Sy 80 Grant Blvd
<input type="checkbox"/> Sy 82 Baldwinsville	<input type="checkbox"/> Sy 84 Mattydale	<input type="checkbox"/> Sy 86 Henry Clay Blvd	<input type="checkbox"/> Sy 88 N. Syracuse - Central Square
<input type="checkbox"/> Sy 90 Wegmans Shopper	<input type="checkbox"/> Sy 92 Tops Shoppers	<input type="checkbox"/> Sy510 Lafayette - Tully	<input type="checkbox"/> Sy874 Solvay
<input type="checkbox"/> Sy921 Teall Ave	<input type="checkbox"/> Sy926 Glenwood	<input type="checkbox"/> Sy930 East Genesee	<input type="checkbox"/> Sy936 Erie Blvd West
<input type="checkbox"/> Sy942 Randall Road	<input type="checkbox"/> Sy958 Bishop Grimes	<input type="checkbox"/> Sy966 Fay Road	<input type="checkbox"/> Sy972 Townsend
<input type="checkbox"/> Sy974 Wilbur Ave	<input type="checkbox"/> SU 43 Waverly Ave	<input type="checkbox"/> SU 44 Skytop Rd	<input type="checkbox"/> SU243 East Campus
<input type="checkbox"/> SU244 Slocum Heights	<input type="checkbox"/> SU343 Genesee St - Westcott St	<input type="checkbox"/> SU344 South Campus	<input type="checkbox"/> SU345 Thurber St
<input type="checkbox"/> SU443 Connective Corridor	<input type="checkbox"/> SU444 Small Road		
Cayuga County			
<input type="checkbox"/> Aub 1 West Genesee	<input type="checkbox"/> Aub 2 Franklin	<input type="checkbox"/> Aub 3 North Street	<input type="checkbox"/> Aub 4 State Street
<input type="checkbox"/> Aub 6 Wegmans Shoppers	<input type="checkbox"/> Aub38 Auburn - Syr via Elbridge		
Oswego County			
<input type="checkbox"/> Osw09 Price Chopper Shopper	<input type="checkbox"/> Osw10 SUNY Oswego Blue Rte	<input type="checkbox"/> Osw11 SUNY Oswego Green Route	<input type="checkbox"/> Osw1A Walmart via 104
<input type="checkbox"/> Osw1B Walmart - Hamilton Homes	<input type="checkbox"/> Osw1C Walmart via Seneca St	<input type="checkbox"/> Osw1D Walmart via Brandonwood	<input type="checkbox"/> Osw2A College via 104
<input type="checkbox"/> Osw2C College via West Utica	<input type="checkbox"/> Osw2D College via Ellen St	<input type="checkbox"/> Osw46 Oswego - Syracuse	
<input type="checkbox"/> Ful 4 Fulton - East	<input type="checkbox"/> Ful 5 Fulton - West	<input type="checkbox"/> Mex 3 Mexico - Fulton	
Oneida County			
<input type="checkbox"/> Ut 11 Whitesboro	<input type="checkbox"/> Ut 12 Bleeker St	<input type="checkbox"/> Ut 14 Mohawk	<input type="checkbox"/> Ut 15 James Street
<input type="checkbox"/> Ut 20 Lenox - Business Park	<input type="checkbox"/> Ut 22 South Street	<input type="checkbox"/> Ut 24 Genesee Street	<input type="checkbox"/> Ut 28 Herkimer Rd
<input type="checkbox"/> Ut 29 Riverside Drive	<input type="checkbox"/> Ut 30 Clinton	<input type="checkbox"/> Ut 31 Oneida - Chadwicks	<input type="checkbox"/> Ut111 New York Mills
<input type="checkbox"/> Rome2 WalMart	<input type="checkbox"/> Rome5 Black River Blvd	<input type="checkbox"/> Rome6 MVCC - Griffiss	

2. For what purpose do you use Centro?

- ☐ Work ☐ School/College ☐ Shopping ☐ Appointment ☐ Recreation
- ☐ Other (please specify) _____

3. How often do you ride?

- ☐ Daily ☐ 3-5 days per week ☐ 1-2 days per week ☐ Once a month or less
- ☐ Less than once a week, but more than once a month

4. Do you use more than one bus to complete your trip?

- ☐ Yes ☐ No

5. How many motor vehicles (cars, vans, trucks, motorcycles) are available in your household?

- ☐ 0 ☐ 1 ☐ 2 or more

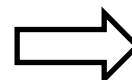
6. Gender

- ☐ Male ☐ Female ☐ Other

7. What is your age?

- ☐ Under 18 ☐ 18-24 ☐ 25-34 ☐ 35-54 ☐ 55-64 ☐ Over 65

Please continue and answer questions on the back side



Centro Rider Survey

ROUTE # _____ BUS # _____ DATE _____ Time _____ AM / PM

8. Are you of Hispanic, Latino, or Spanish origin?

☐ Yes ☐ No

9. What is your race? (check all that apply)

☐ White ☐ Black or African American ☐ American Indian or Alaska Native ☐ Asian
☐ Middle Eastern or North African ☐ Native Hawaiian or Other Pacific Islander
☐ Other (please specify) _____

10. What is the primary language spoken at home?

☐ English ☐ Spanish ☐ Hindi-Urdu ☐ Chinese ☐ Vietnamese
☐ Middle Eastern (please specify) _____
☐ African language (please specify) _____
☐ Slavic language (please specify) _____
☐ Other (please specify) _____

11. Does use of the English language pose a difficulty in navigating the Centro system?

☐ Yes ☐ No

12. Including yourself, how many people currently live in your household?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ More than 4

13. What is your annual total household income?

☐ Under \$15,000 ☐ \$15,000-\$24,999 ☐ \$25,000-\$29,999 ☐ \$30,000-\$34,999 ☐ \$35,000-\$39,999
☐ \$40,000-\$49,999 ☐ \$50,000 and Over

14. Do you normally pay full-fare or half-fare?

☐ Full fare ☐ Half fare

15. How do you normally pay your bus fare? (check all that apply)

☐ Cash ☐ Day Pass ☐ 10-Ride Pass ☐ MAX Pass ☐ Mobile App
☐ Other (please specify) _____

16. Would you use a contactless credit card or mobile wallet (Apple Pay, Google Pay, Samsung Pay) to pay your fare if the option was available?

☐ Yes ☐ No

17. What zip code do you live in? _____

18. Do you have a smartphone?

☐ Yes ☐ No

19. Do you have a bank account and/or major credit card?

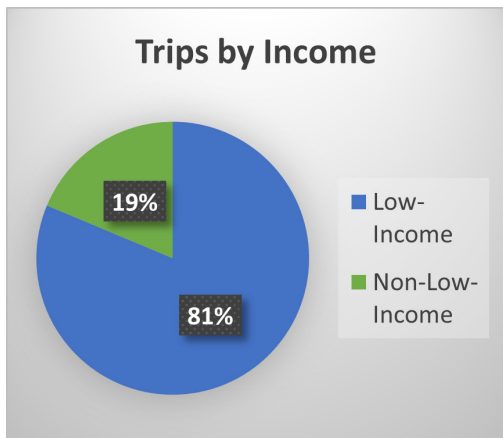
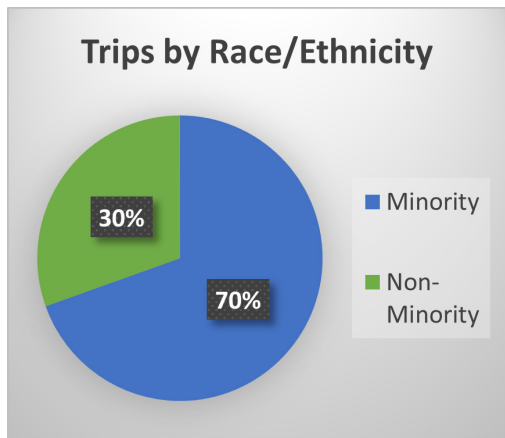
☐ Yes ☐ No

20. Have you used a ridesharing service such as Uber or Lyft in the last 12 months?

☐ Yes ☐ No

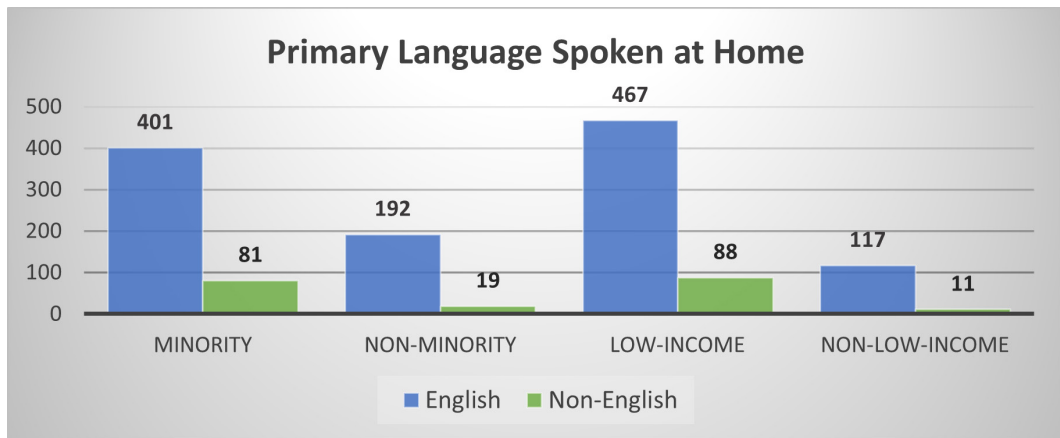


ONONDAGA COUNTY DEMOGRAPHIC RIDERSHIP & TRAVEL PATTERNS FROM 2024-2025 SURVEYS



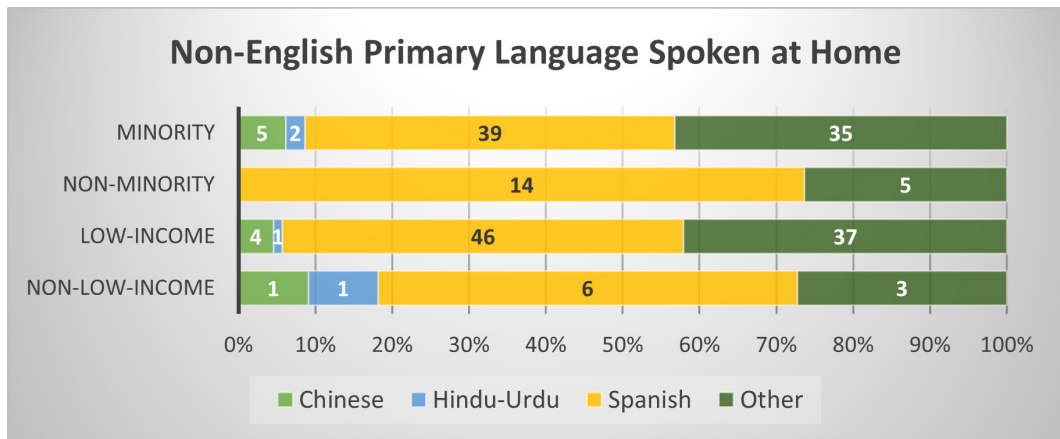
TRIP CHARACTERISTICS BY RACE/ETHNICITY AND INCOME

The majority of trips surveyed (70%) are made by minority riders. Similarly, the vast majority of trips (81%) are made by low-income riders.



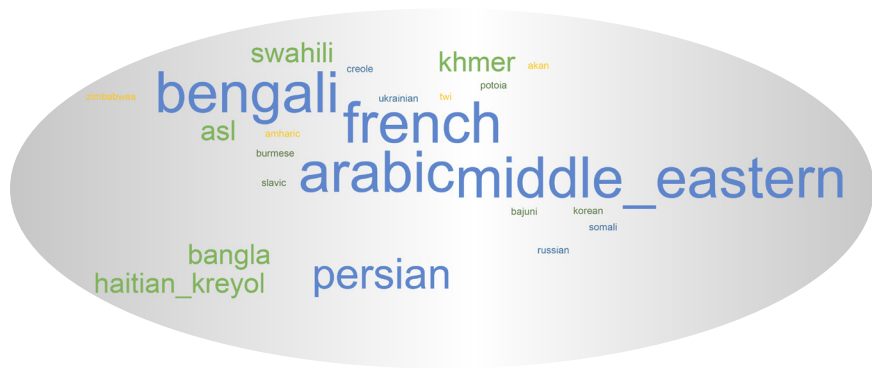
LANGUAGE SPOKEN AT HOME

English speakers account for 83% or more of riders. Of the non-English speakers, the highest categories are minority (17%) and low-income (16%).

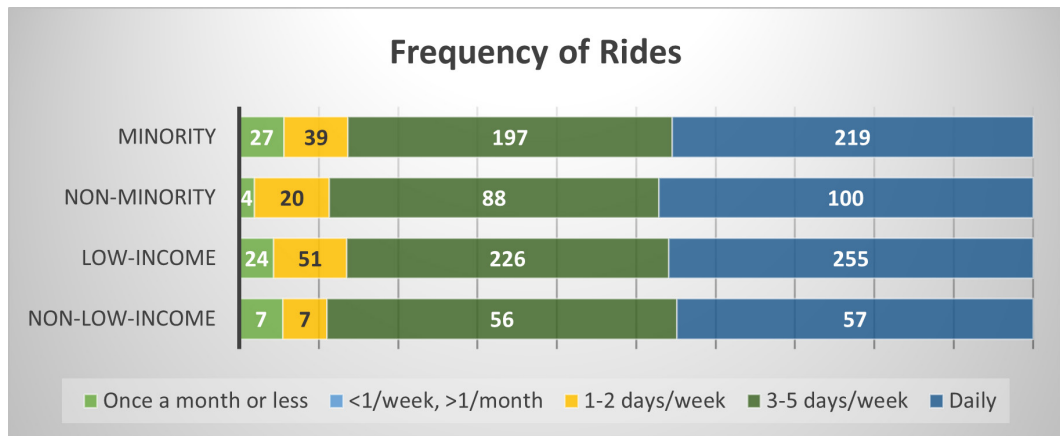


NON-ENGLISH LANGUAGE SPOKEN AT HOME

Spanish is the most prevalent language aside from English with more than 48% of respondents using it at home across all categories. The next most common language chosen was “other” which was 26% or more across each category. The word bubble at left displays the languages specified by respondents. Arabic, Bengali, French, and Middle Eastern were the most popular languages followed by Persian.

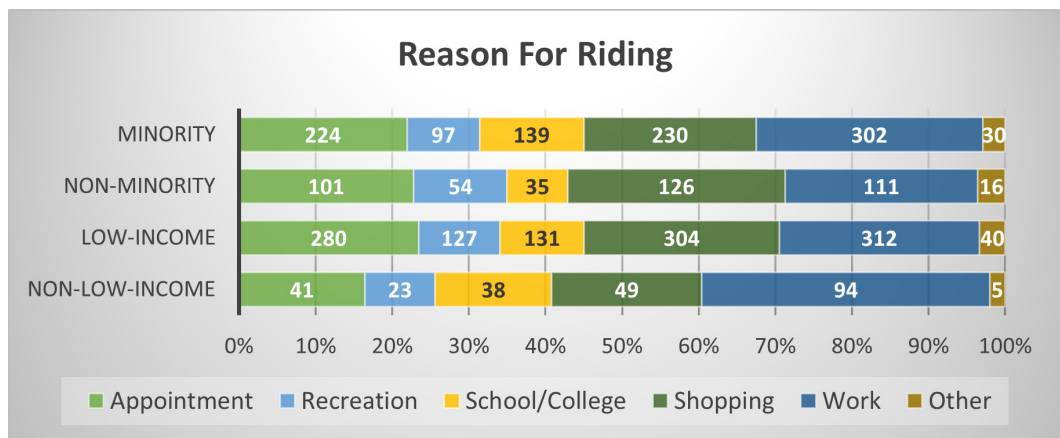


ONONDAGA COUNTY DEMOGRAPHIC RIDERSHIP & TRAVEL PATTERNS FROM 2024-2025 SURVEYS



FREQUENCY OF RIDING CENTRO

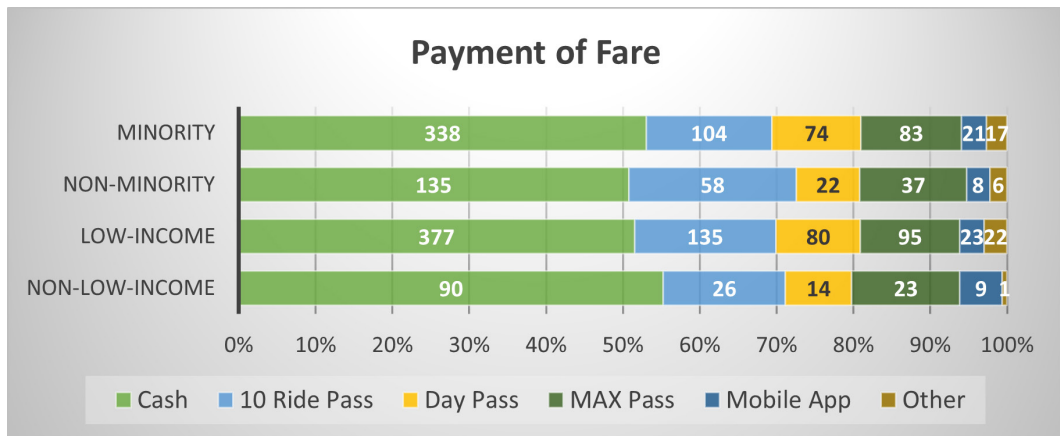
The vast majority of customers surveyed (86%+) ride Centro 3 days a week or more with the percentage of riders being consistent across all categories.



* Respondents were able to select more than one option.

RIDE PURPOSE

The primary response for using Centro was “work” for all categories except non-minority which was “shopping”. These categories account for 20% or more of all responses. “Appointment” was the third most popular response, with between 16%-23% of responses.

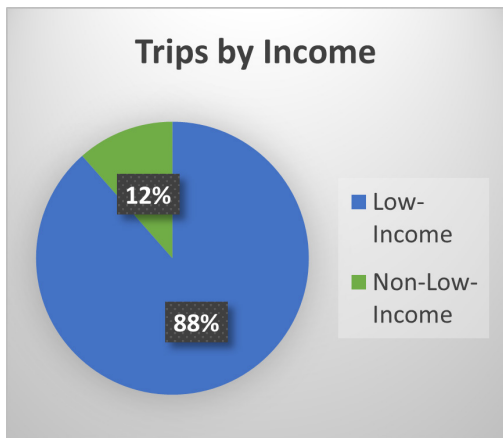
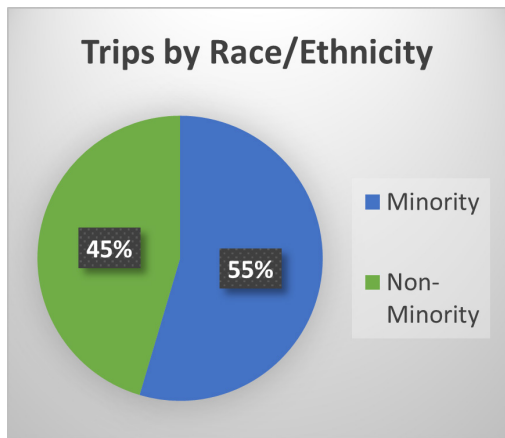


* Respondents were able to select more than one option.

FARE PAYMENT

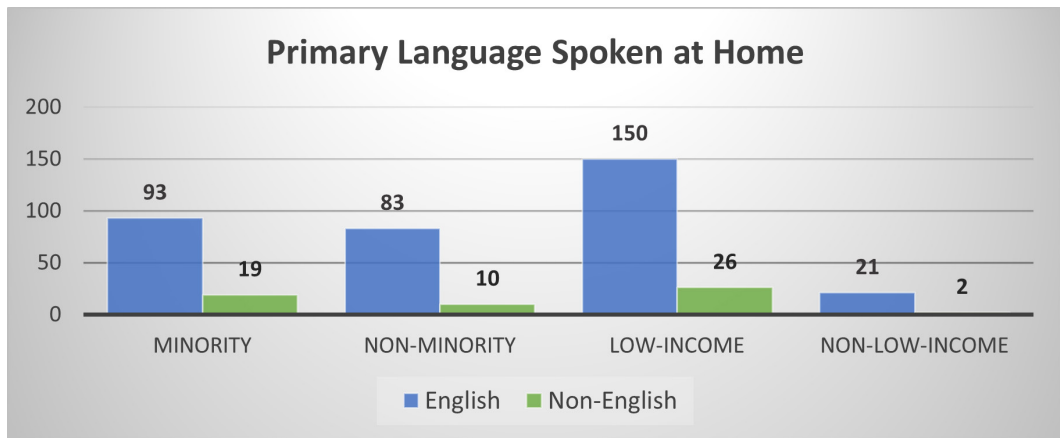
Cash is the predominant form of payment across all categories reported by 50% or more of all riders. The rest of the payment types are consistent across the categories, with the exception of non-low-income riders using the mobile app at a higher rate (6%) compared to all others (3%). For those that responded with “other”, “disability pass,” “single ride pass,” “semester pass,” and “school ID” were specified.

ONEIDA COUNTY DEMOGRAPHIC RIDERSHIP & TRAVEL PATTERNS FROM 2024-2025 SURVEYS



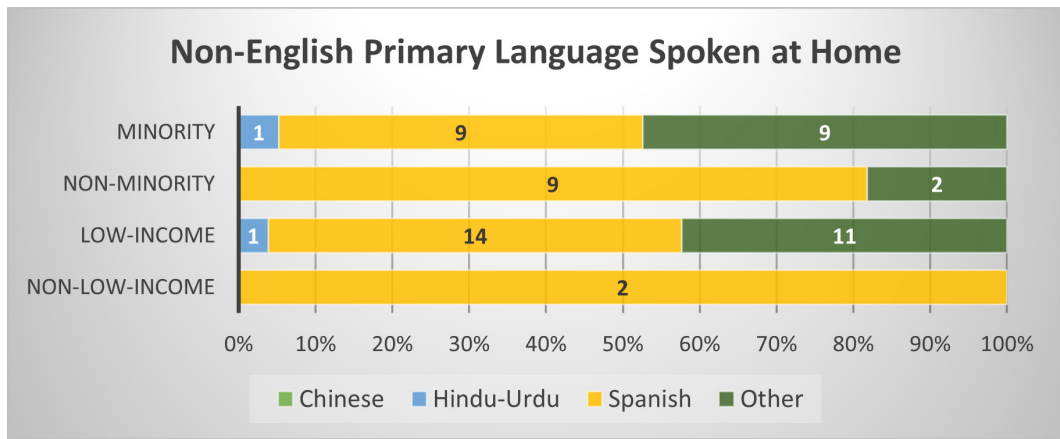
TRIP CHARACTERISTICS BY RACE/ETHNICITY AND INCOME

More than half the trips surveyed (55%) are made by minority riders while the vast majority of trips (88%) are made by low-income riders.



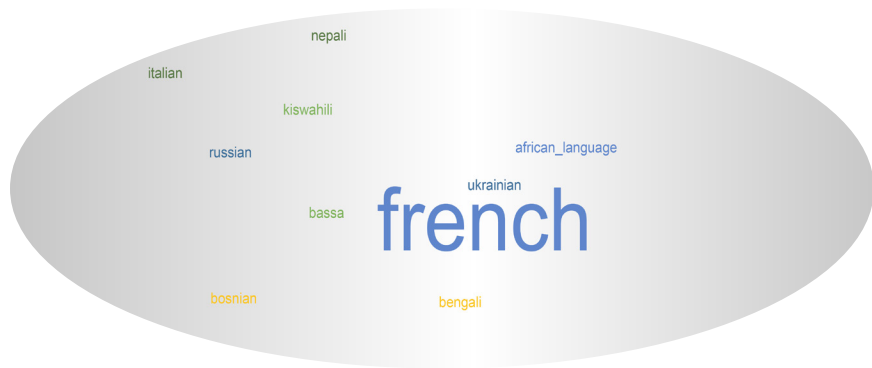
LANGUAGE SPOKEN AT HOME

English speakers account for 83% or more of riders. Of the non-English speakers, the highest categories are minority (17%) and low-income (15%).

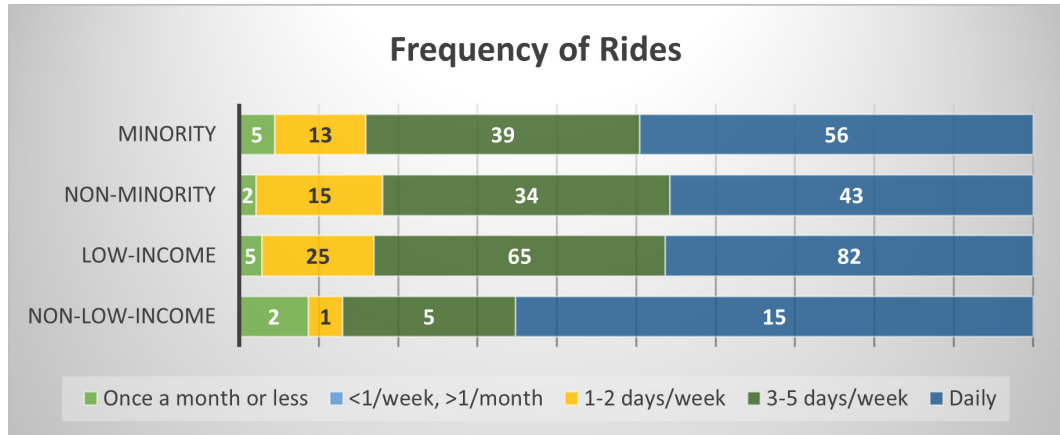


NON-ENGLISH LANGUAGE SPOKEN AT HOME

Spanish is the most prevalent language aside from English with more than 47% of respondents using it home across all categories. The next most common language chosen was “other” which was 18% or more across each category. The word bubble at left displays the languages specified by respondents. French was the only language specified by multiple people (3). The other languages were all reported once.

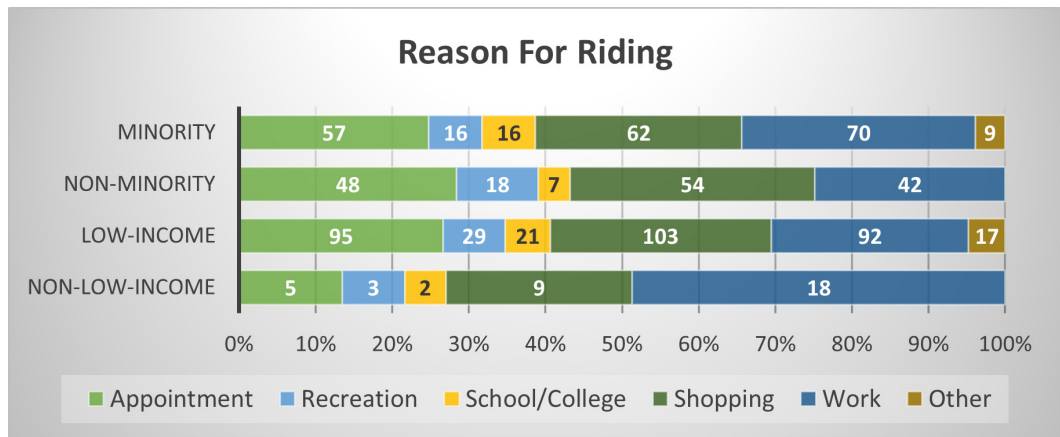


ONEIDA COUNTY DEMOGRAPHIC RIDERSHIP & TRAVEL PATTERNS FROM 2024-2025 SURVEYS



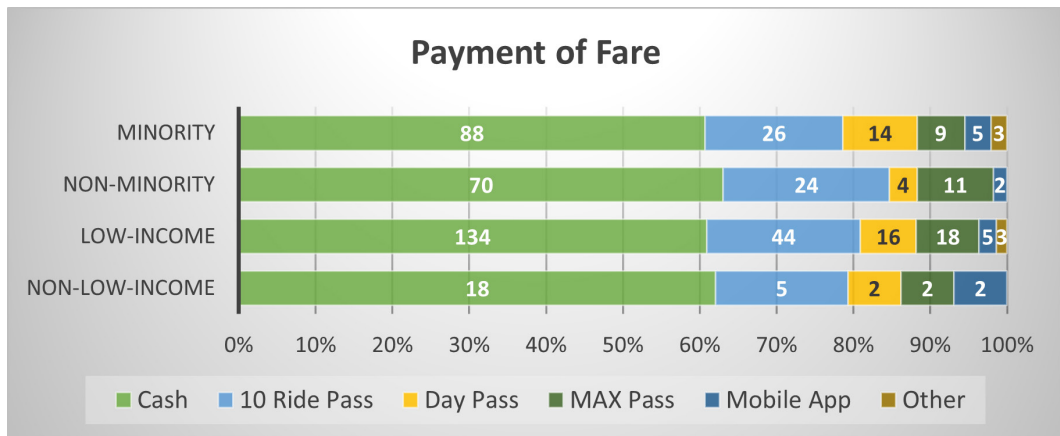
FREQUENCY OF RIDING CENTRO

The vast majority of customers surveyed (82%+) ride Centro 3 days a week or more. The percentage of riders by response was consistent across all categories except non-low-income who reported more daily rides (65%) and less in the “3-5 days per week” (22%) and “1-2 days per week” (4%) categories.



RIDE PURPOSE

Non-low-income and minority respondents chose “work” most often (49% and 30%), followed by “shopping” (24% and 27%). Low-income and non-minority respondents chose “shopping” (29% and 32%) followed by “appointment” (27% and 28%). The “recreation,” “school/college,” and “other” categories received 11% or less of total responses.



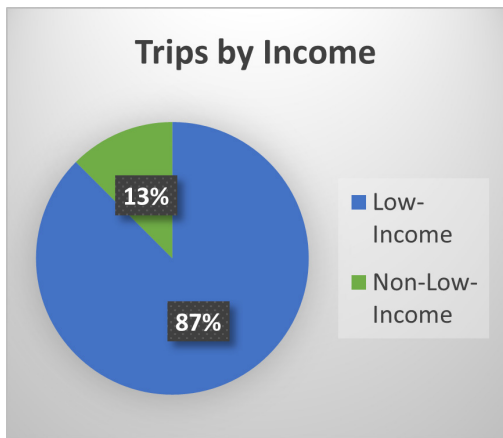
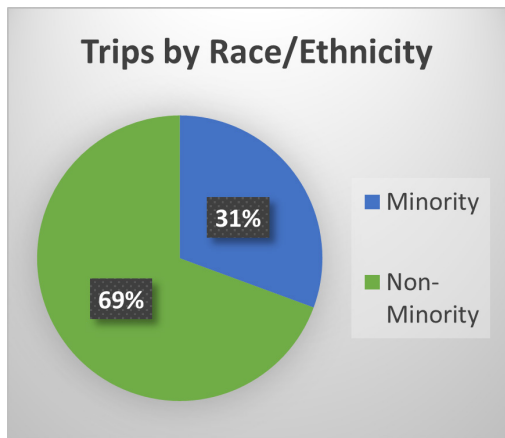
FARE PAYMENT

Cash is the predominant form of payment across all categories (61%+) followed by the 10 Ride Pass (17%+). The rest of the payment types account for 10% or less of responses. For the “other” response, “1/2 fare pass” and “credit/debit card” were specified.

* Respondents were able to select more than one option.

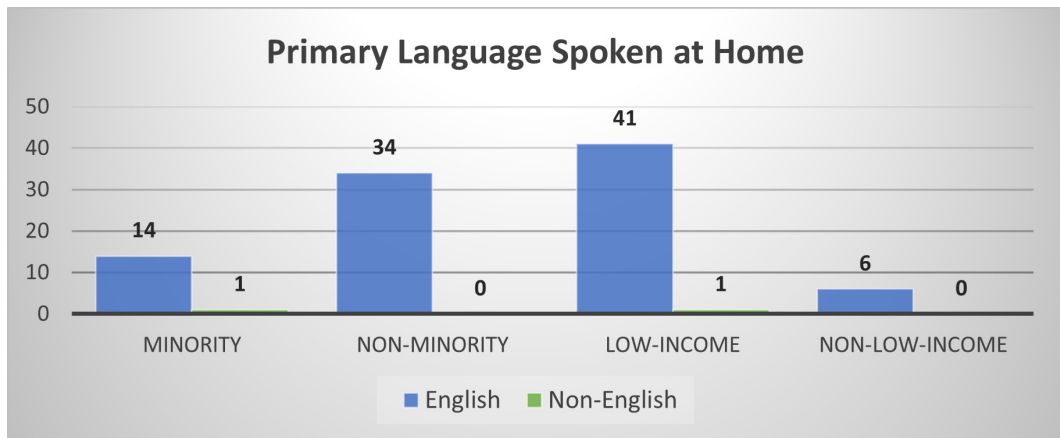
* Respondents were able to select more than one option.

CAYUGA COUNTY DEMOGRAPHIC RIDERSHIP & TRAVEL PATTERNS FROM 2024-2025 SURVEYS



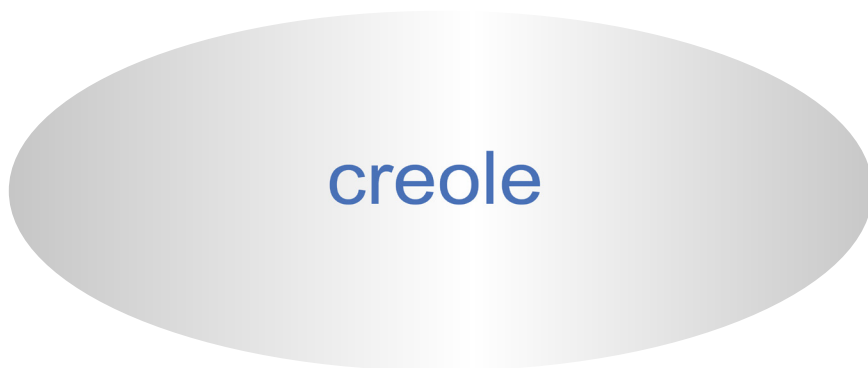
TRIP CHARACTERISTICS BY RACE/ETHNICITY AND INCOME

The majority of trips surveyed (69%) are made by non-minority riders. The vast majority of trips (87%) are made by low-income riders.



LANGUAGE SPOKEN AT HOME

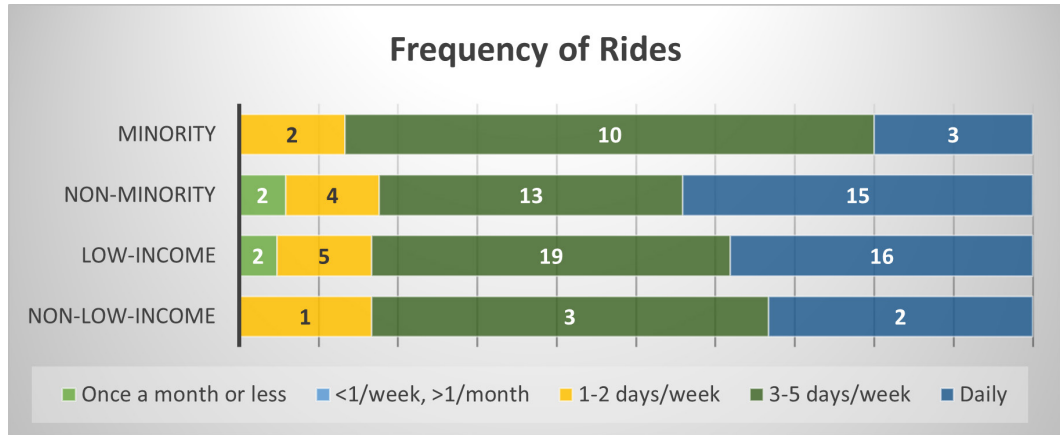
The vast majority (93%-100%)of Cayuga respondents speak English at home. A singular respondent categorized as both minority and low-income does not speak English as home.



NON-ENGLISH LANGUAGE SPOKEN AT HOME

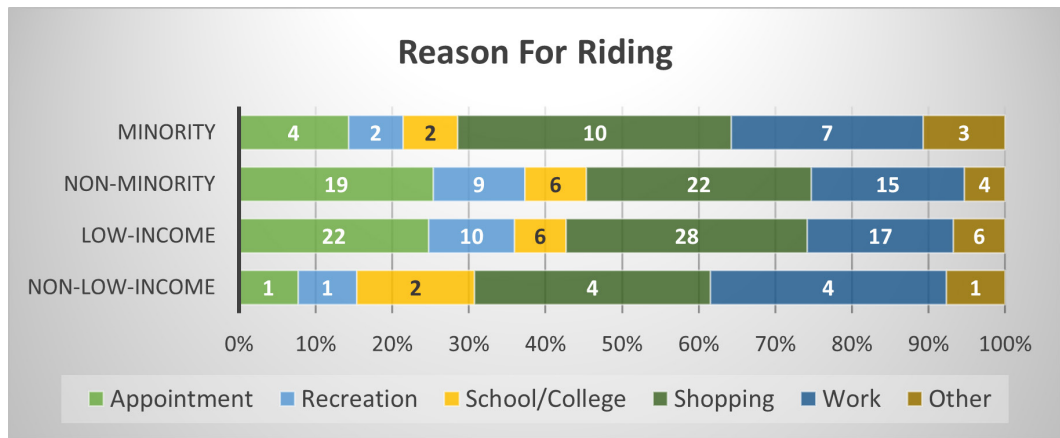
The language identified as being spoken at home by the sole non-English speaker was Creole.

CAYUGA COUNTY DEMOGRAPHIC RIDERSHIP & TRAVEL PATTERNS FROM 2024-2025 SURVEYS



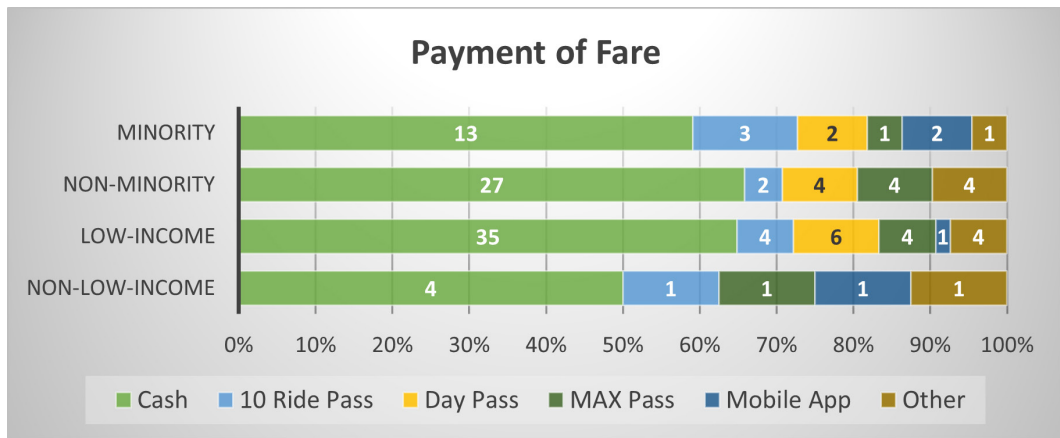
FREQUENCY OF RIDING CENTRO

The vast majority of customers surveyed (82%+) ride Centro 3 days a week or more. The most popular response was “3-5 days per week” (45%+)for all categories except non-minority which chose “daily” (44%).



RIDE PURPOSE

The primary response for using Centro was “shopping” for all categories. The non-low-income respondents selected “shopping” and “work” at the same rate (31%). Low-income and non-minority respondents chose “appointment” as their second reason (25% for each), while minority respondents chose “work” (25%).



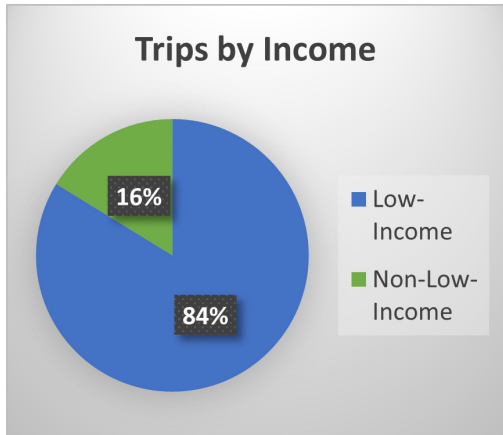
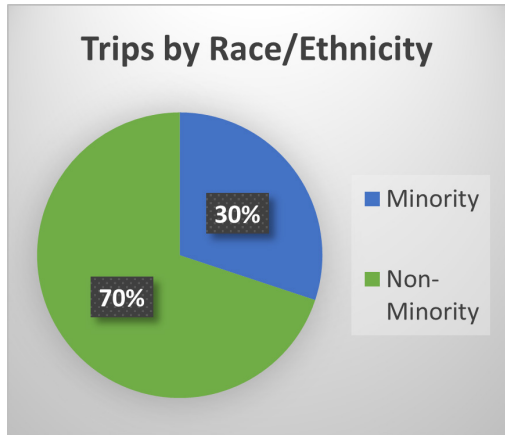
FARE PAYMENT

Cash is the predominant form of payment across all categories reported by 50% or more of all riders. Of the respondents who chose “other”, the types of payment used are “student pass,” “card,” “through my job,” and “through work (BOCES)”.

* Respondents were able to select more than one option.

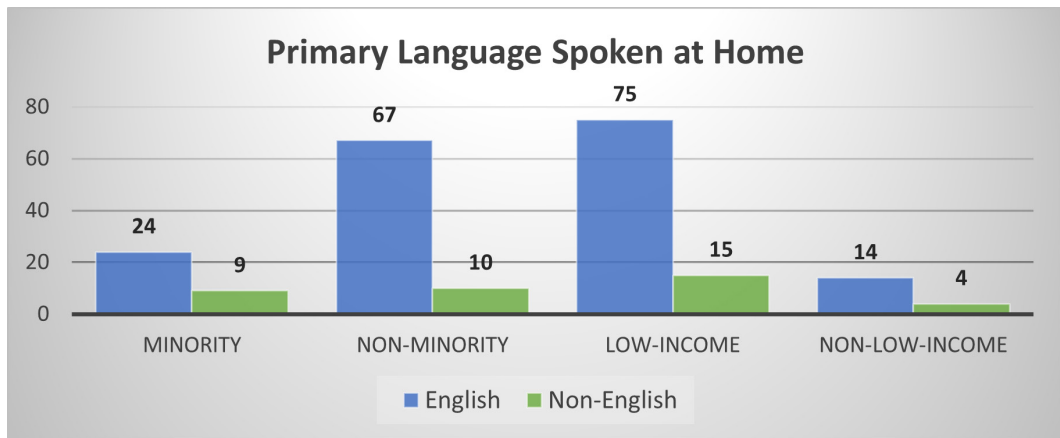
* Respondents were able to select more than one option.

OSWEGO COUNTY DEMOGRAPHIC RIDERSHIP & TRAVEL PATTERNS FROM 2024-2025 SURVEYS



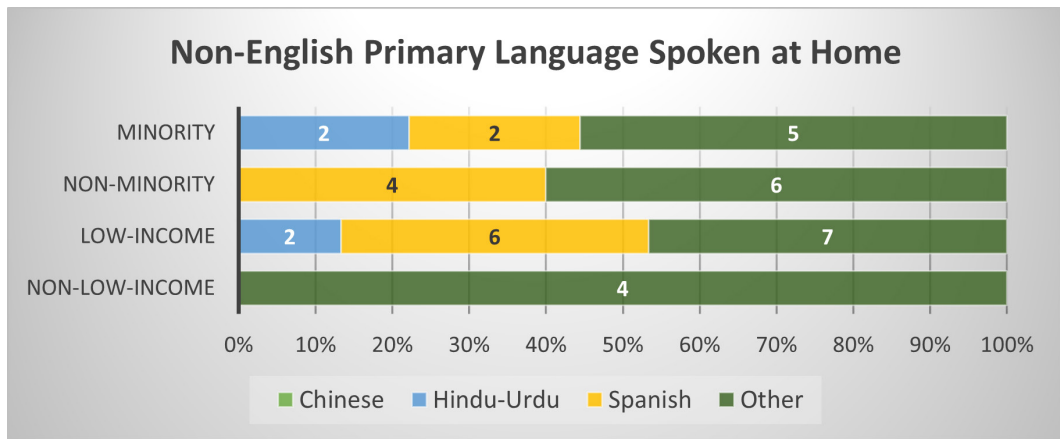
TRIP CHARACTERISTICS BY RACE/ETHNICITY AND INCOME

The majority of trips surveyed (70%) are made by non-minority riders. The vast majority of trips (84%) are made by low-income riders.



LANGUAGE SPOKEN AT HOME

English speakers account for 73% or more of riders. Of the non-English speakers, the highest categories are minority (27%) and low-income (17%).

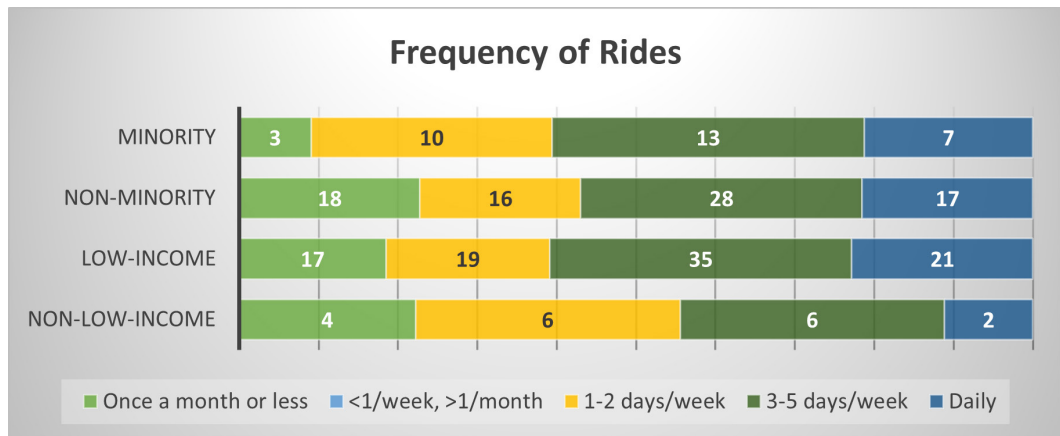


NON-ENGLISH LANGUAGE SPOKEN AT HOME

Spanish speakers account for 40% of the low-income and non-minority responses, and 22% of the minority responses; however, the most frequent response was 'other' across all categories (47%+). The word bubble at left displays the languages specified by respondents. German was the only language specified by multiple people (4). The other languages were all reported once.

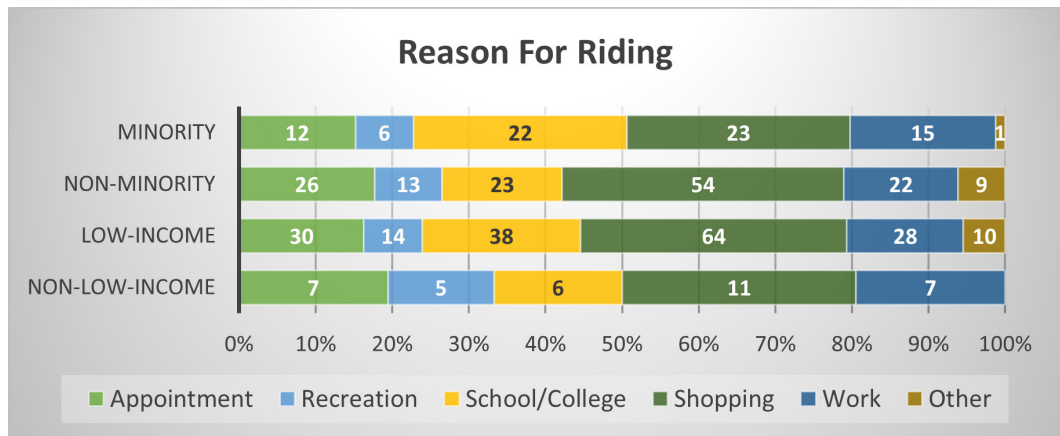


OSWEGO COUNTY DEMOGRAPHIC RIDERSHIP & TRAVEL PATTERNS FROM 2024-2025 SURVEYS



FREQUENCY OF RIDING CENTRO

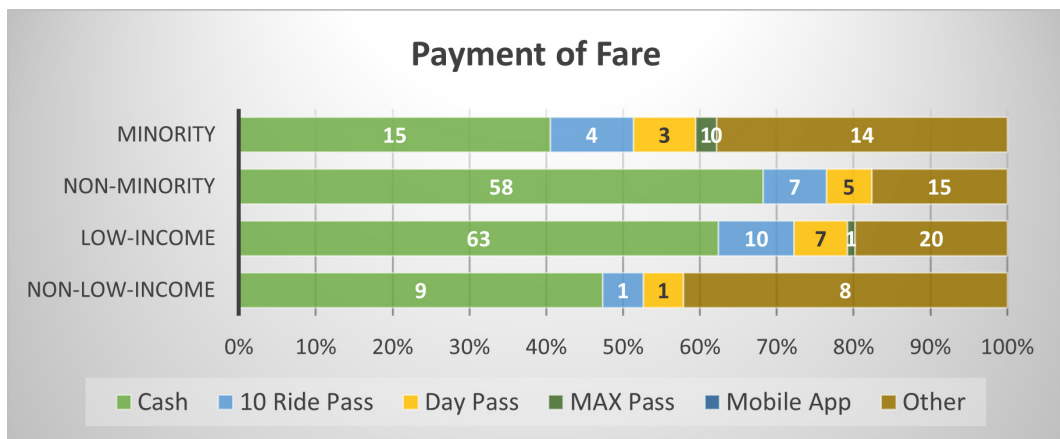
Respondents ride less frequently in Oswego County compared to Onondaga, Oneida, and Cayuga. The “once a month or less” response was selected by 18%-23% of categories except for minority (9%). “3-5 days per week” was the most popular response across all categories (33%-39%) and evenly matched with “1-2 days per week” for non-low-income respondents.



* Respondents were able to select more than one option.

RIDE PURPOSE

The primary response for using Centro was “shopping” for all categories (29%-37%). Low-income and non-minority respondents chose “school/college” as their next purpose (21%, 28%), while non-minority respondents chose “appointment” (18%) and non-low-income chose both “appointment” and “work” (19%).



* Respondents were able to select more than one option.

FARE PAYMENT

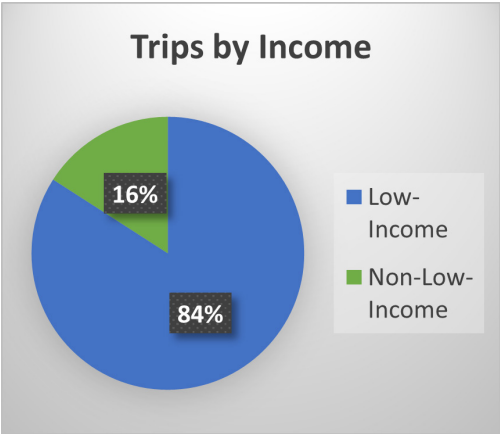
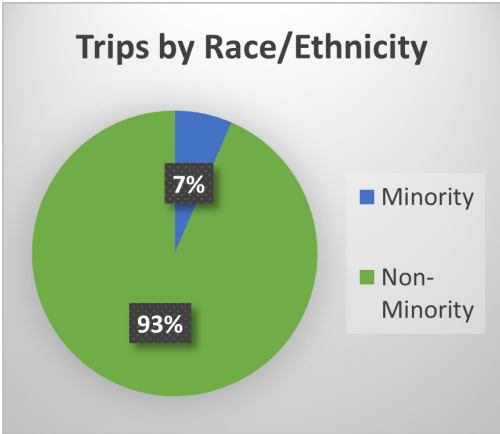
Cash is the predominant form of payment across all categories (41%+) followed by “other” (18%-42%). The rest of the payment types account for 11% or less of responses. For the “other” response, 92% of surveys gave “student pass” or “student ID” as the form of payment.

CORTLAND COUNTY DEMOGRAPHIC RIDERSHIP & TRAVEL PATTERNS FROM 2024-2025 SURVEYS

SURVEY DETAILS

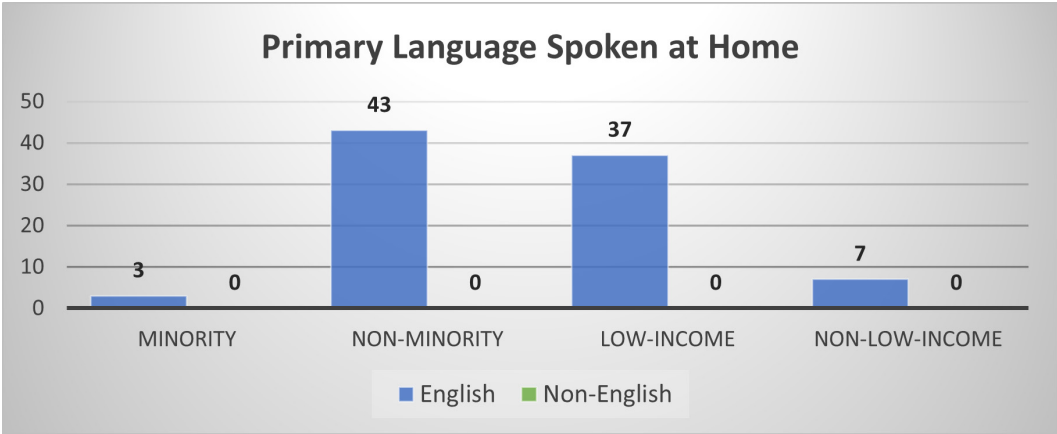
The first round of surveys were administered by the Cortland County Planning Department’s Mobility Manager during the winter of 2024 while Cortland County was still contracting service through a private operator. This was necessary to facilitate the collection of data for the Fare Equity Analysis required by FTA prior to Centro starting service. Cortland County used tokens and monthly passes for fare payment, which are not part of Centro’s fare structure. The Cortland buses were not outfitted with electronic fareboxes, therefore it was not possible to change the fare structure to include the 10 Ride Pass and MAX Pass. It was decided that tokens would continue to be accepted and a monthly pass would be created to accommodate the Cortland customers. Tokens continue to be collected as fare payment. Single ride passes are distributed to agencies that request them.

Centro officially began service in Cortland County on March 31, 2025. A second round of surveys was administered by Centro of Cortland Supervisors in spring of 2025 to complete the data set for each bus line. The results from each set of surveys were combined together for this demographic analysis.



TRIP CHARACTERISTICS BY RACE/ETHNICITY AND INCOME

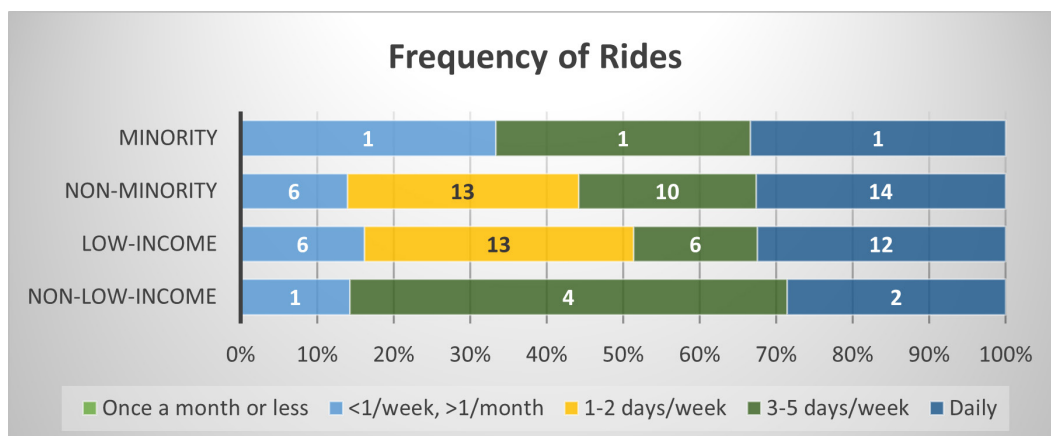
The vast majority of trips surveyed (93%) are made by non-minority riders. The vast majority of trips (84%) are made by low-income riders.



LANGUAGE SPOKEN AT HOME

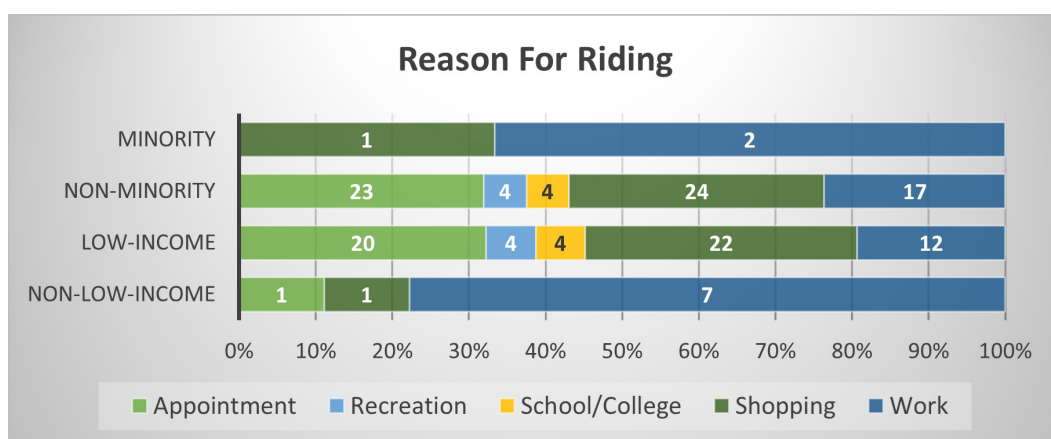
English is the sole primary language spoken at home based on survey responses.

CORTLAND COUNTY DEMOGRAPHIC RIDERSHIP & TRAVEL PATTERNS FROM 2024-2025 SURVEYS



FREQUENCY OF RIDING CENTRO

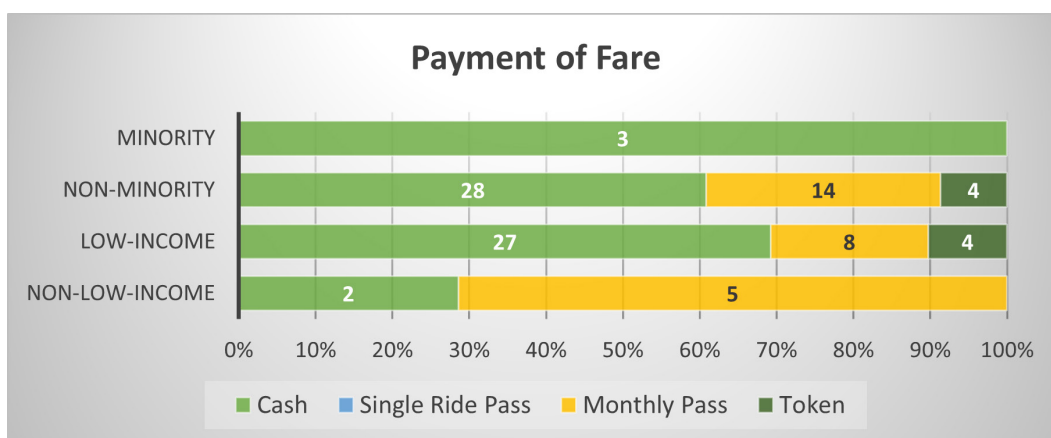
Daily ridership accounts for 29%-33% of all responses. The highest overall percentage was for non-low-income riders who use the service "3-5 days per week."



RIDE PURPOSE

The primary responses for riding the bus were "work" and "shopping" for all categories (33%-78%). "Appointments" make up a considerable amount (32%) of both low-income and non-minority responses as well.

* Respondents were able to select more than one option.



FARE PAYMENT

The majority of responses for minority, non-minority, and low-income respondents was "cash" (31%-100%). Non-low-income respondents most often use a "monthly pass" (71%). The monthly pass could have been sold through the prior transit agency or be subsidized through Cornell University.

* Respondents were able to select more than one option.

Cortland Transit Rider Survey

SURVEYOR INITIALS _____

ROUTE # _____ BUS # _____ DATE _____ Time _____ AM / PM

PROCESSOR INITIALS _____

Instructions: Please answer ALL questions on the front and back of this survey. Return the completed survey to the surveyor. Thank you for your participation.

1. What bus route(s) do you ride on a regular basis? (check all that apply)

Regular Service Routes			
<input type="checkbox"/> Route 1	<input type="checkbox"/> Route 2	<input type="checkbox"/> Route 3	<input type="checkbox"/> Route 4
<input type="checkbox"/> Route 5	<input type="checkbox"/> Route 6	<input type="checkbox"/> Route 7	

Flex Service Routes			
<input type="checkbox"/> Route 8	<input type="checkbox"/> Route 9	<input type="checkbox"/> Route 10	<input type="checkbox"/> Route 11
<input type="checkbox"/> Route 12	<input type="checkbox"/> Route 13		

2. For what purpose do you use public transit?

☐ Work ☐ School/College ☐ Shopping ☐ Appointment ☐ Recreation

3. How often do you ride?

☐ Daily ☐ 3-5 days per week ☐ 1-2 days per week
☐ Less than once a week, but more than once a month ☐ Once a month or less

4. What time(s) of day do you typically ride? (check all that apply)

☐ 6:00 am – 9:00 am ☐ 9:00am – 12:00 pm ☐ 12:00 pm – 3:00 pm ☐ 3:00 pm – 6:00 pm

5. Do you transfer between buses regularly?

☐ Yes ☐ No

6. Do you request a route deviation regularly?

☐ Yes ☐ No

7. What is your gender?

☐ Male ☐ Female ☐ Other

8. What is your age?

☐ Under 18 ☐ 18-24 ☐ 25-34 ☐ 35-44 ☐ 45-59 ☐ 60-64 ☐ Over 65

9. Are you of Hispanic, Latino, or Spanish origin?

☐ Yes ☐ No

10. What is your race? (check all that apply)

☐ White ☐ Black or African American ☐ American Indian or Alaska Native ☐ Asian
☐ Middle Eastern or North African ☐ Native Hawaiian or Other Pacific Islander



Please continue and answer questions on the back side



11. What is the primary language spoken in your home?

- ☐ English ☐ Spanish ☐ Hindi-Urdu ☐ Chinese ☐ Vietnamese
☐ Middle Eastern language ☐ African language ☐ Slavic language

12. If you selected English above, skip to question 13. Does use of the English language pose a difficulty in navigating the public transit system?

- ☐ Yes ☐ No

13. Including yourself, how many people currently live in your household?

- ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ More than 4

14. What is your annual total household income?

- ☐ Under \$15,000 ☐ \$15,000-\$24,999 ☐ \$25,000-\$29,999 ☐ \$30,000-\$34,999 ☐ \$35,000-\$39,999
☐ \$40,000-\$49,999 ☐ \$50,000 and Over

15. How many motor vehicles (cars, vans, trucks, motorcycles) are available in your household?

- ☐ 0 ☐ 1 ☐ 2 or more

16. What is the normal cost of your bus fare?

- ☐ Full fare ☐ Half fare ☐ Free fare

17. How do you normally pay your bus fare? (check all that apply)

- ☐ Cash ☐ Token ☐ Monthly Pass (EXCLUDING Route 7) ☐ Monthly Pass (INCLUDING Route 7)

18. If you use a Monthly Pass, where do you purchase it? (check all that apply)

- ☐ Access to Independence ☐ Catholic Charities ☐ Cortland Transit
☐ P&C Fresh ☐ Grand Union Supermarket ☐ SUNY Cortland Campus Store
☐ Tompkins Cortland Community College

19. Would you use a contactless credit card or mobile wallet (Apple Pay, Google Pay, Samsung Pay) to pay your fare if the option was available?

- ☐ Yes ☐ No

20. Do you have a smartphone?

- ☐ Yes ☐ No

21. Do you have a bank account and/or major credit card?

- ☐ Yes ☐ No

22. Have you used a ridesharing service such as Uber or Lyft in the last 12 months?

- ☐ Yes ☐ No

23. What zip code do you live in? _____

24. Please use this space for comments or service suggestions:

Requirement 15: Results of Monitoring Program and Report

The triennial monitoring program was completed in August 2025. The 2022 standards and policies were used to analyze all fixed route bus service throughout Onondaga, Oneida, Cayuga, and Oswego counties. Cortland County is not part of the monitoring program report due to the service starting on March 31, 2025, with vehicles that are not capable of producing the data needed for the 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.

The Transit Service Standards Monitoring Program Report was presented to the Board of Members on August 22, 2025. A motion to accept the report was raised and carried unanimously by the Board. The following pages contain the report in its entirety.

TRANSIT SERVICE STANDARDS MONITORING PROGRAM REPORT TITLE VI 2025



Central New York Regional Transportation Authority
Recipient ID: 1778

Steven Koegel – email: skoegel@centro.org
Vice President of Communications and Business Planning

Paula Cutrone – email: pcutrone@centro.org
Senior Manager of Transit Data and Equity

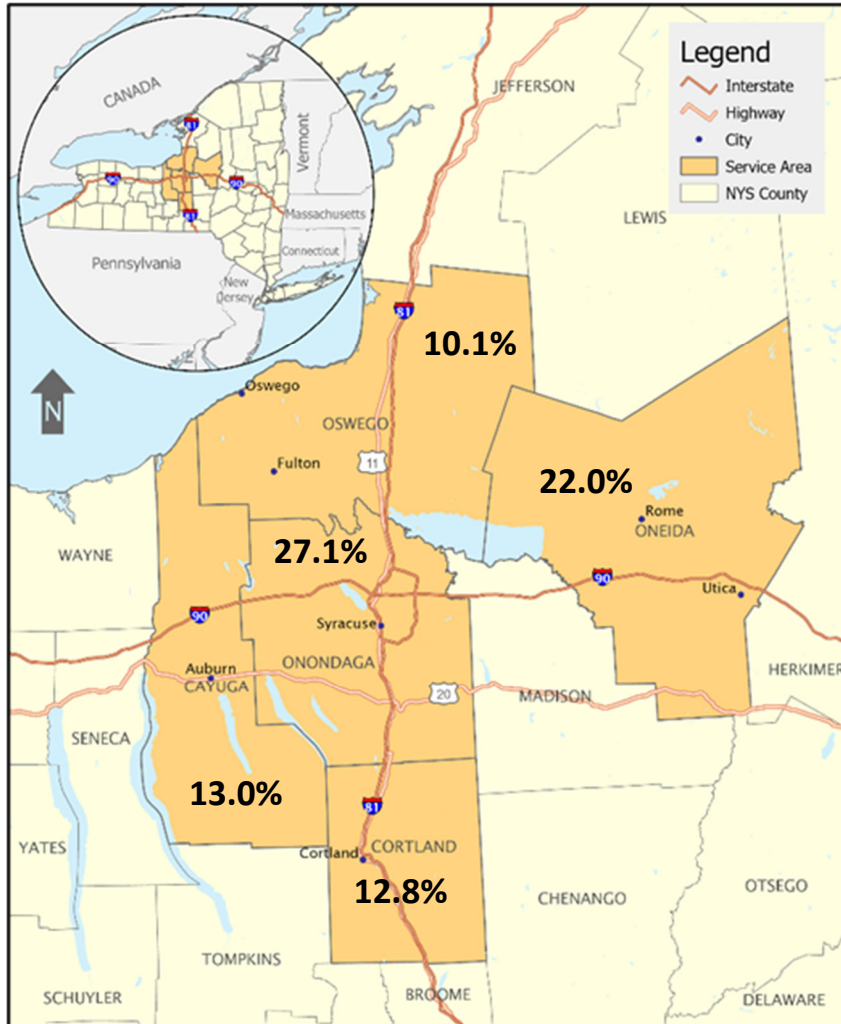


SERVICE METRICS

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

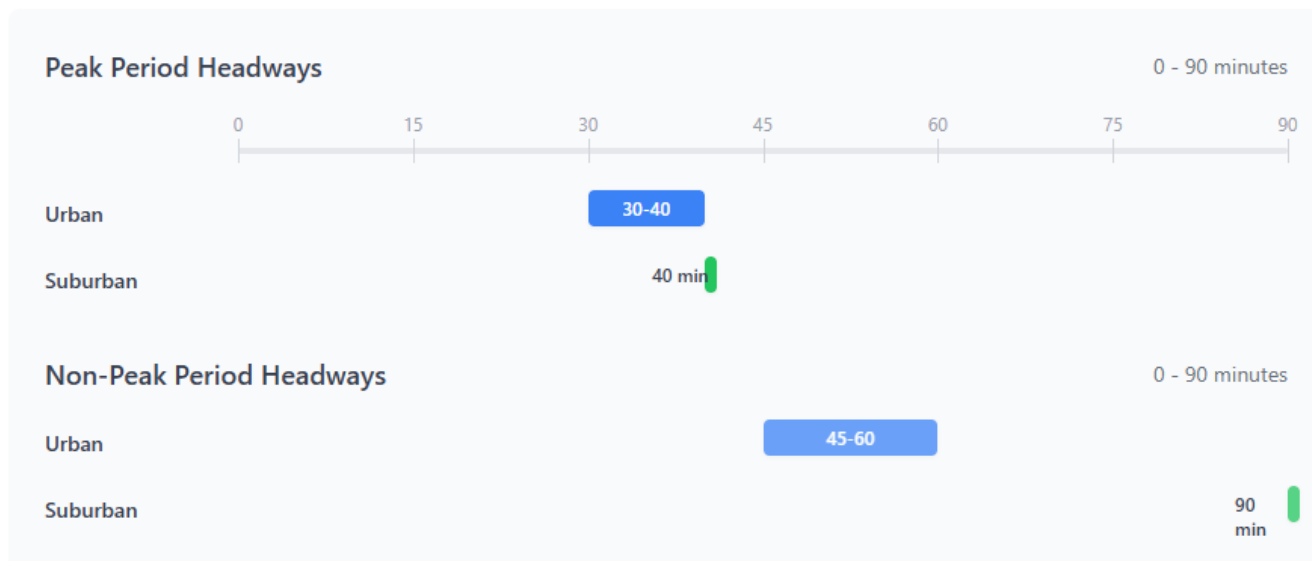
The bus routes were categorized as urban or suburban using geographic information systems (GIS) to analyze the distance the route travels through census block groups classified as such based on 2020 Decennial Census population density. The Syracuse Metropolitan Transportation Council (SMTTC) completed 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)**

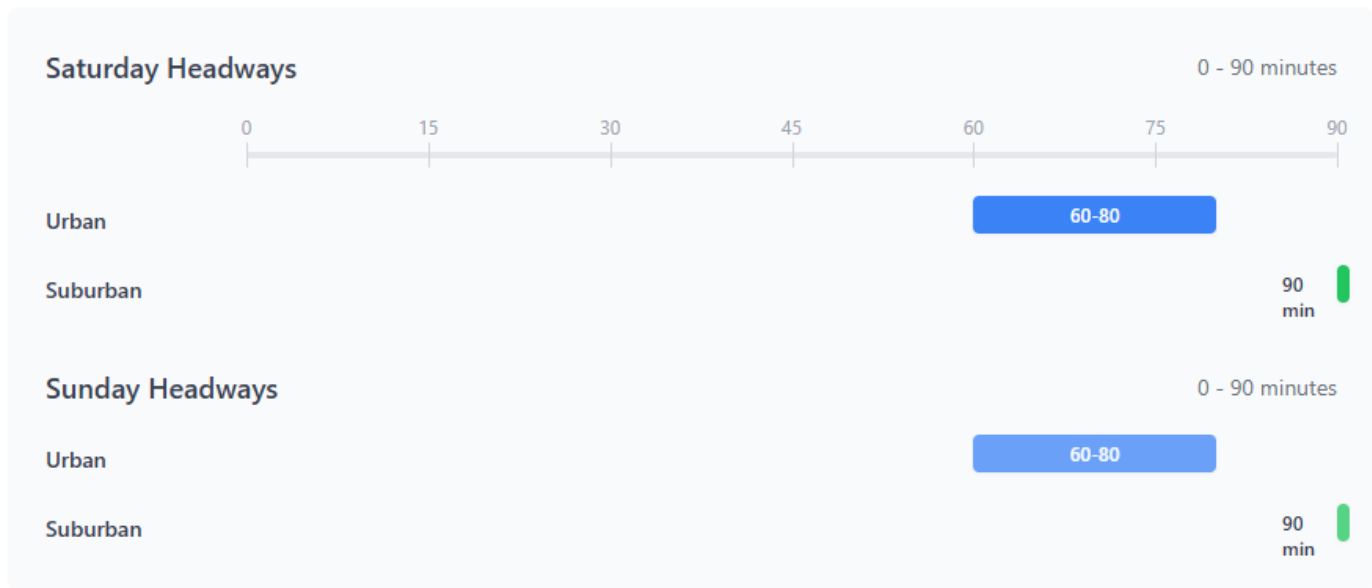
The Sy30 minority route operates limited service to support Nottingham High School and the local neighborhoods, providing transportation to the Transit Hub. Syracuse University has duplicative service in this area. The Sy510 non-minority route operates one inbound and one outbound trip each morning and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

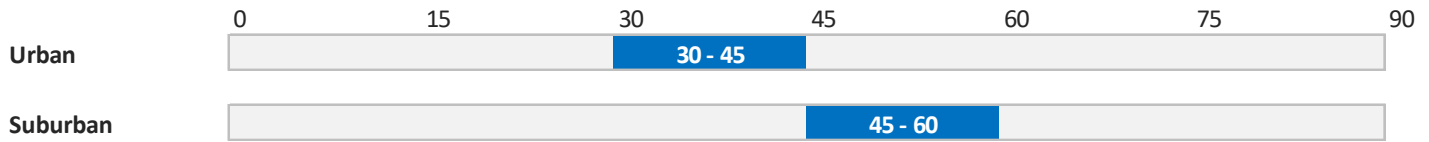
Non-Minority Route	Route Type	Saturday	Sunday
Sy 46	Suburban	No Svc	No Svc
Sy 82	Suburban	No Svc	No Svc
Sy 88	Suburban	No Svc	No Svc
Sy510	Suburban	No Svc	No Svc

ONEIDA COUNTY

Oneida Weekday Headway

Transit Headway Standards - Weekday Service (Minutes)

Peak Period Headways



Non-Peak Period Headways



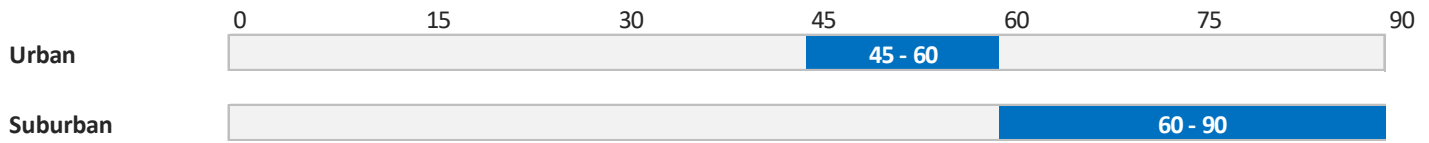
The Ut 14 does not operate during the peak period; it is supplemental service to the Ut 15 which ends at 7:05pm.

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

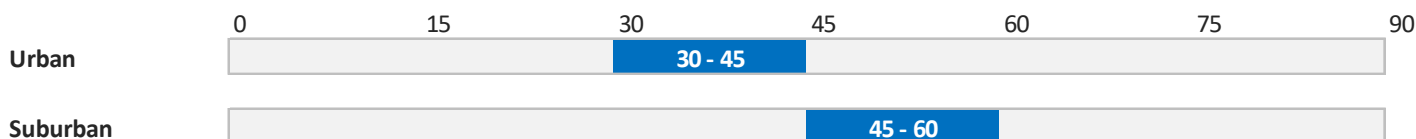
OSWEGO COUNTY

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.

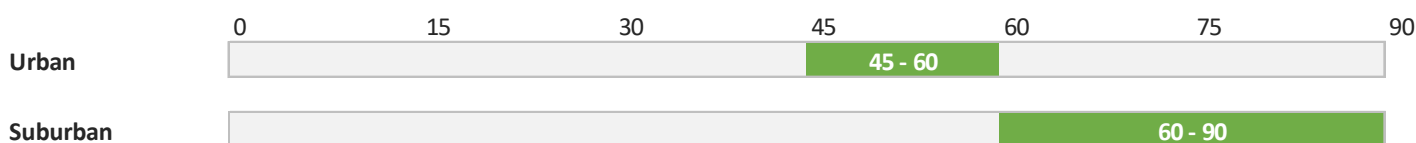
Oswego Weekday Headway

Transit Headway Standards - Weekday Service (Minutes)

Peak Period Headways



Non-Peak Period Headways



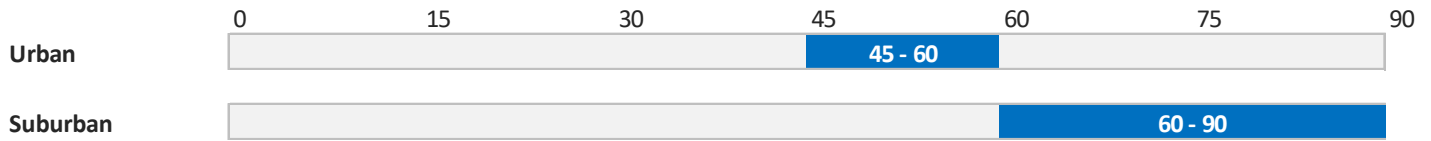
The minority route peaks listed as 'n/a' below are for service that operates outside of the typical peak period.

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

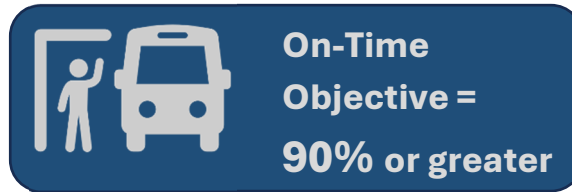
There is reduced local service in Oswego on Saturdays. On Sundays, limited local service operates (3 trips per route) to support the Intercity Osw46 traveling between the City of Oswego and City of Syracuse.

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.

Minority Route	Average Age	Vehicle Amenities		
		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%

Minority Route	Average Age	Vehicle Amenities		
		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%

Non-Minority Route	Average Age	Vehicle Amenities		
		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.

RESERVED FOR THE BOARD ACCEPTANCE OF MONITORING REPORT - AUGUST 22, 2025 MEETING MINUTES

RESERVED FOR THE BOARD ACCEPTANCE OF MONITORING REPORT - AUGUST 22, 2025 MEETING MINUTES

Requirement 16: Public Engagement in Setting Title VI Policies

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. These policies include the Major Service Change Policy, Disparate Impact Policy, and Disproportionate Burden Policy.

Centro's Title VI Policies are posted on the Centro website at <https://www.centro.org/footer-links/title-vi> where feedback is continuously sought. In addition, an annual reminder is distributed via social media and Centro's service alert notification system soliciting feedback.

Centro is committed to the principles embodied in Title VI and seeks to ensure that the impacts of major service changes and/or fare changes are not disproportionately borne by minority or low-income populations. The policies applying to this report were last updated in 2019.

Due to bus service and population changes in the five-county service area, Centro staff proposed updates to several key parts of the policies. The proposed updates were posted to the Centro website on June 30, 2025 and made available for public comment from July 1, 2025 through July 31, 2025. Public engagement took place in the form of notifications as follows:

- postings on social media platforms throughout the month of July
- systemwide service alert notifications
- memos posted on the digital monitors at the Transit Hub
- memos posted on buses

There were no comments received related to the policy changes or definitions. The updated Title VI Program Policies were presented to the Board of Members on August 22, 2025. A motion to approve the policies was raised and carried unanimously by the Board of Members. The following pages contain the Title VI Program Policies in their entirety.




Proposed Title VI Policy Updates

Centro is updating its Title VI policies due to changes in the region, and we want your feedback.

To view the proposed updates, go to <https://www.centro.org/title-vi> or scan this QR code >>

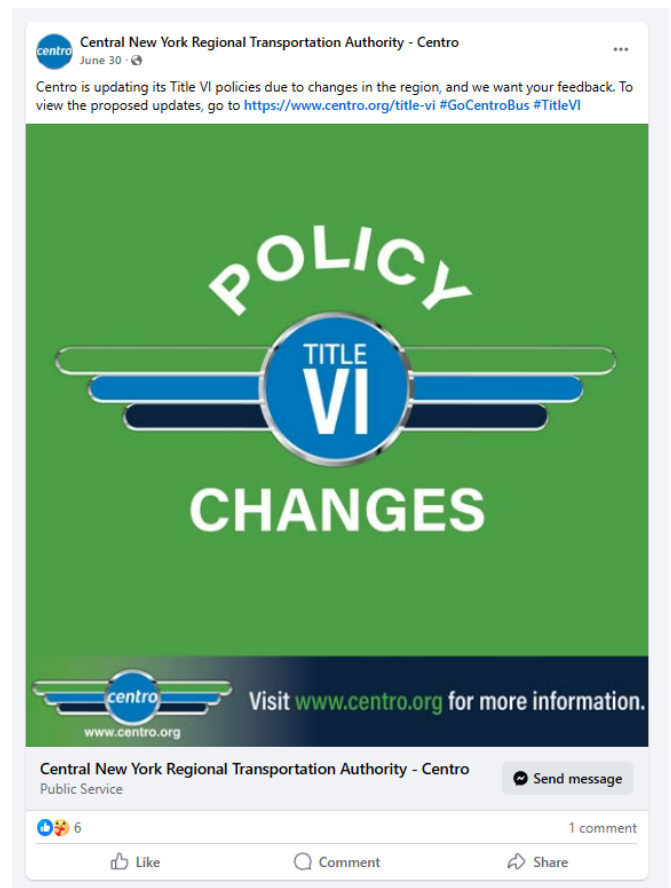


Public feedback will be accepted until **July 31, 2025** as follows:

- Submit feedback via Centro's website at:
<https://www.centro.org/about/contact-us>
- Submit online feedback via Centro's social media sites at:
 -  <https://www.facebook.com/GoCentroBus>
 -  <https://x.com/GoCentroBus>
 -  <https://www.instagram.com/gocentrobust/>
- Leave a message at (315) 442-3400
- Fax your comments to (315) 442-3337
- Write to Centro at 200 Cortland Avenue, Syracuse, NY 13205

After the feedback period has closed, Centro will analyze all public comments received and revise the proposed policies as appropriate. The revised policies will then be submitted to the Centro Board of Members for approval.

Have questions? Contact Centro's Call Center at (315) 442-3400.



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.

RESERVED FOR BOARD ACCEPTANCE OF TITLE VI POLICIES - AUGUST 22, 2025 MEETING MINUTES

RESERVED FOR BOARD ACCEPTANCE OF TITLE VI POLICIES - AUGUST 22, 2025 MEETING MINUTES

Requirement 17: Results of Service and/or Fare Equity Analysis

Centro has conducted a total of four analyses (three Service Equity Analyses and one Fare Equity Analysis) since the last report was submitted in September 2022. Each of the analyses are summarized below and the full analysis reports are attached.

#1) Major Service Change Equity Analysis for COVID-19 Service Changes

The results of the Service Equity Analysis for the COVID-19 Service Changes affecting Onondaga County were presented to the Board of Members on April 28, 2023. The presentation included the proposed changes to fixed route service and related mitigation strategies. A Motion to accept the presented information was carried unanimously. A virtual public hearing was held on June 28, 2023 and two sessions of an in-person public hearing were held on June 29, 2023.

The results of the public hearings and public comments were presented to the Board of Members on August 25, 2023 and a Resolution to Authorize Service Modifications in CNY Centro was adopted. The Service Equity Analysis and Public Hearing Report, with their respective motions as well as the Resolution to Authorize Service Modifications are included as **Attachment 1**. An excerpt of the Executive Summary from the equity analysis is as follows:

“Since September 2021 CNY Centro Inc (Syracuse) has been operating weekday service based on a modified Saturday schedule due to the bus operator shortage caused by the COVID-19 pandemic. As specified in FTA Title VI Circular 4702.1B Chapter IV Section 7a Subsection 1a (Chapter IV-13), “If a temporary service addition or change lasts longer than twelve months, then FTA considers the service addition or change permanent, and the transit provider must conduct a service equity analysis if the service otherwise qualifies as a major service change.”

When comparing the March 2023 service levels to the initial September 2021 service levels, eleven bus lines have reductions in service levels that qualify as a major service change. As such, the impacts to the minority and low-income populations were evaluated per line and for the overall system change. Major Service Changes that exceed thresholds or require further explanation are summarized below:

1. On the Sy 10 South Salina – Nedrow line, the impact to the minority population is 34.7%, (**disparate impact**), while the impact to the low-income households is 31.5% (**disproportionate burden**).
2. On the Sy 30 Westcott- SU line, the impact to the low-income households is 23.1% (**disproportionate burden**).
3. On the Sy 72 Townsend – East Colvin line, the impact to the minority population is 31.5% (**disparate impact**), while the impact to the low-income households is 36.8% (**disproportionate burden**).
4. The elimination of the Sy323 James Street – Minoa route does not exceed the minority or low-income threshold, but service between Minoa and the East Syracuse Walmart is eliminated. Service continues to be available in the urban core via the Sy 20 which services much of the Sy323 route and carries most of the ridership. The Minoa extension was not widely utilized.

Reducing service on these routes allowed Centro to redistribute our limited resources to maintain essential bus services throughout our system. **Mitigating factors were identified. When reviewing the changes as a system-level change, reducing service on these lines does not raise concerns of an inequitable distribution of burdens.** When the bus operator shortage is remediated, we will reevaluate services for potential reinstatement.”

#2) Major Service Change Equity Analysis for Rome Transit Transformation

The results of the initial Service Equity Analysis for the Rome Transit Transformation were presented to the Board of Members on November 17, 2023. The presentation included the proposed changes to fixed route service and related mitigation strategies. A Motion to accept the presented information regarding the progress of the Rome Transit Redesign

was carried unanimously. A public hearing was held on January 4, 2024.

In January 2024, the results of the public hearing and public comments were presented to the Board of Members. A Resolution to Authorize Service Modifications in Centro of Oneida was adopted on January 26, 2024.

In February 2024, the final Service Equity Analysis and Public Hearing Staff Report were presented to the Board of Members. A motion to accept the report was made and carried by the Board of Members on February 23, 2024. The Service Equity Analysis and Public Hearing Staff Report along with the Resolution to Authorize Service Modifications in Centro of Oneida and the Centro Board of Members motion to accept the report is included as **Attachment 2**. An excerpt of the Executive Summary from the equity analysis is as follows:

“CNYRTA is proposing to transition Centro of Oneida’s Rome bus system into a new combination of fixed-route and Mobility-on-Demand (MOD) services. The goal in these service changes is to provide more flexibility and options to riders of Rome’s transit system. The proposed transit network will consist of three simplified fixed-route lines on the corridors with the highest ridership and a MOD service area that will also supplement the fixed-route service.

Of the five bus lines meeting the major service change threshold, two exceed the 20% disparate impact threshold when comparing the percentage of minorities on the affected line to the Rome system average.

1. Rome 4 – 29.6% impact to minority riders; >20% yields a **disparate impact**
2. Rome 7 – 22.9% impact to minority riders; >20% yields a **disparate impact**

While reducing fixed route options for some customers, we are **mitigating the negative impact by offering a new MOD service in all areas that are currently covered by fixed route**. MOD service hours will match the fixed-route span of service and will mimic existing service hours. In addition, the frequency of the fixed route system will be increased from 45 minutes to 30 minutes, giving most of the customers more efficient and better bus service.

None of major service changes will result in a disproportionate burden to low-income riders. While MOD service will cost \$4 for a direct trip, we plan to continue to give customers a \$1 ride option. If customers choose to travel from their origin to the hub, they will pay \$1 (the current fixed route cost) with the ability to then connect to fixed route service to access Rome’s most popular destinations.

With the Board’s approval, a Public Hearing was held on January 4, 2024. Public notifications were made through the Centro website, legal notice in the Rome Sentinel, Centro’s social media pages, and legal notices displayed on buses. Approximately 20 members of the community attended the Public Hearing. Questions and comments were accepted following the presentation, through social media, via email, telephone, mail, and fax. The public comment period closed on January 18, 2024. Community feedback has been favorable toward the proposed system re-design. After reviewing the public feedback, Centro determined that none of the comments warranted a change to the proposed system structure.

Rome Transit System Summary:

- Three streamlined fixed route buses will operate on a more frequent 30-minute schedule.
- MOD (corner to corner) service covering all areas one-quarter mile from the fixed route service extending to the current paratransit buffer (plus an extension to serve the Family Dollar Distribution Center).
- Paratransit will not be affected by the service change.
- Fixed route service remains \$1.00/\$0.50 per trip (full fare/half fare).
- MOD service to/from the Downtown Transit Hub will be \$1.00/\$0.50 per trip (full fare/half fare).
- MOD service throughout the rest of the zone will be \$4.00/\$2.00 per trip (full fare/half fare)."

#3) Major Service Change Equity Analysis to Modify Sy 84

The results of the Service Equity Analysis for the Sy 84 Mattydale - Airport service change were presented to the Board of Members on July 26, 2024. A Motion to accept the presented information was carried unanimously. A Public Hearing was held on August 13, 2024.

A summary of the public comments were presented to the Board of Members on September 27, 2024. A Resolution to Authorize Service Modifications in CNY Centro was adopted on October 25, 2024. The Service Equity Analysis and Public Hearing Staff Report, with their respective motions as well as the Resolution to Authorize Service Modifications are included as **Attachment 3**. An excerpt of the Executive Summary from the equity analysis is as follows:

"On September 5, 2023, CNY Centro instituted a temporary route change on the Sy 84 Mattydale bus line to allow service to the Hancock International Airport.

An on-time performance analysis was conducted to address comments received at the Public Hearing. It was determined that Centro could resume service to the Malden Rd./Florida Rd./ E. Molloy Rd. area while continuing service to the Airport. In addition, one additional mid-day trip was added to the schedule. On September 16, 2024, a detour went into effect modifying the route.

The Service Development Department re-analyzed the route changes at the trip level to determine the impact to the neighborhoods affected by the change. The length of one inbound pattern (previously serving the Chestnut St./ Allen Rd./W. Taft Rd. area) decreased by 25%+ thus constituting a major service change. A Service Equity Analysis was completed for the revised Sy 84 routing. An analysis of the minority and low-income impacts revealed both are below Centro's 20% threshold.

There are neither disparate impacts nor disproportionate burdens associated to the Sy 84 revised service change. Minority and low-income populations will not be more adversely impacted than the rest of the population."

#4) Fare Equity Analysis for Fare Structure Change and Free Transfer Elimination in Cortland County

The results of the Fare Equity Analysis were presented to the Board of Members on March 26, 2025. A Motion to accept the Fare Equity Analysis was raised and carried unanimously. The Fare Equity Analysis and the Centro Board of Members motion to accept the report is included as **Attachment 4**. An excerpt of the Executive Summary from the equity analysis is as follows:

"In 2024, Cortland County voted to join the Authority and for the CNYRTA to take over the operations of the public transit system, Cortland Transit. The service will begin operation under the Centro of Cortland subsidiary on March 31, 2025.

The fare structure of the Cortland system needs to be changed to achieve fare parity with the rest of the communities Centro serves. These changes will ensure that all customers across the five county Centro service area are paying the same fares for the same relative service.

Below is a summary of changes under Centro of Cortland:

- Standardize Local Full Fares by decreasing from \$1.50 and \$2.00 to \$1.00.
- Standardize Commuter Full Fares by decreasing from \$5.00 to \$3.00.
- Local Full Fare Monthly Ride Pass will decrease from \$45.00 to \$40.00.
- Commuter Full Fare Monthly Ride Pass will remain \$85.00.

- Discontinue Token sales and replace with Single Ride Passes (continue to accept tokens as payment for the near term).
- Discontinue free transfers. Regular rates will apply.

A fare equity analysis was completed to determine how the fare changes will impact minority and low-income customers. A total of 26 ridership surveys were collected by Cortland County (approximately 27% of daily riders). All Cortland customers will see a decrease in the cost of a one-way fare. This reduction will help offset the discontinuance of free transfers. Customers can realize further savings by purchasing a monthly pass. In the future, customers will also have the option to purchase daily, and weekly unlimited ride passes. Based on the thorough demographic analysis of fare and ridership data conducted by Centro, we conclude **there is neither a disparate impact nor a disproportionate burden associated with the fare change."**

2025 Title VI Program

Attachment 1: COVID-19 Service Equity Analysis



**Central New York
Regional Transportation Authority**

Title VI - Major Service Change Equity Analysis



COVID-19 Service Changes

Prepared by: Central New York Regional Transportation Authority

**In Compliance with: Title VI of the Civil Rights Act of 1964 (section 601) and FTA
Circular 4702.1B**

April 12, 2023

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Attachment 1 - Motion to Approve Service Equity Analysis

INTRODUCTION

The reason for this equity analysis stems from the service reductions made in September 2021 due to a lack of bus operators. At that time, we instituted a modified Saturday schedule on weekdays, and reduced contract services where feasibly possible. This methodology maintained the bulk of our service in our core city services. Over the course of the next year (or year and a half) we attempted to restore services as human resources would allow. Our ridership continues to lag post-pandemic, which matches trends in other cities in our service area and around the nation. This report covers the remaining reduced service areas that meet the criteria of a major service change when comparing the March 2023 service levels to that of September 2021.

BACKGROUND

We had experienced a dwindling of our Driver workforce over the course of 2021, but we had been successfully operating at full schedule. At the beginning of the September 2021 schedule, it became immediately evident that we could no longer cover a full schedule adequately. As such we reduced our weekday service to an “Enhanced Saturday” schedule. This service was our Saturday schedule with additional specific AM Peak service on key city lines to meet “core” rider’s needs. This reduced service went into effect on Monday, September 13. Customer feedback over the next few weeks helped identify crucial trips that needed to be restored. Although still hampered by our limited workforce, ongoing hiring efforts allowed us to implement small incremental restoration of services in November 2021, March 2022, and March 2023. The remaining service reductions have persisted for more than one year, and as such now become the benchmark for service levels going forward. We are currently engaging with the public to better understand our community’s diverse needs and expectations regarding public transit. <https://smtcmpo.org/centroett/> Ideas shared here or with any Centro representatives will be considered as we are able to restore service hours in the future.

Description of Service Changes

Below is a summary of the service reductions that meet the criteria of a major service change.

Table 1: Service Changes

Line	Name	Description of Service Change
Sy 10	South Salina - Nedrow	Reduce weekday service hours
Sy 20	James Street	Reduce weekday service hours
Sy 30	Westcott - SU	Reduce weekday service hours
Sy 36	Camillus	Reduce weekday service hours
Sy 46	Liverpool - Route 57	Reduce weekday service hours
Sy 48	Liverpool - Morgan	Reduce weekday service hours
Sy 58	Parkhill	Reduce weekday service hours
Sy 72	Townsend - East Colvin	Reduce weekday service hours
Sy 82	Baldwinsville	Reduce weekday service hours
Sy 88	North Syracuse - Central Square	Reduce weekday service hours
Sy323	James Street - Minoa	Route eliminated (3 weekday trips)

FEDERAL REQUIREMENTS

Section 601 of Title VI of the Civil Rights Act of 1964 states the following:

“No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.”

The FTA Circular 4702.1B *Title VI Requirements and Guidelines for Federal Transit Administration Recipients* was published in 2012 by the FTA in order to comply with the law and fulfill the requirement for all transit agencies receiving Federal funds to develop and implement an agency-wide Title VI program. Executive Order 12898, “Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations” is a directive from the Federal government to prevent minority communities and low-income populations from being subject to disproportionately high and adverse environmental effects. The FTA circular on Title VI compliance states that while low-income populations are not a protected class under Title VI, there is an “...inherent overlap of environmental justice principles in this area, and because it is important to evaluate the impacts of service and fare changes on passengers who are transit-dependent, FTA requires transit providers to evaluate proposed service and fare changes to determine whether low-income populations will bear a disproportionate burden of the changes.”

CNYRTA’S TITLE VI POLICIES

In accordance with guidance from the FTA Circular 4702.1B, the CNYRTA developed policies for evaluating impacts of fare and/or Major Service Changes on Title VI populations. The following excerpts from the CNYRTA Title VI Policies for Major Service Change and Fare Equity Analyses (2019) and the CNY Centro Inc. Public Participation Plan (2019) provide policy thresholds and definitions for CNY Centro.

Major Service Change Policy

A Major Service Change, as defined in the CNYRTA Board Approved Standards, is a change in any route, other than a school tripper, specialized service, or experimental route, that 1) changes the number of service hours operated on any route by 25% or more, or 2) changes the length of a route¹ by 25% or more. All Major Service Changes will be subject to an equity analysis including an analysis of adverse effects on minority and low-income populations.

Although we had intended to restore services, when possible, the reductions have been in place for more than a year and under FTA guidance the changes must now be addressed as a major service change.

As specified in FTA Title VI Circular 4702.1B Chapter IV Section 7a Subsection 1a (Chapter IV-13), *“If a temporary service addition or change lasts longer than twelve months, then FTA considers the service addition or change permanent, and the transit provider must conduct a service equity analysis if the service otherwise qualifies as a major service change.”*

¹ The length of a route is based on map length rather than vehicle miles.

Results of Major Service Change Test

Centro compared the pre-pandemic service hours for each line to the current service. The revenue service hours decreased by more than 25% for all 11 lines, thus indicating a Major Service Change on each line.

Table 2: Revenue Hour Changes

Line	Name	Sept 2021 Rev Hours	Mar 2023 Rev Hours	Change
Sy 10	South Salina - Nedrow	47h59	32h36	-32%
Sy 20	James Street	72h22	46h59	-35%
Sy 30	Westcott - SU	28h31	2h19	-92%
Sy 36	Camillus	43h33	30h11	-31%
Sy 46	Liverpool - Route 57	25h22	17h47	-30%
Sy 48	Liverpool - Morgan	18h25	11h56	-35%
Sy 58	Parkhill	21h52	7h00	-68%
Sy 72	Townsend - East Colvin	10h42	2h00	-81%
Sy 82	Baldwinsville	17h37	10h08	-42%
Sy 88	North Syracuse - Central Square	32h25	12h35	-61%
Sy323	James Street - Minoa	5h50	0h00	-100%

There are instances where Saturday trips do not operate on some sections of the regular weekday route. Centro compared the pre-pandemic route lengths to the current service. The route lengths decreased by more than 25% for six of the 11 lines, also indicating a Major Service Change.

Table 3: Route Length Changes

Line	Name	Sept 2021 Route Length	Mar 2023 Route Length	Change
Sy 10	South Salina - Nedrow	12.32	6.36	-48%
Sy 20	James Street	40.57	31.88	-21%
Sy 30	Westcott - SU	13.73	9.64	-30%
Sy 36	Camillus	21.94	11.47	-48%
Sy 46	Liverpool - Route 57	22.86	18.96	-17%
Sy 48	Liverpool - Morgan	20.55	14.08	-31%
Sy 58	Parkhill	11.32	11.32	0%
Sy 72	Townsend - East Colvin	6.37	1.26	-80%
Sy 82	Baldwinsville	36.23	28.86	-20%
Sy 88	North Syracuse - Central Square	53.66	47.87	-11%
Sy323	James Street - Minoa	25.17	0.00	-100%

Centro specified that map length would be used to determine a major service change; however, it is important to compare the change in revenue miles per route. We would expect to see a reduction in revenue miles due to the reduction in hours. From a statistical perspective, a more than 25% reduction in revenue miles on any service would be considered significant for this region.

[continued next page]

Table 4: Revenue Mile Changes

Line	Name	Sept 2021 Rev Miles	Mar 2023 Rev Miles	Change
Sy 10	South Salina - Nedrow	474.86	265.66	-44%
Sy 20	James Street	775.13	509.29	-34%
Sy 30	Westcott - SU	289.69	27.33	-91%
Sy 36	Camillus	562.07	380.16	-32%
Sy 46	Liverpool - Route 57	385.68	270.19	-30%
Sy 48	Liverpool - Morgan	276.66	161.34	-42%
Sy 58	Parkhill	251.31	80.55	-68%
Sy 72	Townsend - East Colvin	103.39	12.04	-88%
Sy 82	Baldwinsville	336.68	208.32	-38%
Sy 88	North Syracuse - Central Square	613.38	218.19	-64%
Sy323	James Street - Minoa	98.15	0.00	-100%

Adverse Effects

Centro defines an adverse effect as a major geographical or time-based reduction in service which may include, but is not limited to, span of service changes, frequency changes, route segment elimination, re-routing, or route elimination. Adverse effects are measured by the change between the existing and proposed service levels that would be deemed significant. Centro shall consider the degree of adverse effects and analyze those effects in the form of an equity analysis when planning major service changes. The detailed analysis of adverse effects pertaining to this service change is found on page 11 under the Assessing Impacts portion of the report.

Disparate Impact Policy

Centro defines a disparate impact as occurring when there is a difference in adverse effects of plus or minus 20% between minority and non-minority populations. 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.

Disproportionate Burden Policy

Centro defines a disproportionate burden as occurring when there is a difference in adverse effects of plus or minus 20% between low-income and non-low-income households. When a disproportionate burden is identified, Centro will consider modification of the proposal in order to avoid, minimize, or mitigate the impacts. This Disproportionate Burden Policy will be applied to all major service and fare changes.

Public Engagement

The CNYRTA Title VI Objectives, Major Service Change Policy, Disparate Impact Policy, and Disproportionate Burden Policy are available on the Centro website where public feedback is continuously solicited. The policies were most recently amended in the summer of 2019 after a period of public comment in which no objections to the policy definitions, thresholds, or otherwise were received.

Major service changes and any change in the fare structure will be made available for public input and CNYRTA Board consideration prior to implementation. A notice of the proposed change(s) will be published in a newspaper of general circulation or their affiliated website and also, if applicable, in newspapers oriented to the specific groups or communities affected, and in buses. Such published notices will include information as to the date, time and location of any public hearings. Not sooner than twenty-one (21) days after the notices are published and posted at least one public hearing shall be held.

Board Approval

The Title VI Policies (Major Service Change Policy, Disparate Impact Policy, Disproportionate Burden Policy) were presented to the Board of Members on September 17, 2019. After discussion, a Motion was made, seconded, and approved as Motion No 2407. As per the Service Equity Analysis requirements, a copy of the meeting minutes demonstrating the Board's consideration, awareness, and approval of the policies is found on pages 6 and 7 below.

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**MINUTES OF THE REGULAR MEETING OF
THE CENTRAL NEW YORK REGIONAL TRANSPORTATION AUTHORITY
HELD ON FRIDAY, SEPTEMBER 27, 2019 AT 10:00 A.M.
AT THE RTA OFFICES, 200 CORTLAND AVENUE
IN SYRACUSE, NEW YORK**

MEMBERS PRESENT: BRIAN SCHULTZ (Chairman); ROBERT CUCULICH; JOSEPH HARDICK; NICHOLAS LAINO; DONNA REESE; LOUELLA WILLIAMS

MEMBER ABSENT: TINA FITZGERALD; DARLENE LATTIMORE

STAFF ALSO PRESENT: RICHARD LEE (Chief Executive Officer); LINDA BIATA; CHRISTOPHER TUFF; BARRY M. SHULMAN and IAN S. LUDD of counsel

The Chairman called the meeting to order at 10:00 A.M., noting that a quorum was present. He announced that the next Authority monthly Board meeting will be held on October 25, 2019. On that date, there will be a Pension Committee meeting at 9:00 A.M., a Strategic Planning Committee meeting at 9:30 A.M., an Audit and Finance Committee at 10:00 A.M., with the Board immediately meeting thereafter.

APPROVAL OF MONTHLY MINUTES: A Motion was made, seconded and unanimously carried as Motion No. 2406, that the Minutes of the July 26, 2019 monthly CNYRTA Board meeting be adopted.

CHIEF EXECUTIVE OFFICER'S REPORT: Mr. Lee gave the Chief Executive Officer's report at the request of the Chairman. He began by reminding the Board that they will be soon be contacted, if they have not already been so, for Ethics training as mandated by law. Such training is currently scheduled to follow the next month's Board meeting.

NEW YORK STATE FAIR: Mr. Lee and Mr. Tuff reported on the recently held New York State Fair. It was a huge success. Mr. Tuff described the Fair, post-event. Mr. Tuff observed that this was another record year at the Fair, with total attendance growing from 1,279,010 in 2018 to 1,329,275 in 2019. This indicates growth, since 2015, of an astounding 46%. In response to questions posed by Board members, Mr. Tuff complimented all of the Centro personnel, both drivers, mechanics, buildings and grounds staff and administrative staff, who together worked to make this event such a success. Mr. Tuff also discussed Park-And-Ride operations adjustments that were made day by day at the Fair, based on continual assessment of attendance and traffic flow. Ms. Reese asked to be included in future planning sessions, regarding transportation and accessibility at the Fair. She complimented the Centro staff on-site, including for easing transportation for the disabled.

CENTRAL NEW YORK REGIONAL TRANSPORTATION AUTHORITY MINUTES

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Mr. Tuff then reviewed various other changes in 2019, such as addition of the Willis Avenue lot. A detailed State Fair report had previously been distributed to each Board member. The Board congratulated Mr. Tuff and his staff.

CNG BUSES: Mr. Geoff Hoff then discussed CNG buses and their utility onsite as it relates to fuel economy. Mr. Hoff reviewed for the board the tremendous amount of savings over the last 10 years when the authority elected to continue with the technology as compared to other fuel typed vehicles such as diesel or diesel electric hybrid buses.

Mr. Hoff was excused from the meeting.

CONGRESSMAN KATKO – CYBER SECURITY ROUND TABLE: As part of the Chief Executive Officer's Report, Mr. Lee reported noted that he has been invited by Congressman Katko to represent public transportation at a Cyber Security Roundtable he hosted. Security experts and representatives from the United State Department of Homeland Security were present. Mr. Lee was able to share Centro's general security framework and what has been accomplished with improving Cyber Security. Our cyber security program is directed by Michael Fitzgibbons. It was a very informative meeting.

UPSTATE TRANSIT FEDERAL CENSUS PROMOTION: Representatives of Governor Cuomo's office recently met with leaders of the four Upstate Transit Authorities to discuss how they might participate in promoting the upcoming 2020 Federal Census. The intent is to remind citizens of the importance of participating in the upcoming Census. Crucial to this effort is educating all to the importance of the Census. Ms. Reese stressed the need for the inclusion of disabled individuals to enhance adequate governmental program funding.

TITLE VI POLICIES AND TITLE VI PROGRAM REPORT: Ms. Paula Cutrone was then invited into the meeting to give a report on Title VI. The Program Report, submitted to the Federal Transit Administration every three years, was prepared by the Centro Planning Department. Ms. Cutrone described Title VI Policies and the Title VI Program Report, in depth. Copies of these Policies and Reports had also been distributed earlier as part of the Board packet, prior to this meeting. Thereafter, and after much discussion, and upon Motion duly made, seconded and unanimously carried, approval of the Title VI Policies was adopted as Motion No. 2407. After discussion of its contents, the Title VI Program Report, as presented by Ms. Cutrone was likewise reviewed and unanimously carried as Motion No. 2408.

Ms. Cutrone was then excused from the meeting.

AUDIT AND FINANCE COMMITTEE REPORT: Mr. Laino, Chairman of the Audit and Finance Committee then reported on matters dealt with at the Audit and Finance Committee meeting, held earlier this morning.

INSURANCE REPORT: Mr. Maloff, Insurance Consultant to the Authority, was invited into the meeting. As he had at the Audit and Finance Committee, held earlier this morning, he presented a proposed renewal for Property Insurance, effective September 9, 2019. It is the same carrier as is currently serving the Authority, Factory Mutual Insurance Company. Last year, the premium cost was \$161,682. This year the cost is \$175,308. Otherwise the insurance contract is the same as last

CENTRAL NEW YORK REGIONAL TRANSPORTATION AUTHORITY MINUTES

ANALYSIS FRAMEWORK

Centro may use all datasets available, applicable, and appropriate in conducting equity analysis for major service changes.

Demographic Datasets

Population data generated by the U.S. Census Bureau, 2020 Census Redistricting Data was selected as the source of data for Minority Analysis. The geographic level selected is Census block which is the smallest geography available for Decennial Census data.

Household data generated by the U.S. Census American Community Survey (ACS) 5-year estimates was selected as the source of data for Low-Income Analysis. The geographic level selected is Census block group, which combines census blocks that begin with the same digit within the same census tract and is the smallest geography available for all 5-year estimates.

Minority Persons and Populations: According to FTA Circular 4702.1B, a minority person is defined as an individual identifying as: American Indian and Alaska Native, Asian, Black or African American, Hispanic or Latino, and Native Hawaiian or Other Pacific Islander. Minority populations are defined by FTA as any readily identifiable group of minority persons who live in geographic proximity, or who may be geographically dispersed, but who may be similarly affected by a proposed action.

For this analysis, minorities are defined as any populations self-identified as any category other than 'white only' per Census race classifications as well as those who consider themselves Hispanic (including those self-identified as 'white only' with Hispanic ethnicity). The data was downloaded from the data.census.gov website provided by the U.S. Census Bureau.

Data source: U.S. Census Bureau, 2020 Census Redistricting Data
Dataset: Hispanic or Latino, and not Hispanic or Latino by Race (table P2)
Universe: Total population
Geographic Level: Census block

Low-Income Persons and Populations: The FTA Circular on Title VI compliance states that while low-income populations are not a protected class under Title VI, there is an "...inherent overlap of environmental justice principles in this area, and because it is important to evaluate the impacts of service and fare changes on passengers who are transit-dependent, FTA requires transit providers to evaluate proposed service and fare changes to determine whether low-income populations will bear a disproportionate burden of the changes."

For this analysis, low-income means a household whose income is below 50% of the median household income of Onondaga County. The median household income for Onondaga County is \$62,668; the low-income threshold is calculated to be \$31,334. The median household income data was obtained from the U.S. Census Bureau, American Community Survey 5-Year Estimates (2016-2020), table B19013. The individual household data was downloaded from the data.census.gov website provided by the U.S. Census Bureau.

Data source: U.S. Census Bureau, 2016-2020 American Community Survey 5-Year Estimates
Dataset: Household Income in the past 12 Months (table B19001)
Universe: Households
Geographic Level: Census block group

[continued next page]

GIS Analysis Methodology

A GIS (geographic information systems) based approach was used to conduct the analysis using ArcGIS Pro. Census Bureau shapefiles and ACS demographic data were joined with the use of corresponding unique identifier fields. CNYRTA's bus lines pre- and post-pandemic were imported into ArcMap and subsequently analyzed against Census Bureau data by conducting spatial analysis.

Data source: U.S. Census Bureau, 2020 TIGER/Line Shapefiles

Datasets: Block and block group shapefiles (downloaded from census.gov)

The block shapefile was joined to the DEC 20 minority data in ArcGIS Pro and the result exported as a feature class. The block group shapefile was joined to the ACS 16-20 household income data in ArcGIS Pro. These two feature classes were used in the analysis detailed below.

Following the guidelines established by the CNYRTA Major Service Change & Fare Equity Analyses Policy, the bus line was broken into segments representing the population density categories of "urban" (at least 3,600 people per square mile) or "suburban/rural" (less than 3,600 people per square mile) as per Decennial Census 2020 data. The urban segments were given a one-quarter mile buffer while the suburban/rural segments were given a one-half mile buffer. The segment buffers were merged, and boundaries dissolved to create a singular feature representing the maximum distance customers would be expected to walk.

The combined line buffer (also referred to as a 'service corridor') was spatially intersected with the block data for minority and block group data for low-income. The following metrics were calculated: percentage of each block and block group within the buffer, percent minority in each block portion in buffer, percent low-income in each block group portion in buffer, total minority in buffer, percent minority in buffer, total low-income in buffer, and percent low-income in buffer. Those statistics were then compared to the countywide thresholds to determine whether a disparate impact or a disproportionate burden exists.

Note: This spatial analysis was completed with the understanding that population is not evenly distributed among blocks or block groups and is therefore an estimate. The percentages provide better estimates of the population served rather than including the population for the entire block group. This is especially true in instances where only a small portion of the block group is included in the buffer zone. The analysis is based on block and block group-level Census demographic data and therefore does not represent ridership directly.

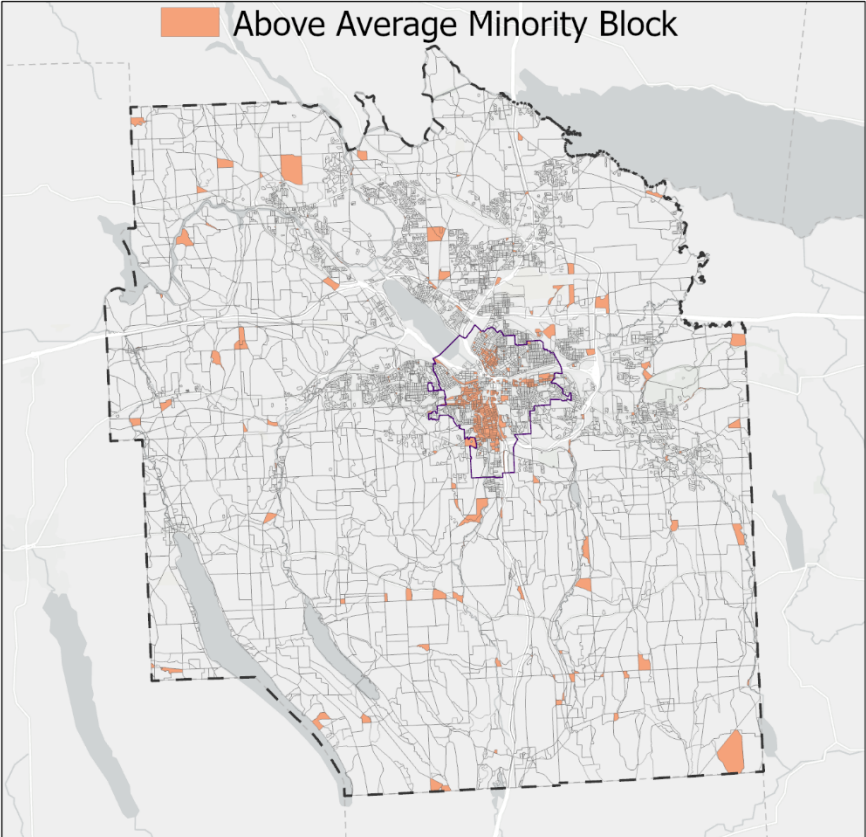
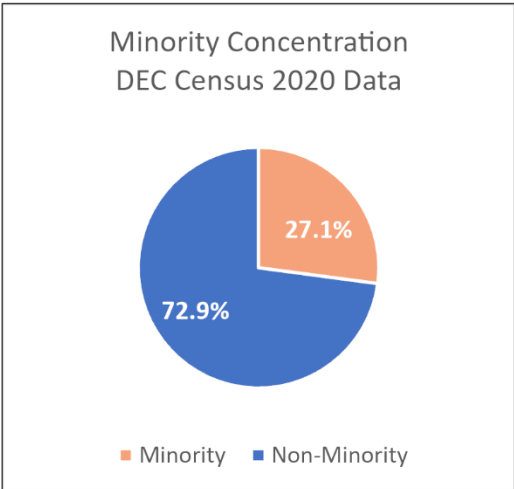
In the following section we describe how the major service change would impact minority and low-income populations at the geographic level.

ASSESSING IMPACTS

Onondaga County Population and Household Data

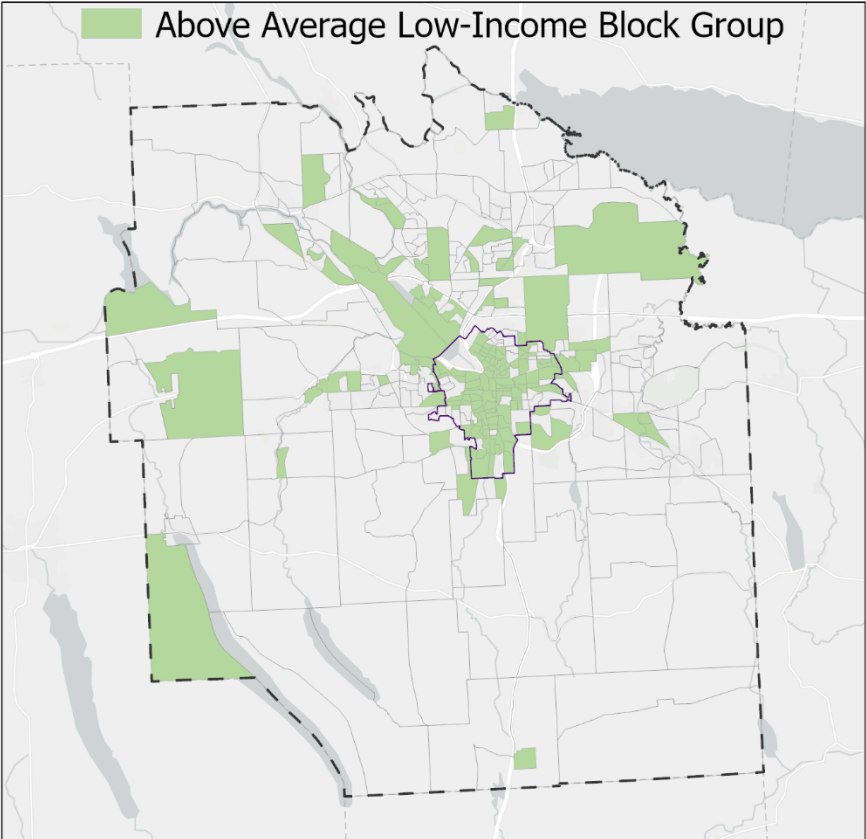
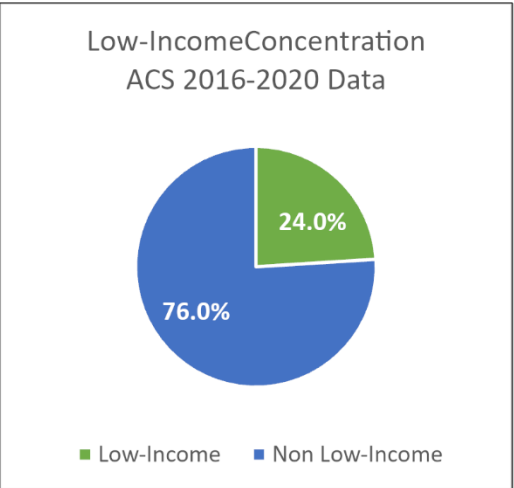
The service area's minority population is 27.1% of total. Countywide blocks are depicted in the map to the right, including those in which the minority population exceeds the average.

Total Population	Minority Population	Percent Minority
476,516	129,226	27.1%



The service area's low-income households are 24.0% of total. Countywide block groups are depicted in the map to the right, including those in which the percentage of low-income households exceeds the average.

Total Households	Low-Income Households	Percent Low-Income
187,349	45,011	24.0%



Line-Level Analyses

Of the eleven bus lines meeting the major service change threshold, two exceed the 20% disparate impact threshold when comparing the percentage of minorities in the service corridor to the countywide average.

Table 5: Impact of Service Change on Minority Populations

Bus Line (09-2021 trace)	Affected Area Population Data				
	Population in Corridor	Minority Population	Percent Minority	Minority Threshold	Total Impact Minority
Sy 10 South Salina - Nedrow	31,390	19,396	61.8%	27.1%	34.7%
Sy 20 James Street	45,466	19,683	43.3%	27.1%	16.2%
Sy 30 Westcott - SU	34,665	15,489	44.7%	27.1%	17.6%
Sy 36 Camillus	33,046	10,582	32.0%	27.1%	4.9%
Sy 46 Liverpool - Route 57	35,543	12,689	35.7%	27.1%	8.6%
Sy 48 Liverpool - Morgan	30,318	13,158	43.4%	27.1%	16.3%
Sy 58 Parkhill	21,247	9,433	44.4%	27.1%	17.3%
Sy 72 Townsend - East Colvin	20,089	11,779	58.6%	27.1%	31.5%
Sy 82 Baldwinsville	33,313	13,346	40.1%	27.1%	13.0%
Sy 88 North Syracuse - Central Square	35,638	13,469	37.8%	27.1%	10.7%
Sy323 James Street - Minoa	42,288	17,556	41.5%	27.1%	14.4%

Of the eleven bus lines meeting the major service change threshold, three exceed the 20% disproportionate burden threshold when comparing the percentage of low-income households in the service corridor to the countywide average.

Table 6: Impact of Service Change on Low-Income Households

Bus Line (09-2021 trace)	Affected Area Household (HH) Data				
	HH in Corridor	Low-Income HH	Percent Low-Income	Low-Income Threshold	Total Impact Low-Income
Sy 10 South Salina - Nedrow	11,104	6,161	55.5%	24.0%	31.5%
Sy 20 James Street	22,186	8,103	36.5%	24.0%	12.5%
Sy 30 Westcott - SU	10,708	5,042	47.1%	24.0%	23.1%
Sy 36 Camillus	15,051	5,424	36.0%	24.0%	12.0%
Sy 46 Liverpool - Route 57	14,549	5,081	34.9%	24.0%	10.9%
Sy 48 Liverpool - Morgan	12,572	5,298	42.1%	24.0%	18.1%
Sy 58 Parkhill	10,424	4,324	41.5%	24.0%	17.5%
Sy 72 Townsend - East Colvin	6,874	4,179	60.8%	24.0%	36.8%
Sy 82 Baldwinsville	13,822	5,590	40.4%	24.0%	16.4%
Sy 88 North Syracuse - Central Square	14,876	5,660	38.0%	24.0%	14.0%
Sy323 James Street - Minoa	19,603	7,291	37.2%	24.0%	13.2%

Impact summaries:

Sy 10 South Salina – Nedrow: The changes to this line exceed the thresholds for both minority and low-income.

Sy 30 Westcott- SU: The changes to this line exceed the low-income threshold compared to the county.

Sy 72 Townsend – East Colvin: The changes to this line exceed the thresholds for both minority and low-income.

System-Level Analysis

When the service reductions were determined we utilized a holistic approach to our system as a whole. As such it is logical to compare changes as a whole to determine if the changes were equitable. To do this analysis the major service change lines were merged for each service period (pre-COVID and current) and compared to the countywide thresholds. The impacts were well below the 20% threshold for both minority and low-income populations.

All Syracuse line service was merged for each service period and compared to the countywide thresholds. Again, the impacts were well below the 20% threshold for both minority and low-income populations. In addition, there is not a significant difference in impacts between the affected areas and the overall combined service.

Table 7: Service Corridors and Minority Population

Bus Line	Affected Area Population Data				
	Population in Corridor	Minority Population	Percent Minority	Minority Threshold	Total Impact Minority
Affected Area Buffer Pre-COVID (09-2021)	196,100	67,438	34.4%	27.1%	7.3%
Affected Area Current (03-2023)	172,145	59,911	34.8%	27.1%	7.7%
All Bus Lines Pre-COVID (09-2021)	333,846	112,121	33.6%	27.1%	6.5%
All Bus Lines Current (03-2023)	320,119	110,010	34.4%	27.1%	7.3%

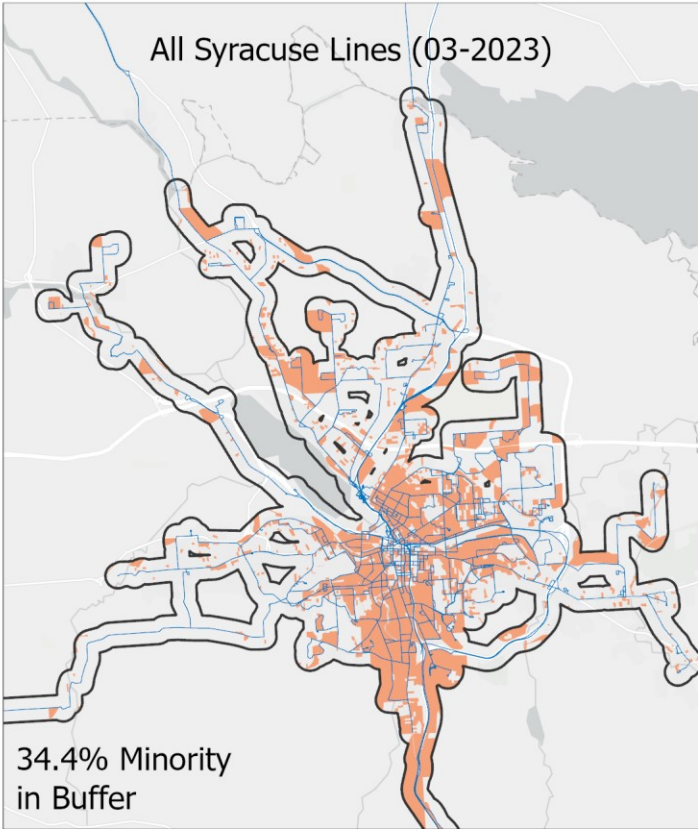
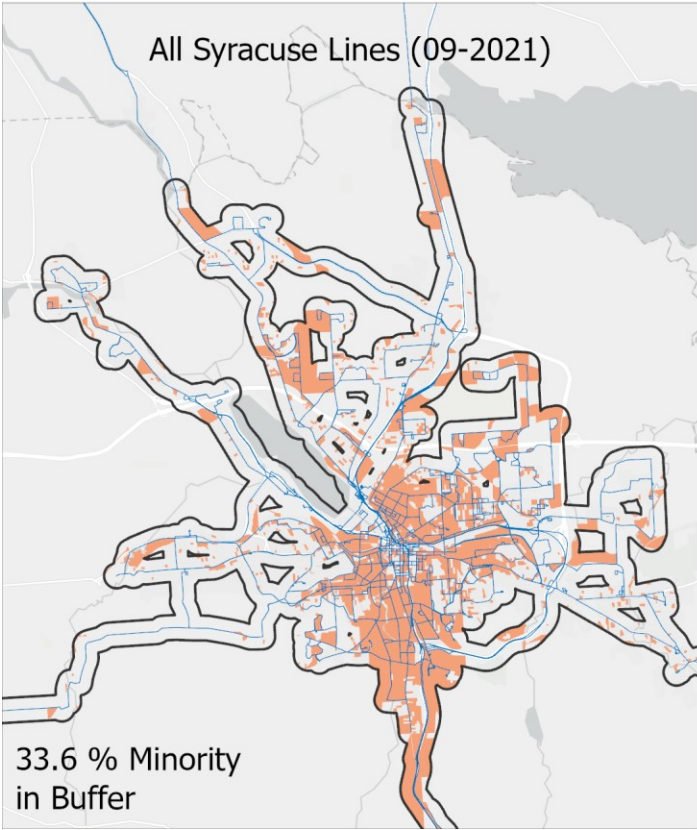
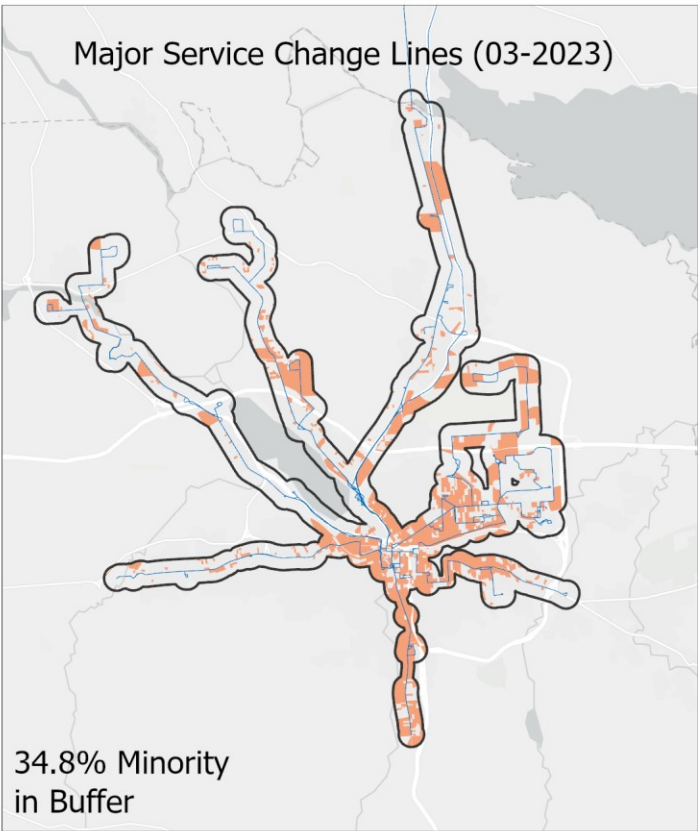
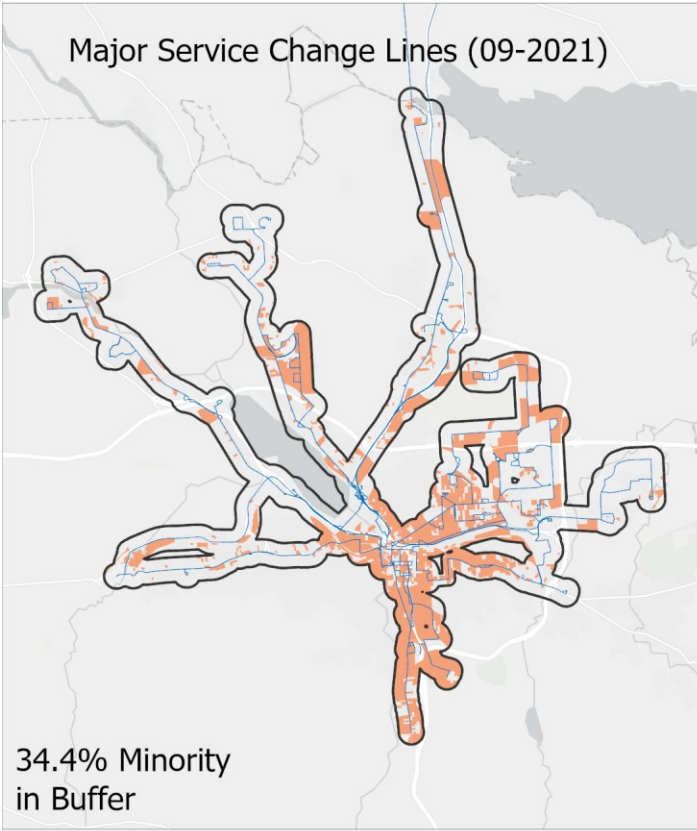
Table 8: Service Corridors and Low-Income Households

Bus Line	Affected Area Household Data				
	Households in Corridor	Low-Income Households	Percent Low-Income	Low-Income Threshold	Total Impact Low-Income
Affected Area Buffer Pre-COVID (09-2021)	76,516	24,205	31.6%	24.0%	7.6%
Affected Area Current (03-2023)	67,962	21,713	31.9%	24.0%	7.9%
All Bus Lines Pre-COVID (09-2021)	128,014	36,430	28.5%	24.0%	4.5%
All Bus Lines Current (03-2023)	123,227	35,782	29.0%	24.0%	5.0%

The maps below depict the major service change combined corridors compared to the overall service combined corridors. There is not a significant difference in the population served before and after the changes.

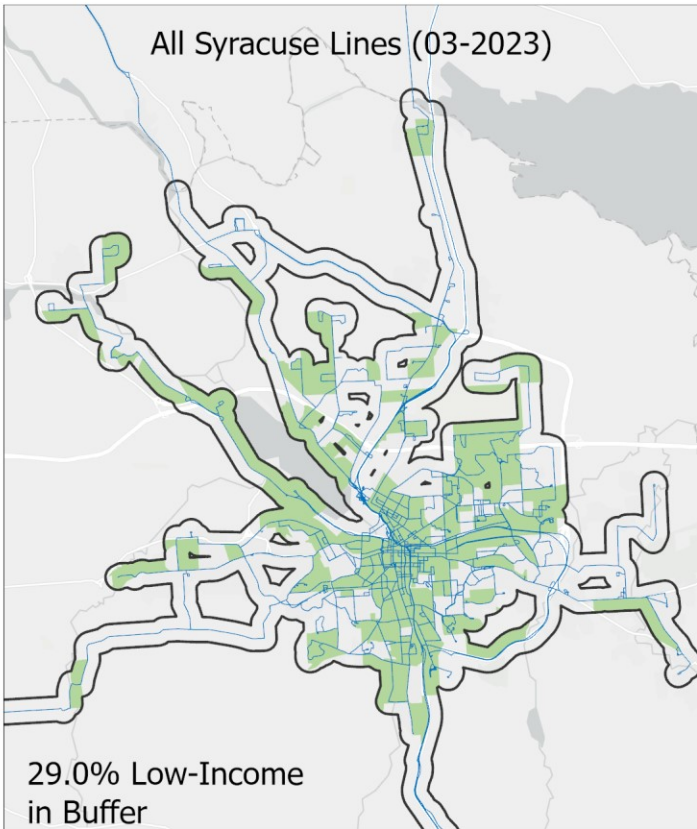
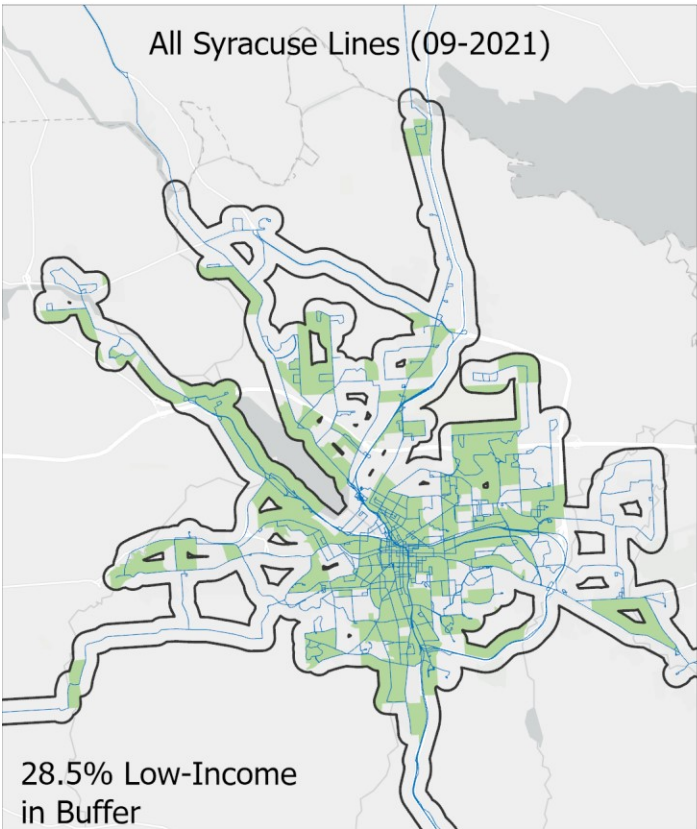
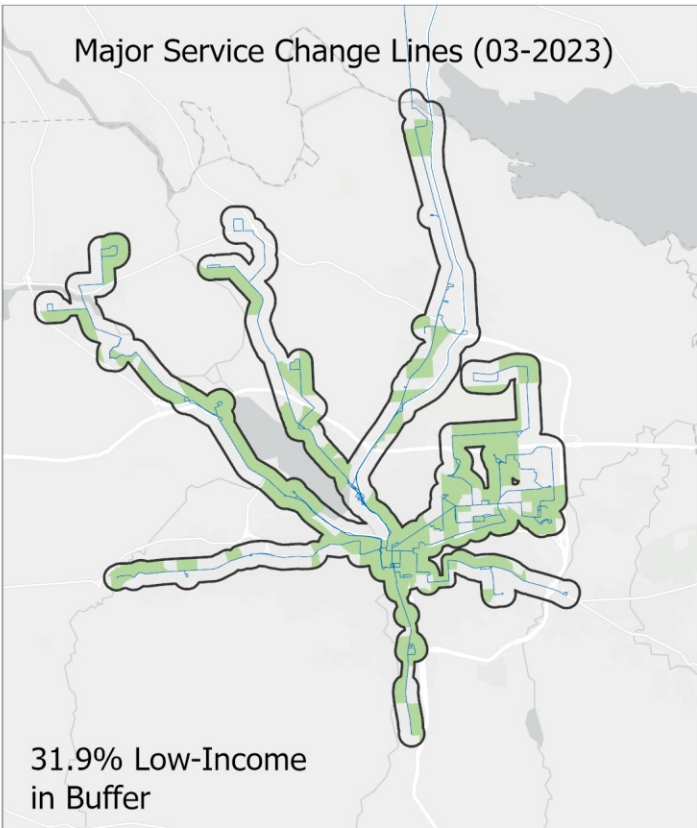
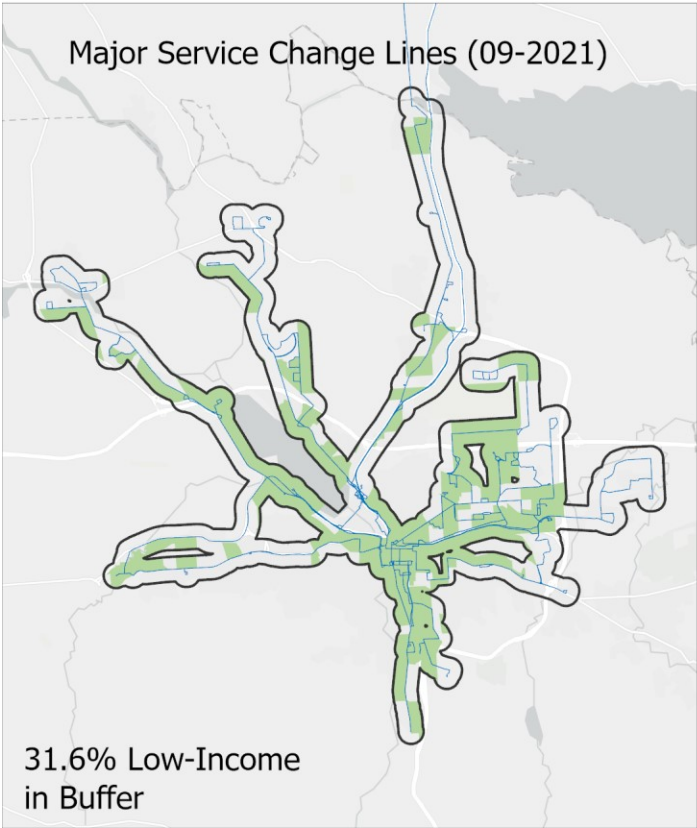
Comparison of Minority Areas with Service Buffers

Bus Lines Service Buffer Above Average Minority Block



Comparison of Low-Income Areas with Service Buffers

Bus Lines Service Buffer Above Average Low-Income Block Group



Alternatives and Mitigation

Centro staff considered how the service changes proposed would impact customers and the community on a day-to-day basis. The system-wide changes were determined to be the least impactful to both minority and low-income populations while maintaining key services in the urban core. Individual service changes that had disparate impacts or eliminated services in areas had the following considerations and/or mitigating factors:

Sy 10 South Salina – Nedrow

The changes to this line exceed the thresholds for both minority and low-income. Mitigation steps include:

- Nearby service on the Sy 54 Midland-Valley Drive line, which covers a portion of the same area as the Sy 10 (Salina St near Seneca Tpke).
- Additional mid-day #110 trips were added to support peak service. The new trips travel a shorter distance than the #410 but do offer greater frequency along Salina St.

Sy 30 Westcott- SU

The changes to this line exceed the low-income threshold compared to the county. Mitigation steps include:

- The SU243 East Campus and SU343 Genesee St-Westcott St lines operate service in the Westcott St and Genesee St area during key times in the Syracuse University (SU) school year. These services carry the bulk of the ridership that was on the Sy 30 lines but now only operate more in line with customer needs. This service meets peak demand in the Westcott area during SU's school year.
- Nearby service on the Sy 62 Manlius line, which also serves the Genesee St area and DeWitt Wegmans.
- Nearby service on the Sy 40 Drumlins-Nob Hill line which covers service to the Hill, the Hospital area, and portions of Euclid Ave that was lost as part of the Sy 30 reductions.
- The Sy 68 East Fayette-Erie Blvd, Sy 76 Salt Springs, and Sy 20 James Street lines cover service to Widewaters and the East Syracuse Walmart area that was lost as part of the Sy 30 reductions.

Sy 72 Townsend – East Colvin

The changes to this line exceed the thresholds for both minority and low-income. Mitigation steps include:

- Nearby service on the Sy 10 South Salina-Nedrow which parallels (within reasonable walking distance) some of the same area as the Sy 72 (Oakwood Ave, Garfield Ave).
- Nearby service on the Sy 40 Drumlins-Nob Hill which covers service to the Comstock Ave, Ainsley Dr, Brighton Ave, Loretto, Nob Hill, and Iroquois areas that were lost as part of the Sy 72 reductions.

Sy323 James Street – Minoa

The elimination of the Minoa route does not exceed the minority or low-income threshold. In addition, service continues to be available in the urban core via the Sy 20 which services much of the route.

- Prior to eliminating the line in March 2023, Centro evaluated the ridership on all three trips over the course of the September 2022 sign-up. Transit Planners found that the AM trip did have adequate ridership, but the ridership was not originating in the Minoa area. The AM 323 trip was converted into a 123 James St that arrived at the Hub around the same time as the original 323 trip.
- The PM Minoa service consisted of both an outbound and inbound trip. The inbound trip started in Minoa, continued to the E. Syracuse Walmart, then traveled as an express service on I-690 to downtown. Ridership on

the inbound trip was low. The outbound 323 trip had adequate ridership, but very little of the ridership was traveling to Minoa. Transit Planners identified two existing James St (Sy 20) outbound trips that would be suitable alternatives to any customers who were currently taking the outbound 323.

CONCLUSION

Due to Driver shortages stemming from the COVID-19 pandemic, Centro has been unable to restore what was intended to be temporary service reductions initially implemented in September 2021. Individual bus lines with changes exceeding our Board approved standards were analyzed and mitigating factors were identified. When reviewing the changes as a system-level change, reducing service on these lines does not raise concerns of an inequitable distribution of burdens.

As Centro emerges from the effects of the COVID-19 pandemic we will strive to meet the ever-changing public transit needs of the community. All data sources available to us will be used during this process including historical service levels, this equity analysis, and customer feedback provided in the Exploring Tomorrow's Transit initiative. When the bus driver shortage is remediated, Centro will reevaluate the needs of its customers and reinstate services in an equitable and fiscally responsible manner.

THE CENTRAL NEW YORK REGIONAL TRANSPORTATION AUTHORITY
(and its Subsidiaries)
200 CORTLAND AVENUE, SYRACUSE, NEW YORK

MINUTES OF THE APRIL 28, 2023, BOARD MEETING

MEMBERS PRESENT:

ROBERT CUCULICH, Vice Chair
DARLENE LATTIMORE, Secretary
TINA FITZGERALD, Treasurer
NEIL BURKE
MONTY FLYNN
JOSEPH HARDICK
JULIUS LAWRENCE
LOUELLA WILLIAMS
FRANK SAYA, Non-Voting Member

MEMBERS ABSENT:

NICHOLAS LAINO, Chair
ANTHONY DAVIS

STAFF PRESENT:

BRIAN M. SCHULTZ, Chief Executive Officer
CHRISTOPHER TUFF, Deputy Chief Executive Officer
JOSEPH DEGRAY, Senior VP of Operations
LINDA BIATA, VP of Finance
STEVEN KOEGEL, VP of Business Develop. and Corp. Comm.
JACKIE MUSENGO, VP of Human Resources
GEOFFREY HOFF, VP of Fleet and Facilities
MICHAEL FITZGIBBONS, VP of Information Technologies
RAHMIZ AZRIA, Associate VP of Operations
BRUCE FONG, Assistant VP of Information Technologies
MELISSA BRIM, Senior Director of Accounting
CAITLIN MACCOLLUM, Senior Director of Procurement
BREN DAISS, Director of Special Projects and Planning
TARA SPRAKER, Director of Grants and Revenue Contract Admin.
LYNETTE PADUANO, Director of Marketing and Communications
EJ MOSES, Director of Facilities
CHRISTOPHER KING, Procurement Manager
PAULA CUTRONE, Ser. Dev. Data Analyst and Research Specialist
MALLORY LAGUZZA, Internal Control Analyst
CASEY BROWN, Communication Coordinator
CAROL LOMBARDO, Executive Assistant

FLEET AND FACILITIES REPORT – Mr. Hoff

WORKFORCE DEVELOPMENT

Workforce Development Institute (WDI) is a statewide non-profit working to increase opportunities for New Yorkers. We can use Workforce Development for one staff training project at a time. Once that project is complete, we can move on to the next one. Recently, Workforce Development informed us about Childcare Subsidies. If a staff member meets the criteria, they can apply and receive the subsidy. We will have a representative on property the second week of May.

BUSINESS DEVELOPMENT AND CORPORATE COMMUNICATIONS REPORT – Mr. Koegel
RIDERSHIP

City services are at 60% as compared to what they were pre-Covid. Overall, we are at about 70% total ridership for the same period. We continue to trend in the right direction.

TITLE VI – MAJOR SERVICE CHANGE EQUITY ANALYSIS – MOTION NO. 2633

As required by the FTA, included in your packet was the Equity Analysis regarding a reduction of service that was greater than 25% of the total service on the road. At this time we cannot put those services back on the road, requiring us to do the equity analysis. A public hearing will be scheduled in the future to inform the public of these changes.

A Motion to accept the Title VI – Major Service Change was raised.

Motion – Tina Fitzgerald
Seconded – Monty Flynn
Carried Unanimously

SOCIAL MEDIA ANNUAL REPORT

Ms. Paduano was called upon to present an in-depth PowerPoint presentation summarizing Centro's social media activity for FY 2022/2023. The presentation included an overview of @GoCentroBus's top post performers for each quarter. A summary of launch dates and growth rates for Centro's various sites is as follows:

Site	Launch date	Growth in subscribers for fiscal year 2023
Facebook	4/25/2014	11.86%
Instagram	4/25/2014	20.63%
Twitter	4/29/2014	7.59%
YouTube	1/18/2017	28.48%
LinkedIn	4/27/2021	133.72%

Mr. Schultz commented on the quality of the graphics that are created by the Marketing team and how it helps promote Centro throughout the community. He thanked by Marketing staff for their excellent work.

Public Hearing Report



Supplemental Report to the “Title VI - Major Service Change Equity Analysis” for COVID-19 Service Changes dated April 12, 2023

Prepared by: Central New York Regional Transportation Authority

In Compliance with: CNYRTA Title VI of the Civil Rights Act of 1964 Policies

August 10, 2023



**Central New York
Regional Transportation Authority**

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Attachment 1: Resolution and Motion to Authorize Service Modifications in CNY Centro



INTRODUCTION

As of September 2021, CNY Centro Inc. has been operating weekday service based on a modified Saturday schedule. The service changes are due to the bus operator shortage caused by the COVID-19 pandemic. This report was prepared as a supplement to the Title VI Service Equity Analysis for the COVID-19 Service Changes prepared in April of 2023. Contained within are details regarding Centro's outreach efforts leading up to and including the Public Hearings for the service changes.

TITLE VI FARE EQUITY ANALYSIS

As specified in FTA Title VI Circular 4702.1B Chapter IV Section 7a Subsection 1a (Chapter IV-13), "If a temporary service addition or change lasts longer than twelve months, then FTA considers the service addition or change permanent, and the transit provider must conduct a service equity analysis if the service otherwise qualifies as a major service change."

An analysis of pre-pandemic service resulted in 11 bus lines qualifying as having a major service change. In accordance with Title VI of the Civil Rights Act of 1964 and CNYRTA Title VI Policies, a Service Equity Analysis was completed. The Service Equity Analysis was submitted to the Board of Members on April 19, 2023, for review. A summary of the report was presented to the Board of Members on April 28, 2023.

Public Participation

CNYRTA Title VI Policies state major service changes and any change in the fare structure will be made available for public input and CNYRTA Board consideration prior to implementation. A notice of the proposed change(s) will be published in a newspaper of general circulation or their affiliated website and, if applicable, in newspapers oriented to the specific groups or communities affected, and in buses. Such published notices will include information as to the date, time, and location of any public hearings. Not sooner than twenty-one (21) days after the notices are published and posted, at least one public hearing shall be held.


On June 1, 2023, Centro began notifying the public about the meetings to be held regarding the changes. Centro scheduled one virtual public hearing for Wednesday, June 28, 2023, and two in-person public hearings for Thursday, June 29, 2023.

PUBLIC NOTICES



Centro used the following methods to notify the public of the public hearings:

Website


On June 1, 2023, Centro placed a banner on the home page of its website (<https://www.centro.org/>) with a link to the Public Hearings & Meetings page. The following items were available: public meeting notice, virtual meeting registration link, legal notice, presentation materials, charts and maps, and Title VI Service Equity Analyses. The website uses Google translate to display the information in alternate languages. *(refer to images on next page)*







Central New York
Regional Transportation Authority



FAQs Accessibility



Google
translate



About Centro ▾Service & Schedules ▾Fares & Passes ▾Specialized Transit ▾Doing Business ▾




Public Hearings - Service Reductions

Virtual Hearing
Wednesday June 28, 2023
Informational Session: 11:30 am
Public Hearing: 12:30 pm



Salt City Market Community Room
Thursday June 29, 2023
Informational Sessions: 11:00 am & 4:30 pm
Public Hearings: 12:00 pm & 5:30 pm

For details, please visit:
www.centro.org/publicmeetings



www.centro.org







Central New York
Regional Transportation Authority



FAQs Accessibility



Google
translate



About Centro ▾Service & Schedules ▾Fares & Passes ▾Specialized Transit ▾Doing Business ▾



Public Hearings - Service Reductions

Virtual Hearing
Wednesday June 28, 2023
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For details, please visit:
www.centro.org/publicmeetings


www.centro.org

Public Hearings & Meetings

Notice of Public Hearing

Virtual Public Hearing (pre-registration required)
Wednesday, June 28, 2023
Informational Session: 11:30am
Public Hearing: 12:30pm

To register to attend the virtual hearing, please click on the following link and complete the registration process.
[REGISTER HERE](#)

Public Hearings (In-person)
Thursday, June 29, 2023
Salt City Market (Community Room)
484 S. Salina St, Syracuse, NY 13202
Informational Sessions: 11:00am & 4:30pm
Public Hearings: 12:00pm - 5:30pm

DETAILS: The Central New York Regional Transportation Authority (Centro) will conduct a series of public hearings to allow public comment on service reductions implemented in September 2021 as the result of a bus driver shortage. The service reductions constituted major service changes on 12 Centro bus routes according to Centro's Major Service Change policy and require a public hearing. The affected bus routes include:

Sy8 SYRulator	Sy10 S Salina St – Nedrow	Sy20 James St – Sunnycrest Rd
Sy30 Westcott St	Sy36 Camillus – W. Genesee St	Sy46 Liverpool – Route 57
Sy48 Liverpool – Morgan Rd	Sy58 Park Hill – James St	Sy72 E Colvin St – Townsend St
Sy82 Baldwinsville	Sy88 N Syracuse – Cicero	Sy323 Minoa

Centro will receive comments on the impact of the changes or suggested improvements on the above-mentioned routes as we work to hire additional drivers and restore services. Centro will also consider these comments as it begins the process of a system redesign which may include bus rapid transit, on-demand bus services, or bike/scooter share, in addition to or in lieu of fixed route bus services.

For formats (FREE of charge) in accordance with the ADA and Limited English Proficiency regulations, and patrons requiring further accommodations, contact (315) 442-3400. A sign language and Spanish language interpreter will be available at all hearings.

Individuals whose interests would be affected by the proposed changes being considered are hereby notified and invited to attend the hearings to present such evidence, comment, or object as their interests require. Additionally, customers with questions or comments can contact Centro in any of the following ways:

Social Media: Facebook, Twitter, and Instagram: @GoCentroBus
Email: cnyrta@centro.org
Phone: Leave a message at (315) 442-3400
Mail: Write to Centro at 200 Cortland Avenue, Syracuse, NY 13205
Fax: Fax your comments to (315) 442-3337

Note: Public comments will be received until July 31, 2023.

TITLE VI FARE EQUITY ANALYSIS SUMMARIES

- 2022 Service Equity Analysis Discontinue Sy8 FINAL.pdf
- 2023 Service Equity Analysis COVID-19 FINAL.pdf

LEGAL NOTICES


Syracuse Public Hearing Notice

PRESENTATION MATERIAL

- Public Hearing Regarding September 2021 Service Changes (PPT)
- Results of Major Service Changes (CHARTS)
- Systemwide Service Changes (MAP)
- Sy 8 / Sy 10 / Sy 20 / Sy323 (MAP)
- Sy 30 / Sy 36 / Sy 46 / Sy 48 (MAP)
- Sy 58 / Sy 72 / Sy 82 / Sy 88 (MAP)

PUBLIC HEARING VIDEOS





- 2023-06-28 Public Hearing


www.centro.org
200 Cortland Avenue
PO Box 820
Syracuse, NY 13205-0820

Contact Us
Lost & Found
Buy Passes Online
Career Opportunities

Sign Up for Alerts
Site Feedback
Media Room
Safety & Security

Translate
Support Public Transit
Title VI Program
ADA Complaints
FOIL



Legal Notice

Centro requested that a legal notice be published in The Post-Standard (newspaper of general circulation). The notice was published, and an affidavit was signed on June 1, 2023.

Ad Number:0010656987-01

Date	Position	Description	P.O. Number	Ad Size
06/01/2023	Other Legals NY	CENTRAL NEW YORK REGIONAL TRANSPORTATION AUTHORITY		1 x 91.00 CL

CENTRAL NEW YORK REGIONAL TRANSPORTATION AUTHORITY PUBLIC HEARING NOTICE
 Notice of Public Hearings
 Wednesday, June 28, 2023
www.centro.org/about-Centro/meetings-and-events
 Informational Session: 11:30am Public Hearing: 12:30pm Thursday, June 29, 2023 Salt City Market Community Room 484 South Salina Street, Syracuse, NY 13202 Informational Sessions: 11:00am & 4:30pm Public Hearings: 12:00pm & 5:30pm The Central New York Regional Transportation Authority (Centro) will conduct a series of public hearings to allow public comment on service reductions implemented in September 2021 as the result of a bus driver shortage. The service reductions constituted major service changes on 12 Centro bus routes according to Centro's Major Service Change policy and require a public hearing. The affected bus routes include: SY8 SYRulator SY10 S Salina St - Nedrow SY20 James St - Sunnycrest Rd SY30 Westcott St SY36 Camillus - W. Genesee St SY46 Liverpool - Route 57 SY48 Liverpool - Morgan Rd SY58 Park Hill - James St SY72 E Colvin St - Townsend St SY82 Baldwinsville SY88 N Syracuse - Cicero SY323 Minoa Centro will receive comments on the impact of the changes or suggested improvements on the above-mentioned routes as we work to hire additional drivers and restore services. Centro will also consider these comments as it begins the process of a system redesign which may include bus rapid transit, on-demand bus services, or bike/scooter share, in addition to or in lieu of fixed route bus services. Information outlining the service reductions and their overall impact, future service concepts, and bus driver hiring efforts, are available on Centro's website at: www.centro.org/about-Centro/meetings-and-events. For formats (FREE of charge) in accordance with the ADA and Limited English Proficiency regulations, contact (315) 442-3400. For those patrons requiring further accommodations, information can be obtained by calling the Tele-

phone Device for the Deaf (TDD) at (315) 442-3430. A sign language and Spanish language interpreter will be available at all hearings. Individuals whose interests would be affected by the proposed changes being considered are hereby notified and invited to attend the hearings to present such evidence, comment, or object as their interests require. Additionally, customers with questions or comments can contact Centro in any of the following ways: Social Media: Facebook, Twitter, and Instagram: @GoCentro Bus Email: cnyrta@centro.org Phone: Leave a message at (315) 442-3400 Mail: Write to Centro at 200 Cortland Avenue, Syracuse, NY 13205 Fax: Fax your comments to (315) 442-3337

(Legal notice)

THE POST-STANDARD
 LEGAL AFFIDAVIT

INV#: 0010656987

CENTRO CLASSIFIED
 MELISSA BRIM
 PO BOX 820
 SYRACUSE, NY 13205

Name: CENTRO CLASSIFIED Sales Rep: Pamela Gallagher
 Account Number:5181
 INV#: 0010656987

Date	Position	Description	P.O. Number	Ad Size
06/01/2023	Other Legals NY	CENTRAL NEW YORK REGIONAL TRANSPORTATION		1 x 91.00 CL

State of New York, County of Onondaga ss, Pamela Gallagher, of the City of Syracuse, in said County, being duly sworn, doth depose and says: this person is the Principal Clerk in the office of THE POST-STANDARD, a public newspaper, published in the City of Syracuse, Onondaga County, New York and that the notice, is an accurate and true copy of the ad as printed in said newspaper, was printed and published in the regular edition and issue of said newspaper on the following days, viz.:

Post-Standard 06/01/2023

Pamela Gallagher
 Pamela Gallagher
 Principal Clerk
 An Authorized Designee of the President, Timothy R. Kennedy
 Subscribed and sworn to before me, this 1st day of June 2023

[Signature]
 NOTARY PUBLIC

FOR QUESTIONS CONCERNING THIS AFFIDAVIT,
 PLEASE CONTACT PAMELA GALLAGHER AT
 (315) 470-2051 OR Legals@Syracuse.com

ADVANCE
 MEDIA NEW YORK
syracuse.com | thepoststandard.com

STATE OF NEW YORK
 NOTARY PUBLIC
 (Qualified in Onondaga County)
 01FR6405211

(Affidavit of publication)

Social Media

On June 1, 2023, Centro posted a public notice about the service reductions on Facebook, Twitter, and Instagram. The dates and times of the public hearings were posted to the same three platforms on June 7, 2023, and June 23, 2023. A reminder was posted at the beginning of the first Information Session on June 29, 2023.

Facebook Posts

Central New York Regional Transportation Authority - Centro
Published by Casey Brown · June 1 ·

PUBLIC NOTICE: Centro to hear public comment regarding service reductions implemented in September 2021 as the result of a bus driver shortage. For more information, please visit: <https://www.centro.org/about-Centro/meetings-and-events>

**CENTRAL NEW YORK REGIONAL TRANSPORTATION AUTHORITY
PUBLIC HEARING NOTICE**

Notice of Public Hearings

Wednesday, June 28, 2023
www.centro.org/about-Centro/meetings-and-events
Informational Session: 11:30am
Public Hearing: 12:30pm

Thursday, June 29, 2023
Salt City Market Community Room
484 South Salina Street, Syracuse, NY 13202
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Fax: Fax your comments to (315) 442-3337

Central New York Regional Transportation Authority - Centro
Published by Rachel Bachmann · June 7 ·

PUBLIC NOTICE: Centro to hear public comment regarding service reductions implemented in September 2021 as the result of a bus driver shortage. For more information, please visit: <https://www.centro.org/about-Centro/meetings-and-events>

**Public Hearing Notice
Service Reductions**

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Public Hearing: 12:30 pm

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For details, please visit:
www.centro.org/publicmeetings


www.centro.org

Central New York Regional Transportation Authority - Centro is at Salt City Market.
Published by Casey Brown · June 29 at 11:16 AM · Syracuse ·

PUBLIC HEARING TODAY - Stop down to learn more or visit www.centro.org for details.
Info Session #1 (11AM) #2 (4:30PM)
Hearing #1 (12PM) #2 (5:30PM)
[#GoCentroBus #publichearing](https://www.centro.org/publichearings)



Central New York Regional Transportation Authority - Centro
Published by Rachel Bachmann · June 29 at 3:00 PM ·

REMINDER: Centro's public hearings take place on 6/28 (virtual) & 6/29 (Salt City Market Community room). For more information, please visit: <https://www.centro.org/about-Centro/meetings-and-events>. We hope to see you there. [#GoCentroBus](https://www.centro.org/publichearings)

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For details, please visit:
www.centro.org/publicmeetings


www.centro.org



Twitter Posts



Centro
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PUBLIC NOTICE: Centro to hear public comment regarding service reductions implemented in September 2021 as the result of a bus driver shortage. For more information, please visit: centro.org/about-Centro/m

CENTRAL NEW YORK REGIONAL TRANSPORTATION AUTHORITY
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Fax: Fax your comments to (315) 442-3337



www.centro.org

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@GoCentroBus


PUBLIC NOTICE: Centro to hear public comment regarding service reductions implemented in September 2021 as the result of a bus driver shortage. For more information, please visit: centro.org/about-Centro/m

Public Hearings
Service Reductions

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Centro will conduct a series of public hearings to allow public comment on service reductions implemented in September 2021 as the result of a bus driver shortage.



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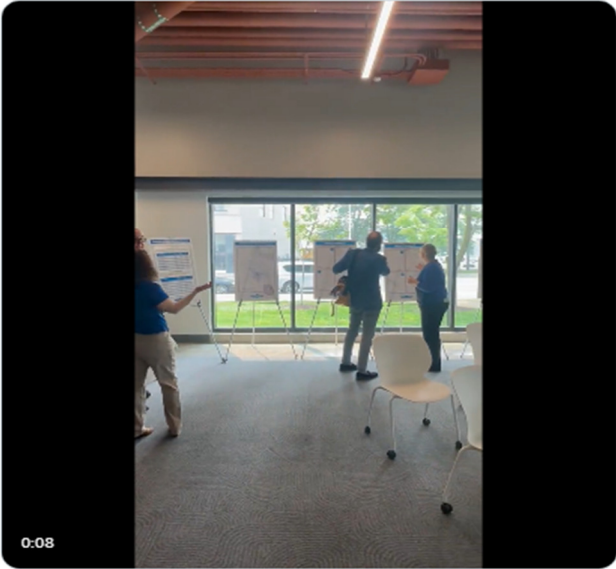
For details, please visit:
www.centro.org/publicmeetings

5:30 PM · Jun 7, 2023 · 88 Views








Centro @GoCentroBus · Jun 29


PUBLIC HEARING TODAY - Stop down to learn more or visit centro.org for details.
Info Session #1 (11AM) #2 (4:30PM)
Hearing #1 (12PM) #2 (5:30PM)
[#GoCentroBus](https://twitter.com/GoCentroBus) [#publichearing](https://twitter.com/publichearing)



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@GoCentroBus


REMINDER: Centro's public hearings take place on 6/28 (virtual) & 6/29 (Salt City Market Community room). For more information, please visit: centro.org/about-Centro/m.... We hope to see you there. [#GoCentroBus](https://twitter.com/GoCentroBus)

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For details, please visit:
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188 - CNYRTA 2025 Title VI Program

Instagram Posts

CENTRAL NEW YORK REGIONAL TRANSPORTATION AUTHORITY
PUBLIC HEARING NOTICE

Notice of Public Hearings

Wednesday, June 28, 2023
www.centro.org/about-Centro/meetings-and-events
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gocentrobust

gocentrobust PUBLIC NOTICE: Centro to hear public comment regarding service reductions implemented in September 2021 as the result of a bus driver shortage. For more information, please visit: <https://www.centro.org/about-Centro/meetings-and-events>

6w

View insights

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Liked by chuckrodmn1 and 5 others

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Public Hearing Notice
Service Reductions

Virtual Hearing
Wednesday, June 28, 2023
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www.centro.org

gocentrobust

gocentrobust PUBLIC NOTICE: Centro to hear public comment regarding service reductions implemented in September 2021 as the result of a bus driver shortage. For more information, please visit: <https://www.centro.org/about-Centro/meetings-and-events>

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JUNE 7


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(CONTINUED NEXT PAGE)

8

189 - CNYRTA 2025 Title VI Program



Instagram Posts

Public Hearing Notice Service Reductions

Virtual Hearing
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www.centro.org


gocentrobust
...

gocentrobust REMINDER: Centro's public hearings take place on 6/28 (virtual) & 6/29 (Salt City Market Community room). For more information, please visit: <https://www.centro.org/about-Centro/meetings-and-events>. We hope to see you there. #GoCentroBus

3w

[View insights](#)






...

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JUNE 28

 Add a comment... [Post](#)







gocentrobust
...


Original audio

gocentrobust PUBLIC HEARING TODAY - Stop down to learn more or visit www.centro.org for details. Info Session #1 (11AM) #2 (4:30PM) Hearing #1 (12PM) #2 (5:30PM) #GoCentroBus #publichearing


Edited · 2w

[View insights](#)




...

 Liked by cats.rquilting and 2 others

JUNE 29

 Add a comment... [Post](#)

Transit Hub

The Centro Transit Hub, located in the heart of Downtown Syracuse, is the main transfer location for Centro's Syracuse buses. The virtual public hearing poster was displayed on the Syracuse Hub's digital monitors beginning on June 1, 2023.

Public Hearing Notice

Service Reductions

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www.centro.org/publicmeetings



www.centro.org

(Public hearing poster)



Buses

A legal notice was displayed on the interior of the entire fleet of Syracuse buses starting on or before June 1, 2023.

CENTRAL NEW YORK REGIONAL TRANSPORTATION AUTHORITY
PUBLIC HEARING NOTICE

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SY48 Liverpool – Morgan Rd	SY58 Park Hill – James St.	SY72 E Colvin St – Townsend St
SY82 Baldwinsville	SY88 N Syracuse - Cicero	SY323 Minoa

Centro will receive comments on the impact of the changes or suggested improvements on the above-mentioned routes as we work to hire additional drivers and restore services. Centro will also consider these comments as it begins the process of a system redesign which may include bus rapid transit, on-demand bus services, or bike/scooter share, in addition to or in lieu of fixed route bus services.

Information outlining the service reductions and their overall impact, future service concepts, and bus driver hiring efforts, are available on Centro's website at: www.centro.org/about-Centro/meetings-and-events. For formats (FREE of charge) in accordance with the ADA and Limited English Proficiency regulations, and for patrons requiring further accommodations, please contact (315) 442-3400. A sign language and Spanish language interpreter will be available at all hearings.

Individuals whose interests would be affected by the proposed changes being considered are hereby notified and invited to attend the hearings to present such evidence, comment, or object as their interests require. Additionally, customers with questions or comments can contact Centro in any of the following ways:

Social Media: Facebook, Twitter, and Instagram: @GoCentroBus
 Email: cnyrta@centro.org
 Phone: Leave a message at (315) 442-3400
 Mail: Write to Centro at 200 Cortland Avenue, Syracuse, NY 13205
 Fax: Fax your comments to (315) 442-3337


www.centro.org

(Public notice flyer)



PUBLIC HEARINGS

Centro chose to hold both in-person and virtual public hearings. GoToWebinar was the virtual hearing platform. Members of the Centro Executive Staff attended the virtual hearing on Wednesday June 28, 2023. The Vice President of Communications & Business Planning presented the proposed plan via a PowerPoint presentation. A sign language interpreter and subtitles in Spanish were on screen for the entirety of the presentation.



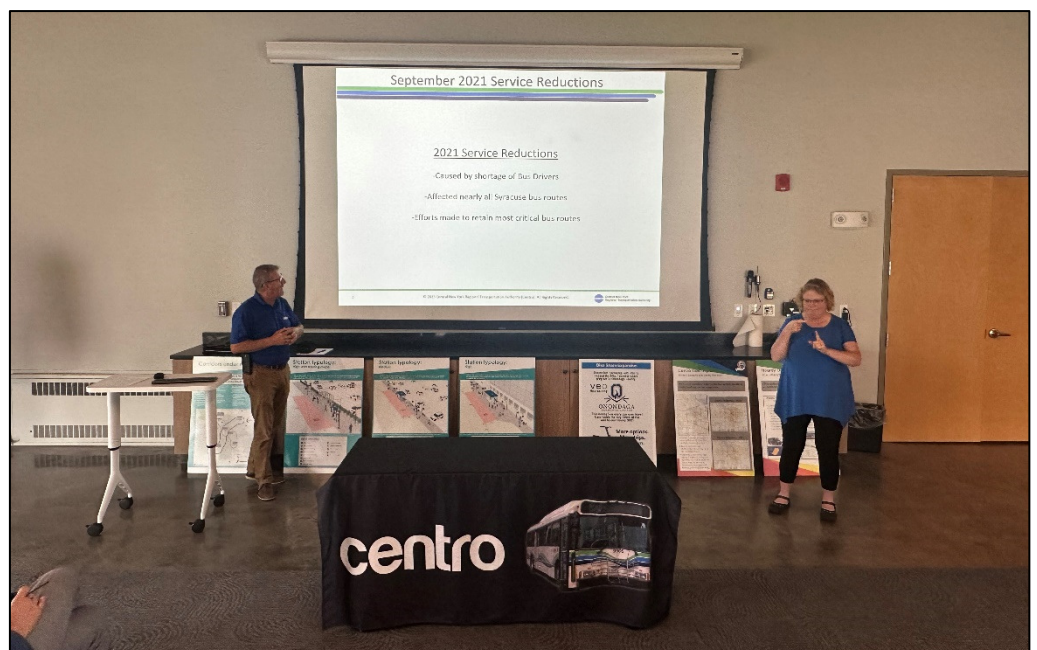
(Screenshot of YouTube video)

The informational session began at 11:30 am; there were 12 registered participants. The public hearing began at 12:30pm. There were no public comments related to the service changes.

The GoToWebinar webinar recordings were made available via links on Centro's Public Hearings & Meetings website page. On June 30, 2023, the recorded session was uploaded to Centro's YouTube page.

There were two in-person meetings held on Thursday June 29, 2023, in the Salt City Market Community Room. The location was chosen due to its proximity to the Transit Hub and accessibility features. Members of the Centro Executive Staff, Board of Members, and other Centro employees were in attendance to answer questions and review maps and charts with attendees. The Vice President of Communications & Business Planning presented the proposed plan via a PowerPoint presentation. A sign language interpreter and Spanish language translator were available during each session.

The morning informational session began at 11:30 am; the public hearing began at 12:30pm. The evening informational session began at 4:30 pm; the public hearing began at 5:30 pm. There were no public comments related to the service changes.



(Photograph by Centro Marketing)

PUBLIC COMMENTS / CONSIDERATION OF FEEDBACK

As part of Centro's ongoing commitment to public outreach, community stakeholders were presented with information about Centro's services, including details about the driver shortage and current and potential changes to service. This outreach has been conducted through both formal and informal meetings such as:

- Accessible Transportation Advisory Council (October 2021)
- SMTC Forum on Active Transportation (December 1, 2022 – prior to survey launch)
- Syracuse Common Council Airport (Public Transportation) Committee Meeting (January 24, 2023)
- Greater Syracuse Works Direct Service Meeting (February 7, 2023)
- FOCUS Greater Syracuse Citizens Academy (February 8, 2023)
- Moving People Transportation Coalition (February 15, 2023)
- City of Syracuse's Community Grid Cooperative (March 16, 2023)
- Southside Tomorrow's Neighborhoods Today (TNT) meeting (May 1, 2023)

Centro has accepted public comments continuously since the initial pandemic-related service changes. All comments and questions related to service changes were reviewed by the Service Development Department. Customer feedback was used to inform decisions to resume service throughout the pandemic.

Post-pandemic, customer feedback continues to be used to prioritize service changes. Centro is currently analyzing ridership and demographic data along with customer needs to create a more robust service with additional frequency for core city services.

Additionally, customer feedback regarding current and future service, not related to the pandemic changes, will be reviewed through normal channels.

RECOMMENDATION

Approval of both the Public Hearing and Title VI Major Service Change Equity Analysis reports as written and authorization to continue with the necessary service changes.

RESOLUTION TO AUTHORIZE SERVICE MODIFICATIONS IN CNY CENTRO

WHEREAS, the Central New York Regional Transportation Authority (CNYRTA) made certain service reductions on bus routes serving the city of Syracuse and Onondaga County in September 2021, and

WHEREAS, these service modifications continue to be necessitated by the lack of available Bus Operators during an unprecedented nationwide shortage of Bus Operators, and

WHEREAS, it has been determined through an equity analysis that although some of the changes created a disproportionate burden on low-income users or a disparate impact on minority users when considering each route on its own, the Authority implemented changes that lessened the impacts on low-income and minority populations, and

WHEREAS, the same analysis determined that when these changes are considered on a system-wide basis, they do not represent a disproportionate burden on low-income users nor a disparate impact on minority users of the CNY Centro system, and

WHEREAS, public hearings in Onondaga County were held by the CNYRTA and additional public comment has been received by email, phone, social media, and stakeholder meetings regarding these service reductions, and

WHEREAS, a summary of these public comments, which were minimal, have been presented to the CNYRTA Board of members for review, and

WHEREAS, aggressive efforts to attract bus operators will continue to increase the number of bus operators assigned to bus services in Syracuse and Onondaga County,

NOW, THEREFORE, BE IT RESOLVED BY THE BOARD OF MEMBERS OF THE CENTRAL NEW YORK REGIONAL TRANSPORTATION AUTHORITY that these service modifications will need to continue until more Bus Operators can be secured and, when such Bus Operators are secured, services will be added efficiently, in an effort to best meet the needs of Syracuse and Onondaga County residents.

THE CENTRAL NEW YORK REGIONAL TRANSPORTATION AUTHORITY
(and its Subsidiaries)
200 CORTLAND AVENUE, SYRACUSE, NEW YORK

MINUTES OF THE AUGUST 25, 2023, BOARD MEETING

MEMBERS PRESENT:

NICHOLAS LAINO, Chair
ROBERT CUCULICH, Vice Chair
DARLENE LATTIMORE, Secretary
TINA FITZGERALD, Treasurer
NEIL BURKE
ANTHONY DAVIS
MONTY FLYNN
JOSEPH HARDICK
JULIUS LAWRENCE
LOUELLA WILLIAMS

MEMBERS ABSENT:

FRANK SAYA, Non-Voting Member

STAFF PRESENT:

BRIAN M. SCHULTZ, Chief Executive Officer
CHRISTOPHER TUFF, Deputy Chief Executive Officer
LINDA BIATA, VP of Finance
STEVEN KOEGEL, VP of Business Develop. and Corp. Comm.
JACKIE MUSENGO, VP of Human Resources
GEOFFREY HOFF, VP of Fleet and Facilities
RAHMIN AZRIA, Associate VP of Operations
MELISSA BRIM, Senior Director of Accounting
CAITLIN MACCOLLUM, Senior Director of Procurement
LYNETTE PADUANO, Director of Marketing & Communications
BREN DAISS, Director of Special Projects and Planning
TARA SPRAKER, Director of Grants and Revenue Contract Admin.
EJ MOSES, Director of Facilities
ROBERT BONI, IT Manager
CHRISTOPHER KING, Procurement Manager
CAROL LOMBARDO, Executive Assistant

CALL TO ORDER At 10:00 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

BUSINESS DEVELOPMENT AND CORPORATE COMMUNICATIONS REPORT – Mr. Koegel
RIDERSHIP

Ridership continues to rebound slowly. For the month of July, we were up overall 13%. Ridership and revenues are rising at about the same percentage. Our city ridership is approximately 65% of what it was pre pandemic. We are starting to see fuller buses on the road and fewer empty seats.

TITLE VI – MAJOR SERVICE CHANGE EQUITY ANALYSIS

Included in the Board Packet this month was a summary of the public comments regarding the service reductions we implemented in September 2021, due to the bus operator shortage. We have received a lot of feedback through social media and our customer feedback lines. Our customers would like to see an increase in frequency in the bus routes they need. We can increase routes when we get more bus operators. The public hearing was sparsely attended however we chatted with them for about an hour prior to the presentation and allowed them to ask questions regarding our system redesign.

SERVICE MODIFICATIONS – CNY CENTRO, INC. – RESOLUTION NO. 2579

Mr. Koegel presented a Resolution for Service Modifications – CNY Centro, Inc. A copy of the Resolution is attached to these Minutes.

A Motion to approve Service Modifications – CNY Centro, Inc. was raised.

Motion – Louella Williams
Seconded – Darlene Lattimore
Carried Unanimously

HANCOCK INTERNATIONAL AIRPORT SERVICE

We are going to resume service to the airport after Labor Day. It was a combination of many factors. The airport reached out to us. They need services for their workers. We also received the same feedback from our ETT outreach. We have done some rerouting of our Mattydale route to accommodate this new service and have not added additional personnel. We will do this for a six-month period. If we decide to continue, it will require a public hearing.

ROME ON-DEMAND

Ms. Daiss updated the Board on the Rome On-Demand initiative would allow shared rides for our customers. This will also enable us to use smaller vehicles and book rides ahead of time. We will roll out our first On Demand service in Rome. Along with that, we are looking at the Rome system as a whole to improve efficiency. We have had a couple stakeholder meetings in Rome and plan to do a road show at some senior centers, as well as additional public meetings, to give customers and the community an overview of what we are planning. The rollout is scheduled for March 2024.

PROJECT MANAGEMENT PROCESS

Ms. Daiss stated that we have identified more than 80 capital projects in the near future that have an estimated cost of \$65 million. Moving forward we hope to be more proactive in the process of project management. We have built a procedure and started implementation. We have also started training for key staff members. Our goals for our projects are on task, on budget, and on time. We will also be looking at project management software to enable us to work more efficiently.

2025 Title VI Program

Attachment 2: Rome Transit Transformation Service Equity Analysis



Title VI Service Equity Analysis and Public Hearing Staff Report

Rome Transit Transformation

Winter 2023-2024

Central New York Regional Transportation Authority
Recipient ID: 1778

Steven Koegel – email: skoegel@centro.org
VP Business Development & Corporate Communications

In Compliance with: Title VI of the Civil Rights Act of 1964 (section 601), FTA Circular 4702.1B, and Centro Title VI Policies

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- Attachment 5 – Notice of Public Hearing
- Attachment 6 – Fixed Route Schedule
- Attachment 7 – Resolution & Motion



INTRODUCTION

Title VI of the Civil Rights Act of 1964 provides that no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.

The Federal Transit Administration (FTA) published Circular 4702.1B in 2012. All transit agencies receiving Federal funds are required to develop and implement an agency-wide Title VI program. The Circular provides guidance to comply with the law and fulfill the requirements. Executive Order 12898, “Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations” is a directive from the Federal government to prevent minority communities and low-income populations from being subject to disproportionately high and adverse environmental effects.

The Central New York Regional Transportation Authority (Centro) is proposing to transition Centro of Oneida’s Rome bus system into a combination of fixed-route and Mobility-on-Demand (MOD) services. The goal is to provide more flexibility and options to riders of Rome's transit system. The redesigned network will be:

- Appropriately sized for the Rome community as it exists today.
- More responsive to current community mobility needs.
- Engaging the latest mobility service technology to maximize rider benefit.
- More efficient use of available transit resources to meet the daily employment, shopping, service, and recreation transportation needs of the community.

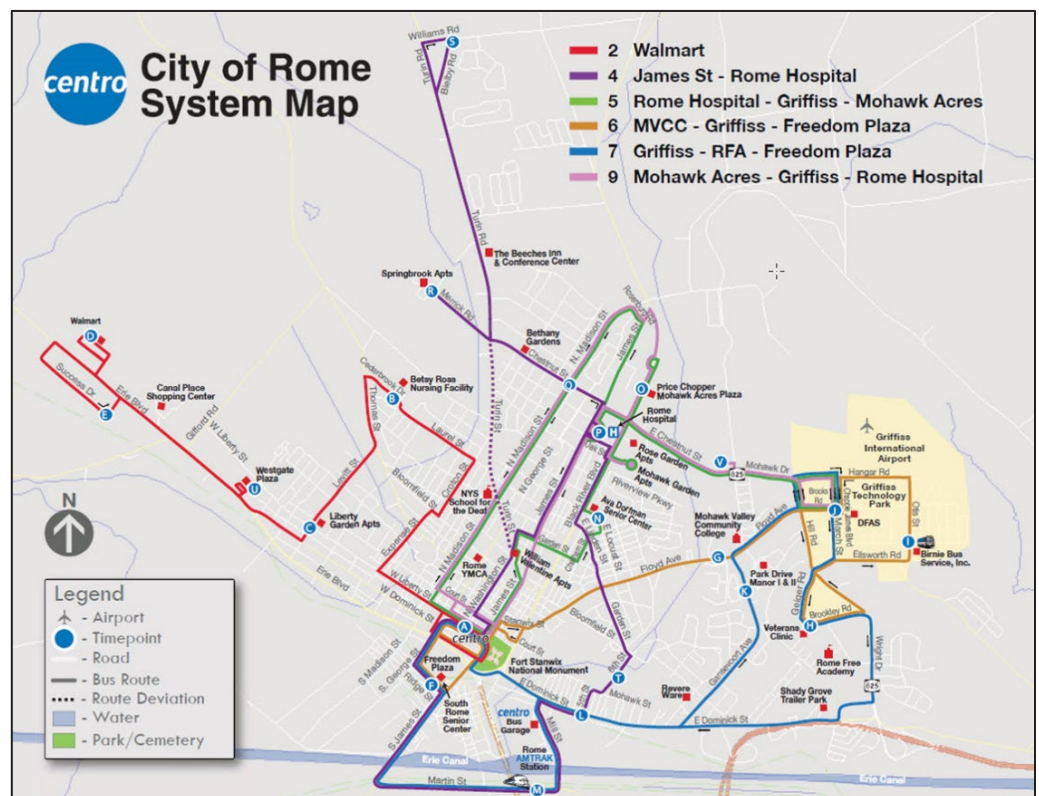
Transit service will still be available to all who have it today, and, with the MOD service, will be directly accessible from new locations across the service area.

The purpose of this report is to provide an equity evaluation of the proposed systemwide transformation/restructuring.

Background

The Rome transit system has remained largely unchanged since Centro took over operation of Utica Transit. While the legacy routes have remained in place, ridership has continued to decline.

A Herkimer-Oneida Counties Transportation Council (HOCTC) study in 2019 reviewed the Rome service and recommended eliminating the unproductive routes. The study projected a population decline of an additional 5% by 2040.



A lower population density suggests that Rome may be more effectively and efficiently served by a mobility on demand service.

As ridership continued to decline, it was apparent that an independent assessment of the Rome system was needed. Centro partnered with planning consultant Arcadis IBI Group as an advisor on a system redesign in Rome. Arcadis IBI conducted analysis of the Rome service area including transit potential and transit need (see Attachment 1).

Initial Service Plan

As a result of the Arcadis IBI study, Rome's proposed transit network was developed to consist of three fixed-route lines and mobility on demand service.

The fixed-route bus lines will be streamlined on the corridors that feature the highest ridership and demand. These include Erie Blvd., Floyd Ave., and Black River Blvd. Existing transit stops/destinations that are most popular would still be served by the fixed-route buses on the corridors listed above. These locations include Walmart (and other retail primarily on Erie Blvd.), Freedom Plaza in Downtown Rome, Rome Health Hospital, Mohawk Valley Community College, and Griffiss Park. The fixed-route bus lines would operate more frequently, increasing from 45 minutes plus to every 30 minutes.

The rest of the service area, which covers all areas where Centro currently provides service, would be served by MOD. This will provide orderable, corner-to-corner, on-demand shared rides between any two locations within the service area. If both the origin and the destination of the rides are within one quarter walking distance of a fixed route run customers would only have access to the fixed route. This is to preserve the effectiveness of the fixed route and reduce duplicative services. MOD service hours will match the fixed route span of service and will be consistent with pre-existing service hours.

CNYRTA’S TITLE VI POLICIES

In accordance with guidance from the FTA Circular 4702.1B, the CNYRTA developed policies for evaluating impacts of fare and/or Major Service Changes on Title VI populations. The following excerpts from the CNYRTA Title VI Policies for Major Service Change and Fare Equity Analyses (2019) and the CNY Centro Inc. Public Participation Plan (2019) provide policy thresholds and definitions for CNY Centro.

Major Service Change Policy

A Major Service Change is a change in any route, other than a school tripper, specialized service, or experimental route, that 1) changes the number of service hours operated on any route by 25% or more, or 2) changes the length of a route by 25% or more. All Major Service Changes will be subject to an equity analysis including an analysis of adverse effects on minority and low-income populations.

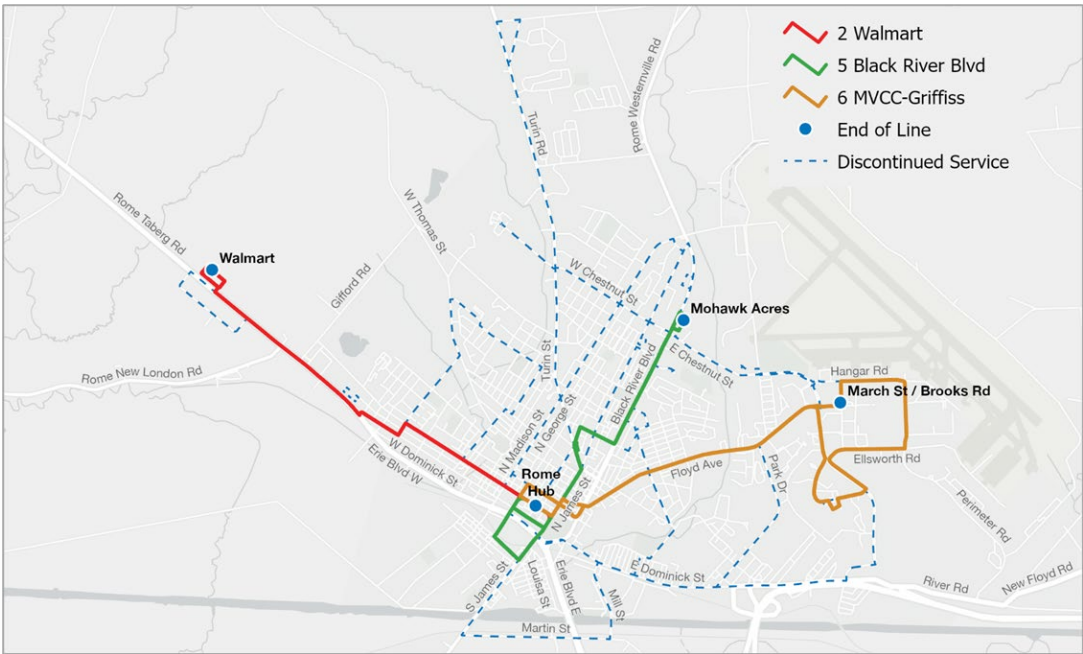
Results of Major Service Change Test

Five of the six routes constitute a Major Service Change and are subject to an equity analysis as follows:

- 1) Service hour changes above threshold: Rome 5, Rome 4, Rome 7, Rome 9.
- 2) Route length changes above threshold: Rome 2, Rome 5, Rome 4, Rome 7, Rome 9.

Table 1: Revenue Hour and Route Length Changes

Line	Name	Revenue Hours			Route Length		
		Sept 2023	Mar 2024	%Change	Sept 2023	Mar 2024	% Change
2	Walmart	11h00	10h48	-2%	8.02	3.91	-51%
5	Rome Hospital - Griffiss - Mohawk Acres	6h10	10h48	75%	10.79	3.77	-65%
6	MVCC - Griffiss - Freedom Plaza	10h56	10h48	-1%	7.59	6.35	-16%
4	James St - Rome Hospital	5h30	0h00	-100%	12.80	0.00	-100%
7	Griffiss - RFA - Freedom Plaza	5h20	0h00	-100%	9.97	0.00	-100%
9	Mohawk Acres - Griffiss - Rome Hospital	4h40	0h00	-100%	8.35	0.00	-100%



Centro standards specify that map length would be used to determine a major service change; however, it is important to compare the change in revenue miles per route. From a statistical perspective, a more than 25% increase or reduction in revenue miles on any service would be considered significant for this region.

Table 2: Revenue Mile Changes

Line	Name	Revenue Miles		
		Sept 2023	Mar 2024	Change
2	Walmart	204.06	159.60	-22%
5	Rome Hospital - Griffiss - Mohawk Acres	89.55	157.68	76%
6	MVCC - Griffiss - Freedom Plaza	165.41	194.88	18%
4	James St - Rome Hospital	97.21	0.00	-100%
7	Griffiss - RFA - Freedom Plaza	85.91	0.00	-100%
9	Mohawk Acres - Griffiss - Rome Hospital	67.13	0.00	-100%

Adverse Effects

Centro defines an adverse effect as a major geographical or time-based reduction in service which may include, but is not limited to, span of service changes, frequency changes, route segment elimination, re-routing, or route elimination. Adverse effects are measured by the change between the existing and proposed service levels that would be deemed significant. Centro shall consider the degree of adverse effects and analyze those effects in the form of an equity analysis when planning major service changes. The detailed analysis of adverse effects pertaining to this service change is found under the Assessing Impacts portion of the report.

Disparate Impact Policy

Centro defines a disparate impact as occurring when there is a difference in adverse effects of plus or minus 20% between minority and non-minority populations. 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.

Disproportionate Burden Policy

Centro defines a disproportionate burden as occurring when there is a difference in adverse effects of plus or minus 20% between low-income and non-low-income households. When a disproportionate burden is identified, Centro will consider modification of the proposal in order to avoid, minimize, or mitigate the impacts. This Disproportionate Burden Policy will be applied to all major service and fare changes.

Public Engagement in Policy Development

The CNYRTA Title VI Objectives, Major Service Change Policy, Disparate Impact Policy, and Disproportionate Burden Policy are available on the Centro website where public feedback is continuously solicited. The policies were most recently amended in the summer of 2019 after a period of public comment in which no objections to the policy definitions, thresholds, or otherwise were received. No subsequent amendments were requested for the 2022 Triennial Reporting period.

Board of Members Approval

The Title VI Policies (Major Service Change Policy, Disparate Impact Policy, Disproportionate Burden Policy) were presented to the Board of Members on September 17, 2019. After discussion, a Motion was made, seconded, and approved as Motion No 2407. As per the Service Equity Analysis requirements, a copy of the meeting minutes (abridged) demonstrating the Board's consideration, awareness, and approval of the policies is found below.

3125

**MINUTES OF THE REGULAR MEETING OF
THE CENTRAL NEW YORK REGIONAL TRANSPORTATION AUTHORITY
HELD ON FRIDAY, SEPTEMBER 27, 2019 AT 10:00 A.M.
AT THE RTA OFFICES, 200 CORTLAND AVENUE
IN SYRACUSE, NEW YORK**

MEMBERS PRESENT: BRIAN SCHULTZ (Chairman); ROBERT CUCULICH; JOSEPH HARDICK; NICHOLAS LAINO; DONNA REESE; LOUELLA WILLIAMS

MEMBER ABSENT: TINA FITZGERALD; DARLENE LATTIMORE

STAFF ALSO PRESENT: RICHARD LEE (Chief Executive Officer); LINDA BIATA; CHRISTOPHER TUFF; BARRY M. SHULMAN and IAN S. LUDD of counsel

TITLE VI POLICIES AND TITLE VI PROGRAM REPORT: Ms. Paula Cutrone was then invited into the meeting to give a report on Title VI. The Program Report, submitted to the Federal Transit Administration every three years, was prepared by the Centro Planning Department. Ms. Cutrone described Title VI Policies and the Title VI Program Report, in depth. Copies of these Policies and Reports had also been distributed earlier as part of the Board packet, prior to this meeting. Thereafter, and after much discussion, and upon Motion duly made, seconded and unanimously carried, approval of the Title VI Policies was adopted as Motion No. 2407. After discussion of its contents, the Title VI Program Report, as presented by Ms. Cutrone was likewise reviewed and unanimously carried as Motion No. 2408.

Ms. Cutrone was then excused from the meeting.

AUDIT AND FINANCE COMMITTEE REPORT: Mr. Laino, Chairman of the Audit and Finance Committee then reported on matters dealt with at the Audit and Finance Committee meeting, held earlier this morning.

INSURANCE REPORT: Mr. Maloff, Insurance Consultant to the Authority, was invited into the meeting. As he had at the Audit and Finance Committee, held earlier this morning, he presented a proposed renewal for Property Insurance, effective September 9, 2019. It is the same carrier as is currently serving the Authority, Factory Mutual Insurance Company. Last year, the premium cost was \$161,682. This year the cost is \$175,308. Otherwise the insurance contract is the same as last

CENTRAL NEW YORK REGIONAL TRANSPORTATION AUTHORITY MINUTES

ANALYSIS FRAMEWORK

Centro may use all datasets available, applicable, and appropriate in conducting equity analysis for major service changes. Due to the nature of the changes, and the length of time since the last ridership survey, it was important to Centro leadership to reach out to the customer base in Rome.

Demographic Datasets

Centro staff conducted on-board rider surveys (see Attachment 2) in October 2023 to collect demographic data and travel patterns. Paper surveys were provided to riders to fill out and were returned to staff before or at the end of the trip. Survey responses were entered into Survey Monkey and an export of the raw data provided for data analysis.

Each survey was categorized based on the response to “What bus route do you ride most often?”. Total responses regarding minority and low-income were calculated as well as by each individual bus line.

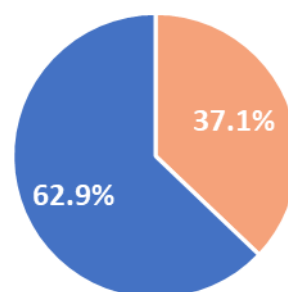
Minority Persons and Populations: According to FTA Circular 4702.1B, a minority person is defined as an individual identifying as: American Indian and Alaska Native, Asian, Black or African American, Hispanic or Latino, and Native Hawaiian or Other Pacific Islander. Minority populations are defined by FTA as any readily identifiable group of minority persons who live in geographic proximity, or who may be geographically dispersed, but who may be similarly affected by a proposed action.

For this analysis, minorities include any riders self-identified as any category other than ‘white/Caucasian’ as well as those who consider themselves Hispanic (including those self-identified as ‘white/Caucasian’ with Hispanic ethnicity). 37.1% of the survey respondents would be described as Minority.

Low-Income Persons and Populations: The FTA Circular on Title VI compliance states that while low-income populations are not a protected class under Title VI, there is an “...inherent overlap of environmental justice principles in this area, and because it is important to evaluate the impacts of service and fare changes on passengers who are transit-dependent, FTA requires transit providers to evaluate proposed service and fare changes to determine whether low-income populations will bear a disproportionate burden of the changes.”

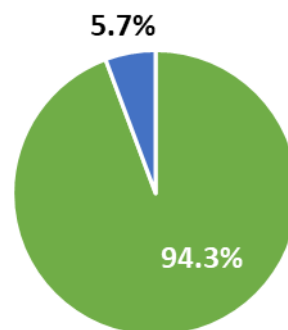
For this analysis, low-income means a household whose income is below 50% of the median household income of Oneida County. The median household income for Oneida County is \$59,113; the low-income threshold is calculated to be \$29,557 (\$29,999). The median household income data was obtained from the U.S. Census Bureau, American Community Survey 5-Year Estimates (2016-2020), table B19013. 94.3% of the survey respondents are considered Low-Income.

Minority Population
Ridership Surveys Oct 2023



Minority Non-Minority

Low-Income Population
Ridership Surveys Oct 2023



Low-Income Non Low-Income

ASSESSING IMPACTS

Of the five bus lines meeting the major service change threshold, two exceed the 20% disparate impact threshold when comparing the percentage of minorities on the affected line to the Rome system average.

None of the changes result in a disproportionate burden to low-income riders.

Table 3: Impact of Service Change on Minority and Low-Income riders

		Rome System Minority = 37.1%		Rome System Low Income = 94.3%	
Line	Type of Service Change	Percent Minority	Minority Impact	Percent Low Income	Low Income Impact
2	Re-route; Increase frequency	40.7%	3.6%	92.6%	-1.7%
5	Re-route; Increase frequency	40.0%	2.9%	100.0%	5.7%
6	Re-route; Increase frequency	55.6%	18.5%	100.0%	5.7%
4	Eliminate route	66.7%	29.6%	66.7%	-27.6%
7	Eliminate route	60.0%	22.9%	100.0%	5.7%
9	Eliminate route	35.7%	-1.4%	100.0%	5.7%

Centro is committed to reducing the burden on minority and low-income riders. Although disparate impacts were identified, Centro staff had already explored options and alternatives for mitigating the burden.

Alternatives and Mitigation

Throughout the course of the service analysis, multiple scenarios were presented by Arcadis IBI Group including different coverage areas, route re-routings, and MOD options. Each scenario was reviewed by Centro staff and the design that served the most popular fixed route destinations combined with MOD was chosen.

While we are removing some Fixed Route options for customers, we are mitigating the negative impact by offering a new Mobility On-Demand service in all areas that are currently covered by fixed route. The MOD zone will be slightly larger than the existing fixed route coverage area, following the current paratransit corridor (a three-quarter mile match to current fixed route service). This expanded zone will serve more of Rome’s key ridership generators and increase affordable transportation availability for most of Rome’s riders.

Fixed route service will remain \$1.00 per trip (\$0.50 half fare). In addition, customers will continue to have a \$1.00 (\$0.50 half fare) ride option on the MOD service when traveling to or from their location and the Hub. They can then connect to the fixed route service. Travel times should improve while offering a comparable fare.

Table 4: On Demand Fare Structure

	To Destination	To Downtown Hub
From Pickup Location	\$4.00 / \$2.00	\$1.00 / \$0.50
From Downtown Hub	\$1.00 / \$0.50	n/a

Customers choosing to travel from their origin (pickup location) directly to their destination will pay \$4.00 (\$2.00 half fare). This is a great value to our customers, as comparable services (Uber, Lyft, etc.) are much higher in price. Example



pricing: the minimum cost of a rideshare in Rome is approximately \$8.00; when traveling from the northern border of the MOD zone to the southern border, that price increases to \$17.00.

Another mitigating factor is the improved frequency of the fixed route service which will be increased from 45 minutes to 30 minutes. This aims to satisfy the customers’ desire for more efficient service. The resulting decrease in Headway is shown below.

Table 5: Change in Headway

Line	Name	Headway		
		Sept 2023	Mar 2024	% Change
2	Walmart	0h45	0h30	-33%
5	Rome Hospital - Griffiss - Mohawk Acres	1h30	0h30	-67%
6	MVCC - Griffiss - Freedom Plaza	0h45	0h30	-33%

There is substantial legitimate justification for the service redesign, as it aligns with the legitimate Rome Transit Transformation program goals to:

- Provide more attractive options that serve more destinations and increase ridership,
- Improve the customer experience with more flexible and convenient service,
- Increase access to service through point-to-point MOD coverage,
- Adjust service levels to fit current demand and travel patterns in Rome,
- Maximize service effectiveness and efficiency for customers, and
- Encourage economic development and improve quality of life through access to jobs, shopping, and services.

Overall, Centro aims to invest its fixed-route resources where they can be most effective and provide the greatest level of benefit, while complementing the streamlined fixed-route system with MOD, ensuring broad coverage delivered flexibly and responsively.


Initial Board of Members Approval

The results of the initial Service Equity Analysis were presented to the Board of Members on November 17, 2023. The presentation included the changes to the fixed route service and the mitigation strategies. A Motion to accept the presented information regarding the progress of the Rome Transit Redesign was carried unanimously.

PUBLIC OUTREACH

The Rome Transit Transformation was developed around a firm foundation of rider, community, and stakeholder engagement. Outreach began in February 2023 through a series of meetings with community leaders including the City of Rome, Oneida County, local colleges, economic development organizations, and large employers. Additional meetings were held over the spring and summer to introduce the proposal and get feedback. The feedback was integrated into the plan and revisions were made.

As outreach efforts expanded, Centro published a landing page on the website <https://www.centro.org/mobility-on-demand>. A Factsheet regarding the proposed Transit Transformation was published in August 2023. A Public Information Flyer was added to the website with information about when Centro representatives would be available to answer questions and received feedback.




www.centro.org

Centro's Transit Transformation in Rome

How is Centro Transforming Rome's Transit Network?


Centro is planning to transition Rome's current bus system into a new combination of fixed-route and Mobility-on-Demand (MOD) services. The goal is to provide more access, flexibility, and options to riders of Rome's transit system, which has not changed in almost 20 years and is ready for optimization.



What is Mobility-on-Demand (MOD)?

MOD serves riders where they want it, when they want it. Often called microtransit, MOD vehicles are requested via an app or by phone, and vehicles pick up riders within a timeframe they specify. Trips are shared by multiple riders who request rides in the same timeframe, and are paid via the app ahead of time or when boarding the vehicle. Using accessible transit vehicles that are smaller than buses, MOD is more efficient and can make point-to-point connections across Rome. On-demand transit has been successfully deployed in Upstate NY and around the country.

Under the proposed service Call-A-Bus service in Rome will not change.



What's Being Considered?

- Network Structure**
 - Where will bus service remain intact?
 - Where in Rome is MOD the best fit?
- MOD & Fixed-Route Service Orientation**
 - How will MOD vs. fixed-route access be organized to maximize Centro's efficiency and effectiveness in Rome?
 - How will MOD link with bus routes?
- Balanced Mobility**
 - How can MOD & bus use be balanced to promote ongoing effectiveness?

What are the Outcomes & Goals of the Transformation?


Centro's transition to MOD in Rome will provide more efficient and effective mobility citywide, achieving the following goals:

- Provide more attractive options that serve more destinations and increase ridership
- Improve the customer experience with more flexible and convenient service
- Adjust service levels to fit current demand and travel patterns in Rome
- Maximize service effectiveness and efficiency while minimizing impacts on current customers
- Encourage economic development and improve quality of life through access to jobs, shopping, and services.

How Can I Stay Involved?

Please visit Centro's website at <https://www.centro.org/mobility-on-demand> for up-to-date information on project progress, opportunities to participate, and public meeting/ engagement schedules.

(Factsheet)



Centro's Transit Transformation in Rome

Centro is planning to transition Rome's current bus system into a new combination of fixed-route and Mobility-on-Demand (MOD) services. There have been many changes in Rome over the last 20 years. The goal is to meet these changes by providing more access, flexibility, and options to riders of Rome's transit system.

Centro's transition to MOD in Rome will provide more efficient and effective mobility citywide.

Stay Involved


Centro representatives will be available to answer questions from September 12th-14th at the following locations:

Centro Downtown Hub 207 W. Liberty St Rome, NY 13440	Walmart 5815 Rome-Taberg Rd Rome, NY 13440
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September 12th from 1 pm to 5 pm
September 13th from 10 am to 1 pm
September 14th from 7 am to 11 am

September 12th from 7 am to 11 am
September 13th from 3 pm to 6 pm
September 14th from 1 pm to 5 pm

Please visit Centro's website at <https://www.centro.org/mobility-on-demand> or scan the QR code to the right for up-to-date information on project progress, opportunities to participate, public meeting/engagement schedules, and to take our survey.



(Public Information Flyer)

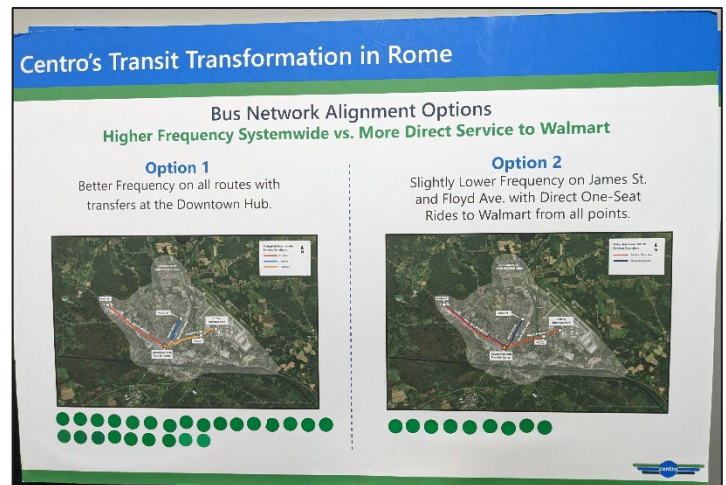
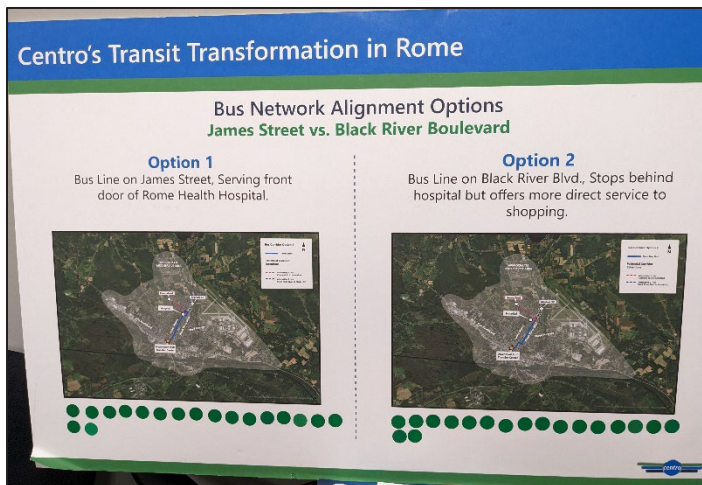
Community Feedback “pop-up” meetings were held September 12, 13, and 14, 2023, at the Walmart in Rome and at the Rome Transit Hub. In-person interviews were conducted with riders at both survey locations. Customers were provided printed surveys (Attachment 3) containing a combination of fill-in-the-blank and multiple-choice questions. The questions were focused on where customers needed service, which locations they needed to access, how direct the service should be, and how they would choose a trip. A total of 39 surveys were collected over the three days. The survey was also available online via Survey Monkey.



Key findings from the surveys:

- 1) The majority of riders valued more frequent service with most stating they had no issues connecting at the Hub.
- 2) Rome residents value direct access to shopping centers within parking lots. Reasoning for this preference hinged on safety and pedestrian accessibility into plazas as well as lack of reliable snow removal during winter months.

To increase public participation, an interactive exhibit was set up. Maps depicting bus network alignment options were displayed and customers voted on their preferences using stickers.



The customer interviews, surveys, preferences, and feedback were reviewed and informed the final design of the service. Rome's lack of traditional commuter trends also contributed to the redesign.

Oral and Written Comments

Throughout the planning process, customers were encouraged to submit written comments through Centro's social media channels, and via telephone, email, and fax. Several questions were submitted regarding the fares, fare payments, and accessibility. The public comment period closed on January 18, 2024 (two weeks after the Public Hearing). A summary of the comments received is included as Attachment 4.

Public Hearing

The public hearing was scheduled for Thursday January 4, 2024, at 5pm at the South Rome Senior Center, 112 Ridge St, Rome, NY 13440. Legal Notice was published 21 days prior to the meeting, on December 15, 2023, in the newspaper of general circulation, the Rome Sentinel.

The Social Media outreach strategy included posting meeting information on Facebook, Instagram, Twitter, and LinkedIn. The homepage on the Centro website was updated to include the meeting information. The Public Hearing and

Meetings page was updated with details regarding the Public Hearing, including presentation materials and the legal notice (Attachment 5).

Approximately twenty members of the community attended the public meeting. A presentation was given by the Vice President of Business Development and Corporate Communication Steven Koegel. The hearing was live streamed via Centro's Facebook page and posted to the Centro [YouTube](#) channel where a transcript was made available.

Printed copies of the presentation were made available to participants. Several large poster boards were displayed in the room and Centro staff were available to answer questions.

Following the Public Hearing, both the Facebook Live Presentation and the YouTube Presentation were linked under the videos section on the Public Hearings and Meetings webpage.

2024-01-04 Centro Rome Public Hearing

GoCentroBus
246 subscribers

Subscribed

1 Like

Share

Download

23 views Jan 5, 2024 [SOUTH ROME SENIOR CITIZENS INC.](#)

The Central New York Regional Transportation Authority (Centro) will conduct a public hearing at 5pm on Thursday, January 4, 2024, at the South Rome Senior Center located at 112 Ridge St, Rome, NY 13440 to allow public comment on bus service changes to be implemented in March 2024 in the City of Rome. The service changes include the discontinuance of bus routes Rome4 & Rome7 and consolidation of bus routes Rome5 & Rome9. Additionally, Centro will introduce on-demand bus service in service areas currently served by bus routes Rome4 & Rome7. The on-demand service will also be provided in select areas currently not served by public transportation.

For formats (FREE of charge) in accordance with the ADA and Limited English Proficiency regulations, and patrons requiring further accommodations, contact (315) 442-3400.

Transportation home for those in need will be available following the conclusion of the hearing at 6pm.

Individuals whose interests would be affected by the proposed changes being considered are hereby notified and invited to attend the hearings to present such evidence, comment, or object as their interests require. Additionally, customers with questions or comments can contact Centro in any of the following ways:

Social Media: Facebook, Twitter, and Instagram: @GoCentroBus
Email: cnyrta@centro.org
Phone: Leave a message at (315) 442-3400
Mail: Write to Centro at 200 Cortland Avenue, Syracuse, NY 13205
Fax: Fax your comments to (315) 442-3337

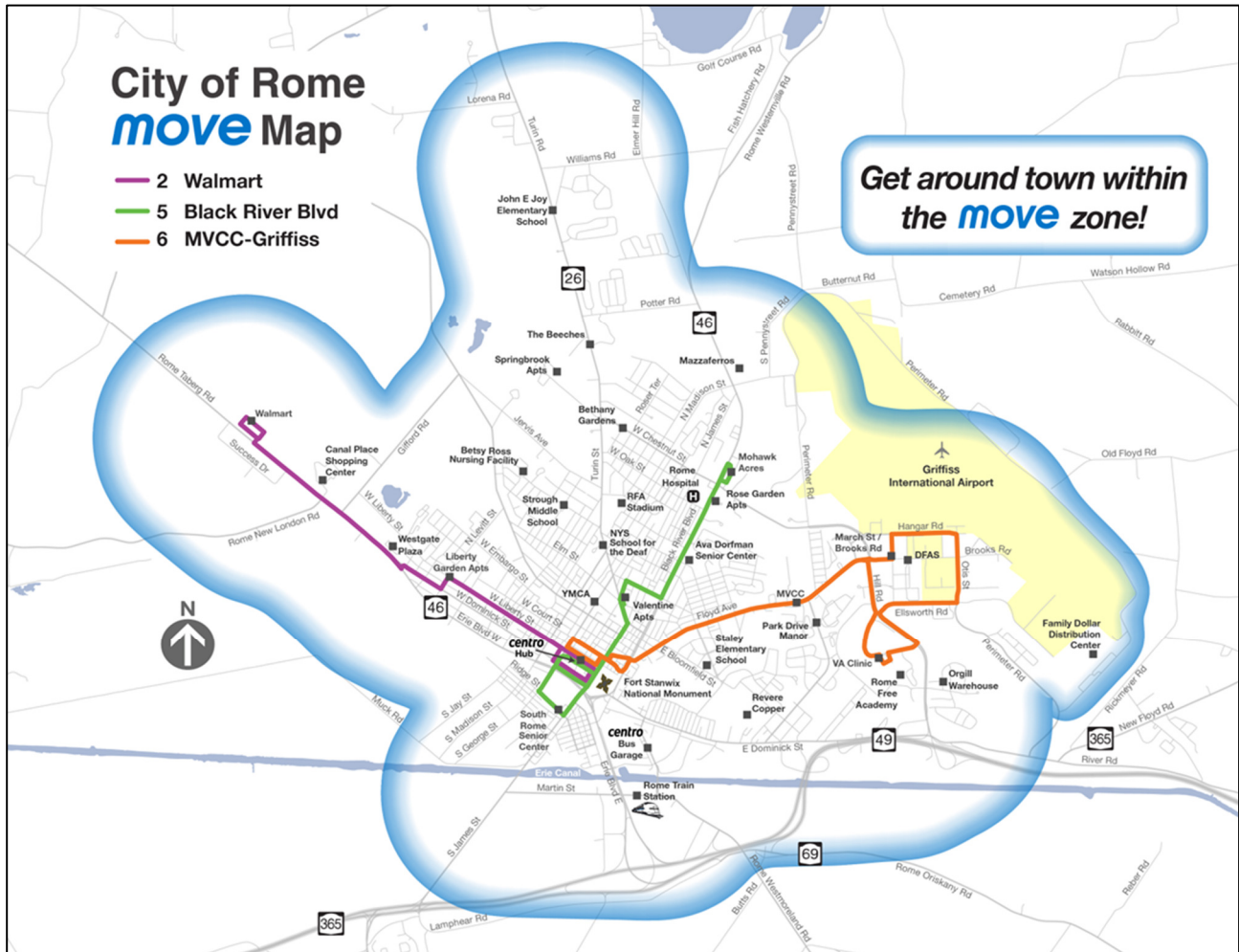
Note: Public comments will be received until January 18, 2024.

Public Hearing Oral Testimony

None of the attendees gave oral testimony at the Public Hearing, therefore no comments were entered into the official record for the public hearing.

FINAL SYSTEM DESIGN

Following the Public Hearing, the MOD service zone was expanded to include an additional portion of Perimeter Road allowing service to the Family Dollar Distribution Center. Fixed route trips were scheduled to accommodate the future intercity service between Utica and Rome. With the redesigned system, there are more trips per hour, less time between trips, and more convenient travel options available (refer to Attachment 6 for service schedule).



As the service moves forward, Centro will continue to evaluate the needs of the Rome customers and adjust the fixed-route and MOD services.

Board of Members Approval

A report of all the public comments received and the responses given was submitted to the Board of Members for review prior to the January 2024 meeting. The Board did not recommend any changes to the service proposal at the January meeting. A resolution to move forward with the system redesign was unanimously approved by the Board on January 24, 2024. A motion to accept the final version of the Service Equity Analysis was raised and carried unanimously on February 23, 2024.

As per Centro's Title VI Policies, final public notice of the changes in service will be made at least ten days in advance of the effective date of the change. The revised Rome service is scheduled to begin operation on March 4, 2024.

CONCLUSION

This report documents the Title VI Service Equity Analysis required to support the redesign of the Rome transit network. The modifications to current fixed route service and addition of the mobility on demand service were analyzed based on Centro's Title VI thresholds and FTA's Circular 4702.1B.

In discontinuing the Rome 4 and Rome 7 fixed route lines, the disparate impact threshold was exceeded; however, the addition of the MOD service is a benefit and mitigates the disparity. Transit service will still be available to all who have access today and will be optimized to provide more responsive and affordable service for the greater population. Thus, we have properly documented that we met the "legal test" -- "The transit provider has a substantial legitimate justification for the proposed service change, and the transit provider can show that there are no alternatives that would have a less disparate impact on minority riders but would still accomplish the transit provider's legitimate program goals."

In summary, this Title VI Service Equity Analysis concludes that the service changes would prove beneficial and were selected without regard to race, color, or national origin. Based on this analysis, Centro staff recommends that the Board of Members approve the finalized Service Equity Analysis.



Title VI Service Equity Analysis and Public Hearing Staff Report

Rome Transit Transformation

Attachment 1 Arcadis IBI Group Initial Analysis



Rome MOD Service Definition



Initial Analysis Workshop

Workshop Overview

1. Introductions

2. Purpose of Workshop

- Review and update vision for Rome mobility network, based on existing conditions and key performance factors
- Evaluate the service area's current conditions and mobility market
- Discuss the MOD procurement process and considerations related to implementation and launch timing

3. Expected Outcomes

- Understanding of preferred concepts based on current conditions
- Consensus for moving forward with the evaluation of mobility solution alternatives, selection of an optimal option, and plan to implement

Topics to Cover

1. Rome Mobility Service Concept Review

- What is the current vision for the future of Rome's mobility network?
- What foundation is set by the findings of previous studies, such as HOCTS?

2. Review of Service Area Assessment and Considerations

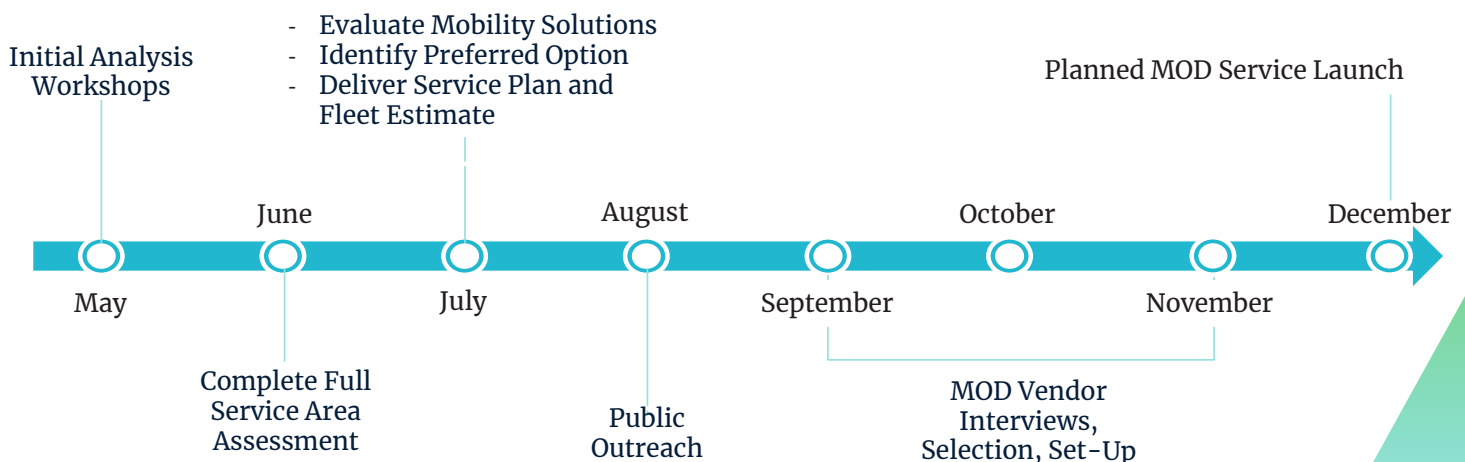
- What is the current status of the mobility market and operating conditions?
- How does this assessment align with the established network vision?
- What must we consider when designing an effective mobility concept for Rome?

3. Procurement Process Update and Discussion

- What is the timeline and the potential implications for service launch timing?

4. General Questions and Discussion

Project Schedule and Outlook



Rome Mobility Service Concept Review

Review of Goals & Objectives

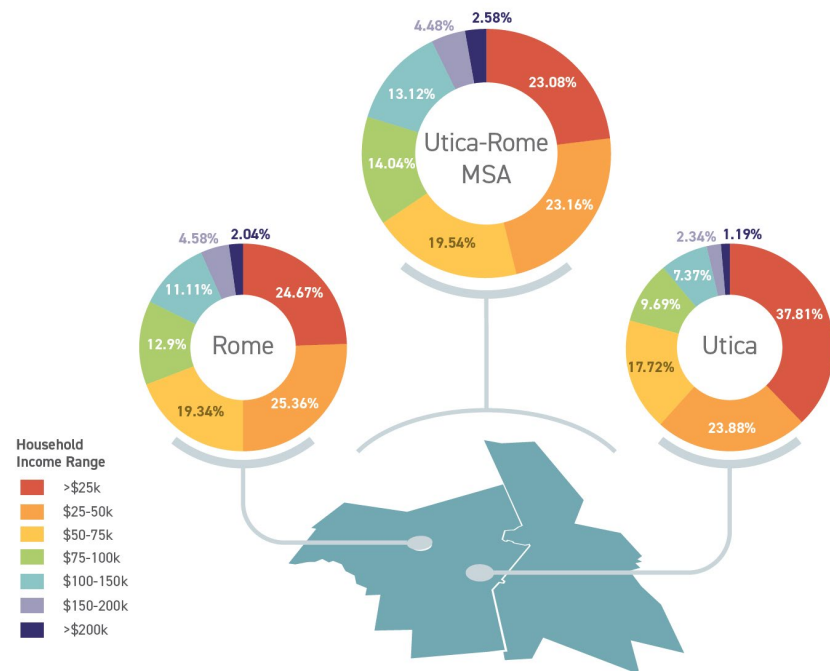
INITIAL GOALS FOR MOBILITY IN ROME:

- Improve Transit System Efficiency
- Provide a Higher Level of Mobility Service
- Increase Ridership
- Encourage Economic Development
- Enhance Quality of Life



Key Findings from the HOCTS Study

- Area population is projected to decline by an additional 5% by 2040
- With a lower population density, Rome may be more effectively and efficiently served by a mobility-on-demand (MOD) service
- Older-age populations, which are concentrated in Rome, are more likely to use MOD services
- Between 25 and 50% of the area population indicate a high propensity for transit use



Resulting Mobility Network Vision

Vision

- Transition most of the fixed-route network to a MOD system
- Three fixed-routes remain intact (focused on Erie Blvd., Floyd Avenue, and James Street Corridors)
- MOD and remaining fixed-routes would work complementarily, streamlining the network to better serve the Rome community

Justifications for Network Transition

- MOD can provide more efficient service, considering existing low transit productivity rates
- MOD can offer more flexible and responsive service to attract additional riders

MOD Service Guiding Principles

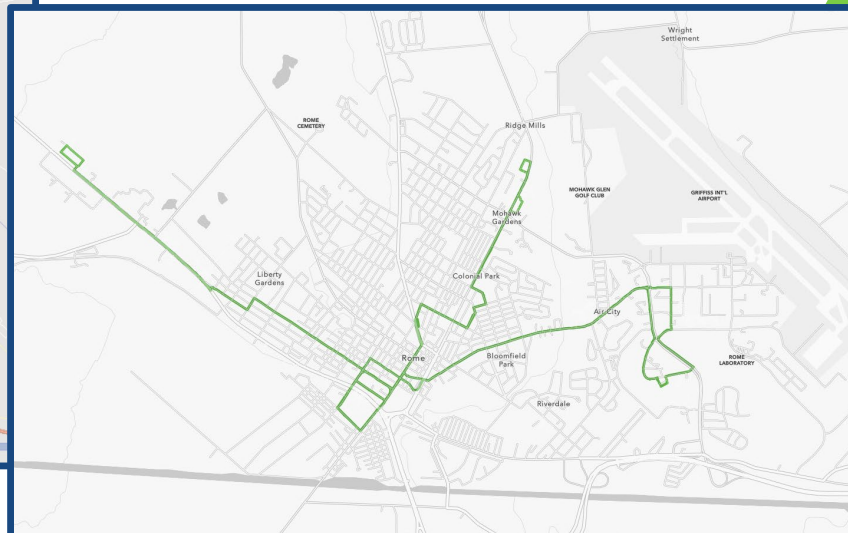
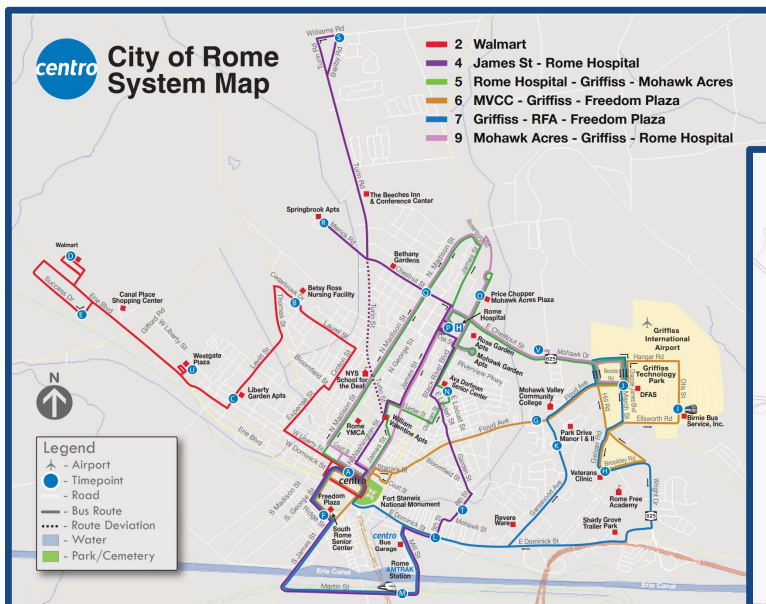
FROM HOCTS STUDY:

- Improve Customer Experience
- Maximize Service Effectiveness & Efficiency while Minimizing Impacts to Current Customers
- Adjust Service – Right-Sized for Current and Future Demand
- Integrate Alternative Mobility Solutions (On-Demand)

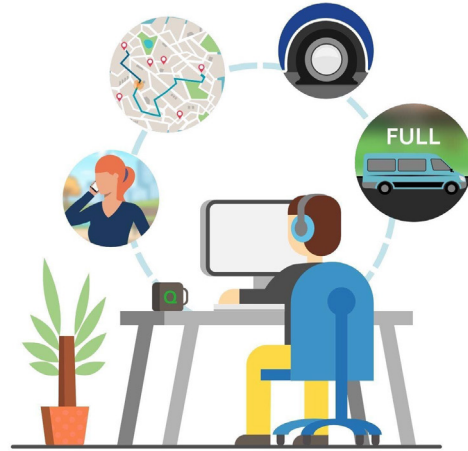
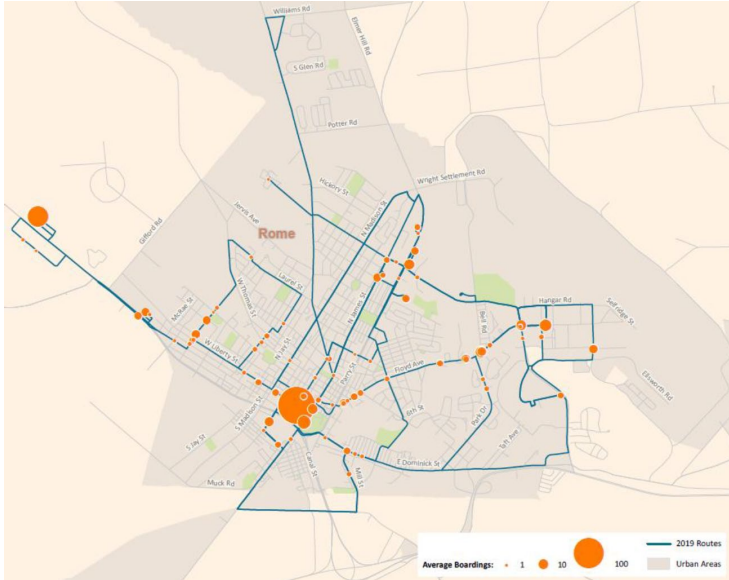
FROM US DOT GUIDANCE ON SHARED MOBILITY:

- Shared Mobility Impacts Everyone, Not Just Users
- Service Models Require Clear and Consistent Definitions/Messaging
- Ongoing Data Collection, Reporting and Service Optimization is Key
- Service Should be Accessible and Equitable

Fixed-Route Network Streamlining



Transition to On-Demand Service



Review of Service Area Assessment and Considerations

Market Assessment

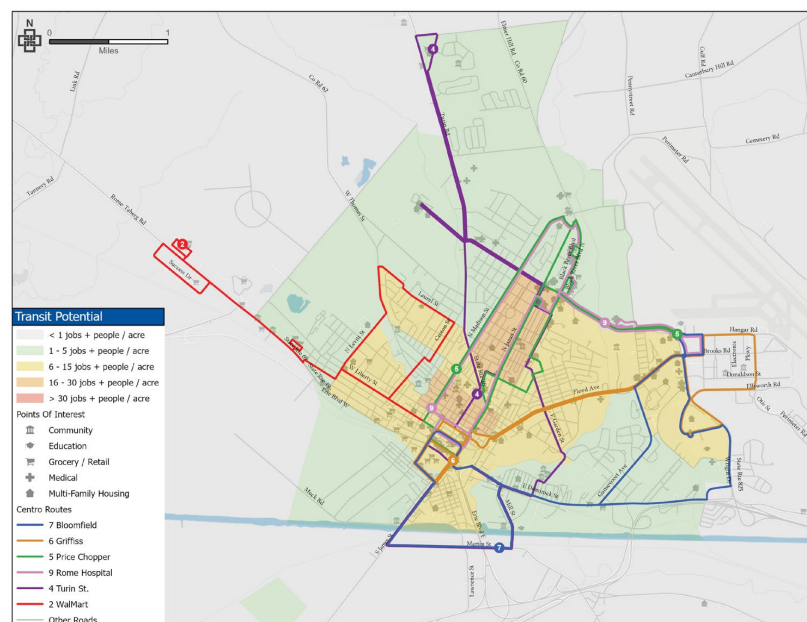
- There are many ways to provide transit service in a community – each with its own ideal operating environment.
- The aim of the market assessment is to understand the environment in which transit service will be operating.
- Key components of the environment include:
 - Density
 - Demographics
 - Land-use and the built environment

Reference: <https://www.cnu.org/publicsquare/2017/04/13/great-idea-rural-urban-transect>



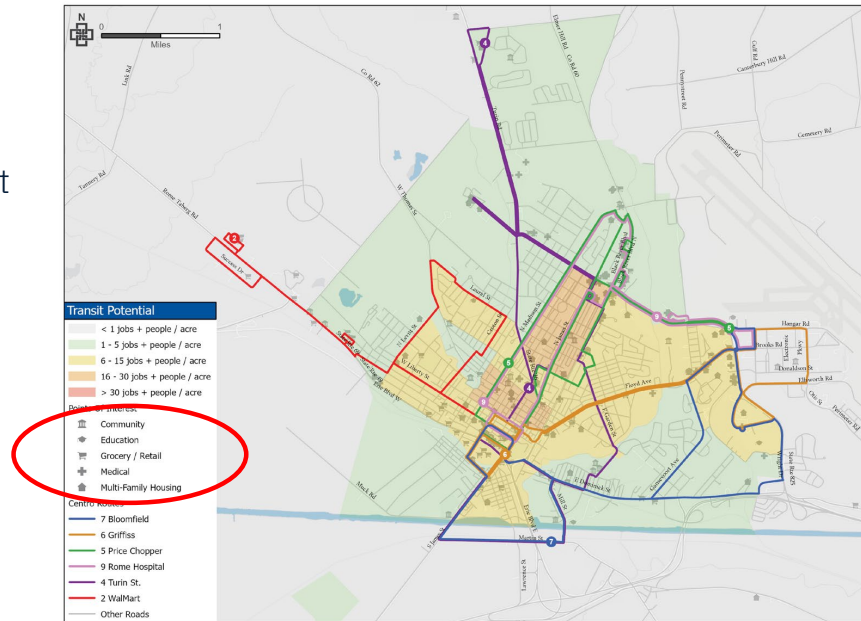
Transit Potential

- The strongest predictor of fixed-route transit use is density.
- Transit potential is a measure of:
 - Population density
 - Employment density



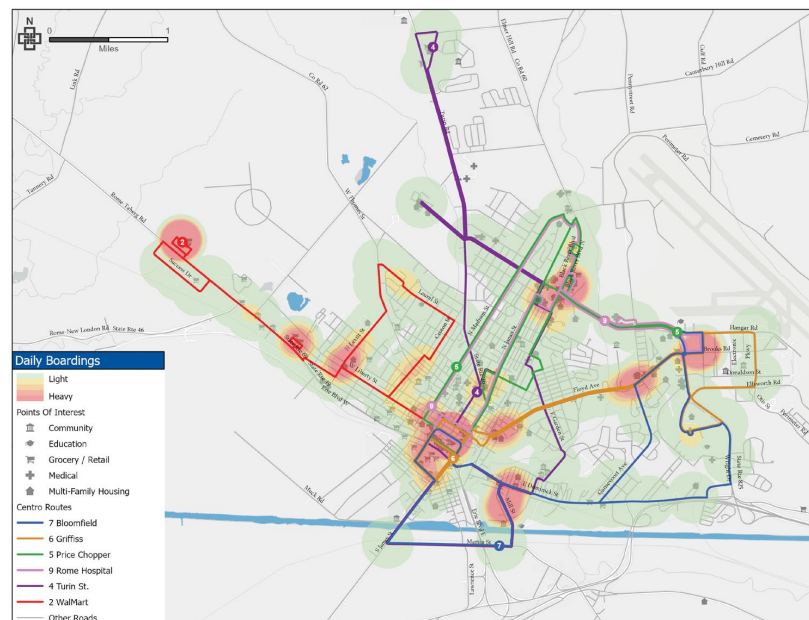
Transit Potential

- Large block groups in outlying areas can create the appearance of low density.
- Land-use and the built environment can further inform our understanding of transit potential.
- Typical ridership generators:
 - Multi-Family Housing
 - Major Retail
 - Educational Institutions
 - Medical Facilities
 - Civic/Community Centers



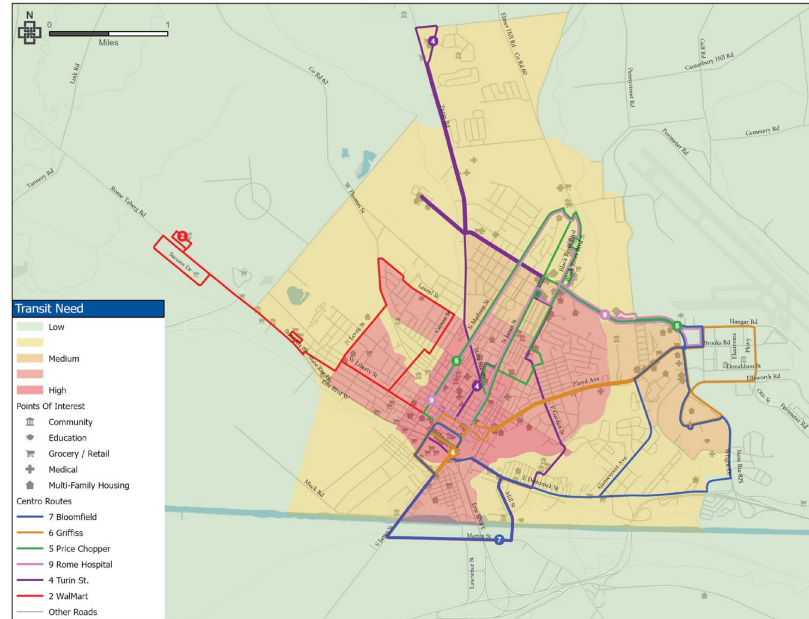
Transit Potential

- Existing ridership patterns can help validate predictions of transit potential.



Transit Need

- Areas with low fixed-route transit potential may still have elevated transit need.
- Certain population subgroups are more likely to use transit as their primary means of transportation.
 - Zero-Vehicle Households
 - Persons with Disabilities
 - Low-income Households
 - Youth and Young Adults
 - Older Adults



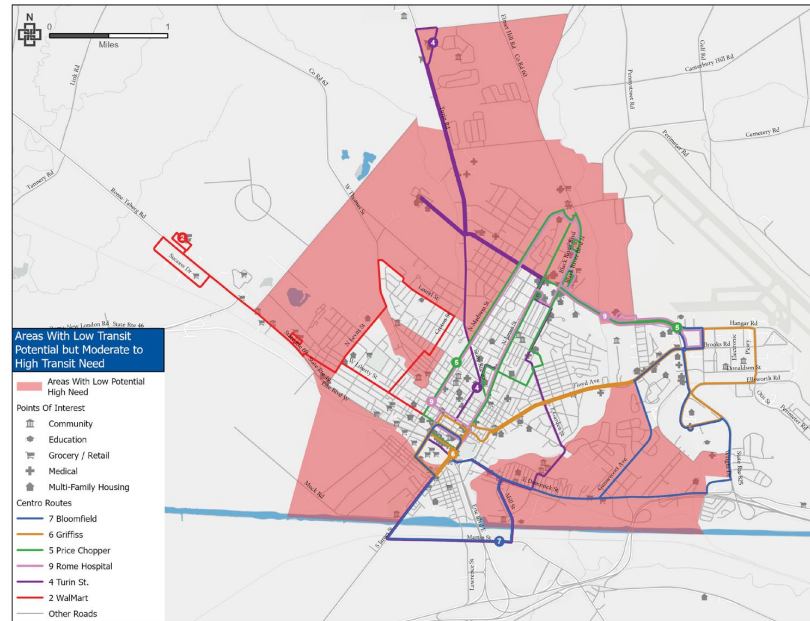
When to consider Microtransit Service

- There are several scenarios when microtransit may be a better fit than fixed-route service to meet the mobility needs of a community:
 - Low transit potential / demonstrated transit need
 - High transit potential / no existing transit service
 - High transit potential / poorly performing transit service
 - Low transit potential / desire for coverage



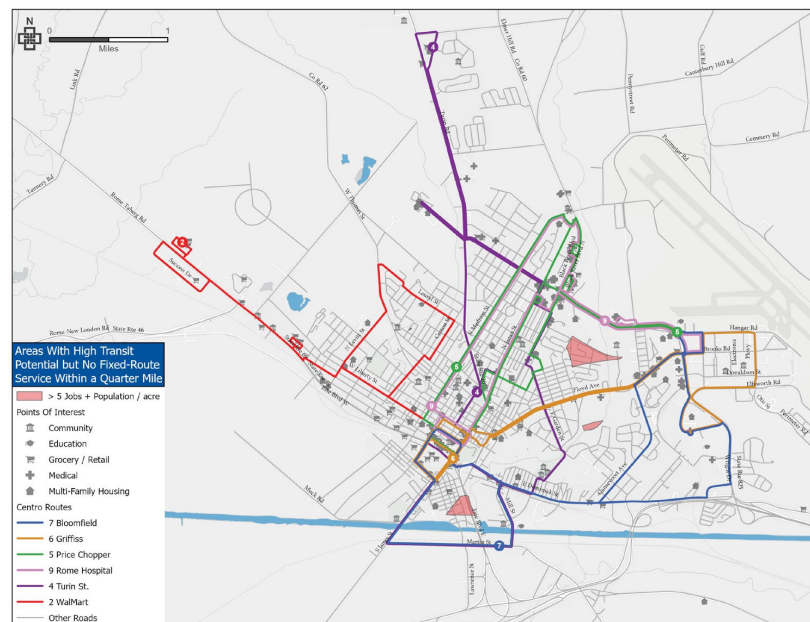
When to consider Microtransit Service

Low transit potential / demonstrated transit need



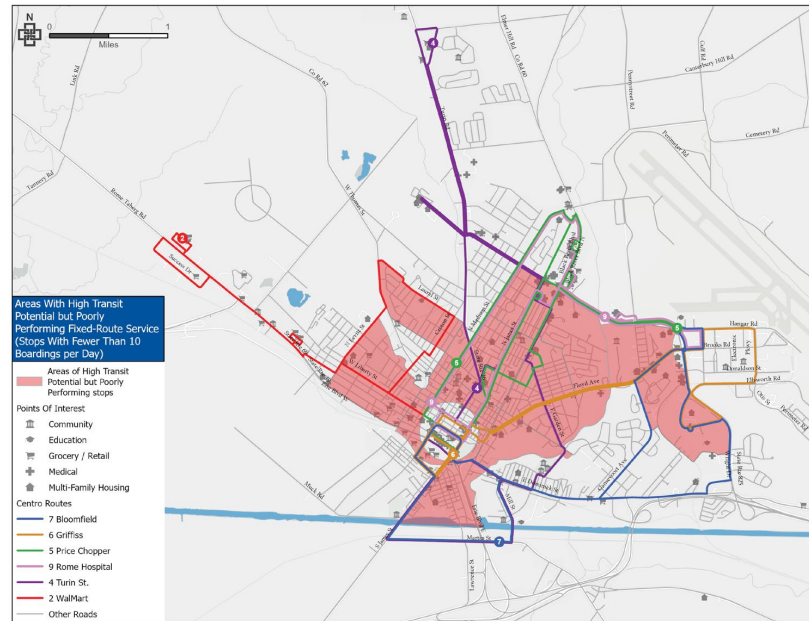
When to consider Microtransit Service

High transit potential / no existing transit service



When to consider Microtransit Service

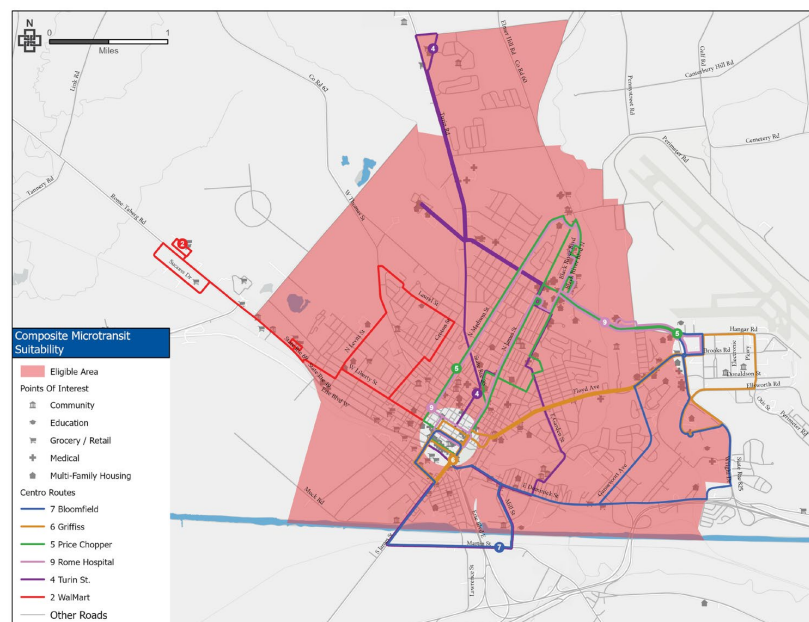
High transit potential / poorly performing transit service



When to consider Microtransit Service

Composite suitability assessment suggests that much of Rome is a good candidate for microtransit service.

To ensure service efficiency, average trip lengths must be kept in check.



Service Efficiency

The efficiency of microtransit service is measured in terms of passengers per vehicle hour, which is impacted by the following:

- Percent grouped trips
- Average trip length

Percent grouped trips is a function of the software algorithm underlying the service (software procurement consideration).

The average trip length is a function of service design.

- Shorter trips can be encouraged through a zone structure or with distance-based pricing.

Service Zone

Case study: PickUp by CapMetro (Austin, TX)

- Service approach: zone based
- Zones: 10
- Zone context: each zone must have at least one fixed-route connection and one full-service grocery store
- Fare: \$1.25 (same as fixed-route fares)

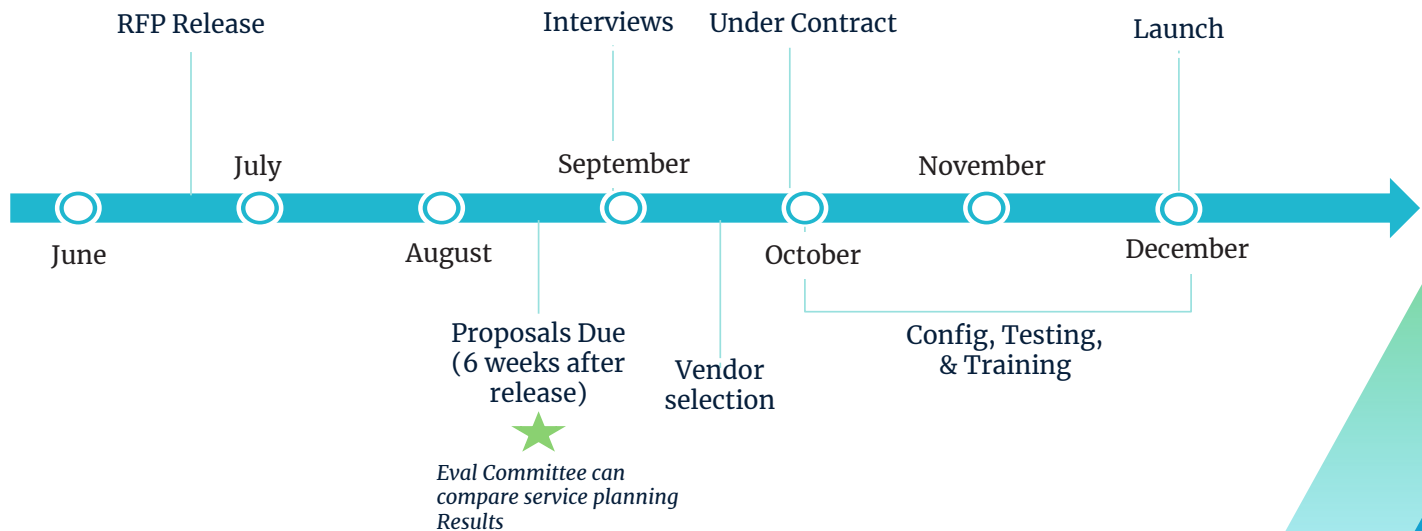
Case study: WeGo (Gainesville / Hall County, GA)

- Service approach: distance-based pricing
- Zones: 1 (county-wide - expansion from city-wide)
- Zone context: replaced fixed-route service (but now struggling to keep up with demand)
- Fare: \$2 for first 5 miles, \$.50 for each additional mile



Procurement Process Update and Discussion

Procurement Timeline



Potential Risks Related to Process & Launch Timing

Risk	Impact	Mitigation Strategy
Limited Understanding of System Needs	Vendor fails to deliver all services/needs accurately	Postpone RFP release until after completion of service planning effort
	May require add-on features with additional costs	
Tight Project Timeline	High number of system issues or errors post-launch	Delay service launch to allow for extended implementation schedule
	Limited marketing period prior to launch	
	Project delays due to fall/winter holidays	

Questions & Discussion



Title VI Service Equity Analysis and Public Hearing Staff Report

Rome Transit Transformation

Attachment 2 Rome Ridership Survey

Centro Rider Survey

BUS # _____ Time _____ AM / PM

1. What bus route do you ride most often?

☐ Rome 2 Walmart ☐ Rome 4 Turin St ☐ Rome 5 Price Chopper ☐ Rome 6 Griffiss ☐ Rome 7 Bloomfield
☐ Rome 9 Rome Hospital

2. For what purpose do you use Centro?

☐ Work ☐ School/College ☐ Shopping ☐ Appointment ☐ Recreation ☐ Other

3. How often do you ride?

☐ Daily ☐ 3-6 days/week ☐ 1-3 days/week ☐ Less than 1 day/week

4. Do you use more than one bus to complete your trip? Yes No

5. Do you own a car? Yes No

6. Gender Male Female Other

7. Age Under 18 18-24 25-34 35-54 55-64 Over 65

8. Ethnic Group Black/African-American Asian/Pacific Islander Hispanic/Latino
 Native American White/Caucasian Other (please specify) _____

9. Primary Language spoken at home

☐ English ☐ Spanish ☐ Chinese ☐ Russian Other (please specify) _____

10. Does use of the English language pose a difficulty in navigating the Centro system? Yes No

11. Including yourself, how many people currently live in your household?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ More than 4

12. Total household income

☐ Under \$15,000 ☐ \$15,000-\$24,999 ☐ \$25,000-\$29,999 ☐ \$30,000-\$34,999 ☐ \$35,000-\$39,999
☐ \$40,000-\$49,999 ☐ \$50,000 and Over

13. Do you normally pay full-fare or half-fare? Full-fare Half-fare

14. How do you normally pay your bus fare?

☐ Cash ☐ Day Pass ☐ 10-Ride Pass ☐ MAX Pass ☐ Other

15. What zip code do you live in? _____

16. Do you have a smartphone? Yes No

17. Do you have a bank account and/or major credit card? Yes No





Title VI Service Equity Analysis and Public Hearing Staff Report

Rome Transit Transformation

Attachment 3 Rome Transit Transformation Survey



www.centro.org

Centro's Transit Transformation in Rome

Customer Survey

To better serve the changing needs of the community, Centro is transitioning Rome's current bus system into a new combination of fixed-route traditional bus and Mobility-on-Demand (MOD) services. The goal is to provide more flexibility and options to riders of Rome's transit system, which has not undergone major changes in 20 years.

What is Mobility-on-Demand (MOD)?

MOD serves riders where they want it, when they want it. Often called microtransit, MOD vehicles are requested via an app or by phone, and vehicles pick up riders within a timeframe that riders specify. Trips are shared by multiple riders who request rides in the same timeframe and are paid via the app ahead of time or when boarding the vehicle. Using accessible transit vehicles that are smaller than buses, MOD is more efficient and can make point-to-point connections across Rome.

Please answer the following questions to help us create a mix of traditional bus lines and MOD service that can best meet Rome's mobility needs.

1. Which destinations around Rome do you need to access the most?

2. Which improvements to Rome's transit network are most valuable to you? (Please select all that apply.)

- | | |
|--|---|
| <input type="checkbox"/> More Frequent Service | <input type="checkbox"/> Faster Service |
| <input type="checkbox"/> Going More Places | <input type="checkbox"/> Service Later at Night or Earlier in the Morning |

3. While we plan to provide MOD services across Rome, we will still operate bus lines that connect key community destinations.

- a.** Please list streets, neighborhoods, or destinations where you think it is important for traditional buses to serve.

- b.** For the James Street corridor to northern Rome, the bus line should:

- ☐ Operate on James Street and provide front-door access to the Rome Health Hospital.
- ☐ Operate on Black River Blvd., stopping behind the hospital but allowing for faster and more direct service.

- c.** For the James Street corridor to northern Rome, the end of the bus line should be:

- ☐ Rome Health Hospital
- ☐ Mohawk Acres Shopping Center
- ☐ Hannaford (after extending the line via Chestnut Street)

4. Which of these statements do you agree with more?

- ☐ I'm willing to walk from a bus stop located next to the street to access shopping centers, if it means keeping buses out of parking lots and making service faster.
- ☐ I prefer bus stops located inside shopping centers near the entrances of stores, even if it makes the bus trip take a little longer.

5. Which of these statements do you agree with more?

- ☐ I want buses to be more frequent and more direct, and I'm willing to transfer at the Downtown Hub to get around town.
- ☐ I often go to the Erie Blvd. Corridor and/or Walmart, and I can tolerate somewhat less frequent service if it means not transferring to get there.

6. For the mix of MOD and traditional bus lines to function effectively, it is important that traditional bus lines are convenient and attractive to riders. If both traditional bus and MOD options were available for your trip, why would you choose one option over the other? (Select all that apply)

- ☐ I would choose the option with the shortest walking distance to or from my destination.
- ☐ I would choose the option that costs less, if the difference in price was about one dollar.
- ☐ I would choose the option that costs less, if the difference in price was two dollars or more.
- ☐ I would choose the option that got me to my destination fastest.
- ☐ I would choose the option that got me directly to my destination, without the need to transfer to another bus.



Title VI Service Equity Analysis and Public Hearing Staff Report

Rome Transit Transformation

Attachment 4 Public Comments

Questions/ Conversations from the Public Hearing on January 4, 2024

Q: Will there be a 10-ride pass?

A: No, not for MOD

Q: Will there be a reduced fare option on MOD?

A (Steve): Yes

Q: Success Drive -- south of Walmart – will it be included in MOD?

A: May be within 1/4 walking distance of fixed route.

Q: Two drivers attended -- wanted to know more information to be able to share with customers They also know that there will be driver training in February.

Q: Is this the first time that Centro is doing MOD service?

A: Yes

Q: Will vehicles be ADA accessible?

A: Yes

Q: What about those who don't have mobile phones?

A: They can call and schedule in advance.

Q: Questions about Utica/ Rome Rural Service

A: It's coming but unrelated to MOD.

Q: Hours of Operation for MOD?

A: Same as fixed route (6a-6p M-F; 9a-5p Sat)

Q: Will new bus schedules be printed?

A: Yes

Q: Will bus passes still be available?

A: Yes, for fixed route.

Q: Are people eligible for reduced fare on MOD?

A: Yes, would still be eligible on MOD.

Q: "doesn't sound terrible; sounds easier to work with"

A (Nick): [This is] very exciting for the Authority; proud that Rome is first [to offer this] service.

Q: Language assistance for new service?

A: Yes, we have language interpretation line on phones; website translates into multiple languages.

Q: Does this service need Common Council approval?

A: No, we are an Authority that doesn't require City approval, but we are holding Public Hearing and comment period to get feedback and partner with the Community.

Q: "sounds like a good program"

Instagram

YouTube


Page 2 of 5

Facebook


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
A screenshot of a Facebook post and its comments. The post is titled "People and Places of Rome NY." and has 3 reactions and 8 comments. The first comment is from Mary Snell, who says she is sad for people who depend on the bus in that area, not just the center but also the area around it. The second comment is from C Steven Myers, who asks Mary Snell to get to the meeting anyway and let Centro know about it. The third comment is from C Steven Myers, who says that keeping the 6 and 2 routes will help senior campers. The fourth comment is from Judith Kneezle, who says that Centro bus service would be helpful for people who have trouble getting around and asks how to get to the meeting. The fifth comment is from Judith Kneezle, who says that there needs to be a person or organization in place to stand up for people who need this service.







People and Places of Rome NY.


 **Donn King**
Nice short notice. I don't need the bus system but I know that many many people make use of it and cutting services on them when everything price wise and tax wise continues to go up seems ridiculous to me.
Anyone who uses the bus service, please try ... **See more**

1w Like Reply


 **Central New York Regional Transportation Authority - Centro** [Author](#)
Donn King please be advised that notification was published in the Sentinel and made available to the media 3 weeks ago. Notices were also posted on buses, in shelters and at the Transit Hub. This group was recently recommended. We look forward to see!... **See more**

1w Like Reply Commented on by **Lynette Falcone Paduano**  5 

 Reply to Donn King...     

 **Thomas W. Pultynovich**
How about reposting the proposed new route map here. I seen it earlier and noticed North Rome is screwed! There are people living in apartments up there that have no car. North Rome isn't the "rich" area anymore! Funny that this is taking place now tha... **See more**

1w Like Reply Edited

 **Central New York Regional Transportation Authority - Centro** [Author](#)
Thomas W. Pultynovich All of the presentation materials including enlarged versions of the proposed service maps and ridership information are available at the link above in the original post (<https://www.centro.org/about-Centro/meetings-and-events>). ... **See more**

Email Submissions

[Contact Form](#)

Submitted on 30 December 2023, 12:31 PM, via IP 74.70.244.13 by Anonymous

Contact Category *	Employee Commendation
Subject	Rome Meeting on Thursday
Comments *	I rarely leave my office for community meetings. (perhaps never) I have been in practice now for 40 years. Centros new changes ((I believe) have further implications for some of my patients that depend on public transportation. But, unfortunately, some of this issue has another connection: the county connects w a bizarre Medicaid process that is totally out of touch w reality and has not assisted us as clinicians. Overall, no communication w small business medical facilities.
<i>In order for Centro to address this matter, please provide the following information: *indicates a required field.</i>	
First Name *1	Barbara lee
Last Name *	Pfendler Ruiz
Address *	1754 Black River Blvd
City *	Rome
State *	New York
Zip Code *	13440

[Contact Form](#)

Submitted on 12 January 2024, 05:41 PM, via IP 108.176.207.103 by Anonymous

Contact Category *	Bus/Schedule Matter
Subject	New move bus
Comments *	I live in Rome NY and I take the Centro bus regularly. When the new move bus comes to Rome NY I want to know if we will be able to take it to Rome animal hospital. It would be a long walk from muck road to the hospital. Please adjust the move bus so we will be able to take it to Rome animal hospital thank you .
<i>In order for Centro to address this matter, please provide the following information: *indicates a required field.</i>	
First Name *1	Dennis
Last Name *	Becraft
Address *	307 north George st apt 1
City *	Rome
State *	New York
Zip Code *	13440
Phone Number with Area Code *	3157950446
Email *	thegame1230@yahoo.com

Contact Form

Submitted on 18 January 2024, 12:34 PM, via IP 209.217.213.202 by Anonymous

Contact Category *	Employee Commendation
Subject	bus transformation in Rome
Comments *	Please do not discontinue service into the Ollies shopping center. Ollies redid their parking lot surfaces specifically so that Centro buses could come in to the shopping center. They are a wonderful place to shop and there are other businesses such as Planet fitness, Dollar tree , a doctors office and Moe's Restaurant that many customers like my self go to. It is too dangerous to cross and walk from price chopper as there are no side walks and drainage ditch along Black river Blvd. Thank you
In order for Centro to address this matter, please provide the following information: *indicates a required field.	
First Name *1	Sheila
Last Name *	Comito
Address *	100 North Madison Street apt 320
City *	Rome
State *	New York
Zip Code *	13440
Phone Number with Area Code *	315 336 4995
Email *	scwinery33@gmail.com
Preferred Contact Method *	Email

Call Center Submissions

Incident Number: 43741

Department Routing

Division:

Oneida

 Service Type:

Fixed Route

 Priority:

Normal

From Department:

Customer Service

 To Department:

Service Development

Customer Information

☒ Bus Passenger?

First Name:

Jacob

 Last Name:

Lindsey

Address :

Zip/City:

13440 Rome

Home Phone:

(315) 795-0357

 Work Phone: Email:

Call Details

☐ Commendation

☐ Complaint

☒ Inquiry

☐ Suggestion

☐ Other

Incident Date:

1/19/2024

 Incident Time:

3:40 PM

Line:

ROME 2, 5, 1

 Bus #: Block: Run:

If Out-Bound, Downtown Time:

3:40 PM

 If In-Bound, EOL Time:

Driver Description:

Bus Stop:

Complaint Category

☐ Deviation From Public Time Table

☐ No Show

☐ Bus Running Late

☐ Bus Leaving Early

☐ Bus Passes Customer

☐ Over/Under Charge

☐ Driver Habit

☐ Commendation

☐ Injury on Bus

☐ Bus Disruptions

☐ Cleanliness

☐ Weather Related

☐ Service Request/Change

☐ Bus Stop/Shelter Problem

☐ Wrong Information Given

☐ Fares/Fare Media

☐ Public Information

☐ Title VI

☐ Overcrowded

☐ Driver Smoking

☐ Driver Using Cell Phone

☐ Driver Not Following Customer Request

☐ Incorrect Sign on Bus

☐ Supervisor Complaint

☐ Courtesy

☐ Equipment Issues

☐ Bus Transfer Problem

☐ Detour Problems

☒ Miscellaneous

☐ ADA

Caller had questions regarding the Rome 2, Rome 5 and Rome 9. He was wondering if they will no longer go into the Big lots and Ollies starting in March. He also would like the bus stop and sign to be replaced at the Rome Big lots and Ollies and Price Chopper due to the elderly and handicapped inhabitants who use the bus as their only means of transportation and are inconvenienced by the lack of places to board and



Title VI Service Equity Analysis and Public Hearing Staff Report

Rome Transit Transformation

Attachment 5 Notice of Public Hearing

Notice of Public Hearing

The Central New York Regional Transportation Authority (Centro) will conduct a public hearing at 5pm on **Thursday, January 4, 2024**, at the South Rome Senior Center located at 112 Ridge St, Rome, NY 13440 to allow public comment on bus service changes to be implemented in March 2024 in the City of Rome. The service changes include the discontinuance of bus routes Rome4 & Rome7 and consolidation of bus routes Rome5 & Rome9. Additionally, Centro will introduce on-demand bus service in service areas currently served by bus routes Rome4 & Rome7. The on-demand service will also be provided in select areas currently not served by public transportation.

Specific details on the proposed changes will be available at the public hearing and on Centro's website at www.centro.org/about-centro/meetings-and-events.

For formats (FREE of charge) in accordance with the ADA and Limited English Proficiency regulations, and patrons requiring further accommodations, contact (315) 442-3400.

Transportation home for those in need will be available following the conclusion of the hearing at 6pm.

Individuals whose interests would be affected by the proposed changes being considered are hereby notified and invited to attend the hearing to present such evidence, comment, or object as their interests require. Additionally, customers with questions or comments can contact Centro in any of the following ways:

Social Media: Facebook, Twitter, and Instagram: @GoCentroBus

Email: cnyrta@centro.org

Phone: Leave a message at (315) 442-3400

Mail: Write to Centro at 200 Cortland Avenue, Syracuse, NY 13205

Fax: Fax your comments to (315) 442-3337

Note: Public comments will be received until January 18, 2024.





Title VI Service Equity Analysis and Public Hearing Staff Report

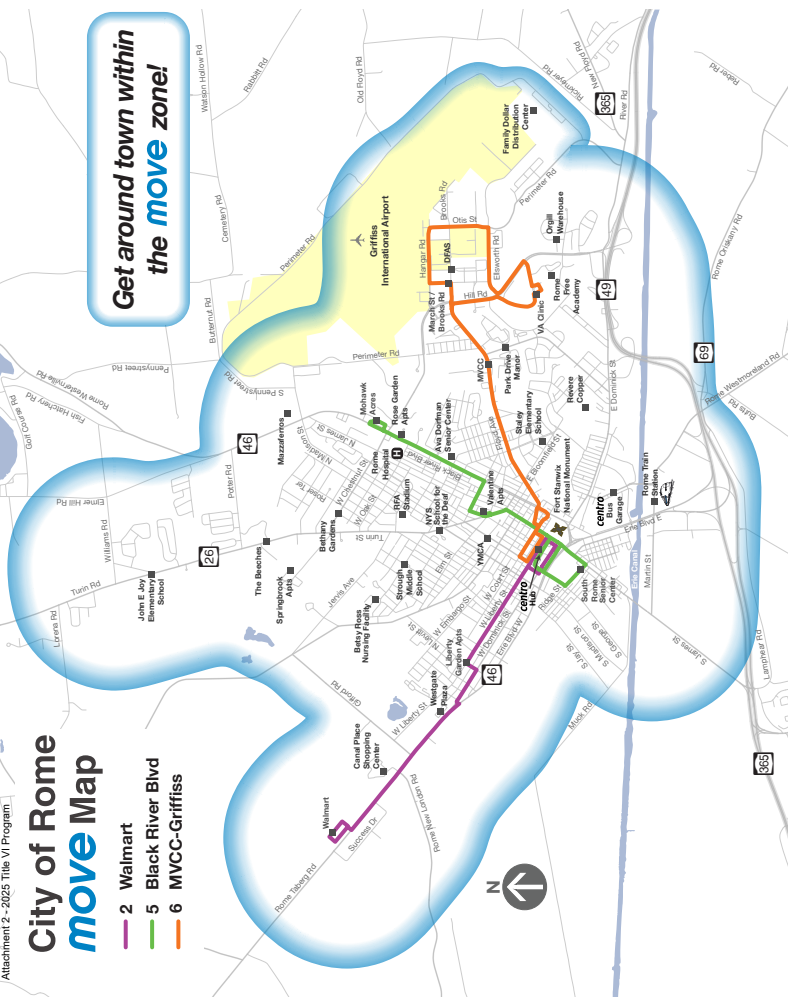
Rome Transit Transformation

Attachment 6 Fixed Route Schedule

City of Rome move Map

- 2 Walmart
- 5 Black River Blvd
- 6 MVCC-Griffis

Get around town within
the **move** zone!

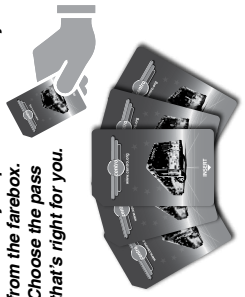


Fares & Passes

Fare and Pass information
can be found online at:

www.centro.org/fares-passes

For your convenience, Centro Ride
Passes may be purchased directly
from the farebox.
Choose the pass
that's right for you.

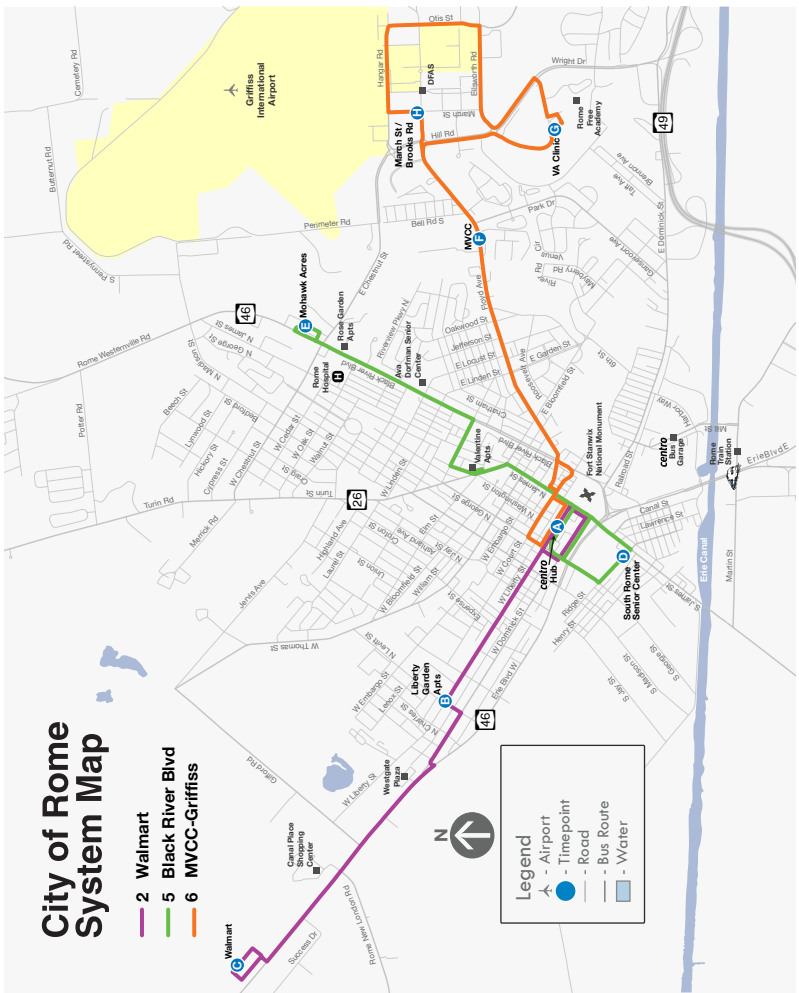


"Ride Passes are a great way to save money
and speed up the boarding process."



City of Rome System Map

- 2 Walmart
- 5 Black River Blvd
- 6 MVCC-Griffis



Legend

- Airport
- Timepoint
- Road
- Bus Route
- Water

Effective:
March 4, 2024



Rome

City Bus Schedule



Accessibility

All Centro buses are equipped with mobility lifts or ramps to assist passengers in boarding and alighting the vehicles and to accommodate mobility devices classified as "common wheelchairs" according to regulations set forth in the Americans with Disabilities Act (ADA). Please advise the driver upon boarding of any special accommodations required to facilitate your ride.



Title VI

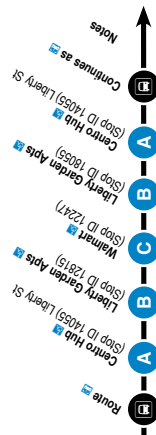
Centro's policy is to fully comply with Title VI of the Civil Rights Act of 1964, which states that no person shall be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination based on their race, color, or national origin. To obtain more information regarding Centro's Title VI policy, or to file a Title VI complaint go to <http://bit.ly/CentroTitleVI> or contact Centro as follows:

Contact Centro

Email: anytra@centro.org
Call Center / Lost & Found
(315) 442-3400
Call-A-Bus
(315) 442-3434
Mail: 200 Cortland Ave,
Syracuse, NY 13205



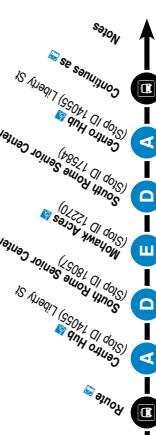
2 Walmart



MONDAY – FRIDAY											
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6:40	2	6:43	6:53	6:59	7:07	5	---	---	---	---	---
7:10	2	7:13	7:23	7:29	7:37	5	---	---	---	---	---
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PM times are in **Bold**.

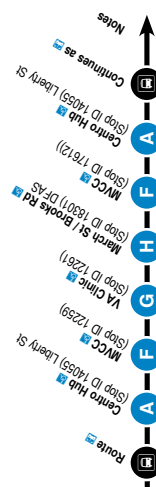
5 Black River Blvd



MONDAY – FRIDAY											
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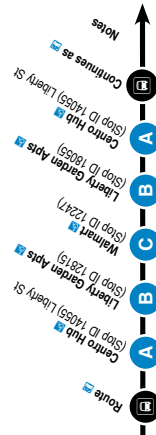
6 MVCC - Griffiss



MONDAY – FRIDAY											
6:10	6	6:14	6:18	6:26	6:37	2	---	---	---	---	---
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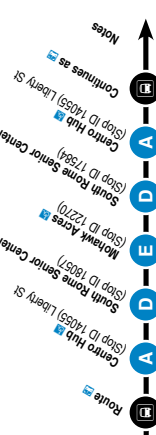
2 Walmart



SATURDAY											
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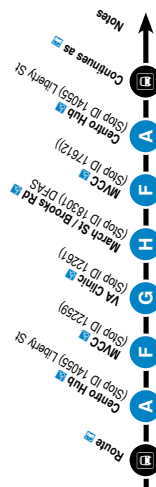
5 Black River Blvd



SATURDAY											
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PM times are in **Bold**.

6 MVCC - Griffiss



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Title VI Service Equity Analysis and Public Hearing Staff Report

Rome Transit Transformation

Attachment 7 Resolution & Motion

Resolution No. 2591

Date: January 26, 2024

RESOLUTION TO AUTHORIZE SERVICE MODIFICATIONS IN CENTRO OF ONEIDA

WHEREAS, the Central New York Regional Transportation Authority (CNYRTA) wishes to provide mobility solutions, increase ridership, and operate as efficiently as possible in the communities it serves, and

WHEREAS, the CNYRTA recognizes the impact that the pandemic has had on public transportation and how its changed transportation needs and desires within communities, and

WHEREAS, several routes, including routes Rome4, Rome7, Rome5 & Rome9 serving the city of Rome are no longer providing effective and efficient public transportation solutions as evidenced by low ridership, and

WHEREAS, it has been determined through an equity analysis that eliminating routes Rome4 & Rome7 would create a disparate impact on minority users, however the negative impact would be mitigated by the creation of the micro-transit service that offers a more inclusive and larger overall service area, and

WHEREAS, a public hearing was held and significant public outreach in the city of Rome concerning a proposed re-designed service system that would include an increase in frequency of the city's busiest bus routes and the replacement of the aforementioned low-performing bus routes with micro-transit services was performed by the CNYRTA, and additional public feedback has been received by email, phone, social media, and stakeholder meetings regarding these service changes, and

WHEREAS, a summary of these public comments, which were minimal and overwhelmingly supportive, have been presented to the CNYRTA Board of members for review, and

NOW, THEREFORE, BE IT RESOLVED BY THE BOARD OF MEMBERS OF THE CENTRAL NEW YORK REGIONAL TRANSPORTATION AUTHORITY that the proposed service redesign in the city of Rome take place effective March 4, 2024 or soon thereafter including:

- *The elimination of routes Rome4 & Rome7
- *The combining of routes Rome5 & Rome9
- *The creation of a micro-transit service zone that expands the overall Centro service area
- *An increase of frequency on all remaining fixed routes from 45 minutes to 30 minutes
- *All Call-A-Bus services remain unaffected

THE CENTRAL NEW YORK REGIONAL TRANSPORTATION AUTHORITY
(and its Subsidiaries)
200 CORTLAND AVENUE, SYRACUSE, NEW YORK
MINUTES OF THE FEBRUARY 23, 2024, BOARD MEETING

MEMBERS PRESENT:

NICHOLAS LAINO, Chair
ROBERT CUCULICH, Vice Chair
DARLENE LATTIMORE, Secretary
TINA FITZGERALD, Treasurer
NEIL BURKE
ANTHONY DAVIS
MONTY FLYNN
JOSEPH HARDICK
JULIUS LAWRENCE
LOUELLA WILLIAMS
FRANK SAYA, Non-Voting Member

STAFF PRESENT:

CHRISTOPHER TUFF, Deputy Chief Executive Officer
LINDA BIATA, VP of Finance
STEVEN KOEGEL, VP of Business Develop. and Corp. Comm.
JACKIE MUSENGO, VP of Human Resources
GEOFFREY HOFF, VP of Fleet and Facilities
MELISSA BRIM, Associate VP of Finance
CAITLIN MACCOLLUM, Senior Director of Procurement
BREN DAISS, Senior Director of Planning & Capital Projects
TARA SPRAKER, Director of Capital Programs
CHRISTOPHER KING, Procurement Manager
MALLORY LAGUZZA, Internal Control Analyst
JASON SMITH, Senior Procurement Analyst
CASEY BROWN, Communications Coordinator
KC MARTIN, Sr Director Operations Oneida
RYAN SERIANNI, Dir. Oper. Oneida
ROBERT WELLS, Maintenance
ANDREW LUPIEN, Bus Operator Cayuga
DAVID RUDOLPH, Maintenance Oneida
MANNY COTRICH, Bus Operator Utica
ANDREW PEASE, Arcadis Consultant
RANDY KAPNIK, Arcadis Consultant

TRANSIT EQUITY WEEK

On February 7th, as part of observing Transit Equity Week, the New Yorkers for Transportation Equity Coalition gathered at the hub here in Syracuse to hold a press conference to support public transit. Speakers highlighted the need for more funding and recounted their experiences of riding public transit.

GOVERNOR'S EVENT

Steve Koegel and I attended a Governor's event at Herkimer County Community College. She presented her budget initiatives that were specific to the Mohawk Valley area. She also presented Downtown Revitalization Initiative funds to the Village of Herkimer.

PTASP UPDATE

In December the Board approved a change to the Transit Asset Management (TAM) plan, switching the responsible Executive from VP of Fleet & Facilities to the VP of Finance. In the same month, the Public Transit Agency Safety Plan (PTASP) was approved. In review of this plan for the upcoming triennial review, it was noticed that a change is required to the PTASP to reflect this change. The Board does not have to take action this is for information purposes only.

SENIOR STAFF REPORTSBUSINESS DEVELOPMENT AND CORPORATE COMMUNICATIONS REPORT – Mr. Koegel

Mr. Koegel provided an update on ridership. Ridership continues to grow and it is anticipated that ridership for the fiscal year will be up more than 10% compared to the previous year.

Mr. Koegel also reported that Mobile Ticketing - a smartphone payment system is now active and being used by customers. More than 400 rides have been paid for with Mobile ticketing, mostly in Syracuse and he expects these numbers to increase over time.

Mr. Koegel brought a complete equity analysis of the Rome System redesign to the board. The equity analysis showed that some aspects of the service redesign did indicate a disparate impact on minority users, however, that impact was being mitigated by the creation of a microtransit service that offered similarly priced options and a greater overall coverage area for users.

ROME REDESIGN EQUITY ANALYSIS – MOTION NO. 2692

Mr. Koegel presented a complete equity analysis of the Rome System Redesign to the Board.

A Motion to accept the Rome Redesign Equity Analysis was raised.

Motion – Robert Cuculich

Seconded – Julius Lawrence

Carried Unanimously to the Board with a recommendation of approval.

Mr. Koegel invited Mrs. Daiss to the table to report on special projects.

Mrs. Daiss reported that Centro MOVE microtransit service was on track to debut in Rome on March 4th.

2025 Title VI Program

Attachment 3: Sy 84 Mattydale - Airport Service Equity Analysis



Title VI Service Equity Analysis and Public Hearing Staff Report

Sy 84 Mattydale – Airport Service Change

Summer 2024

Central New York Regional Transportation Authority
Recipient ID: 1778

Steven Koegel – email: skoegel@centro.org
VP Business Development & Corporate Communications

In Compliance with: Title VI of the Civil Rights Act of 1964 (section 601), FTA Circular 4702.1B, and Centro Title VI Policies

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- Attachment 4 – Public Comments
- Attachment 5 – Resolution Approving Final Service Equity Analysis & Service Change



INTRODUCTION

Title VI of the Civil Rights Act of 1964 provides that no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.

The Federal Transit Administration (FTA) published Circular 4702.1B in 2012. All transit agencies receiving Federal funds are required to develop and implement an agency-wide Title VI program. The Circular provides guidance to comply with the law and fulfill the requirements. Executive Order 12898, “Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations” is a directive from the Federal government to prevent minority communities and low-income populations from being subject to disproportionately high and adverse environmental effects.

The initial purpose of this report was to provide an equity evaluation of the proposed service change on the Sy 84 Mattydale – Airport bus line. The report has been updated to include a summary of the Public Hearing and a secondary equity evaluation of the revised service change.

Background

For the past five years, the employment center surrounding the Hancock International Airport has been growing. In addition to repeated requests for service from the airport personnel over the years, research conducted as part of the Exploring Tomorrow’s Transit outreach initiative revealed a significant desire for service to the Airport from the general public. In an effort to meet the demand for service, Centro identified underperforming areas of the Sy 84 Mattydale route for proposed elimination. A temporary service change went into effect on September 5, 2023.

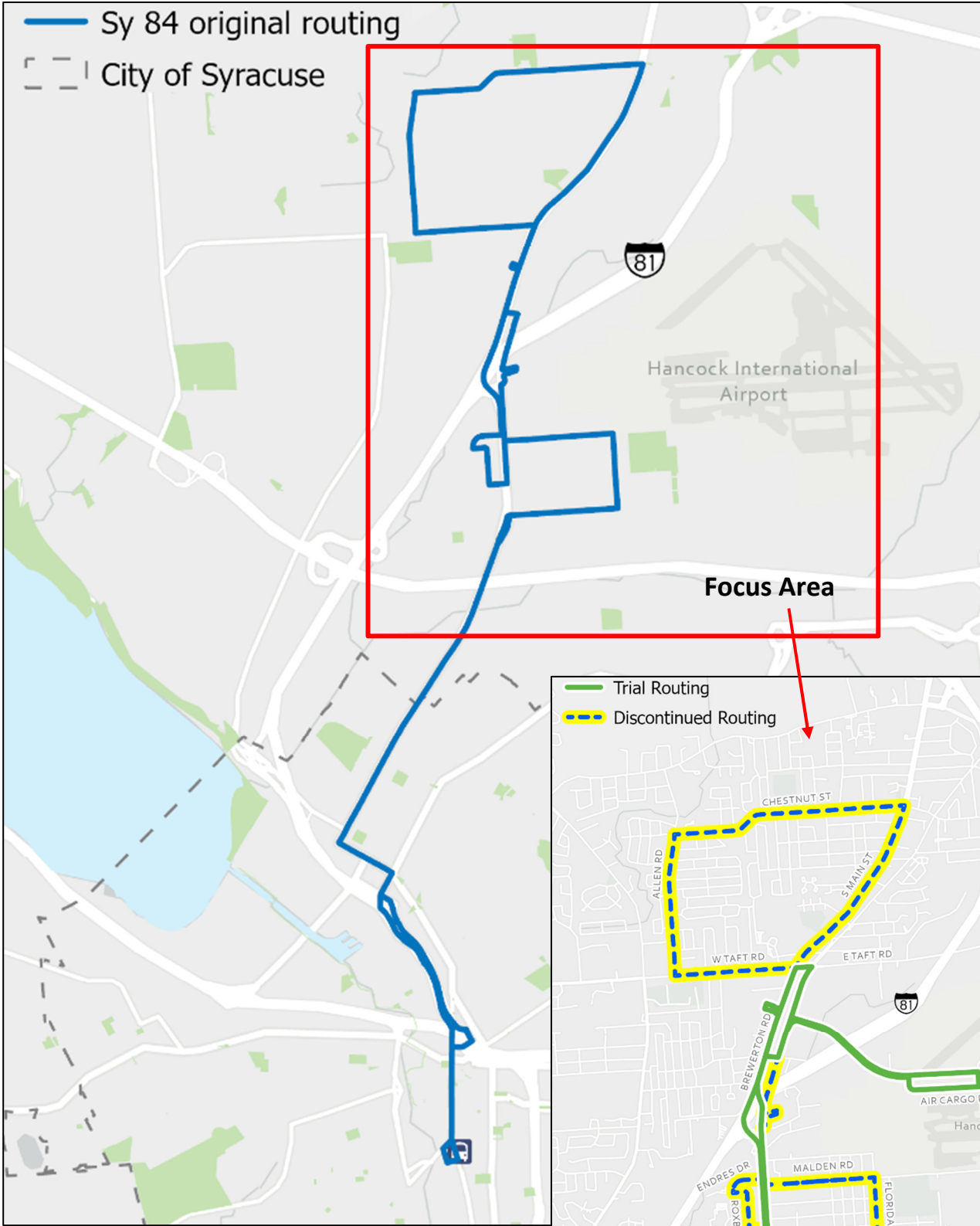
Initial Service Plan

The initial service plan proposed discontinuing deviations into the neighborhoods along Rt 11 and adding service along Air Cargo Road to the Hancock International Airport. The affected neighborhoods include:

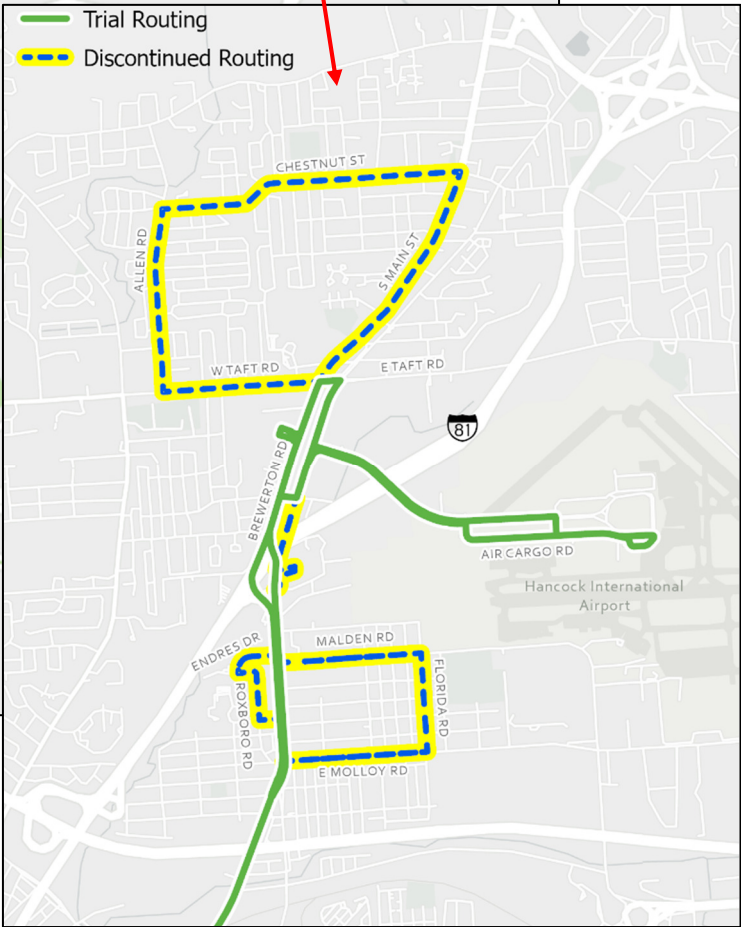
- Chestnut St / Allen Rd. / W. Taft Rd. / S. Main St (Route 11) in Village of North Syracuse (partial)
- Endres Dr. / Roxboro Rd. / Bernard St. in Mattydale (serving Orchard Estates Apartment Complex)
- Malden Rd / Florida Rd. / E. Molloy Rd. in Mattydale

In addition, due to low ridership at the nearly vacant Northern Lights Shopping Center, it was deemed unnecessary to pull into that plaza. None of the service south of E. Molloy Rd. was affected with service continuing through the City of Syracuse and to the Downtown Transit Hub.

Map 1: Original Sy 84 Routing



Map 2: Discontinued & Trial Routing



CNYRTA’S TITLE VI POLICIES

In accordance with guidance from the FTA Circular 4702.1B, the CNYRTA developed policies for evaluating impacts of fare and/or Major Service Changes on Title VI populations. The following excerpts from the CNYRTA Title VI Policies for Major Service Change and Fare Equity Analyses (2019) and the CNY Centro Inc. Public Participation Plan (2019) provide policy thresholds and definitions for CNY Centro.

Major Service Change Policy

A Major Service Change is a change in any route, other than a school tripper, specialized service, or experimental route, that 1) changes the number of service hours operated on any route by 25% or more, or 2) changes the length of a route by 25% or more. All Major Service Changes will be subject to an equity analysis including an analysis of adverse effects on minority and low-income populations.

As specified in FTA Title VI Circular 4702.1B Chapter IV Section 7a Subsection 1a (Chapter IV-13), “If a temporary service addition or change lasts longer than twelve months, then FTA considers the service addition or change permanent, and the transit provider must conduct a service equity analysis if the service otherwise qualifies as a major service change.”

Results of Major Service Change Test

For the purposes of this analysis, the new segments for the service to the Airport were not included in the route length change calculation. The new mileage to the Airport would have partially offset the eliminated segments, resulting in some of the routes falling below the 25% mileage change threshold. By excluding the Airport segments, the calculation is more appropriate for determining if a Major Service Change is occurring on the route.

The initial service was comprised of five distinct patterns: three inbound and two outbound. The inbound trip lengths were all decreased by more than 25%.

Table 1: Route Length Changes

		Route Length		
Line	Pattern	Mar 2022	Mar 2024	% Change
84	A, inbound	8.46	6.33	-25.2%
84	A, outbound	6.72	5.44	-19.0%
84	B, inbound	8.45	6.32	-25.2%
84	C, inbound	12.62	4.68	-62.9%
84	C, outbound	8.02	6.74	-16.0%

The service hours for the Sy 84 remain unchanged at a total of 16 hours and 10 minutes of revenue service each weekday.

Adverse Effects

Centro defines an adverse effect as a major geographical or time-based reduction in service which may include, but is not limited to, span of service changes, frequency changes, route segment elimination, re-routing, or route elimination. Adverse effects are measured by the change between the existing and proposed service levels that would be deemed significant. Centro shall consider the degree of adverse effects and analyze those effects in the form of an equity analysis when planning major service changes. The detailed analysis of adverse effects pertaining to this service change is found under the Assessing Impacts portion of the report.

Disparate Impact Policy

Centro defines a disparate impact as occurring when there is a difference in adverse effects of plus or minus 20% between minority and non-minority populations. 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.

Disproportionate Burden Policy

Centro defines a disproportionate burden as occurring when there is a difference in adverse effects of plus or minus 20% between low-income and non-low-income households. When a disproportionate burden is identified, Centro will consider modification of the proposal in order to avoid, minimize, or mitigate the impacts. This Disproportionate Burden Policy will be applied to all major service and fare changes.

Public Engagement in Policy Development

The CNYRTA Title VI Objectives, Major Service Change Policy, Disparate Impact Policy, and Disproportionate Burden Policy are available on the Centro website where public feedback is continuously solicited. The policies were most recently amended in the summer of 2019 after a period of public comment in which no objections to the policy definitions, thresholds, or otherwise were received. No subsequent amendments were requested for the 2022 Triennial Reporting period.

Board of Members Approval

The Title VI Policies (Major Service Change Policy, Disparate Impact Policy, Disproportionate Burden Policy) were presented to the Board of Members on September 17, 2019. After discussion, a Motion was made, seconded, and approved as Motion No 2407. As per the Service Equity Analysis requirements, a copy of the meeting minutes (abridged) demonstrating the Board's consideration, awareness, and approval of the policies is found below.

3125	
MINUTES OF THE REGULAR MEETING OF THE CENTRAL NEW YORK REGIONAL TRANSPORTATION AUTHORITY HELD ON FRIDAY, SEPTEMBER 27, 2019 AT 10:00 A.M. AT THE RTA OFFICES, 200 CORTLAND AVENUE IN SYRACUSE, NEW YORK	
MEMBERS PRESENT:	BRIAN SCHULTZ (Chairman); ROBERT CUCULICH; JOSEPH HARDICK; NICHOLAS LAINO; DONNA REESE; LOUELLA WILLIAMS
MEMBER ABSENT:	TINA FITZGERALD; DARLENE LATTIMORE
STAFF ALSO PRESENT:	RICHARD LEE (Chief Executive Officer); LINDA BIATA; CHRISTOPHER TUFF; BARRY M. SHULMAN and IAN S. LUDD of counsel

TITLE VI POLICIES AND TITLE VI PROGRAM REPORT: Ms. Paula Cutrone was then invited into the meeting to give a report on Title VI. The Program Report, submitted to the Federal Transit Administration every three years, was prepared by the Centro Planning Department. Ms. Cutrone described Title VI Policies and the Title VI Program Report, in depth. Copies of these Policies and Reports had also been distributed earlier as part of the Board packet, prior to this meeting. Thereafter, and after much discussion, and upon Motion duly made, seconded and unanimously carried, approval of the Title VI Policies was adopted as Motion No. 2407. After discussion of its contents, the Title VI Program Report, as presented by Ms. Cutrone was likewise reviewed and unanimously carried as Motion No. 2408.

Ms. Cutrone was then excused from the meeting.

ANALYSIS FRAMEWORK

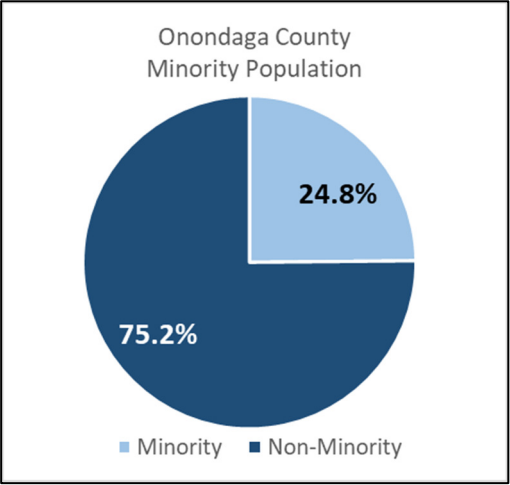
Demographic Datasets

Population data generated by the U.S. Census American Community Survey (ACS) 5-year estimates was selected as the source of data for both Minority and Low-Income Analysis as it is the best dataset available without current passenger surveys. The geographic level selected is Census block group, which combines census blocks that begin with the same digit within the same census tract and is the smallest geography available for all 5-year estimates.

Minority Persons and Populations: According to FTA Circular 4702.1B, a minority person is defined as an individual identifying as: American Indian and Alaska Native, Asian, Black or African American, Hispanic or Latino, and Native Hawaiian or Other Pacific Islander. Minority populations are defined by FTA as any readily identifiable group of minority persons who live in geographic proximity, or who may be geographically dispersed, but who may be similarly affected by a proposed action.

For this analysis, minorities are defined as any populations self-identified as any category other than ‘white only’ per Census race classifications as well as those who consider themselves Hispanic (including those self-identified as ‘white only’ with Hispanic ethnicity). The data was downloaded from the data.census.gov website provided by the U.S. Census Bureau.

Data source: U.S. Census Bureau, 2018-2022 American Community Survey 5-Year Estimates
Dataset: Hispanic or Latino Origin by Race (table B03002)
Universe: Total population
Geographic Level: Census block group

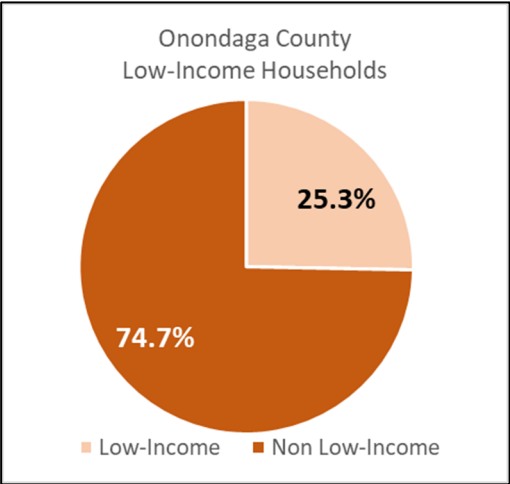


Onondaga County Service Area			
Total Population	Minority Population	Minority	Non-Minority
472,637	117,443	24.8%	75.2%

Low-Income Persons and Populations: The FTA Circular on Title VI compliance states that while low-income populations are not a protected class under Title VI, there is an "...inherent overlap of environmental justice principles in this area, and because it is important to evaluate the impacts of service and fare changes on passengers who are transit-dependent, FTA requires transit providers to evaluate proposed service and fare changes to determine whether low-income populations will bear a disproportionate burden of the changes."

For this analysis, low-income populations are represented by households whose income is below 50% of the median household income of Onondaga County. The median household income for Onondaga County is \$71,479; the low-income threshold is calculated to be \$35,740 (\$34,999). The median household income data was obtained from the U.S. Census Bureau, American Community Survey 5-Year Estimates (2018-2022), table B19013. The individual household data was downloaded from the data.census.gov website provided by the U.S. Census Bureau.

Data source: U.S. Census Bureau, 2018-2022 American Community Survey 5-Year Estimates
Dataset: Household Income in the past 12 Months (table B19001)
Universe: Households
Geographic Level: Census block group



Onondaga County Service Area			
Total Households	Low-Income Households	Low-Income	Non-Low-Income
192,785	48,777	25.3%	74.7%

ASSESSING IMPACTS

Both a bus line service corridor analysis and a walkshed analysis were conducted on the Sy 84 service changes. Route changes were analyzed at the trip level. The portion of mileage removed from individual trip patterns was considered independent of the service additions to the airport. This is to assess the impact of the service change on the neighborhoods. In each analysis, the statistics were compared to the countywide thresholds (averages) to determine whether a disparate impact or a disproportionate burden exists. Above average minority block groups are over the 24.8% county threshold while above average low-income block groups are over the 25.3% county threshold as shown on Page 7.

Note: Both spatial analyses were completed with the understanding that population is not evenly distributed among block groups and is therefore an estimate. The percentages provide a better estimate of the population served rather than including the population for the entire block group. This is especially true in instances where only a small portion of the block group is included in the buffer zone. The analysis is based on block group-level Census demographic data and therefore does not represent ridership directly.

Step-by-Step Analytical Methodology

A GIS (geographic information systems) based approach was used to conduct the analysis using ArcGIS Pro. Census Bureau shapefiles and ACS demographic data were joined with the use of corresponding unique identifier fields. Centro's service data was imported into Pro and subsequently analyzed against Census Bureau data by conducting spatial and network analysis.

Data source: U.S. Census Bureau, 2020 TIGER/Line Shapefiles

Dataset: Block group shapefiles (downloaded from census.gov)

The block group shapefile was joined to each of the two ACS tables in Pro and the results exported as unique features, one for census block groups with minority data and one for census block groups with low-income data. These two files were then used in the analysis detailed below.

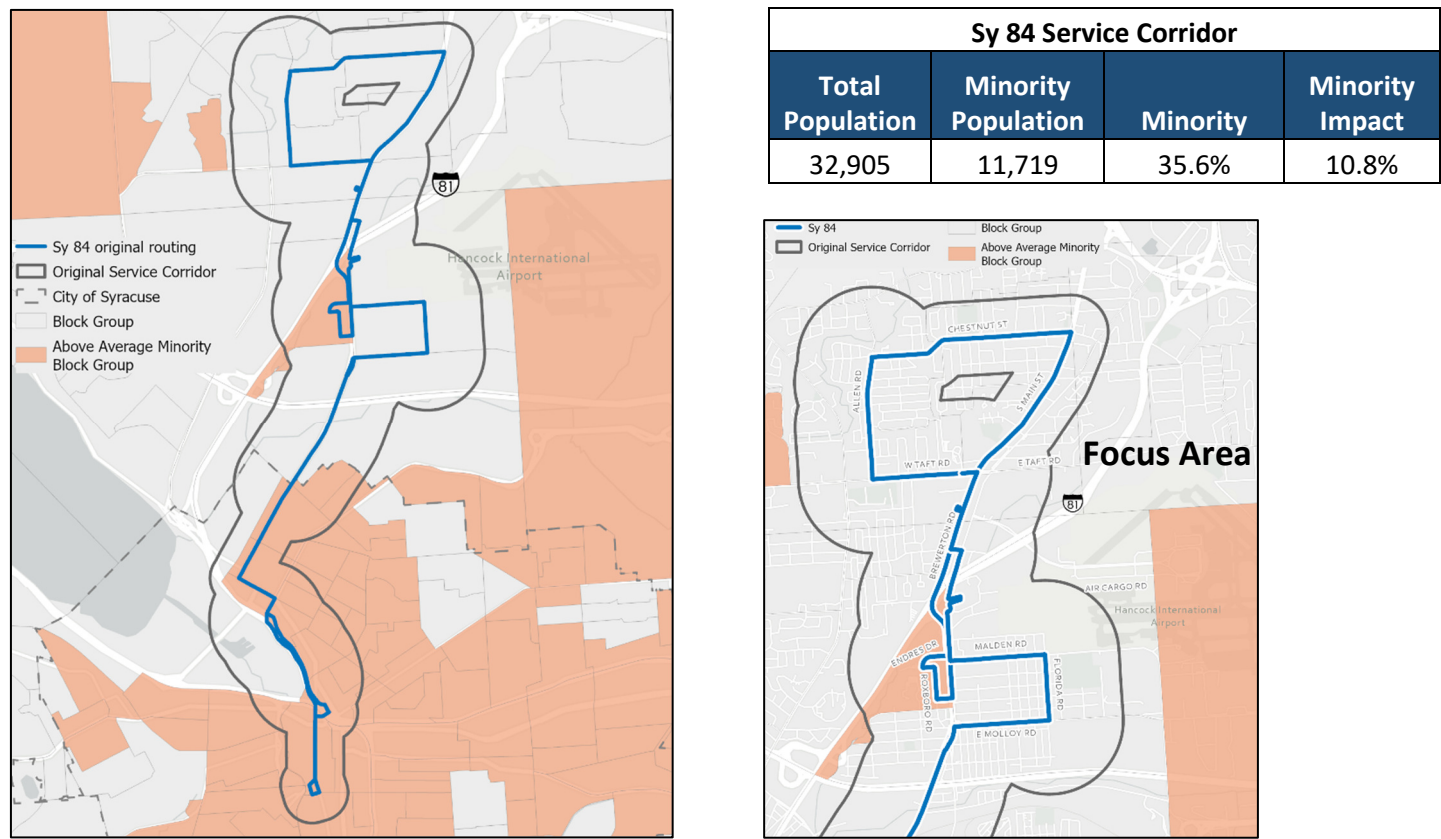
Following the guidelines established by the CNYRTA Major Service Change & Fare Equity Analyses Policy, the bus line was broken into segments representing the population density categories of "urban" (at least 3,600 people per square mile) or "suburban/rural" (less than 3,600 people per square mile) as per Decennial Census 2020 data. The urban segments were given a one-quarter mile buffer while the suburban/rural segments were given a one-half mile buffer. The segment buffers were merged, and boundaries dissolved to create a singular feature representing the maximum distance customers would be expected to walk.

The combined line buffer (also referred to as a 'service corridor') was spatially intersected with the block group data for minority and low-income respectively. The original service corridor is represented in Map 3 and Map 4. The trial routing service corridor is represented in Map 5 and Map 6. The percentage of each block group within the service corridor was calculated. From those percentages, the approximate minority population and low-income households was calculated. The percent minority and low-income compared to the county threshold is depicted as the impact.

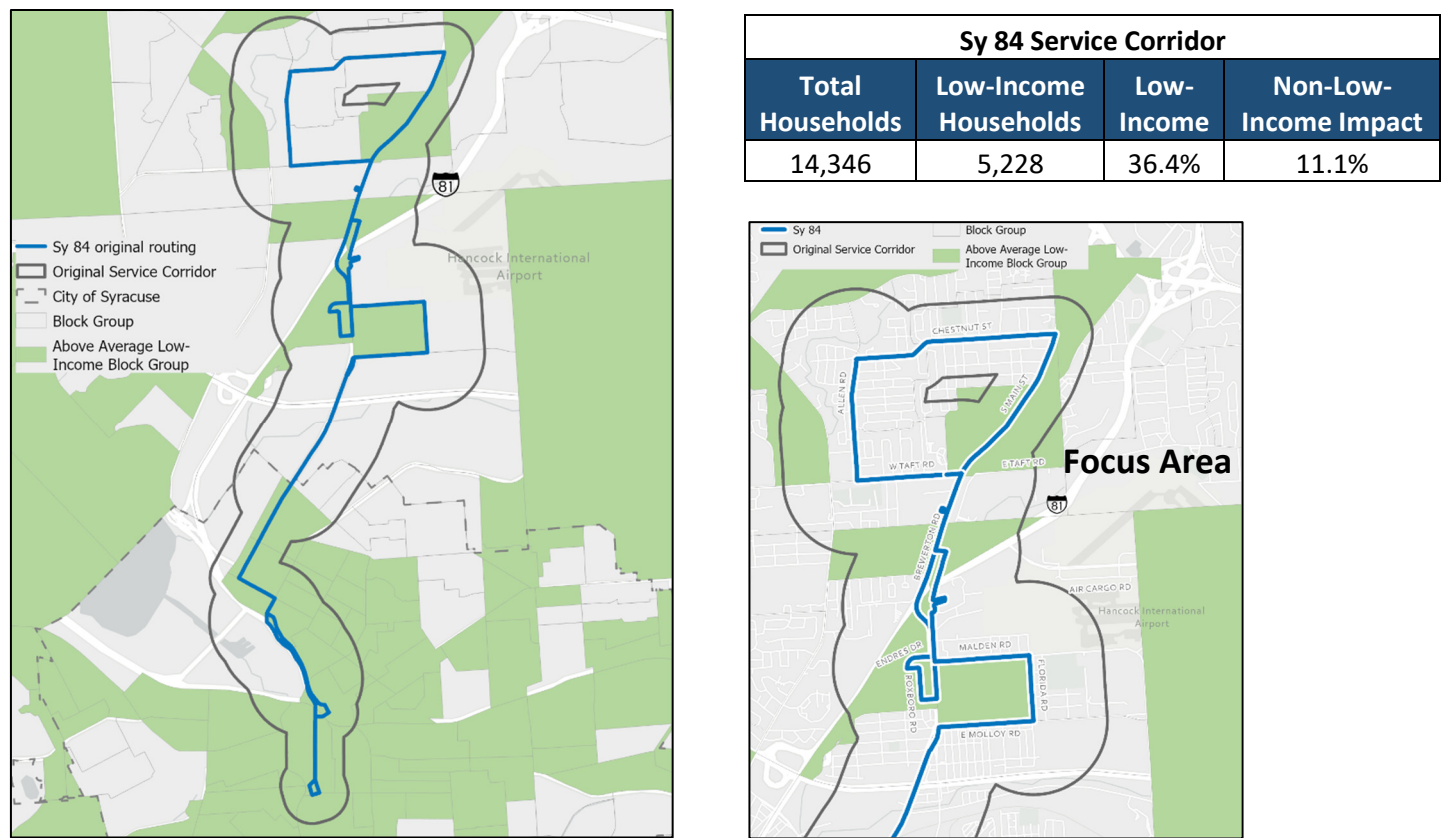
To further evaluate the effect of the service change, a walkshed analysis was conducted. Walk-sheds are a commonly used analytical tool which do not calculate 'as the crow flies' but instead utilize a street network yielding a more representative walking area. Utilizing ArcGIS Pro's Network Analyst extension, service area layers were generated for both the discontinued stops (Map 7) and the active stops (Map 8). The tool calculated a one-quarter and one-half mile walking distance buffer from each bus stop based on the street network.

The buffers were dissolved to create solid coverage areas (Map 9). The two coverage areas were intersected, and all overlapping areas removed (Map 10). The remaining area is considered the unserved area and the affected population. The impacts were calculated for the difference in coverage areas between the discontinued stops and active stops for both minority (Map 11) and low-income (Map 12).

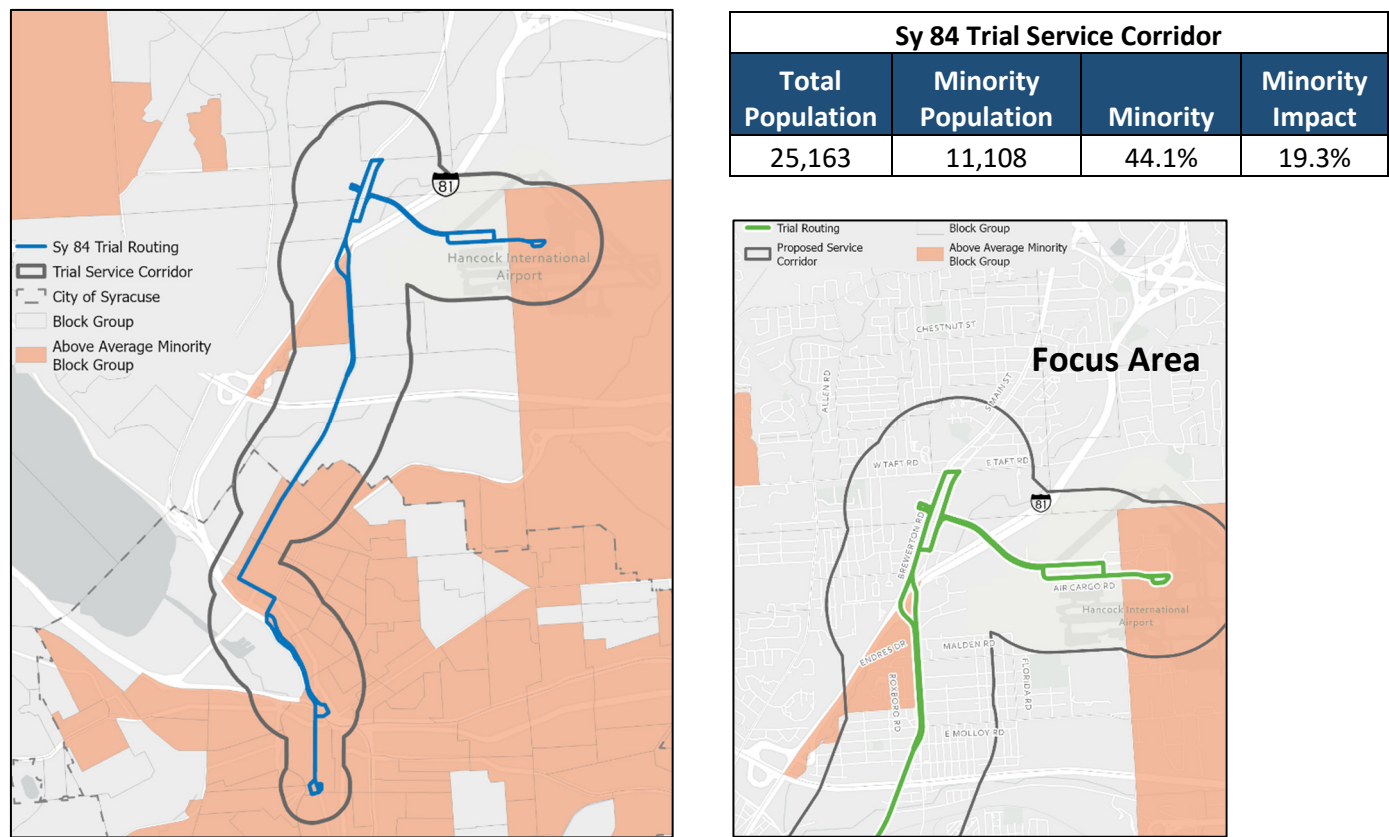
Map 3: Minority Block Groups & Original Service Corridor



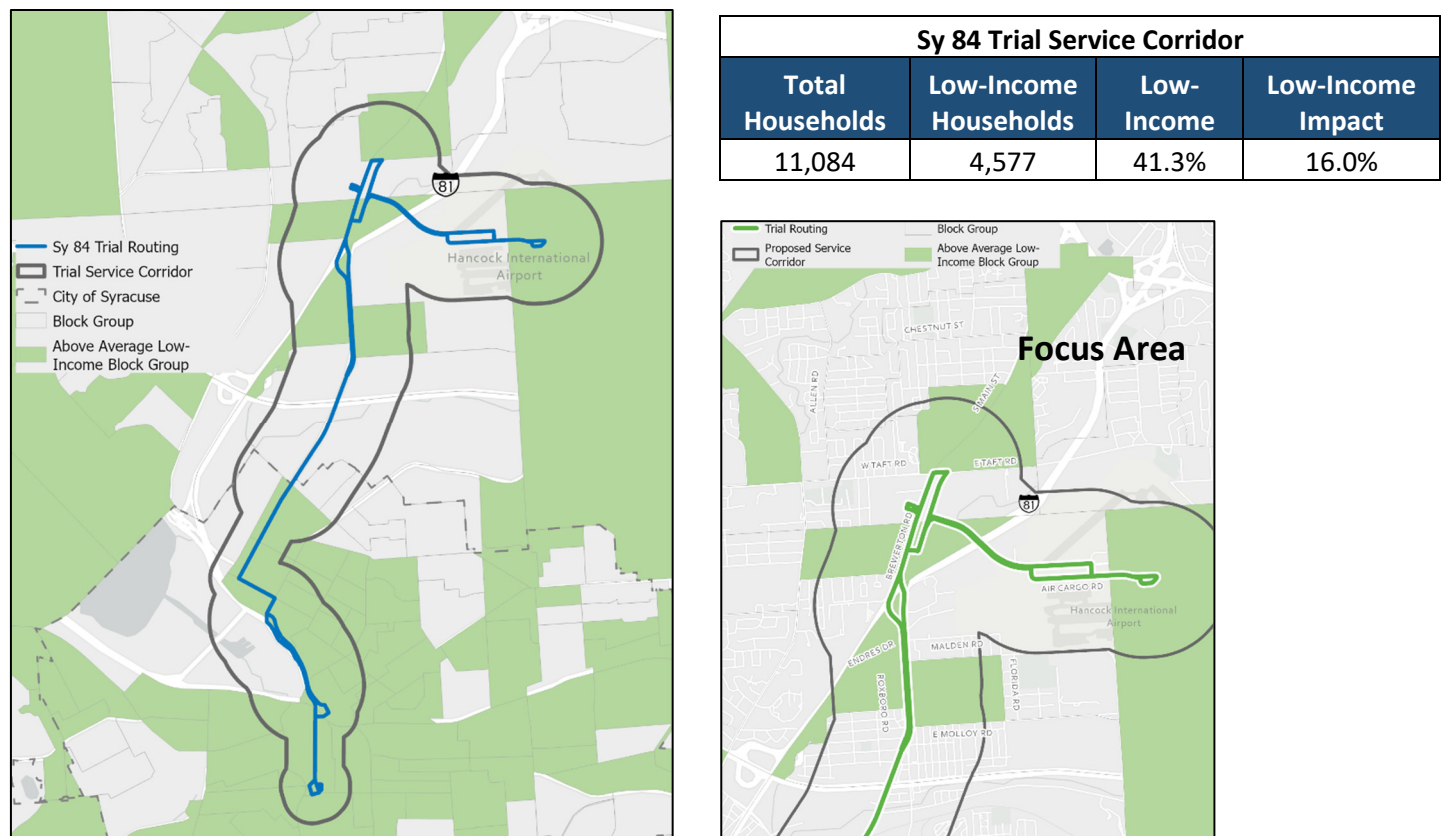
Map 4: Low-Income Block Groups & Original Service Corridor

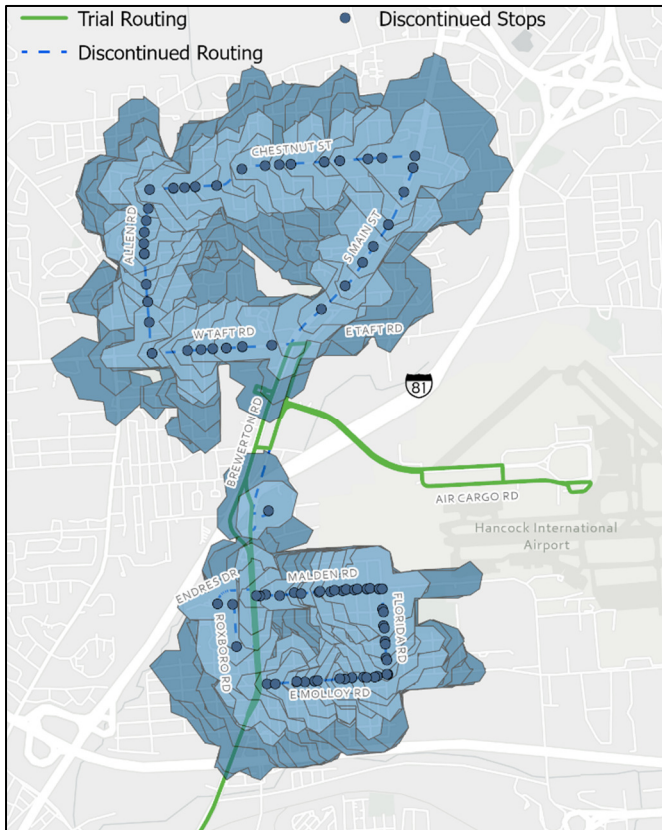


Map 5: Minority Block Groups & Trial Service Corridor



Map 6: Low-Income Block Groups & Trial Service Corridor

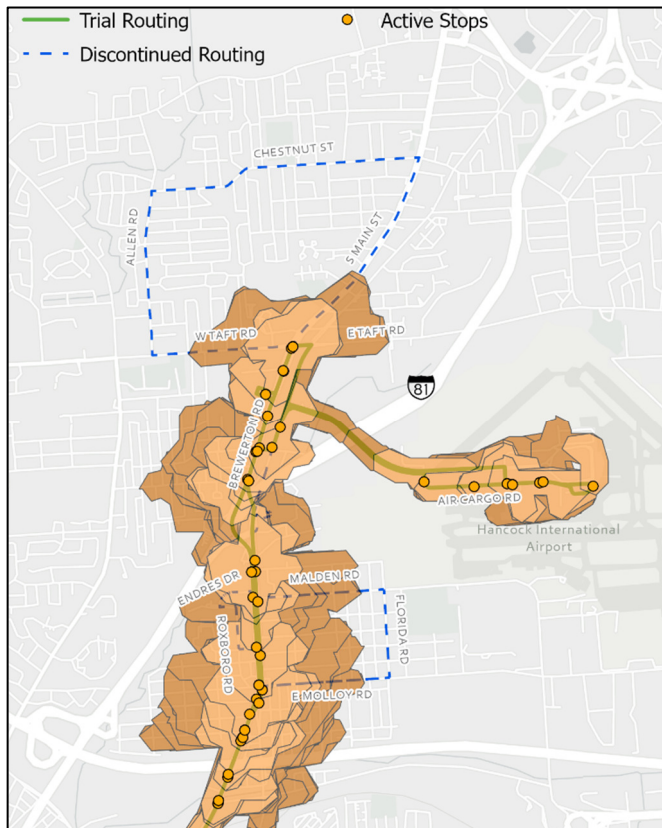


Map 7: Discontinued Stops Walkshed

Unlike the service corridor analysis, the walkshed analysis uses the stop location as the point of reference.

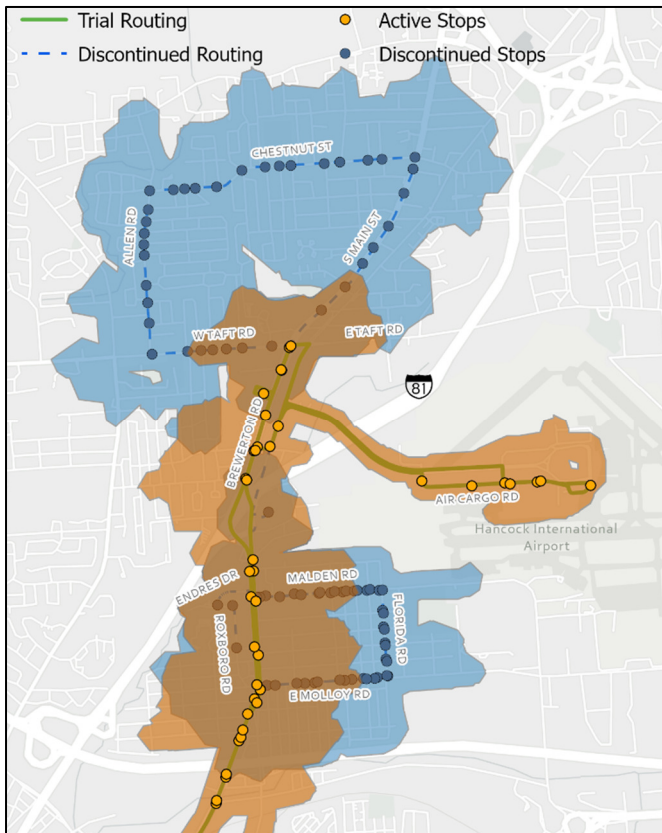
The tool calculated a one-quarter (represented by the lighter shades) and one-half (represented by the darker shades) mile walking distance buffer from each bus stop based on the street network.

The result is an irregular shaped buffer as opposed to the bulbous buffer created as a result of an 'as the crow flies' analysis.

Map 8: Active Stops Walkshed

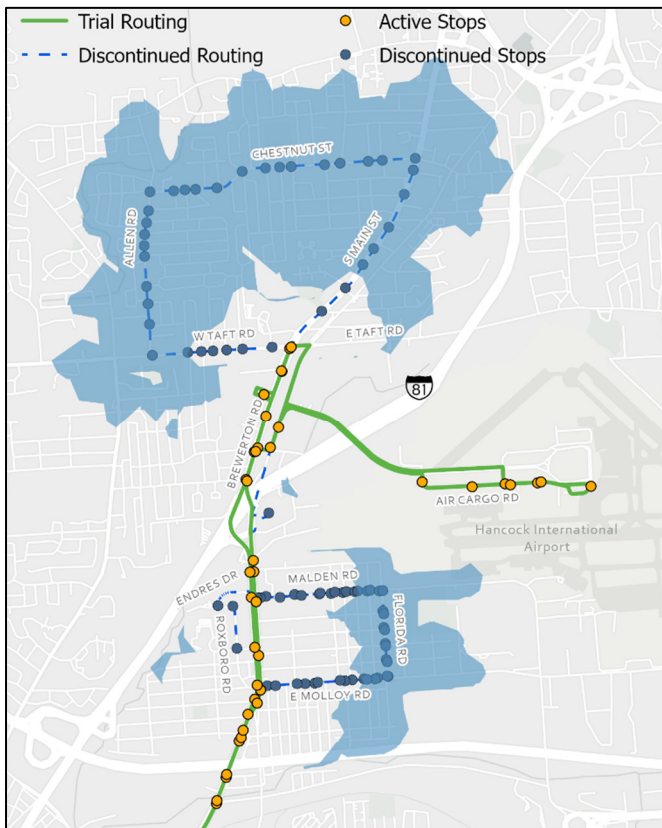
The discontinued stops and active stops were processed separately. This was by design, to analyze the coverage area for the different affected communities.

Of note is the walking distance from the stops along Route 11 serving both the Orchard Estates and Malden Rd./Florida Rd./Molloy Rd. areas. While direct service was eliminated, Orchard Estates is well within an acceptable walking distance to bus stops on Route 11. More than half of the Malden Rd./Florida Rd./Molloy Rd. area is within an acceptable walking distance as well.

Map 9: Walkshed Comparison

The walksheds were dissolved to create solid coverage areas, as depicted in Map 9. The blue area represents the walkshed for the discontinued stops. The orange area represents the walkshed for the active stops.

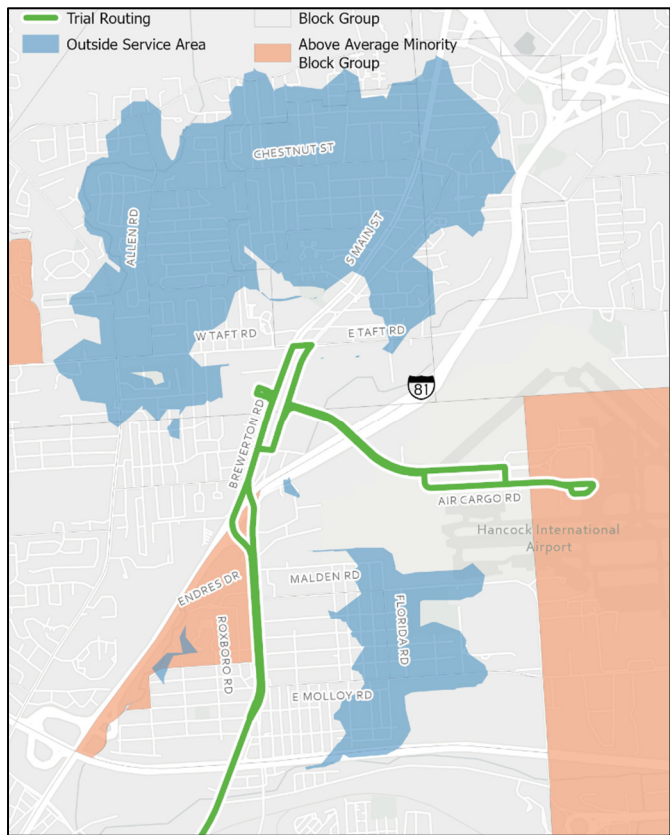
There are areas where the two walksheds overlap. Those areas are considered as continuing to be served by the active stops and therefore not as adversely affected as other areas.

Map 10: Difference in Walksheds

The two coverage areas were spatially intersected using ArcGIS Pro. All overlapping areas (those that continue to be served by the active stops) were removed as depicted in Map 10.

The remaining blue area is considered the unserved area. The minority and low-income impacts were calculated for the area following the same method as the service corridor analysis.

Map 11: Minority Block Groups & Affected Walkshed

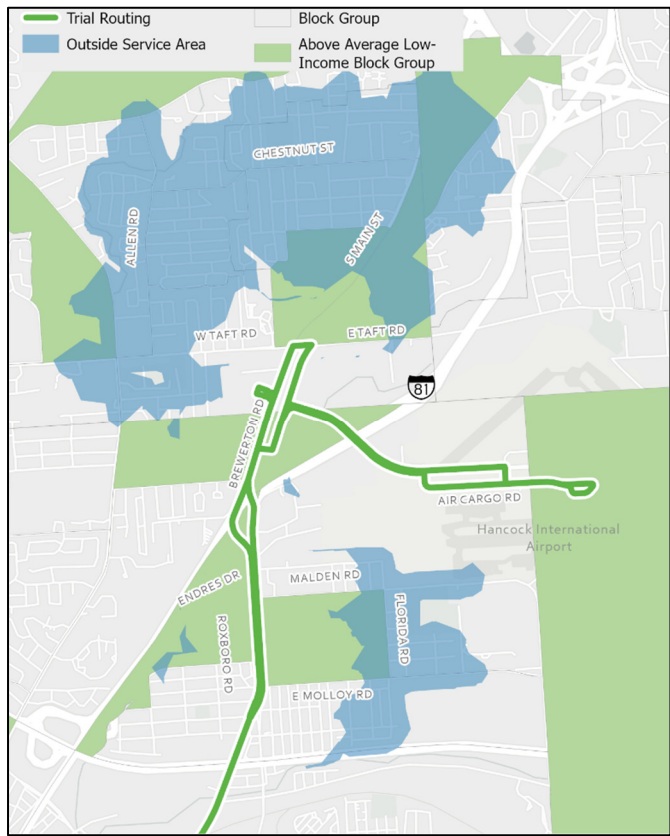


There is a lower concentration of minorities in the affected service area compared to the county average. There are very minimal above average minority areas in the affected area.

The total impact to the minority population in the affected area is **-15.4%**. This service change **does not yield a disparate impact**.

Type of Service Change	Affected Area Population Data			
	Total Population	Minority Population	Minority	Minority Impact
Re-route	9,352	883	9.4%	-15.4%

Map 12: Low-Income Block Groups & Affected Walkshed



There is a similar concentration of low-income households in the affected area compared to the county average. There are a few above average low-income areas in the affected area.

The total impact to the low-income households in the affected area is **-2.1%**. This service change **does not yield a disproportionate burden**.

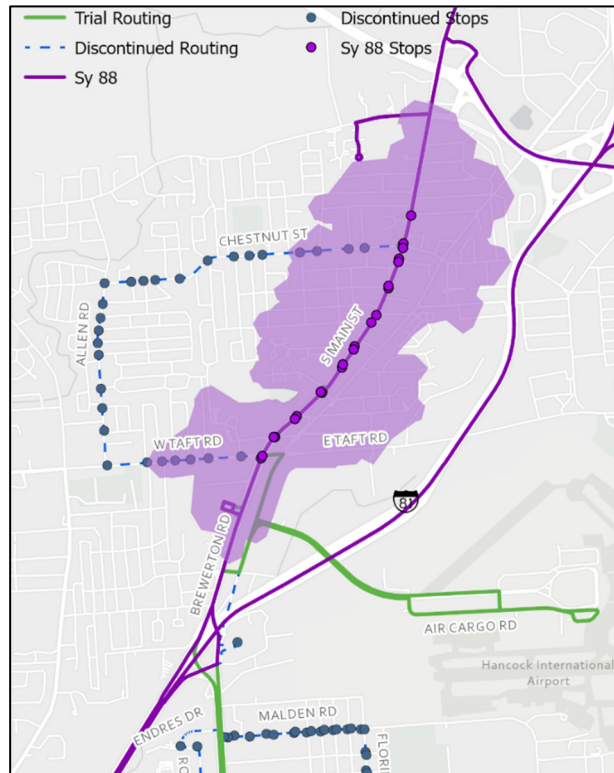
Type of Service Change	Affected Area Household Data			
	Total Household	Low-Income Household	Low-Income	Low-Income Impact
Re-route	4,020	931	23.2%	-2.1%

Alternative Service

Centro determined that the adverse effects of this service change include route segment elimination and re-routing. Direct service was eliminated to three neighborhoods. Service is still available, particularly to the neighborhoods south of Taft Rd. Customers in those neighborhoods will have an increased walking distance.

For the customers at Taft Rd. and north, there is alternative service available via the Sy 88. The adverse effect associated with this alternative is a decrease in frequency. A walkshed service area was generated for the stops on the Sy 88 that serve stops discontinued on the Sy 84 as shown in Map 13.

Map 13: Sy 88 Stops Walkshed



Initial Board of Members Approval

The results of the initial Service Equity Analysis were presented to the Board of Members on July 26, 2024. As per Centro policy, the results were reported prior to any public discussion of said results. The Board acknowledged their acceptance of the presented information regarding the Sy 84 Mattydale-Airport Service Changes. A motion (No. 2726) to approve the draft service change equity analysis was carried unanimously (**Attachment 1**).

PUBLIC OUTREACH

The Social Media outreach strategy included posting details of the service change on Facebook, Instagram, Twitter, and LinkedIn. Public feedback was encouraged and received throughout the year leading up to the public hearing.

Public Hearing

The public hearing was held on Tuesday August 13, 2024, at 5:30 pm at Burnham Park, 760 Malden Rd., Mattydale, NY 13211. Legal Notice was published 21 days prior to the meeting, on July 23, 2024, in the newspaper of general circulation, the Syracuse Post Standard (**Attachment 2**). The hearing was held on board Centro's Community Bus.

The meeting information was posted on Facebook, Instagram, Twitter, and LinkedIn. The homepage on the Centro website was updated to include the meeting information. The Public Hearing and Meetings page was updated with details



regarding the Public Hearing, including presentation materials and the legal notice (**Attachment 5**). In addition, persons who provided feedback were contacted directly with the meeting information.



Eleven members of the community attended the hearing. The proposed changes and corresponding analyses were presented by the Senior Director of Service Planning and Special Projects Bren W. Daiss.

Printed copies of the presentation were made available to participants as well as a one-page fact sheet (**Attachment 3**) and Centro staff were available to answer questions. Several attendees made oral statements and asked questions during the Public Hearing. Their comments were recorded on the video and in a transcript generated from YouTube. Written statements were also collected and added to the record. The public hearing was closed at 6:03pm. The hearing was posted to the Centro YouTube channel where a transcript was made available. The [YouTube](#)

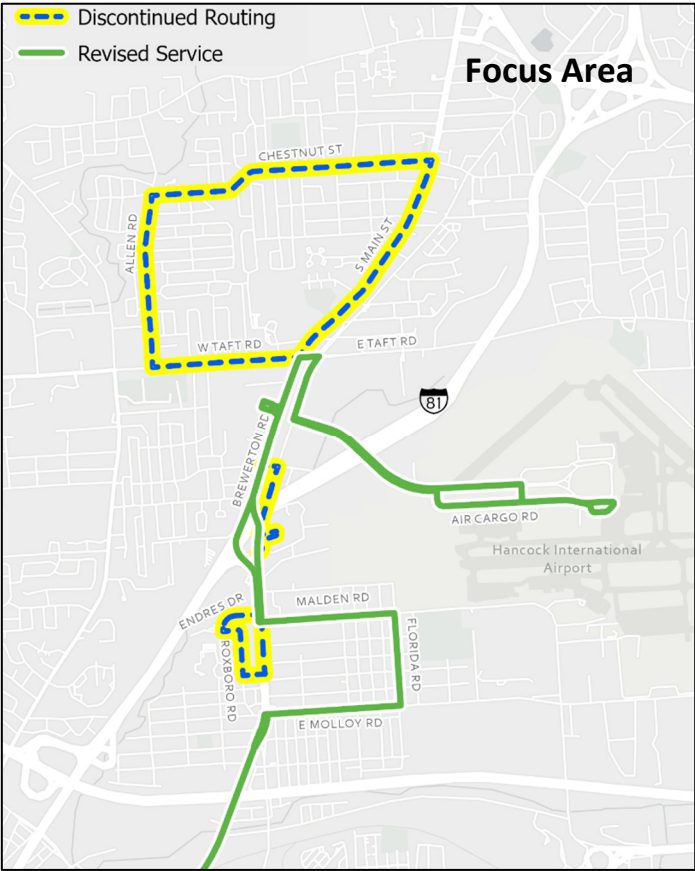
recording was linked under the videos section on the Public Hearings and Meetings webpage. Customers were encouraged to submit written comments through Centro's social media channels, and via telephone, email, and fax. The public comment period closed on September 9, 2024 (four weeks after the hearing). A summary of all the comments received is included as **Attachment 4**.

POST-PUBLIC HEARING ANALYSIS

Following the Public Hearing, an on-time performance analysis was conducted on the Sy 84 to address some of the comments received at the hearing. The analysis revealed that by adjusting some running times between time points in both directions and using some of the recovery time at the EOL, Centro could once again service the Molloy/Florida/Malden area.

Existing running times were able to be tightened or streamlined to allow for less possible dwell time at time points in each direction. Data from previous sign-ups was used to inform the running time decisions for the service being added back in.

On September 16, 2024, a detour went into effect modifying the routing.



Map 14: Revised Service & Discontinued Service

Results of Major Service Change Test on Revised Service

With the addition of the Malden Rd / Florida Rd. / E. Molloy Rd. neighborhood deviation, only one inbound pattern meets the Major Service Change threshold. This is the trip that served the northern area between Taft and Chestnut which was underutilized and not brought up by the public as an item of concern at the Public Hearing.

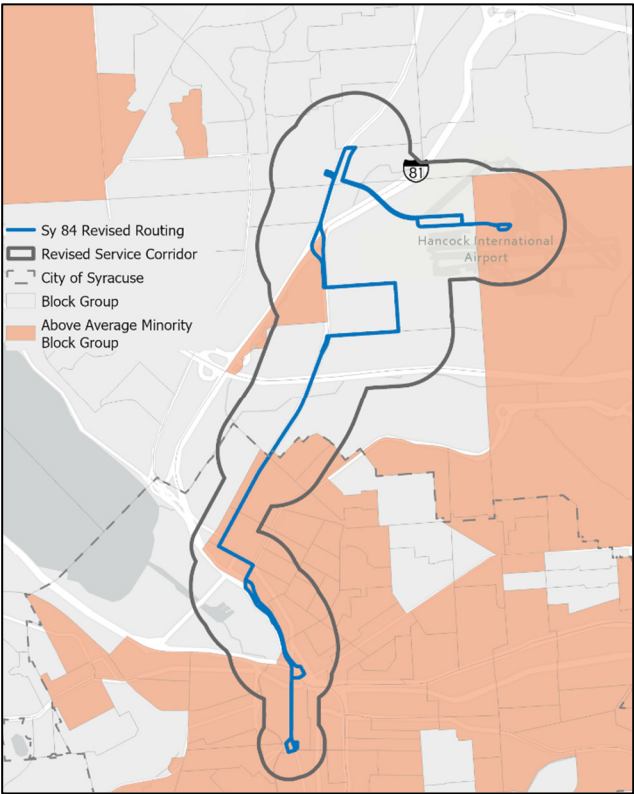
Table 2: Revised Route Length Changes

Line	Pattern	Route Length		
		Mar 2022	Sep 2024	% Change
84	A, inbound	8.46	7.59	-10.3%
84	A, outbound	6.72	6.72	0.0%
84	B, inbound	8.45	7.58	-10.3%
84	C, inbound	12.62	5.94	-52.9%
84	C, outbound	8.02	8.02	0.0%

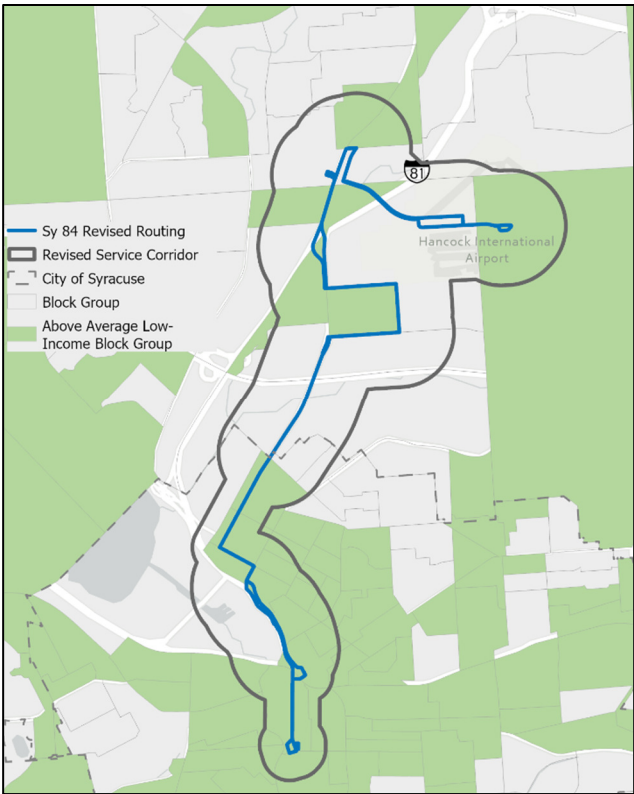
ASSESSING IMPACTS OF REVISED SERVICE

The same analytical methodology as detailed on page 9 was followed for the service revision. Refer to page 10 for the original Sy 84 routing demographic maps.

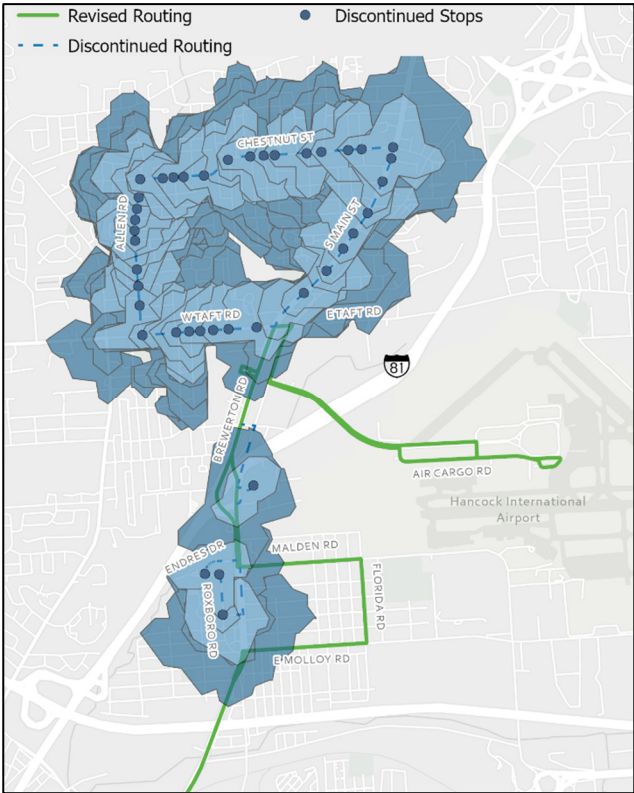
Map 15: Minority Block Groups & Revised Service Corridor



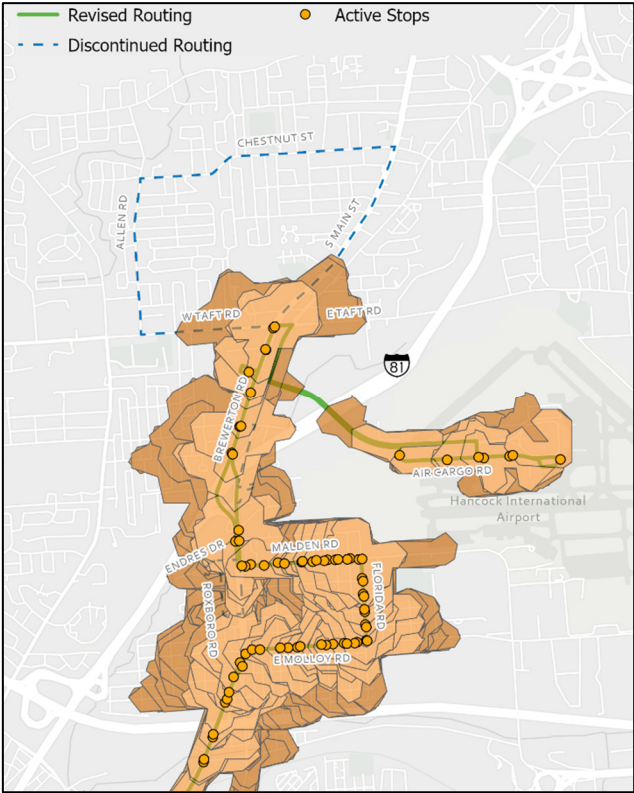
Map 17: Low-Income Block Groups & Revised Service Corridor

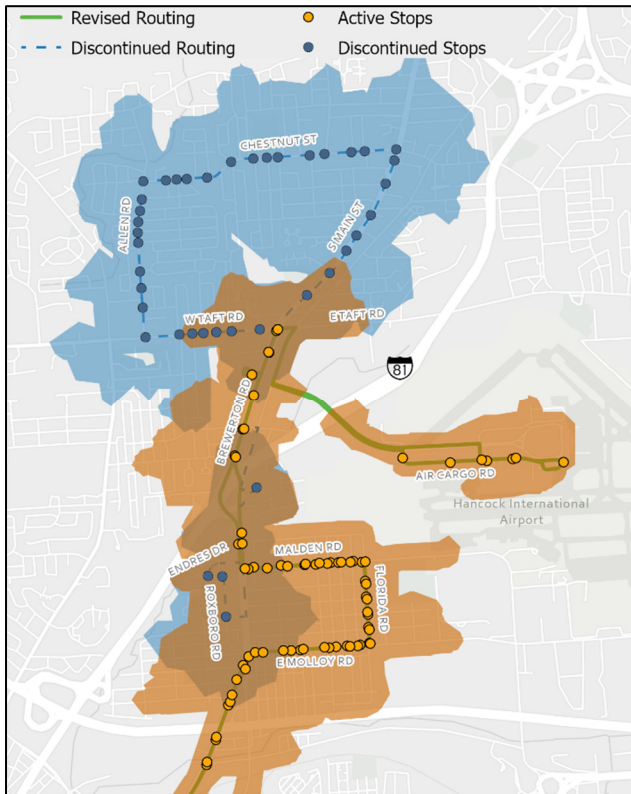


Map 16: Discontinued Stops Walkshed



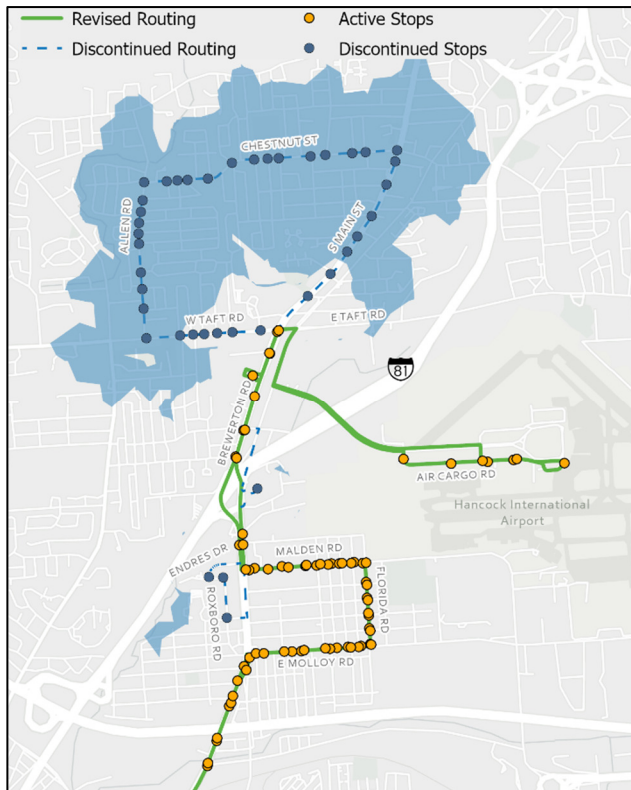
Map 18: Active Stops Walkshed



Map 19: Walkshed Comparison

The walksheds were dissolved to create solid coverage areas, as depicted in Map 19. The blue area represents the walkshed for the discontinued stops. The orange area represents the walkshed for the active stops. The active stops walkshed is noticeably larger due to the addition of service in the Florida Rd. neighborhood.

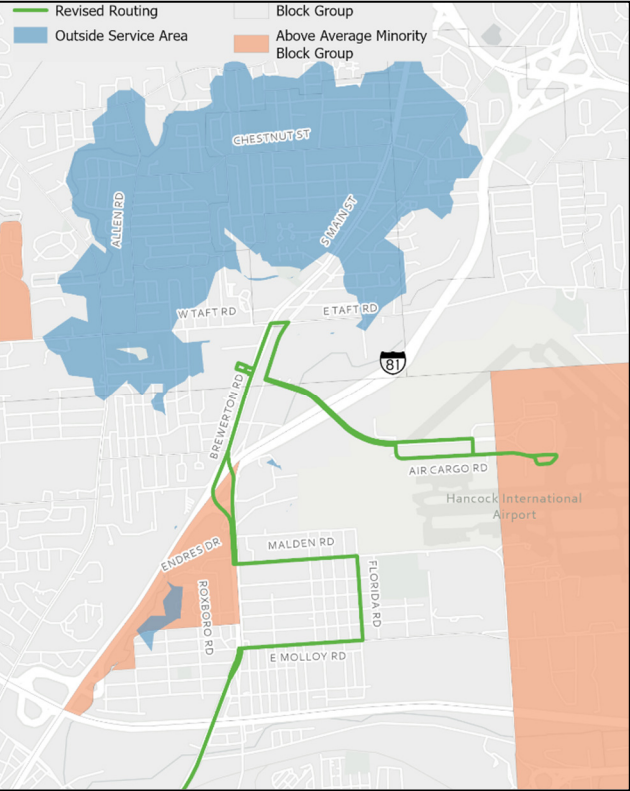
There are areas where the two walksheds overlap. Those areas are considered as continuing to be served by the active stops and therefore not as adversely affected as other areas.

Map 20: Difference in Walksheds

As done previously, the two coverage areas were spatially intersected using ArcGIS Pro. All overlapping areas (those that continue to be served by the active stops) were removed as depicted in Map 20.

The remaining blue area is considered the unserved area. The area is noticeably smaller due to the addition of the service. The minority and low-income impacts were calculated for the area following the same method as the service corridor analysis.

Map 21: Minority Block Groups & Affected Walkshed

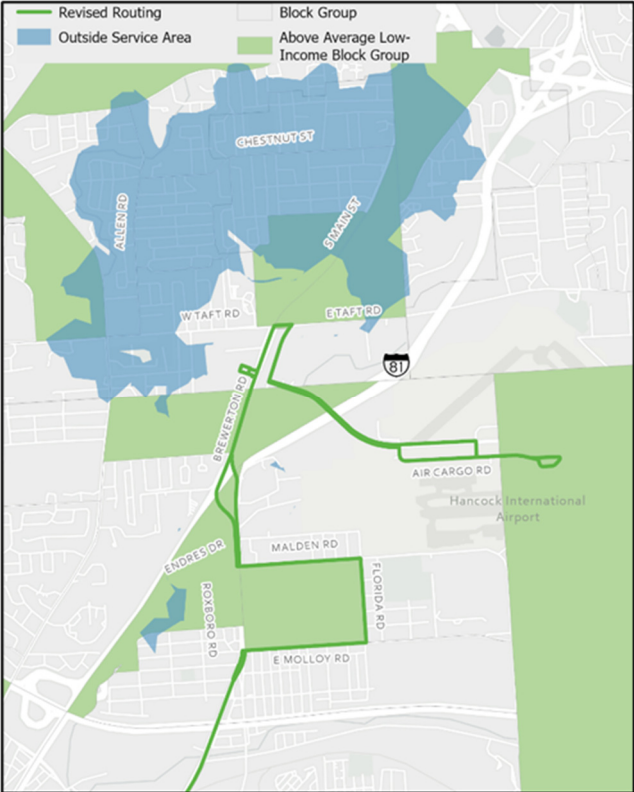


There is a low concentration of minorities in the affected service area compared to the county average.

The total impact to the minority population in the revised affected area is -16.0%. **There is no disparate impact.**

Type of Service Change	Affected Area Population Data			
	Total Population	Minority Population	Minority	Minority Impact
Re-route	8,457	752	8.9%	-16.0%

Map 22: Low-Income Block Groups & Affected Walkshed



There is a similar concentration of low-income households in the affected area compared to the county average.

The total impact to the low-income households in the revised affected area is -2.1%. **There is no disproportionate burden.**

Type of Service Change	Affected Area Household Data			
	Total Household	Low-Income Household	Low-Income	Low-Income Impact
Re-route	3,654	849	23.2%	-2.1%

Alternative Service & Mitigation

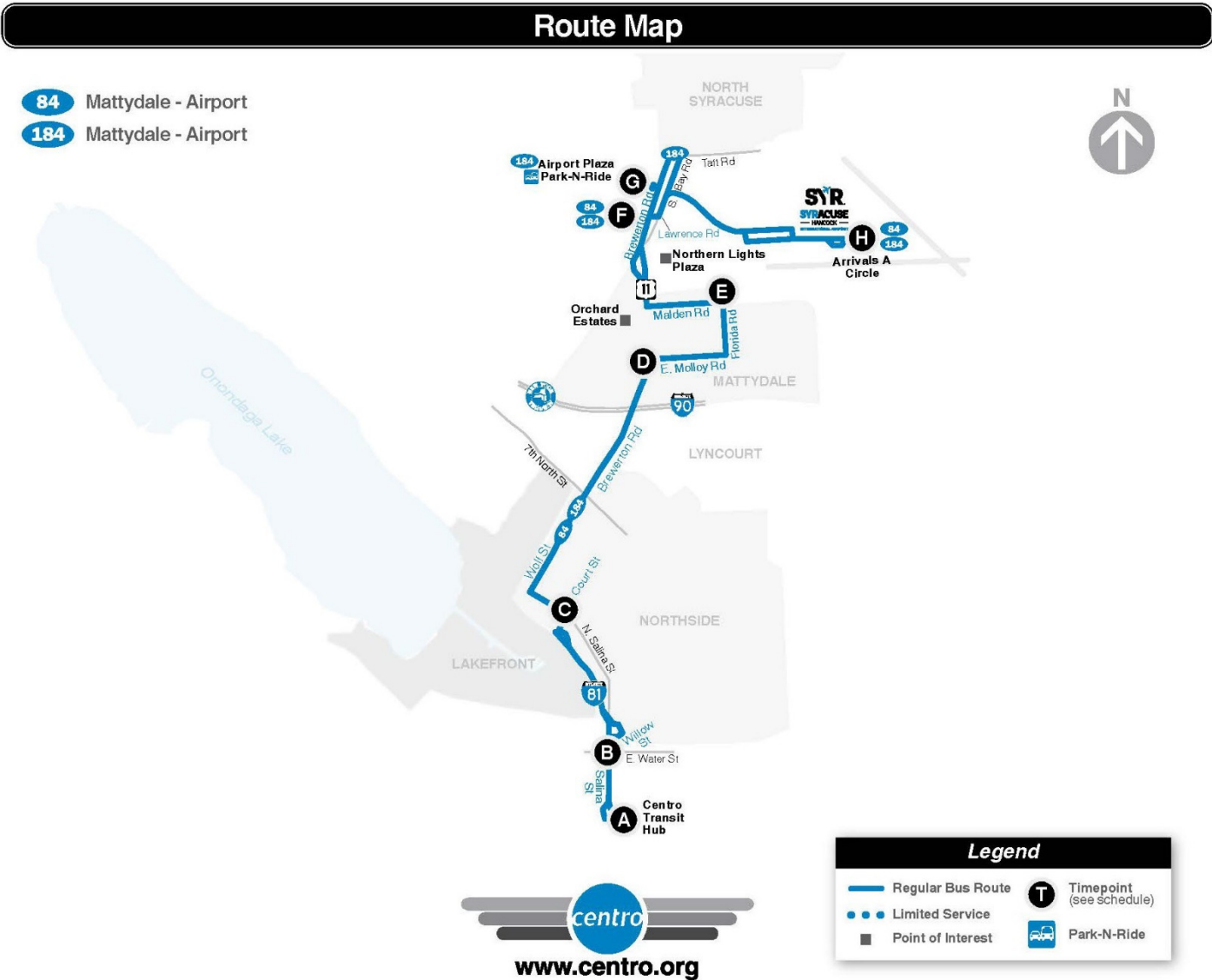
Under the revised service, Centro determined that the adverse effects of this service change continue to include route segment elimination and re-routing. Direct service was eliminated to two neighborhoods. Service is still available, particularly to the neighborhood where Orchard Estates Apartment Complex is located. Customers in that neighborhood will have an increased walking distance to catch the bus on Route 11.

Both Airport personnel and community members requested additional frequency on the Sy 84. One additional mid-day trip was added effective September 16, 2024.

For the customers at Taft Rd. and north, there continues to be alternative service available via the Sy 88. The adverse effect associated with this alternative is a decrease in frequency (refer to Map 13 previously).

FINAL SERVICE RECOMMENDATION

Service will continue to Hancock International Airport while also traveling through the Malden Rd./Florida Rd./E. Molloy Rd. area. Service will not be reinstated north of Taft Rd. The updated schedule map is displayed below.



Board of Members Approval

A report of all the public comments received and the responses given was submitted to the Board of Members for review prior to the September 2024 meeting. The Board did not recommend any changes to the revised service proposal at the September meeting. A resolution to move forward with the Sy 84 Mattydale - Airport redesign will be brought to the Board on October 25, 2024 (**Attachment 5** – to be updated with signed document).

As per Centro’s Title VI Policies, final public notice of the changes in service will be made at least ten days in advance of the effective date of the permanent change.

CONCLUSION

This report documents the Title VI Service Equity Analysis required to support the redesign of the Sy 84 Mattydale – Airport bus line. The modifications to current fixed route service were analyzed based on Centro’s Title VI thresholds and FTA’s Circular 4702.1B. Following a public hearing, the service was revised, and an additional analysis completed.

There are neither disparate impacts nor disproportionate burdens associated to the Sy 84 service change. Minority and Low-Income populations will not be more adversely impacted than the rest of the population.

This Title VI Service Equity Analysis concludes that the service changes were designed without regard to race, color, or national origin. Based on the results of the analysis, Centro staff recommend that the Board of Members approve the finalized Service Equity Analysis and that the revisions become permanent.

THE CENTRAL NEW YORK REGIONAL TRANSPORTATION AUTHORITY
(and its Subsidiaries)
200 CORTLAND AVENUE, SYRACUSE, NEW YORK
MINUTES OF THE JULY 26, 2024, BOARD MEETING

MEMBERS PRESENT: NICHOLAS LAINO, Chair
ANTHONY DAVIS, Vice Chair
TINA FITZGERALD, Treasurer
ROBERT CUCULICH
MONTY FLYNN
JOSEPH HARDICK
JULIUS LAWRENCE
LOUELLA WILLIAMS
FRANK SAYA, Non-Voting Member

MEMBERS ABSENT: DARLENE LATTIMORE, Secretary
NEIL BURKE

STAFF PRESENT: CHRISTOPHER TUFF, Deputy Chief Executive Officer
JACKIE MUSENGO, VP of Human Resources
GEOFFREY HOFF, VP of Fleet and Facilities
RAHMIN AZRIA, VP of Operations
BRUCE FONG, VP of Information Technologies
MELISSA BRIM, Associate VP of Finance
CHRIS KING, Manager of Procurement
BREN DAISS, Director of Special Projects and Planning
LYNETTE PADUANO, Director of Marketing and Communications
EJ MOSES, Director of Facilities
TARA SPRAKER, Director of Capital Programs
PAULA CUTRONE, Senior Manager of Transit Data and Equity
JASON SMITH, Senior Procurement Analyst
JOSH GARDNER, Spec. Transport Manager & Systems Analyst
DAVID CARACCIO, Project Manager Facilities
JEANNINE JOHNSON, Executive Assistant

CALL TO ORDER At 2:45 P.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

ONEIDA COUNTY RURAL TRANSIT (OCRT)

We are happy to announce that at the July Oneida County Legislature meeting the Resolution was approved to enter into an agreement with Centro for us to operate their Oneida County Rural Transit service. This service was suspended, and we are happy to finally be able to bring this back to Oneida County. The service will start by connecting the City of Utica, City of Rome and Turning Stone Casino. There are connections along the route for various employers, Mohawk Valley Community College (Utica and Rome Campus), Utica and Rome Hubs. This service should begin in the fall of 2024.

DRAFT SERVICE CHANGE EQUITY ANALYSIS Sy84 – MOTION NO. 2726

Ms. Daiss, Director of Special Projects and Planning, presented to the Board, a Motion to approve the Draft Service Change Equity Analysis Sy84.

A Motion to approve the Draft Service Change Equity Analysis, Sy84, was raised.

Motion – Tina Fitzgerald
 Seconded – Julius Lawrence
 Carried Unanimously

CALL-A-BUS QUARTERLY REPORT

Mr. Gardner presented the Call-A-Bus report as follows: June 30th marked the end of the 1st quarter FY25 for Specialized Transportation statistics. Ridership is up about 12% over prior year. Earlier in the day Call-A-Bus participated in the ADA parade in Syracuse commemorating the 34th anniversary of the Americans with Disabilities Act. Tina Fitzgerald brought up annual refresher training that was held with outside Call-A-Bus vendors the previous two Sundays.

BUSINESS DEVELOPMENT AND CORPORATE COMMUNICATIONS REPORT – Ms. Daiss

Ms. Daiss presented to the Board a slide deck describing the in-progress Equity Analysis being completed for the Sy84/ Mattydale/Airport route. Last year, based on customer requests, Centro adjusted service on the Sy84 route to add service to Hancock International Airport. In order to keep on schedule, two route deviations were discontinued. The service now operates on Rt. 11 between N. Salina St and Lawrence Rd in North Syracuse. Centro also established a fare free zone between the parking lot on Air Cargo Road and Terminal A to assist employees during inclement weather. The service continues to operate 26 trips daily with the same amount of revenue hours and an increase in revenue miles. The removal of route deviations makes the service easier to understand and navigate for the customers. As required by Title VI of the Civil Rights Act, staff is in the process of analyzing these changes to review any adverse impacts on minority or low-income populations. No disparate or disproportionate impacts were found in the analysis.

In addition to the analysis, Centro offers alternate service for the impacted population on Route Sy88 North Syracuse – Central Square which continues to serve Brewerton Road between W. Taft Rd and Chestnut St. The Sy84 service also provides opportunities for transit dependent residents to safely and

affordably get to and from work at the airport, thus expanding opportunities for minority and low-income persons.

A Public Hearing will be held on August 13th at 5pm at the Burham Park in Mattydale aboard Centro's new community bus to get additional feedback from the public. After the completion of the public comment period, staff will finalize the Equity Analysis and bring it to the Board for final approval in September.

AUDIT AND FINANCE COMMITTEE REPORT

2024 ITC PROPERTY, GENERAL LIABILITY, AND GARAGE KEEPER INSURANCE – MOTION NO. 2728

Mr. John Maloff, Centro's Insurance Broker, presented a Motion to approve the 2024 ITC Property, General Liability, and Garage Keeper Insurance.

A Motion to approve the 2024 ITC Property, General Liability, and Garage Keeper Insurance as recommended by the Audit and Finance Committee was raised.

Motion – Julius Lawrence
Seconded – Louella Williams
Carried Unanimously

2024 WORKERS COMPENSATION RENEWAL – MOTION NO. 2729

Mr. Cronin presented a Motion to approve the 2024 Worker's Compensation Renewal. A copy of which is attached to these minutes.

A Motion to approve the 2024 Workers Compensation Renewal as recommended by the Audit and Finance Committee was raised.

Motion – Anthony Davis
Seconded – Tina Fitzgerald
Carried Unanimously

2024-25 FIRST QUARTER FINANCIAL STATEMENTS – MOTION NO. 2727

Ms. Brim presented the 2024-25 First Quarter Financial Statements, for period ending June 30, 2024. A copy of which is attached to these minutes.

A Motion to Approve the 2024-25 First Quarter Financial Statements as recommended by the Audit and Finance Committee was raised.

Motion – Monty Flynn
Seconded – Anthony Davis
Carried Unanimously

CENTRAL NEW YORK REGIONAL TRANSPORTATION AUTHORITY

PUBLIC HEARING NOTICE

Tuesday, August 13, 2024

Burnham Park

760 Malden Rd, Mattydale, NY 13211

Informational Session: 5:00pm

Public Hearing: 5:30pm

The Central New York Regional Transportation Authority (Centro) will hold a public hearing to allow public comment regarding service changes implemented in September 2023 to the SY84 Mattydale bus route. The service changes were instituted on a trial basis and are now being considered for permanent implementation. As these changes constituted major service changes on Centro's SY84 bus route according to Centro's Major Service Change policy they require a public hearing.

Centro will receive comments on the impact of the changes or suggested improvements on the above-mentioned route and will consider these comments as it finalizes the design of this bus line.

Information outlining the service changes and their overall impact are available on Centro's website at: www.centro.org/about-Centro/meetings-and-events. For formats (FREE of charge) in accordance with the ADA and Limited English Proficiency regulations, and for patrons requiring further accommodations, please contact (315) 442-3400. Virtual sign language and Spanish language interpreters will be available at the hearing.

Individuals whose interests would be affected by the proposed changes being considered are hereby notified and invited to attend the hearing to present such evidence, comment, or object as their interests require. Additionally, customers with questions or comments can contact Centro in any of the following ways:

Social Media: Facebook, Twitter, and Instagram: @GoCentroBus
Email: cnyrta@centro.org
Phone: Leave a message at (315) 442-3400
Mail: Write to Centro at 200 Cortland Avenue, Syracuse, NY 13205
Fax: Fax your comments to (315) 442-3337



www.centro.org

Sy 84 Mattydale – Airport Service Change



Service Change Summary

In September 2023, Centro added service on the Sy 84 to Hancock International Airport, the most requested destination in the area. To make the service as efficient as possible, deviations into neighborhoods were discontinued. The streamlined service operates on Route 11 between N. Salina St. and Lawrence Rd. in N. Syracuse. There were no changes to the rest of the route.

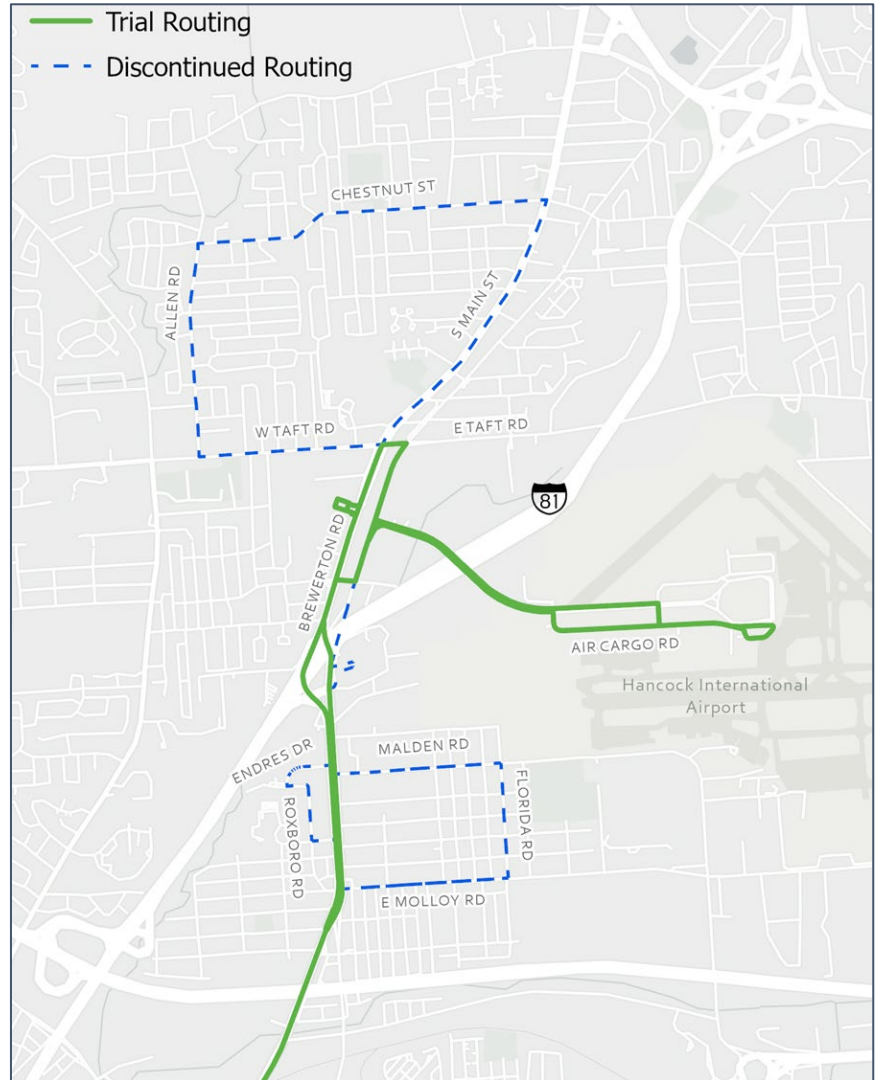
Why is this a Major Service Change?

The bus route was altered by more than 25% which requires a Service Equity Analysis per Title VI of the Civil Rights Act of 1964.

Results of Service Equity Analysis

The impacts are below the 20% threshold as follows:

- Minority Impact = -15.4%
- Low-Income Impact = -2.1%



Alternate Service Available

- **Sy 88 North Syracuse – Central Square**
 - Continues to serve stops on Rt. 11 between Taft Rd and Chestnut St

What are the benefits of this service change?

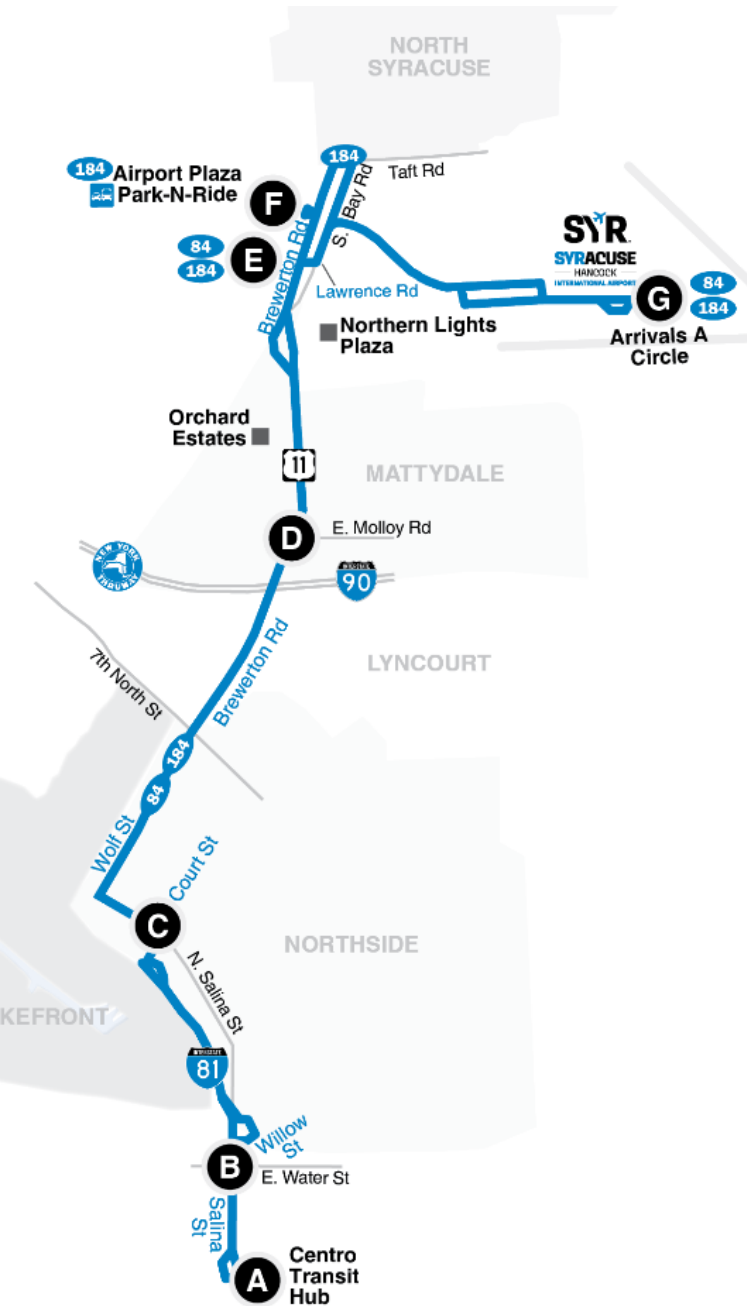
The modified routing provides:

- consistent and reliable service as the routing is the same for all trips,
- opportunities for transit dependent residents to safely and affordably travel to/from the airport,
- access to additional employers along Air Cargo Road.

How can I provide feedback on this change?

Comments are accepted until September 9, 2024, via our social media accounts (Facebook, X, and Instagram) @GoCentroBus, email at cnyrta@centro.org, telephone at (315) 442-3400, mail by writing to Centro, 200 Cortland Ave., Syracuse, NY 13205, or fax at (315) 442-3337.

Route Map



Legend

- Regular Bus Route
- Limited Service
- Point of Interest
- Timepoint (see schedule)
- Park-N-Ride

Downtown to Mattydale

Effective September 3, 2024

Route	A	B	C	D	E	F	G	Notes
Centro Transit Hub S. Salina St / E. Adams St								
Hub Bay (Stop ID 17643)								
S. Salina St / E. Water St (Stop ID 17670)								
Court St / N. Salina St (Stop ID 11231) Northside								
Route 11 / E. Molloy Rd (Stop ID 17674) Mattydale								
Route 11 / Lawrence Rd (Stop ID 8517)								
Airport Plaza Park-N-Ride (Stop ID 17881)								
Airport - Arrivals A Circle (Stop ID 18322)								
MONDAY – FRIDAY								
184	5:00	A4	5:02	5:09	5:20	5:25	5:28	5:35
184	5:40	A4	5:42	5:49	6:00	6:05	6:08	6:15
184	6:20	A4	6:22	6:29	6:40	6:45	6:48	6:55
184	6:40	A4	6:42	6:49	7:00	7:05	7:08	7:15
184	7:40	A4	7:42	7:49	8:00	8:05	8:08	8:15
184	10:20	A4	10:22	10:29	10:40	10:45	10:48	10:55
184	11:40	A4	11:42	11:49	12:00	12:05	12:08	12:15
184	12:40	A4	12:42	12:49	1:00	1:05	1:08	1:15
184	3:20	A4	3:22	3:29	3:40	3:45	3:48	3:55
184	4:00	A4	4:02	4:09	4:20	4:25	4:28	4:35
184	4:40	A4	4:42	4:49	5:00	5:05	5:08	5:15
184	5:00	A4	5:02	5:09	5:20	5:25	5:28	5:35
184	5:20	A4	5:22	5:29	5:40	5:45	5:48	5:55
184	6:20	A4	6:22	6:29	6:40	6:45	6:48	6:55
SATURDAY								
184	7:40	A4	7:42	7:49	8:00	8:05	8:08	8:15
184	10:20	A4	10:22	10:29	10:40	10:45	10:48	10:55
184	5:00	A4	5:02	5:09	5:20	5:25	5:28	5:35
SUNDAY								
No service on Sunday.								
HOLIDAYS								
No service on: New Year's Day (observed), Memorial Day, 4th of July (observed), Labor Day, Thanksgiving, or Christmas (observed).								
NOTES								
PM times are in Bold .								

Mattydale to Downtown

Route	G	F	E	D	C	B	A	Notes
Airport - Arrivals A Circle (Stop ID 18322)								
Airport Plaza (Stop ID 17881)								
Route 11 / Elbow Rd (Stop ID 10253) N. Syracuse								
E. Molloy Rd / Route 11 (Stop ID 1844) Mattydale								
N. Salina St / Court St (Stop ID 12800) Northside								
N. Salina St / W. Genesee St (Stop ID 1714)								
Hub Bay								
Centro Transit Hub S. Salina St / E. Adams St								
Continues as								
MONDAY – FRIDAY								
184	5:35	5:42	5:45	5:49	6:01	6:06	A4	6:15
184	6:15	6:21	6:24	6:28	6:40	6:45	A3	6:50
184	7:05	7:12	7:15	7:19	7:31	7:36	A4	7:45
184	7:15	7:22	7:25	7:29	7:41	7:46	B18	7:55
184	8:15	8:22	8:25	8:29	8:41	8:46	A3	8:55
184	10:55	11:02	11:05	11:09	11:21	11:26	A4	11:35
184	12:15	12:22	12:25	12:29	12:41	12:46	A4	12:55
184	1:25	1:32	1:35	1:39	1:51	1:56	A4	2:05
184	3:55	4:02	4:05	4:09	4:21	4:26	A4	4:35
184	4:35	4:42	4:45	4:49	5:01	5:06	A4	5:15
184	5:25	5:32	5:35	5:39	5:51	5:56	A4	6:05
184	5:35	5:42	5:45	5:49	6:01	6:06	A3	6:15
184	6:05	6:12	6:15	6:19	6:31	6:36	A4	6:45
184	6:55	7:02	7:05	7:09	7:21	7:26	A3	7:35
SATURDAY								
184	8:15	8:22	8:25	8:29	8:41	8:46	A3	8:55
184	10:55	11:02	11:05	11:09	11:21	11:26	A3	11:35
184	5:35	5:42	5:45	5:49	6:01	6:06	A3	6:15
SUNDAY								
No service on Sunday.								
HOLIDAYS								
No service on: New Year's Day (observed), Memorial Day, 4th of July (observed), Labor Day, Thanksgiving, or Christmas (observed).								
NOTES								
PM times are in Bold .								



Sy 84 Mattydale – Airport Public Hearing Summary



Public Hearing

The public hearing was held on Tuesday August 13, 2024, at 5:30 pm at Burnham Park, 760 Malden Rd., Mattydale, NY 13211 on board Centro's Community Bus. Eleven members of the community attended the hearing. The Senior Director of Service Planning and Special Projects Bren W. Daiss gave the presentation.



Public Comments

Questions and comments centered on the elimination of service in the Molloy/Florida/Malden area and its affect on customers. Representatives from Hancock International Airport expressed their appreciation for, and benefit of, adding service to the airport. Two written statements were collected at the event and one more was received via mail following the hearing. Refer to the Public Comment Summary attached.



Post-Public Hearing Analysis

An on-time performance analysis was conducted. After an in-depth assessment of current and past service data, a modified schedule was proposed with routing to both the Molloy/Florida/Malden area and the airport. The following factors contributed to the final determination:

- existing running times were tightened or streamlined to allow for less dwell time at time points in each direction,
- extra recovery time was identified at the end of line,
- data from previous schedules was reviewed to inform the running time decisions.

Benefits of Service Change

The modified routing will:

- provide consistent and reliable service as the routing is the same for all trips,
- allow transit dependent residents to safely and affordably travel to/from the airport and downtown Syracuse,
- serve the ~~mutual~~ ^{public} good by returning service to the neighborhood,
- have the potential to increase ridership.

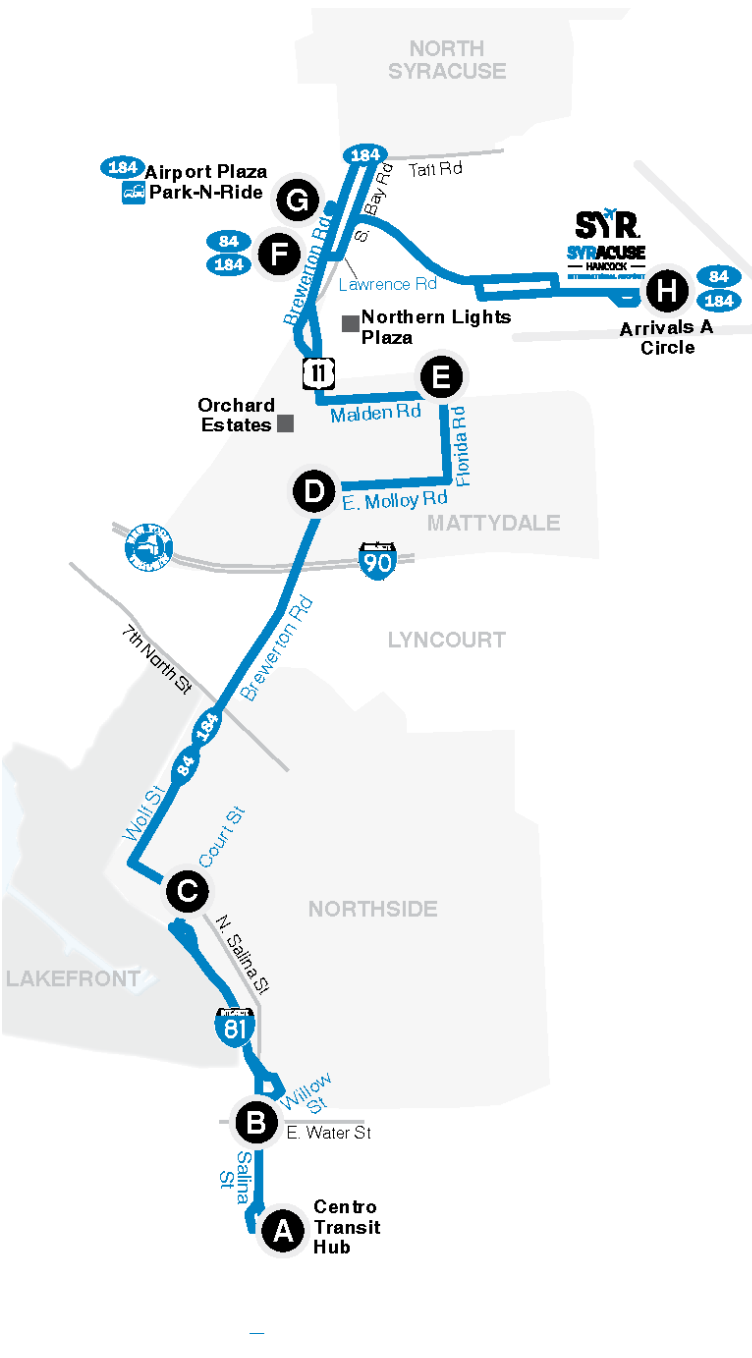
Effective September 16, 2024

- **Sy 84 Mattydale - Airport**
 - Detour goes into effect returning service to the Molloy / Florida / Malden area while continuing to serve Hancock International Airport.

Next Steps

Service Equity Analysis to be presented at the October Board of Members meeting with a resolution to make the September 16, 2024, service change permanent.

Route Map



Legend

- Regular Bus Route
- Limited Service
- Point of Interest
- Timepoint (see schedule)
- Park-N-Ride

Downtown to Mattydale

Effective September 16, 2024

Route	A	B	C	D	E	F	G	H	Notes
MONDAY – FRIDAY									
184	5:00	A4	5:02	5:08	5:18	5:22	5:26	5:29	5:35
184	5:40	A4	5:42	5:48	5:58	6:02	6:06	6:09	6:15
184	6:20	A4	6:22	6:28	6:38	6:42	6:46	6:49	6:55
184	6:40	A4	6:42	6:48	6:58	7:02	7:06	7:09	7:15
184	7:40	A4	7:42	7:48	7:58	8:02	8:06	8:09	8:15
184	10:20	A4	10:22	10:28	10:38	10:42	10:46	10:49	10:55
184	11:40	A4	11:42	11:48	11:58	12:02	12:06	12:09	12:15
184	12:40	A4	12:42	12:48	12:58	1:02	1:06	1:09	1:15
184	3:20	A4	3:22	3:28	3:38	3:42	3:46	3:49	3:55
184	4:00	A4	4:02	4:08	4:18	4:22	4:26	4:29	4:35
184	4:40	A4	4:42	4:48	4:58	5:02	5:06	5:09	5:15
184	5:00	A4	5:02	5:08	5:18	5:22	5:26	5:29	5:35
184	5:20	A4	5:22	5:28	5:38	5:42	5:46	5:49	5:55
184	6:20	A4	6:22	6:28	6:38	6:42	6:46	6:49	6:55
SATURDAY									
184	7:40	A4	7:42	7:48	7:58	8:02	8:06	8:09	8:15
184	10:20	A4	10:22	10:28	10:38	10:42	10:46	10:49	10:55
184	5:00	A4	5:02	5:08	5:18	5:22	5:26	5:29	5:35
SUNDAY									
No service on Sunday.									
HOLIDAYS									
No service on: New Year's Day (observed), Memorial Day, 4th of July (observed), Labor Day, Thanksgiving, or Christmas (observed).									
NOTES									
PM times are in Bold.									

Mattydale to Downtown

Route	H	G	F	E	D	C	B	A	Notes
MONDAY – FRIDAY									
184	5:35	5:42	5:44	5:49	5:54	6:05	6:10	A4	6:15
184	6:15	6:21	6:22	6:26	6:30	6:40	6:45	A3	6:50
184	7:05	7:12	7:14	7:19	7:24	7:35	7:40	A4	7:45
184	7:15	7:22	7:24	7:29	7:34	7:45	7:50	B18	7:55
184	8:15	8:22	8:24	8:29	8:34	8:45	8:50	A3	8:55
184	10:55	11:02	11:04	11:09	11:14	11:25	11:30	A3	11:35
184	12:15	12:22	12:24	12:29	12:34	12:45	12:50	A4	12:55
184	1:25	1:32	1:34	1:39	1:44	1:55	2:00	A4	2:05
184	3:55	4:02	4:04	4:09	4:14	4:25	4:30	A4	4:35
184	4:35	4:42	4:44	4:49	4:54	5:05	5:10	A4	5:15
184	5:25	5:32	5:34	5:39	5:44	5:55	6:00	A4	6:05
184	5:35	5:42	5:44	5:49	5:54	6:05	6:10	A3	6:15
184	6:05	6:12	6:14	6:19	6:24	6:35	6:40	A4	6:45
184	6:55	7:02	7:04	7:09	7:14	7:25	7:30	A3	7:35
SATURDAY									
184	8:15	8:22	8:24	8:29	8:34	8:45	8:50	A3	8:55
184	10:55	11:02	11:04	11:09	11:14	11:25	11:30	A3	11:35
184	5:35	5:42	5:44	5:49	5:54	6:05	6:10	A3	6:15
SUNDAY									
No service on Sunday.									
HOLIDAYS									
No service on: New Year's Day (observed), Memorial Day, 4th of July (observed), Labor Day, Thanksgiving, or Christmas (observed).									
NOTES									
PM times are in Bold.									





Public Comment Summary

Sy 84 Mattydale – Airport Proposed Service Change

Compiled by Centro Service Development
September 11, 2024

Questions/ Comments from the Public Hearing on August 13, 2024

Participant: Didn't you use to serve the airport, and didn't you have to stop doing that at least twice in the last twenty or so years?

Centro: That I'm not sure. I believe we did serve it at one point but certainly we have gotten feedback about how vital this this service was, so we added in that service to the airport.

Participant: Can I ask another question?

Centro: Yes sir.

Participant: It's longer than half a mile that I have to walk, and I think the problem is that you're here on Florida Road so you can see this orange area is showing us that half mile radius. And you're right anything beyond this orange area is further than that half mile there is kind of a lot of blue then on that map right there is so those people Centro just not interested in.

Centro: Well again we wanted to do the analysis to figure out...

Participant: Okay I'm sorry I'll stop interrupting.

Centro: You can give us feedback we absolutely want you to give us feedback.

Participant: You had that data that said that there were 14 people using the airport route a day do you have any data about how many people were using the Molloy Florida Malden route?

Centro: That I believe that it yes, we were we are at 8 now we were at nine last year.

Participant: I'm sorry I didn't make myself very clear I meant before you made the change.

Centro: Right the nine is where we were before we made the change, so we lost about one customer on average per day with the change.

Participant: What's one customer.

Participant: You know I ride the bus every day that just doesn't sound right to me.

Participant: It's a long walk from that road all the way down there and then to get a bus and then come back walk a lot yeah like he his knees he's got bad knees.

Centro: So, we can take your name and information and then you're I know that you have something prepared to speak and all of you can have an official...

Participant: But we don't know why that one person that you're down something might not well.

Centro: I mean it could be that there that it's too far of a walk right ...

Participant: Yes, it could be.

Centro: That makes sense.

Participant: It certainly does right it's longer than half a mile.

Centro: Right and we know that and that some of the areas are longer than a half a mile.

Participant: Yes, we know it too.

Participant: Yeah, in the winter it's hard in the winter you're carrying bags of groceries all the way up the street in the wind it's hard.

Participant: Especially people that have leg problems back problems or heart problems.

Participant: I feel like Mattydale is getting pushed out just for the airport and I don't think that's right. We should exist. We are people too.

Participant: I spoke to the gentleman up there while we were off the bus...

Participant: Yes, it is.

Participant: The before this change was made the bus used to go up South Bay Road.

Centro: Okay.

Participant: There's only one stop there I'm sorry there's only one traffic light there.

Centro: Okay.

Participant: I guess it's part of it is called Elbow, but I think at that point it's Lawrence.

Participant: Lawrence yeah.

Participant: Yeah, Lawrence and South Bay and if the bus went up to the airport from there it's a direct right turn into the airport so there wouldn't be a stop light there on the way out there would be a stop light. and then there would be the stoplight uh at Lawrence and South Bay, but the bus is now going up Brewerton Road where there's let's see if I can remember there's a stop light at uh Brewerton and whatever you call the entrance to 81 and Bailey stop right at Brewerton and Bailey stop right at Lawrence or elbow or whatever it is uh there's a stop light at the McDonald's, across from the tops there and then there's a stoplight at Taft Road and then the bus comes down South Bay Road but again the gentleman told me there's no stops there so nobody's served there. The stops on Brewerton Road are also served by the North Syracuse bus.

Centro: Right.

Participant: And the gentleman told me that the North Syracuse bus doesn't run as often, but zero buses run on Florida Road where I was catching it. I mean if there were cuts made, I'm sure I could make an adjustment but if you take away the bus all together I'm well outside your half mile that that you seem to be caring about so uh if the bus just went up South Bay Road and went to the airport and came back down South Bay Road, seems like there's quite a bit of time that could be saved. Nobody is served on South Bay Road and people on Brewerton Road are served by another bus.

Centro: That's definitely something we can look at, thank you. All right any more comments?

Participant: What about the snow route is it still going to be on Florida Road so the only time you'll be able to take the bus on Florida Road is when there's a snowstorm?

Centro: That I don't know the answer to, James, do you?

Centro: I'm not aware what the snow routes are right now.

Participant: Cuz that is the snow route officially if you look on the schedule so if there's a snowstorm it's the only time, I could take the bus from my house basically right now.

Centro: Okay we'll check on that thank you.

Participant: I hate to do all the talking here but I've got another one.

Centro: All right it's okay.

Participant: Doing great thank you there was article in the paper that said there were people who work uh in food service at the airport and the closest stop is that stop at Lawrence and Brewerton I think it is and that's almost a two-mile walk for them. And that would be a pretty long walk, right? So, the food service manager was going and getting those people there was uh in the article it said he or one of his managers would go pick some people up four times a week. Now I'm all in favor of people being able to get to work, Centro is how I get to work, so I'm in favor of everybody who needs to get to work being able to get to work, right, but if your ride falls through at the last-minute Centro is not going to be there for you, it's just there just aren't enough buses. Plus if they live in the city or they live somewhere else besides the Mattydale area they'll have to catch a bus and connect at the Hub and then catch the airport bus, so you know however they were getting to work before uh Centro started going to the airport they're probably still doing now I mean it's more convenient if you have a ride to work than it is to take Centro so if there are people who you know their ride falls through on them once in a while it's hard to see how Centro really helps them now I don't know.

Centro: We have seen a pretty decent increase in ridership, but you actually bring up a good point. I feel like I should also say that we are in a driver shortage you've probably heard this.

Participant: We certainly have.

Centro: Yeah, so anyone that you know that would like to apply for Centro we need more drivers and that is another part of our issue that we don't have the drivers to increase service.

Participant: You decreased the service though.

Centro: Right because we didn't have the drivers, and we wanted to have reliable service.

Participant: But you decreased the service to me.

Participant: Hi, I can speak to that. My name is Linda Ryan and I'm the Director of Business Development for the Syracuse airport and I actually oversee the concessions and advertising and exactly to speak to what you were saying what was happening was we were having concessionaires their employees were having to take an Uber or a lift and if it was an odd hours of the day sometimes it was 30 to 35 to \$40 each way so we had some employees that were paying \$80 to show up for work for the day.

Participant: I do that sometimes too, so I totally feel what you're saying.

Participant: Yes, so what had happened was we are the fourth largest airport in New York state, and we did not have any public transportation, so Albany Rochester Buffalo everybody has public transportation to their airport in New York state we're the only ones without it. So, we reached out to Centro and Centro answered our call and we could not be more happy. We have over 2,000 employees and uh that is only at the airport, but it's not up and down Colonel Island Collins Boulevard there are several other employees there, CNS Engineers Mohawk Global and uh so we're super happy to have this new service and I'm hoping that we'll continue this route and it'll only continue to grow and flourish in the future with everything that's happening in this area.

Participant: Well, if I can make a response there the Centro's gone to the airport before and didn't work out for them, right? I mean is there anybody here who knows that?

Centro: Yes, but what I can what I can speak to...

Participant: I'm sorry I'd like to say one more thing though, I'm not asking that the bus stop going to the airport if you've got people who need to get to work they should get to work and I don't think anybody should have to pay 80 bucks for Uber to get to work, I mean I've had to do it myself a couple times in the in the New World Order here. But what I'm saying is there's plenty of space and time to add back the route I take and still go to the airport. So you know I'm not trying to be all antagonistic to you folks at the airport I'm sure you know your food service people I mean people at the airport want to eat right, I'm sure Centro could care about people in my neighborhood too even

though we don't have you know a regional airport type organization that serves our area like the airport has. You to come to these meetings and speak up for it and you know bully for you and Bully for the people that's wonderful, what I have to count on is Centro to care about me. I've ridden this bus for 20 years since 2003 I'm a long-term customer I rode it through the pandemic when there were big service cuts. Now you know you say you don't have enough drivers, this is one route and there is a bus going up Molloy road every day, it could turn and come back down here and I don't see a huge amount of damage to anybody and in fact I see a benefit to people like Kathy and Don and these other people who I don't know. My friend Andre used to catch the bus at Campbell Road and Florida road here but now he walks up and he catches it at Molloy and uh Brewerton Road, same as me and there's the old veteran I'm sure he lives a lot closer he's probably within your half mile route but you know he's still got to walk and there you know I mean we counted on you and what did you do to us...

Participant: Feel like we don't exist.

Participant: Exactly, and there's nothing the matter with the airport if it's better to go to the airport now if you've got enough ridership now. I'm not complaining about you going to the airport, I'm complaining about somebody could have taken enough time to look at the route and say you know Molloy Florida Malden is feasible and we can still get to the airport.

Centro: We absolutely did look at the route but certainly it seems like you have some good questions, and we can look at it again, I know you had some comments.

Participant: Yeah, I do if I could just read it off from here. I did write it, and I'd like to leave this with you so that they can do it. Our family moved to Mattydale in 1990 at that time the bus was I believe the largest SN Syracuse S Bus Line its route was only on Route 11 which was not convenient and because I live in the 700 block of Bay which is seven blocks from Route 11. So back in 1990 when we moved here let's see I being I also walked back in 1990 seven blocks each day morning and night so 14 blocks total each day to get the bus that was running just Route 11 just to get back and forth to work. With these new changes that are presently being used neighbors in our area here on this loop are once again repeating the same history that I did back in 1990 when the bus only ran on Route 11. and there was the Syracuse S Bus line, then when Centro took over the bus route that did the loop up here the Malloy Florida and Malden loop that was so very convenient and I took the bus and it was like with me being in the 700 block Florida it was like two maybe about two house away from where I lived when it was in the loop here which was so very convenient as there was always other Riders going back and forth to work each day morning and night. Sometimes I would take like noon time bus because I would work like an evening and so I would get a bus in the middle of the afternoon which was you know like 11:30 or so to get to work by noon time, it was so great to be able to use the public transportation to get to my job I would like to see Centro accommodate everyone that needs the bus service still on Molloy Florida and the Malden loop for their jobs. Also, before this Loop was stopped, we took the bus to the downtown farmer's market and another neighbor recently told me she's a senior she used to take the bus to the downtown farmer's market also and she's a senior that lives over of South Florida. I would ask that you please consider having the bus loop it at least. I'm concerned about this area the Florida Malden well it was Malden Malloy Florida Malden Loop. I'm concerned about that but please consider having bus loops maybe on both sides of Route 11 and also Route 11 and you'll be doing a great service to all the residents of Mattydale and also the airport people you know. I just you know wish that you would consider that again because we did have it at one time and now, we don't.

Centro: Thank you too.

Participant: It doesn't even have to be on Florida, you just move it down a block or two or something where you're concerned about your half a mile or whatever I mean it's way better than walking over a mile.

Participant: And you don't have to have a stop at every block either I mean up on uh I keep saying that way up on Brewerton Road there's a stop at Malloy, a stop at Bernard, and a stop at Malden. I mean I'm sure that Don and

Andre and I could all walk down to Bay or walk down to Earl Ave I mean if you if that would earn you a minute and I get that this is a game of minutes I mean also you said that there were. I'm sorry go ahead.

Participant: No, you finish.

Participant: You said that there were eight people riding the bus.

Centro: Yes, that's what our ridership shows.

Participant: Almost all of us are here, right?

Participant: Hi, I'm Debie Marshall. I'm the director of HR at the Syracuse Regional Airport Authority and I did prepare something to say. I just want to preface it by saying I'm hearing everything everyone's saying and just like you said you know your desire for the route to come back has nothing to do with the airport. Our desire for us to keep this route and to increase it and to make it permanent, is not against what all of you are saying and what your news are as well I just want to preface.

Participant: We can be, we can all get our bus goes past our house, right?

Participant: My statement will kind of speak to that so hopefully it'll just take a minute but as I said I'm Debbie Marshall director of HR Syracuse Regional Airport Authority. I also hold the role of the ADA coordinator there at Syracuse Hancock International Airport for the last 5 years. I'm responsible for chairing the accessibility committee at the airport and handling the FAA civil rights program which includes compliance under ADA in Title 6. Our accessibility committee consists of airport management and staff and tenant's partners as well as community partners from disability advocacy groups including Aurora of Central New York and ARC of Onondaga. We have individuals with disabilities on our committee including individuals who are blind and deaf, and I personally have family members including my father who has disabilities from birth. So, accessibility is near and dear to my heart. The committee's work is essential to making SYR best-in-class airport and the Syracuse airport accessibility committee's mission is to accommodate serve and be inclusive of Travelers, visitors, and employees of all abilities. We explore and implement best practices to expand opportunity, safety, and accessibility for the people who rely on Syracuse Hancock international Airport. So, over the years our community has had a lot of extensive conversations on the need to provide public bus service to the airport. As Linda talked about, we did not have bus service there for a long period of time, I think about 15 [to] 20 years, and we are aware that it was there for a while and then it was taken away. When I came it hadn't been there for at least 10 years and we've had back and forth conversations with Steve Koegel about that and why it was taken away and we had to fight to get it there. We've had this conversations with Centro for the five years since I've been in the accessibility committee so first I want to say we do appreciate Steve and Centro for taking the time to listen to our airport accessibility committee and the airport leadership and why bus service to the airport is critical for both the airport and the region and implementing this pilot program back in September, and we're thankful for the time the entire Centro team put took to put this together and take a hard look at the viability of the group and considering making I'll just speak briefly about the issues we've dealt with prior to the bus route and why making it permanent supported the Syracuse Regional Airport Authority. we talked about how our airport has approximately 2,000 badged employees, full-time and part time subcontractors due to the extensive amount of capital projects we've going on. We're open 24/7 with a variety of shifts based on the needs of each employer and many of our tenants have advised in the past how extremely difficult it is to recruit how the employees are paying exorbitant fees to taxis to get to work and for some of them their entire paychecks going to Uber and Lyft. So, these employees wind up resigning to find work somewhere else somewhere that's easier to access by affordable public transportation, and this created a lot of turnover and instability for our tenants and Airport Partners where they're spending more time on hiring and then training and retaining Talent. public transportation is extremely important for both people with disabilities and can't drive and people who cannot afford their own transportation. It allows the airport Authority and tenants to level the playing field and be able to recruit people from a variety of different backgrounds to work here when they know public transportation's available for them and not only is it an excellent recruitment tool but public

transportation allows us to build a work force that more accurately represents the community we serve and when it comes to passengers, public transportation provides a cost-effective way to travel to and from the airport with a set schedule, provides more predictability and structure to passengers when they travel and allows them to plan ahead. As Linda said we are now the fourth busiest airport in the state ahead of Albany and Rochester, growing by double digits this year. Yet up until this route began in September, we were the only one of those top four airports and any airport along the throughway that didn't have public transportation serving our airport. Our need to serve the region is just going to continue to grow particularly over the next few years with Micron coming so we hope at this time it's become apparent that by having a bus route to the airport is an important need to our community being met and that need will continue to grow over time as more people learn about it and our airport and region continues to grow. And I'll finish by saying I fully support making this route permanent and kindly ask for continued dialogue between Centro and the SR to tighten up the schedule to best meet the needs of our employees', passengers, and the traveling public and region as a whole and I will submit this to yourself.

Centro: Thank you does anyone want to speak that has not spoken yet today, any closing comments?

Participant: So basically, this is pretty much a done deal is what you're saying?

Centro: It's not, again we have several weeks of open public comment and that's where...

Participant: But how do we fight the airport? Well she just said we can't fight that.

Participant: We need rides to work too, I mean we just can't... I mean I understand people need to get to the airport but the kind of schedule you have for the airport I couldn't get there if I was taking a plane anywhere. Because it doesn't get there anywhere near early enough or leave anywhere there late enough for me to get to where I'm going. And now I live right over here I mean I could walk over to the airport from where I live you know what I'm saying well over the fence but that would be you know what I'm saying I mean it just doesn't make sense for what they have going to just eliminate this whole thing just for the good of one place when people work here people live here we have jobs too part of the community like she said it's a part of the community and we can all work together I mean I don't know if that makes sense but...

Centro: And your feedback is just as important as anyone else, yeah absolutely.

Participant: Thank you.

Participant: I do have a question, sorry you mentioned adding one more tops stop is that within that midday where there's a three-hour gap between 10 and 1 or so. Do you know if that's when that's going to be?

Centro: It is yes, and I think on the back of your sheets you have the, is that the new schedule? Yup the new schedule okay, thank you.

Participant: I will just say another thing the airport has I guess it's three people here, is that right? Yes, okay the airport has professionals who get paid to come to these meetings, the rest of us ain't getting paid to come here right. Also, you know the airport has somebody who can pick up the phone and talk to the CEO of Centro. I can't pick up the phone and talk to the CEO of Centro, right I mean I'm not antagonistic to the airport in any way shape or form I think it's great. If it needs to be served you know you can serve our neighborhood too though. Is it a good idea for us to contact our politicians and talk to them? And you know Centro gets a bunch of Public Funding right.

Centro: We do.

Participant: Centro is supposed to provide Public Service in exchange for that right? It's not all yes...

Centro: I think the best way to contact us is just what you're doing, we appreciate you coming and giving us this feedback we appreciate the emails that we've received and continued feedback again we're collecting

this feedback for the next up until September 9th and then we're going to take it and figure out our next steps.

Participant: Centro has to plan stuff ahead though, right? I mean don't you already have this stuff planned ahead that there's no stop here?

Centro: No that's not true we certainly have some ideas of how we want to move forward, but if we need to pivot because of feedback then we will look and see how we can make it efficient yeah.

Participant: I mean that's what they did with the airport. We literally have been asking for this for 5 years since I started with the accessibility committee and that's how long it took, but we pushed and pushed for pushed and we were able to get finally you know a pilot program, but we didn't give up.

Centro: We are truly not here just because we need to be. We are here to get your feedback so and we appreciate it.

Participant: Who's the best politicians for us to contact?

Centro: I don't know your politicians, and again I think the best feedback is just talking to us.

Participant: Just Google it you'll find it.

Participant: Okay, thank you that's I don't know why I didn't think of it.

Participant: Is there any way that they could just continue loop out here like they had it before? And I think they had a loop on this and a loop on that so that at least out here with service is there any way that they can just do like a shuttle for anybody that needs to go to the airport? Because that would get them there but not disrupt people that have already had something that's been taken away.

Centro: Don't currently have that kind of shuttle service ...

Participant: No, I'm saying could you know could you put that in airport people could just be serviced and then the people that that had something still would have that you...

Centro: I'm not sure but I think with the new system redesign that we're doing where we're looking at the entire County that's certainly worth the conversation.

Participant: Does the airport have a shuttle bus?

Participant: No.

Centro: Okay are there any other additional comments for the record? Okay then I'd like to be on camera and let the record show that on Tuesday August 13th, 2024, we are officially closing the public hearing for the Mattydale 84 service at 6:03 p.m. Thank you all for participating we appreciate your time and your input we will look at all of the comments and please continue to provide that information. We do want to hear it thank you all thank you for being here.

Social Media Comments

YouTube

2024-08-13 PUBLIC HEARING - Mattydale SY84

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280 subscribers

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3

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87 views 3 weeks ago

The Central New York Regional Transportation Authority (Centro) held a public hearing on August 13, 2024 to allow public comment regarding service changes implemented in September 2023 to the SY84 Mattydale bus route. The service changes were instituted on a trial basis and are now being considered for permanent implementation. As these changes constituted major service changes on Centro's SY84 bus route according to Centro's Major Service Change policy they require a public hearing. ...more


3 Comments Sort by

- 

Add a comment...
- @Danny-vv7jw 3 weeks ago

Why can't some of the Airport service be rescheduled to be part of the 246x route? That bus bypasses the airport regularly! That may help resolve the mattydale issues

Like


Reply
- @JamesKeyton-e2g 9 days ago

There is no conflict between serving the Airport and serving the Mattydale community.

Like

Reply

The bus to the Airport could go there just straight on South Bay Rd after leaving Mattydale. But they have it going up Brewerton Rd, then turning on Taft Rd, then going back down South Bay to get to the Airport. It also makes a turn into the Tops going both ways. But--those stops on Brewerton Rd are already served by North Syracuse bus route. Centro doesn't have to spend all that ...

Read more
- @Danny-vv7jw 3 weeks ago


I see that you have a 388x bus that operates express to Central Square on weekdays. Why can't that bus (trip) be diverted to serve the airport to serve its patrons and public better? Very little added miles and labor involved!

Like

Reply

Facebook

Central New York Regional Transportation Authority - Cen... X



Central New York Regional Transportation Authority - Centro
Published by Rachel Bachmann
August 13 at 9:30 AM

PUBLIC NOTICE: Centro to hear public comments TODAY at Burnham Park, Mattydale at 5:00PM regarding service changes to be implemented in September 2024 on the SY84 bus route. For more information, please visit: <https://www.centro.org/about-Centro/meetings-and-events>. #GoCentroBus #PublicHearing

1


2 comments

Like

Comment

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Most relevant

Danny Clark
Do u folks know that the 388x runs on I-81 early in the morning bypassing the airport? Perhaps, you can divert that bus there enroute to Central Square to accommodate the airport workers and passengers alike? Every little added miles and labor to this task!

Like

Reply

Hide

Danny Clark
I saw reviewed the video on the public hearing! Why can't some of the airport service be rerouted to the 246x service which regularly passes the airport? That would help the folks in mattydale retain their service as well as provide additional service for folks from Oswego County who may need to use the airport(je. suny Oswego and SU students)!

Like

Reply

Hide

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Customer Service Reports

Customer Service Report 41986

Incident Number: 41986 - Thu 8/10/2023 6:40 AM CSR: mwilliams
Division: Onondaga Service Type: Fixed Route
Reported On: 8/10/2023 10:22:25 AM
Type: Complaint
Category: Service Request / Change
Customer: Calvin Sparks

Syracuse
Home:(315) 886-5288

Bus Stop: 6734 Townline Road- Eraser Company
Line: 84 Block: Run:
Bus: Outbound Time: 6:20 AM
Driver Desc.:
Driver Name:

Caller states that the change of the Mattydale bus not operating to Florida and E. Molloy Rd, is going to affect him getting to work. He works at the Eraser Co. located at 6734 Townline Rd. He gets off at this intersection and has a 20 walk to get to work. This would also affect him getting home as well. Getting off and on at Rte. 11 and Molloy is a huge inconvenience.

MWilliams: 8-10-23: Spoke to caller. Forward customer concerns to Service Dev. Will follow up once reviewed.

Supervisor Response: Provided customer with the option of taking the Sy 152 Court Ind. or the Sy 220 Molloy. His only issue would be on the return trip. He gets out of work at 3:45p. The Sy 152 leaves at 3:35p and SY 220 leaves at 5:07p

JEffinger:

Emueller:

Supervisor Response: We may be able to reschedule the 252 trip to a later time. This change would help another CSR complaint as well.

Customer Service Report 42095

Incident Number: 42095 - Wed 9/6/2023 1:47 PM CSR: mwilliams
Division: Onondaga Service Type: Fixed Route
Reported On: 9/6/2023 1:51:55 PM
Type: Other
Category: Service Request / Change
Customer: Sandra Spurza
300 Florida Road
Mattydale
Home:(315) 766-8044

Bus Stop:
Line: 84 Block: Run:
Bus: Inbound Time: 1:47 PM
Driver Desc.:
Driver Name:

Bus route

My husband has taken the bus to work for a long time, very sad to see that Florida Rd is no longer on the route. He now has to walk a mile to get to the nearest bus stop, and has to walk a mile back home after working all day. There are many people on our road, who face a similar situation. Maybe instead of 6 month trial of this new airport schedule it could be reconsidered before the harsh weather sets in and people have the snow and cold to deal with. My neighbors and I will be happy to sign a petition to bring this route back.

MWilliams: 9-6-23: Responded to customer via email. Forward customer concerns to SD.
Supervisor Response: Will follow up once SD responds.

Emueller:

JEffinger:

Customer Service Report 42098

Incident Number: 42098 - Wed 9/6/2023 4:30 PM CSR: mwilliams
Division: Onondaga Service Type: Fixed Route
Reported On: 9/6/2023 4:48:40 PM
Type: Complaint
Category: Service Request / Change
Customer: Lori Kennedy
204 Baxton Street off Allen
North Syracuse
Home:(315) 753-1015

Bus Stop: Baxton Street off of Allen Road
Line: 184 Block: Run:
Bus: Inbound Time: 4:30 PM
Driver Desc.:
Driver Name:

Caller states that she is very disappointed with the discontinuation of the 184 Mattydale bus. Caller stated that she did not find out until today that this service was discontinued. Caller is disabled and depends on the bus to get to and from work. Caller states she's been using the service for 12 years to get to work. She works at the State Office building where she helps persons with disabilities get jobs. She stated that she doesn't have any other options to get to work now. This morning she had to take the Henry Clay bus. She stated that it was very dangerous for her to cross 4 lanes of traffic to get to a bus stop. She is pleading to please bring the Sy 184 back so that she can keep her job. She stated she would normally take the bus from Allen and Braxton at 6:58am to go to work and the 4:40pm bus to go home.

MWilliams: 9-6-23: Spoke to caller. Forward customer concerns to Service Dev.
Supervisor Response: Sent customer a CAB application.

JEffinger:

Emueller:

Customer Service Report 42205

Incident Number: 42205 - Mon 9/25/2023 8:30 AM CSR: qjenkins
Division: Onondaga Service Type: Fixed Route
Reported On: 9/25/2023 8:30:44 AM
Type: Complaint
Category: Bus Stop / Bus Shelter
Customer: Mary Michlocitch
613 Breman Ave
Mattydale
Home:(315) 455-1075

Bus Stop:
Line: 184 Block: Run:
Bus: Outbound Time: 8:30 AM
Driver Desc.:
Driver Name:

I am upset that CENTRO changed the mattydale route from malden road to route 11. I have a heart problem I'm also 70 years old and have a disability. I need you to restore the service so that I can get to my doctors appointments. I'm thinking about going to channel nine news, or go talk to the mayor.

MWilliams: 9-25-23: Forward customer concerns to SD. Sent customer a response letter.

JEffinger:

Emueller:

Customer Service Report 42211

Incident Number: 42211 - Mon 9/25/2023 9:27 AM CSR: cmcgriff
Division: Onondaga Service Type: Fixed Route
Reported On: 9/25/2023 10:18:19 AM
Type: Complaint
Category: Service Request / Change
Customer: Debra Bendyk

Syracuse
Home:(315) 454-0308

Bus Stop: Plymouth & Malden
Line: 84 Block: 840 Run: 23
Bus: Outbound Time: 11:00 AM
Driver Desc.:
Driver Name:

Caller stated she planned to take this bus to the HUB to get to work and she is upset and would like an explanation from a supervisor as to why it was changed to only travel along Brewerton Rd. Caller stated that is too far of a walk to catch a bus near her home.

MWilliams: 9-25-23: Forward customer concerns to Service Dev.
Supervisor Response: Will follow up with customer.

JEffinger:

Emueller:

Customer Service Report 43295

Incident Number: 43295 - Mon 10/9/2023 2:22 PM CSR: mwilliams
Division: Onondaga Service Type: Fixed Route
Reported On: 10/9/2023 4:26:57 PM
Type: Complaint
Category: Service Request / Change
Customer: Hugh Dowling

Syracuse
Work:(315) 498-2726

Bus Stop: Florida and Matty Ave
Line: 84 Block: Run:
Bus: Inbound Time: 2:22 PM
Driver Desc.:
Driver Name:

Caller left a voice message stating: "I use to catch the bus on Florida and Matty. Now, I have to walk to Molloy and Rt. 11 to pick up the bus and cross 3 lanes of traffic to get to the bus stop. When I use the tracker, it shows the bus just sitting at the airport. All the time wasted at the airport, the bus can still make it to the bus stops they eliminated. Caller would like to put in a formal request to reinstate the normal Mattydale bus route." Caller has been using the service since January of 2002.

MWilliams: 10-9-23: Forward customer request to Service Development

JEffinger:

Emueller:

Customer Service Report 43887

Incident Number: 43887 - Wed 3/6/2024 5:05 PM CSR: mwilliams
Division: Onondaga Service Type: Fixed Route
Reported On: 3/7/2024 8:50:52 AM
Type: Inquiry
Category: Service Request / Change
Customer: Sandra Spurza
300 Florida rd. North
Mattydale
Home:(315) 766-8044

Bus Stop:
Line: 84 Block: Run:
Bus: Inbound Time: 5:05 PM
Driver Desc.:
Driver Name:

Mattydale schedule
I wanted know if this airport schedule is going to be permanent. As a Florida rd resident. Myself and many of my neighbors find it frustrating to have to walk a mile to catch the bus, when it came right in front of our door. I am a frequent, 5 day a week rider and rarely see anyone with luggage on the bus, coming or going to the airport

MWilliams: 3-13-24: Forward inquiry to Service Development. Will follow up with customer once inquiry is reviewed.

JEffinger:

Emueller:

Written Statements

Thank you for the public Hearing to Allow us to have input re: Bus changes.

8/13/24.

To: Centro

From Kathleen Reed-Buck

704 Beley Ave

Mattydale NY 13211

Re: Bus Route in Mattydale.

315 4556430

Our family moved to Mattydale in 1990 at that time the bus was I believe the large S + O Syracuse/Oswego Bus Line. Its route was only Rte 11 which was not convenient being 7 blocks each day one way (14 blocks total) to get a bus to and from work. (With these new changes that are presently being used, Neighbors are once again repeating this history) Then when Centro took over the bus route doing the loop Molloy to Florida to Malden was very convenient as there was always other riders going to + from work each day. It was so great to be able to use the public transportation to get to my jobs, I worked + took the bus morning, mid day + back home after 5 pm.

I would like to see Centro accommodate everyone that needs bus service still on the Molloy, Florida + Malden loop for their jobs.

Also Before this loop was stopped we took the bus to the downtown farmers market And Another Neighbor recently said she use to take the bus to the market also.

Please consider having bus loops on both sides of Rte 11 + Also Rte 11 and you will be doing a great service to all mattydale residents, and airport riders too.

Sincerley Kathleen F Reed Buck



1000 Col. Eileen Collins Blvd.
Syracuse, NY 13212

p – 315.455-3636
f – 315.455-3432
MarshallD@syrairport.org

August 13, 2024

Centro
200 Cortland Avenue
Syracuse, NY 13205

Re: Public comment on SY84 Mattydale/Airport Route

I am Debi Marshall, Director of Human Resources of the Syracuse Regional Airport Authority and I've held the role of ADA Coordinator for Syracuse Hancock International Airport for the past 5 years. I am responsible for chairing the Accessibility Committee at the Airport, and handling the FAA Civil Rights Program, which includes compliance under ADA. Our Accessibility Committee consists of airport management and staff, airlines, airport tenants, and partners, as well as community partners from disability advocacy groups including Aurora of Central NY and Arc of Onondaga. We have individuals with disabilities on our committee, including individuals who are blind and deaf. I personally have family members, including my father, who have had disabilities from birth, so accessibility is near and dear to my heart.

The committee's work is essential to making SYR a best-in-class airport. The Syracuse Airport accessibility committee's mission is *"to accommodate, serve, and be inclusive of travelers, visitors, and employees of all abilities. We explore and implement best practices to expand opportunities, safety, and accessibility for the people who rely on Syracuse Hancock International Airport."*

Over the years, our committee has had extensive conversations on the need to provide public bus service to the airport and how it would benefit both the airport community, but the entire region as well.

First I want to say, we appreciate Steve Koegel for taking the time to listen to our airport accessibility committee and airport leadership on why bus service to the airport was critical for both the airport and the region and implementing this pilot program back in September. We are thankful for the time the entire Centro team took to put this together and taking a hard look at the viability of the route and considering making it permanent. I just would like to speak briefly about the issues we've dealt with prior to the bus route and why making it permanent would be supported by the Syracuse Regional Airport Authority.

When it comes to employment, our airport has approximately 2,000 badged employees, including full-time, part-time, and subcontractors due to the extensive amount of capital projects we have going on. Our airport is open 24/7 with a variety of shifts based on the needs of the individual employer. Many of our tenants have advised in the past how it's been extremely difficult to recruit, and they have employees paying exorbitant amounts to TNCs to get to work, but for some, their entire paycheck is going to pay the cost. So those employees wind up resigning to find work elsewhere, somewhere that's easier to access by affordable public transportation. This creates more turnover and instability for our

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tenants and airport partners, where they are spending more time on hiring than training and retaining talent.

Public transportation is extremely important for both people with disabilities who cannot drive, and people who cannot afford to have their own transportation. It allows the airport authority and tenants to level the playing field and be able to recruit people from a variety of different backgrounds to work here when they know public transportation is available for them. Not only is it an excellent recruitment tool, but public transportation allows us to build a workforce that more accurately represents the community we serve.

When it comes to passengers, public transportation provides a cost-effective way to travel to and from the airport. With a set schedule, it provides more predictability and structure to passengers when they travel and allows them to plan ahead. Syracuse Airport is now the 4th busiest airport in the state, ahead of Albany and Rochester in enplanements, growing by double digits this year. Yet up until this route began in September, we were the only one of those top 4 airports, and the only airport along the Thruway, that didn't have public transportation serving our airport. Our need to serve the region is just going to continue to grow, particularly over the next few years with Micron coming.

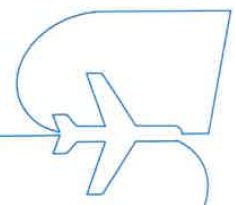
We hope at this time it's become apparent that by having a bus route to the airport that an important need in our community is being met, and that need will most likely grow over time as more people learn about it, and our airport and region continues to grow. I will finish by stating I fully support making this route permanent and kindly ask for continued dialogue between Centro and the Syracuse Regional Airport Authority to tighten up the schedule to best meet the needs of our employees, passengers, traveling public and region as a whole. Thank you for your time and consideration.

If you have any further questions, please contact me at (315) 455-3636 or MarshallD@syrairport.org.

Sincerely,



Debi Marshall
Director of Human Resources
ADA-Sec. 504 Coordinator



1

Hugh Dowling
713 Matty Ave
Mattydale, NY 13211

September 2, 2024

Central New York Regional Transportation Authority (Centro)
200 Cortland Avenue
PO Box 820 Syracuse, NY 13205-0820

Dear Centro Employee,

I request to have this letter added to the Public Record concerning the changes to the Mattydale bus route.

I was at the public hearing for the Mattydale bus route. Centro was required to hold a public hearing because, almost a year earlier, they had eliminated about 30 bus stops that had served the Mattydale community for decades. Those stops were eliminated with 14 days' notice. Centro's stated reason for eliminating our stops was so they could serve the Airport instead.

Centro recorded the public hearing and posted it on their You Tube channel. The video is a little less than 40 minutes long. At about 28 minutes into it, a representative from the Airport says she hears us. She said their goal is not against having service restored to the Mattydale community. She acknowledged this lack of conflict on the public record. She said they just want service to the Airport.

At the meeting, an alternate route that could serve both the Airport and the Mattydale community was proposed. Centro took our contact information on a sign-in sheet before the meeting started. And at the end of the meeting the Centro representative said we could count on Centro to take our comments seriously. She said Centro would be able to "pivot" and take our comments seriously in its plans going forward.

And yet, to my knowledge, no one who attended the meeting from the Mattydale community has gotten any feedback from Centro about this obvious solution that lets Centro serve both the Airport and the Mattydale community. Some of us, at least, wonder why we haven't gotten any feedback from Centro.

Maybe it would help if I repeated the difference between the current route and the changed route proposed at the meeting. And I will go into more detail. The bus on this route could just go straight to the Airport on South Bay Rd after leaving Mattydale. The bus leaving the Airport could go straight back to Mattydale on South Bay Rd.

However, Centro currently has the route going up Brewerton Rd. Brewerton Rd curves away from the Airport. (South Bay Rd goes straight to the entrance to the Airport.) On Brewerton Rd the bus turns into the Tops. From the Tops it goes back out to Brewerton Rd, then up to Taft Rd.

Dowling

Centro Public Record Mattydale Route

September 2, 2024

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Taft Rd is beyond the parallel location of the Airport entrance on South Bay Road. It turns onto Taft, then goes to South Bay Rd, where it turns back down to the Airport from the direction of North Syracuse.

By the way, I don't understand why the current, new route goes up Brewerton Rd, since all the stops on Brewerton Rd are already served by the North Syracuse bus route. I don't understand why there is double service on Brewerton Rd, and yet zero service to the Mattydale community. I don't understand why Centro considers this to be an efficient delivery of its Public Service. And for anyone who wonders about bus stops on South Bay Rd--there are no stops on South Bay.

The current, new route goes along Brewerton Rd from Molloy Rd to Malden Rd. The older route—the route that had served the Mattydale community for decades—turned down Molloy Rd at Brewerton Rd, continued down to Florida Ave, proceeded across Florida Ave then turned back up Malden Rd to rejoin Brewerton Rd and progress in the direction of North Syracuse. That is the direction of the Airport.

Both the new, current route and the older route—the route that the Mattydale community is seeking to have restored—proceed from Molloy Rd to Malden Rd on parallel paths, so this portion of the old route would not add any appreciable time to our restored route. It is only the trips from Molloy to Florida and then Florida to Malden that add time to the restored route. That time is about one to two minutes for both Molloy to Florida and Florida to Malden. That is a total of about four minutes added to each trip to the Airport and four minutes added to each trip back from the Airport through Mattydale to the Hub. In any case, that long unnecessary loop up Brewerton with a turn off and a turn back on for Tops, then up to Taft, then over to South Bay and finally down to the entrance to the Airport—eliminating all that would more that save the four minutes Centro needs to restore the portion of the route that serves the Mattydale community. (Maybe I should add that I went on Google Maps to figure this out. And, really, it wasn't easy. Because the current, new route takes such an inefficient, looping path to get to the Airport entrance on Col. Eileen Collins Blvd—well, that bit at Eileen Collins and South Bay was very difficult to measure. And the part where bus gets off Brewerton to go to Tops and then gets out of Tops back onto Brewerton was just impossible to measure.)

In any case, as the Mattydale bus approaches the Hub, it is required to go around the block before coming to a halt to unload and upload passengers. All by itself, this inexplicable bit of weirdness adds several minutes of travel time to the Mattydale route every single day. This is as true for the current route as it was for the older route. The bus could just turn directly from Salina Street into the Hub. If Centro fixed this, that would be almost all the time required to restore the older route that had served the Mattydale community for decades.

And for that matter—and I say this as someone who has ridden Centro nearly every weekday for over 20 years—at least one bus is late to the Hub almost every day on almost every line-up. Centro might not like to have this fact entered into the public record, but I don't see how Centro can honestly dispute this. If the Mattydale bus was occasionally a few minutes late, I don't see how this would disrupt Centro's operations on those occasions. It's already normal for everyone to be held at the Hub for a few minutes to allow for late-arriving buses, so passengers can still

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make their connections at the line-up. It happens. A lot. It's all a part of having the Hub system in the first place.

I have to add, Centro is supposed to be providing a public service. This is why Centro gets tens of millions of dollars in funding from our taxes every year. Tens of millions of dollars in funding for "public service" and yet not one penny is available to preserve the bus stops that served the Mattydale community for decades. This cannot be a way for Centro to uphold its mission of public service. Destroying the bus route to the Mattydale community does not serve the public. Especially considering that Centro can serve both the Airport and the Mattydale community, and do it all on the same route, all day long, every day.

I believe the Public Relations person who made Centro's presentation at this hearing dismissively called our stops—about 30 of them--a "diversion". I need to say this--Our bus stops are not a diversion. Our bus stops are the public transportation lifeblood of our community.

And I'm not complaining about the PR person. I'm absolutely certain that her job is to be a cheerleader for every little thing Centro does. It is her job to present a face of smiling neutrality. But at one point during the public hearing—it's at a little over 27 minutes into the video of the public hearing—even she nods to acknowledge that almost everyone who rides the bus from the Mattydale community showed up to Centro's hearing about our bus. The Mattydale community showed up for Centro's public hearing about our route. Will Centro now—finally--show up for the Mattydale Community?

There was some talk at the end of the hearing about Centro redesigning all its routes. That was kind of chilling for me to hear. What Centro did to Mattydale—are you going to do that all over Central New York? Will there be lots and lots of people walking long distances to their new bus stops? Will Centro tell people the most they'll have to walk is an additional half a mile, and then just shrug when many people have to walk even farther? (I don't think the the video of the meeting does justice to moment when the PR person said Centro's plan was to have its customers walk no more than an additional half mile to their new stops and everyone from Mattydale said--no, we are walking a mile now.) I would like to know when those public hearings are going to be held.

I would also like to be able to look at the public record concerning the changes to Mattydale route. Please reply to this email and let me know that. And please let me know about the public hearing for the Centro route design. I would also like to have feedback about the route change proposed in this letter.

Thank you,

Hugh Dowling

Dowling

Centro Public Record Mattydale Route

September 2, 2024

Resolution No. 2633

Date: October 25, 2024

RESOLUTION TO AUTHORIZE SERVICE MODIFICATIONS IN CNY CENTRO

WHEREAS, the Central New York Regional Transportation Authority (CNYRTA) made certain service changes during a trial period on the SY84 Mattydale Airport bus route to add bus service to Hancock International Airport, and

WHEREAS, such changes resulted in an increase in ridership, however also the discontinuance of service to a neighborhood bordered by Molloy, Malden and Florida Roads, and

WHEREAS, a resulting public hearing determined that there were a significant number of bus riders negatively impacted by such changes, and

WHEREAS, the Authority determined that service could be restored to this community and still provide service to Hancock International Airport, serving the public good and is in the best interest of the Authority and the communities it serves, and

WHEREAS, an equity analysis of these changes determined that the revised changes resulted in no disproportionate burden nor disparate impact is being placed on minority or low-income residents,

NOW, THEREFORE, BE IT RESOLVED BY THE BOARD OF MEMBERS OF THE CENTRAL NEW YORK REGIONAL TRANSPORTATION AUTHORITY that the SY84 Mattydale Airport bus route be modified to continue service to Hancock International Airport and restore service to the neighborhood bound by Molloy, Malden and Florida Roads serving the best interests of the communities we serve and the Authority.

2025 Title VI Program

Attachment 4: Centro of Cortland Fare Equity Analysis



Title VI Fare Equity Analysis

Centro of Cortland

Central New York Regional Transportation Authority
Recipient ID: 1778

Steven Koegel – email: skoegel@centro.org
VP Business Development & Corporate Communications

Paula Cutrone – email: pcutrone@centro.org
Senior Manager of Transit Data and Equity

In Compliance with: Title VI of the Civil Rights Act of 1964 (section 601), FTA Circular 4702.1B, and Centro Title VI Policies

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- Attachment A – Board Approval of Title VI Policies
- Attachment B – Cortland Transit Rider Survey (blank)
- Attachment C – Signed Minutes from Board Meeting containing Motion to Authorize Fare Modifications



INTRODUCTION

Title VI of the Civil Rights Act of 1964 provides that no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.

The Federal Transit Administration (FTA) published Circular 4702.1B in 2012. All transit agencies receiving Federal funds are required to develop and implement an agency-wide Title VI program. The Circular provides guidance to comply with the law and fulfill the requirements. Executive Order 12898, “Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations” is a directive from the Federal government to prevent minority communities and low-income populations from being subject to disproportionately high and adverse environmental effects. Per the previously mentioned circular, “transit providers that operate 50 or more fixed route vehicles in peak service and are located in a UZA of 200,000 or more in population...” must complete a fare equity analysis for “all fare changes regardless of the amount of increase or decrease.”

The purpose of this report is to provide an equity evaluation of the impacts of modifying the current Cortland Transit fares to align with the rest of Centro fares. TransDev previously operated the service for Cortland County.

Service Area Map



Summary of Fare Changes

Effective March 31, 2025, Centro is proposing systematic fare changes, changes to fare media, and the discontinuation of free transfers at Centro of Cortland. Centro discontinued free transfers at all properties in March 2022 to achieve fare parity within the service area. The current Cortland fleet comes equipped with non-electronic fare boxes. This consists of a box with a slot through which customers insert cash, coins, and tokens. Centro anticipates installing electronic fare boxes within the next year. In the meantime, we propose a two-phase fare structure change.

Proposed changes Phase I:

- Standardize Local Full Fares by decreasing from \$1.50 and \$2.00 to \$1.00.
- Standardize Commuter Full Fares by decreasing from \$5.00 to \$3.00.
- Local Full Fare Monthly Ride Pass will decrease from \$45.00 to \$40.00.
- Commuter Full Fare Monthly Ride Pass will remain \$85.00.
- Discontinue Token sales and replace with Single Ride Passes.
 - Centro will continue to accept tokens as payment for the near term.
- Discontinue free transfers. Regular rates will apply.

Reduced fares are available for all local and commuter fares and ride passes. The following eligible customers will save 50% on Centro bus fares during all hours of operation:

- Seniors: Raise the senior age to 65+ to align with the rest of the Centro subsidiaries. Seniors may receive a permanent reduced fare photo ID.
- Children: The age of a child qualifying for a half fare discount will be set at ages 6 through 9 to align with the rest of the Centro properties. Children aged five and under will continue to ride free with an adult per existing Centro policies.
- Persons with Disabilities: Persons with disabilities may receive a temporary reduced fare photo ID, which must be recertified every four years.
- Medicare card holders: Eligible customers will need to show the driver a combination of a Medicare card and phone ID upon boarding the bus to receive the reduced fare rate.

Once Centro installs the Fast Fare electronic fare boxes on the Cortland fleet, Phase II of the process will begin. At that point, passes will be available for purchase on the bus and through the GoCentroBus app. Contactless credit cards and smart devices will be accepted through the Tap-to-Pay functionality.

Proposed changes Phase II:

- Change Cards available for anyone paying cash in an amount more than the fare.
- Accept Single Ride Passes in the farebox.
- Tap-to-Pay available for individual fares using chip enabled credit cards or the mobile wallet on a smart device.
- Local Day Pass (unlimited local rides within 24-hour period) will be \$4.00.
- Commuter Day Pass (unlimited commuter rides within 24-hour period) will be \$7.00.
- Local 10-Ride Pass will be \$10.00.
- Commuter 10-Ride Pass will be \$30.00.
- Local MAX Pass (unlimited local rides for 7-days) will be \$12.00.
- Commuter MAX Pass (unlimited local rides for 7-days) will be \$30.00.

Reduced fares will be available for all local and commuter ride passes.

CNYRTA'S TITLE VI POLICIES

In accordance with guidance from the FTA Circular 4702.1B, the CNYRTA developed policies for evaluating impacts of fare and/or Major Service Changes on Title VI populations. The following excerpts from the CNYRTA Title VI Policies for Major Service Change and Fare Equity Analyses (2019) and the CNY Centro Inc. Public Participation Plan (2019) provide policy thresholds and definitions for CNY Centro.

Disparate Impact Policy

Centro defines a disparate impact as occurring when there is a difference in adverse effects of plus or minus 20% between minority and non-minority populations. 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.

Disproportionate Burden Policy

Centro defines a disproportionate burden as occurring when there is a difference in adverse effects of plus or minus 20% between low-income and non-low-income households. When a disproportionate burden is identified, Centro will consider modification of the proposal in order to avoid, minimize, or mitigate the impacts. This Disproportionate Burden Policy will be applied to all major service and fare changes.

Public Engagement in Policy Development

The CNYRTA Title VI Objectives, Major Service Change Policy, Disparate Impact Policy, and Disproportionate Burden Policy are available on the Centro website where public feedback is continuously solicited. The policies were most recently amended in the summer of 2019 after a period of public comment in which no objections to the policy definitions, thresholds, or otherwise were received. No subsequent amendments were requested for the 2022 Triennial Reporting period.

Board of Members Approval

The Title VI Policies (Major Service Change Policy, Disparate Impact Policy, Disproportionate Burden Policy) were presented to the Board of Members on September 17, 2019. After discussion, a Motion was made, seconded, and approved as Motion No 2407. As per the Fare Equity Analysis requirements, a copy of the meeting minutes demonstrating the Board's consideration, awareness, and approval of the policies is included (refer to Attachment A).

FARE EQUITY ANALYSIS FRAMEWORK

Centro will show how the proposed fare changes or fare-type change impacts minority and low-income populations by conducting a comprehensive Fare Equity Analysis. Centro will utilize data generated from ridership surveys to conduct the analysis.

- For all proposed fare changes, Centro will compare the percentage change in the average fare for minority riders and riders overall and for low-income riders and riders overall. The average fares and comparisons will be calculated from survey data as follows:
 - Determine the number of minority, low-income, and overall riders who used each fare type,
 - Multiply the number of riders by the fare to determine total cost per fare type (calculate current and proposed fares separately). For monthly passes, the average number of rides per pass type was calculated by taking the average number of weekdays (21) multiplied by two trips (approximately forty-two rides per month),
 - Sum the fare-type totals for each ridership group,
 - Divide the total fare paid for each ridership group by the total number of riders in that group to determine average fare,
 - Calculate the absolute change in the current average fare to the proposed average fare, and
 - Calculate the percent change in average fare by subtracting the old fare from the new fare and dividing by the old fare.
- When a fare-type change is proposed, Centro will analyze the fare media usage to determine the number and percent of users of each fare media being changed. Centro will identify whether minority and/or low-income riders are disproportionately more likely to use the payment type or fare media that would be subject to the change.
- Centro will include a profile of fare usage by group – minority, low-income and overall ridership.
- If the proposed changes would only affect certain fare media, the analysis should address whether focusing changes on those fare media may lead to a disparate impact or disproportionate burden.
- Centro will depict the information in tabular format. The table will depict the fare media comparing the existing and proposed cost, the absolute change, the percent change, and the usage of minority groups as compared to overall usage and low-income groups as compared to overall usage. Centro will analyze fare media for minority groups distinct from low-income.
- Centro will compare the differences in impacts between minority users and overall users and analyze any alternative fare payment types, or fare media available for people affected by the fare change. The analysis will compare the fares paid by the proposed changes with fares that would be paid through available alternatives.

If a disparate impact or disproportionate burden exists and the proposed fare changes must take place despite such impact:

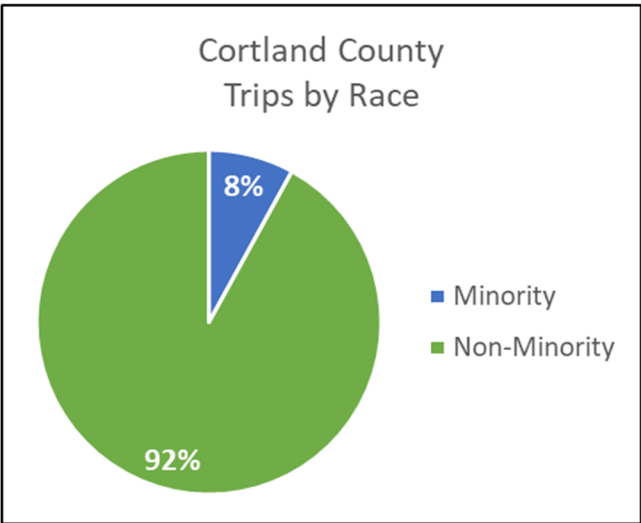
- A modification to the fare change proposal will be considered to remove the impacts. Centro may seek public comment on any proposed mitigation measures, including any less discriminatory alternatives that may be available.
- If the proposal is modified, Centro will analyze the modified proposal following the same procedure as previously stated.
- Centro will also explore alternatives, including the timing of implementing the fare increases, providing discounts on passes to social service agencies that serve the impacted populations, and other alternatives as appropriate.

Demographic Datasets

The Cortland County Mobility Manager handed out and collected back paper ridership surveys (refer to Attachment B) onboard buses and from the DSS Job Seekers program during the month of December 2024. Questions were used to identify the race, color, or national origin, household income, and travel patterns of riders in the service area. Centro Service Development employees entered the survey responses into Survey123 to allow for charting and tabular analysis.

During the third quarter of 2024, Cortland Transit gave 12,290 fixed route rides (excluding free transfers). Based on the number of weekdays during that timeframe (64), the average rides per day is 192. Assuming each customer took two rides per day, the estimated average number of unique riders is 96. A total of twenty-six surveys were completed (27% of daily riders). Three respondents failed to answer the income question; one respondent failed to answer the race question.

Minority Persons and Populations: According to FTA Circular 4702.1B, a minority person is defined as an individual identifying as: American Indian and Alaska Native, Asian, Black, or African American, Hispanic, or Latino, and Native Hawaiian or Other Pacific Islander. Minority populations are defined by FTA as any readily identifiable group of minority persons who live in geographic proximity, or who may be geographically dispersed, but who may be similarly affected by a proposed action.



Survey respondents were asked to identify their race from a list of six choices with the ability to select more than one category. Based on the survey responses, a minority is any person who self-identified as any ethnic group other than ‘White’ only including those who identified as ‘White’ and answered ‘Yes’ to being of Hispanic, Latino, or Spanish origin.

Analysis of the survey data shows **8% of the ridership would be considered minority** while 92% are non-minority. One respondent failed to answer the question therefore minority status could not be determined.

Population data (ACS) was obtained for comparison purposes, to determine the overall minority population in the service area. The data was downloaded from the Census.gov website provided by the U.S. Census Bureau. *Data source: U.S. Census Bureau, 2019-2023 American Community Survey 5-Year Estimates; Dataset: Hispanic or Latino Origin by Race (table B03002); Universe: Total population*

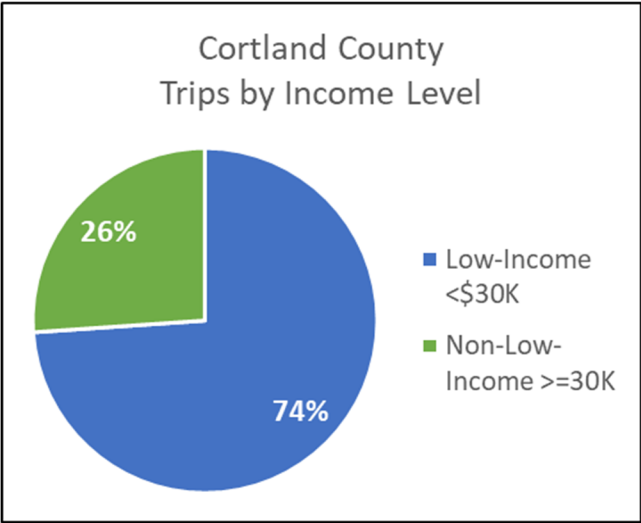
Analysis of the ACS data shows **10%** of persons in Cortland County are considered minority.

Table 1: Cortland County Minority Population (ACS)		
Total Population	Minority Population	Percent Minority
46,401	4,779	10%

Low-Income Households: The FTA Circular on Title VI compliance states that while low-income populations are not a protected class under Title VI, there is an "...inherent overlap of environmental justice principles in this area, and because it is important to evaluate the impacts of service and fare changes on passengers who are transit-dependent,

FTA requires transit providers to evaluate proposed service and fare changes to determine whether low-income populations will bear a disproportionate burden of the changes."

Per Centro standards, for this analysis, low-income means a household whose income is below 50% of the median household income of Cortland County. The median household income for Cortland County is \$67,527; the low-income threshold is calculated to be **\$33,764**. The median household income data was downloaded from the Census.gov website provided by the U.S. Census Bureau. *Data source: U.S. Census Bureau, 2019-2023 American Community Survey 5-Year Estimates; Dataset: Income in the past 12 Months (table S1901); Universe: None*



Survey respondents were asked to identify their household income from seven choices of income brackets. All responses with a household income of \$34,999 and below were considered 'low-income' for this analysis.

Of the responses received, **74% would be considered low-income** and 26% would be non-low-income. Three respondents failed to answer the question therefore income status could not be determined.

Household data (ACS) was obtained for comparison purposes, to determine the overall low-income population in the service area. The data was downloaded from the Census.gov website provided by the U.S. Census Bureau. *Data source: U.S. Census Bureau, 2019-2023 American Community Survey 5-Year Estimates; Dataset: Household Income in the past 12 Months (table B19001); Universe: Households*

Analysis of the ACS data shows **24%** of households in all of Cortland County are considered low-income.

Table 2: Cortland County Low-Income Households (ACS)

Total Households	Low-Income Households	Percent Low-Income
18,768	4,571	24%

When comparing the Cortland County ACS figures with the ridership surveys it is evident that a higher percentage of low-income persons utilize the Cortland County bus service. There is a significant difference (+50 percentage points) between the low-income households in the County and those which use the service. Refer to Table 3 below. The service usage by minority persons is consistent with the population data and could be under reported due to the limited number of surveys.

Table 3: Cortland County ACS Data versus Cortland County Ridership Data

Minority Population	Minority Ridership	Difference	Low-Income Households	Low-Income Ridership	Difference
10%	8%	-2%	24%	74%	50%

FARE MEDIA USAGE ANALYSIS

Overview

The following analysis contains a profile of fare usage by group – minority, low-income, and overall ridership. Survey responses were utilized to calculate the percent usage for each group for each of the three categories of fare payment (Cash, Token, and Monthly Pass).

For the purposes of this analysis, the questions ‘Do you transfer between buses regularly?’ and ‘What is the normal cost of your bus fare?’ were used to determine transfer usage. Any respondent who answered ‘yes’ to transferring regularly and indicated they normally pay a ‘full fare’ was counted as a full fare transfer. Any respondent who answered ‘yes’ to transferring regularly and indicated they normally pay a ‘half fare’ was counted as a reduced fare transfer. To estimate the fare change, a proposed cost of regular cash fare (\$1.00) and reduced cash fare (\$0.50) was calculated for each person identified as transferring regularly. In Table 4 below, transfers are a subset of fare payment data; the rider was not counted twice in the totals. This analysis assumes that all payment types stay the same and persons who indicated they use a transfer regularly would now pay a fare for those trips.

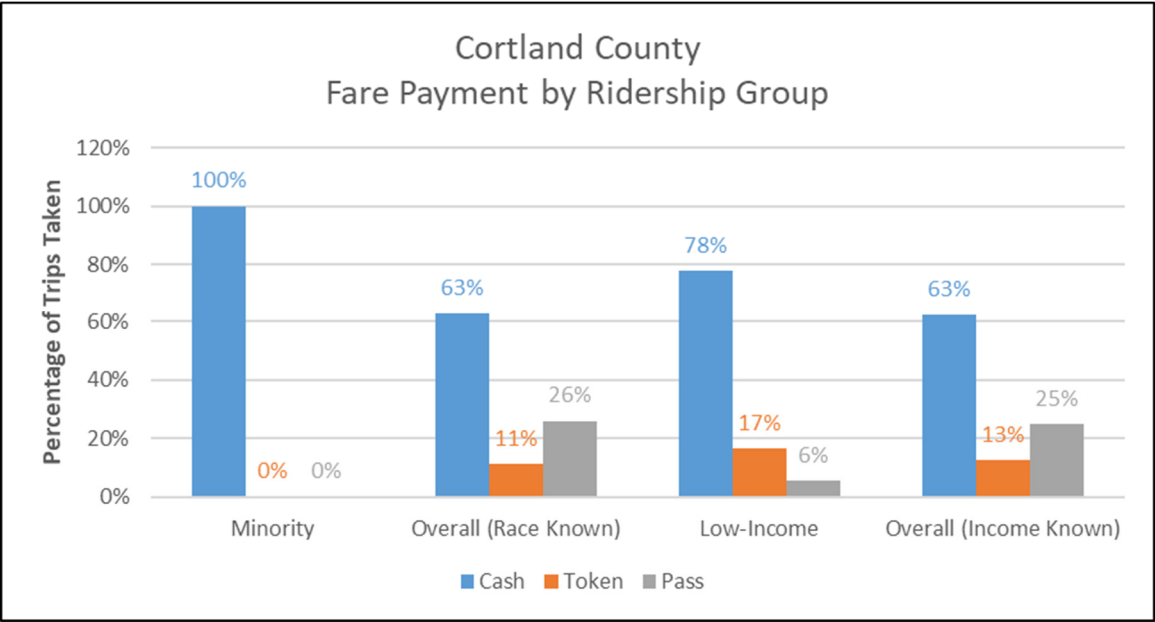
Of the twenty-six surveys completed, one respondent failed to answer if they paid full or half fare; and two respondents stated their fare is free. The ‘free fare’ customers are likely part of the DSS program, therefore there would be no change to their fares. Free fares are not included as a fare payment in the average fare change analysis.

Fare Payment

For the Cortland service, cash is the predominant method of payment across all ridership groups. All minority survey respondents reported using cash as their form of payment resulting in a 100% usage rate.

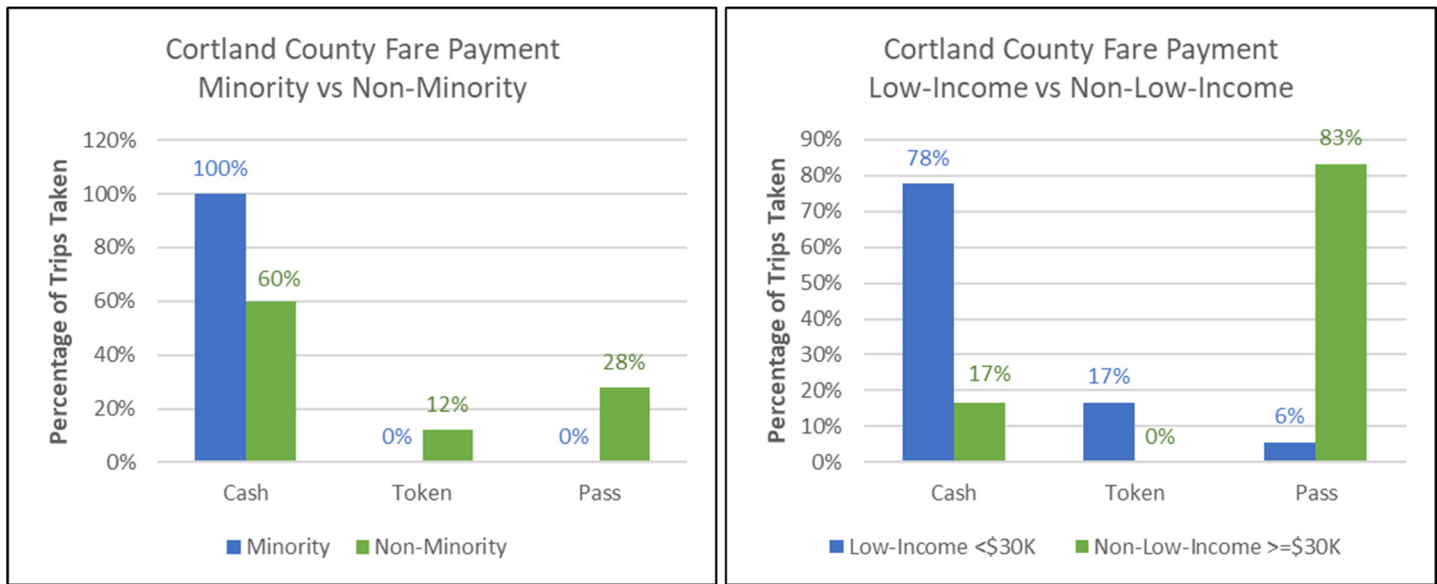
Low-income customers use tokens more than all other ridership groups. This could be due to tokens being sold to social service agencies who provide them to clients.

Low-income customers use monthly passes with less frequency compared to the overall group.

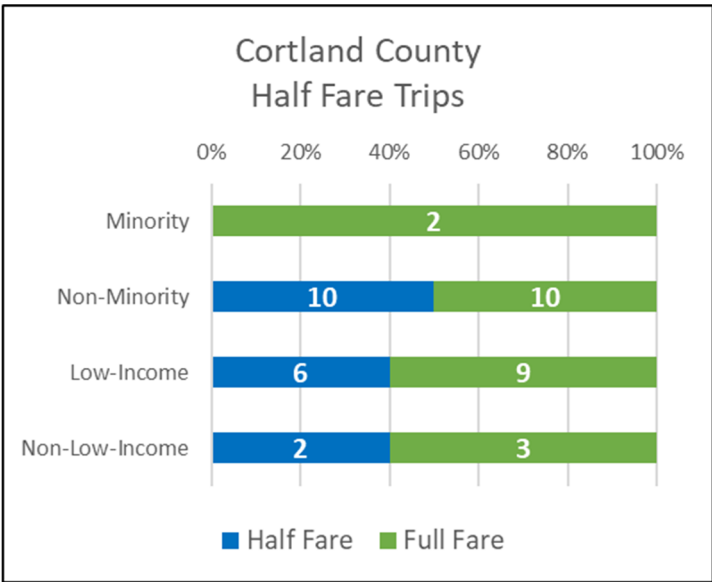


Cash is the primary payment type used by both minorities (100%) and non-minorities (60%). Non-minorities also use the Monthly Pass (28%) and Tokens (12%).

For low-income riders, cash is the primary payment type (78%) followed by Tokens (17%). Non-low-income riders favor the Monthly Pass (83%) followed by cash (17%).



None of the minority respondents (0%) took a half fare trip, compared to 50% of non-minorities. Low-income and non-low-income riders take half fare trips at the same rate, 40%.



The Cortland Transit service consisted of three different base fare price points (\$1.50, \$2.00, and \$5.00) each with a half fare option with cash or token payments accepted. In addition, two monthly pass options were available. The below table depicts the current and proposed fare, absolute and percent change in fare, the number of survey respondents who use each fare by ridership group and overall ridership, and the percent usage by ridership group and overall ridership.

Table 4: Comparison of Current and Proposed Fares by Group

Fare Type	Cost		Change		Usage by Group				Usage by Group			
	Current Fare	Proposed Fare	Absolute Change	Percent Change	Minority	Overall (Race Known)	Low-Income	Overall (Income Known)	Minority	Overall (Race Known)	Low-Income	Overall (Income Known)
Adult Cash Rtes 1-4	\$1.50	\$1.00	(\$0.50)	-33%	1	3	3	3	50.0%	12.5%	18.8%	14.3%
Half Fare Cash Rtes 1-4	\$0.75	\$0.50	(\$0.25)	-33%	0	7	5	5	0.0%	29.2%	31.3%	23.8%
Adult Cash Rtes 5&6	\$2.00	\$1.00	(\$1.00)	-50%	0	4	4	4	0.0%	16.7%	25.0%	19.0%
Half Fare Cash Rtes 5&6	\$1.00	\$0.50	(\$0.50)	-50%	0	0	0	0	0.0%	0.0%	0.0%	0.0%
Adult Cash Rte 7	\$5.00	\$3.00	(\$2.00)	-40%	1	2	1	2	50.0%	8.3%	6.3%	9.5%
Half Fare Cash Rte 7	\$2.50	\$1.50	(\$1.00)	-40%	0	0	0	0	0.0%	0.0%	0.0%	0.0%
Adult Token Rtes 1-4 *	\$1.50	\$1.00	(\$0.50)	-33%	0	0	0	0	0.0%	0.0%	0.0%	0.0%
Half Fare Token Rtes 1-4 *	\$0.75	\$0.50	(\$0.25)	-33%	0	1	1	1	0.0%	4.2%	6.3%	4.8%
Adult Token Rtes 5&6 *	\$2.00	\$1.00	(\$1.00)	-50%	0	1	1	1	0.0%	4.2%	6.3%	4.8%
Half Fare Token Rtes 5&6 *	\$1.00	\$0.50	(\$0.50)	-50%	0	0	0	0	0.0%	0.0%	0.0%	0.0%
Adult Monthly Pass Rtes 1-6	\$45.00	\$40.00	(\$5.00)	-11%	0	1	1	1	0.0%	4.2%	6.3%	4.8%
Half Fare Monthly Pass Rtes 1-6	\$22.50	\$20.00	(\$2.50)	-11%	0	1	0	0	0.0%	4.2%	0.0%	0.0%
Adult Monthly Pass Rte 7	\$85.00	\$85.00	\$0.00	0%	0	4	0	4	0.0%	16.7%	0.0%	19.0%
Half Fare Monthly Pass Rte 7	--	\$42.50	∞	∞	--	--	--	--	--	--	--	--
Total					2	24	16	21	100.0%	100.0%	100.0%	100.0%
Transfer *	\$0.00	\$1.00	\$1.00	∞	1	10	7	10	50.0%	41.7%	43.8%	47.6%
Transfer - Reduced *	\$0.00	\$0.50	\$0.50	∞	0	6	3	5	0.0%	25.0%	18.8%	23.8%

* Denotes discontinued fare media

∞ Denotes a percent change that is mathematically undefined due to a zero value in calculation.

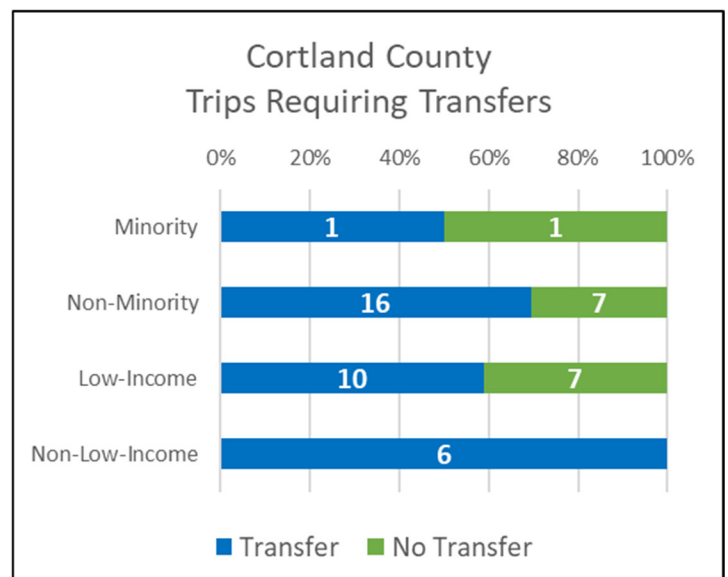
-- Denotes pass not available under Cortland Transit.

Minority customers exceed the 20% threshold compared to Overall riders for the Adult Cash Rtes 1-4 (+38 pp) and Adult Cash Rte 7 (+42 pp) fare types; however, the cost of the fare is decreasing, therefore this is not a disparate impact. There are no fare types used by low-income customer that exceed the 20% threshold compared to Overall riders therefore this is no disproportionate burden.

Transfers

Of the survey responses received, 65% (17 riders) stated they transfer between buses regularly. Of those riders, 50% are minority and 59% are low-income. The discontinuation of free transfers will impact the persons riding on Routes 1 – 4 the most. Sixty-seven percent of Route 1-4 customer's surveyed use a transfer regularly (chart at right).

To gain better insight into actual transfer usage, ridership data for the fourth quarter of 2024 was analyzed. A total of 13,347 fixed route rides were given of which 1,057 were transfers (8%). According to this data, most customers are not using a free transfer to complete their trips, and the overall impact is not significant to the customer base.



Average Fare Change Analysis and Impacts

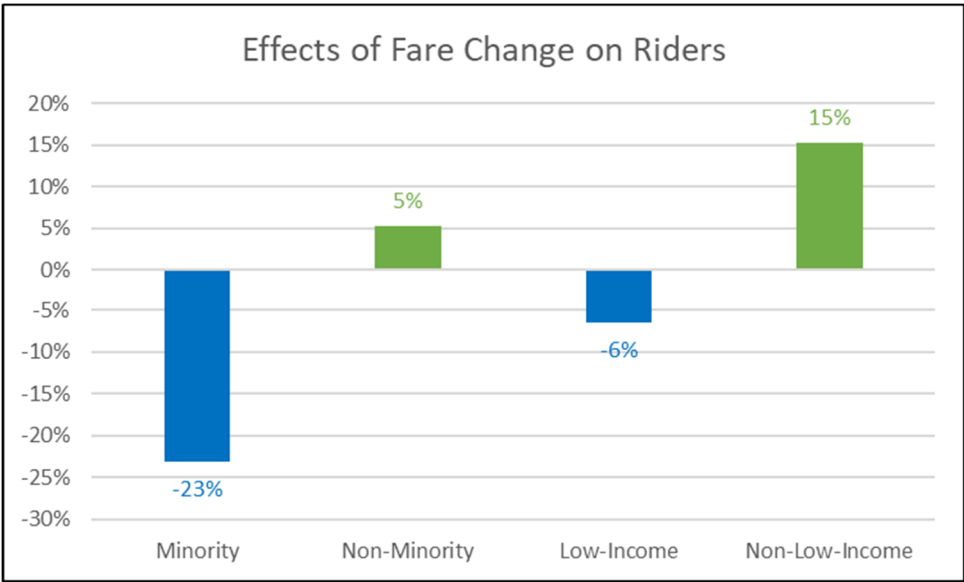
As shown in Table 4, customers on all routes will see a decrease in price of a one-way fare. Routes 1 through 4 will see a 33% decrease in the price of their fares. Routes 5, 6, and 7 will see a decrease between 40% - 50%.

As shown in Table 5 and the chart below, the proposed fare changes would decrease the average fare paid by minority and low-income riders. The average fare for minority riders will decrease by 23.7% which exceeds Centro’s +/- 20% threshold. A fare decrease is a benefit and not a burden therefore there is no disparate impact. The decrease in average fare for low-income riders compared to overall riders is below the 20% threshold and does not yield a disproportionate burden.

The increase in average fares for non-minority and non-low-income riders exists due to the elimination of free transfers. Four out of five of the non-low-income riders use a monthly unlimited ride pass, therefore they would not pay the extra fare.

Table 5: Cortland County Average Fare Change by Group

Group	Average Fare		Absolute Change		Percent Change	
	Current Average Fare	Proposed Average Fare	Absolute Change	Difference to Overall	Percent Change	Difference to Overall
Minority Riders	\$3.25	\$2.50	(\$0.75)	(\$0.76)	-23.1%	-23.7%
Non-Minority Riders	\$1.53	\$1.61	\$0.08	\$0.07	5.2%	4.6%
Overall (Race Known)	\$1.68	\$1.69	\$0.01		0.6%	
Low-Income Riders	\$1.57	\$1.47	(\$0.10)	(\$0.12)	-6.4%	-7.5%
Non-Low-Income Riders	\$2.62	\$3.02	\$0.40	\$0.38	15.3%	14.2%
Overall (Income Known)	\$1.82	\$1.84	\$0.02		1.1%	



Alternative Payments & Mitigation

As previously stated, the elimination of free transfers will have an impact primarily on customers who ride Routes 1 through 4. A monthly unlimited ride pass will be available for a price of \$40, which would negate the effects of losing the free transfer. Customers will be educated on the benefits of the unlimited ride monthly pass which will allow them to reduce their average fare per ride.

Additionally, once the buses are fitted with electronic fareboxes, both daily and weekly unlimited ride passes will be available. These passes would benefit customers who do not have the ability to buy the monthly pass and would give them the benefit of reducing their average fare per ride.

Fare Media Distribution and Sales Outlets

The Revenue Collections Department will work with agencies to exchange tokens for single ride passes. Centro will accept tokens as valid fare payment for the near future.

The following sales outlets will continue to sell monthly passes: Access to Independence, Catholic Charities, P&C Fresh, Grand Union Supermarket, SUNY Cortland Campus Store, and Tompkins Cortland Community College. Centro does not offer a monthly pass option at any of the other subsidiaries. In the future, the monthly pass will be retired in favor of other multi-ride passes. The Centro online store sells 10-Ride Passes and MAX Passes (7 consecutive days of unlimited service) which will be offered to Cortland customers in the future.

Once the electronic fareboxes are installed on the buses, all passes will be available for purchase from the farebox. In addition, Mobile Passes will be available through the GoCentroBus mobile app. Cortland customers could pay for individual fares using a credit card or mobile wallet through the Tap-to-Pay function on the farebox.

Factors for Using Future Payment Types

Factor	Yes	No
Has bank account/credit card	76%	24%
Has a smartphone	69%	31%
Would use contactless payment	44%	56%

Cortland Transit customers answered a series of questions related to devices, payments, and accounts. Of the twenty-six respondents, 44% said they would use a contactless credit card or mobile wallet to the pay the fare if the option was available (chart at right).

CONCLUSION

All Cortland customers will see a decrease in the cost of their base fare. This reduction will help offset the discontinuance of free transfers. Customers can find further savings by buying a monthly pass. In the future, customers will also have the option to purchase daily, and weekly unlimited ride passes. Based on the thorough demographic ridership analysis conducted by Centro, we conclude there is neither a disparate impact nor a disproportionate burden associated with the proposed fare structure.

1. Policy Statement

The CNYRTA Title VI objectives are as follows:

- To ensure that transit benefits and related 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 without regard to race, color, or national origin.
- To ensure that opportunities to participate in the transit planning and decision-making processes are provided to persons without regard to race, color, or national origin.
- 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 based on race, color, or national origin.

2. Reason for Policy

Title VI of the Civil Rights Act of 1964 states that “no person shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.”

CNYRTA (Centro) is committed to the principles embodied in Title VI. Analysis of services provided by the Authority indicates a consistent history of excellent distribution of transit resources for the various populations in its service area. Centro serves a wide range of social, geographic and economic disparity, including most areas with higher populations of minorities, limited English proficiency and low-income populations. No particular group in the Centro service area is excluded from transit services.

3. Applicability & Participation Eligibility

These standards apply to CNY Centro Inc., as required by the Federal Transit Administration (FTA) and are consistent with criteria required by the FTA.

4. Resources & Related Procedures

FTA circular 4702.1B

5. Policy Detail

Major Service Change Policy

CNYRTA defines a Major Service Change as a change in any route, other than a school tripper, specialized service or experimental route, that 1) changes the number of service hours operated on any route by 25% or more, or, 2) changes the length of a route¹ by 25% or more. All Major Service Changes will be subject to an equity analysis including an analysis of adverse effects on minority and low-income populations.

An adverse effect is defined as a geographical or time-based change in 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.

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.

For the purpose of this policy, minorities are defined as persons self-identified as any race other than white only by Census race classifications including those persons self-identified as Hispanic in ethnicity regardless of race.

Centro defines a disparate impact as occurring when there is a difference in adverse effects of plus or minus 20% between minority and non-minority populations.

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.

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.

For the purpose of this policy, a household is considered low-income if the median household income does not exceed 50% of the median household income for the service area.

Centro defines a disproportionate burden as occurring when there is a difference in adverse effects of plus or minus 20% between low-income and non-low-income households.

¹ The length of a route is based on map length rather than vehicle miles.

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

Analysis Framework

Centro may use any and all datasets available, applicable and appropriate in conducting equity analysis for Major Service Changes and fare/fare-type changes. While Centro does not preclude the use of any dataset, ridership data by route and bus trip is the best data available for analysis of equity impacts on the riding public, therefore, when possible, route and trip specific data will be used. Ridership data is obtained through farebox counts, monitoring cameras or Automated Passenger Counters. However, these sources have limitations with respect to equity analysis, therefore, when resources are available, Centro will conduct periodic or “spot” rider surveys by route, which will enable an accurate assessment of impacts on the riding public with regards to race, color, national origin, income level and English proficiency.

Rider surveys can be labor intensive and, therefore, costly. When rider surveys are not readily available and/or cannot be obtained in a timely or cost-efficient manner to complete an equity analysis, data generated by the U.S. Census Bureau, either from the Decennial Census or American Community Survey (ACS) may be combined with Census tract, block group, or block level data, whichever is the best representation of the affected area using the smallest geographic area available. The demographic datasets regarding race, color, national origin, income and English proficiency, as applicable to the analysis of those areas, will be the datasets used. This method is also appropriate where surveys of existing ridership do not yield a statistically valid assessment, such as when service is proposed for a new corridor or neighborhood not previously served.

Service Equity Analysis

Centro will show how the proposed Major Service Change impacts minority and low-income populations at the geographic level by including:

- Overlay maps showing proposed service changes as well as demographic data in order to study the affected population;
- Tables showing impacts associated with each type of route or service change (e.g., routing, frequency, span of service, addition or elimination of routes).

If a disparate impact or disproportionate burden exists and the proposed service changes must take place despite such impact:

- Centro will clearly demonstrate that a substantial legitimate justification for the proposed service changes exists; and
- Centro will clearly demonstrate that alternatives were analyzed to determine whether the proposed service changes are the least discriminatory alternative; and

- Centro will take steps to avoid, minimize, or mitigate impacts where practicable. Alternatives available to minority and low-income passengers affected by the service changes will be considered.
- In the case of a proposed service improvement, Centro will analyze the accrual of benefits for minority populations as compared to non-minority populations, and low-income populations as compared to non-low-income populations, using the comparison population selected (i.e., ridership or service area).
- If a service is proposed to be increased and/or expanded, but minority and/or low-income populations are not expected to benefit from the expansion as much as non-minority and/or non-low-income populations, then Centro will explain any plans to improve service to the minority and/or low-income populations.
- Centro will describe any plans to restore service if/when additional funds become available.

Fare Equity Analysis

Centro will show how the proposed fare change or fare-type change impacts minority and low-income populations by conducting a comprehensive Fare Equity Analysis. Centro will utilize data generated from ridership surveys to conduct the analysis.

- For all proposed fare changes, Centro will compare the percentage change in the average fare for minority riders and riders overall and for low-income riders and riders overall.
- When a fare-type change is proposed, Centro will analyze the fare media usage to determine the number and percent of users of each fare media being changed. Centro will identify whether minority and/or low-income riders are disproportionately more likely to use the payment type or fare media that would be subject to the change.
- Centro will include a profile of fare usage by group – minority, low-income and overall ridership.
- If the proposed changes would only affect certain fare media, the analysis should address whether focusing changes on those fare media may lead to a disparate impact or disproportionate burden.
- Centro will depict the information in tabular format. The table will depict the fare media comparing the existing and proposed cost, the absolute change, the percent change, and the usage of minority groups as compared to overall usage and low-income groups as compared to overall usage. Centro will analyze fare media for minority groups distinct from low-income.
- Centro will compare the differences in impacts between minority users and overall users and analyze any alternative fare payment types, or fare media available for people affected by the fare change. The analysis will compare the fares paid by the proposed changes with fares that would be paid through available alternatives.

If a disparate impact or disproportionate burden exists and the proposed fare changes must take place despite such impact:

- A modification to the fare change proposal will be considered to remove the impacts. Centro may seek public comment on any proposed mitigation measures, including any less discriminatory alternatives that may be available.

- If the proposal is modified, Centro will analyze the modified proposal following the same procedure as previously stated.
- Centro will also explore alternatives, including the timing of implementing the fare increases, providing discounts on passes to social service agencies that serve the impacted populations, and other alternatives as appropriate.

Public Participation

Centro policy is to disseminate information and to solicit and respond to public comment on bus service and fare changes to the extent reasonable and practical. Specific elements of this policy are as follows:

- Except when impossible because of an emergency condition, advance notice of not less than one week will be given to the affected public of minor route and schedule changes. Methods of providing such notice include, but are not limited to, distribution of revised timetables, handouts, posted notices and/or media releases.
- Major service changes (as described in the Major Service Change Policy) and any change in the fare structure will be made available for public input and CNYRTA Board consideration prior to implementation. School tripper, specialized or experimental service may be changed without recourse to a formal hearing process.
- A notice of the proposed change(s) will be published in a newspaper of general circulation or their affiliated website and also, if applicable, in newspapers oriented to the specific groups or communities affected, and in buses. Such published notices will include information as to the date, time and location of any public hearings. Not sooner than twenty-one (21) days after the notices are published and posted at least one public hearing shall be held. Special promotional fares are not included in the requirements of this section.
- Staff will conduct a Service and Fare Equity Analysis required by FTA for compliance with Title VI of the Civil Rights Act of 1964 to assess the effects of a proposed fare or major service change on minority and low-income populations during the planning of such changes. The analysis may also address alternatives available for people affected by the changes. The results of the analysis will be reported to CNYRTA's Board prior to any public discussion or implementation of the proposed changes.
- A report of all public comments received, and the responses given will be submitted to the Board. Recommended changes in the proposal as a result of public comment may also be presented.
- Following completion of the process described above, the CNYRTA Board may authorize staff to implement the changes or may direct other action. Final public notice of major changes in service or any changes in the fare structure will be given at least ten days in advance of the effective date of the change.

**MINUTES OF THE REGULAR MEETING OF
THE CENTRAL NEW YORK REGIONAL TRANSPORTATION AUTHORITY
HELD ON FRIDAY, SEPTEMBER 27, 2019 AT 10:00 A.M.
AT THE RTA OFFICES, 200 CORTLAND AVENUE
IN SYRACUSE, NEW YORK**

MEMBERS PRESENT: **BRIAN SCHULTZ (Chairman); ROBERT CUCULICH; JOSEPH HARDICK; NICHOLAS LAINO; DONNA REESE; LOUELLA WILLIAMS**

MEMBER ABSENT: **TINA FITZGERALD; DARLENE LATTIMORE**

STAFF ALSO PRESENT: **RICHARD LEE (Chief Executive Officer); LINDA BIATA; CHRISTOPHER TUFF; BARRY M. SHULMAN and IAN S. LUDD of counsel**

The Chairman called the meeting to order at 10:00 A.M., noting that a quorum was present. He announced that the next Authority monthly Board meeting will be held on October 25, 2019. On that date, there will be a Pension Committee meeting at 9:00 A.M., a Strategic Planning Committee meeting at 9:30 A.M., an Audit and Finance Committee at 10:00 A.M., with the Board immediately meeting thereafter.

APPROVAL OF MONTHLY MINUTES: A Motion was made, seconded and unanimously carried as Motion No. 2406, that the Minutes of the July 26, 2019 monthly CNYRTA Board meeting be adopted.

CHIEF EXECUTIVE OFFICER'S REPORT: Mr. Lee gave the Chief Executive Officer's report at the request of the Chairman. He began by reminding the Board that they will be soon be contacted, if they have not already been so, for Ethics training as mandated by law. Such training is currently scheduled to follow the next month's Board meeting.

NEW YORK STATE FAIR: Mr. Lee and Mr. Tuff reported on the recently held New York State Fair. It was a huge success. Mr. Tuff described the Fair, post-event. Mr. Tuff observed that this was another record year at the Fair, with total attendance growing from 1,279,010 in 2018 to 1,329,275 in 2019. This indicates growth, since 2015, of an astounding 46%. In response to questions posed by Board members, Mr. Tuff complimented all of the Centro personnel, both drivers, mechanics, buildings and grounds staff and administrative staff, who together worked to make this event such a success. Mr. Tuff also discussed Park-And-Ride operations adjustments that were made day by day at the Fair, based on continual assessment of attendance and traffic flow. Ms. Reese asked to be included in future planning sessions, regarding transportation and accessibility at the Fair. She complimented the Centro staff on-site, including for easing transportation for the disabled.

CENTRAL NEW YORK REGIONAL TRANSPORTATION AUTHORITY MINUTES

Mr. Tuff then reviewed various other changes in 2019, such as addition of the Willis Avenue lot. A detailed State Fair report had previously been distributed to each Board member. The Board congratulated Mr. Tuff and his staff.

CNG BUSES: Mr. Geoff Hoff then discussed CNG buses and their utility onsite as it relates to fuel economy. Mr. Hoff reviewed for the board the tremendous amount of savings over the last 10 years when the authority elected to continue with the technology as compared to other fuel typed vehicles such as diesel or diesel electric hybrid buses.

Mr. Hoff was excused from the meeting.

CONGRESSMAN KATKO – CYBER SECURITY ROUND TABLE: As part of the Chief Executive Officer's Report, Mr. Lee reported noted that he has been invited by Congressman Katko to represent public transportation at a Cyber Security Roundtable he hosted. Security experts and representatives from the United State Department of Homeland Security were present. Mr. Lee was able to share Centro's general security framework and what has been accomplished with improving Cyber Security. Our cyber security program is directed by Michael Fitzgibbons. It was a very informative meeting.

UPSTATE TRANSIT FEDERAL CENSUS PROMOTION: Representatives of Governor Cuomo's office recently met with leaders of the four Upstate Transit Authorities to discuss how they might participate in promoting the upcoming 2020 Federal Census. The intent is to remind citizens of the importance of participating in the upcoming Census. Crucial to this effort is educating all to the importance of the Census. Ms. Reese stressed the need for the inclusion of disabled individuals to enhance adequate governmental program funding.

TITLE VI POLICIES AND TITLE VI PROGRAM REPORT: Ms. Paula Cutrone was then invited into the meeting to give a report on Title VI. The Program Report, submitted to the Federal Transit Administration every three years, was prepared by the Centro Planning Department, Ms. Cutrone described Title VI Policies and the Title VI Program Report, in depth. Copies of these Policies and Reports had also been distributed earlier as part of the Board packet, prior to this meeting. Thereafter, and after much discussion, and upon Motion duly made, seconded and unanimously carried, approval of the Title VI Policies was adopted as Motion No. 2407. After discussion of its contents, the Title VI Program Report, as presented by Ms. Cutrone was likewise reviewed and unanimously carried as Motion No. 2408.

Ms. Cutrone was then excused from the meeting.

AUDIT AND FINANCE COMMITTEE REPORT: Mr. Laino, Chairman of the Audit and Finance Committee then reported on matters dealt with at the Audit and Finance Committee meeting, held earlier this morning.

INSURANCE REPORT: Mr. Maloff, Insurance Consultant to the Authority, was invited into the meeting. As he had at the Audit and Finance Committee, held earlier this morning, he presented a proposed renewal for Property Insurance, effective September 9, 2019. It is the same carrier as is currently serving the Authority, Factory Mutual Insurance Company. Last year, the premium cost was \$161,682. This year the cost is \$175,308. Otherwise the insurance contract is the same as last

CENTRAL NEW YORK REGIONAL TRANSPORTATION AUTHORITY MINUTES

Cortland Transit Rider Survey

SURVEYOR INITIALS _____

ROUTE # _____ BUS # _____ DATE _____ Time _____ AM / PM

PROCESSOR INITIALS _____

Instructions: Please answer ALL questions on the front and back of this survey. Return the completed survey to the surveyor. Thank you for your participation.

1. What bus route(s) do you ride on a regular basis? (check all that apply)

Regular Service Routes			
<input type="checkbox"/> Route 1	<input type="checkbox"/> Route 2	<input type="checkbox"/> Route 3	<input type="checkbox"/> Route 4
<input type="checkbox"/> Route 5	<input type="checkbox"/> Route 6	<input type="checkbox"/> Route 7	

Flex Service Routes			
<input type="checkbox"/> Route 8	<input type="checkbox"/> Route 9	<input type="checkbox"/> Route 10	<input type="checkbox"/> Route 11
<input type="checkbox"/> Route 12	<input type="checkbox"/> Route 13		

2. For what purpose do you use public transit?

☐ Work ☐ School/College ☐ Shopping ☐ Appointment ☐ Recreation

3. How often do you ride?

☐ Daily ☐ 3-5 days per week ☐ 1-2 days per week
☐ Less than once a week, but more than once a month ☐ Once a month or less

4. What time(s) of day do you typically ride? (check all that apply)

☐ 6:00 am – 9:00 am ☐ 9:00am – 12:00 pm ☐ 12:00 pm – 3:00 pm ☐ 3:00 pm – 6:00 pm

5. Do you transfer between buses regularly?

☐ Yes ☐ No

6. Do you request a route deviation regularly?

☐ Yes ☐ No

7. What is your gender?

☐ Male ☐ Female ☐ Other

8. What is your age?

☐ Under 18 ☐ 18-24 ☐ 25-34 ☐ 35-44 ☐ 45-59 ☐ 60-64 ☐ Over 65

9. Are you of Hispanic, Latino, or Spanish origin?

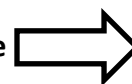
☐ Yes ☐ No

10. What is your race? (check all that apply)

☐ White ☐ Black or African American ☐ American Indian or Alaska Native ☐ Asian
☐ Middle Eastern or North African ☐ Native Hawaiian or Other Pacific Islander



Please continue and answer questions on the back side



11. What is the primary language spoken in your home?

- ☐ English ☐ Spanish ☐ Hindi-Urdu ☐ Chinese ☐ Vietnamese
☐ Middle Eastern language ☐ African language ☐ Slavic language

12. If you selected English above, skip to question 13. Does use of the English language pose a difficulty in navigating the public transit system?

- ☐ Yes ☐ No

13. Including yourself, how many people currently live in your household?

- ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ More than 4

14. What is your annual total household income?

- ☐ Under \$15,000 ☐ \$15,000-\$24,999 ☐ \$25,000-\$29,999 ☐ \$30,000-\$34,999 ☐ \$35,000-\$39,999
☐ \$40,000-\$49,999 ☐ \$50,000 and Over

15. How many motor vehicles (cars, vans, trucks, motorcycles) are available in your household?

- ☐ 0 ☐ 1 ☐ 2 or more

16. What is the normal cost of your bus fare?

- ☐ Full fare ☐ Half fare ☐ Free fare

17. How do you normally pay your bus fare? (check all that apply)

- ☐ Cash ☐ Token ☐ Monthly Pass (EXCLUDING Route 7) ☐ Monthly Pass (INCLUDING Route 7)

18. If you use a Monthly Pass, where do you purchase it? (check all that apply)

- ☐ Access to Independence ☐ Catholic Charities ☐ Cortland Transit
☐ P&C Fresh ☐ Grand Union Supermarket ☐ SUNY Cortland Campus Store
☐ Tompkins Cortland Community College

19. Would you use a contactless credit card or mobile wallet (Apple Pay, Google Pay, Samsung Pay) to pay your fare if the option was available?

- Yes ☐ ☐ No

20. Do you have a smartphone?

- ☐ Yes ☐ No

21. Do you have a bank account and/or major credit card?

- ☐ Yes ☐ No

22. Have you used a ridesharing service such as Uber or Lyft in the last 12 months?

- ☐ Yes ☐ No

23. What zip code do you live in? _____

24. Please use this space for comments or service suggestions:

THE CENTRAL NEW YORK REGIONAL TRANSPORTATION AUTHORITY
(and its Subsidiaries)
200 CORTLAND AVENUE, SYRACUSE, NEW YORK
MINUTES OF THE MARCH 26, 2025, BOARD MEETING

MEMBERS PRESENT:

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

MEMBERS ABSENT:

ANTHONY DAVIS, Vice Chair

STAFF PRESENT:

CHRISTOPHER TUFF, Deputy Chief Executive Officer
STEVE KOEGEL, VP of Communication and Business Planning
JACQUELYN MUSENGO, VP of Human Resources
GEOFF HOFF, VP of Fleet and Facilities
BRUCE FONG, VP of Information Technologies
RAHMIN AZRIA, VP of Operations
MELISSA BRIM, VP of Finance
CAITLIN MACCOLLUM, Senior Director of Procurement
TARA SPRAKER, Director of Capital Programs
EJ MOSES, Director of Facilities and Grants
JORGE BORDONHOS, Director of Fleet Maintenance
CHRISTOPHER KING, Procurement Manager
PAULA CUTRONE, Sr Manager of Transit Data & Equity
DEREK SHERMAN, Director of Accounting
JASON SMITH, Sr Procurement Analyst
JEANNINE JOHNSON, Executive Assistant
JIMMIE HESTER, Bus Operator Syracuse
CLINT EVERSLEY, Mechanic Syracuse

PUBLIC PRESENT:

BRAD HUNT, Legal Counsel
MARIO COLONE
JOE CALABRESE

DIRECTOR OF FLEET MAINTENANCE

Jorge Bordonhos has been hired as the Director of Fleet Maintenance. Before joining Centro, he spent 25 years at Waste Management's Central/Western division in Massachusetts, where he advanced from Diesel Mechanic to Senior District Fleet Manager. He comes to us with a lot of maintenance experience and leadership skills. We welcome Jorge to the Centro team.

SENIOR STAFF REPORTSBUSINESS DEVELOPMENT AND CORPORATE COMMUNICATIONS REPORT – Mr. Koegel

Mr. Koegel introduced an Equity Analysis performed for the institution of Centro's bus fares in Centro of Cortland. The analysis indicated that the fare structure did not represent a disproportionate burden or disparate impact on minority or low-income riders. A motion was made to accept the equity analysis.

TITLE VI FARE EQUITY ANALYSIS – CENTRO OF CORTLAND – MOTION NO. 2761

A Motion to approve The Title VI Fare Equity Analysis – Centro of Cortland was raised.

Motion – Tina Fitzgerald

Seconded – Neil Burke

Carried Unanimously

AUDIT AND FINANCE COMMITTEE REPORTFEBRUARY 28, 2025, STATEMENT OF REVENUE AND EXPENDITURES – MOTION NO. 2762

Ms. Brim presented a Motion to approve the February 28, 2025, Statement of Revenue and Expenditures. A copy of which is attached to these minutes.

A Motion to approve the February 28, 2025, Statement of Revenue and expenditures as recommended by the Audit and Finance Committee was raised.

Motion – Tina Fitzgerald

Seconded – Julius Lawrence

Carried Unanimously

2025-26 FINAL OPERATING, CAPITAL BUDGET AND FINANCIAL PLAN – MOTION NO. 2763

Mr. Sherman presented a Motion to approve the 2025-26 Final Operating, Capital Budget and Financial Plan. A copy of the Motion is attached to these Minutes.

A Motion to approve the 2025-26 Final Operating, Capital Budget and Financial Plan as recommended by the Audit and Finance Committee, was raised.

