



DATE: December 12, 2025
TO: Authority Members
FROM: Nicholas F. Laino
RE: December 19, 2025

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

AGENDA

- 1- Chairman's Report
 - a. Reading of Minutes, November 21, 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
 - d. Resolution – Service Modification in Centro of Oswego – Paula Cutrone
- 3- Audit and Finance Committee Report
 - Finance Report – Vice President of Finance – Melissa Brim
 - a. Resolution – Trapeze Multiyear Software Maintenance Agreement – Caitlin MacCollum
- 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
GOVERNANCE COMMITTEE
200 CORTLAND AVENUE, SYRACUSE, NEW YORK
MINUTES OF THE NOVEMBER 21, 2025, GOVERNANCE COMMITTEE MEETING

MEMBERS PRESENT:

NICHOLAS LAINO, Chairman
ANTHONY DAVIS, Vice Chair
DARLENE LATTIMORE, Secretary
TINA FITZGERALD, Treasurer
NEIL BURKE
ROBERT CUCULICH
JULIUS LAWRENCE
HEATHER SNOW
LOUELLA WILLIAMS
FRANK SAYA, Non-Voting Member

STAFF PRESENT:

CHRISTOPHER TUFF, 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 Technology
MELISSA BRIM, VP of Finance
CAITLIN MACCOLLUM, Sr Director of Procurement
BREN DAISS, Associate VP Communication & Business Planning
PAULA CUTRONE, Sr Manager of Transit Data and Equity
DEREK SHERMAN, Director of Accounting
CHRISTOPHER MORRALE, Director of Human Resources
CHRISTOPHER KING, Procurement Manager
TARA SPRAKER, Director of Capital Programs
JASON SMITH, Sr Procurement Analyst
SUZANN HENSLEY, Internal Control Manager
JEANNINE JOHNSON, Executive Assistant
BILLY GREENE, Desktop Support Specialist
MATTHEW KAVANAGH, Desktop Support Specialist
JIMMY HESTER, Bus Operator Syracuse

PUBLIC PRESENT:

BRAD HUNT, Legal Counsel
BRENDA SPARA, Retired Bus Operator

CALL TO ORDER At 9:10 A.M. Chairman Laino called the meeting to order, noting that a quorum was present.

INTERNAL CONTROL REPORT

Secretary Lattimore called upon Ms. Suzann Hensley, Internal Control Manager to provide an update on the various Internal Control Program Activities.

Ms. Hensley presented the CNYRTA Internal Control Manager Roadmap and Annual Mission Statement and Performance Measures Review, all of which are attached to these minutes. No action required.

ADJOURNED

There being no further business to come before the Committee, the Governance Committee Meeting was adjourned.

Chairman

ATTEST:

Secretary

THE CENTRAL NEW YORK REGIONAL TRANSPORTATION AUTHORITY
AUDIT AND FINANCE COMMITTEE
200 CORTLAND AVENUE, SYRACUSE, NEW YORK
MINUTES OF THE NOVEMBER 21, 2025, AUDIT AND FINANCE COMMITTEE MEETING

MEMBERS PRESENT: NICHOLAS LAINO, Chairman
 ANTHONY DAVIS, Vice Chair
 DARLENE LATTIMORE, Secretary
 TINA FITZGERALD, Treasurer
 NEIL BURKE
 ROBERT CUCULICH
 JULIUS LAWRENCE
 HEATHER SNOW
 LOUELLA WILLIAMS
 FRANK SAYA, Non-Voting Member

STAFF PRESENT: CHRISTOPHER TUFF, 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 Technology
 MELISSA BRIM, VP of Finance
 CAITLIN MACCOLLUM, Sr Director of Procurement
 BREN DAISS, Associate VP Communication & Business Planning
 PAULA CUTRONE, Sr Manager of Transit Data and Equity
 DEREK SHERMAN, Director of Accounting
 CHRISTOPHER MORRALE, Director of Human Resources
 CHRISTOPHER KING, Procurement Manager
 TARA SPRAKER, Director of Capital Programs
 JASON SMITH, Sr Procurement Analyst
 SUZANN HENSLEY, Internal Control Manager
 JEANNINE JOHNSON, Executive Assistant
 BILLY GREENE, Desktop Support Specialist
 MATTHEW KAVANAGH, Desktop Support Specialist
 JIMMY HESTER, Bus Operator Syracuse

PUBLIC PRESENT: BRAD HUNT, Legal Counsel
 BRENDA SPARA, Retired Bus Operator

CALL TO ORDER At 9:32 A.M. Chairman Laino called the meeting to order.

- Chairman Laino noted a quorum was present
The next Committee meeting will be on December 19, 2025, as a result of the Christmas holiday.

OCTOBER 31, 2025, STATEMENT OF REVENUE AND EXPENDITURES

Ms. Brim presented a Motion to approve the October 31, 2025, Statement of Revenue and Expenditures. A copy of the Motion is attached to these Minutes.

A Motion to approve the October 31, 2025, Statement of Revenue and Expenditures, was raised and forwarded to the Board for approval.

Motion – Tina Fitzgerald

Seconded – Darlene Lattimore

Carried Unanimously to the Board with a recommendation of approval.

UMR 2026 PREMIUMS EQUIVALENT

Ms. Musengo presented a Motion to approve the UMR 2026 Premiums Equivalent. A copy of the Motion is attached to these Minutes.

A Motion to approve the UMR 2026 Premiums Equivalent, was raised and forwarded to the Board for approval.

Motion – Louella Williams

Seconded – Robert Cuculich

Carried Unanimously to the Board with a recommendation of approval.

DELTA DENTAL 2026 PREMIUM EQUIVALENT

Ms. Musengo presented a Motion to approve the Delta Dental 2026 Premium Equivalent. A copy of the Motion is attached to these Minutes.

A Motion to approve the Delta Dental 2026 Premium Equivalent, was raised and forwarded to the Board for approval.

Motion – Julius Lawrence

Seconded – Anthony Davis

Carried Unanimously to the Board with a recommendation of approval.

CENTRO OF ONEIDA MEDICAL PLAN (ONEIDA/ROME UNION EMPLOYEES)

Ms. Musengo presented a Motion to approve the Centro of Oneida Medical Plan (Oneida Rome Union Employees). A copy of the Motion is attached to these Minutes.

A Motion to approve the Centro of Oneida Medical Plan (Oneida Rome Union Employees), was raised and forwarded to the Board for approval.

Motion – Anthony Davis

Seconded – Tina Fitzgerald

Carried Unanimously to the Board with a recommendation of approval.

2026 STOP LOSS RENEWAL

Ms. Musengo presented a Motion to approve the 2026 Stop Loss Renewal. A copy of the Motion is attached to these Minutes.

A Motion to approve the 2026 Stop Loss Renewal, was raised and forwarded to the Board for approval.

Motion – Anthony Davis

Seconded – Neil Burke

Carried Unanimously to the Board with a recommendation of approval.

BUILDING PEST CONTROL SERVICES

Mr. Smith presented a Resolution to authorize the contract award for Building Pest Control Services to CIMEX Pest Services. A copy of the Resolution is attached to these Minutes.

A Motion to authorize the contract award for Building Pest Control Services to CIMEX Pest Services, was raised and forwarded to the Board for approval.

Motion – Neil Burke

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 NOVEMBER 21, 2025, BOARD MEETING

MEMBERS PRESENT: NICHOLAS LAINO, Chairman
 ANTHONY DAVIS, Vice Chairman
 DARLENE LATTIMORE, Secretary
 TINA FITZGERALD, Treasurer
 NEIL BURKE
 ROBERT CUCULICH
 JULIUS LAWRENCE
 HEATHER SNOW
 LOUELLA WILLIAMS
 FRANK SAYA, Non-Voting Member

STAFF PRESENT: CHRISTOPHER TUFF, Chief Executive Officer
 STEVE KOEGEL, VP of Communication & Business Planning
 JACQUELYN MUSENGO, VP of Human Resources
 GEOFF HOFF, VP of Fleet and Facilities
 BRUCE FONG, VP of Information Technology
 MELISSA BRIM, VP of Finance
 BREN DAISS, Associate VP Communication & Business Planning
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 CHRISTOPHER KING, Procurement Manager
 TARA SPRAKER, Director of Capital Programs
 JASON SMITH, Sr Procurement Analyst
 SUZANN HENSLEY, Internal Control Manager
 JEANNINE JOHNSON, Executive Assistant
 BILLY GREENE, Desktop Support Specialist
 MATTHEW KAVANAGH, Desktop Support Specialist

PUBLIC PRESENT: BRAD HUNT, Legal Counsel
 BRENDA SPARA, Retired Bus Operator

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

MOMENT OF SILENCE

- Chairman Laino requested a moment of silence for the recent passing of Syracuse Bus Operator Kevin Moore

UPCOMING MEETINGS

- Chairman Laino announced the following meetings for December 19, 2025:
 - Audit and Finance Meeting – 9:00 AM
 - Board Meeting – 9:30 AM

RECOGNITION OF BRENDA SPARA - 25 YEARS OF SERVICE ON HER RETIREMENT

Brenda began her journey in public service with some dedicated military service before joining the transit family as a part-time bus operator in June 1999. By December of that same year, she transitioned to full-time, quickly becoming a beloved presence on her route.

Known for her warm heart and exceptional customer service, Brenda built strong connections with her passengers. She had a special place in her heart for underprivileged children, often handing out hats and gloves during the cold winter months and offering guidance to those who seemed to be struggling. Her compassion and commitment to making a difference never went unnoticed. Brenda's passengers adored her and were always saddened to see her route change at the end of each sign-up. Her kindness, consistency, and genuine care left a lasting impression on everyone she encountered. As she embarks on her well-earned retirement, Brenda leaves behind a legacy of service, empathy, and community spirit that will be deeply missed.

On November 1, 2025, following a 25-year career with Centro, Brenda's destination sign flipped to "Out of Service", and she began enjoying her retirement years. Brenda, we want to thank you for your many years of service and professionalism. We are proud to have had you as a member of our team. Congratulations on your retirement!

APPROVAL OF THE OCTOBER 24, 2025, BOARD MEETING MINUTES - MOTION NO. 2804

Motion – Tina Fitzgerald
Seconded – Darlene Lattimore
Carried Unanimously

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.

LEGISLATIVE MEETINGS (CONTINUED)

This past Monday, we also met with Senator Ryan, the meeting covered the System redesign and an overview of Centro. We also emphasize the importance of continued transit funding to support the project. We concluded the meeting with a tour of the Centro Syracuse Facility.

RPM (CONTINUED)

This Quarterly session also included a company-wide chili cook-off. This year we had 27 chili/chowder entries between all 6 locations. We had a vote at each property to pick the People's Choice winner from each location. We selected a group of people who ate all 27 chilis/chowders to select a Grand Champion.

The People's Choice winners:

Oswego – Mike Richards

Cayuga – Brian LaShomb

Utica – KC Martin

Syracuse – Austin Smith

Cortland – Renee Leet

Rome – Bill Simon

Grand Champion Overall – Renee Leet

LOW/NO EMISSIONS GRANT PROGRAM

On Tuesday, November 18, we were notified of a \$9.28 million award through the Low/No Emissions Grant program. The funding will be for Compressed Natural Gas (CNG) buses and their amenities for the Bus Rapid Transit project (BRT). We are grateful for our partnerships on the federal level to award us this funding to continue to support BRT.

COMMUNITY INVOLVEMENT

Launch of the Roller Express

On November 11th, on Bridge Street, we launched our partnership with the Central New York YMCA. Lamar Transit Advertising, and M&T Bank to bring the Roller Express to Central New York. This is the next chapter of the program we started in 2022 to help people who might not have other ways to enjoy Lights on the Lake. This partnership has provided the resources to expand the Roller increasing the number of bookings to about twenty.

On November 19th, the bus hit the road for its first trip on Salute the Troops Night, carrying a busload of Veterans to enjoy Lights on the Lake.

This partnership also flows into our annual Stuff-A-Bus events this holiday Season to which will be on December 6. We will be collecting toys at the Cicero Walmart and the Fayetteville Town Center YMCA.

SPCA Stuff a Bus

On November 29, we are partnering with the CNY SPCA on a Stuff-A-Bus event to support our fur-friends. The event will be at the Walmart in Cicero. We will be collecting treats, toys, food and blankets for the shelter animals. All donations go directly to the CNY SPCA.

Parade of Lights

On November 29, we will be participating in the Baldwinsville Parade of Lights. This is another event resulting from our partnership with the YMCA on the Roller Express. The Parade of Lights is presented by the Baldwinsville Vol. Fire Company in conjunction with the Village of Baldwinsville tree lighting celebration. The family friendly event welcomes fire departments, ambulances, police departments, heavy equipment, businesses, and community groups. Last year nearly 7,000 people packed the parade route with over 165 vehicles participating.

Lights On Caravan

The "Lights On" Caravan in Onondaga County is an annual event that brings together emergency vehicles from across the county to raise awareness about impaired driving. The 42nd annual caravan, held on November 15, 2025, traveled from Centro headquarters in Syracuse to the Minoa Fire Station #1 to honor victims of drunk driving and urge people to drive sober, especially during the holiday season

SENIOR STAFF REPORTS

BUSINESS DEVELOPMENT AND CORPORATE COMMUNICATIONS REPORT – Mr. Koegel

Mr. Koegel reported that ridership in Syracuse has flattened out and may have peaked without further service enhancements. He also reported that ridership has continued to increase other service areas led by a 19% increase in the city of Rome.

He also reported that Centro staff had completed two public hearings in Oswego and Fulton for a System Redesign in Oswego County and that a resolution to move forward with the changes would be presented at the December board meeting.

HUMAN RESOURCES REPORT – Ms. Musengo

Ms. Musengo discussed and requested the following approval.

The Authority and the United Public Service Employees Union (UPSEU) have successfully reached a tentative agreement on the Operations and Maintenance Bargaining Unit Contract, effective April 1, 2025. The tentative agreement was ratified by the Union membership on November 17, 2025, with an 80% majority vote in favor.

The negotiated contract provides an overall average increase of 5.4% over the three-year term, aligning compensation more closely with current industry standards, establishing hourly rates of \$30.00 for Bus Operators and \$31.20 for Mechanics in the first year of the contract.

Summary of contract highlights:

- Wage Increases: total 16.5% over three years

<u>Contract Year</u>	<u>Operators</u>	<u>Mechanics</u>	<u>Servicers</u>
Year 1 – 9.5%	\$30.00/hr.	\$31.20/hr.	\$23.66/hr.
Year 2 – 3.5%	\$31.05/hr.	\$32.29/hr.	\$24.49/hr.
Year 3 – 3.5%	\$32.14/hr.	\$33.42/hr.	\$25.35/hr.

- Medical co-pay reimbursements eliminated; and
- Employee medical contributions increased from 15% to 16% in the first year, and from 16% to 17% in the second year. All new hires will contribute 18%; and
- Uniform allowance for Operators increased by \$50 per year; and
- Shoe allowance for Maintenance increases by \$50 per year; and
- Weekend premium of \$1.50 per hour added for Operators and Maintenance employees.
- Medical furlough period was reduced from 18 months to 12 months per injury; and
- Maintenance staff scheduling adjusted, reducing the number of employees off per week from four (4) to three (3) to improve operational coverage

Ms. Musengo recommended that the Board of Members approve the tentative agreement between the Authority and the United Public Service Employees Union (UPSEU) for the Operations and Maintenance Bargaining Unit, effective April 1, 2025, as presented.

TENTATIVE AGREEMENT BETWEEN THE AUTHORITY AND THE UNITED PUBLIC SERVICE EMPLOYEES' UNION (UPSEU) FOR THE OPERATIONS AND MAINTENANCE BARGAINING UNIT – MOTION NO. 2805

A Motion to approve the tentative agreement between the Authority and the United Public Service Employees Union (UPSEU) for the Operations and Maintenance Bargaining Unit, effective April 1, 2025, was raised.

Motion – Anthony Davis
Seconded – Tina Fitzgerald
Carried Unanimously

AUDIT AND FINANCE COMMITTEE REPORT

OCTOBER 31, 2025, STATEMENT OF REVENUE AND EXPENDITURES – MOTION NO. 2810

Ms. Brim presented a Motion to approve the October 31, 2025, Statement of Revenue and Expenditures. A copy of the Motion is attached to these Minutes.

A Motion to approve the October 31, 2025, Statement of Revenue and Expenditures, was raised.

Motion – Tina Fitzgerald
Seconded – Darlene Lattimore
Carried Unanimously

UMR 2026 PREMIUMS EQUIVALENT – MOTION NO. 2806

Ms. Musengo presented a Motion to approve the UMR 2026 Premiums Equivalent. A copy of the Motion is attached to these Minutes.

A Motion to approve the UMR 2026 Premiums Equivalent, was raised.

Motion – Louella Williams
Seconded – Robert Cuculich
Carried Unanimously

DELTA DENTAL 2026 PREMIUM EQUIVALENT MOTION NO. 2807

Ms. Musengo presented a Motion to approve the Delta Dental 2026 Premium Equivalent. A copy of the Motion is attached to these Minutes.

A Motion to approve the Delta Dental 2026 Premium Equivalent, was raised.

Motion – Julius Lawrence
Seconded – Anthony Davis
Carried Unanimously

CENTRO OF ONEIDA MEDICAL PLAN (ONEIDA/ROME UNION EMPLOYEES) – MOTION NO.2808

Ms. Musengo presented a Motion to approve the Centro of Oneida Medical Plan (Oneida/Rome Union Employees). A copy of the Motion is attached to these Minutes.

A Motion to approve the Centro of Oneida Medical Plan (Oneida/Rome Union Employees), was raised.

Motion – Anthony Davis
Seconded – Tina Fitzgerald
Carried Unanimously

2026 STOP LOSS RENEWAL – MOTION NO. 2809

Ms. Musengo presented a Motion to approve the 2026 Stop Loss Renewal. A copy of the Motion is attached to these Minutes.

A Motion to approve the 2026 Stop Loss Renewal, was raised.

Motion – Anthony Davis

Seconded – Neil Burke
Carried Unanimously

BUILDING PEST CONTROL SERVICES – RESOLUTION NO. 2668

Mr. Smith presented a Resolution to authorize the contract award for Building Pest Control Services to CIMEX Pest Services. A copy of the Resolution is attached to these Minutes.

A Motion to authorize the contract award for Building Pest Control Services to CIMEX Pest Services, was raised.

Motion – Neil Burke
Seconded – Darlene Lattimore
Carried Unanimously

MANAGEMENT REPORT ON INTERNAL CONTROL

Ms. Suzanne Hensley, Manager of Internal Control, presented at the Governance Committee meeting the CNYRTA Internal Control Manager Roadmap, along with Annual Mission Statement and Performance Measures Review. No action needed. Committee Members received the reports prior to today's meeting.

OLD BUSINESS

Board Member Julius Lawrence thanked all that attended the SWCC 50th Anniversary Celebration and mentioned that Syracuse has a new Mayor, Sharon Owens.

NEW BUSINESS

Nothing to discuss

EXECUTIVE SESSION – MOTION NO. 2811

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

Motion – Neil Burke
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
December 19, 2025

Board Actions Motions and Resolutions

MOTIONS:

November 30, 2025, Statement of Revenue & Expenditures – M. Brim
2026-27 Proposed Operating Budget and Financial Plan
2026-27 Proposed Capital Budget and Financial Plan

RESOLUTIONS:

Trapeze Software Maintenance Agreement – C. MacCollum

SUPPLEMENTAL INFORMATION:

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

ITEMS REQUIRING FUTURE BOARD ACTION:

2025-26 Third Quarter Financial Statements
January 31, 2026, Statement of Revenue and Expenditures



STATEMENT OF REVENUES AND EXPENDITURES

Central New York Regional Transportation Authority
Consolidated Statement of Revenues and Expenditures
From 04/01/2025 through 11/30/2025
(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	2,816,263	2,665,560	150,703	5.7%	2,604,614	211,649	8.1%
Special Line Passenger Revenue	4,479,976	4,005,639	474,337	11.8%	3,867,913	612,062	15.8%
Advertising & Other Revenue	1,377,348	1,377,172	176	0.0%	1,370,634	6,714	0.5%
Total Operating Revenue	8,673,587	8,048,371	625,216	7.8%	7,843,161	830,426	10.6%
Operating Expenses							
Salaries & Wages	23,091,592	25,545,927	2,454,334	-9.6%	21,833,822	1,257,771	5.8%
Other Employee Benefits & Payroll Taxes	2,313,631	2,566,787	253,155	-9.9%	2,216,865	96,767	4.4%
Healthcare Benefits	7,941,586	9,146,735	1,205,149	-13.2%	7,901,900	39,687	0.5%
Workers Compensation	1,809,743	1,899,200	89,457	-4.7%	1,352,633	457,110	33.8%
Pension Benefits	2,404,930	2,977,917	572,987	-19.2%	2,920,828	(515,898)	-17.7%
Risk Management	4,901,642	2,597,697	(2,303,945)	88.7%	1,429,280	3,472,362	242.9%
Purchased Transportation	3,495,646	3,962,000	466,354	-11.8%	3,598,184	(102,538)	-2.8%
Materials & Supplies	2,757,630	2,891,587	133,957	-4.6%	2,808,872	(51,243)	-1.8%
Services	3,971,489	4,700,584	729,096	-15.5%	3,656,006	315,483	8.6%
Fuel	1,254,305	1,684,403	430,098	-25.5%	1,208,278	46,028	3.8%
Utilities	389,688	430,595	40,907	-9.5%	358,434	31,253	8.7%
Other Expenses	219,251	387,343	168,093	-43.4%	239,975	(20,725)	-8.6%
Total Operating Expenses	54,551,133	58,790,775	4,239,642	-7.2%	49,525,077	5,026,057	10.1%
Non-Operating Revenue							
Operating Assistance	41,810,883	44,727,900	(2,917,017)	-6.5%	40,595,985	1,214,898	3.0%
Mortgage Tax Revenue	6,244,308	4,780,000	1,464,308	30.6%	4,844,725	1,399,583	28.9%
Gain/Loss on Disposal of Capital	80,993	29,167	51,827	177.7%	22,276	58,718	263.6%
Investment Revenue	729,480	291,769	437,711	150.0%	926,778	(197,298)	-21.3%
Total Non-Operating Revenue	48,865,664	49,828,836	(963,172)	-1.9%	46,389,764	2,475,900	5.3%
Operating Income (Loss)	2,988,118	(913,568)	3,901,686	-427.1%	4,707,849	(1,719,731)	-36.5%
Capital Contributions							
Federal Grants	1,008,672	0	1,008,672	0.0%	9,287,962	(8,279,290)	-89.1%
State Grants	175,594	0	175,594	0.0%	6,358,484	(6,182,889)	-97.2%
Total Capital Contributions	1,184,266	0	1,184,266	0.0%	15,646,445	(14,462,179)	-92.4%
Non-Operating Expenses							
Depreciation Expense	8,304,124	0	(8,304,124)	0.0%	6,480,568	1,823,556	28.1%
Total Non-Operating Expenses	8,304,124	0	(8,304,124)	0.0%	6,480,568	1,823,556	28.1%
Change in Net Position	(4,131,740)	(913,568)	(3,218,172)	352.3%	13,873,726	(18,005,466)	-129.8%
Net Position - Beginning of Year	(125,571,232)	0	(125,571,232)	0.0%	(215,991,016)	90,419,784	-41.9%
Total Net Position - Beginning of Year	(125,571,232)	0	(125,571,232)	0.0%	(215,991,016)	90,419,784	-41.9%
Net Position - End of Year	(129,702,964)	(913,568)	(128,789,404)	14097.4%	(202,117,290)	72,414,326	-35.8%



STATEMENT OF REVENUE AND EXPENDITURES

After eight months ending November 30, 2025, the Authority reports a consolidated operating income of \$3 million, excluding capital contributions and non-operating expenses. This positive result reflects strong operating performance in the early part of the fiscal year.

Operating Revenues

Total operating revenues amount to \$10 million, representing a \$866 thousand (9.5%) increase compared to the same period in prior year. Revenues also exceeded budget projections by \$619 thousand (6.6%), 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	8,430,888	7,808,297	622,591	8.0%	7,571,669	859,219	11.3%
Advertising & Other Revenue	1,571,594	1,574,840	(3,246)	-0.2%	1,565,030	6,564	0.4%
Total Operating Revenue	10,002,482	9,383,137	619,345	6.6%	9,136,699	865,783	9.5%

Passenger revenues are 8% over budget expectations, and 11.3% over prior year.

Regular line passenger revenues are performing 6.3% above budget expectations and 9% higher than the same period last year. This continued growth is supported by stronger farebox activity, increased pass sales, and higher utilization of Mobility On Demand (MOVE) services. Pass purchases through Jobs Plus and OCDA also remain strong. Total ridership for both fixed-route and demand-response services has grown 6.5% year-over-year, underscoring the community's increasing reliance on transit as a dependable and cost-effective mobility option.

Special line passenger revenues are performing 9% above budget expectations and 15.8% higher than prior year. Performance in this category reflects both scheduled and unscheduled contract rate adjustments, expanded coverage for SU Dome Event Service, and higher demand for contracted transportation. Additionally, ridership during the Great New York State Fair surpassed expectations and exceeded prior-year levels. These results illustrate how community partnerships and seasonal services help diversify revenue streams and contribute to strong overall performance.

Advertising and other revenues are performing in line with both budget expectations and prior year results. While growth in these categories is more modest than in passenger revenues, they continue to offer a reliable and steady source of income. This consistency helps stabilize the Authority's broader revenue portfolio and supports long-term financial planning.

Operating Expenses

As of November 30, 2025, operating expenses total \$62.1 million, representing a \$5.9 million (10.5%) increase compared to prior year. Current year expense are performing \$5.8 million (8.5%) 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	43,317,474	48,863,606	5,546,132	-11.4%	40,949,551	2,367,923	5.8%
Non-Personnel Expenses	18,815,059	19,034,257	219,198	-1.2%	15,292,414	3,522,646	23.0%
Total Operating Expenses	62,132,533	67,897,863	5,765,330	-8.5%	56,241,965	5,890,569	10.5%



Personnel expenses are performing \$5.5 million (11.4%) below budget expectations and are \$2.4million (5.8%) higher than the same period last year. All major personnel expense categories are under budget, reflecting favorable variances across wages, benefits, and related costs.

The personnel budget is developed based on full staffing for the entire fiscal year. Current vacancies, particularly among bus operators and administrative positions, remain the primary factor contributing to the favorable budget variance. While unfilled positions reduce current personnel costs, they also create operational pressures, including increased dependence on overtime and added workload for existing employees to sustain service delivery and meet operational deadlines.

Year-over-year, most personnel-related expenses have risen due to negotiated wage increases and the natural escalation of benefit costs. Pension expenses, however, continue to trend below prior year's levels. Healthcare expenses are currently aligned with prior-year spending. Over recent months, healthcare costs have fluctuated, moving below, above, and now back in line with last year, largely due to normal variations in claims activity and timing inherent to a self-insured health plan.

The favorable pension performance is largely the result of the most recent actuarial valuation and lower 401(a) plan costs, with a significant portion of May contributions funded through available forfeited funds. These factors have helped offset rising costs in other personnel-related areas and continue to support overall expense control and financial stability.

Non-personnel expenses are performing \$219 thousand (1%) below budget expectations but are \$3.5 million (23%) higher than the same period last year. All non-personnel expense categories are below budget, with the sole exception of Risk Management.

Compared to the prior year, most non-personnel expense categories are showing a mix of anticipated and unanticipated variances. As expected, many categories have increased year-over-year, with the exception of Purchased Transportation, Materials and Supplies and Other expenses are not trending under prior year. The most significant increase in expenses continues to be within Risk Management.

Risk Management expenses are currently 74.8% over budget and more than double the amount recorded during the same period last year. This unfavorable variance is largely attributable to two key factors: higher insurance policy premiums and increased self-insurance claim costs under CNYRTA's Auto General Liability (GL) program. A significant share of these claim costs stems from prior-year incidents that are being resolved or paid during the current fiscal year.

The combination of rising insurance premiums and legacy claim activity continues to place pressure on this category, making it the largest non-personnel cost variance year-to-date. Management is actively monitoring claim trends, assessing reserve adequacy, and working with insurance partners to help moderate future premium increases. In addition, targeted efforts remain underway to strengthen safety initiatives, improve risk assessment practices, and reduce the likelihood and severity of future claims.

Purchased Transportation expenses are currently 11.8% under budget expectations and consistent with the prior year. While contracted vendor rates and demand for Call-A-Bus (CAB) services have risen, the rollout of the Via platform has significantly enhanced scheduling efficiency. Vendors have also required fewer supplemental "as-needed" runs, contributing to further cost savings.

Materials/Supplies and Services expenses are under budget but continue to exceed prior-year levels. Current variances largely reflect planned spending on bus parts. The Authority is realizing higher-than-anticipated savings in this area due to the newer bus fleet delivered last year, which has lowered maintenance needs and reduced associated costs.



Non-Operating Revenues

Non-operating revenues total \$55 million, which \$1.9 million (3.3%) below budget expectations, and are reflecting a \$1.9 million (3.7%) 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	46,968,220	51,117,600	(4,149,380)	-8.1%	46,455,948	512,272	1.1%
Mortgage Tax Revenue	7,232,669	5,540,000	1,692,669	30.6%	5,663,253	1,569,416	27.7%
Gain/Loss on Disposal of	80,993	33,333	47,660	143.0%	32,332	48,661	150.5%
Investment Revenue	841,269	333,436	507,833	152.3%	1,027,039	(185,770)	-18.1%
Total Non-Operating Revenue	55,123,151	57,024,369	(1,901,219)	-3.3%	53,178,572	1,944,578	3.7%

Operating assistance revenues are currently 8.1% below budget expectations, and inline with prior year. This variance continues to be driven by the Authority's strategic approach to revenue recognition. While State Transit Operating Assistance (STOA) has increased, the Authority has intentionally conserved federal and state Preventive Maintenance (PM) funds, drawing on them only as necessary. PM utilization is assessed monthly and applied strategically during periods of elevated operating costs to help stabilize financial results. This disciplined approach supports long-term financial flexibility and preserves resources for future needs.

Mortgage tax revenues continue to perform exceptionally well, and are currently 30.6% above budget expectations and 27.7% higher than last year. This performance reflects ongoing strength in the regional real estate markets. However, given the inherent volatility of this revenue source, the Authority will maintain a cautious outlook, monitoring market trends and maintaining conservative planning assumptions to buffer against potential swings.

Investment revenues are exceeding budget expectations by more than 100%, though they remain 18.1% below prior year levels. Current investment yields are under 4%, yet remain favorable relative to budget assumptions. The Authority will continue to strategically invest idle cash to maximize earnings while maintaining sufficient liquidity to support both operating activities and capital program commitments.



INVESTMENT REPORT

Central New York Regional Transportation Authority
Inventory of Existing Investments
As of 11/30/2025
(In Whole Numbers)

Cash Investments	Institution	Interest Rate	Amount	Total
Unrestricted – Operating Funds				
Commercial Savings – General Fund	M&T Bank	2.15%	\$15,776,938	
Commercial Savings – Farebox Collection	JP Morgan	1.40%	\$383,030	
				<u>\$16,159,968</u>
Board Designated - Funded Reserves				
Commercial Savings - Health Reserve	M&T Bank	2.15%	\$3,247,612*	
Commercial Savings - Insurance Reserve	M&T Bank	2.15%	\$2,880	
Commercial Checking - Capital Reserve	JP Morgan	1.40%	\$846,602	
Commercial Checking - Paratransit Reserve	JP Morgan	1.40%	\$91,510	
				<u>\$4,188,604</u>
Total Cash Investment Value				<u>\$20,348,572</u>

* Subsequent to month-end, a portion of the Health Insurance Reserve (\$2,999,966) was invested in a three-month Treasury bill with a yield of 3.56%. At maturity on March 5, 2026, the Treasury Bill will return a face value of \$3,026,000.

Investments	Institution	Yield	Term	Market Value	Purchase Date	Maturity Date	Maturity Value
Operating Funds							
Treasury Bill - Operating Funds	JP Morgan	3.76%	2 mo.	\$5,085,935	11/19/2025	01/13/2025	\$5,109,000
Treasury Bill - Operating Funds	JP Morgan	3.80%	2 mo.	\$5,034,975	10/28/2025	12/23/2025	\$5,047,000
Treasury Bill - Operating Funds	JP Morgan	3.74%	2 mo.	\$5,005,014	11/20/2025	01/02/2026	\$5,022,000
Board Designated - Funded Reserves							
Treasury Bill - Capital Reserve	JP Morgan	3.90%	2 mo.	\$3,064,666	10/08/2025	12/02/2025	\$3,065,000
Treasury Bill - Capital Reserve	JP Morgan	3.80%	1 mo.	\$2,028,250	11/13/2025	12/18/2025	\$2,032,000
Treasury Bill - Insurance Reserve	JP Morgan	3.84%	2 mo.	\$4,346,387	11/04/2025	12/30/2025	\$4,360,000
Treasury Bill - Paratransit Reserve	JP Morgan	3.75%	2 mo.	\$5,300,801	11/13/2025	01/06/2025	\$5,321,000
Total Investment Values				<u>\$29,866,028</u>			<u>\$29,956,000</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>
5,322,778	5,663,578	7,232,669	1,569,091	27.7%	5,540,000	1,692,669	30.6%

	<u>Actual</u> <u>FY-24</u>	<u>Actual</u> <u>FY-25</u>	<u>Actual</u> <u>FY-26</u>	<u>Actual</u> <u>vs PY</u>	<u>YTD</u> <u>vs PY</u>	<u>Budget</u> <u>FY 26</u>	<u>Actual Vs</u> <u>Budget</u>	<u>YTD</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	771,460	4.3%	306.3%	750,000	2.9%	32.6%
September	643,528	668,431	917,892	37.3%	316.9%	725,000	26.6%	31.6%
October	737,317	880,437	1,248,226	41.8%	275.2%	775,000	61.1%	36.3%
November	613,698	824,214	715,749	-13.2%	327.3%	760,000	-5.8%	30.6%
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>7,232,669</u>			<u>8,090,000</u>		

County Receipts - November	<u>FY-26</u>	<u>FY-25</u>	<u>\$</u>	<u>%</u>
Onondaga	425,000	587,037	(162,037)	-28%
Oswego	83,731	47,404	36,327	77%
Cayuga	63,946	42,954	20,992	49%
Cortland	18,072	-	18,072	
Oneida	125,000	146,819	(21,819)	-15%
Total	<u>715,749</u>	<u>824,214</u>	(108,465)	(0.13)



STATEMENT OF CASH FLOW

Central New York Regional Transportation Authority
Statement of Cash Flow
As of 11/30/2025
(In Whole Numbers)

Cash Flows From Operating Activities:

Operating Receipts from Fares, Contract Bill & Misc Items	\$ 2,746,192
Mortgage Tax Receipts	1,248,226
State Operating Assistance	14,328,037
Local Operating Assistance	602,443
Investment Transfer	(5,000,000)
Payments to Vendors & Bank Fees	(2,909,284)
Payments for Employee Benefits	(674,832)
Payments of Payroll Related Wages & Liabilities	(3,231,273)
Net Cash Provided by (Utilized in) Operating Activities	\$ 7,109,509

Cash Flows From Capital Activities:

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

Net Change in Cash from Operating & Capital Activities**\$ 7,109,509****General Fund Cash Balances - Beginning of Period****\$ 12,394,280****General Fund Cash Balances - End of Period*****\$ 19,503,789****Reserve Funds:**

Insurance Reserve	2,880
Health Insurance Reserve	3,247,612
Capital Reserve Fund	846,602
Paratransit Reserve	91,510
Invested Reserve Funds	29,866,028
Reserve Funds Total	\$ 34,054,632

Total Cash All Sources - End of Period:**\$ 53,558,421**

PROCUREMENT

Active Procurements

The following open contracts actively moving through the process:

- Trapeze Software Maintenance Agreement
- Real Time Signage
- Bus Shelter and Parking Lot Janitorial Services
- Public Relations
- Term Design and Engineering
- HVAC Inspection & Repair Services
- Oil Water Separator Installation and Trench Drain Repair
- Endpoint Security
- Retiree Drug Subsidiary Reopening Services
- Overhead Door Maintenance
- Cooling Tower Replacement
- Syracuse Siding Repair & Replacement

Future Procurements

Items requiring future board action:

Within 2 months:

- Real Time Signage
- Bus Shelter and Parking Lot Janitorial Services
- Public Relations
- Term Design and Engineering
- Cooling Tower Replacement

Within 6 months:

- HVAC Inspection & Repair Services
- Oil Water Separator Installation and Trench Drain Repair
- Endpoint Security
- Retiree Drug Subsidiary Reopening Services
- Overhead Door Maintenance
- Syracuse Siding Repair & Replacement

Revenue Service Contracts

Lease Revenue Contracts

RTC Unoccupied Space Agreement (Previously Dunkin Donuts)

Lease Agreements



CAPITAL PROGRAMS AND PLANNING

Capital Program

Federal Grant Funding

Pending Applications

NA.

Awarded 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) was awarded on November 20, 2025. CNYRTA received \$11,600,000 in total funding (\$9,280,000 federal share / \$2,320,000 local share).

State Grant Funding

Pending Applications

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.

Awarded Applications

Section 5311 Grant Program Applications: New York State's 2024-2025 solicitation for projects funded through FTA Section 5311 Formula Grants for Rural Areas was awarded on October 10, 2025, totaling \$7,996,318 (\$4,895,159 federal/\$299,000 NYS/ \$2,802,159 local share). The grant agreement is currently in development.

Zero-Emission Transit Transition Program (ZETT) administered by New York State DOT, \$19,444,444 (\$17.5 million NYSDOT 90%/\$1,944,444 million local share 10%) was awarded on October 14, 2025. The grant agreement is currently in development.

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 PAYMENT TO TRAPEZE FOR
MULTIYEAR SOFTWARE MAINTENANCE AGREEMENT

WHEREAS, the Central New York Regional Transportation Authority (CNYRTA) entered into an agreement with Trapeze Software Group (Trapeze) in April 1998, for software licensing to support transit operations; and

WHEREAS, the payment for these fees will be made from operating funds; and

WHEREAS, the cost of the five-year software maintenance and support for all the modules combined is \$1,614,208; and

WHEREAS, Trapeze software supports the Authority's core functions of fixed route planning, run costing, paratransit scheduling, and establishes work time for drivers that is submitted for payroll weekly and therefore is used by several departments; and

WHEREAS, the covered time period for this billing cycle is from June 1, 2025, through May 31, 2030; 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, and

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 a designee is authorized to make payments in accordance with the contract with Trapeze Software Group, Inc. totaling \$1,614,208 for maintenance and support from June 1, 2025 through May 31, 2030.

FACT SHEET
MULTIYEAR SOFTWARE MAINTENANCE AGREEMENT

PROJECT DESCRIPTION: The CNYRTA utilizes all covered software to support the core functions of fixed route planning, run costing, paratransit scheduling, and documenting work time for drivers that is utilized by payroll weekly and therefore is used by several departments.

METHOD OF PROCUREMENT: This is a sole source procurement. This system is proprietary to Trapeze; therefore, they are the only provider of support and maintenance.

FUNDING: The contract is to be paid for using operating funds.

PRICING RECEIVED: Attached is a summary of costs for the 2025-2030 term.

COMMENTS: The software maintenance agreement with Trapeze will allow CNYRTA employees to have access to Customer Care 24x7x365, ongoing training, web-based portal for service requests and software upgrades & bug fixes at no extra charge.

M/WBE: This is a sole source procurement; therefore, it is not applicable to MWBE requirements.

RECOMMENDATION: Staff recommends payment in accordance with the contract with Trapeze Software Group, Inc., totaling \$1,614,208, for maintenance and support from June 1, 2025, through May 31, 2030.

Trapeze Software Maintenance Agreement Pricing		
Product	Coverage Period	Amount
FX/BlockBuster	6.1.2025 - 5.31.2026	\$86,481.00
FX/BlockBuster	6.1.2026 - 5.31.2027	\$95,432.00
FX/BlockBuster	6.1.2027 - 5.31.2028	\$103,067.00
FX/BlockBuster	6.1.2028 - 5.31.2029	\$111,312.00
FX/BlockBuster	6.1.2029 - 5.31.2030	\$120,217.00
FX Mon	6.1.2025 - 5.31.2026	\$27,453.00
FX Mon	6.1.2026 - 5.31.2027	\$30,294.00
FX Mon	6.1.2027 - 5.31.2028	\$32,718.00
FX Mon	6.1.2028 - 5.31.2029	\$35,335.00
FX Mon	6.1.2029 - 5.31.2030	\$38,162.00
Info Base & Agent	6.1.2025 - 5.31.2026	\$45,824.00
Info Base & Agent	6.1.2026 - 5.31.2027	\$50,567.00
Info Base & Agent	6.1.2027 - 5.31.2028	\$54,612.00
Info Base & Agent	6.1.2028 - 5.31.2029	\$58,981.00
Info Base & Agent	6.1.2029 - 5.31.2030	\$63,700.00
Info Web	6.1.2025 - 10.10.2025	\$6,199.00
OPS	6.1.2025 - 5.31.2026	\$75,372.00
OPS	6.1.2026 - 5.31.2027	\$80,648.00
OPS	6.1.2027 - 5.31.2028	\$86,293.00
OPS	6.1.2028 - 5.31.2029	\$94,060.00
OPS	6.1.2029 - 5.31.2030	\$102,525.00
OP Sign-In Term	6.1.2025 - 5.31.2026	\$7,796.00
OP Sign-In Term	6.1.2026 - 5.31.2027	\$8,342.00
OP Sign-In Term	6.1.2027 - 5.31.2028	\$8,926.00
OP Sign-In Term	6.1.2028 - 5.31.2029	\$9,729.00
OP Sign-In Term	6.1.2029 - 5.31.2030	\$10,605.00
RISC	2.1.2029 - 1.31.2030	\$33,264.00
RISC	2.1.2030 - 5.31.2030	\$11,088.00
TransTrack RideCheck App	6.1.2025 - 5.31.2026	\$22,604.00
TransTrack RideCheck App	6.1.2026 - 5.31.2027	\$23,735.00
TransTrack RideCheck App	6.1.2027 - 5.31.2028	\$24,921.00
TransTrack RideCheck App	6.1.2028 - 5.31.2029	\$26,315.00
TransTrack RideCheck App	6.1.2029 - 5.31.2030	\$27,631.00

Central New York Regional Transportation Authority

Proposed Operating & Capital Budget Fiscal Year 2026-27



centro.org

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INTRODUCTION

OUR MISSION

To be a driving force moving communities forward.

OUR VISION

Mobility solutions that help people achieve more.

OUR 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



Centro is committed **to being a driving force moving communities forward** by **providing mobility solutions that help people achieve more**. Our dedication to **respect, integrity, safety, excellence, and service** guides our operations, ensuring that public transportation remains reliable, accessible, and impactful for the communities we serve. Together, we are shaping the future of mobility and empowering individuals to move forward.

ABOUT CENTRO

The Central New York Regional Transportation Authority (CNYRTA), also known as Centro or the Authority, serves as the public mass transit provider for the Central New York region. Centro offers fixed-route, commuter, on-demand, and paratransit services across Onondaga, Cayuga, Oswego, Oneida, and Cortland counties. Collectively, these counties are home to nearly 926,000 residents.

Centro services encompass 5,000 bus stops, 210 passenger shelters, three transfer hubs, three surface parking areas, and a Regional Transportation Center. Operating a fleet of 233 revenue vehicles, supported by six maintenance facilities, including our largest full-service maintenance facility and administrative headquarters in Onondaga County (Syracuse). Centro operates 103 routes, covering more than 5.9 million miles annually, with over 2,500 bus trips each weekday for regular service and approximately 3,800 weekly trips for paratransit services.

Since our establishment in 1970 and the launch of publicly operated bus service in Syracuse on January 17, 1972, Centro has remained committed to enhancing the quality of life and economic vitality of Central New York. As a responsible community partner and an essential component of the region's public infrastructure, Centro continues to contribute through various initiatives, including:

- Providing ADA-compliant paratransit services to ensure accessibility for all riders.
- Offering transportation to the New York State Fair and local college campuses, including Syracuse University, SUNY Oswego, Onondaga Community College (OCC), Cayuga Community College (Cayuga CC), and Mohawk Valley Community College (MVCC).
- Supporting community events, services, and educational programs throughout the year.
- Promoting environmental sustainability with a fleet of compressed natural gas (CNG) and clean diesel buses.
- Partnering with police, fire departments, emergency responders, and the Red Cross to support community safety during emergencies.



BOARD OF MEMBERS

Nicholas F. Laino

Chairman

Oneida County

Darlene DeRosa Lattimore

Secretary

Cayuga County

Neil Milcarek-Burke

City of Syracuse

Robert F. Cuculich

Onondaga County

Heather Snow

Oswego County

Julius L. Lawrence

City of Syracuse

Louella Williams

Onondaga County

Frank Saya *

ATU Business Agent

Anthony Q. Davis Sr.

Vice Chairman

City of Syracuse

Tina Fitzgerald

Treasurer

Governor's Office

Open Seat

City of Rome

Open Seat

Onondaga County

Open Seat

Onondaga County

Open Seat

Onondaga County

Open Seat

Cortland County

* Non-Voting Member

GOVERNANCE STRUCTURE

The Authority is governed by a Board of Members, consisting of fourteen positions, including one non-voting member representing the collective bargaining units. The current composition of the Board is as follows:

Onondaga County – 5 seats
 City of Syracuse – 3 seats
 Oswego County – 1 seat
 Cayuga County – 1 seat
 Oneida County – 1 seat
 City of Rome – 1 seat
 Cortland County – 1 seat
 Collective Bargaining Unit – 1 non-voting seat

Board members are appointed by the Governor and confirmed by the New York State Senate. Terms are fixed but staggered over seven-year periods, beginning on July 1. Members continue to serve until their successors are appointed and may be reappointed through the same process. Officers of the Board, including the Chairperson, Vice-Chairperson, Secretary, and Treasurer, are elected by the Board of Members.

Board members serve without compensation but are eligible for reimbursement of necessary and actual expenses incurred while performing official duties.

The Board of Members holds at least one meeting per month, typically on the fourth Friday. These meetings are open to the public, recorded, and streamed live on the Authority's website: www.Centro.org.

COMMITTEES

COMMITTEE	FREQUENCY	DESCRIPTION
Audit & Finance	Monthly	Established by the Bylaws to ensure compliance with Public Authorities Law. Responsibilities include reviewing independent audits, financial statements, and related financial information.
Governance	Twice Annually	Established by the Bylaws in accordance with the Authorities Budget Office. Focuses on best governance practices, internal controls, and governance-related matters.
Pension	Quarterly	Established by Board Resolution to oversee and review the management of the Authority's pension funds.
Personnel	As Needed	Established by Board Resolution to address personnel-related matters, including work history and salary information. Meetings are typically held in executive session.
Legal	As Needed	Established by Board Resolution to discuss legal matters. Meetings are typically held in executive session.
Nominating	Annually	Established by Board Resolution to nominate Officers for the Board of Members. Meetings are typically held in executive session.



RELATIONSHIP TO NEW YORK STATE

HISTORY

The Central New York Regional Transportation Authority (CNYRTA) was established by the New York State Legislature in 1970 in response to economic, demographic, and land-use shifts that led to the decline of privately operated public transit companies. Across the United States, many private bus operators were unable to sustain their operations and replace aging equipment with fare revenue alone. As a result, public transportation authorities were created in major cities across New York State and other urbanized areas in the late 1960s and early 1970s.

Public transportation plays a vital role in maintaining local economic vitality. It provides mobility options for individuals who cannot or choose not to drive, reduces traffic congestion and fuel consumption, lowers air pollution, and creates pathways to employment. Additionally, it offers an essential alternative for commuting to work, school, medical appointments, shopping centers, and social or entertainment venues. Like roads and bridges, public transit is a fundamental component of the nation's transportation infrastructure.

LEGAL STATUS

CNYRTA is a public authority and a public benefit corporation of New York State, created under Title 11-D of the Public Authorities Law in 1970. While it operates as an “agent” of the state, it is not part of the state itself. Its legislated purpose is to develop, improve, and maintain public transportation services within the Central New York Regional Transportation District. Under state law, CNYRTA is recognized as providing “*an essential governmental function*” for the benefit of New York State residents.

The original Central New York Regional Transportation District included Onondaga County. The law permitted additional counties Cayuga, Cortland, Jefferson, Madison, Oneida, and Oswego to join through a vote of their legislative bodies. To date, Oswego (1972), Cayuga (1973), Oneida (2005), and Cortland (2025) Counties have elected to join Onondaga County (1970) as part of the Authority’s service area.

As a governmental entity created for the public benefit, CNYRTA and its subsidiaries are tax-exempt from sales, excise, property, and income taxes.

For financial reporting purposes, CNYRTA is a Component Unit of the State of New York. Its independently audited financial statements, including those of its subsidiaries, are incorporated into New York State’s Comprehensive Annual Financial Report (CAFR). Additionally, CNYRTA is recognized as a “specified” transit system in the annual appropriations of the New York State Budget.

To fulfill its mission, CNYRTA has created several public benefit subsidiary corporations over the past 50+ years. The Authority provides comprehensive public transit services through its six “Centro” bus subsidiaries, serving Onondaga, Oswego, Cayuga, Oneida, and Cortland Counties. Additionally, two smaller subsidiaries manage specialized functions.

CNY Centro, Inc.

Provides fixed-route public transit services in Onondaga County, operating a fleet of 140 heavy-duty buses—131 powered by compressed natural gas (CNG) and 9 by diesel. CNY Centro also supports all other subsidiaries by managing fleet maintenance, route planning, scheduling, training, accounting, procurement, grant administration, payroll, human resources, IT, marketing, and other administrative functions.



Centro Call-A-Bus, Inc.

Provides demand-response paratransit services in Onondaga County, complementing fixed-route service as required by the Americans with Disabilities Act (ADA). Originally launched in the mid-1970s, Call-A-Bus was already in place for nearly two decades before the ADA mandated paratransit service nationwide. It operates a fleet of 18 specialized vehicles, supplemented by fixed-route buses, private van operators, and taxi services.

Centro of Oneida, Inc.

Operates fixed-route and ADA-mandated paratransit services in Oneida County, using 28 large and 9 small buses. It includes the Utica Division, serving Utica, Kirkland, New Hartford, and Whitestown, and the Rome Division, which provides service within the City of Rome. Before joining CNYRTA in 2005 these municipal transit operations faced significant financial and operational challenges. With support from New York State, CNYRTA successfully regionalized Oneida County's transit system under Centro of Oneida, Inc.

Centro of Oswego, Inc.

Provides fixed-route and ADA-mandated paratransit services in Oswego County, operating 14 large and 4 small buses. It serves SUNY Oswego, the cities of Oswego and Fulton, and commuter routes connecting Mexico, Fulton, Oswego, and Syracuse. Centro of Oswego operates from an Authority-owned light maintenance/office facility in Oswego.

Centro of Cayuga, Inc.

Provides fixed-route and ADA-mandated paratransit services in Cayuga County, operating 14 large and 2 small bus. It serves Auburn, Weedsport, and Port Byron, with commuter service to Syracuse and the Regional Transportation Center. Centro of Cayuga also operates extensive New York State Fair shuttle services and is based in an Authority-owned light maintenance/office facility in Auburn.

Centro of Cortland, Inc.

Launched in 2025, Centro of Cortland provides both fixed-route and ADA-mandated paratransit services throughout Cortland County. The system operates a fleet of 9 large buses and 4 small buses, offering essential mobility for residents and connecting key destinations. Service areas include the City of Cortland, Homer, Marathon, and Cincinnatus, along with key destinations such as Walmart, Tompkins Cortland Community College, and Greek Peak. Centro of Cortland operates from a light maintenance and administrative facility located in Cortland, with additional operational, administrative, and technical support provided by CNY Centro, Inc. in Syracuse. This structure ensures reliable service delivery, coordinated oversight, and efficient use of regional resources.

Centro Parking Inc.

Established in the 1970s to generate revenue supporting transit operations. It leases surface parking lots to SUNY Upstate Hospital and manages a permitted parking lot under Interstate 81 in Syracuse, leased from the State of New York.

Intermodal Transportation Center, Inc. (ITC, Inc.)

Created in 1995 to develop and manage the William F. Walsh Regional Transportation Center (RTC) in Syracuse, which opened in 1998. The RTC serves as a hub for Centro's local and regional transit, as well as Amtrak, Greyhound, Adirondack Transit Lines, and FlixBus. Before its construction, intercity travelers had no convenient way to transfer between these modes of transportation, as terminals were scattered across the region. The RTC operates 24/7 and has undergone multiple significant capital improvements by CNYRTA over the years.



FINANCIAL POLICIES

CASH MANAGEMENT

The Authority's cash management process and investment program are designed to maximize earnings, address shortfalls, and ensure sufficient liquidity to support ongoing operations. Available cash balances are invested in accordance with the Authority's Investment Guidelines. The Authority and its subsidiaries adhere to investment policies governed by New York State, which outline permitted investments subject to various conditions. These include bank certificates, certificates of deposit, obligations of the State of New York or the United States government, certain repurchase agreements, and approved bonds and notes.

RESERVES

The Authority maintains a general fund balance to safeguard its budget against inherent financial risks, thereby protecting both service levels and fare stability from sudden fluctuations in revenue or expenses. With Board approval, funds may be allocated to reserves as necessary to mitigate financial risks. The Authority has established Board-Designated Reserves for significant cost items, such as healthcare, auto and general liability insurance, capital replacements, and paratransit services, all of which can have substantial financial impacts from year-to-year.

INVESTMENT MANAGEMENT

The Authority invests in government securities, which are recorded at fair value based on quoted market prices and valuations provided by external sources. Unrealized gains or losses result from fluctuations between the cost and fair value of these investments on a specified valuation date. Changes in fair value are reflected in the statements of revenue, expenses, and changes in net position. Investment income is recognized on an accrual basis, with dividends recorded on the ex-dividend date.

INDEPENDENT AUDIT

Each fiscal year, the Authority engages an independent certified public accounting firm to conduct an external audit of its financial statements. The Audit & Finance Committee is responsible for overseeing the independent auditor and recommends their selection to the full Board of Members.

DEBT MANAGEMENT

Although there is no legal restriction on the Authority's ability to issue debt, it has never issued bonds in its 50-year history.



FUNDING PROFILE - OPERATING

UNSUBSIDIZED GENERATED REVENUE

Regular Line Passenger Revenues include farebox revenue, sales of fare media, revenue received through a Purchased Transportation agreement, and Park-and-Ride revenue associated with the New York State Fair.

Special Line Revenues include funds received through service contracts established in partnership with local city schools, colleges, shopping centers, and the NYS Fair. These agreements strengthen community connections while supporting transportation needs across the region.

Advertising and Other Revenues include revenue from transit advertising on buses and shelters, parking fees, tenant lease revenue at the Regional Transportation Center, and other miscellaneous parking revenue.

GOVERNMENTAL SUBSIDIZED REVENUE

Federal Sources of Operating Funds

Section 5307 & 5311 – The Authority continues to rely heavily on federal operating assistance provided through the Section 5307 Urbanized Area Program. These funds support eligible preventive maintenance activities for buses and facilities operated by CNY Centro, Inc.

In addition to preventive maintenance funding, the Authority receives federal operating assistance designated for non-urban and small-urban service areas. This includes Section 5307 funding for Centro of Oneida, as well as Section 5311 funding for operations in Oswego, Cayuga, and Oneida Counties, and for service to Tully in Onondaga County. The Authority also anticipates receiving Section 5311 funding to support its operations in Cortland County.

State Sources of Operating Funds

Statewide Mass Transit Operating Assistance (STOA) – New York State, through the Department of Transportation (NYSDOT), remains the Authority's primary source of operating assistance. Annual STOA allocations are determined by the NYSDOT Commissioner, the New York State Division of Budget (NYSDOB), and/or the State Legislature, with any adjustments incorporated into the New York State Executive Budget. The Executive Budget is due by April 1 of each year.

Given the inherent uncertainty surrounding future STOA appropriations, the Authority maintains a conservative budgeting approach and assumes level funding until the final Executive Budget is released.

Local Sources of Operating Funds

Local 18b Match to STOA – Participating counties provide the required local match to the State's STOA contribution. Onondaga, Cayuga, Oswego, Oneida, and Cortland Counties currently provide this state-mandated 18-b match.

Local Voluntary Funds – The Authority also receives voluntary municipal support totaling approximately \$15,000 annually.



DEDICATED FUNDING

MORTGAGE RECORDING TAX (MRT)

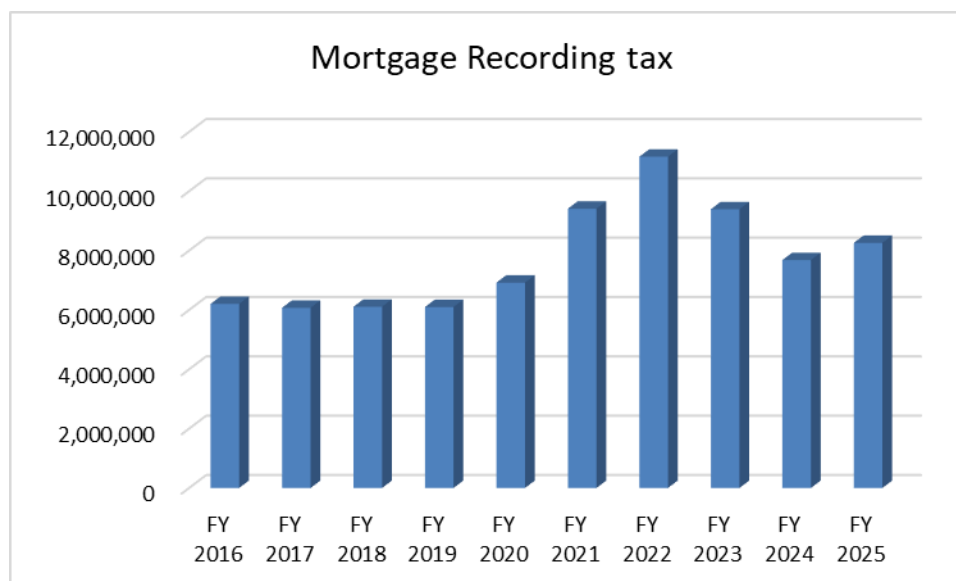
The Central New York Regional Transportation Authority (CNYRTA) receives revenue from the additional mortgage recording tax of 0.25% (¼ of 1%) imposed on mortgages recorded within its participating counties (Onondaga, Cayuga, Oswego, Oneida, and Cortland). The tax is paid by the mortgagee when the mortgage is recorded with the county clerk or recording officer. Under New York Tax Law, this 0.25% levy is designated as the “special additional mortgage recording tax.”

Certain residential owner-occupied properties may receive partial exemptions, such as the statutory deduction on the first \$10,000 of mortgage debt for one- and two-family owner-occupied residences, which reduces the taxable base for the additional tax. (Full exemptions for one-to six-family properties do not exist under the additional MRT component.) Each participating county remits the tax revenue to the Authority on a monthly basis.

The Mortgage Recording Tax is inherently volatile and subject to significant year-to-year fluctuations. Revenue is influenced by national and regional economic conditions, housing activity, commercial borrowing, property values, and mortgage interest rates, which are closely tied to federal monetary policy. Historically, Industrial Development Agencies (IDAs) reduced MRT collections by granting mortgage tax exemptions as part of their financial assistance packages. Recent reforms to IDA law now restrict these exemptions, providing greater stability in MRT revenues. Since the IDA exemption was eliminated in July 2017, CNYRTA’s MRT revenue has increased by an average of 38% compared to the period prior to the reform.

CNYRTA uses MRT revenue to fund the local share of capital projects, typically 10% of project costs, and up to 50% for competitive and specially awarded programs, as well as support reserves for insurance, capital, and general operations. MRT revenue is also used to retire debt, though the Authority currently carries no outstanding debt. While not legally required by statute, MRT revenue may also be used in the future to help subsidize operating deficits within the Authority’s bus operating subsidiaries.

As the only dedicated local transit funding source available to upstate regional transportation authorities in New York State, MRT remains a critical component of CNYRTA’s long-term financial structure. Although sensitive to economic cycles, it plays a vital role in supporting the Authority’s stability and capital investment capacity.



FINANCIAL PLANNING

ANNUAL OPERATING BUDGET PROCESS

The Central New York Regional Transportation Authority (CNYRTA) utilizes a zero-based budgeting methodology, building the budget from the ground up based on identified needs and costs rather than solely relying on prior-year spending levels. This approach strengthens cost control by preventing automatic budget carryovers and requires each expenditure to be evaluated in the context of the Authority's mission, service goals, and financial capacity.

The development process begins with a collaborative assessment by staff, who review departmental needs along with known financial obligations, including collective bargaining agreements, fuel lock-in contracts, and other operating commitments. Operational priorities, such as planned service adjustments, fleet or facility maintenance, and other strategic initiatives, are also incorporated into this evaluation.

The Authority's budgeting process must account for several major revenue sources that lie outside of CNYRTA's direct control. These include New York State transit operating assistance, federal formula and discretionary capital funding, and the locally levied Mortgage Recording Tax (MRT). Significant expenditure categories such as healthcare, risk management, workers' compensation insurance, and service agreements similarly represent areas of financial exposure that can affect the final spending plan.

To develop the proposed budget, staff analyze the current year's approved budget, year-end projections, prior-year actuals, and current economic conditions.

Once the proposed budget is prepared, it is reviewed by the Chief Executive Officer and the Executive Team, who evaluate key revenue and expense assumptions and the feasibility of operational initiatives. The proposed budget is then submitted to the Board of Members for consideration and adoption. Following adoption, the budget is entered into the Public Authorities Reporting and Information System (PARIS) by December 31, in accordance with Section 2801 of Public Authorities Law.

Budget monitoring continues throughout the process. Staff update assumptions based on the release of the Governor's Proposed Executive Budget, typically published in mid-January, and any other significant developments. The Board of Members adopts the final budget in March, incorporating all necessary revisions. The final adopted budget is included in the Authority's Annual Budget and Financial Plan, prepared in accordance with Comptroller Regulation Part 203, and published on the CNYRTA website by March 31.



FINANCIAL OPPORTUNITIES AND CHALLENGES

CNYRTA is managing a complex financial environment shaped by rising operating costs, workforce shortages, and increases in operating assistance that are unpredictable. Like many transit authorities across New York State, Centro faces mounting expenses for labor, vehicle parts, fuel, and insurance. These challenges require careful planning, thoughtful prioritization, and a commitment to using resources strategically.

Despite these constraints, Centro is actively reshaping its system in positive and forward-looking way. The network redesign efforts in Syracuse and Oswego, branded as the Better Bus systems, represent major steps toward creating a more efficient, and understandable network. By reallocating service to corridors with the highest ridership potential and simplifying routes, these redesigns will help make better use of each operator hour while improving connectivity for riders. The system redesign also introduces on-demand service in Syracuse, allowing the Authority to provide flexible coverage in areas where fixed-route ridership is low.

Looking ahead, Centro is exploring opportunities to strategically increase bus frequencies on priority corridors. Layered onto this work is the continued planning for Bus Rapid Transit (BRT) in Syracuse, an initiative that positions the region for significant mobility improvements. Even before full BRT implementation, incremental investments such as stop upgrades and improved travel-time reliability can begin delivering benefits that boost ridership and operational efficiency.

Collectively, these positive planning efforts show that while the Authority faces significant financial and operational challenges, it is actively building a stronger system for the future. By redesigning networks, investing in improved service models, and creating a path toward faster, more reliable corridor service, Centro is positioning itself to move the communities it serves and help people achieve more. In doing so, the Authority is not only responding to today's constraints but also emerging with a more responsive, resilient, and community focused transit network for Central New York.

In October, the New York Public Transit Association (NYPTA) will host its annual conference in Syracuse, October 19–21. This event brings together transit leaders, policymakers, and industry partners from across the state to focus on the shared challenges and opportunities facing public transportation systems. Hosting the conference in Central New York underscores the essential role transit plays in supporting regional mobility, economic vitality, and community connectivity. It also provides an important platform for continued advocacy around sustainable and predictable funding, infrastructure investment, and policies that strengthen public transit statewide. The Authority's participation in NYPTA's conference reinforces its commitment to advancing public transportation and ensuring that the needs of Central New York riders and communities are represented in statewide discussions.

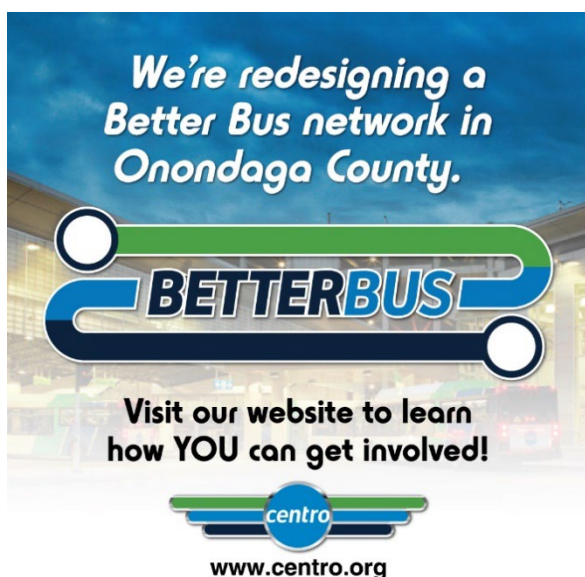


BUDGET OVERVIEW

Centro is taking a proactive and forward-looking approach to financial planning. The Authority's budget framework is designed not only to support current operations, but also to advance system improvements, modernization initiatives, and investments that strengthen the long-term sustainability of public transportation in Central New York. The financial plan is organized around four key components that guide responsible decision-making and help position the system to meet evolving community needs:

- **2026-27 Operating Budget** – Establishes the financial foundation for daily service, outlining projected revenues, expenses, and funding sources essential to maintaining a stable and reliable transit network.
- **Multi-Year Operating Budget Projections (2026-27 through 2029-230)** – Provides a forward-looking analysis of financial trends, identifying potential challenges and opportunities that will influence Centro's long-term fiscal outlook and inform strategic choices.
- **2026-27 Capital Budget** – Focuses on near-term investments in vehicles, infrastructure, technology, and facilities that maintain a state of good repair, improve system performance, and enhance the customers' experience.
- **Multi-Year Capital Funding Plan (2026-27 through 2030-31)** – Outlines long-range capital needs and investments required to support system modernization, expand capacity, and ensure long-term resilience.

Together, these components form a financial strategy that is both practical and forward-looking. By aligning immediate budget needs with long-term system goals, Centro is working to balance fiscal responsibility with opportunities for service redesign, technological upgrades, and infrastructure improvements. This approach supports a more adaptable, resilient, and community-focused transit system, one equipped to serve Central New York today while preparing for the mobility demands of tomorrow.



2026-27 OPERATING BUDGET

As a core transportation provider in Central New York, Centro plays a vital role in connecting communities and supporting broader regional goals for economic growth, sustainability, and equity. Residents and visitors depend on Centro to access workplaces, schools, healthcare, shopping, entertainment, and other essential destinations that sustain daily life across the region.

Centro's operating budget supports all aspects of its service delivery, including fixed-route bus services, paratransit programs, and other mobility initiatives, funded through a combination of fare revenue, contract revenue, and state and federal operating assistance. The Authority is now operating in a "new normal," marked by the end of historic COVID-19 relief funding, gradually recovering ridership, and persistent operator shortages. Even so, Centro's ongoing recruitment efforts continue to show progress, providing optimism that service levels can gradually increase in certain systems as staffing strengthens.

Looking ahead, several financial and operational pressures will continue to shape Centro's outlook. These include uncertainty around operating assistance levels, shifting ridership patterns, rising operating costs, and the integration of Cortland County transit services. Centro of Cortland is projected to close the current fiscal year with a \$1.5 million deficit, and an additional \$1.5 million deficit is anticipated in FY 2026–27.

SUMMARY 2026-27 OPERATING BUDGET

(\$ Thousands)

	2025-26 BUDGET	2026-27 PROPOSED BUDGET	\$ CHANGE 2025-26 BUDGET	% CHANGE 2025-26 BUDGET	2025-26 PROJECTION	\$ CHANGE 2025-26 PROJECTIONS	% CHANGE 2025-26 PROJECTIONS
Revenues							
Unsubsidized Generated Revenue	\$ 14,461	\$ 15,938	\$ 1,477	10%	\$ 15,122	\$ 816	5%
Governmental Subsidized Revenue	76,676	68,218	(8,458)	-11%	69,484	(1,266)	-2%
Mortgage Tax and Other Revenue	8,140	8,774	634	8%	9,766	(992)	-10%
Investment Revenue	500	450	(50)	-10%	938	(488)	-52%
Total Revenues	99,777	93,380	(6,397)	-6%	95,310	(1,930)	-2%
Expenses							
Personnel	72,633	74,735	2,102	3%	66,307	8,428	13%
Non-Personnel	28,795	30,265	1,470	5%	29,003	1,262	4%
Total Expenses	101,428	105,000	3,572	4%	95,310	9,690	10%
Operating Income (Loss)	\$ (1,651)	\$ (11,620)	\$ (9,969)	604%	\$ -	\$ (11,620)	0%

The proposed budgeted revenues for fiscal year 2026–27 total \$93.4 million, representing a \$1.9 million decrease compared to the projected year-end revenues for fiscal year 2025–26. This decrease reflects anticipated changes in operating assistance and Investment Revenues.

The proposed budgeted expenses for fiscal year 2026–27 total \$105 million, an increase of \$9.7 million over the projected year-end expenses for fiscal year 2025–26. This increase is driven by rising costs for labor, insurance, healthcare, maintenance, and services.

As a result, the proposed operating budget for fiscal year 2026–27 reflects a projected deficit of \$11.6 million. Centro remains focused on strategically allocating resources to maintain essential service levels, while prioritizing expenditures to balance immediate operational needs with long-term system improvements and strategic initiatives.



2026-27 OPERATING BUDGET

(\$ Thousands)

	2025-26 BUDGET	2026-27 PROPOSED BUDGET	\$ CHANGE 2025-26 BUDGET	% CHANGE 2025-26 BUDGET	2025-26 PROJECTION	\$ CHANGE 2025-26 PROJECTIONS	% CHANGE 2025-26 PROJECTIONS
Operating Revenue							
Regular Line Passenger Revenue	\$ 4,405	\$ 4,788	\$ 383	9%	\$ 4,556	\$ 232	5%
Special Line Passenger Revenue	7,693	8,808	1,115	14%	8,202	606	7%
Advertising & Other Revenue	2,363	2,342	(21)	-1%	2,364	(22)	-1%
Total Operating Revenue	14,461	15,938	1,477	10%	15,122	816	5%
Operating Expenses							
Salaries & Wages	44,079	45,486	1,407	3%	40,263	5,223	13%
Other Employee Benefits & Payroll Taxes	4,475	4,689	214	5%	4,224	465	11%
Healthcare Benefits	15,540	16,348	808	5%	14,048	2,300	16%
Workers Compensation	3,459	3,717	258	7%	3,369	348	10%
Pension Benefits	5,080	4,495	(585)	-12%	4,403	92	2%
Risk Management	4,447	5,056	609	14%	6,853	(1,797)	-26%
Purchased Transportation	6,792	6,370	(422)	-6%	6,110	260	4%
Materials & Supplies	4,972	5,200	228	5%	4,711	489	10%
Services	8,192	9,031	839	10%	7,481	1,550	21%
Fuel	2,866	2,750	(116)	-4%	2,445	305	12%
Utilities	839	1,102	263	31%	877	225	26%
Other Expenses	687	756	69	10%	526	230	44%
Total Operating Expenses	101,428	105,000	3,572	4%	95,310	9,690	10%
Non-Operating Revenue							
Operating Assistance	76,676	68,218	(8,458)	-11%	69,484	(1,266)	-2%
Mortgage Tax Revenue	8,090	8,724	634	8%	9,680	(956)	-10%
Gain/Loss on Disposal of Capital	50	50	0	0%	86	(36)	-42%
Investment Revenue	500	450	(50)	-10%	938	(488)	-52%
Total Non-Operating Revenue	85,316	77,442	(7,874)	-9%	80,188	(2,746)	-3%
Operating Income (Loss)	\$ (1,651)	\$ (11,620)	\$ (9,969)	604%	\$ -	\$ (11,620)	0%



REVENUE ASSUMPTIONS

OPERATING REVENUE

(\$ Thousands)

	2025-26 BUDGET	2026-27 PROPOSED BUDGET	\$ CHANGE 2025-26 BUDGET	% CHANGE 2025-26 BUDGET	2025-26 PROJECTION	\$ CHANGE 2025-26 PROJECTIONS	% CHANGE 2025-26 PROJECTIONS
Operating Revenue							
Regular Line Passenger Revenue	4,405	4,788	383	9%	4,556	232	5%
Special Line Passenger Revenue	7,693	8,808	1,115	14%	8,202	606	7%
Advertising & Other Revenue	2,363	2,342	(21)	-1%	2,364	(22)	-1%
Total Operating Revenue	14,461	15,938	1,477	10%	15,122	816	5%

Regular Line Passenger Revenue

Regular line passenger revenue is budgeted at \$4.7 million, reflecting a 5% increase over the projected 2025-26 year-end revenue. The budget assumptions include:

- Anticipated ridership growth across all counties, supported by the restoration of services in Onondaga County and increased service frequency expected in the latter part of the fiscal year.
- Revenue generated from the Great New York State Fair, based on projected attendance levels and fare collections.

Special Line Passenger Revenue

Revenue from subsidy agreements with community partners is budgeted at \$8.8 million, representing a 7% increase over the projected 2025-26 year-end revenue. The budget assumptions include:

- Contractual rate increases for existing agreements.
- Evolving service requirements from community partners.
- Revenue from the Great New York State Fair shuttle services, based on projected demand and historical trends.

Advertising & Other Revenue

Advertising and other revenues are budgeted at \$2.3 million, representing a 1% decrease compared to the projected 2025-26 year-end revenue. The budget assumptions include:

- Guaranteed minimum revenues from transit advertising agreements.
- Projected increases in parking revenues at the Regional Transportation Center, partially offset by the closure of the Route 81 parking lots.
- Modest rent increases, reflecting higher building expenses for leased commercial spaces.



NON-OPERATING REVENUE

(\$ Thousands)

	2025-26 BUDGET	2026-27 PROPOSED BUDGET	\$ CHANGE 2025-26 BUDGET	% CHANGE 2025-26 BUDGET	2025-26 PROJECTION	\$ CHANGE 2025-26 PROJECTIONS	% CHANGE 2025-26 PROJECTIONS
Non-Operating Revenue							
Operating Assistance	76,676	68,218	(8,458)	-11%	69,484	(1,266)	-2%
Mortgage Tax Revenue	8,090	8,724	634	8%	9,680	(956)	-10%
Gain/Loss on Disposal of Capital	50	50	0	0%	86	(36)	-42%
Investment Revenue	500	450	(50)	-10%	938	(488)	-52%
Total Non-Operating Revenue	85,316	77,442	(7,874)	-9%	80,188	(2,746)	-3%

Operating Assistance

The 2026-27 Operating Assistance budget is \$68.2 million, representing a 2% decrease compared to the projected 2024-25 year-end revenue. Centro relies heavily on a combination of federal, state, and local aid to support operational expenses. The budget assumptions include:

Federal assistance totaling \$7 million, including:

- \$4 million in preventive maintenance funds
- \$2 million in Oneida operating assistance funds
- \$1 million in 5311 operating assistance funds
- \$25 thousand in Temporary Assistance for Needy Families funds

State assistance totaling \$57.9 million, including:

- \$57.2 million from New York State Transit Operating Assistance (STOA)
- \$500 thousand in state matching funds for preventive maintenance
- \$250 thousand in operating assistance for on-demand services

Local assistance totaling \$3.2 million, including:

- \$3.2 million for local 18b match to STOA
- \$15 local subsidy – Oswego County

Mortgage Recording Tax (MRT) Revenue

Mortgage Recording Tax revenue is budgeted at \$8.7 million, representing a 10% decrease compared to the projected 2025-26 year-end revenue, but an 8% increase over the fiscal year 2025-26 budget. Budget assumptions include:

- Ongoing monitoring of the residential real estate sector, as interest rates will influence MRT revenue
- Ongoing monitoring of the commercial real estate sector, as trends could further impact MRT revenue
- Consideration of real estate sector trends over the past five years

Investment Revenue

Investment revenue is budgeted at \$540 thousand. Budget assumptions include:

- Ongoing monitoring of U.S. Treasury interest rates
- Optimizing returns by investing idle cash in U.S. Treasury securities
- Evaluate the long-term potential of investment income as a sustainable revenue stream



EXPENSE ASSUMPTIONS

PERSONNEL EXPENSES

(\$ Thousands)

	2025-26 BUDGET	2026-27 PROPOSED BUDGET	\$ CHANGE 2025-26 BUDGET	% CHANGE 2025-26 BUDGET	2025-26 PROJECTION	\$ CHANGE 2025-26 PROJECTIONS	% CHANGE 2025-26 PROJECTIONS
Personnel Expenses							
Salaries & Wages	44,079	45,486	1,407	3%	40,263	5,223	13%
Other Employee Benefits & Payroll Taxes	4,475	4,689	214	5%	4,224	465	11%
Healthcare Benefits	15,540	16,348	808	5%	14,048	2,300	16%
Workers Compensation	3,459	3,717	258	7%	3,369	348	10%
Pension Benefits	5,080	4,495	(585)	-12%	4,403	92	2%
Total Personnel Expenses	72,633	74,735	2,102	3%	66,307	8,428	13%

Salaries and Wages

The 2026-27 budget for salaries and wages totals \$45 million, representing a 13% increase over projected 2025-26 year-end expenses. This increase reflects a combination of factors, including organizational changes, the employee incentive program, union wage agreements, NYS State Fair services, annual Cost of Living Allowance (COLA) adjustments, and the full staffing and operation of all departments. The budget also includes salary expenses for the 79 current open positions organization wide.

Other Employee Benefits & Payroll Taxes

Expenses for other employee benefits and payroll taxes are largely determined by total staffing levels. The 2026-27 budget assumes full staffing across all departments. The budgeted amount of \$4.7 million represents an 11% increase over projected 2025-26 year-end expenses and is consistent with the overall salaries and wages budget.

Healthcare Benefits

The 2026-27 healthcare benefits budget is \$16.3 million, reflecting a 16% increase over projected 2025-26 year-end expenses. This allocation accounts for anticipated changes in healthcare plan premiums, prescription drug costs, dental coverage, stop-loss insurance, per claim costs, and assumes full staffing levels throughout the organization.

Workers' Compensation

Workers' compensation expenses for 2026-27 are budgeted at \$3.7 million, a 10% increase over projected 2025-26 year-end expenses. While the Authority continues to implement programs to manage claims effectively and enhance workplace safety, historical trends support this anticipated budget increase.

Pension Benefits

The 2026-27 budget for pension benefits is \$4.5 million, representing a 2% increase over projected 2025-26 year-end expenses. The Authority administers five retirement plans across its subsidiaries. This budget accounts for the regulatory requirements of each plan, full staffing levels, and actuarial guidance to ensure adequate funding aligned with market performance. Contributions to the defined benefit plans are made in accordance with actuarial recommendations, incorporating asset smoothing to maintain long-term stability.



NON-PERSONNEL EXPENSES

(\$ Thousands)

	2025-26 BUDGET	2026-27 PROPOSED BUDGET	\$ CHANGE 2025-26 BUDGET	% CHANGE 2025-26 BUDGET	2025-26 PROJECTION	\$ CHANGE 2025-26 PROJECTIONS	% CHANGE 2025-26 PROJECTIONS
Non-Personnel Expenses							
Risk Management	4,447	5,056	609	14%	6,853	(1,797)	-26%
Purchased Transportation	6,792	6,370	(422)	-6%	6,110	260	4%
Materials & Supplies	4,972	5,200	228	5%	4,711	489	10%
Services	8,192	9,031	839	10%	7,481	1,550	21%
Fuel	2,866	2,750	(116)	-4%	2,445	305	12%
Utilities	839	1,102	263	31%	877	225	26%
Other Expenses	687	756	69	10%	526	230	44%
Total Non-Personnel Expenses	28,795	30,265	1,470	5%	29,003	1,262	4%

Risk Management

The 2026–27 risk management budget is \$5 million, reflecting a 26% decrease compared to the projected 2025–26 year-end expenses. The prior fiscal year included substantial claim costs related to incidents from previous years that were settled during 2025–26. The 2026–27 budget anticipates a return to more typical expense trends, along with anticipated increases in liability insurance premiums consistent with industry patterns. These policies ensure comprehensive coverage for liability, property, and vehicle-related risks.

Purchased Transportation

The 2026–27 budget for purchased transportation services is \$6.3 million, representing a 4% increase over projected 2025–26 year-end expenses. This increase is driven by the continued growth in paratransit demand, with ridership rising year-over-year. The budget also incorporates cost efficiencies realized in 2025–26 through the implementation of the VIA scheduling software. This system has streamlined trip planning and optimized vehicle deployment, reducing the need for supplemental “as-needed” runs.

Materials & Supplies

The materials and supplies budget for 2026–27 is \$5.2 million, a 10% increase over the projected 2025–26 year-end expenses. This funding supports bus repairs, facility maintenance, operational supplies, schedule printing, and additional materials required for the New York State Fair, including tent sides, a new shed, and the purchase of a golf cart. The budget also reflects current market conditions, including supply chain variability and the potential for cost increases driven by broader economic factors.

Services

The 2026–27 services budget is \$9 million, a 21% increase over projected 2025–26 expenses. This category includes one-time and contracted services such as legal, audit, pension, and maintenance support, as well as custodial services, security staffing, marketing for service expansion, and recruitment activities. The most significant cost increases are related to maintenance software agreements, engineering and professional services, the CNG service agreement, security enhancements, employee training, and expanded advertising and marketing efforts. These increases reflect both rising industry costs and the Authority’s continued investment in operational support and system modernization.



Fuel

Fuel expenses for 2026–27 is budgeted at \$2.75 million, representing a 12% increase over the projected 2025–26 year-end expenses. This increase reflects historical and projected fuel usage patterns, anticipated fuel price increases, and higher fuel consumption associated with the redesigned service network(s). The ongoing expiration of the federal Alternative Fuel Credit continues to impact this budget line, as the credit had previously helped offset the cost of Compressed Natural Gas (CNG) fuel.

Utilities & Other Expenses

Utilities and other expenses are budgeted at \$1.9 million for 2026–27, a 32% increase over projected 2025–26 year-end expenses. This increase reflects anticipated utility rate adjustments for electricity, natural gas, water, and waste services, along with higher facility usage associated with expanded operations and maintenance activities. Additionally, this category includes employee training and development costs, and other operational support expenses that ensure the Authority maintains compliance with regulatory standards and continues to invest in workforce development.

PERSONNEL PROJECTIONS

LABOR CLASSIFICATION	2025-26 PROJECTED		2026-27 BUDGET	
	FULL-TIME	PART-TIME	FULL-TIME	PART-TIME
Vehicle Operators	240	97	272	122
Vehicle Operations	65	9	66	10
Vehicle Maintenance	102	1	113	1
Facility Maintenance	20	1	24	1
General Administration	43	5	48	5
Total Employees:	470	113	523	139

*The 2026-27 budget assumes that all positions will be fully staffed throughout the entire year.

All of the employees listed are funded through the operating budgets of the Authority and its subsidiary operating companies. This means that wages are supported by a mix of fees collected for mass transit services, miscellaneous income, federal, state, and local transit operating assistance, along with Authority funds. The totals above encompass all employees of the Authority and each of its subsidiary public benefit corporations.



OPERATING BUDGET PROJECTIONS

Sound fiscal management and compliance with public authority regulations require the development of a multi-year budget forecast. These projections are essential for keeping the Board of Members, customers, and federal and state stakeholders informed about potential challenges and opportunities that may affect the Authority's ability to achieve its mission and long-term goals. The forecast is updated regularly to reflect changes in economic conditions, the addition of new service areas such as Cortland County, and fluctuations in funding levels from key government subsidies.

The integration of Cortland County into the Authority's transit network presents both opportunities and financial considerations. The expanded service is expected to generate increased ridership, influencing both revenue and operating costs. The budget forecast incorporates these factors, including the additional service requirements, potential revenue growth, and the operational adjustments necessary to support the new service area.

It is important to recognize the uncertainties inherent in any multi-year projection. The forecast reflects expected expense growth, anticipated ridership trends, historical revenue patterns, and informed assumptions about broader economic conditions. Based on these factors, the Authority anticipates that any future budget gaps will be addressed through a combination of strategies, including pursuing new community partnerships and ridership contracts, controlling costs, ongoing federal and state transit advocacy, and when absolutely necessary, converting eligible capital funds into preventive maintenance operating assistance and using reserves.

These efforts are paired with the expectation that state operating assistance will continue to grow. Increased funding will help offset revenue shortfalls previously supported by emergency relief funds, reinforcing the Authority's financial sustainability as Centro continues to look to the future and remain a driving force in the communities it serves.

SUMMARY MULTI-YEAR OPERATING BUDGET PROJECTIONS

(\$ Thousands)

	2026-27 PROPOSED BUDGET	2027-28 BUDGET PROJECTIONS	2028-29 BUDGET PROJECTIONS	2029-30 BUDGET PROJECTIONS
Revenues				
Unsubsidized Generated Revenue	\$ 15,938	\$ 16,519	\$ 17,135	\$ 17,776
Governmental Subsidized Revenue	68,218	68,329	68,443	68,558
Mortgage Tax and Other Revenue	8,774	8,774	8,774	8,774
Investment Revenue	450	390	390	390
Total Revenues	93,380	94,012	94,742	95,498
Expenses				
Personnel	74,735	77,815	81,030	84,387
Non-Personnel	30,265	31,840	33,512	35,289
Total Expenses	105,000	109,655	114,543	119,676
Operating Income (Loss)	\$ (11,620)	\$ (15,643)	\$ (19,801)	\$ (24,178)



MULTIP-YEAR OPERATING BUDGET PROJECTIONS

(\$ Thousands)

	2026-27 PROPOSED BUDGET	2027-28 BUDGET PROJECTIONS	2028-29 BUDGET PROJECTIONS	2029-30 BUDGET PROJECTIONS
Operating Revenue				
Regular Line Passenger Revenue	\$ 4,788.0	\$ 4,867.0	\$ 4,974.0	\$ 5,084.0
Special Line Passenger Revenue	8,808	9,324	9,776	10,250
Advertising & Other Revenue	2,342	2,328	2,385	2,442
Total Operating Revenue	15,938	16,519	17,135	17,776
Operating Expenses				
Salaries & Wages	45,486	47,078	48,726	50,431
Other Employee Benefits & Payroll Taxes	4,689	4,853	5,023	5,199
Healthcare Benefits	16,348	17,329	18,369	19,471
Workers Compensation	3,717	3,903	4,098	4,303
Pension Benefits	4,495	4,652	4,815	4,984
Risk Management	5,056	5,562	6,118	6,730
Purchased Transportation	6,370	6,689	7,023	7,374
Materials & Supplies	5,200	5,382	5,570	5,765
Services	9,031	9,392	9,768	10,159
Fuel	2,750	2,888	3,032	3,183
Utilities	1,102	1,157	1,215	1,276
Other Expenses	756	771	787	802
Total Operating Expenses	105,000	109,655	114,543	119,676
Non-Operating Revenue				
Operating Assistance	68,218	68,329	68,443	68,558
Mortgage Tax Revenue	8,724	8,724	8,724	8,724
Gain/Loss on Disposal of Capital	50	50	50	50
Investment Revenue	450	390	390	390
Total Non-Operating Revenue	77,442	77,493	77,607	77,722
Operating Income (Loss)	\$ (11,620)	\$ (15,643)	\$ (19,801)	\$ (24,178)



FUNDING PROFILE – CAPITAL

The Authority maximizes capital grant opportunities from both federal and state sources, primarily through the Federal Transit Administration (FTA) and the New York State Department of Transportation (NYSDOT). The current capital programs available to the Authority are as follows:

FEDERAL PROGRAMS

Section 5307 – Urbanized Area Formula Funding Program

Provides federal funding for transit capital, operating assistance, and transportation-related planning in urbanized areas. The Governor or the Governor’s designee serves as the designated recipient for areas with a population between 50,000 and 200,000.

Congestion Mitigation and Air Quality Improvement Program (CMAQ)

A flexible funding program that supports transit-related projects aimed at reducing traffic congestion and improving air quality. Eligible activities include transit system expansion, ridership-enhancing improvements, travel demand management strategies, shared ride services, pedestrian and bicycle facilities, and promotional activities encouraging bicycle commuting.

Section 5339 – Grant for Buses and Bus Facilities Program

Provides federal funding to states and designated recipients for the replacement, rehabilitation, and purchase of buses and related equipment, as well as the construction of bus-related facilities. Funds may also be used for technological innovations, including modifications for low- or no-emission vehicles and facilities.

Section 5311 – Formula Funding from Rural Area Program

Provides capital funds to states to support public transportation in rural areas with populations of less than 50,000. The Authority receives these funds, administered by NYSDOT, for Centro of Oswego, Centro of Cayuga, Centro of Cortland (anticipated), and CNY Centro’s Tully service.

STATE PROGRAMS

Accelerated Transit Capital (ATC) Program

Provides state funding to upstate public transportation sponsors for capital projects with a minimum service life of at least ten years. Eligible projects include vehicle rehabilitation and replacement, fleet enhancements, modern technology deployment, passenger amenities, and maintenance facilities.

Modernization and Enhancement Program (MEP)

Supports capital projects with a minimum service life of at least ten years. Eligible activities include vehicle rehabilitation and replacement, fleet enhancements, deployment of new technologies, passenger amenities, and maintenance facilities, consistent with FTA guidelines.

*State Grant Programs fund 100% of the project costs.



CAPITAL IMPROVEMENT PLAN

The Authority's Capital Improvement Plan outlines the investments required to maintain, modernize, and enhance its infrastructure and operations. Key priorities include facility, equipment, and system upgrades, land acquisition, shelter purchases, and vehicle replacements. This strategic approach supports the Authority and its subsidiaries in strengthening financial stability, enhancing service quality, improving the customers' experience, and increasing ridership. At the same time, it ensures that infrastructure and technology are modernized in alignment with current standards and evolving community needs.

The 2026–27 Capital Improvement Plan includes \$17.2 million in funded capital improvements and an additional \$3.5 million in unfunded projects. As with prior years, the Capital Improvement Plan is developed within the financial constraints of available funding sources. Management evaluates federal and state capital funding closely when prioritizing projects, and in limited instances, capital improvements may be supported entirely through local resources. Planned asset replacements allow management to forecast capital funding needs while supporting stability in operating costs. This proactive planning approach enhances service reliability, improves energy efficiency, and prioritizes the safety of both customers and employees. By following a structured replacement schedule, the Authority can maintain and strengthen day-to-day operations while meeting long-term efficiency and safety goals.

The following are the key highlights of the funded capital projects scheduled for completion during the 2026–27 fiscal year. These improvements will be financed through a combination of federal, state, and local funds:

- Facility Upgrades – Completion of the CNG facility rehabilitation, trench drain improvements, NFPA compliance upgrades, and door replacements
- Land Acquisition – Centro of Oneida facility consolidation
- Equipment and Systems Upgrades – Lifts, bus equipment, fareboxes & vault, and LED traffic lights
- Vehicles – 11 paratransit style vehicles, plow truck, service vehicles for Corland and Utica
- Transit Enhancement Projects – Bus Rapid Transit (BRT) development and installation of real-time solar-powered signage

Several capital projects requested for the 2026–27 fiscal year remain unfunded. These projects are important to ensure long-term reliability, safety, and efficiency of the Authority's operations. Management will continue to evaluate opportunities to support these initiatives through project-based capital surpluses, adjustments to project prioritization, and the identification of new capital funding sources. As part of this process, the Authority will also assess potential partnerships and grant opportunities to strengthen funding capacity and align capital needs with available resources. These unfunded projects include:

- Building – Fire alarm device upgrades, flooring replacement, and exterior sign replacements
- Land Improvements – Concrete repairs and pavement sealing
- Office Equipment – Software acquisitions, tablets, and other office equipment



2026-27 FUNDED CAPITAL BUDGET

(\$ Thousands)

	2026-27 PROPOSED CAPITAL BUDGET	FEDERAL	STATE	LOCAL
Onondaga Capital Improvements				
Building - Facility Upgrades	\$ 6,715	\$ 3,749	\$ 2,221	\$ 745
Equipment	48	1	46	1
Transit System Enhancement	1,025	820	103	103
Paratransit Vehicles	1,540	-	1,540	-
Office Equipment	506	405	51	51
Service Vehicles	286	148	119	19
Systems	200	160	20	20
Total Onondaga Capital Improvements	10,320	5,283	4,100	939
Oneida Capital Improvements				
Land Acquisition	5,000	4,000	500	500
Building	400	320	40	40
Equipment	30	24	3	3
Support Vehicles	195	156	20	20
Total Oneida Capital Improvements	5,625	4,500	563	563
Cortland Capital Improvements				
Equipment	389	311	39	39
Service & Support Vehicles	275	220	28	28
Shelters	100	80	10	10
Systems	500	163	316	20
Total Oneida Capital Improvements	1,264	774	393	97
Total Capital Improvements	\$ 17,209	\$ 10,557	\$ 5,056	\$ 1,599

2026-27 UNFUNDED CAPITAL BUDGET

(\$ Thousands)

	2026-27 UNFUNDED CAPITAL BUDGET
Onondaga Unfunded Capital Improvements	
Building	\$ 230
Land Improvements	271
Office Equipment	2,718
Total Onondaga Unfunded Capital Improvements	3,219
Cortland Unfunded Capital Improvements	
Equipment	250
Total Oneida Unfunded Capital Improvements	250
Total Unfunded Capital Improvements	\$ 3,469



MULTI-YEAR CAPITAL FUNDING PROJECTIONS

(\$ Thousands)

	2026-27 PROJECTIONS	2027-28 PROJECTIONS	2028-29 PROJECTIONS	2029-30 PROJECTIONS	2030-31 PROJECTIONS
Onondaga County Projects					
Building - Facility Upgrades	\$ 6,715	\$ 225	\$ -	\$ 200	\$ -
Equipment	48	-	30	-	-
Bus Transit Way Lines/Busway	1,025	10,055	15,055	-	-
Rolling Stock - Bus Transit Way Lines/Busway	-	9,075	-	-	-
Paratransit Vehicles	1,540	-	1,875	1,298	1,586
Office Equipment	506	325	325	325	325
Service Vehicles	286	575	-	-	-
Systems	200	-	-	-	-
Rolling-Stock - Fixed Route Buses	-	-	12,493	23,402	6,818
Total Onondaga County Projects	10,320	20,255	29,778	25,225	8,729
Oneida County Projects					
Land Acquisition *	5,000	-	-	-	-
Construction	-	-	21,444	33,556	-
Support Vehicles	660	-	-	475	-
Building	-	-	-	-	-
Rolling-Stock - Fixed Route Buses	-	-	-	-	-
Total Oneida County Projects	5,660	-	21,444	34,031	-
Total County Projects	\$ 15,980	\$ 20,255	\$ 51,222	\$ 59,256	\$ 8,729

* FY 2028-29 - \$19.4 million is currently funded through a competitive Zero-Emission Transit Transition Program (ZETT) grant

* FY 2029-30 - \$33.5 million is currently unfunded

The Authority has planned several significant future capital projects supported by projected capital grant funding available through the federal Infrastructure Investment and Jobs Act (IIJA) and anticipated future reauthorization bills. Key initiatives include:

- Construction of a consolidated Centro of Oneida facility
- Bus Rapid Transit (BRT) Service Expansion:
 - James St. to South Ave. to Onondaga Community College corridor
 - Syracuse University to the Regional Transportation Center corridor
 - Bus Procurement to support the new service
- Facility Upgrades
- Fixed-Route buses, paratransit buses, support and service vehicle procurements





TO: CNYRTA Board of Members
FROM: Christopher Tuff, Chief Executive Officer
RE: Monthly Summary Report – December 2025
DATE: December 10, 2025

New York Public Transit Association (NYPTA)

Over the past few months NYPTA leadership met virtually throughout the state to discuss our budget priorities. We have compiled this information for presentations to the Governor's office as well as to our NYS Assembly and Senate delegations. The current NYPTA ask is for a 15% increase in State Transit Operating Assistance (STOA) to support the enhancements already made and the ones we are looking to expand. We are scheduling appointments in the coming weeks with our elected officials who represent our service area.

Holiday Season Events

Stuff-A-Bus

During the holiday seasons, we have partnered with several organizations to collect gifts to Salvation Army Syracuse Area Christmas Bureau Distribution Day. This season, we have partnered with the YMCA of Central New York, Lamar Transit Advertising, Walmart, the Cicero Police Department, and the SUNY Oswego women's Volleyball team to collect holiday gifts for kids of all ages for the Salvation Army Syracuse Area Christmas Bureau Distribution Day.

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).

Better Bus Oswego

Title VI – Major Service Change: Public Hearing Executive Summary

CNYRTA is proposing a redesign of the fixed route bus service in the City of Oswego and City of Fulton. The goal of these service changes is to simplify routing, make the system more user-friendly, and to increase the frequency of transit trips available to everyone within the Oswego transit system.

After extensive public outreach at several Public Meetings in both Oswego and Fulton, a preliminary equity analysis was presented to the Board on October 24, 2025. The final version of the analysis is submitted herein for your consideration.



With the Board's approval, Public Hearings were held in Oswego on November 18, 2025, and in Fulton on November 20, 2025. Public notifications were made through the Centro website, legal notice in the Valley News/Oswego County News, Centro's social media pages, and legal notices displayed on buses.

Four members of the community attended the Oswego Public Hearing. There were limited questions following the presentation, which are documented in Attachment 5. A video recording of the [hearing](#) was posted to the Centro YouTube channel as an official record.



Ten members of the community attended the Fulton Public Hearing. There were multiple questions following the presentation in addition to four persons who submitted Oral Testimony, all of which are documented in Attachment 5. A video recording of the [hearing](#) was posted to the Centro YouTube channel as an official record.

The public comment period closed on November 28, 2025. Feedback received during the Public Meeting phase was used to modify the service proposals for both Oswego and Fulton. After a thorough review of the feedback from the Public Hearings, we determined there would be no additional changes to the proposed system design.

We are excited to see how this system redesign will improve the efficiency of services while giving customers better and more frequent service to the most popular locations in both the City of Oswego and City of Fulton.



Title VI Service Equity Analysis and Public Hearing Staff Report

Better Bus Oswego Service Change

December 2025

Central New York Regional Transportation Authority
Recipient ID: 1778

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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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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 purpose of this report is to provide an equity evaluation of the proposed service changes in Oswego County and to provide documentation of the public outreach, hearings, and comments received.

Background

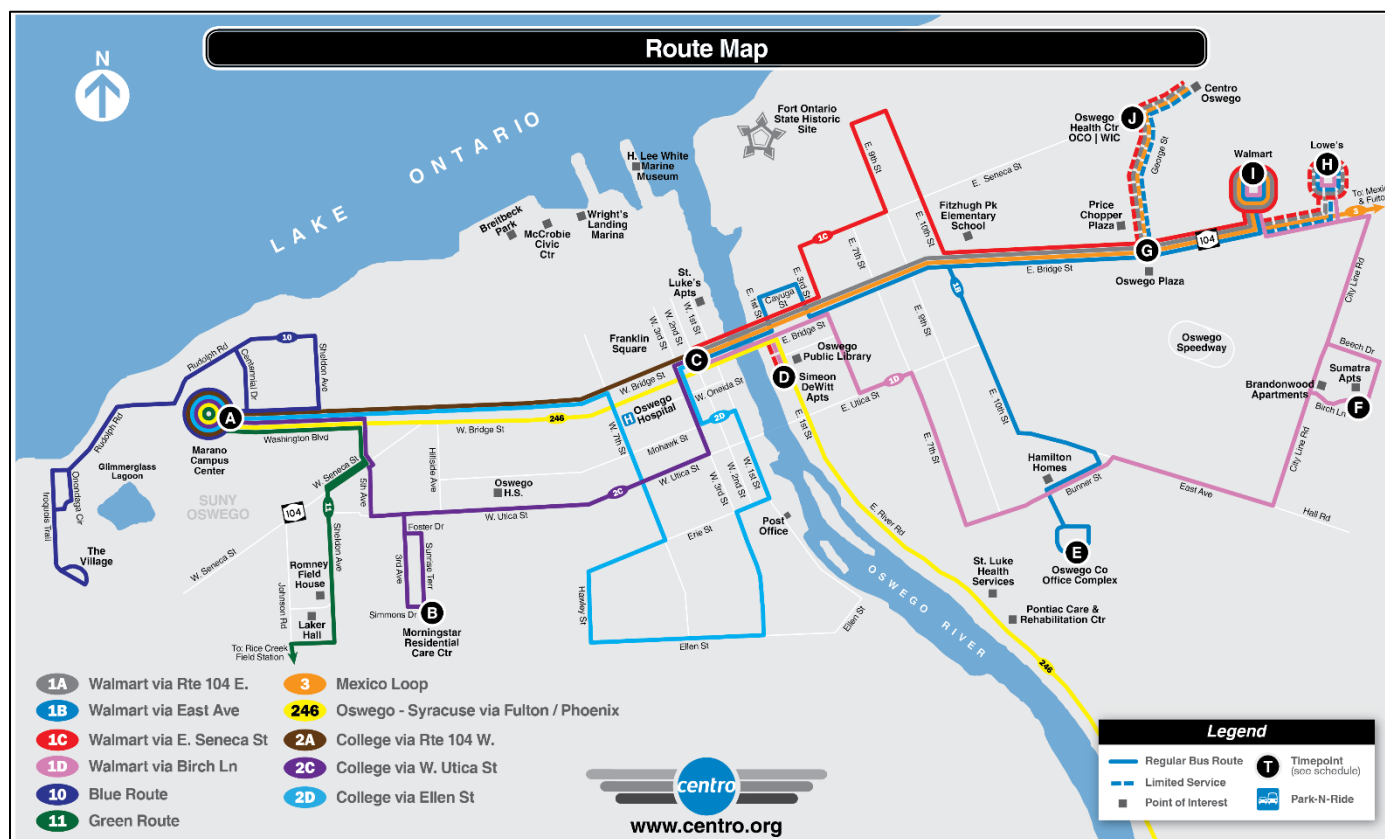
In 2022, Centro partnered with the New York State Association of Municipal Planning Organizations (NYSAMPO) to study the effects of a bus network redesign in the City of Oswego. The objective of this pilot project was to develop, and then test, a prospective redesign of Oswego's city bus service by using travel demand analysis tools.

The starting point for the network redesign was to straighten fixed-route bus routes to enable an increase in frequency along the city's most used corridors. A consultant team then used analytical software to analyze potential ridership impacts with the proposed system changes. The result of this study helped Centro staff determine the frequency and routing for the system redesign's initial draft.

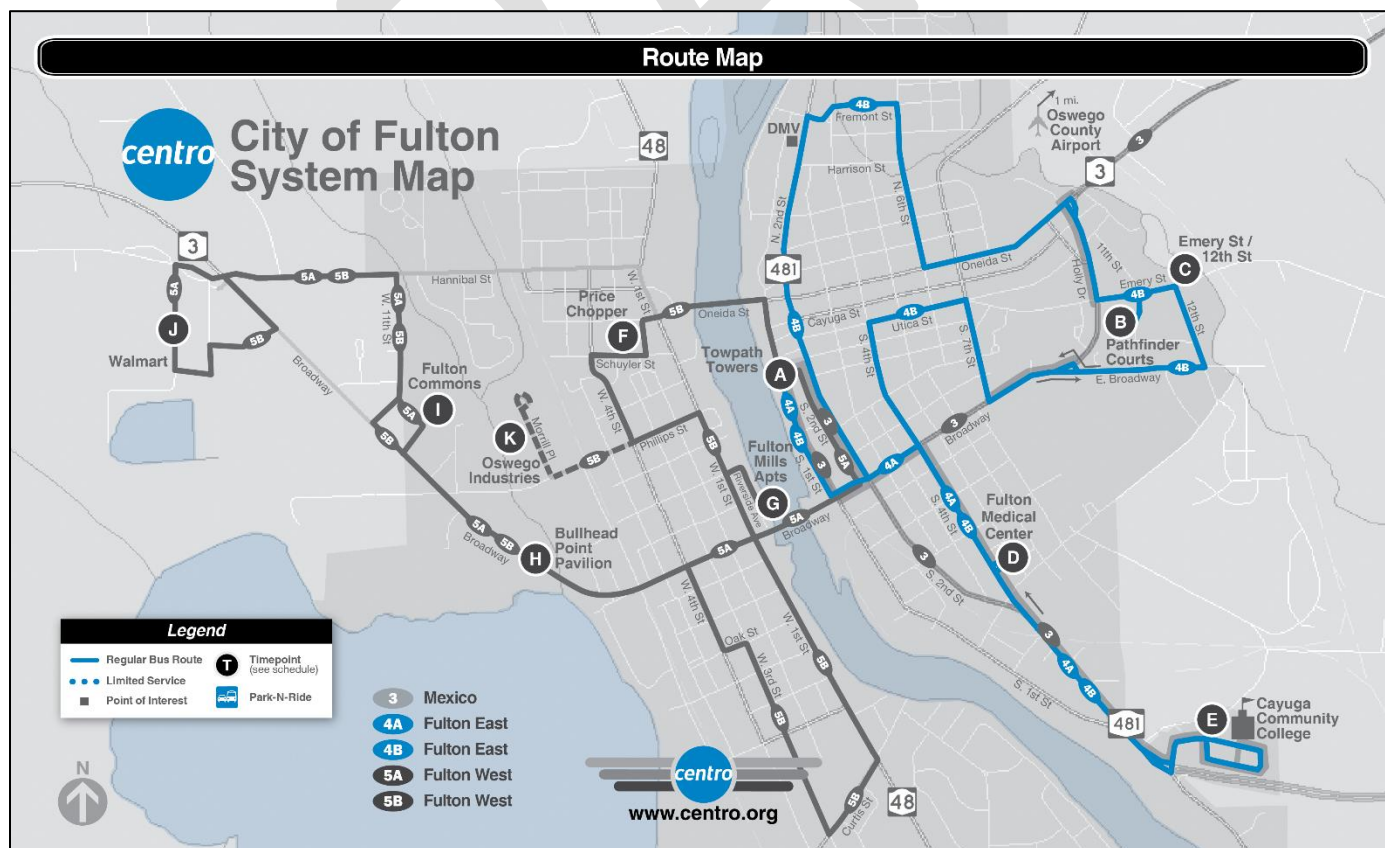
The focus of the Oswego redesign was on the city routes and did not include any changes to the SUNY Oswego campus service (Osw10 Blue Route and Osw11 Green Route). A new route was developed that provided direct service between the SUNY Oswego Campus and Walmart on the east side of Oswego. This service is beneficial to both students and non-student riders.

During the process of redesigning the City of Oswego service, staff determined that improvements could be made in the City of Fulton. Based on operator feedback, staff conducted a stop level ridership analysis identifying areas of low ridership. It was determined that route segments and service deviations could be discontinued, allowing more frequent service on the rest of the routes.

Map 1: City of Oswego Current System



Map 2: City of Fulton Current System



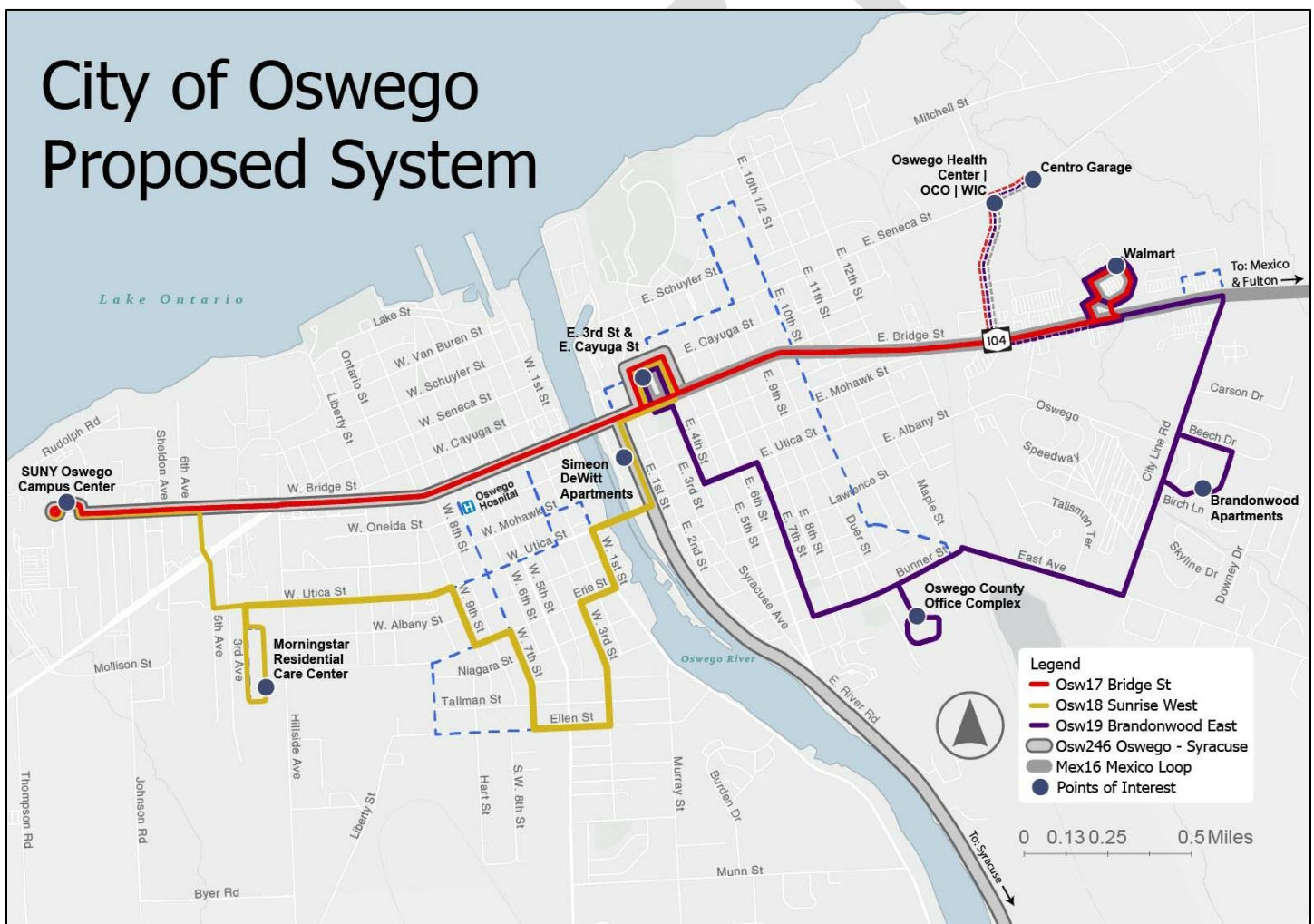
City of Oswego Service Plan

Service was retained to the core destinations within the City of Oswego while allowing for service at regular intervals. Deviations and route variations were eliminated creating direct routes across the city (discontinued service depicted as blue dashed line on below map). Connections to the Mexico, Fulton, and Syracuse services were retained.

Featured service improvements include:

- Consolidated seven routes down to three routes
- 45-minute frequency on Osw17 Bridge St service between SUNY Oswego and Walmart
- 90-minute frequency on Osw18 Sunrise West and Osw19 Brandonwood East
- Relocated downtown transfer point from Bridge St. to E. 3rd St. & E. Cayuga St. providing safe and easy transfer between bus lines

Map 3: City of Oswego Proposed System with Discontinued Route Segments



The initial Oswego redesign did not connect the SUNY Oswego campus to the westside service. Feedback from the initial round of public outreach led to the service being extended, giving additional options to customers.

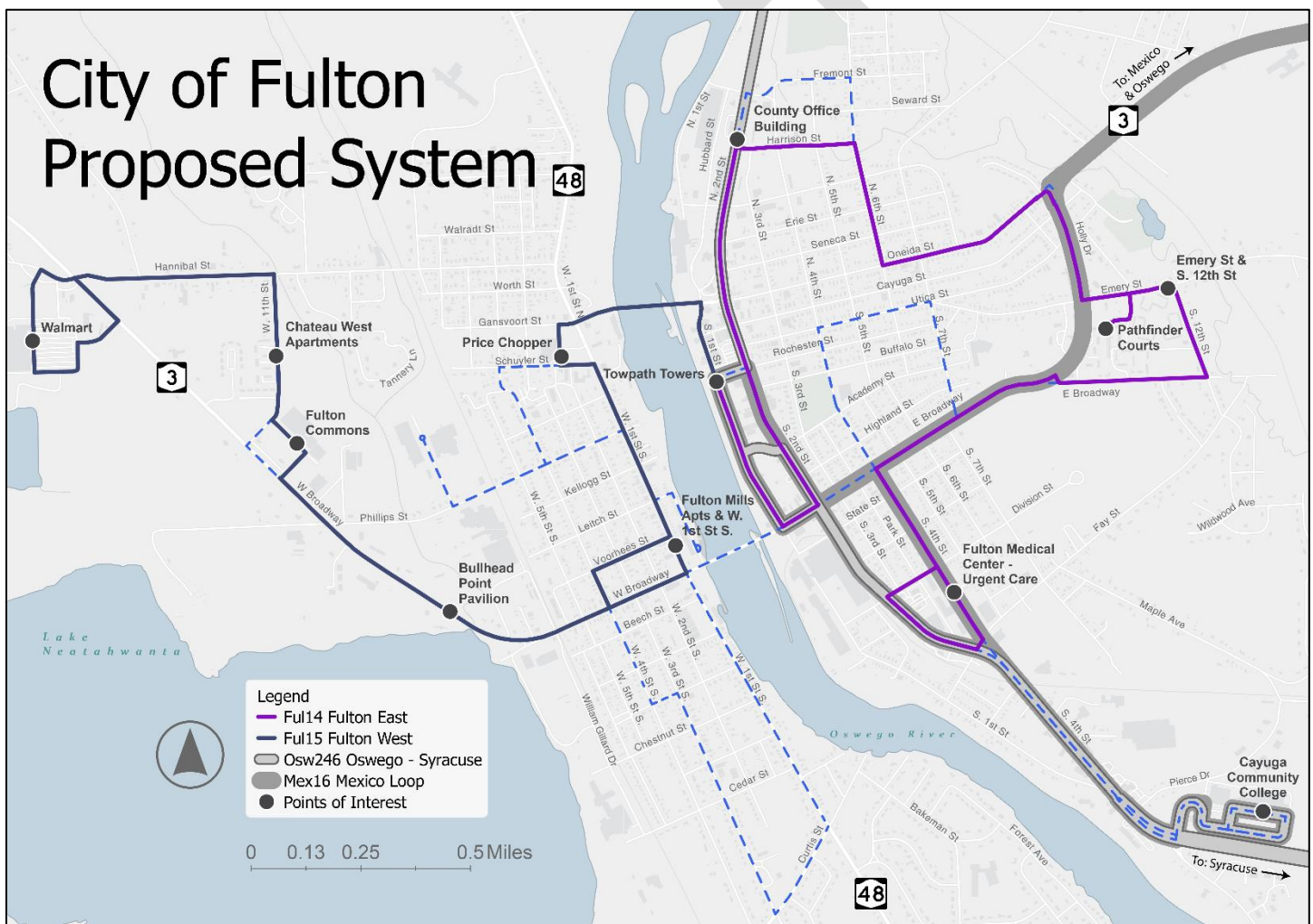
City of Fulton Service Plan

Service was discontinued to low and no-ridership areas while retaining service to key destinations within the City of Fulton. This allows for more frequent service at regular intervals across the city. The bus stop at the rear entrance of the Fulton Mills facility was relocated to the existing bus stop on W 1st. St. Connections to the Mexico, Oswego, and Syracuse services were retained. Service to Cayuga Community College was removed from the Fulton City service but continues to be available on the Mexico and Oswego to Syracuse routes.

Featured service improvements include:

- Deviations and route variations were eliminated creating direct routes across the city
- 80-minute frequency across the city
- One-seat rides between west and east routes

Map 4: City of Fulton Proposed System with Discontinued Route Segments



While the initial Fulton redesign proposed operating as a loop, feedback from the initial public outreach led to the design returning to a liner service (inbound/outbound). In a loop system, stops are only serviced from one direction, meaning passengers have to ride around the entire system to get back to their starting location.

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 Program Policies (2025) provide policy thresholds and definitions for this analysis.

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, or 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%.

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

Results of Major Service Change Test

For the City of Fulton, the revenue mileage was calculated for each of the current routes and compared to the corresponding redesigned route. In the City of Oswego, there is not a one-to-one route replacement, therefore the combined routes were compared pre and post redesign.

Table 1: Revenue Hour Changes

Area	Sep 2025	Jan 2026	% Change
Fulton East	5.08	6.33	24.6%
Fulton West	8.05	6.53	-18.9%
City of Oswego	31.15	32.57	4.6%

Table 2: Revenue Mile Changes

Area	Sep 2025	Jan 2026	% Change
Fulton East	78.18	79.59	1.8%
Fulton West	97.68	81.62	-16.4%
City of Oswego	371.22	374.65	0.9%

While the percentage changes are under the major service change threshold, they are still considered to be a major service change as the schedule changes are significant.

Adverse Effects

Centro defines an adverse effect as 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. Centro shall consider the degree of adverse effects and analyze those effects in the form of an equity analysis when planning major service changes. A 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 the absolute difference between the percentage of minority and non-minority persons affected is at least 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 is applied to all major service, and fare changes.

Disproportionate Burden Policy

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%. When a disproportionate burden is identified, Centro will consider modification of the proposal to avoid, minimize, or mitigate the impacts. This Disproportionate Burden Policy is 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 asked for. The policies were most recently amended in the summer of 2025 after a period of public comment in which no objections to the policy definitions, thresholds, or otherwise were received.

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 August 22, 2025. After discussion, a Motion was made, seconded, and carried unanimously as Motion No 2793. 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.

3584

**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

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.

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

ANALYSIS FRAMEWORK

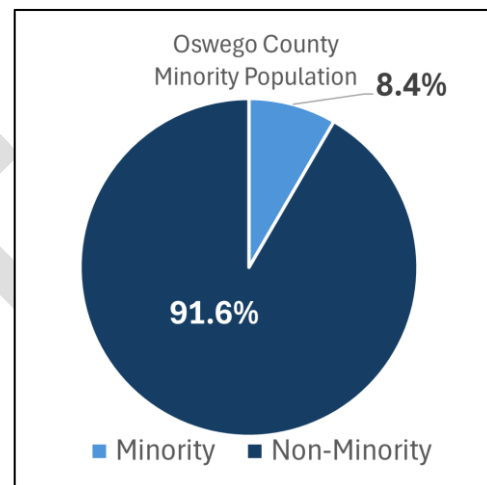
Demographic Datasets

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 to assess the impacts to the residents of the affected areas. 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, 2019-2023 American Community Survey 5-Year Estimates
Dataset: Hispanic or Latino Origin by Race (table B03002)
Universe: Total population
Geographic Level: Census block group

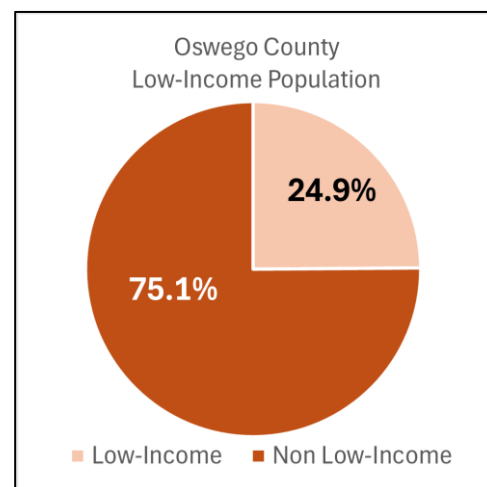


Oswego County Service Area			
Total Population	Minority Population	% Minority	% Non-Minority
117,945	9,896	8.4%	91.6%

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 refers to persons whose income is at or below 150 percent of the U.S. Department of Health and Human Services (HHS) poverty guidelines in Oswego County. The data was downloaded from the data.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: Ratio of Income to Poverty Level in the Past 12 Months (table C17002)
Universe: *Population for whom poverty status is determined
Geographic Level: Census block group



Oswego County Service Area			
Population*	Low-Income Population	% Low-Income	% Non-Low-Income
112,495	27,995	24.9%	75.1%

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 were 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.

The bus lines were 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 percentage of each block group within the service corridor was calculated. Above average minority block groups are over the 8.4% county average while above average low-income block groups are over the 24.9% county average. From those percentages, the approximate minority population and low-income population were calculated. The difference between the percentage minority and non-minority affected and low-income and non-low-income affected is depicted as the impact per Centro's Title VI Policies.

This spatial analysis was completed with the understanding that population may not be evenly distributed amongst block groups, but the percentages provide a better estimate of the population served rather than including the entire population for the whole block group. This is especially true in instances where only a small portion of the block group is included in the buffer zone.

ASSESSING IMPACTS

Using the data from the GIS analysis, a demographic analysis of the affected population was conducted to determine if there are disparate impacts or disproportionate burdens.

Table 3: Impact of Service Change on Minority Population in City of Oswego

Type of Service Change	Affected Area Population Data				
	Total Population	Minority Population	% Minority	% Non-Minority	Absolute Difference
Re-route	14,210	1,945	13.7%	86.3%	-72.6%

The non-minority population of the affected area significantly exceeds the minority population. The absolute difference between the percentage of minority and non-minority person affected is -72.6%. When comparing the Oswego County service area to the City of Oswego, minorities are 8.4% of overall population but would bear 13.7% of the impacts (5.3% more than expected share). The impacts are less than the 30% threshold therefore there is no disparate impact.

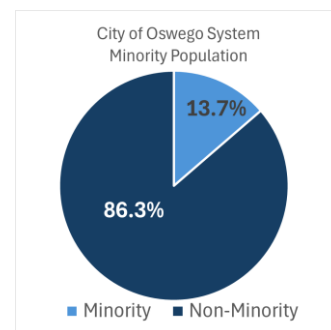
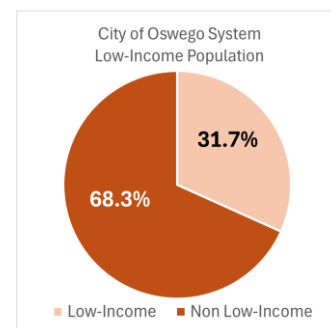


Table 4: Impact of Service Change on Low-Income Population in City of Oswego

Type of Service Change	Affected Area Population Data				
	Total Population*	Low-Income Population	% Low-Income	% Non-Low-Income	Absolute Difference
Re-route	12,811	4,065	31.7%	68.3%	-36.5%

The non-low-income population of the affected area significantly exceeds the low-income population. The absolute difference between the percentage of low-income and non-low-income person affected is -36.5%. When comparing the Oswego County service area to the City of Oswego, Low-income persons are 24.9% of overall population but would bear 31.7% of the impacts (6.8% more than expected share). The impacts are less than the 30% threshold therefore there is no disparate impact.



Map 5: City of Oswego Minority and Low-Income Block Groups with Revised Service

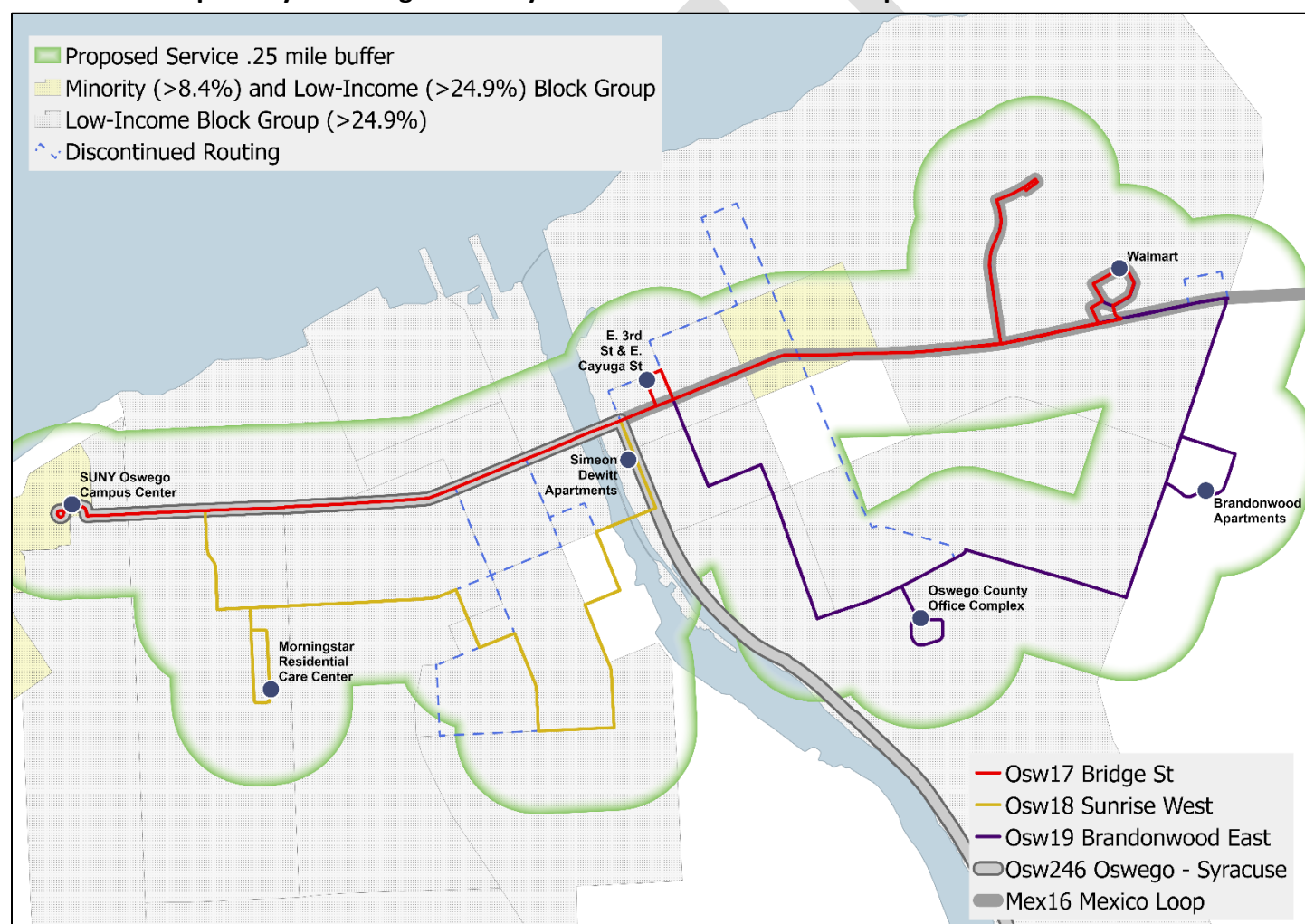
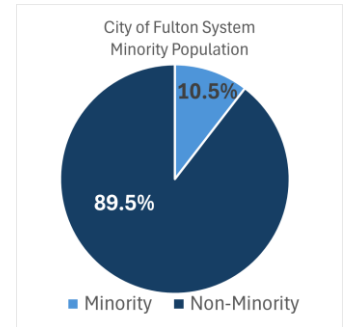


Table 5: Impact of Service Change on Minority Population in City of Fulton

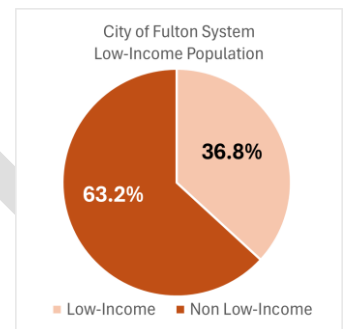
Type of Service Change	Affected Area Population Data				
	Total Population	Minority Population	% Minority	% Non-Minority	Absolute Difference
Re-route	8,910	932	10.5%	89.5%	-79.1%

The non-minority population of the affected area significantly exceeds the minority population. The absolute difference between the percentage of minority and non-minority person affected is -79.1%. When comparing the Oswego County service area to the City of Fulton, minorities are 8.4% of overall population but would bear 10.5% of the impacts (2.1% more than expected share). The impacts are less than the 30% threshold therefore there is no disparate impact.

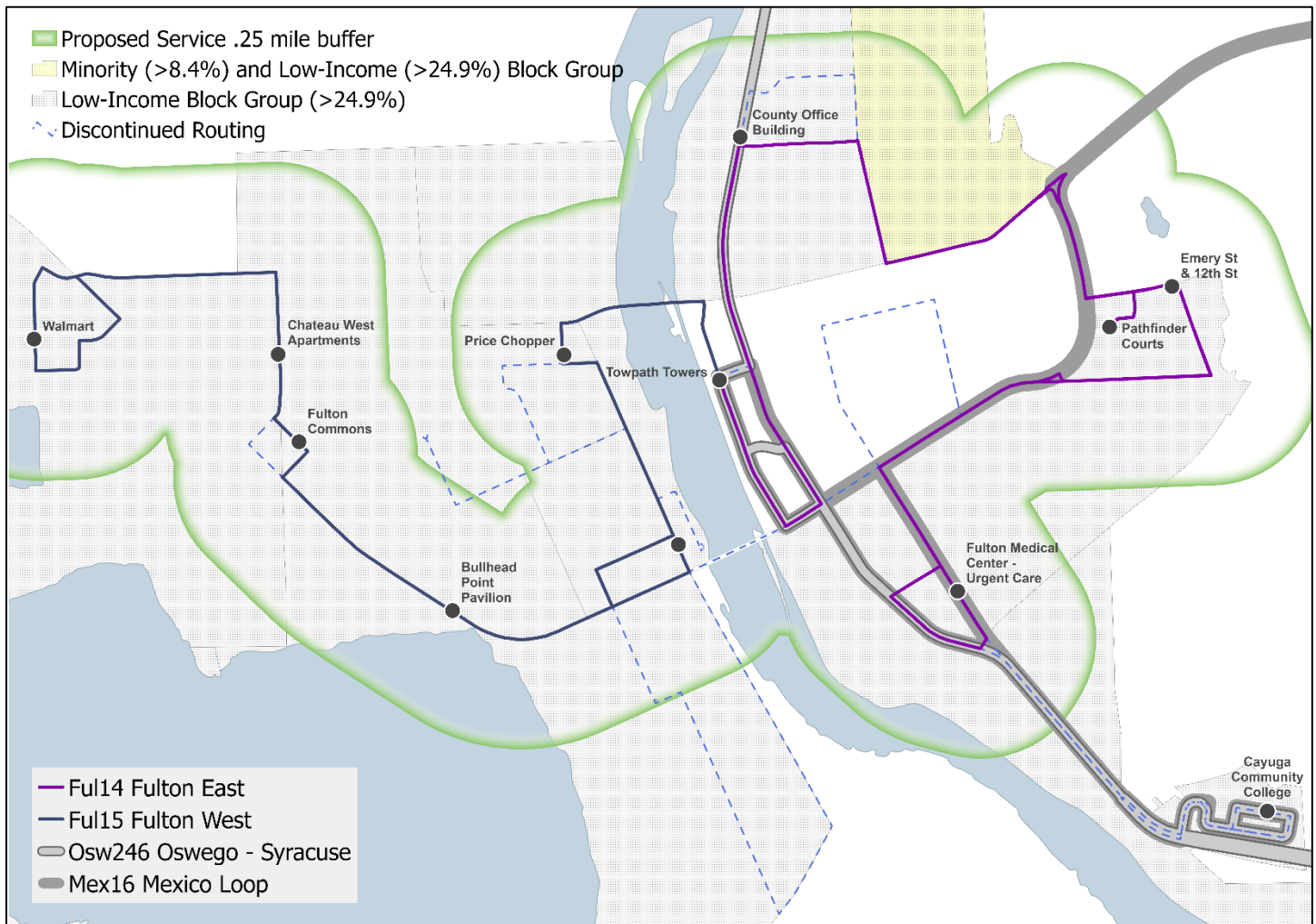
**Table 6: Impact of Service Change on Low-Income Population in City of Fulton**

Type of Service Change	Affected Area Household Data				
	Total Population*	Low-Income Population	% Low-Income	% Non-Low-Income	Absolute Difference
Re-route	8,779	3,235	36.8%	63.2%	-26.3%

The non-low-income population of the affected area significantly exceeds the low-income population. The absolute difference between the percentage of low-income and non-low-income person affected is -26.3%. When comparing the Oswego County service area to the City of Oswego, Low-income persons are 24.9% of overall population but would bear 36.8% of the impacts (11.9% more than expected share). The impacts are less than the 30% threshold therefore there is no disparate impact.



[CONTINUED NEXT PAGE]

Map 6: City of Fulton Minority and Low-Income Block Groups with Revised Service

Alternative Service

Centro determined that the adverse effects of this service change include route segment elimination and re-routing. While some service is being discontinued, most areas are within a quarter mile travel distance to alternate stops. In areas where customers cannot reach a stop, the Oswego County Public Transit service is available as alternate public transportation. Details can be found at oco.org.

Initial Board of Members Approval

The results of the initial Service Equity Analysis were presented to the Board of Members on October 24, 2025. 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 Better Bus Oswego service changes. A motion (No. 2801) acknowledging the results of the service equity analysis and authorizing public hearings in Oswego and Fulton was carried unanimously and is contained the Board Meeting Minutes (**Attachment 1**).

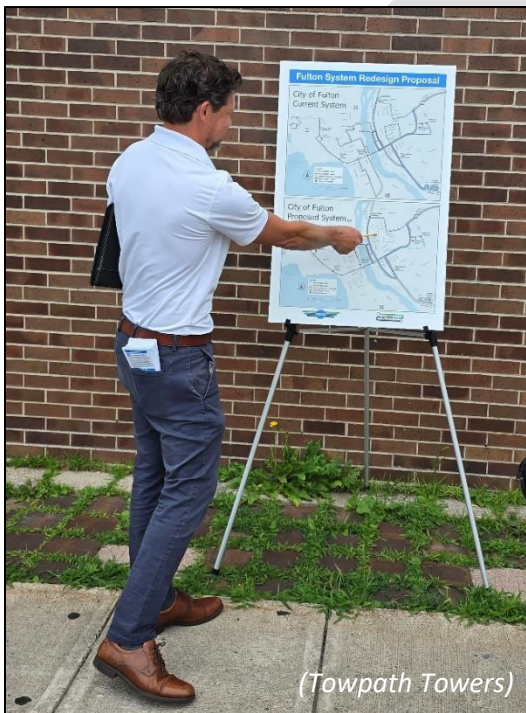
PUBLIC OUTREACH

Better Bus Oswego was developed around a firm foundation of rider, community, and stakeholder engagement. The Social Media outreach strategy included posting details of the service changes, public meetings, and public hearings on Facebook, Instagram, X, and LinkedIn. 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 November 28, 2025.

Public Meetings

Fliers were posted on the buses with the details of when the public meetings would take place. Handouts were tailored to SUNY Oswego students, City of Oswego riders, and City of Fulton riders which included facts about the proposed service changes, maps, and details for providing feedback.

Outreach began on May 6, 2025, with a meeting on-site at SUNY Oswego Campus Center. The meeting took place before students headed home for summer break. More than 20 students and staff stopped by the table to review the enhancements to the service between campus and Walmart.



On July 9, 2025, a meeting was held at the bus stop in front of Towpath Towers, the Common Center in Fulton. Centro staff met with many residents of Towpath Towers and many other bus riders. Later in the day, Centro staff set up at the shelter at Bridge St & W. 2nd St., the Common Center in Oswego. Based on feedback received from customers and Centro staff, revisions were made to both initial service designs.

On September 9, 2025, the revised system was presented on-site at SUNY Oswego Campus Center and later in the day at Fulton Mills Apartments. Centro staff met specifically with members of Fulton Mills staff and residents to explain how the proposed changes would impact residents there. The change to move the bus stop from the rear entrance of the facility on Riverside, to the bus stop on W 1st. St. was made to address Centro Bus Operator concerns about the safety of making the right hand turn to the rear of the facility and their concern about ongoing vehicular congestion along the rear circle used to turn the bus around. Buses making the right hand turn into the facility have to impede upon the oncoming lane to make the turn. Additionally, the roadway is narrow, only allowing one way traffic when cars are parked on the side. When the

traffic circle is blocked, it requires the bus operator to maneuver through a parking lot to turn the bus around. This is especially difficult during winter when snow piles build up. In addition, pedestrians congregate in and around the circle, increasing safety risks to both pedestrians and Centro.

A couple of residents were concerned that the bus stop at the front entrance was not as convenient as the current location and required people to wait outside for the bus. In response, Centro offered to erect a shelter at that location and install a monitor inside the facility that would offer real-time tracking of buses, to reduce the time waiting outside for the bus. Other residents expressed concern that Bus Operators did not stop the bus and wait for people to exit the building to board. Centro staff explained that the buses do not stop at bus stops if people are not waiting at them. Many residents were not aware of this.

There was discussion about enforcement of illegal parking along the traffic circle in the back of the facility. However, it was determined that the circle was owned by Fulton Mills and enforcement would fall on facility management, not the city of Fulton. A representative of the Fulton City Council and Fulton Police department attended the meeting as well to understand the concerns.

Public Hearing General Information

The Legal Notice (**Attachment 2**) included information for both the Oswego and Fulton hearings and was published prior to the meetings, on November 8, 2025, in the newspaper of general circulation, the Valley News/Oswego County News.

The meeting information was posted on Facebook, Instagram, X, and LinkedIn. The homepage on the Centro website was updated to include the meeting information. Flyers were posted on the buses in the Oswego and Fulton service areas.

The Centro website's Public Hearing and Meetings page (<https://www.centro.org/news-opportunities/public-hearings-meetings>) was updated to include the dates and times of the Public Hearings, the public notice, the public hearing presentation, Fulton handout, and Oswego handout.

At each hearing, printed copies of the presentation (**Attachment 3**) were made available to participants as well as one-page fact sheets for the City of Oswego and City of Fulton (**Attachment 4**). Centro staff were available to discuss the changes and answer questions prior to and following each of the hearings.

Public Hearing – City of Oswego



The public hearing was held on Tuesday November 18, 2025, at 4:30 pm at Oswego City Hall, 13 W. Oneida St., Oswego, NY 13126.

Four members of the community attended the hearing. The Vice President of Communications & Business Planning Steven J. Koegel presented the proposed changes.

The public comment period opened at 5:21 pm. Two attendees asked questions during the public comment period which were recorded in the video and in a transcript generated from YouTube. The questions and their corresponding answers are found in **Attachment 5**. The public hearing was closed at 5:24pm.

The Oswego hearing was posted to the Centro [YouTube](#) channel on November 21, 2025. A transcript of the proceeding was made available along with links to the presentation and handouts.

Public Hearing – City of Fulton



The public hearing was held on Thursday November 20, 2025, at 4:30 pm at Oswego City Hall, 13 W. Oneida St., Oswego, NY 13126.

Ten members of the community attended the hearing. The Vice President of Communications & Business Planning Steven J. Koegel presented the proposed changes.

Several members of the public asked questions at the conclusion of the presentation. The questions and answers were transcribed from the video and are included in **Attachment 5**. With the question portion concluded, the public comment period opened at 5:13 pm.

Public Hearing Oral Testimony

Public comments were made by Rhonda Campolieta (Fulton Common Council, 2nd Ward), Chris Dempsey (Fulton Police Chief), Sara Sunday (County of Oswego Office for the Aging), and Frank Castiglia (Oswego County Legislator, District 25) which were recorded on the video and in a transcript generated from YouTube. The transcript of the oral testimony can be found in **Attachment 5**. The public hearing was closed at 5:51pm.

The Fulton hearing was posted to the Centro [YouTube](#) channel on November 21, 2025 including a transcript of the proceeding and links to the presentation and handouts.

CONCLUSION

This report documents the Title VI Service Equity Analysis required to support the redesign of the Oswego and Fulton fixed route service. The modifications to current fixed route service were analyzed based on Centro's Title VI Policies and FTA's Circular 4702.1B.

There are neither disparate impacts nor disproportionate burdens associated to the Better Bus Oswego system redesign. 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 system redesign be implemented.

A resolution to move forward with the Better Bus Oswego redesign will be brought to the Board on December 19, 2025 (**Attachment 6** – to be updated with signed document). The service changes are intended to go into effect on January 26, 2026. 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.



Title VI Service Equity Analysis and Public Hearing Staff Report

Better Bus Oswego

**Attachment 1
Board Meeting Minutes**

**THE CENTRAL NEW YORK REGIONAL TRANSPORTATION AUTHORITY
(and its Subsidiaries)**

**200 CORTLAND AVENUE, SYRACUSE, NEW YORK
MINUTES OF THE OCTOBER 24, 2025, BOARD MEETING**

MEMBERS PRESENT:

NICHOLAS LAINO, Chairman
DARLENE LATTIMORE, Secretary
NEIL BURKE
ROBERT CUCULICH
JULIUS LAWRENCE
LOUELLA WILLIAMS
FRANK SAYA, Non-Voting Member

MEMBERS ABSENT:

ANTHONY DAVIS, Vice Chairman
TINA FITZGERALD, Treasurer
HEATHER SNOW

STAFF PRESENT:

CHRISTOPHER TUFF, Chief Executive Officer
JACQUELINE MUSENGO, VP of Human Resources
GEOFF HOFF, VP of Fleet & Facilities
RAHMIN AZRIA, VP of Operations
STEVE KOEGEL, VP of Communication & Business Planning
BRUCE FONG, VP of Information Technologies
MELISSA BRIM, VP of Finance
BREN DAISS, Associate VP Communication & Business Planning
JOSH GARDNER, Mgr. Specialized Trans. & System Analyst
PAULA CUTRONE, Sr Manager of Transit Data and Equity
DEREK SHERMAN, Director of Accounting
CHRIS MORREALE, Director of Human Resources
CHRISTOPHER KING, Procurement Manager
JASON SMITH, Sr Procurement Analyst
SUZANN HENSLEY, Internal Control Manager
JEANNINE JOHNSON, Executive Assistant
BILLY GREENE, Desktop Support Specialist
MATTHEW KAVANAUGH, Desktop Support Specialist
JIMMY HESTER, Bus Operator Syracuse

PUBLIC PRESENT:

BRAD HUNT, Legal Counsel
MARIO COLONE

CALL TO ORDER At 10:01 A.M. Chairman Laino called the meeting to order.

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

UPCOMING MEETINGS

- Chairman Laino announced the following meetings for November 21, 2025:
 - Governance Committee Meeting – 9:00 AM
 - Audit and Finance Meeting – 9:30 AM
 - Board Meeting – 10:00 AM

APPROVAL OF THE SEPTEMBER 26, 2025, BOARD MEETING MINUTES - MOTION NO. 2800

Motion – Neil Burke

Seconded – Julius Lawrence

Carried Unanimously

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.

COMMUNITY INVOLVEMENTBreast Cancer Awareness Month

On October 5th, we participated in the Riders Wear Pink ride, a 50-mile bike ride from Westmoreland to Sylvan Beach and back. The bus was on the ride as the support vehicle for riders if they had any issues while on the course.

On October 19th, we participated in the Making Strides Walk in Syracuse. The bus was on display and was a great backdrop for participants to take photos. We will also be at the Utica Making Strides Walk this Sunday, October 26th.

Lights on the Lake

We are excited to announce that we are expanding the previous Lights on the Lake program to encompass more dates with our recent partnership with the CNY YMCA.

BETTER BUS OSWEGO

Ms. Daiss then invited Paula Cutrone to the table to discuss Better Bus Oswego in terms of an Equity Analysis.

Ms. Cutrone discussed the public input process and proposed changes in Oswego County's service. An Equity Analysis was completed and, in summary, no disparate impact exists for minority persons and no disproportionate burden exists for low-income persons. A motion is needed to acknowledge the results of the Service Equity Analysis and authorize the upcoming public hearings for November 18th in Oswego and November 20th in Fulton.

ACKNOWLEDGE RESULTS OF THE SERVICE EQUITY ANALYSIS AND AUTHORIZE THE UPCOMING PUBLIC HEARINGS FOR NOVEMBER 18TH IN OSWEGO AND NOVEMBER 20TH IN FULTON – MOTION NO. 2801

Ms. Cutrone presented a Motion to acknowledge the results of the Service Equity Analysis and authorize the upcoming public hearings for November 18th in Oswego and November 20th in Fulton, was raised.

Motion – Julius Lawrence
Seconded – Neil Burke
Carried Unanimously

AUDIT AND FINANCE COMMITTEE REPORT2025-26 SECOND QUARTER FINANCIAL STATEMENTS – MOTION NO. 2802

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

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

Motion – Louella Williams
Seconded – Darlene Lattimore
Carried Unanimously

TPA FOR PRESCRIPTION SERVICES 2026-2029 – RESOLUTION NO. 2666

Mr. King presented a Resolution to authorize a contract award for TPA for Prescription Services 2026-2029 to ProAct, Inc. A copy of the Resolution is attached to these Minutes.

A Motion to authorize a contract award for TPA for Prescription Services 2026-2029 to ProAct, Inc, as recommended by the Audit and Finance Committee was raised.

Motion – Julius Lawrence
Seconded – Darlene Lattimore
Carried Unanimously

ADJOURNED

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


Chairman

ATTEST:


Secretary



Title VI Service Equity Analysis and Public Hearing Staff Report

Better Bus Oswego

**Attachment 2
Public Hearing Notice**



CENTRAL NEW YORK REGIONAL TRANSPORTATION AUTHORITY

PUBLIC HEARING NOTICE

The Central New York Regional Transportation Authority (Centro) will conduct two public hearings in Oswego County to allow public comments on a redesign of its bus services serving the cities of Oswego and Fulton - scheduled to be implemented in January 2026. The service changes constitute a major service change to Centro's bus routes in Oswego County according to Centro's Major Service Change policy.

The public hearings will be held at the following times and locations:

Oswego City Hall

13 W. Oneida St., Oswego, NY 13126

Tuesday, Nov. 18, 2025, at 4:30 pm

Fulton City Hall

141 S. First St., Fulton, NY 13069

Thursday, Nov. 20, 2025, at 4:30 pm

Centro will receive and consider all comments on these proposed changes prior to its proposed implementation in January 2026.

Details of the service changes will be made available on Centro's website at:

<https://www.centro.org/news-opportunities/public-hearings-meetings> no later than Wednesday, November 12, 2025. For formats (FREE of charge) in accordance with the ADA of 1990 and Limited English Proficiency regulations, and for patrons requiring further accommodations, please contact Centro at (315) 442-3400.

Individuals whose interest 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, X, and Instagram: @GoCentroBus

Email: cnyrta@centro.org

Phone: (315) 442-3400

Mail: 200 Cortland Ave., Syracuse, NY 13205

Fax: (315) 442-3337





Title VI Service Equity Analysis and Public Hearing Staff Report

Better Bus Oswego

**Attachment 3
Public Hearing Presentation**



1

Better Bus Oswego

What are the goals of the service redesign in Oswego County?

- Simplify routing
- Increase frequency of trips
- Make the system more user-friendly

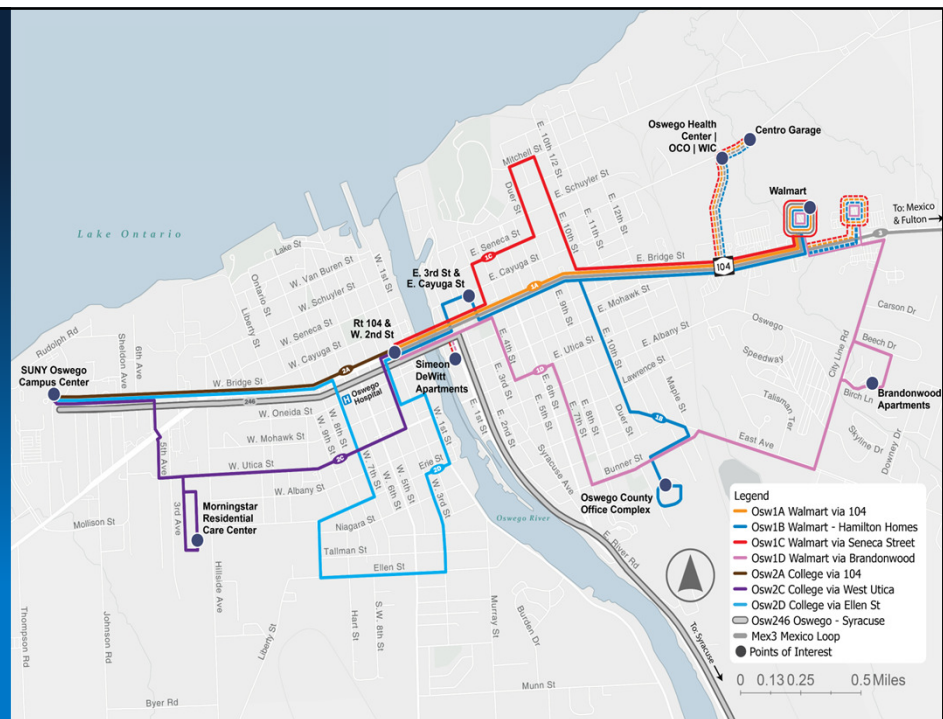
2

Public Outreach

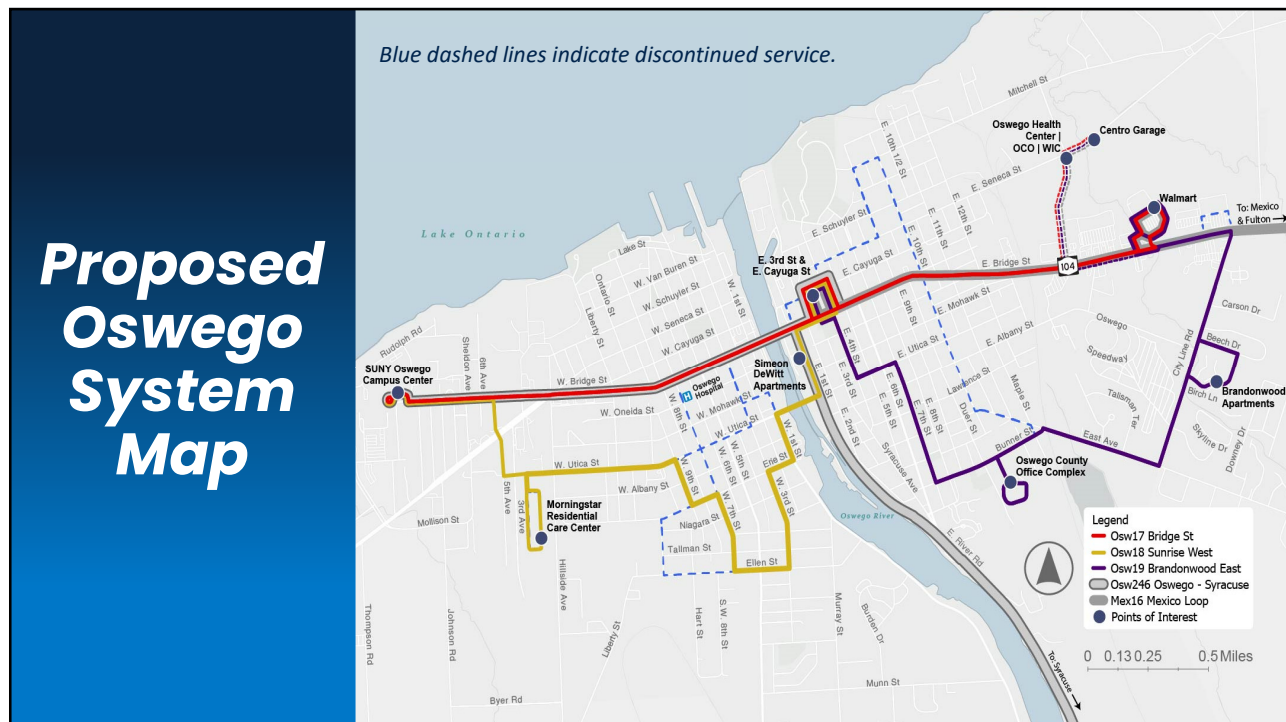
- ❖ *All meetings publicized on buses and social media*
- May 6 on-site at SUNY Oswego Campus Center
- July 9 on-site at Towpath Towers (Common Center in Fulton) and Bridge St. & W. 2nd St. (Common Center in Oswego)
- ❖ *Revisions to both Oswego and Fulton proposals completed*
- September 9 on-site at SUNY Oswego Campus Center and Fulton Mills Apartments

3

Current Oswego System Map



4



5

City of Oswego Service Changes

- Consolidated 7 routes down to 3 routes with service at regular intervals
- Relocate downtown transfer point from Bridge St. to E. 3rd St. & E. Cayuga St. providing safe and easy transfer between lines
- Oswego County Public Transit available in areas where service discontinued
- 45-minute frequency on Osw17 Bridge St between SUNY Oswego and Walmart
- 90-minute frequency on Osw18 Sunrise West and Osw19 Brandonwood East (trip leaving Walmart every 90 minutes)

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Oswego Proposed Weekday Fixed Route Schedule

New Route Numbers / Names:

Osw17 – Bridge St

Osw18 – Sunrise West

Osw19 – Brandonwood East

Mex16 – Mexico Loop

Proposed Fixed Route Weekday Service Schedule

Westbound - Walmart to SUNY				
Walmart	Route	Downtown	Route	SUNY
---	---	6:00 AM	18	6:22 AM
6:30 AM	17	6:42 AM	17	6:55 AM
6:41 AM	19	7:05 AM	18	7:27 AM
6:56 AM	19	7:20 AM	Mex16	7:27 AM
7:15 AM	17	7:27 AM	17	7:40 AM
8:00 AM	17	8:12 AM	17	8:25 AM
8:11 AM	19	8:35 AM	18	8:57 AM
8:45 AM	17	8:57 AM	17	9:10 AM
---	---	9:20 AM	Mex16	9:27 AM
9:30 AM	17	9:42 AM	17	9:55 AM
9:41 AM	19	10:05 AM	18	10:27 AM
10:15 AM	17	10:27 AM	17	10:40 AM
10:56 AM	19	11:15 AM	Mex16	11:22 AM
11:00 AM	17	11:12 AM	17	11:25 AM
11:11 AM	19	11:35 AM	18	11:57 AM
11:45 AM	17	11:57 AM	17	12:10 PM
12:30 PM	17	12:42 PM	17	12:55 PM
12:41 PM	19	1:05 PM	18	1:27 PM
1:15 PM	17	1:27 PM	17	1:40 PM
1:16 PM	19	1:40 PM	Mex16	1:53 PM
2:00 PM	17	2:12 PM	17	2:25 PM
2:11 PM	19	2:35 PM	18	2:57 PM
2:45 PM	17	2:57 PM	17	3:10 PM
2:51 PM	19	3:15 PM	Mex16	3:22 PM
3:30 PM	17	3:42 PM	17	3:55 PM
3:41 PM	19	4:05 PM	18	4:27 PM
4:15 PM	17	4:27 PM	17	4:40 PM
5:00 PM	17	5:12 PM	17	5:25 PM
5:11 PM	19	5:35 PM	18	5:57 PM
5:45 PM	17	5:57 PM	17	6:10 PM
6:30 PM	17	6:42 PM	17	6:55 PM
6:26 PM	19	6:50 PM	---	---
7:15 PM	17	7:27 PM	17	7:40 PM
8:00 PM	19	8:24 PM	18	8:46 PM
9:30 PM	19	9:54 PM	18	10:16 PM

Eastbound - SUNY to Walmart				
SUNY	Route	Downtown	Route	Walmart
6:22 AM	18	6:45 AM	---	---
6:55 AM	17	7:05 AM	17	7:15 AM
7:27 AM	18	7:50 AM	19	8:11 AM
7:40 AM	17	7:50 AM	17	8:00 AM
8:25 AM	17	8:35 AM	17	8:45 AM
8:57 AM	18	9:20 AM	19	9:41 AM
9:10 AM	17	9:20 AM	17	9:30 AM
9:55 AM	17	10:05 AM	17	10:15 AM
---	Mex16	10:35 AM	19	10:56 AM
10:27 AM	18	10:50 AM	19	11:11 AM
10:40 AM	17	10:50 AM	17	11:00 AM
11:25 AM	17	11:35 AM	17	11:45 AM
11:57 AM	18	12:20 PM	19	12:41 PM
12:10 PM	17	12:20 PM	17	12:30 PM
---	Mex16	12:55 PM	19	1:16 PM
12:55 PM	17	1:05 PM	17	1:15 PM
1:40 PM	17	1:50 PM	17	2:00 PM
1:27 PM	18	1:50 PM	19	2:11 PM
---	Mex16	2:30 PM	19	2:51 PM
2:25 PM	17	2:35 PM	17	2:45 PM
3:10 PM	17	3:20 PM	17	3:30 PM
2:57 PM	18	3:20 PM	19	3:41 PM
3:55 PM	17	4:05 PM	17	4:15 PM
4:40 PM	17	4:50 PM	17	5:00 PM
4:27 PM	18	4:50 PM	19	5:11 PM
5:25 PM	17	5:35 PM	17	5:45 PM
---	Mex16	6:05 PM	19	6:26 PM
6:10 PM	17	6:20 PM	17	6:30 PM
5:57 PM	18	6:20 PM	19	6:41 PM
6:55 PM	17	7:05 PM	17	7:15 PM
7:40 PM	17	7:50 PM	17	8:00 PM
8:46 PM	18	9:09 PM	19	9:30 PM
10:16 PM	18	10:39 PM	19	11:00 PM
---	---	---	---	---
---	---	---	---	---

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Oswego Proposed Weekend Fixed Route Schedule

New Route Numbers / Names:

Osw17 – Bridge St

Osw18 – Sunrise West

Osw19 – Brandonwood East

Mex16 – Mexico Loop

Proposed Fixed Route Saturday Service Schedule

Westbound - Walmart to SUNY				
Walmart	Route	Downtown	Route	SUNY
7:49 AM	17	7:59 AM	17	8:09 AM
8:15 AM	19	8:39 AM	18	9:01 AM
9:45 AM	17	9:57 AM	17	10:10 AM
10:26 AM	17	10:36 AM	17	10:46 AM
10:30 AM	17	10:42 AM	17	10:55 AM
11:15 AM	19	11:39 AM	18	12:01 PM
12:00 PM	17	12:12 PM	17	12:25 PM
12:45 PM	17	12:57 PM	17	1:10 PM
12:45 PM	19	1:09 PM	18	1:31 PM
1:30 PM	17	1:42 PM	17	1:55 PM
2:15 PM	17	2:27 PM	17	2:40 PM
2:15 PM	19	2:39 PM	18	3:01 PM
3:49 AM	17	3:59 PM	17	4:09 PM
3:45 PM	19	4:09 PM	18	4:31 PM
5:15 PM	19	5:39 PM	18	6:01 PM
6:45 PM	17	6:57 PM	17	7:10 PM
7:30 PM	19	7:54 PM	18	8:16 PM

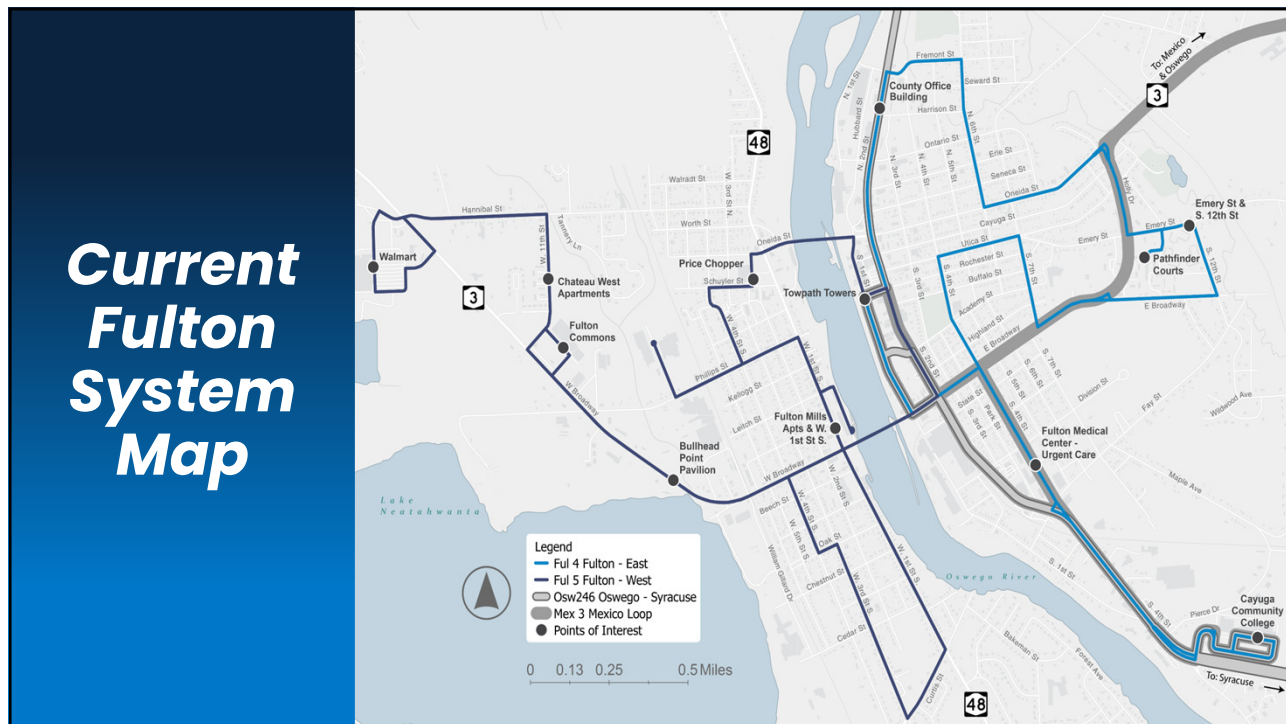
Eastbound - SUNY to Walmart				
SUNY	Route	Downtown	Route	Walmart
---	---	---	---	---
9:01 AM	18	9:24 AM	19	9:45 AM
10:10 AM	17	10:20 AM	17	10:30 AM
---	---	---	---	---
10:55 AM	17	11:05 AM	17	11:15 AM
12:01 PM	18	12:24 PM	19	12:45 PM
12:25 PM	17	12:35 PM	17	12:45 PM
1:10 PM	17	1:20 PM	17	1:30 PM
1:31 PM	18	1:54 PM	19	2:15 PM
1:55 PM	17	2:05 PM	17	2:15 PM
2:40 PM	17	2:50 PM	17	3:00 PM
3:01 PM	18	3:24 PM	19	3:45 PM
---	---	---	---	---
4:31 PM	18	4:54 PM	19	5:15 PM
6:01 PM	18	6:24 PM	19	6:45 PM
7:10 PM	17	7:20 PM	17	7:30 PM
8:16 PM	18	8:39 PM	19	9:00 PM

Proposed Fixed Route Sunday Service Schedule

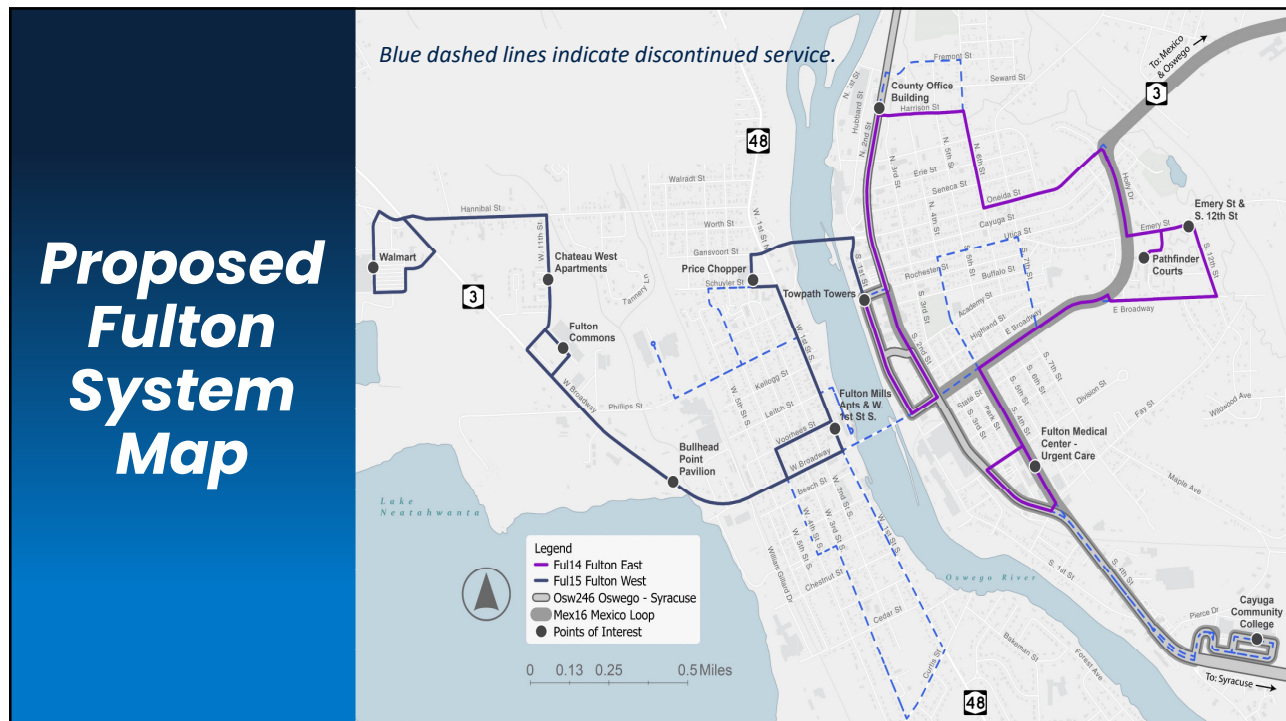
Westbound - Walmart to SUNY				
Walmart	Route	Downtown	Route	SUNY
7:49 AM	17	7:59 AM	17	8:09 AM
10:26 AM	17	10:36 AM	17	10:46 AM
3:49 PM	17	3:59 PM	17	4:09 PM

Eastbound - SUNY to Walmart				
SUNY	Route	Downtown	Route	Walmart
12:27 PM	17	12:37 PM	17	12:47 PM
3:07 PM	17	3:17 PM	17	3:27 PM
8:27 PM	17	8:37 PM	17	8:47 PM

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City of Fulton Service Changes

- Streamlined routing for more direct service to popular destinations
- Discontinued service to areas with average daily boarding less than 1
 - Oswego County Public Transit available in these areas
- Service to Cayuga Community College available on the Mex 16 Mexico Loop and Osw246 Oswego-Syracuse routes
- 80-minute frequency across the City
- One-seat rides between the west and east routes

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Fulton Proposed Fixed Route Schedule

New Route Numbers/Names:
Ful14 – Fulton East
Ful15 – Fulton West
Mex16 – Mexico Loop

Proposed Fixed Route Weekday Service Schedule

Walmart > Towpath Towers > Medical Center					
Walmart	Route	Towpath	Route	CCC	Med Ctr
----	----	----	----	----	----
6:47 AM	15	7:05 AM	14	----	7:25 AM
----	----	7:35 AM	Mex16	7:40 AM	7:43 AM
8:07 AM	15	8:25 AM	14	----	8:45 AM
8:54 AM	15	9:10 AM	Mex16	9:15 AM	9:18 AM
9:27 AM	15	9:45 AM	14	----	10:05 AM
11:12 AM	15	11:30 AM	Mex16	11:35 AM	11:38 AM
11:37 AM	15	11:55 AM	14	----	12:15 PM
12:49 PM	15	1:05 PM	Mex16	1:10 PM	1:13 PM
12:57 PM	15	1:15 PM	14	----	1:35 PM
2:17 PM	15	2:35 PM	14	----	2:55 PM
3:14 PM	15	3:30 PM	Mex16	3:35 PM	3:38 PM
3:37 PM	15	3:55 PM	14	----	4:15 PM
----	----	4:40 PM	Mex16	4:45 PM	4:48 PM
4:57 PM	15	5:15 PM	14	----	5:35 PM

Medical Center > Towpath Towers > Walmart					
Med Ctr	Route	CCC	Towpath	Route	Walmart
----	----	----	----	----	----
7:10 AM	14	----	7:30 AM	Mex	----
7:25 AM	14	----	7:50 AM	15	8:07 AM
8:35 AM	Mex16	8:40 AM	8:47 AM	----	----
8:45 AM	14	----	9:10 AM	15	9:27 AM
10:05 AM	14	----	10:30 AM	15	10:47 AM
10:35 AM	Mex16	10:40 AM	10:47 AM	15	11:04 AM
12:15 PM	14	----	12:40 PM	15	12:57 PM
12:30 PM	Mex16	12:35 PM	12:42 PM	----	----
1:35 PM	14	----	2:00 PM	15	2:17 PM
2:55 PM	Mex16	3:00 PM	3:07 PM	----	----
2:55 PM	14	----	3:20 PM	15	3:37 PM
4:15 PM	14	----	4:40 PM	15	4:57 PM
4:30 PM	Mex16	4:35 PM	4:40 PM	----	----
5:35 PM	14	----	6:00 PM	Osw46	----

Proposed Fixed Route Saturday Service Schedule

Walmart > Towpath Towers > Medical Center					
Walmart	Route	Towpath	Route	CCC	Med Ctr
----	----	8:50 AM	14	----	9:10 AM
9:47 AM	15	10:05 AM	14	----	10:25 AM
11:02 AM	15	11:20 AM	14	----	11:40 AM
12:17 PM	15	12:35 PM	14	----	12:55 PM
2:12 PM	15	2:30 PM	14	----	2:50 PM
3:27 PM	15	3:45 PM	14	----	4:05 PM

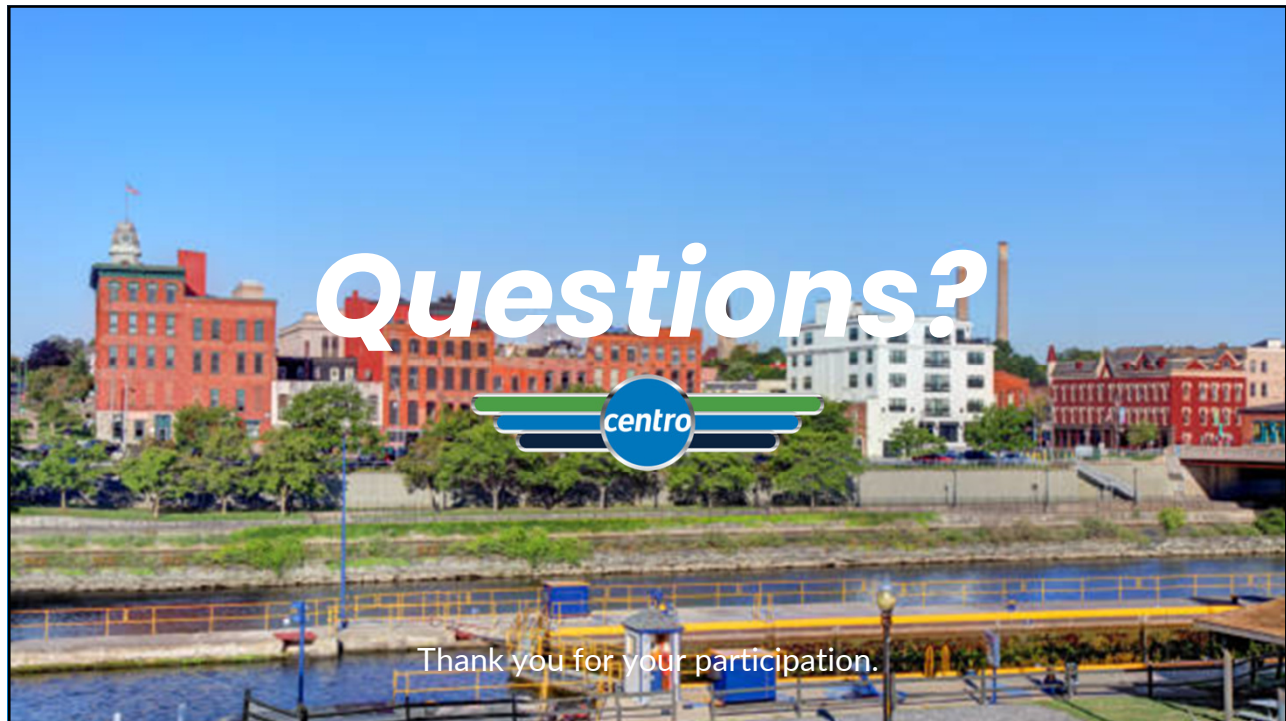
Medical Center > Towpath Towers > Walmart					
Med Ctr	Route	CCC	Towpath	Route	Walmart
9:10 AM	14	----	9:30 AM	15	9:47 AM
10:25 AM	14	----	10:45 AM	15	11:02 AM
11:40 AM	14	----	12:00 PM	15	12:17 PM
12:55 PM	14	----	1:15 PM	15	1:32 PM
2:50 PM	14	----	3:10 PM	15	3:27 PM
4:05 PM	14	----	4:25 PM	----	----

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Next Steps

- Public Comments accepted through November 28, 2025
- Centro Board Approval
- Changes go into effect January 26, 2026

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Title VI Service Equity Analysis and Public Hearing Staff Report

Better Bus Oswego

**Attachment 4
Public Hearing Handouts**



City of Oswego System Redesign

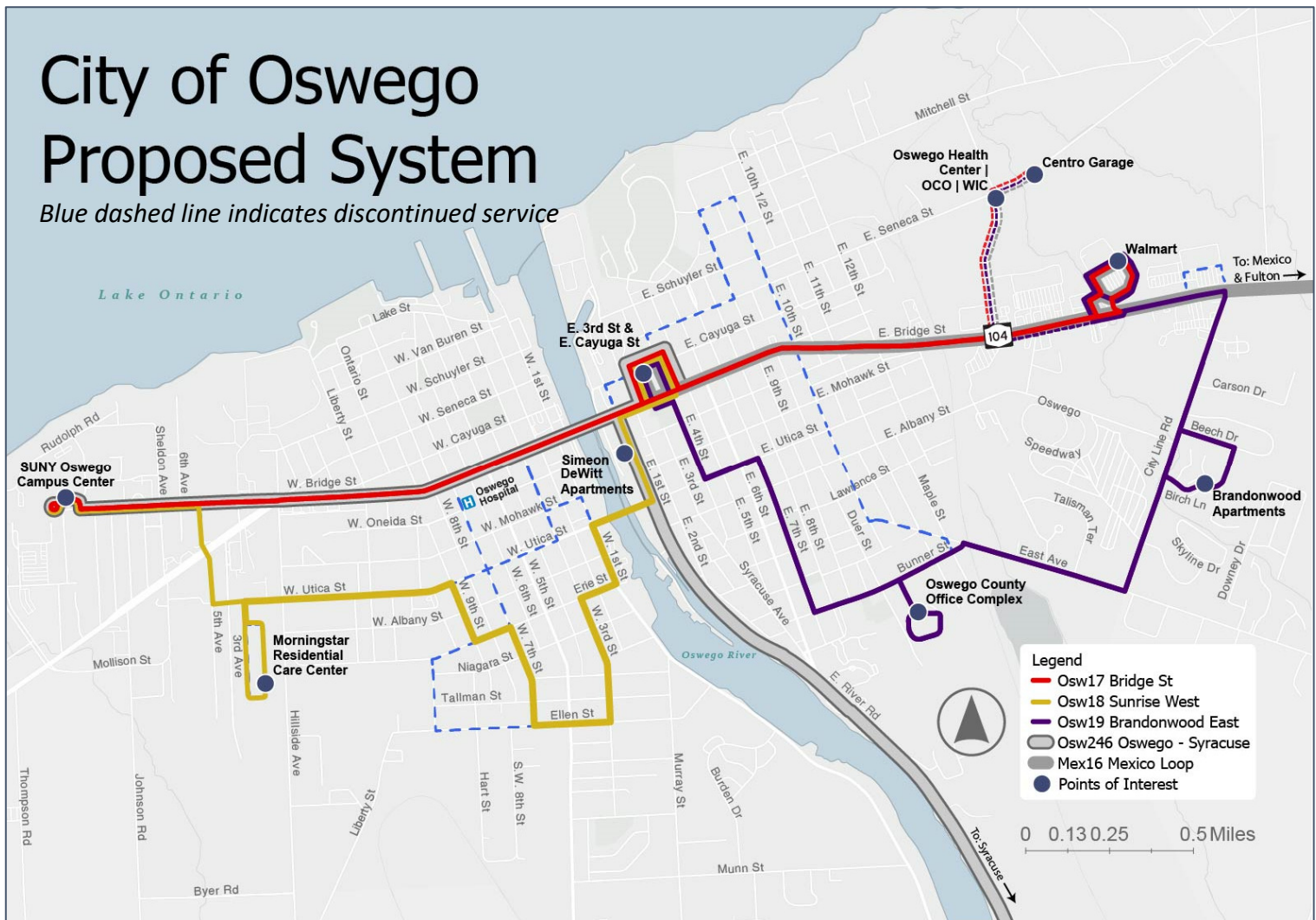
Service Change Summary

After collecting feedback from customers, Centro has updated its proposed redesigned bus system for the City of Oswego. The redesigned system will feature improved routing that will continue to serve the Oswego community but with greater frequency. In addition, the downtown transfer point will be relocated from Bridge St. to E. 3rd St. & E. Cayuga St. providing safe and easy transfers between lines.

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,
- consolidated 7 routes down to 3 routes that serve key points of interest throughout the city with regular frequency,
- a new crosstown route operating on a 45-minute frequency along Bridge St between Walmart and SUNY Oswego Campus,
- 90-minute frequency on Osw18 Sunrise West and Osw19 Brandonwood East (trip leaving Walmart every 90 minutes).



Alternate Service Available

- **Oswego County Public Transit**
 - Available in areas where service was discontinued. Visit the oco.org website for more information.

Can I still travel outside of Oswego?

Yes! We maintained connections to the Mex 16 Mexico Loop with service to Mexico and Fulton and the Osw246 Oswego – Syracuse route.

How can I provide feedback on this change?

Comments are accepted until November 28, 2025, via email at cnyrta@centro.org, telephone at (315) 442-3400, our social media accounts (Facebook, X, and Instagram) @GoCentroBus, mail by writing to Centro, 200 Cortland Ave., Syracuse, NY 13205, or fax at (315) 442-3337.

Proposed Fixed Route Service Schedule

Attachment 4 - Public Hearing Handouts

Westbound - Walmart to SUNY

Schedule	Walmart	Route	Downtown	Route	SUNY
Weekday	----	----	6:00 AM	18	6:22 AM
Weekday	6:30 AM	17	6:42 AM	17	6:55 AM
Weekday	6:41 AM	19	7:05 AM	18	7:27 AM
Weekday	6:56 AM	19	7:20 AM	Mex16	7:27 AM
Weekday	7:15 AM	17	7:27 AM	17	7:40 AM
Weekday	8:00 AM	17	8:12 AM	17	8:25 AM
Weekday	8:11 AM	19	8:35 AM	18	8:57 AM
Weekday	8:45 AM	17	8:57 AM	17	9:10 AM
Weekday	----	----	9:20 AM	Mex16	9:27 AM
Weekday	9:30 AM	17	9:42 AM	17	9:55 AM
Weekday	9:41 AM	19	10:05 AM	18	10:27 AM
Weekday	10:15 AM	17	10:27 AM	17	10:40 AM
Weekday	10:56 AM	19	11:15 AM	Mex16	11:22 AM
Weekday	11:00 AM	17	11:12 AM	17	11:25 AM
Weekday	11:11 AM	19	11:35 AM	18	11:57 AM
Weekday	11:45 AM	17	11:57 AM	17	12:10 PM
Weekday	12:30 PM	17	12:42 PM	17	12:55 PM
Weekday	12:41 PM	19	1:05 PM	18	1:27 PM
Weekday	1:15 PM	17	1:27 PM	17	1:40 PM
Weekday	1:16 PM	19	1:40 PM	Mex16	1:53 PM
Weekday	2:00 PM	17	2:12 PM	17	2:25 PM
Weekday	2:11 PM	19	2:35 PM	18	2:57 PM
Weekday	2:45 PM	17	2:57 PM	17	3:10 PM
Weekday	2:51 PM	19	3:15 PM	Mex16	3:22 PM
Weekday	3:30 PM	17	3:42 PM	17	3:55 PM
Weekday	3:41 PM	19	4:05 PM	18	4:27 PM
Weekday	4:15 PM	17	4:27 PM	17	4:40 PM
Weekday	5:00 PM	17	5:12 PM	17	5:25 PM
Weekday	5:11 PM	19	5:35 PM	18	5:57 PM
Weekday	5:45 PM	17	5:57 PM	17	6:10 PM
Weekday	6:30 PM	17	6:42 PM	17	6:55 PM
Weekday	6:26 PM	19	6:50 PM	----	----
Weekday	7:15 PM	17	7:27 PM	17	7:40 PM
Weekday	8:00 PM	19	8:24 PM	18	8:46 PM
Weekday	9:30 PM	19	9:54 PM	18	10:16 PM
Saturday	7:49 AM	17	7:59 AM	17	8:09 AM
Saturday	8:15 AM	19	8:39 AM	18	9:01 AM
Saturday	9:45 AM	17	9:57 AM	17	10:10 AM
Saturday	10:26 AM	17	10:36 AM	17	10:46 AM
Saturday	10:30 AM	17	10:42 AM	17	10:55 AM
Saturday	11:15 AM	19	11:39 AM	18	12:01 PM
Saturday	12:00 PM	17	12:12 PM	17	12:25 PM
Saturday	12:45 PM	17	12:57 PM	17	1:10 PM
Saturday	12:45 PM	19	1:09 PM	18	1:31 PM
Saturday	1:30 PM	17	1:42 PM	17	1:55 PM
Saturday	2:15 PM	17	2:27 PM	17	2:40 PM
Saturday	2:15 PM	19	2:39 PM	18	3:01 PM
Saturday	3:49 AM	17	3:59 PM	17	4:09 PM
Saturday	3:45 PM	19	4:09 PM	18	4:31 PM
Saturday	5:15 PM	19	5:39 PM	18	6:01 PM
Saturday	6:45 PM	17	6:57 PM	17	7:10 PM
Saturday	7:30 PM	19	7:54 PM	18	8:16 PM
Sunday	7:49 AM	17	7:59 AM	17	8:09 AM
Sunday	10:26 AM	17	10:36 AM	17	10:46 AM
Sunday	3:49 PM	17	3:59 PM	17	4:09 PM

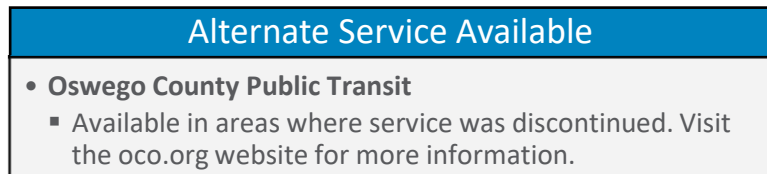
Eastbound - SUNY to Walmart

SUNY	Route	Downtown	Route	Walmart
6:22 AM	18	6:45 AM	----	----
6:55 AM	17	7:05 AM	17	7:15 AM
7:27 AM	18	7:50 AM	19	8:11 AM
7:40 AM	17	7:50 AM	17	8:00 AM
8:25 AM	17	8:35 AM	17	8:45 AM
8:57 AM	18	9:20 AM	19	9:41 AM
9:10 AM	17	9:20 AM	17	9:30 AM
9:55 AM	17	10:05 AM	17	10:15 AM
----	Mex16	10:35 AM	19	10:56 AM
10:27 AM	18	10:50 AM	19	11:11 AM
10:40 AM	17	10:50 AM	17	11:00 AM
11:25 AM	17	11:35 AM	17	11:45 AM
11:57 AM	18	12:20 PM	19	12:41 PM
12:10 PM	17	12:20 PM	17	12:30 PM
----	Mex16	12:55 PM	19	1:16 PM
12:55 PM	17	1:05 PM	17	1:15 PM
1:40 PM	17	1:50 PM	17	2:00 PM
1:27 PM	18	1:50 PM	19	2:11 PM
----	Mex16	2:30 PM	19	2:51 PM
2:25 PM	17	2:35 PM	17	2:45 PM
3:10 PM	17	3:20 PM	17	3:30 PM
2:57 PM	18	3:20 PM	19	3:41 PM
3:55 PM	17	4:05 PM	17	4:15 PM
4:40 PM	17	4:50 PM	17	5:00 PM
4:27 PM	18	4:50 PM	19	5:11 PM
5:25 PM	17	5:35 PM	17	5:45 PM
----	Mex16	6:05 PM	19	6:26 PM
6:10 PM	17	6:20 PM	17	6:30 PM
5:57 PM	18	6:20 PM	19	6:41 PM
6:55 PM	17	7:05 PM	17	7:15 PM
7:40 PM	17	7:50 PM	17	8:00 PM
8:46 PM	18	9:09 PM	19	9:30 PM
10:16 PM	18	10:39 PM	19	11:00 PM
----	----	----	----	----
----	----	----	----	----
----	----	----	----	----
9:01 AM	18	9:24 AM	19	9:45 AM
10:10 AM	17	10:20 AM	17	10:30 AM
----	----	----	----	----
10:55 AM	17	11:05 AM	17	11:15 AM
12:01 PM	18	12:24 PM	19	12:45 PM
12:25 PM	17	12:35 PM	17	12:45 PM
1:10 PM	17	1:20 PM	17	1:30 PM
1:31 PM	18	1:54 PM	19	2:15 PM
1:55 PM	17	2:05 PM	17	2:15 PM
2:40 PM	17	2:50 PM	17	3:00 PM
3:01 PM	18	3:24 PM	19	3:45 PM
----	----	----	----	----
4:31 PM	18	4:54 PM	19	5:15 PM
6:01 PM	18	6:24 PM	19	6:45 PM
7:10 PM	17	7:20 PM	17	7:30 PM
8:16 PM	18	8:39 PM	19	9:00 PM
12:27 PM	17	12:37 PM	17	12:47 PM
3:07 PM	17	3:17 PM	17	3:27 PM
8:27 PM	17	8:37 PM	17	8:47 PM

After collecting feedback from customers, Centro has updated its proposed redesigned bus system for the City of Fulton. The redesigned system will feature improved routing that will continue to serve the Fulton community but with greater frequency. Fulton City routes will no longer service the Cayuga Community College campus.

The modified routing provides:

- consistent and reliable service as the routing is the same for all trips,
- streamlined routing for more direct service to popular destinations,
- 80-minute frequency across the City,
- one-seat rides between west and east routes,
- service to Cayuga Community College continues to be available on the Mex16 Mexico Loop and Osw246 Oswego-Syracuse routes.



Yes! We maintained connections to the Mex 16 Mexico Loop with service to Mexico and Oswego and the Osw246 Oswego – Syracuse route.

Comments are accepted until December 1, 2025, via email at cnyrta@centro.org, telephone at (315) 442-3400, our social media accounts (Facebook, X, and Instagram) @GoCentroBus, mail by writing to Centro, 200 Cortland Ave., Syracuse, NY 13205, or fax at (315) 442-3337.

Proposed Fixed Route Weekday Service Schedule

Walmart > Towpath Towers > Medical Center					
Walmart	Route	Towpath	Route	CCC	Med Ctr
----	----	----	----	----	----
6:47 AM	15	7:05 AM	14	----	7:25 AM
----	----	7:35 AM	Mex16	7:40 AM	7:43 AM
8:07 AM	15	8:25 AM	14	----	8:45 AM
8:54 AM	15	9:10 AM	Mex16	9:15 AM	9:18 AM
9:27 AM	15	9:45 AM	14	----	10:05 AM
11:12 AM	15	11:30 AM	Mex16	11:35 AM	11:38 AM
11:37 AM	15	11:55 AM	14	----	12:15 PM
12:49 PM	15	1:05 PM	Mex16	1:10 PM	1:13 PM
12:57 PM	15	1:15 PM	14	----	1:35 PM
2:17 PM	15	2:35 PM	14	----	2:55 PM
3:14 PM	15	3:30 PM	Mex16	3:35 PM	3:38 PM
3:37 PM	15	3:55 PM	14	----	4:15 PM
----	----	4:40 PM	Mex16	4:45 PM	4:48 PM
4:57 PM	15	5:15 PM	14	----	5:35 PM

Medical Center > Towpath Towers > Walmart					
Med Ctr	Route	CCC	Towpath	Route	Walmart
----	----	----	6:30 AM	15	6:47 AM
7:10 AM	14	----	7:30 AM	Mex	----
7:25 AM	14	----	7:50 AM	15	8:07 AM
8:35 AM	Mex16	8:40 AM	8:47 AM	----	----
8:45 AM	14	----	9:10 AM	15	9:27 AM
10:05 AM	14	----	10:30 AM	15	10:47 AM
10:35 AM	Mex16	10:40 AM	10:47 AM	15	11:04 AM
12:15 PM	14	----	12:40 PM	15	12:57 PM
12:30 PM	Mex16	12:35 PM	12:42 PM	----	----
1:35 PM	14	----	2:00 PM	15	2:17 PM
2:55 PM	Mex16	3:00 PM	3:07 PM	----	----
2:55 PM	14	----	3:20 PM	15	3:37 PM
4:15 PM	14	----	4:40 PM	15	4:57 PM
4:30 PM	Mex16	4:35 PM	4:40 PM	----	----
5:35 PM	14	----	6:00 PM	Osw46	----

Proposed Fixed Route Saturday Service Schedule

Walmart > Towpath Towers > Medical Center					
Walmart	Route	Towpath	Route	CCC	Med Ctr
----	----	8:50 AM	14	----	9:10 AM
9:47 AM	15	10:05 AM	14	----	10:25 AM
11:02 AM	15	11:20 AM	14	----	11:40 AM
12:17 PM	15	12:35 PM	14	----	12:55 PM
2:12 PM	15	2:30 PM	14	----	2:50 PM
3:27 PM	15	3:45 PM	14	----	4:05 PM

Medical Center > Towpath Towers > Walmart					
Med Ctr	Route	CCC	Towpath	Route	Walmart
9:10 AM	14	----	9:30 AM	15	9:47 AM
10:25 AM	14	----	10:45 AM	15	11:02 AM
11:40 AM	14	----	12:00 PM	15	12:17 PM
12:55 PM	14	----	1:15 PM	15	1:32 PM
2:50 PM	14	----	3:10 PM	15	3:27 PM
4:05 PM	14	----	4:25 PM	----	----



Title VI Service Equity Analysis and Public Hearing Staff Report

Better Bus Oswego

**Attachment 5
Public Comments**



The questions/comments and oral testimony transcriptions are based on a review of the YouTube videos and their corresponding auto-generated transcriptions. In some cases, audio was insufficient for transcription and has been indicated by the term 'unintelligible.' All attempts were made to accurately document the statements below.

Questions / Comments from the City of Oswego Public Hearing on November 18, 2025

Participant: I have a question. Are there no buses running in Fulton on a Sunday?

Centro: There are not buses running in Fulton on Sunday.

Participant: That's what I caught when I was looking at the schedule up there that the city of Oswego has Sunday bus route.

Centro: It goes from Fulton though.

Participant: It goes to Fulton.

Centro: It goes through Fulton. So, you can get from Oswego to Fulton on a Sunday.

Participant: But there is no route to the city of Fulton itself. Okay.

Centro: Correct. Same thing with the city of Oswego. There is limited, there's three trips. But that route is really a bus that leaves our garage, goes through the City of Oswego on its way to Syracuse and back.

Participant: Oh, okay. So, there is really no service, per se.

Centro: Correct. It's limited. Yes

Participant: Got it.

Participant: Um, how do you plan on I know you already know with some of the students as you know you know about proposed changes but how do you plan on advertising the changes to them once uh they are like gone?

Centro: Well, we have a good working relationship with SUNY Oswego. So, what we'll do is we'll uh contact auxiliary services um and we'll make sure that we get information out to them directly through the school through their normal communication systems which they're used to getting information. That's usually the best way for us to reach them. We'll also have it on social media. Um, we're probably going to be when we put the changes into effect, I'm going to guess we're going to be on site a little bit till people get used to what's going on.

Questions / Comments from the City of Fulton Public Hearing on November 20, 2025

Centro: Yes, sir. Hey, what is your name?

Participant: David. David Fair. David, You can go back to the uh system map.

Centro: Sure.

Participant: So when I saw this, I had an email. Um I'm on the I think it was on the transportation ridership committee.

Centro: Yes. Yep.

Participant: Uh so I looked at this and I thought, oh to go from east side to west side, you have to change buses at towpath. Then I'm thinking that makes no sense. So could you pick a point, maybe Towpath to go around the west side and over to the east side?

Centro: Sure. I'll bring James. So So where are you looking for?

Participant: Sorry. Well, just uh like the whole route should be a start.

Centro: So, if you were to get on at Walmart, let's say you've just done some shopping at Walmart and you live out on fourth street over here. Okay. You're going to get on at Walmart. It's going to come in Hannibal. Go through Fulton Commons. Okay. That's that area there. Out Broadway past the uh Bullhead Point Pavilion. Continue on Broadway. It's going to come up West First Street past Fulton Mills. Go through the Price Chopper parking lot across the North Bridge. which I'm not sure the name of that street right off south um west east first sorry um continue then once it gets to towpath so that was the 15 route once it gets to towpath it becomes the 14 route continues on loops here comes up um route three or 481 uh right on Harrison and then I think this is sixth and then we're out here uh to route three to Pathfinder Courts and continuing on back to Broadway and out fourth to your destination on fourth. Okay.

Participant: And then the continue on back over to Walmart?

Centro: So yeah, it just loops down here past the medical center. This is what we call the end of the line for the 14. So this is the end of the outbound trip. And now you're starting your trip that goes back to Towpath. This reverses the route. So there's no more looping. There's no more circles where you get on one spot, you got to go all the way around to get back to the other spot. Everything is out and back. But you continue on pathfinder uh up through here just reversing the route that you just did. Towpath now becomes a 15. Comes this way and this is where it does the loop for Fulton Mills that we built. So we're always coming on the uh door side for Fulton Mills. You come here and before you pass Fulton Mills, you're making a right here and then on Vorhees and then a left on fourth, a left on Broadway, a left on first stopping door side of Fulton Mills. Then doing that loop again. Left on Vorhees, left on fourth, right on Broadway out through Fulton Commons up above.

Participant: That's what I expected you to say. Yep. I said I first looked at that map. I said, "Oh, there's one bus route here on the west side, one here." I said, "With a bus change." I said, "That makes no sense." I'll bet you it changed from the blue route to the purple. The same bus.

Centro: That's right. There's one bus running around the city. We have other buses that come through. So the Mexico bus the Mexico bus will come in and through which then it goes to Cayuga community college. We talked about how that's the one of the two routes that will serve community college there. Then it'll go to towpath sometimes it has 40 minutes before it does its next trip. So it will spend 40 minutes doing service in Fulton. It'll do maybe a full route outbound of inbound of 15 because most people most of our communities we find people want to go to Walmart. So, when we're going to add service somewhere, it's generally going to be to a Walmart. End of lines are generally going to be Walmarts in a lot of our places. So, when we find that we have



extra time for the uh Mexico bus in the city of Fulton, we send it to Walmart and back if we have 40 minutes. If we only have 20, we send it right to Walmart. We have to do what's called a dead head where it'll just drive out there and then it'll do the inbound part of the trip, bringing people back from Walmart and getting them to the Common Center.

Participant: I appreciate that. That's exactly what I expect you to say.

Centro: Okay, it's intuitive, right? That's and that's what Steve talks about and that's what we talk about when we do system redesign. It should be something that you or anyone can just look at and be like, "Yes, now I get it. It makes sense." Right? It makes sense that the city the bus just continues on through the city.

Participant: As long as someone doesn't make a mistake like I did, think two separate routes. You got to change buses.

Centro: That's where the drivers come in handy. The drivers are going to be like, "Where are you going? Stay on the bus." Yeah. We have great drivers. And our schedule is set up where it'll show it continues on. So on our schedule, you'll know that if you need to get from Walmart to more, you can just add the bus.

Centro: Yes.

Participant: My question is when the Mexico bus comes in and doesn't move over there, you still have the regular Fulton bus going. So at that point, there's still two buses in the city.

Centro: There will be that. Yes, there are time. So the one bus that comes in, so there's one bus that comes down first thing in the morning and starts his Fulton service. that driver gets like a 40-minute break at Walmart from like 11 to 11: 45 or something like that. And during that time there's there the Mexico bus is doing service in the city at that point.

Participant: So at that point there's still only one bus in the city for that

Centro: at that particular time Yeah. Because the driver has to take a break. Yes. Correct.

Participant: I got a two maybe three prong question.

Centro: Sure.

Participant: Um it's you cut out I mean Walmart and Price Shopper certainly are probably the primary shopping spots but you used to have bus that would drive by Save a lot as well as Aldi and now those are no longer options. Um I'm from office for the aging and this a concern and I you know I'm sure they could all walk there but elderly or disabled people that might not be really a walking distance for them. So that's the first part of it. The second part is when you had your meetings at the mills and I told those were those issues that were brought up and the third you had also mentioned that you're working with the county mobility, are they going to be able to help people shopping?

Centro: Uh um I'll go reverse forward. Uh you sure the uh the county transportation they have uh a a on demand service that they that they uh operate that will serve areas where we do not serve. That is what their goal is. Heather Snow operates that. She's she's tremendous. Um we work in and she's she's been recently appointed to our board. So she's my boss. So, um, we make sure that we're in constant contact and if there's issues that come that arise that we have some concerns, we'll we'll we'll handle them. Uh, question regarding Aldi, I will tell you that the service to Aldi or any any location that was taken away because ridership wasn't there. People aren't currently using it. So, if you're not currently using it, it's hard. I mean, do do we serve the one person who wants to go to Aldis or everybody else who wants to go to the other locations? It's it's a tough decision. Uh and I'm sorry, the third question was, oh, Fulton mills. So, um yeah, they're not happy with us. There's I'm not Yeah, I'm not going to share, but they're not happy about it. But there's some misconceptions on how the service operates. They also they believe that the buses at every bus stop just stop and wait for people to show up. That's not what we do. We wait. We wait and see if there's people there. The bus, if there's nobody there, we

continue on. Um we have told them that we will uh we will install we have real-time information access to real time information systems to limit the the amount of time that they would have to wait for us. Um and also we would put a shelter in that location. So anybody that's waiting there would be have be covered from the rain snow or whatever would most is most uh is most concerning. Um so we will offer some mitigation uh elements to that that population as well. Uh currently they are using the front stop. We only go back here five times a day. The rest of the time we travel is to this location now. It's currently being used.

It's we we what we don't want to do is we had a situation in Cortland. We just started Cortland service about a year about 9 months ago. There's a hospital there. They said, "We really need you to drop people off in the front circle." We said, "We have some concerns. We have larger buses." Um, and there's and they don't take care and they don't remove vehicles from that location. So, the alternative is that if you get into a circle, you see somebody in a circle, see a truck in a circle, you can't pull in there cuz you're stuck until somebody comes out. So, they they do we call it a short turn. They short turn to a parking lot. We're fine until we hit some hit a we had an accident. Nobody was hurt thankfully. did some damage to the bus could have been a lot worse. Similar situation we look at both Fulton mills. We have identified this as a safety issue where my driver says listen this is a safety concern that we have. We have to pay attention to what our driver who does this every day um performs the route and then you know we kind of owe it to them to say okay this really feels like the same type of situation. It's just not if it's when we have a problem here we don't want somebody to get hurt. We understand it's a uh certainly is a a different way of boarding bus and maybe an inconvenience, but at the end of the day, if we're not operating safely, there's no sense of having buses on the road and it has to take priority from our perspective. We also know that the the uh city police have done some research and they're concerned about us backing traffic up along this area a little bit. We understand that that's we do we operate on streets back up traffic all the time. It's an inconvenience. If there's a continuing issue, we will readdress. But I, we, think at this point, we know we have an issue here. We believe we might have an issue here. I don't think we will, but we'll see how that goes. We'll we'll if the police department has some concerns, we'll we'll deal with it.

Participant: Is there an actual time point at Fulton Mills? An actual time point at Fulton Mills.

Centro: Yep.

Participant: So, say or after that the bus is supposed to be there for. So, if there's a time point, then people know they should be out there. They're not standing waiting.

Centro: Correct. Correct. And and we can have a monitor inside their lobby. It's it's all web based. As long as they have access to the internet, it'll show the predicted arrival time, not the scheduled, but the actual predicted by through an algorithm like like Uber operates and also a map showing where that bus actually is. So there's no need to be out there 10 minutes before the bus is getting there. You can sit there and see it and go, "Okay, that bus is coming around the corner. I'm going to scoot out there and get to where I need to be."

Participant: And what's the previous time point.

Centro: Go ahead. Sorry. If you're coming from Walmart, the previous time point will be uh Fulton Common. And if you're coming from this direction, if you're coming from the north, the previous time will be price chopper. Okay. Yeah. Now, all of our stops have predicted time points. Predicted times, right? But the time points are the fixed ones that the stops have the predictions based on.

Participant: Would it be possible if you run the shelter at the mills to put like a blue light there? So, some if your drivers had a hard time seeing someone's there waiting for people are worried that they're going to pass by. Just flip a light and a blue light comes on so the driver can see there's someone there waiting for them.

Centro: Our goal, I'll say this. If there's somebody waiting there and the driver goes by, I'm having a conversation with the driver. That shouldn't happen. They they should be that's their job. We try to keep their eyes focused on the road, but their job is at a shelter. You need to see if there's somebody there. Yes, sir.

Participant: Frank, county legislator.

Centro: Yes.

Participant: Most of the east side is my territory. Yes. Uh couple questions. Uh I I saw your presentation as to why you say you're doing this. Have the, has any of this had to do with federal aid or state aid being cut or have you received more state aid?

Centro: This has nothing to do with aid. Like I said, we're not reducing the level of service. We're reallocating. So the amount of money that we're spending on service now is the same amount we're going to be spending going forward.

Participant: That's debatable. And we'll debate that at some point in time. But is the reason I'm asking that is um you say you you're down to less than one person and that's why you know you did your reduction and do it. Still the point is you're eliminating some of the points where the biggest need for transportation has been moved and if you're looking at people move that I just don't see I see what you're saying about the mills what's going around and around the circle and I can see about the people worried about having to stand I see people standing on the corner of fourth and uh Brad Street waiting for the bus. Uh and you got a camera, you know, you're letting people know in the mills where the bus is, but to the person that's waiting to go to work at 7:00 in the morning on Fourth Street and the bus is going to be a half hour late. They don't know that.

Centro: If they have our app. Well, if they have our app. Yeah. Well, we we provide as much technology as we can to make it as easy as possible.

Participant: I I hear what you're saying, but we're talking about people that use the bus. 90% of them, okay, our public assistance in one way, shape, or another. To be late is one thing. To not show up is another thing. And I'll discuss that in my conversation at the end. But uh you're doing this and uh I just I see it ending at Walmart at 4: 30 in the afternoon. I mean that's great for the shoppers. Okay. But what about the people that are working? I mean, what do we supply for them? And I don't think OPT is going to pick up uh after 4: 30 in the afternoon for somebody that's working at Walmart and they don't get done until 6: 00. And I mean uh attuned to the fact that if somebody has any reason not to work, they'll not work. And if they don't have transportation, if they have to use a cab to get back home after being dropped off there, they won't, you know, it'll cost them too much money. And I'm just looking at what you cut back in the year, right? And right now you're stopping at 4: 30 in the afternoon at Walmart. Okay. Um, somebody that's working down at Pathfinder Court working at Walmart. He doesn't get done till 600 7: 00 at night. How are they going to get home? They take the cab. Okay. Now, yes, OPT, you know, we do have talk possibility of calling OPT and scheduling a cab or something like that. But this is stuff that and I know that, you know, I want to ask you the amount of money that you're receiving, but I know that it's a large sum of money because I see what the budget is, okay, county level as to what services that you're going to supply for us. And I'm thinking about the people. So all I'm thinking about I don't care if there's one one person. I want to know why the one person is not going to be coming back over here. Okay. How did a long time ago? It used to be 11 or 12: 00 at night to go over.

Participant: Not in Fulton.

Participant: Yes. It was when I was when I was when I was at city meeting back good 15 years ago.

Centro: I have been with Centro for 28 years. Never. And the service of Fulton has never gone to 11:00 at night.

Participant: Well, in Oswego but not here.

Centro: Correct.



Participant: Okay. The the mayor at the time lied to me when he said that they're cutting out services at the Walmart. You know, people are getting there. I had a customer I had a girl that that worked over there. She said, "They cut out my service. I have to leave my job. I can't work until now". I know that, you know, uh, my neighbor over here, she's she's the driver, so she would know what services there was service some sort there, but you know, it's it's concerning and the questions I'm asking is if you're still going to receive same amount of money from federal government, state government, okay, that's our taxpayer money and it's other other you get it from other places say get it from the uh uh what is it the uh real property get?

Centro: Yes, recording tax. Yes.

Participant: Okay. Get money from that. That's all that's still taxpayer money.

Centro: Correct.

Participant: And what we're looking for is we're going to cut back. Seems to me if you've got the same amount of money coming in, why would you cut back? And I I hear you on your ears say, "Well, you got one person here. We used to have 40. We got one person over in this where we used to have 20 or 30. Okay. We're no longer going to go to uh the campus from inside the city. Okay. I'll discuss that in open comment. You know, those are the questions I have. You're cutting it back. I don't agree with what you're cutting back. You said the people at Mills weren't happy with you. Uh, and if you've been to any of the, you know, the transportation meetings, you know that, uh, I'm, you know, I'm not a cheerleader for Centro.

Centro: I'm well aware of that.

Centro: I mean, but, you know, I know and I know that no matter what we do, we're not going to make everybody happy. That's not what that's that's the unfortunate thing.

Participant Um, make everybody happy.

Centro: I did I'll give you an example. You talk about funding and we can talk about that maybe outside. I'll just say this in every one of our one of our funding mechanisms is called a 19b match that is money that comes directly from the county to Centro comes from Oswego county comes from county comes from every county that that amount has not increased a dime since the mid 90s hasn't been adjusted for inflation nothing so the my told so the \$30,000 that we got from a particular county in 1992 is the same \$30,000 we get today. And when you index that for inflation, it buys a lot less. The cost of a bus in 1992 was about \$150,000. The cost for a bus right now is close to a million. So, when that number doesn't increase over time and the cost of doing business keeps going up, it's hard to do what we can do. And we're not cut, like I said, we're not cutting service in Fulton. We're reallocating it. The amount of money we're spending, the amount of driver hours behind the wheel today is going to be the same in when we when we implement these changes. So, the cost is the same. What we've done is we've turned to the state and said, we need more operating dollars. We've applied for grants to help pay for buses. We have gone to uh the federal government. The federal government in 1992 used to pay for our operating costs. In 1995 they said you need to go to the state for your operating costs. We'll pay for your hard goods but we're not paying to operate the buses anymore. So now all that burden is on the state. So the finances have changed over time. We're doing the best we can to manage those finances and provide the best service we can for the majority of people that we operate. We can't keep everybody happy. It's not the the uh the math doesn't work. So, we're trying to do what we can to consolidate again, expand in some areas where we can, where we think there's there's going to be opportunities. We're going to expand to serve Micron. We're going to serve Micron from Oswego County. We're going to run that bus that goes from Oswego to Phoenix to Syracuse and it's going to deviate and go to Micron. Guarantee that's what we're going to do. We already know what we're going to do there. So, we're going to make sure we get people from Oswego County to Micron. It's going to cost us more money to do it, but that's the right thing to do. So, I think we do a pretty good job at as as a steward of taxpayer dollars. Okay? I know you're going to disagree with me.

Participant: Your opinion.

Centro: Okay. Any other comments? Questions. I mean questions.

Participant: Are is the bus that does this route wheelchair accessible?

Centro: Oh, yes. All of the buses are wheelchair accessible. Yes. Yep.

Participant: And so the on demand service that you mentioned, how on demand is it?

Centro: That's that's not ours. That's OPT, Oswego County Opportunities. Um, but it is I think there are some limitations to the service. I think they have some funding limitations, but they are but Heather's doing the best she can to stretch the dollars uh as far as she can. Um, and she serves a lot of the rural more rural areas than um than what we serve mostly the the more densely populated areas like Fulton and Oswego. You would reach I can make sure I get you contact information for Heather. You.

Participant: I have it.

Centro: You have it? Okay. Yeah.

Participant: Um, my last question is what was the, when you were doing your research as far as ridership, what what time period did you look at?

Centro: It was what? 2024.

Participant: The whole year?

Centro: Yeah. Entire year 2024. Yep, yep.

Participant: We still have Call-A-Abus service, correct?

Centro: And we still have call bus service. That's, you know, thank you for bringing that up. We still have Call-A-Bus. That's for individuals who physically cannot walk to bus stops. Cannot physically cannot use the bus service. We have Call-A-Bus and you can uh you apply you have to fill out a portion of it. Your doctor fills out a portion of it and then that is a on demand door-to-door service where we come pick you up take you where you want to go as long as it's a location that we currently serve and during hours that we serve.

Participant: Is it 24 hours ahead of time?

Centro: There's a 24-hour window. Yes.

Participant: What's the cost of the buses right now?

Centro: Cost is a dollar.

Participant: A dollar.

Centro: Yep.

Participant: Okay say somebody, go back to a map. I'm sorry. If somebody wants to get off of War Memorial, which there's sports at War Memorial all the time. If the bus is going to Walmart, can they ride back around and get off on that proper side of the road in front of the War Memorial, which is down the road?

Centro: So, as long as they're not getting off the bus, it's a dollar.

Participant: Okay. So, they can ride around along our way back and get off on that side of the road.

Centro: Yep



Participant: Without an extra cost.

Centro: Correct.

Participant: Okay.

Centro: Yep.

Centro: So as long as it's not that so long as the driver is not then dead heading somewhere else than Walmart.

Participant: [unintelligible] Towpath.

Centro: So on occasion Yes. So that driver could be taking his 45-minute break at which point the customer would not be able to stay on the bus.

Participant: They need to talk to the driver.

Centro: Right. Exactly. Yes. Any other questions? Okay. Um, at this point I'm going to officially open up the public hearing portion of our presentation. Uh, I know that many of you have signed up for an opportunity to speak and I'm just going to go in the order in which I see individuals here. Uh and Ronda, you are first.

Oral Testimony from the City of Fulton Public Hearing on November 20, 2025

Rhonda Campolieta: Rhonda Campolieta, second ward counselor. [unintelligible] I think we can make what's being proposed workable. Had terrific experience communicating with Centro, appreciate that as well as uh Heather Snow and I had a great experience sitting with what ended up to be a change of command in the police department. Um, Chief Dempsey right on the ball sent his staff over to monitor. Uh, he's not even a moot exercise because he has a lot of new staff and maybe the chief had an opportunity to see for himself exactly what's what's going on there. [unintelligible] to monitor that situation.

I feel as strongly as a counselor that we want to continue to have a good relationship with Centro. This community cannot afford not to have Centro services. And so, whatever we can do as a city um to advertise your app for that or any other thing that will continue to help not only the residents understand what the resources are for ridership increases um is a positive thing. If the residents of Mills aren't happy with you, that's my fault. I'll share that burden with you. Uh but I believe strongly that they're better with a service than without a service where it is. And we'll monitor that as a city and help fight on the back side of the building to keep it clear. In the smaller buses, they do service and access your buses will go back and keep continue to monitor travel situations after especially bad weather conditions. So that's pretty much my take on it. We worked hard right from the beginning here this fall in conversation and collecting data, dealing with residents. We are the fact there will be more housing come in hopefully sooner than later and I look forward to see the organization take another look on the east side where those developments will be and hopefully other things will be and then [unintelligible]. So, we're just looking to be your partners. Appreciate the open, honest communication we've had. Thank you.

Centro: Appreciate that. Thank you for your comments. Uh, next on uh the list is uh David?

Participant: All set, thank you.

Centro: So, you you said what you want to say in the questions. Okay, good. All right. Um, Chris. Chris Dempsey, Chief.

Chris Dempsey: Is this on? The microphone? It doesn't matter. Uh, good evening. I appreciate you guys coming in. Um, I'm just going to, uh, at the end of September, um, I received an email from from Steve and Centro, um, requesting, um, or talking about some issues, uh, that they had and requesting, um, that we do some type of a traffic study over in the area of Fulton Mills. Um, so I'll just go over uh the emails that were exchanged between us or some of them if that's okay with you.

Centro: That's fine.

Chris Dempsey: Um and it it'll encompass pretty much everything. Um so on September 26th, I was contacted by Steve and um and he just said, "I'm sending you this email at the request to councilor Rhonda Campolieta who's been working with Centro and Fulton Mill residents regarding the consolidation of our bus stops at Fulton Mills. Currently, Centro has two stops serving this location. Uh, and he included maps. Um, and then he included the times and where they're at. Some are out front, some are out back. Uh, our drivers have expressed safety concerns about accessing the back of the building. As you can see, there's a very sharp and narrow blind right-hand turn that they have to maneuver into the facility. It is impossible for us to make this turn without impeding on oncoming traffic or oncoming drive lane. It is particularly dicey in winter weather when snowbanks further affect line of sight and narrow the road. Also, there are significant issues with regard to vehicles parking along the circle blocking our large buses uh from making it around the circle". So, if you've been down there, there's a circle at the end of the road. Just if you kept going straight and go under the bridge, there's a little uh roundabout there that they turn around. Um uh "we often have to wait for vehicles to move out of the way. Our solution would be to have all pickup and drop-offs performed at the front of the building along West First Street. In a meeting a couple of weeks ago at Fulton Mills, Lieutenant Marino had expressed a concern about our buses blocking traffic along West First, though he was unaware that we currently perform this maneuver nine times each day. Having been Centro uh or at Centro for over 25 years, he's never seen uh traffic uh or blocking traffic



from this bus location. Counselor Campolieta suggested that perhaps Fulton PD would like to observe our buses uh to see if there are any safety concerns. Uh that is why I provided specific times. Uh we would welcome that assessment. Uh, as a New York State Authority, we emphasize working with our community partners to ensure we are providing services that meet the community's needs and provides provide safe, reliable, effective transportation services. To make the stops as convenient as possible, we would also install a bus shelter at this location to protect riders while they wait for our buses and also assist them installing real-time information systems at Fulton Mills to reduce the need to wait very long in elements for our buses". Uh I respond back uh, "Our team will attempt to monitor the traffic flow on West First Street during those times you have listed. Uh and then I asked if there's a need to to have 14 stops throughout the day. I guess I didn't realize they that you had been doing that. Um, you know, and I gave you some time frames. I see that almost every 50 minutes with some being 25, 28, 31 minutes apart. Uh, with nine stops being on West First Street already, what what was the reason to have five more out in the back of the building? Um, again, I'm looking for answers. Uh I'm guessing at one time it was set up this way to try to limit the amount of stops on West First Street uh as it obviously uh is a main thoroughfare through the city. My main concerns would be during rush hours in the morning and afternoon. Traffic backs up quite a bit quite quickly over there". Uh and then I just um cuz a couple of weeks ago uh I was on my way home. So I put in here "a couple weeks ago. I'm on my way home from where waiting on the bridge facing westbound in the left turn only lane uh on the Broadway bridge. Northbound traffic on West First Street was backed up through the intersection of West First Street. West Broadway at a standstill due due to a bus being stopped on West First Street in front of Fulton Mills. The light turned green for westbound traffic uh on on Broadway, but motorists had to wait until the intersection cleared out due to the bus stop. This would have been around 4: 15 or so. Um I didn't know the date at the time it just um or at the time. Uh this has a domino effect as traffic on the bridge gets backed up even further than it already does. There are times that traffic usually during rush hour is backed up all the way across the bridge and on State Route 41 southbound past Dunkin Donuts and northbound past Arby's. Uh sometimes it's down past the police department. Uh, I'm not saying that this is due to Centro bus stops on West First Street, but adding more stops on West First Street will play into these issues. The state will be changing the traffic pattern in the next year or so on West Broadway as they will be putting a traffic signal in at West Second Street. In my opinion, this is going to bottleneck traffic even worse than it is now. The congestion in and around the intersections of West First Street through West Fourth Street could be extreme. Another issue with having a stop on West Street is emergency vehicle access. It is narrow two-lane roadway, one lane northbound, one lane southbound. Now, it starts to open up uh right there uh into two lanes for southbound uh with no no shoulders to pull over onto with a vehicle, let alone a bus stopped in the roadway. This obviously restricts traffic flow and at times could make it impossible for emergency vehicles to pass through there. These are all things that we have to consider. We could possibly be creating or contributing to bigger issues over a widespread area by adding more stops on West First Street. I agree that snow banks and winter weather do add challenges on Riverside Avenue, but it adds challenges throughout the entire city as well. West First Street in front of Fulton Mills gets even more narrow due to the snow and congestion in that area even more and congest congest that area even more. probably isn't a viable solution due to the volume of traffic that exists. Again, we will attempt to monitor for a possible solution."

Uh so the following Monday, um I personally did the traffic study. Uh so I went over there at the times that he listed uh driving back and forth um numerous times throughout the day. Uh the first time I got over there was 11: 11am, no bus, uh at 1313 113p uh on the river side. And these were just notes that I took. Uh bus on Riverside, no issues at the turn. Uh bus takes the turn faster than the two vehicles that came through the area in the 15 minutes that I was there. That is not knock at the at your bus drivers. I'm just there were notes that I took. Um bus did not stop or excuse me, uh bus did not stop, nobody to pick up. 1344 bus did not stop, nobody to pick up. 1434 bus did not stop, nobody to pick up. Uh and that patrol was unable to check the 1614 and 1749 pickup times due to due to the volume calls. On September 30th, the next day, 804 bus did not stop. No pickup. Uh 901, bus on Riverside, no issues at the turn. Bus took the corner faster than the two other vehicles that were in the area while I was there. Bus did not stop as there was no way to pick up. Uh 9: 29, bus did not stop, no way to pick up. Uh 10: 41 bus on Riverside making a turn in the corner. Uh there was a vehicle coming in the opposite direction and the uh bus and vehicle no issues making the turn. Bus did not have did not pick anyone up. So I witnessed a vehicle going north and yes they had to swing out a little bit. The bus took the corner and

they both uh handled the turn. Um uh let's see 11: 59 bused non-stop dropped off at West First Street in Riverside. Uh 1313 bus on Riverside no issues at the turn took about 3 minutes to pick pick up one. Uh 1434 bus did not stop. 1538 bus on Riverside dropped two off took approximately 1 minute. 1614 dropped off one causing traffic to back up into the intersection of West Broadway. According to the patrol officer, she can see this being a big issue. 1749, no bus came. On 10/1 739 bus on Riverside, no issues at the corner, picked picked up one approximately 30 seconds. 804 bus picked up two approximately 1 minute. Now, this is out on uh in front of uh on West First approximately 1 minute causing traffic to back up to the intersection of West Broadway. A vehicle attempting to turn off of the Broadway Bridge to go northbound on West First Street could not due to traffic backed up. Therefore, no westbound traffic behind this vehicle on the bridge was able to make the entire light cycle other than left turn only off of the bridge to travel south on West First Street. 901 bus on Riverside. No issues at the corner. Picked up one approximately one minute. That was the end of uh the study because I I I already saw enough in the short time that I was monitoring this to see that this is going to be a problem, a further problem than we already have, in my opinion. Um so the the email continues, "while on Riverside Ave since Monday. I've not seen any vehicles parked in the turnaround. buses have used both the turnaround as well as the parking lot to turn around and head back north with no apparent issues. I have not seen any issues at the turn in the roadway. I have seen approximately five to six vehicles total driving in the area on Riverside Ave. Traffic is very limited on that roadway as opposed to West First Street and West Broadway. I agree that that the turn on Riverside can be difficult at times and there's no doubt the caution needs to be used. From what I have observed, your drivers use extreme caution throughout the entire city, which is much appreciated. Since October of 2021, and this is as far back as the the stats will show us right now, and it doesn't count 2025. Since October of 2021, there have been zero reported motor vehicle accidents on Riverside Ave. Okay? So if if we were having issues on Riverside and and no doubt I I know the turn is difficult, but if we had cars stacking up and and motor vehicle accidents, I would say we have to change something, but we don't. All right. Over the course of that same period and the areas of concern that I listed in my previous email, there have been 204 motor vehicle accidents with 40 resulting in injuries. These stats do not include 2025. I'm not saying that these are the result of Centro bus stops. What I am saying is by adding additional traffic stoppages, it causes issues elsewhere throughout the surrounding roadways as it congests traffic even more than it already is, which then causes more motor vehicle accidents. The volume of traffic on West Broadway and West First Street is immense. On average, according to the DOT stats, in 2024, from West First Street across the bridge to State Route 41, 20,139 vehicles passed through daily. On West First Street, from Shane, which is known Street Bridge to West Broadway, 8,058 vehicles passed through daily. On West First Street, from Cedar to Broad to West Broadway, 11,132 vehicles passed through daily. From West Fifth Street to West First Street, 13,122 vehicles daily. This is an extreme amount of traffic traveling through those areas, which is where traffic is already an issue. I have personally witnessed traffic uh being backed up through the intersection of West Broadway and West First Street due to the bus stop in front of Fulton Mills in just a short amount of time observing it.

Due to all these factors that must be taken into consideration, we, not just me as a team, as a command staff, uh we believe that it's much safer for everyone in the immediate and surrounding areas, including the bus drivers and passengers to be picking up on Riverside Ave more often than Centro currently does as opposed to West First Street to the West First Street location. Um there was also mention in in the previous email about uh putting up a shelter. um in front of Fulton Mills. This will surely add more pedestrian traffic to the area and more pedestrians loitering in and around the shelter causing damage or other issues with residents of Fulton Mill Apartments. We have already seen this in another location right down here in Towpath uh within the city. The shelter was repeatedly damaged, used as a place to sleep and many issues arose from this shelter which was then requested to be removed. Uh if we add a shelter to this location, these issues will more than likely begin to occur there. I am 100% positive you will have issues there. Okay. Um, we have a homeless population unfortunately here. They will be taking advantage of that shelter. Um you will have problems. They will be um bothering the the residents of Fulton Mill Apartments just like they were bothering the the residents of of Towpath. They were hanging out in the courtyard area. We were constantly going down there and telling them to leave. They were damaging your bus shelter as you're aware. Um, it will cause an issue. Uh, I do understand and appreciate the concerns that Centro has. Based on everything that I pre previously outlined, my recommendation would be to that all pickups are completed on the Riverside Ave side of the building. This is for the safety of all pedestrians,

Centro drivers, and motorists, not just in the immediate area, but all surrounding areas that are already affected by the existing traffic patterns. The new traffic signal at West Second and West Broadway is undoubtedly going to cause significant traffic issues in the area. It is going to be a mess over there with traffic. The state is putting a traffic light in there. It's going to be an issue. Um, adding more traffic stoppages and more pedestrian traffic in front of Fulton Mills apartments is likely going to cause far greater issues not only there, but throughout many other areas of the city.

Um, I I just I there's I don't you can't tell me that it is safer to pick up on a state road um where you have those volumes of traffic than it is on Riverside Ave where there's limited traffic. Um, I know it's difficult for your drivers to maneuver that turn. I understand that. Um, but we're asking for problems if we put a bus stop out in front of Fulton Mills, unless it's further down the road. It's too close to that intersection. Um, I think it's 68 yards from the intersection, something like that. Um, it's just we already have numerous issues with traffic in and around the area and this is going to affect it even more. Um, I I would recommend that it doesn't get put there. Uh, you know, maybe it can go out back uh a little bit further north of where the pickup is and then you can utilize the the parking lots to turn around I watch your buses doing that uh on multiple occasions. um that and then you don't have to worry about the the roundabout there uh cars being parked there. Um maybe that's a solution. Um and maybe it's something, you know, with the snow banks, maybe it's something that DPW, we can um have them check it weekly and make sure they're chopping them down when they can. Well, I think this is a mistake and and I appreciate your service. I really do. Um I'm sure the residents of of the city appreciate it as well. But I just I think this is going to be a huge mistake.

Centro: Thank you for your comments, I appreciate it.

Participant: Chris, where are they putting a signal light?

Chris Dempsey: West Second and West Broadway. Yep, where they took it out years ago.

Participant: [unintelligible]

Yep, yep that's going to be a that's going to be a mess.

Centro: Is there anybody else would like to speak?

Sara Sunday: I I won't speak long. Um, just after hearing what you had to say, I just wanted to comment how many times the bus went by Fulton Mills without stopping. Um, elderly people take a little bit of time to get out there to and how can the bus see cuz I know that there's a little bit of obstructed view to be able to see if somebody's coming out the door to get on the bus. Whether they were around the bac, the door is right there and they can see the bus coming down and they can get out and I'm sure the driver can see them a lot easier on the back side than the front side.

Centro: It's...you know, our our system is designed not to stop every bus stop. It's if we are like in in every location that we serve, people stand at the bus stop. Otherwise, we'd be stopping between doorways all the time.

Sara Sunday: Understandable, but seniors who have always had the bus come around the back and they've always gotten on the bus on the back and now the bus it it is a different system for them and it will take them some getting used to.

Centro: Absolutely.

Sara Sunday: So it's a longer walk for them to get out there and it's a busy road and you know I just see that some people might be missing the trips. I think it's um on a flip the script. I think you're it it's absolutely having more routes that are are going through so people have you know they know that it's that hour or 80 minute loop. It's you're going to get more ridership. That might be part of the reason why you don't have people going out only one rider to the college because how long was the route before? In fact, did they have to change buses? But if it's on a constant loop, you might get more people that, you know, seniors not going to want to be at Aldi for two hours doing their shopping. But if they know the bus is going to be coming back around in that half, you know, 45 minutes, then they might you might get more



ridership on that. Just just my perspective. I I think if you can have one rider on there, it's it's getting one person to where they need to be. And so many times our elderly are overlooked because they they're a smaller population or they they're don't look they're not looked at as as important as somebody that's going for their job um to earn some money. So I just wanted...

Centro: Can you uh enter your name for the record?

Sara Sunday: Oh sorry Sara Sunday.

Chris Dempsey: And just something that, oh sorry.

Centro: Go ahead.

Chris Dempsey: just something and I put the times like how long it took in there to to show that you know the stops on West First Street it might only be a minute but that's already backing up through the intersection. So now if you add more people more you know more people pick up or potentially somebody in a wheelchair or you know that might take a little bit longer. Now that pickup takes longer and traffic backs up even further through that intersection where we already have numerous issues that so that's why I put times in there.

Centro: Again, I appreciate the comments. Anybody else like to speak?

Frank Castiglia: Anybody else? I put I put a question mark okay but I'll talk.

Centro: What is your name again?

Frank Castiglia: Frank Castiglia County legislator 25th district. I uh, so many people had their different ideas and Sarah hit on one that I already mentioned and Rhonda counselor she hit on a point but the situation is such that I was on the original committee that was looking into issues with stop poverty in Oswego county and it was brought up at numerous meetings that it's great to have jobs but the most important part of having jobs is having a means to get to those jobs and transportation is the most important thing. Uh Sara has seen me many times talk about the need for transportation. The elderly, they can't get to the bus stops on time. Uh Chief Dempsey said how the bus didn't stop. The bus didn't stop. If the bus didn't stop at that stop, was it early for its next stop? And if it's early for its next stop, the person that is going to get on it at the next stop may not be out there because it's not the scheduled time that he's supposed to be there. So therefore, they may go on for that next one. But if it's a nice day, beautiful sunshiny day, the elderly can get out there in the wheelchairs or with their walkers and stand there and wait. If it's snow and its bad weather, they're not going to. So the ridership may go down because the possibility of inconsistency not on you know any schedule or anything like that but on the point that it's just you know we had a bad day with snow, we're stuck. Uh Chief Dempsey brings up points about the difficulties of picking up on certain locations. Being a bus driver for the city's school district, I know that that on West first Street there, we do we used to do a pickup just down a little bit further. The same thing would happen. You'd have to wait for a parent to come out. We get there early; we have to wait. We wait a certain length of time and then we move on. But in the meantime, buses, you know, traffic's getting backed up. But, you know, if it's you're cutting out a certain area and I I hear what you're saying, but I got to say this one thing before I forget it because I will forget it. I'm I'm at the age where if you don't say it, you forget it. Back when Centro was changing their bus schedule, it was a it was the year that the CEO received just a big bonus and cut out transfer, you know, a a route here in Fulton. And I was livid at the meeting when they came down, you know, they had their public hearing, and I brought it up. You're cutting out service to us and you're giving out bonuses to your upper, you know, upper people. Not not you guys, but you know, the upper ones. Okay. So, my point was we need the service. Now, to go on to what Rhonda brought up is that we want to keep a good relationship with you. Now, you know me, you know, if you you've been to any one of the meetings. We are a customer. Okay. And if I'm not very sure, but I think you have to service us. May not have to service us all the certain certain way, but I I believe that because we are a city in Fulton, okay, with a population, you still have to supply us with some services. Okay? And the services that we need are the ones that supply to everybody, not just a select few. The the problems are somebody wants to get a job and wants to get to a job or wants to get to the college. It's not like

in everybody calls ancient times where okay, I'll I'll walk to work, okay? Or I'll walk to the job, okay? I'll walk to school. That's not in the people anymore. They want the transportation. And Sara will probably agree with me that if you get one person off of public assistance, it saves the county, the state, the federal government a lot more money than it costs for a bus to go around the city and go into that stop. It will. Okay, you know that and I know that. Okay, and if if we can get 10 people that is astronomical and I have never heard a bad thing about Centro buses, riding them. Never have. Okay. And so it's not a point of that you don't the services you supply are not good and the drivers are not good. Okay. Cuz my driver my next door neighbor I guess used to be one of those drivers. Okay. So, I know that she was a very good driver. The point is you have to look at taking care of the people. I look at everybody's in my district. I look at all the people in the whole county because I know how important transportation is.

The one issue that I brought up and Sara heard me bring it up at the one meeting. So did David, that I had a neighbor. She used to be a neighbor from us. She used to take the bus, Centro bus from Fulton up to Home Depot on Route 31. Now, in the summertime, and I don't know if it's changed, but in the summertime, the bus used to go down to Home Depot to drop her off, but in the wintertime, they didn't. They'd go right straight through on 57. Now, it's one day she went to work, walked from 57 up to Home Depot, got out of work, came back down, and waited for the bus. It was a storm that day, a snowstorm that day. She waited at that at that corner for a good half hour. She called my wife. She says, "I've been here waiting for the bus. It hasn't come." Then she looks and see the route had been cancelled because of the storm. Now, is that your fault? No, it isn't. But it reflects on the service. This is a a person that is not on public assistance because she she makes just a little bit too much to be on public, but she wants to keep working. She could say, "No, I'm not gonna, you know, I'm not going to walk from 57 down to Home Depot." And all of a sudden, bingo bango, we're back on public assistance. Cost us a lot of money. She didn't, but she never got a notification. Never got a notification. And I, that's a service that you would have to look at doing some way, shape, or form to allow people. If you had a bus driver pick up one person and drop a person off somewhere, they know that that person's going to be coming back. They come back every day with them and now all of a sudden you cut the route out. Okay? Something has to be done. I don't know if they register their telephone number or something like that, but there has to be a way to help them out.

And as far as OPT, okay, the on demand, okay, the the call for OPT, far as I know, you can call and you'll get the OPT you know, they will Sara, I mean, Heather has done an excellent job. She's she's been a godsend to Oswego County with, you know, the trans mobility management. Uh I don't know how much she's going to pick up of your routes that you guys is going to cancel. I'll ask it to her. But at one of the meetings, I believe somebody said to me, well, they're going to put in they're going to put back in the Cayuga County Cayuga Community College route. They're, you know, they they may it may have looked like they were going to get rid of it, but then they were going to put it back in. So now you're saying still is out. But if we've got one student that wants to better themselves, okay? It doesn't take much for that student to say if you don't care, I don't care. Okay? I'm one of the ones that cares. And that's why, you know, the people will fight. Why aren't they here tonight at 4: 30 meeting? They're not going to come for it. Okay? They're not. Is there a bus coming down here? They got down here today. You know those are all issues that transportation is going to become more and more prevalent in this county with if Micron does get here and when they do get here. Okay. And you're going to have to have more routes going going there coming back and forth. Should have had, you know, routes going into uh the Amazon. Uh didn't we have an Amazon store that supposed to be a godsend to Onondaga County? I don't know how much, you know, they put in, but you know, it's it's very important. You guys transportation is very good. Don't get me wrong. It's just that you got to be sure that you keep the service. We are a customer, okay? And we we could demand everything we want, okay? But you can say no to it. Okay. I know and and I I know it if you know it. I tried to give money to say let's not get start give giving the money to Centro. Let's get another transportation company in here. Okay. We used to have Fulton and Oswego transportation went up to Syracuse. You guys bought them out and you know we went away from that. But you know it's something that this city needs. And as far as the the uh little hub, little area that they wait in. Yeah, we had the problem down here. And that's what it'll be. Put it over there. The what I call them is the the smokers to sit out there. Who's going to take over that bus, you know, bus stop? The smokers are. And the people that don't smoke aren't going to go in there because they don't want to be around all the smoke. It's a good great idea. And

yes, it would be wonderful, but I'm sorry. That location right there. I think even the used car salesman, used car lot, you know, kick them off their lot. Okay. But you're trying to do what is the most logical thing for you guys to do. And what I'm saying is when it comes to transportation, the logic has to be thrown out and what the need is is what you have to go with. Okay? If I have two people, that's two people that will be getting to a shopping, will be getting to a job. And that's what we're here for. That's all, you know, I mean, these guys, you know, it's it's not a case of "we don't want you". We need you, but we need you to do what is best for everybody, not just a few. Thank you very much.

Centro: Appreciate your comments. Anybody else like to speak?

Participant: Just had a question.

Centro: Sure.

Participant: Mexico buses, are they the 40 footers you use on the Mexico route?

Centro: Uh, I think it's a, is it a 40-footer all the time? Yeah. I I'm not sure. I don't think it's a 40footer all the time. They may change.

Participant: I mean the 30-footers can go around that loop in the back easier than the 40-footers because I used to drive a 40-footer.

Centro: Oh, you mean the Fulton Mills area?

Participant: Yes.

Centro: Yeah. Yeah.

Participant: The 30 footers can make it around.

Centro: Yeah.

Rhonda Campolieta: That was going to be my question. Um they have smaller buses. My question is, do we have capacity? Are we filling buses? The answer to that is no.

Participant: Can they use the parking lot and not turn around? I know you prefer not.

Centro: I'm going to let's let me do this. I'm going to close the public hearing so I can engage in Q&A. Okay. So, at this point, if anybody wants to enter something into the to the record for public comment, okay, I'm going to close the public hearing now at 5:51 PM.

Social Media Comments

Facebook



A screenshot of a Facebook post from the Central New York Regional Transportation Authority - Centro. The post includes a public notice about a public hearing for bus service redesign. The background of the notice is a blue bus.

Central New York Regional Transportation Authority - Centro
★ Favorites · November 19 at 1:30 PM · 🌐

PUBLIC NOTICE: Centro to hear public comments TOMORROW at Fulton City Hall at 4:30PM regarding the redesign of its bus services serving the cities of Oswego and Fulton. For more information, please visit: <https://www.centro.org/news.../public-hearings-meetings>. #GoCentroBus #PublicHearing

NOTICE: PUBLIC HEARING
Fulton City Hall
Thursday, November 20, 2025

Centro to hear public comments regarding the redesign of its bus services serving the cities of Oswego and Fulton.

For more information, visit:
www.centro.org



[CONTINUED NEXT PAGE]

All comments ▾

**Debbie Salisbury**

How can we find out about the meeting and what the changes are if we can't get to the meeting

2w Like Reply



Author

Central New York Regional Transportation Authority - Centro

Debbie Salisbury The meeting will be recorded and posted to Centro's YouTube page.

2w Like Reply Edited

**Debbie Salisbury**

Central New York Regional Transportation Authority - Centro thank you I want to it but it could not open it says error so must not up there yet an why are we going to lose Simeon Dewitt runs we would like answer on this or have somebody from Centro come in are building an talk with us about it because as of right know we have bus service but only one driver stops an waits other driver just pull in an keeps on going

2w Like Reply Edited



Author

Central New York Regional Transportation Authority - Centro

Debbie Salisbury Simeon Dewitt will continue to be served in the Oswego redesign. The 18 Sunrise West route will operate along E 1st St past Simeon Dewitt in the outbound (From Downtown) and inbound (To Downtown) directions. To save time and meet one of our goals of streamlining and simplifying our system, the route will not pull into the circle in front of the building as it currently does nine times each weekday, but will stop at bus stops located at the crosswalk right out front on E 1st St on all 22 trips we have scheduled in the redesign. Simeon Dewitt residents wishing to get to the west side of the city can board the outbound (From Downtown) trips to get to their destinations. And those wishing to get to the destinations on the east side of the city (Oswego County Offices, Walmart) can board the inbound (To Downtown) trips that then become 19 Brandonwood East trips that serve the east side destinations for one fare.

21h Like Reply



Author

Central New York Regional Transportation Authority - Centro

Try this one! <https://www.centro.org/news.../public-hearings-meetings>



CENTRO.ORG

PUBLIC HEARINGS & MEETINGS

2w Like Reply



Central New York Regional Transportation Authority - Centro

November 17 at 2:00 PM · 🌐

...

PUBLIC NOTICE: Centro to hear public comments TOMORROW at Oswego City Hall at 4:30PM regarding the redesign of its bus services serving the cities of Oswego and Fulton.... See more

NOTICE: PUBLIC HEARING

Oswego City Hall

Tuesday, November 18, 2025

**Centro to hear public comments
regarding the redesign of its bus
services serving the cities of
Oswego and Fulton.**

**For more information, visit:
www.centro.org**



[CONTINUED NEXT PAGE]



All comments ▼



Top fan

Danny Clark

Is the public hearing today in Oswego going to be live-streamed?

2w Like Reply



Author

Central New York Regional Transportation Authority - Centro

Danny Clark It will not, but the video can be viewed on Centro's YouTube page tomorrow.

2w Like Reply



Top fan

Danny Clark

Ok

2w Like Reply



Top fan

Danny Clark

Thank you & Happy Thanksgiving!

2w Like Reply

Email Comments

From: Diane Manwaring <dianamanwaring@yahoo.com>**Sent:** Tuesday, October 7, 2025 6:22 PM**To:** Heather Snow <heather.snow@oswegocounty.com>; Williams, Marquita <Mwilliams@CENTRO.ORG>**Subject:** Centro Service & apology

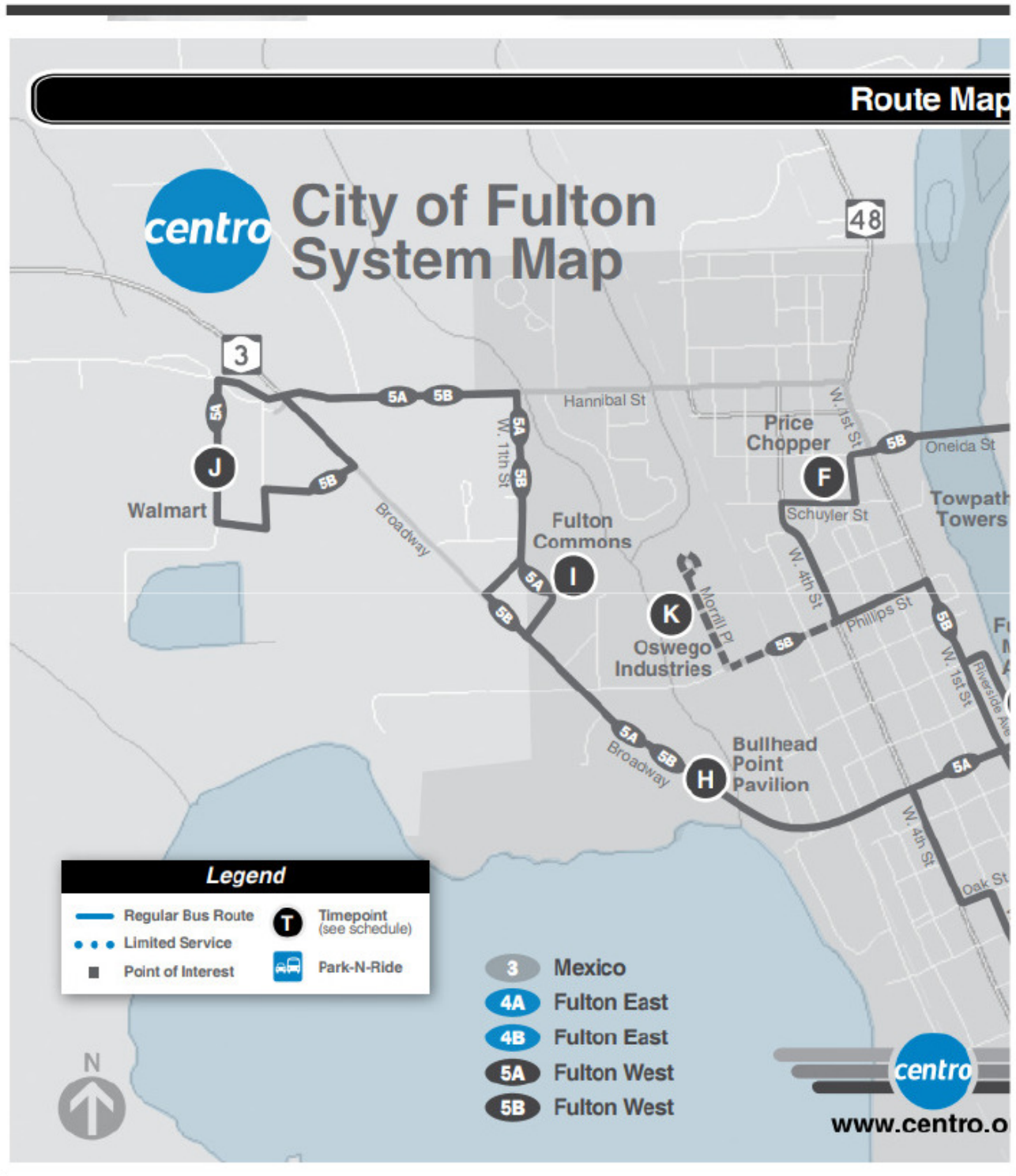
Remember cyber training, check before you click! *It's Parkinson's Awareness Month!*

First of all, I'd like to apologize to you (Heather) and the Centro rep I spoke with. I hung up on you both (Centro rep it was twice...I didn't realize I spoke with him earlier) and I am very very sorry.

Please let that man know I regret my behavior today. I also regret leaving panicked vm messages with you (Heather) and whoever works under you with the county. That wasn't done out of anger but of fear. My biggest fear about the bus screwup was realized, unfortunately.

I was in full-blown panic mode, thinking that my dental appointment would get messed up. My surgery was dependent on getting dental clearance. Another reason I hung up, Heather, was that I had to leave straight away or I would have been very late. It wasn't until after my arrival that I found they charge a lot of money for no shows and late patients. They gave me a break on that fee.

Check out the route map. This is what I was trying to explain earlier:



According to Centro's website the bus I was looking for should have stopped on the riverside of the building at 2:34pm. My intention was to take that bus....continue on at Towpath and get off on the corner of S. 3rd and Broadway. I would have been early which would have been ok because I had

[CONTINUED NEXT PAGE]

mounds of paperwork to do upon arrival. I barely got there in time and it's fortunate for me that the dentist let me keep the appointment. By the time I finished the paperwork it was late.

Fulton routes for the West side are highlighted in dark grey. The East side is blue. The route clearly shows that Centro's bus was supposed to go down Riverside Ave. It did not. The driver took the wrong way. The Centro rep I spoke with asked if I wanted to file a complaint and I said no. Clearly it wouldn't have helped. I had to get to my dentist pronto.

If I didn't make that appointment my surgery could have been postponed or cancelled. This is why I was so panicky.

I regret being rude. For that I am truly sorry. And Heather, I do appreciate the passes. They are coming in handy. I do appreciate what you are trying to accomplish here but the fact remains that Centro fell short. If this was OCO, I'd understand. That's a train wreck in the making. But Centro? I was floored. I was expecting the driver to not stop at the building but I was not expecting that he would go the wrong way.

If Centro gets around to holding that hearing I will not attend. Experience proves that I am not being heard and neither are the other residents at the Mills who have had numerous issues with the company. One resident got sideswiped by a Centro driver and to my knowledge, that person wasn't held accountable and still works for the company. Many residents complained about drivers not wanting to stop at the Mills (Riverside Ave entrance) if they weren't smack dab in front of the building outside regardless of how bad the weather can be.

The problems we have been complaining about still persist. Hence my lack of patience.

I would like to see every day passengers - just regular people, retirees, students etc actually sit on the boards of Centro and OCO. Have those board members be riders who depend on public transit to get around. How about a disabled advocate who could assist with ADA-related issues? I've got a neighbor at the Mills who works at Arise. He would be perfect for such a position.

Again, I want to stress that I regret my behavior and rudeness today. Please know that I still appreciate those bus passes. I just wish that public transit wouldn't be so hard to use.

Once I recover from surgery I want to start walking again and get behind the wheel. My license is valid for another couple of years and I want to use it again. Once this hernia is gone I can regain my independence and not rely on buses anymore.

Thanks. I am very sorry.

Diana



Title VI Service Equity Analysis and Public Hearing Staff Report

Better Bus Oswego

Attachment 6 Resolution to Authorize Service Modifications



RESOLUTION TO AUTHORIZE SERVICE MODIFICATIONS IN CENTRO of
OSWEGO

WHEREAS, the Central New York Regional Transportation Authority (CNYRTA) wishes to provide mobility solutions, increase ridership, and operate as efficiently as possible in the community it serves, and

WHEREAS, the CNYRTA recognizes that transportation needs and desires have shifted within communities, and

WHEREAS, several route segments in Oswego County are no longer providing effective and efficient public transportation solutions as evidenced by low ridership, and

WHEREAS, a proposed redesign of the Oswego system would result in the consolidation of routes throughout the service area and increasing frequency to key origins and destinations, and

WHEREAS, an equity analysis of said proposed redesign determined that the changes would create neither a disparate impact nor a disproportionate burden on minority and low-income populations, and

WHEREAS, significant outreach and two public hearings were held in the cities of Oswego and Fulton concerning said proposed system redesign that would include an increase in frequency of the busiest bus routes, and additional public feedback was received by email, phone, social media, and stakeholder meetings regarding these service changes, and

WHEREAS, a summary of these public comments, which were minimal, 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 system redesign of fixed route bus service in Oswego County takes place effective January 26th, 2026, or soon thereafter including:

- Consistent and reliable service as the routing is the same for all trips
- Streamlined routing for more direct service to popular destinations
- Consolidated routes that serve key points of interest through the cities of Oswego and Fulton with regular frequency
- A new crosstown route in Oswego operating along Bridge St between Walmart and SUNY Oswego's campus
- Maintained connections to the Mex16 Mexico loop with service to Fulton, Oswego, and Mexico
- Maintained connection to the Osw246 Syracuse commuter route

Central New York Regional Transportation Authority

Public Transportation Agency

Safety Plan (PTASP)

2025



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1. ANNUAL CERTIFICATIONS

1.1 ANNUAL CERTIFICATIONS

1.1.1 CEO Certification

I, Christopher Tuff, certify that the Public Transportation Agency Safety Plan / System Safety Program Plan for the Central New York Regional Transportation Authority has been properly distributed, is currently in effect, and will be fully enforced by company management.

Christopher Tuff, Chief Executive Officer

Date

1.1.2 Labor-Management Safety Committee Approval

In 2022, an update in the Bipartisan Infrastructure Law (49 U.S.C. 5329(d)) established that the agency safety plan be developed in cooperation with frontline employee representatives. The Labor-Management Safety Committee Chairmen have reviewed and approved the PTASP for 2023. The information in this document shall not supersede the CBA or any policies, MOAs, or MOUs agreed upon between ATU-580 and the CNYRTA.

Christopher Tuff
Chief Executive Officer
CNYRTA

Date: _____

Frank Saya
Business Agent-Amalgamated
Transit Union Local 580

Date: _____



APPROVAL DATE: |||

1.2 REVISION HISTORY

A complete history of successive versions of this plan is listed below:

Version	Items Affected	Reason for Change	Date Issued
1.0	Approved Final	Safety Management System Compliance	12/21/2020
1.2	Refer to the summary report	2021 Updates to Plan	10/20/2021
1.3	Refer to the summary report	2021 Updates to Plan	10/31/2022
2.0	Entire Plan	2023 Updates to Plan Reformatting of Plan document	12/13/2023
2.1	Refer to updates in section 1.3	Annual updates to Plan	12/13/2024
2.2	Refer to updates in section 1.3	Annual updates to Plan	12/11/2025

1.3 PLAN UPDATES

This version 2.2 of the Plan reflects many safety and security updates to align with FTA guidelines and encourage an organizational culture that fosters safe practices. Additions for 2025 include a revised substance abuse policy, a facilities maintenance plan, updated 19A procedures, inclusion of Cortland County into the Authority, establishment of a Maintenance Safety Committee, as well as several minor changes such as organization chart updates, name and/or title changes etc. Centro strives to provide passengers and employees with a safe environment and eliminate unacceptable safety risks in transit operations.

In 2024, CNYRTA implemented new rules of conduct per the enabling statute in section 1332(4) of the Public Authorities Law, that govern the conduct and safety of the public in the use and operation of its transit services. The provisions of section 1332(4) of the Public Authorities Law provide CNYRTA with the power to make rules governing the conduct and safety of the public in the use and operation of the authority's transit facilities. These Rules are established by the authority to promote safety, facilitate the proper use of the transit facilities of the authority, protect those transit facilities and their passengers, and assure the payment of fares and other lawful charges for using their systems (*Refer to Appendix 11*).

In addition, to improve overall safety and security practices, Centro will implement a robust electronic incident and safety management system through our operation's Trapeze Risk, Incident, and Safety Compliance (RISC) software program. This RISC system will enable effective employee safety reporting and communication, identify and track trends and patterns, provide vital information for the risk reduction program, and establish safety performance targets. The training division in conjunction with operations will also issue monthly safety training bulletins to operators to foster a safer work environment.

Section Number	Updates to plan	Reason Plan was updated
5.3.7	Substance Abuse Policy added	Updated to satisfy PTASP guidelines
12	Facilities Maintenance Plan added	Updated to satisfy PTASP guidelines
9.7.1	19A Procedures	Updated to satisfy PTASP guidelines
5.1	CNYRTA organizational chart	Updated personnel
5.2	CNYRTA personnel data	Updated personnel
2.7.1	Scope of Bus Transportation	Updated with FY'25 Data
3.2.1	Safety Program Initiatives	Updated language and removal of Covid-19 section
2.3	Agency Information	Addition of Cortland County to the Authority
2.5	Parent & Subsidiary Companies	Cortland Addressed as Subsidiary Company
7.4.5	Maintenance Safety Committee	Maintenance Committee
7. Appen	New Driver Training	From Names to Titles

2. HISTORY & BACKGROUND

2.1 HISTORY OF AGENCY SAFETY PLANS

The Federal Transit Administration, through 49 CFR Part 673 requires operators of public transportation systems receiving federal funds under FTA Urbanized Area Formula Grants (5307), to develop an Agency Safety Plan (PTASP), including procedures for a comprehensive and collaborative Safety Management System.

The New York State Legislature passed an enabling statute in 1983 creating, as part of the Department of Transportation, the Public Transportation Safety Board (PTSB). In response to PTSB rules and regulations, the Central New York Regional Transportation Authority developed and submitted to the PTSB, in 1985, its first formal System Safety Program Plan (SSPP).

This document satisfies the requirements for both the Federal Transit Administration Public Transportation Agency Safety Plan (PTASP) and the NYS Department of Transportation System Safety Program Plan (SSPP).

2.2 LEGAL STATUS & STRUCTURE

The Central New York Regional Transportation Authority (CNYRTA), a public benefit corporation of the State of New York, was created by the New York State Legislature in 1970 to continue, further develop and improve transportation and related services within the designated Central New York area. The Authority is regarded as performing “an essential governmental function” in exercising its powers. It may also create public benefit subsidiary corporations with the same rights, powers, and responsibilities, for carrying out its purpose. By the same enabling statute, the Authority is also empowered to do all things necessary, convenient, or desirable to manage, control, and direct the maintenance and operations of public transportation facilities, equipment, and real property operated by or under rental to the Authority.



CNYRTA may request grants (5307 and 5311) from state and federal sources, as well as municipalities, to accomplish its purpose. Additionally, the Authority statutorily receives mortgage tax revenues from each county which has elected to become a member of the Central New York Regional Transportation District, providing dedicated financial resources to help accomplish its mission.

The Authority is governed by a Board of Members who are appointed for seven-year (staggered) terms by the Governor of New York and confirmed by the New York State Senate. The twelve-member Board currently includes five representatives appointed by the Onondaga County Legislature, three appointed by the Common Council of the City of Syracuse, one appointed by the Cayuga County Legislature, two appointed by the Oneida County Legislature, and one appointed by the Oswego County Legislature. The Board can expand to include additional members to a current maximum of 12, contingent on non-member counties joining the Authority, which occurred with Oneida County in 2005. A Chief Executive Officer, appointed by the Board of Members, is responsible for implementing policy decisions of the Board and the managing the daily operations of the Authority and its subsidiaries. A support staff is in place to assist the Chief Executive Officer in performing the various functions required to meet Authority objectives. A copy of the Authority's enabling legislation is available at its offices in Syracuse. A general organization chart may be found in *Appendix 1*.

The Authority is an independent state entity and is not a department of the State, although it is considered a "component unit" of the State for financial reporting purposes. It is a tax-exempt governmental entity providing an essential government service as provided for in the Enabling Legislation. Debt of the Authority is not legally debt of the State.

2.3 AGENCY FORMATION

The Central New York Regional Transportation Authority was created by the New York State Legislature in 1970. The bill adding title 11-D, Sections 1325-1348, to Article 5 of the Public Authorities Law was signed into law on May 12, 1970, by Governor Nelson A. Rockefeller.

The Transportation District originally consisted of Onondaga County. Any one or more of the following counties were eligible to become members of the Authority by action of their governing bodies: Cayuga, Cortland, Jefferson, Madison, Oneida, and Oswego. As of the fall of 2005, Cayuga, Oswego, and Oneida counties have elected to join Onondaga County as members of the CNYRTA.

As a first step in meeting the public transportation needs of the citizens of its transportation district, the Authority assumed ownership of Syracuse Transit Corporation on January 17, 1972, and incorporated its successor operation as CNY Centro, Inc., a public benefit subsidiary corporation of the Authority. The Authority subsequently expanded CNY Centro's operation of regular route public transit services through the acquisition or assumption of the franchised routes of the following private carriers: Syracuse and Eastern Transit Corporation (1974); Syracuse and Oswego Motor Lines (1993); Onondaga Coach Corporation (1993).

Four additional counties have since joined the Authority. Cayuga County elected to join the Authority in January of 1973, leading to the creation of Centro of Cayuga, Inc., a public benefit subsidiary corporation. Oswego County elected to become a member of the Authority in June of 1973. Local bus service was reinstated in the county for the first time in twenty years, with the establishment of Centro of Oswego, Inc., a public benefit subsidiary corporation. In 2005, Oneida County elected to become a member of the Authority and the Utica Transit Authority, and the Rome VIP services were incorporated as Centro of Oneida, Inc., a public benefit



subsidiary corporation. . In 2025, Cortland County elected to become a member of the Authority. Services were incorporated as Centro of Cortland, Inc., a public benefit subsidiary corporation.

Centro Parking, Inc. is a public benefit subsidiary corporation created in 1979 to provide parking management services, the result of which would be a positive cash contribution to the Authority's general operations.

Centro Call-a-Bus Inc., another public benefit subsidiary corporation, provides paratransit services within the CNYRTA service area, consistent with the provisions of the Americans with Disabilities Act (ADA). In addition, this subsidiary provides paratransit services and management services under contract to various social service and health care agencies within the service area and is involved in coordinating several federal and state welfare-to-work transportation programs. While this program began its existence as an operation of the CNY Centro, Inc. subsidiary in the mid-1970's, it was split off as a separate subsidiary corporation in 1991.

Intermodal Transportation Center, Inc. is a public benefit subsidiary corporation responsible for the operation of the Authority's William F. Walsh Regional Transportation Center in Syracuse. This is an intermodal transportation facility allowing convenient connection between local and regional bus services (provided by various Centro operations), intercity bus service (Greyhound/Trailways) and passenger rail (AMTRAK).

Designated Recipient Services, Inc. is a public benefit subsidiary corporation which functions solely as a pass-through for NYSDOT funds which are designated to support public transit services currently operated by Birnie Bus Service, Inc. through eastern Onondaga County to Syracuse.

2.4 REGULATORY AGENCIES

CNYRTA and its subsidiaries are regulated by the following federal, state, and local agencies:

- U.S. Department of Transportation - Federal Transit Administration (FTA)
- U.S. Department of Homeland Security – Transportation Security Administration (TSA)
- New York State Department of Transportation (NYS DOT)
- New York State Department of Labor (NYS DOL)
- New York State Department of Motor Vehicles (NYS DMV)
- New York State Public Transportation Safety Board (NYS PTSB)
- New York State Public Employee Safety and Health Bureau (NYS PESH)
- New York State Department of Environmental Conservation (NYS DEC)
- New York State Office of General Services (NYS OGS)

Note: This is not an exhaustive list.

It is also subject to various financial, management, compliance and performance audits conducted by the Office of the New York State Comptroller, as well as other federal, state, and local entities.

2.5 PARENT & SUBSIDIARY COMPANIES

PARENT COMPANY INFORMATION	
Name	CENTRAL NEW YORK REGIONAL TRANSPORTATION AUTHORITY
U.S. Postal Service Mailing Address	200 Cortland Avenue P.O. BOX 820 SYRACUSE, NEW YORK 13205-0820 (315) 442-3300



APPROVAL DATE: |||

Physical Location*	200 Cortland Avenue SYRACUSE, NEW YORK 13205-0820 (315) 442-3300 <i>*(for package/shipping deliveries other than U.S. Postal Service)</i>
SUBSIDIARY COMPANY INFORMATION	
NAME	ADDRESS
CNY CENTRO, INC. CENTRO PARKING, INC. CENTRO CALL-A-BUS, INC. INTERMODAL TRANSPORTATION CENTER, INC. DESIGNATED RECIPIENT SERVICES, INC.	200 Cortland Avenue P.O. BOX 820 SYRACUSE, NEW YORK 13205-0820 (315) 442-3300
CENTRO OF CAYUGA, INC.	5 Frank Smith Street Auburn, New York 13021 (315) 253-5765
CENTRO OF OSWEGO, INC.	512 East Seneca Street Oswego, New York 13126 (315) 342-4400
CENTRO OF ONEIDA, INC.	185 Leland Avenue Utica, New York 13502 (315) 797-1121
CENTRO OF CORTLAND, INC.	40 Grant Street Cortland, New York 13045

2.6 INTERFACES WITH STATE AND LOCAL JURISDICTIONS

Funding for significant portions of the Authority's capital and operating needs comes from the State of New York. The State's capital program includes 10% matching share for any federal capital grants awarded to the CNYRTA, as well as 100% funding for certain capital projects out of dedicated taxes collected by the State. Additional voluntary operating subsidies are received by Centro of Oswego on an elective basis from the city of Oswego. The FTA provides a major portion (80%) of most capital funding needs, especially in the Syracuse and Utica urbanized areas, including special capital funds to assist in maintenance activities of federally funded assets, including buses.

Capital grants for federal funds for the Syracuse urbanized area are programmed as statutorily required through the locally designated Metropolitan Planning Organization (MPO), known as the Syracuse Metropolitan Transportation Council (SMTC). As the local MPO, SMTC is charged with approval of projects to be paid for by Federal funds for highways and transit, as well as the coordination of transportation planning programs. CNYRTA is represented on the Policy, Executive, and Planning Committees of the SMTC. As Cayuga and Oswego Counties are not in Federally designated Urbanized Areas, federal capital funding (if any) for these two subsidiaries flows directly to the Authority from New York State under the Section 5311 non-urbanized assistance program, which the State administers. In Oneida County, the MPO for the Utica urbanized area is known as the Herkimer-Oneida County Transportation Study (HOCTS) and performs similar functions to the SMTC in Syracuse. CNYRTA is a member of the Planning and Policy Committees of HOCTS.



All participating counties are required to match certain NY State operating funds and to levy a mortgage recording tax, with the proceeds remitted monthly to the Authority.

The Authority must submit reports and other information from time to time as required to the New York State Comptroller, the New York State Division of the Budget, the New York State Department of Transportation, the New York State Assembly Ways & Means Committee, the New York State Senate Finance Committee, the Governor's Office, and member counties. The FTA similarly requires periodic reporting and conducts an extensive review of compliance with federal regulations every three years (Triennial Review).

The Authority is subject to system safety review and investigation of certain accidents by the Public Transportation Safety Board. The Authority is also subject to review of its Bus Operator certification and compliance records and processes by the NYS Department of Motor Vehicles.

There are other less formal interfaces with localities through committees of the various legislative bodies, meetings of which are attended by staff and/or Board Members on a regular basis or as requested, as desired by the specific locality.

The Authority is governed by New York State Public Authorities Law (PAL) and other laws which require, among other things:

- Open meetings and freedom of information Access to Authority Record
- Prompt payment policies
- Formal investment guidelines
- Establishment of strong internal control systems and personal privacy protections
- Records retention systems
- Conformance to ethical standards and annual financial disclosure by certain employees and policymakers

2.7 SCOPE OF OPERATION

The CNYRTA, through its subsidiary operating companies, provides the following types of services within the counties of Onondaga, Cayuga, Oswego, and Oneida:

- Regular route scheduled service within the cities of Syracuse, Oswego, Fulton, and Auburn, extending into adjacent suburban jurisdictions. In Oneida County, service is now provided in the City of Utica and surrounding towns of New Hartford, Whitestown and Kirkland (commencing April 1, 2005), as well as within the City of Rome (commencing October 1, 2005).
- Demand-responsive paratransit services within the above communities, in full compliance with the Americans with Disabilities Act. **CNYRTA contracts with Vendors to fulfill the full need for this service.*
- Intercity scheduled service between Oswego - Fulton - Syracuse, and Auburn - Syracuse.
- Express Park & Ride services from various Onondaga County suburbs to points in and around Syracuse.
- Rural transit services within Oswego County.
- Subsidized regular route scheduled services within the campuses of Syracuse University and Oswego State University and adjacent areas.
- Large-scale regular route scheduled services to major events at Syracuse University's Carrier Dome, as well as between remote parking lots and the main gate of the New York State Fair during the 18 days of the Fair.
- Seasonal regular route express Park & Ride services from various points within Onondaga, Oswego, and Cayuga counties to the New York State Fair.



- Subcontract charter services operated on behalf of local private charter Bus Operators.

2.7.1 Scope of Service Fiscal Year End 2025

Scope of Bus Transportation (Fiscal Year 24-25) Central New York Regional Transportation Authority Sevice Hours / Miles / Ridership										
Fixed Route										
Miles					Hours				Ridership	
	Revenue	Non-Revenue	% Deadhead	Total		Revenue	Non-Revenue	% Deadhead	Total	Total
Onondaga	2,274,274	210,652	8.48%	2,484,926		212,587	16,364	7.15%	228,951	5,996,557
Cayuga	399,245	6,242	1.54%	405,487		24,499	550	2.20%	25,049	181,868
Oneida	905,857	23,531	2.53%	929,388		72,569	1,638	2.21%	74,207	786,933
Oswego	485,112	25,291	4.96%	510,403		28,033	1,896	6.33%	29,929	308,176
Cortland	1,085	62	5.41%	1,147		67	4	5.63%	71	284
Fiscal Year Total	4,065,573	265,778	6.14%	4,331,351		337,755	20,452	5.71%	358,207	7,273,818
Paratransit										
Miles					Hours				Ridership	
	Revenue	Non-Revenue	% Deadhead	Total		Revenue	Non-Revenue	% Deadhead	Total	Total
Onondaga	821,772	100,414	10.89%	922,186		52,353	25,988	33.17%	78,341	179,057
Cayuga	17,245	2,314	11.83%	19,559		1,789	407	18.53%	2,196	1,627
Oneida	175,700	26,481	13.10%	202,181		16,210	7,346	31.19%	23,556	38,339
Oswego	80,985	12,949	13.79%	93,934		3,677	1,877	33.80%	5,554	6,565
Cortland	0	0	0.00%	0		0	0	0.00%	0	0
Fiscal Year Total	1,095,702	142,158	11.48%	1,237,860		74,029	35,618	32.48%	109,647	225,588

2.7.2 Operating Schedules/Routes

CNYRTA OPERATING SCHEDULES – Click for Schedule	
Syracuse/Onondaga County	Auburn/Cayuga County
Lemoyne College	Cayuga Community College
Onondaga Community College	Oswego/Fulton/Oswego County
Syracuse University/SUNY ESF	SUNY Oswego
City of Utica/Oneida County	Cayuga Community College (Fulton)
City of Rome/Oneida County	Park-N-Ride Locations
Mohawk Valley Community College (Utica & Rome Campus)	State Fair Park-N-Ride
Amtrak/Greyhound/MegaBus/Trailways	



APPROVAL DATE:

3. SAFETY MANAGEMENT SYSTEM

3.1 SAFETY MANAGEMENT POLICY

The Central New York Regional Transportation Authority commits to implementing a Safety Management System, providing appropriate resources and encouraging an organizational culture that fosters safe practices enabling effective employee safety reporting and communication.

The CNYRTA objective is to proactively manage safety hazards and eliminate unacceptable safety risks. To that end, continuously examination for hazards is performed. As required by the Federal Transit Administration, the CNYRTA has established annual safety performance targets to help measure the safety of its transit services. The organization is committed to a non-punitive employee safety reporting program, training staff on safety management, documenting findings and safety risk mitigations, and continuously striving to improve safety performance.

The Vice President of Operations will review and approve the PTASP/SSPP and its ongoing implementation annually. All activities shall be conducted according to the provisions of this PTASP/SSPP and all applicable codes, rules, and regulations.

3.1.1 Purpose

The Safety Management System and Risk Reduction Program will assist the CNYRTA in fostering a safer environment for employees and the community. In addition, the program will help to reduce assaults, injuries, and vehicle accidents and minimize risks to employees and the public. Safety objectives are articulated by setting performance targets based on, at a minimum, the safety performance measures established in the National Public Transportation Safety Plan.

3.1.2 Scope

All departments and employees are responsible for making a conscious effort to operate and maintain all aspects of public transportation in the safest possible manner. In addition to the staff specifically identified in this plan, all employees are responsible for identifying, reporting, and reacting to unsafe conditions and operation.

3.2 SAFETY PROGRAM GOALS

As a public transportation provider in New York, CNYRTA/Centro will utilize and uphold the following safety goals, which are all intended to maintain a safe and healthy environment for all individuals it serves:

- Instill a safety attitude ensuring a safe workplace and customer service environment
- Establish a commitment to safety and continually increase employee safety awareness
- Develop and maintain a comprehensive Safety Program including providing formalized safety training
- Develop and maintain safety standards and procedures
- Reduce accident and injury rates



- Reduce loss related to CNYRTA/Centro property damage and third-party claims
- Select equipment that promotes and enhances safety and safeguards against hazards
- Apply new research and development in safety efforts and make necessary changes to uphold safety.

Objectives for attaining and supporting safety goals shall be determined annually based on the previous year's safety record and needs of the system, employees, and passengers.

3.2.1 Safety Program Initiatives

Safety goals are reflected in both immediate corrective actions and ongoing projects. Some examples of initiatives implemented and/or currently under development that contribute to the success of the System Safety Program Plan include:

- Continued monitoring and improvements to the safety and accident database. The database has been developed and data is being monitored monthly. Accident information has been provided in *Appendix 3*.
- A Labor-Management Safety Committee was formed in 2022 to facilitate cooperation between the CNYRTA and the Amalgamated Transit Union 580 regarding safety matters and concerns. (See Section 7.4).
- The installation of updated onboard video recording systems was completed in December of 2016. The new systems provide for hi definition recording with 2 terabytes of onboard storage space. This has dramatically increased the retention time of obtainable video evidence from days to months. Rear left and right side mounted forward facing cameras were also added to provide better video coverage around the vehicles.
- The Emergency Response Plan has been revised several times with the latest revision being completed in 2022. Baseline Assessment & Security Enhancement (B.A.S.E.) reviews performed by Department of Homeland Security (DHS) personnel in 2010, 2013 and 2017 all went exceptionally well and are on file with the Director of Security and Training.
- The Authority continues to conduct ongoing refresher courses for all its subsidiary operations.
- The Maintenance department continues to look at new and innovative ways to ensure the employees take safety seriously. The institution of brake caliper lifting for ergonomics within the maintenance department to reduce workplace injuries and lost time, is one of those innovative safety measures.
- The Security and Occupational Health Committee continually monitors security and occupational health issues raised by the Committee during bimonthly meetings. During this committee meeting, an ongoing projects list is made available to all personnel showing the results of the Committee actions.
- In 2022, Human Resources implemented a new online learning management system to centralize and enhance onboard training, refresher training and policy and procedure acknowledgements. Human Resources also added a new Training Supervisor position to assist with travel training, paratransit Call-A-Bus securement training and to update our driver training curriculum to meet the new Federal Motor Carrier Safety Administration guidelines.
- In 2021, an Employee Recognition Program was implemented. Maintenance employees and operators receive incentives for defensive driving, no disciplinary actions, no absenteeism, and no customer service complaints.

3.3 ROLES & RESPONSIBILITIES

The Director of Security and Training is responsible for reviewing and approving the PTASP/SSPP as well as its goals, policies, and proper implementation.



APPROVAL DATE: |||

3.3.1 Annual Review & Approval

The PTASP/SSPP is reviewed and/or revised annually by October 31, by the Director of Security and Training. It is then presented to and approved by the Chief Executive Officer upon the review and recommendation of the Vice President of Operations and the Labor-Management Safety Committee. The Chief Executive Officer presents the approved plan to the Board of Members, who approves the plan by December 31st. The PTASP is submitted to the FTA annually, and the SSPP is submitted to the New York State PTSB at least biennially.

3.3.2 Security and Occupational Health Committee

The Security and Occupational Health Committee is charged with directing, devising, implementing, and administering a comprehensive and coordinated program including recommending and drafting safety goals and policies. As necessary and based on regular review and investigations, the Security and Health Committee engages departments and collects input and recommendations for use in the analysis and policy drafting process. Items regularly reviewed by the Security and Health Committee and sub-committees include, but are not limited to:

- Accident/Incident reporting, investigation, preventability ratings, and post-accident retraining
- Analysis and trending of occurrences/locations, etc.
- Maintenance & Operations policies and procedures
- Security concerns

Recommendations to the appropriate departments may include, but are not limited to:

- Comprehensive training
- Route development
- Operating practices and procedure modifications
- Procurement specifications
- Security-related enhancements

3.3.3 Transportation Department

The Transportation Department (including Bus Operations and Maintenance), in conjunction with the Security and Occupational Health Committee, is responsible for developing and maintaining the safety capabilities necessary to accurately, efficiently, and effectively perform all required system safety tasks. These tasks require the following interactions:

- Transportation will maintain a database of all accidents within the system.
- Individual Departments will perform hazard identification and forward information to the Director of Security and Training.
- Transportation, principally through the Director of Operations, develops resolutions and controls for identified hazards.
- Transportation, with appropriate involvement from Human Resources, will perform accident and incident investigation and follow up on individual cases.
- Transportation will perform training of Bus Operators and will maintain the New York State Department of Motor Vehicles Article 19-A (Section 19-A of motor vehicle law) compliance program.



- Transportation will identify the need for, and accordingly perform, system safety training programs on a company-wide basis.

3.4 SAFETY REDUCTION PROGRAM

As part of the Safety Management System, specific performance measures are tracked and assessed for risk as part of the Safety Reduction Program.

3.4.1 Safety Performance Measures

Safety performance targets are quantifiable performance levels or conditions expressed as a value for the measure related to safety management activities to be achieved within a set period (§ 673.5). A safety performance measure is a quantifiable indicator of performance or condition used to establish targets related to safety management activities and assess progress toward meeting the established targets (§ 673.5). CNYRTA/Centro has chosen the following safety performance measures and measuring targets. There are 17 total performance measures reviewed as part of this program, of which 8 have a separate and defined risk assessment and safety mitigation review process in line with requirements (see methodology section). These performance measures are:

Safety Reduction Program Performance Measures	
Major Events & Major Event Rate*	Pedestrian Collisions & Rate
Collisions & Collision Rate*	Vehicular Collisions & Rate
Injuries & Injury Rate*	Fatalities & Rate
Assaults on Transit Workers & Rate* **	Transit Worker Injuries & Rate
System Reliability	

*Subject to the Labor-Management Safety Committee Risk Assessment Methodology

**Has additional FTA reporting requirements under Directive 24-1

3.4.2 Definitions

- Assault on Transit Worker:** An individual knowingly, without lawful authority or permission, and with intent to endanger the safety of any individual, or with a reckless disregard for the safety of human life, interferes with, disables, or incapacitates a transit worker while the transit worker is performing their duties
- Collision:** Vehicle accident in which there is an impact of a transit vehicle with another vehicle, object or animal
- Collision Rate:** Collisions divided by VRM
- Fatalities:** Any fatality that occurs not due to illnesses, drug overdoses, or other natural causes (including individuals who are found deceased)
- Fatality Rate:** Fatalities divided by VRM
- Injuries:** Harm to persons due to an event that requires immediate medical attention away from the scene
- Injury Rate:** Injuries divided by VRM.
- Major Event (S&S-40):** A major event is one that meets any NTD reporting threshold **and** occurs at a transit revenue or maintenance facility, a transit right-of-way or infrastructure, during a transit related activity; **or** involves a transit revenue vehicle event meeting the reportable event definition **AND** meeting one or more of the following reporting thresholds: a fatality confirmed within 30 days (including suicide), and injury requiring transport away from the scene for medical attention for one or more persons, serious injury, substantial property damage equal to or exceeding \$25,000 (including towing any vehicle for disabling damage), an evacuation for life safety.



9. **Major Event Rate:** This includes all major safety and security major events as defined by the NTD, divided by VRM.
10. **Major Mechanical Failure:** When a vehicle mechanical system prevents it from starting or completing a scheduled revenue trip.
11. **Non-Major Event (S&S-50):** The number of assaults on a transit worker that occurred without injury (i.e., with no transport away from the scene for medical attention), Safety incidents and the number of persons immediately transported away from the scene for medical attention each month due to those occurrences and Fires with suppression that occurred without injury.
12. **Non-physical Assault:** An assault in which the attack involves no physical contact. This could include threats, intimidation, or interference that does not result in physical contact.
13. **Pedestrian Collision:** Includes all collisions involving a pedestrian.
14. **Pedestrian Collision Rate:** Pedestrian-involved collisions divided by VRM.
15. **Physical Assault:** An assault in which the attack involved physical contact. This could include any physical contact with the victim from the attacker's body, a weapon, a projectile, or other item (e.g., spitting).
16. **Rate of Assaults on Transit Workers** – NTD definition of assault on transit worker divided by VRM.
17. **System Reliability:** Number of VRM between major mechanical failures.
18. **Transit Worker Fatality:** Any fatality involving a transit employee.
19. **Transit Worker Fatality Rate:** Fatalities involving a transit employee divided by VRM.
20. **Transit Worker Injury:** Harm to transit worker because of an event that requires immediate medical attention away from the scene.
21. **Transit Worker Injury Rate:** Transit worker injuries divided by VRM.
22. **Vehicular Collisions:** This includes all collisions involving a vehicle reported to the NTD.
23. **Vehicular Collision Rate:** All vehicular collisions reported to the NTD divided by the VRM.
24. **VRM:** Vehicle Revenue Miles.

3.4.3 Risk Assessment & Reduction Methodology

The Labor-Management Safety Committee conducts risk assessments on specific performance indicators using the following methodology:

Step 1: Safety Risk Management	Step 2: Safety Assurance	Step 3: Safety Promotion
Identification of hazards, Analyzing and assessing identified hazards, Implementing mitigation for safety risks.	Collection and analysis of information, Data and performance assessment.	Ongoing training, Communication of safety information.

3.4.4 FYE '25 Risk Assessment Summary

Safety Performance Measure Risk Assessment		
Step 1: Safety Risk Management	Collisions & Collision Rate	Hazard: An accident in which there is contact with another vehicle or object which could result in a consequence of injury or property damage. Mitigations: Routine vehicle inspections, proper preventative maintenance, providing defensive driving training per FMCSA guidelines, providing remedial training as needed.



	Injuries & Injury Rate	Hazard: Harm to a person from an event which requires medical attention, with potential long-term or disabling consequence with financial exposure as well. Mitigations: Training employees on proper steering techniques, use of seat belt, seat ergonomics and avoiding hazards on the roadway.
	Major Events & Major Event Rate	Hazard: Major events exceed a tolerable threshold, resulting in a wide range of possible consequences including financial exposure, property damage, reduction in public confidence, disabling injury and/or fatalities. Mitigation: High-quality preventative maintenance, substantial defensive driving training, strict company policy on Cell Phones, strong accident procedures, robust and modernized camera systems, and Respect the Ride campaign with new passenger Rules of Conduct as NYS Law.
	Assaults on Transit Workers & Rate of Assaults on Transit Workers	Hazard: Open access to the operator on the bus and bus platform can potentially result in an injury to an operator during an assault. Presents an opportunity for an otherwise verbal dispute or harassment to turn physical. Mitigations: Plexi-Glass safety shields to protect operators from assaults, bus aides on busses primarily occupied by high-school students, security cameras installed on all buses and bus platforms, contracted security officers and police detail at platforms, Respect the Ride campaign with new passenger Rules of Conduct as NYS Law.
Step 2: Safety Assurance Activities	Collisions & Collision Rate	Review of accident reports for trends or patterns, review of information reported through safety reporting system and conduct investigations of events to identify causal factors.
	Injuries & Injury Rate	Review of both employee and passenger injury reports for trends or patterns and conduct investigations of such reports to identify causal factors.
	Major Events & Major Event Rate	Ongoing assessment of major event types, trends and root causes related to their respective mitigation items to determine where enhancements or replacements may be necessary.
	Assaults on Transit Workers & Rate of Assaults on Transit Workers	Monitor system for compliance with mitigations. Continued assessment of assault trends to determine if mitigation options are effective or need strengthening. Conduct investigations of trends in assaults to determine where controls can be implemented.
Step 3: Safety Promotion Activities	Collisions & Collision Rate	Routine comprehensive defensive driving training, ongoing communication regarding accident prevention with follow-ups.
	Injuries & Injury Rate	New Driver and routine comprehensive training and education on injury factors and injury root causes. Providing refresher training when appropriate.
	Major Events & Major Event Rate	Constant emphasis on safety in all actions. Safety is identified as a company value and is emulated through the Tone-at-the-Top and through all levels of management and staff.
	Assaults on Transit Workers & Rate of Assaults on Transit Workers	Ongoing training on conflict resolution and de-escalation, NYS Homeland Security Training, TSA-First Observer Plus, and continued communication on identifying hazards and risk relevant to workers' responsibilities.

3.4.5 Note on Additional Provisions under General Directive 24-1

General Directive 24-1 issued by the FTA sets additional requirements regarding risk assessment, mitigations and reporting for these performance indicators including the likelihood and severity of identified hazards and measuring effectiveness of mitigation efforts. This information must be reported to the FTA outside of this plan document through the FTA's information collection tool as the "Safety Management Report" beginning in 2024. This requirement has been assigned to the Director of Security.



3.4.6 Performance Results & Targets Fiscal Year End 2024

Safety Performance Measures & Targets						
Measurements	Fixed Route			Paratransit		
	FY '25	3 Year Avg	FY '26 Target	FY '25	3 Year Avg	FY '26 Target
Revenue Miles	4,065,573	4,059,382		1,917,474	1,747,367	
Major Events	16	16	15.20	2	3	2.85
Major Event Rate (VRM)*	3.94	3.86	3.74	1.04	1.72	1.63
Collision	19	16	18.05	3	5	4.75
Collision Rate (VRM)*	4.67	4.02	4.44	1.56	2.86	2.72
Pedestrian Collision	5	3	4.75	0.00	0.33	0.32
Pedestrian Collision Rate (VRM)*	1.23	0.74	1.17	0.00	0.19	0.18
Vehicular Collision	44	22	41.80	12	7	6.65
Vehicular Collision Rate (VRM)*	10.82	5.50	10.28	6.26	4.01	3.81
Fatalities	1	1	0.00	0	0	0.00
Fatalities Rate (VRM)*	0.25	0.16	0.00	0	0.00	0.00
Transit Worker Fatality	0	0	0.00	0	0	0.00
Transit Worker Fatality Rate (VRM)*	0.00	0.00	0.00	0.00	0.00	0.00
Injuries	23	22	21.85	7	6.00	5.70
Injuries Rate (VRM)*	5.66	5.50	5.37	3.65	3.43	3.26
Transit Worker Injury	6	4	5.70	1	1	0.95
Transit Worker Injury Rate (VRM)*	1.48	1.07	1.40	0.52	0.57	0.50
Assaults on Transit Worker	124	86	117.80	1	3	2.85
Rate Assaults on Transit Worker (VRM)*	30.50	21.19	28.98	0.52	1.72	1.63
System Reliability (Major Mechanical Failures)	226	220	214.70	39	32.33	30.72
Mean Distance Between Breakdowns (Miles)	17,989	18,480	19,404	49,166	54,042	56,744

Fiscal Year 2025 targets were developed by applying a 5% reduction to the higher of the FY '24 result or the 3-year rolling average. Targets are subject to annual review and adjustments.

3.4.7 Safety Performance Target Coordination

This plan including the above safety performance targets, is shared with the Syracuse Metropolitan Transportation Council and the NYS PTSB each year after its formal adoption by the Centro Board of Members. Furthermore, Centro coordinates to the maximum extent practicable with the PTSB and SMTC in selection of performance targets.





APPROVAL DATE:



4. METHODS OF CONTROL

4.1 METHODS OF CONTROL FROM DISPATCH

The methods of control from dispatch facilities for Transit Operations within CNYRTA/Centro are as follows:

Operators report to the Dispatch window to receive their individual work and bus (equipment/vehicle) assignment for the day (except those who are relief operators at the Centro Hub). Most Operators hold regular runs, picked during the three sign-up periods throughout the year by seniority, in accordance with the ATU (Centro-Syracuse/Cayuga/Oswego/Rome) and UPSEU (Oneida) collective bargaining agreement(s). Operators not holding runs are assigned to the Extra Board, can bid on open runs, or are assigned runs from the Extra Board daily. The Extra Board bus runs can change daily or throughout a sign-up period. Upon receiving bus assignments, Operators proceed to locate their buses on the front lot or garage, conduct a pre-trip inspection, and complete the Drivers Vehicle Inspection Report (VIR) prior to departure. Centro trains Operators to identify any defects that occur after the pre-trip inspection as post-trip defects. Maintenance employees process data nightly when the buses come in for service (fueling, fluids, fare box dump, bus wash, etc.).

All buses are equipped with CAD (GPS) units, CleverCAD Radio System, silent emergency alarms, and on-board video surveillance systems. Centro trains the Operators to report unusual occurrences to the Radio Dispatcher to obtain assistance or instruction related to any situation that may affect normal bus operations or safety, such as a vehicle breakdown or other mechanical problems, detours, accidents, and on-board incidents.

When notified, the Radio Dispatcher is responsible for assigning or requesting additional resources to assist an Operator, including notification to 911 for police, fire, or emergency medical service response; road supervisor response; maintenance mobile repair truck or tow truck response; or response by operations senior management staff.

The Transportation Services Department has primary responsibility for bus system safety, monitoring of operations, and investigation of unusual or emergency incidents. Road Supervisors respond to calls for assistance, investigate accidents/incidents, monitor bus routes, observe Operator performance, and investigate any assigned customer complaints for follow-up. Dispatch Supervisors ensures that all runs have Operators assigned and routes are covered on an hourly/daily basis, they also monitor uniform appearance and demeanor including checking for any physical signs of drug or alcohol influence.

Dispatcher Supervisors also coordinate with the Human Resources Department to notify and escort Operators for random drug and alcohol tests. The Transportation Services Department and the Safety Department also play significant roles, both in bus system safety and security and in environmental safety.

Centro – Oswego / Cayuga/Oneida/Rome/Cortland

Operators report to the Dispatch Office to receive their daily work (manifest) and bus assignments. Operators review their manifest, verify their pass number, fill out the Damage Sheet, and complete the Drivers Vehicle Inspection Report (VIR). Dispatchers and Operators communicate via radio while on the road. Road Supervisors are in place to assist when needed.



4.2 STANDARD OPERATING PROCEDURES (SOP)

Standard Operating Procedures and Practices are part of new operator and/or maintenance employee training and are reviewed during in-service training sessions. Operator training for CNYRTA/Centro and subsidiaries is based on the FMCSA new operator curriculum, and CNYRTA/Centro training staff members are certified FTA operator instructors.

4.2.1 SOP to Handle Detours

Operators are trained and directed to:

- Check for detour notices posted in their stations, drivers' room, or dispatch areas for planned, known detours affecting assigned routes,
- Follow detours as detailed in the detour notice,
- Report any unplanned events encountered during operation requiring a short-term detour such as an accident or police action blocking the normal route,
- Follow the directions of Radio Control/Dispatch and/or Road Supervisor on scene,
- Operating procedure for traffic congestion and bus delay (due to road construction, other vehicles accidents, etc.) is attached or referenced in PTASP/System Safety Program Plan (SSPP),
- Operators are trained and directed to report any unusual traffic delays to Radio Control/Dispatch so that the trip is filled in as necessary to maintain on-time performance for customers,
- Radio Control/Dispatch will monitor buses using the Clever CAD system and contact Operators running significantly behind schedule to assess the problem, if the Operator has not already called,
- Radio Control/Dispatch will use Extra Buses as available to address these situations to maintain on-time service as best as possible.

4.2.2 SOP for Inclement Weather (Snow, Fog, and Rainstorm)

Operators are trained and directed to:

- Operate vehicles with due care based on weather conditions,
- Report any significant inclement weather conditions making normal operation unsafe,
- Pull over to a safe location temporarily with four-way flashers until the condition has improved if conditions reduce visibility to near zero (e.g. severe downpour),
- Road Supervisors report system wide adverse weather and/or road conditions to Radio Control/Dispatch and make recommendations on continuing service in specific service areas if necessary.
- Dispatch will advise operators during a snow condition to follow the organization's snow route procedures.

4.2.3 SOP for Bus Subsystems Malfunction (Doors, Brakes, HVAC, Lighting, Wheelchair Lift/Kneeling)

Operators are trained and directed to conduct pre-trip inspections of the vehicle and note any defects to major subsystems on the Drivers Vehicle Inspection Report (VIR) prior to pullout. Defects noted prior to pullout that



would affect access by disabled customers (kneeler, wheelchair ramp) should be reported and another bus requested prior to pullout.

Operators detecting significant defects to major subsystems after pullout are directed to notify Radio Control/Dispatch for resolution including response on road by mechanic; change-off; or towing of the vehicle depending on the severity of the malfunction and availability of other vehicles for revenue service.

4.3 EMERGENCY OPERATING PROCEDURES

Emergency Operating Procedures are plan of actions to be conducted in a certain order or manner, in response to a specific class of reasonably foreseeable emergency, a situation that poses an immediate risk to health, life, property, or the environment.

These EOPs address contingency plans necessary for Operations and Maintenance Personnel to follow in the event of an emergency.

4.3.1 EOP for Fire & Smoke on Bus

Operators are trained and directed to: Pull clear of traffic, if possible and stop; Open doors, shut off engine, and lead customers upwind from fire; Notify Radio Control/Dispatch when safe to do so; Assist customers and advise them to remain until assistance arrives; Complete incident report upon return to station.

4.3.2 EOP for Passenger Evacuation from Bus

Operators are trained and directed to: Pull clear of traffic, stop bus, and open doors; Announce to customers the nature of the emergency and need to evacuate; If necessary, assist customers with emergency window or roof hatch exits; Notify Radio Control/Dispatch as soon as possible before or after evacuation. Assist and reassure customers that help is on the way.

4.3.3 EOP for Collision with another Vehicle or Fixed Object

Operators are trained and directed to:

- Secure the bus in a safe manner,
- Check for injuries to customers and occupants of any other vehicle,
- Notify Radio Dispatcher / Operations Management,
- Make no statement concerning fault,
- Pass out Courtesy Cards to all customers on board or any other persons who witnessed incident,
- Cooperate with investigating police and CNYRTA/Centro supervisors arriving on scene—follow any instructions and assist in describing how the accident occurred, do not leave scene until released by police and supervisor,
- Notify Radio Dispatcher/Operations Management when clear and proceed as instructed,
- Submit to post-accident drug and alcohol testing as required,
- Complete an incident report upon return to station.

4.3.4 EOP for Crowd Control or Incident on Bus

In response to on-board security incidents (assault, altercation, and disturbance) that threaten safety or require police response, Operators are trained and directed to:

- Come to a stop at the first safe location, unless doing so would escalate the situation,



- Press the Emergency Alarm (EA) button, if appropriate,
- Follow up with a PRTT (Priority Request To Talk) call to Radio Control/Dispatch OR phone call as situation and/or bus equipment warrants,
- Report your location,
- Request police and/or supervisor assistance when appropriate,
- Open all doors,
- Do not attempt to detain or chase suspects,
- Remain calm and observant,
- Try to report a good physical description of the suspect(s) and their direction of travel if off the bus,
- Report the suspect's use or possession of any weapons, if known.

4.3.5 EOP for Severe Weather & Natural Disaster (Earthquake, Flooding, High Winds, Heavy Snow etc....)

CNYRTA/Centro follows an “all-hazards” approach for emergency preparedness and emergency management, consistent with the National Incident Management System (NIMS). The Director of Service Development, the Director of Operations and Vice President of Operations coordinate emergency preparation and response. When possible, in response to forecast severe weather warnings, facilities and the bus system will be evaluated for specific potential risks related to that event in advance of the onset of the event. Control strategies include securing facilities and vehicles; holdover of essential personnel; acquisition of equipment needed to manage the emergency or reduce risk of loss; and evaluation of risks of continuing normal transit revenue service to the public. In addition, CNYRTA/Centro will coordinate with and assist local county offices of emergency management or municipal first responders by using available transportation assets to assist with emergency evacuations and/or sheltering, as necessary and feasible for specific emergency incidents including states of emergency declared by federal, state, county, or city government officials.

4.3.6 EOP for Engine/Drive Failures

Operators are trained and directed to: Notify Radio Control/Dispatch to report any vehicle defect that may endanger the safety of customers or cause further damage to the vehicle(s) as soon as the problem is detected. Radio Control/Dispatch will send a mobile maintenance truck to assess the problem and/or tow truck to tow the vehicle in for repair.

4.4 SAFETY RELATED MAINTENANCE PROCEDURES

4.4.1 Preventative Maintenance Procedures & Intervals for Bus Subsystems

See *Appendix 8 – Vehicle Preventative Maintenance* for detailed information pertaining to Vehicle Maintenance.

4.4.2 Corrective Maintenance Procedures for Facilities, Shop Equipment & Bus Subsystems

Manufacturer's manuals for each bus series—including maintenance manual, electrical schematic manual, and parts manuals—are available to all maintenance technicians. These outline corrective maintenance procedures for bus subsystems per manufacturer's guidelines. Operations and repair manuals for all facility and shop equipment are included with procurements and made available to appropriate personnel. See *Appendix 12*

4.4.3 Labor Size & Qualifications for Each Maintenance Discipline

- Centro Employee Competency Tests for Maintenance Department
- Testing Progressions and Union Progression Flow.



4.5 OPERATOR & MAINTENANCE TRAINING

4.5.1 New Employee Orientation Training & qualification Requirements

Applicants undergo a criminal record check and attend a standard new employee orientation as part of their initial training including such regulatory topics as employee harassment, workplace violence, right-to-know, and blood-borne pathogens.

The driving records of applicants for Operator positions are reviewed as required by New York State Vehicle and Traffic Law Article 19-A, Special Requirements for Bus Drivers (Article 19-A). All applicants must be at least 21 years old and have a CDL Class B permit or license. Maintenance position qualifications vary by position. CNYRTA/Centro requires a high school diploma or GED for these positions.

4.5.2 Vehicle Operator Training Requirements

CNYRTA/Centro's Operator training program includes all federal and state motor vehicle laws and commercial driver's license information and requirements. It uses the Federal Motor Carrier Safety Administration (FMCSA) new Entry Level Driver Training (ELDT) operator training curriculum and the TAPTCO System; and the testing requirements of the New York State Vehicle and Traffic Law for obtaining a Commercial Driver License Class B (CDL B) and bus operator certification under New York State Vehicle and Traffic Law Article 19-A, Special Requirements for Bus Drivers (Article 19-A).

Training includes both classroom time and significant time behind the wheel with instructors; riding routes with "mentor" experienced Operators; and final evaluations by instructors with feedback from "mentor" Operators prior to DMV road test and graduation.

See *Appendix 7* for new driver training requirements.

4.5.3 Dispatcher Training Requirements

Radio Dispatchers and Dispatch Supervisors receive one to one training from experienced Dispatch Supervisors on each shift. In general, the new Dispatch Supervisor must demonstrate proficiency in using the CAD/AVL system to assess bus system performance and communicate with bus operators; demonstrate good communications and decision-making skills; good customer service skills and teamwork. Dispatchers must demonstrate proficiency in using the Trapeze OPS (operations management) system and thorough knowledge of work rules and payroll rules. Training is approximately eight weeks depending on employee progress.

4.5.4 Employee Special Assistance Programs (counseling, rehabilitation, etc.)

CNYRTA/Centro offers a comprehensive Employee Assistance Program (EAP) as part of the employee benefit package. The program offers confidential counseling for various personal issues including drug and alcohol abuse, family and marital issues, and personal finance counseling. Employees may self-refer or be referred by the Authority when necessary.



5. ORGANIZATIONAL CHART

5.1 CNYRTA ORGANIZATION CHART

See *Appendix 1 – Centro Organizational Chart*

5.2 CNYRTA PERSONNEL SUMMARY

See *Appendix 2 – Personnel Data*

5.3 ORGANIZATIONAL STRUCTURE RELATIVE TO SYSTEM SAFETY

The responsibility for the hands-on implementation of the PTASP/SSPP is assigned to the Chief Safety Officer / Director of Security & Training. The Chief Safety Officer meets requirements of §673.5 and §673.23(d)(2) and is adequately trained and responsible for the overall functioning of agency safety programs. This position reports to the Vice President of Human Resources with a dotted line direct to the Chief Executive Officer. It is the duty of this position to monitor all systems and activities for compliance with the Plan, to communicate safety issues to the Vice President of Transit Operations and the Chief Executive Officer as warranted, to assess the preventability of vehicular accidents, oversee the recruitment and training of new Bus Operators, proactively manage corrective actions and initiatives relative to safety and security issues throughout the organization, and formulating prospective training initiatives to foster system safety. The following other individuals and positions are “key staff” and exercise the following responsibilities:

5.3.1 Chief Executive Officer (Christopher Tuff)

- Provides overall direction to the safety effort
- Gives top management support to the System Safety Program Plan
- Interfaces with policy-making Board of Directors
- PTASP – Accountable Executive
- Responsible for implementation of PTASP/ SSPP
- Meets requirements in §673.5 and §673.23(d)(1)
- Ensures that the agency’s SMS is implemented, and that substandard performance is addressed.

5.3.2 Vice President of Operations (Rahmin Azria)

- Directs the implementation of PTASP/SSPP policies and procedures.
- Reviews control information.
- Assures that safety practices and their appropriate governing documentation are current and complete.
- Delegates safety responsibilities within Operations.
- Has overall administrative responsibility for the functioning of Centro’s safety incentive programs.
- Works with the Director of Operations on updates to the System Safety Program Plan.
- Responsible for the day-to-day operations of the William Walsh Regional Transportation Center.
- Oversees the activities of outside supervisors and subsidiary operations.
- Directs field observations of safe driving techniques.
- Directs the observation of conditions at bus stops, shelters, and other such physical assets that would have an impact upon safe system operation.
- Develops, implements, and reviews internal controls over operational functions.

5.3.3 Vice President of Fleet & Facility Maintenance (Geoff Hoff)

- Ensures safe working practices and conditions within the shop, service area, and vehicle storage areas.
- Schedules vehicle preventative maintenance.
- Maintains vehicle maintenance records.



- Arranges training for mechanics and supervisors.
- Communicates awareness of hazards.
- Develops, implements, and reviews internal controls over vehicle maintenance functions.

5.3.4 *Director of Security & Training (Kevin Perrin)*

- Monitors and directs facility security.
- Promotes safe and secure working environment for employees.
- Coordinates “Criminal Case Management” with prosecutors and law enforcement.
- Assists the Director Operations in safety and security concerns as directed.
- Chairs the Security and Occupational Health Committee.

5.3.5 *Director of Operations (Mike Robinson)*

- Provides immediate oversight of supervisors who investigate accidents and perform other safety remediation tasks.
- Maintains adequate safety training for supervisory staff, including accident investigation training provided by the Transportation Safety Institute (TSI), Pupil Transportation Safety Institute (PTSI) and or the Public Transportation Safety Board (PTSB).
- Reviews all accident reports and related investigatory materials for completeness prior to forwarding to the 19A Administrator for determination of preventability.

5.3.6 *Labor Relations Manager (Stephen LaRue)*

- Reviews accident reports and interacts with the employee involved, including prescribing retraining and/or disciplinary action.
- Manages investigations of employee conduct.

5.3.7 *Human Resource Compliance Manager (Kayla Garcia)*

- Manages the Company’s 19-A compliance effort.
- Provides safety and training activities as appropriate.
- Administers Company’s substance abuse program. *See Appendix 11*

5.3.8 *Vice President of Business Development & Corporate Communications (Steve Koegel)*

- Supervises the planning effort which develops new routes and schedules, assuring that all appropriate safety elements have received full consideration.
- Supervises the initiation of new bus stops, shelter locations, and similar passenger amenities, assuring that all appropriate safety elements have received full consideration.

5.3.9 *Vice President of Finance (Melissa Brim)*

- Purchases required safety-related and protective equipment.
- Ensures that suppliers provide appropriate operating manuals, safety directives, etc.
- Ensures that products comply with safety and health specifications.
- Responsible for carrying out the Transit Asset Management (TAM) Plan and directing the human and capital resources needed to implement the PTASP/ SSPP and TAM.

5.3.10 *Vice President of Human Resources (Jacquelyn Musengo)*

- Determines overall training requirements within the organization.
- Administers the employee health and benefits programs.
- Administers CNYRTA programs for disability and Worker’s Compensation. Administers the general hiring of new employees, including performance of background checks.
- Administers CNYRTA Employee Assistance Program.
- Coordinates programs for third party administration of automobile and general liability claims.
- Coordinates programs with Workers Compensation insurer.
- Administers the insurance and risk management program.



5.4 SAFETY SYSTEM MANAGEMENT

It is the primary objective of this plan to allow and require existing departments to continue performing activities that support the PTASP/SSPP. Management activities are required to ensure adequacy of communication, coordination, and cooperation in the decision-making process regarding system safety concerns and their resolution. Through the performance of traditional and safety-related roles, an enhanced awareness of the impact on safety on every day and long-term decisions is created.

5.5 FEDERAL FUNDING STRUCTURE

CNYRTA/Centro receives Federal funding from the FTA through the following grants:

- 5307 – Urbanized Area Formula Grant (49 U.S.C. 5307): makes federal resources available to urbanized areas and to governors for transit capital and operating assistance in urbanized areas and for transportation-related planning. An urbanized area is an incorporated area with a population of 50,000 or more that is designated as such by the U.S. Department of Commerce, Bureau of the Census.
- 5311 – Formula Grants for Rural Areas: provides capital, planning, and operating assistance to states to support public transportation in rural areas with populations of less than 50,000, where many residents often rely on public transit to reach their destinations. The program also provides funding for state and national training and technical assistance through the Rural Transportation Assistance Program.
- 5339 – Grants for Buses and Bus Facilities Program (49 U.S.C. 5339): makes federal resources available to states and direct recipients to replace, rehabilitate and purchase buses and related equipment and to construct bus-related facilities including technological changes or innovations to modify low or no emission vehicles or facilities. Funding is provided through formula allocations and competitive grants. A sub-program, the Low-or No-Emission Vehicle Program, provides competitive grants for bus and bus facility projects that support low and zero-emission vehicles.



6. PLANT, EQUIPMENT & FACILITIES

6.1 DESCRIPTION OF PHYSICAL PLANT FACILITIES

The principal CNYRTA facility (220,825 sq. ft.) is located at 200 Cortland Avenue in Syracuse, New York, and houses the Authority's corporate offices, repair shops for all levels of vehicle repair, and the operations/dispatch center for the bus operations based in Syracuse and Onondaga County. It also incorporates the Authority's fueling facility for vehicles powered by compressed natural gas.

Facilities for bus operations in Cayuga County (14,153 sq. ft., located in the City of Auburn) and Oswego County (12,425 sq. ft., located in the City of Oswego) include offices for local administration, vehicle storage area, maintenance shops for light repairs and preventative maintenance, and an operations / dispatch center.

The William F. Walsh Regional Transportation Center, located in Syracuse, includes the operations of Amtrak, Greyhound, and Trailways. It incorporates passenger ticketing and waiting areas, bus boarding bays, an Amtrak rail platform, intercity bus storage and fueling facilities, customer service amenities (food courts, gift shop, etc.), and two surface parking lots. The size of the structure, including platforms and ramps, is 23,815 sq. ft.

On September 4, 2012, a Transit Hub opened in downtown Syracuse at 599 S. Salina St. This facility includes a boarding area with 22 bus bays and is covered by a 55,000 square foot canopy. The Hub includes an indoor waiting area that contains public restrooms, a public information center, electronic bus departure information signs and ticket vending machines. The facility has many video cameras and 24-hour security.

Throughout the system, there are approximately 130 passenger shelters owned and maintained by the Authority, almost all of which are on public rights-of-way or on the private property of others.

In Oneida County, operations for service in Utica and surrounding towns are conducted out of a facility located on Leland Avenue in the City of Utica. The facility, owned by Oneida County, has offices for local administration and operations, vehicle storage and maintenance areas, and a dispatching center. A downtown Utica Transit Hub was opened in January of 2013. For service in Rome, there is a small maintenance facility on Race Avenue owned by the City of Rome, which has provisions for light maintenance and related activities only. Dispatching is also performed from the Race Avenue facility.

6.2 VEHICLE FLEET DATA

See *Appendix 4*.

6.3 MAINTENANCE STANDARD OPERATING PROCEDURES

The CNYRTA has prepared complete Standard Operating Procedures for the Maintenance Department. This document is periodically reviewed and updated as necessary and is available at the Centro Maintenance Office in Syracuse.

6.4 SPECIFIC SAFETY PROCEDURES IN THE MAINTENANCE DEPARTMENT

Operating and safety procedures are in place for the high-risk areas listed below. Training related to these areas is cyclical and on-going.

- Hazard Communication-Chemical-Blood Borne-Pathogen Training
- Hazard Communication Program



- Centro Facilities Preventative Maintenance
- Operation of the compressed natural gas fueling system
- Lock-out / tag-out / energy control
- Confined space entry
- Control of exposure to blood borne pathogens
- Power industrial truck program
- Fall protection program
- Hearing conservation program
- Hazard communication program

6.5 BUS STOPS AND SHELTERS

To eliminate or control accidents through hazard analysis, Centro's 3,300 bus stops and 130 shelters have been inventoried. A schedule of regular site inspection and maintenance has been established to better assure safety. Along with that, each street supervisor is assigned a specific geographic sector of the CNYRTA service area for which he or she is accountable for quality assurance, safety, and other operational characteristics.

Installation of stops and shelters is performed in accordance with Centro standards, and in compliance with any relevant criteria established by local municipalities, as well as criteria established by the Americans with Disabilities Act.



7. SAFETY COMMITTEES & BOARDS

7.1 CENTRO SECURITY & OCCUPATIONAL HEALTH COMMITTEE

The mission of the Security & Occupational Health Committee is to provide information, support, guidance and recommendations to managers and department heads on emerging occupational health and safety/security issues for the purpose of reducing or eliminating the potential for injury, death, or property damage. The committee assigns projects or tasks to individual committee members (or a sub-committee) within the member's area of responsibility/influence and/or expertise as needed.

This committee assembled with representatives from all departments of CNYRTA assembled to:

- Identify hazards, unsafe conditions, occupational health, and security problems,
- Assist in development of strategies for mitigating hazards and addressing concerns,
- Review security and occupational health performance,
- Make recommendations for policies and procedures,
- The committee meets bimonthly (or as needed) and is chaired by the Director of Security and Training.

Members of the Security & Occupational Health Committee include, but is not limited to, personnel from the following departments:

▪ Director of Security & Training	▪ Director of Facilities Management
▪ Operations Management	▪ Director of Service Planning
▪ Human Resources Management	▪ Stockroom Operations
▪ Maintenance Management	▪ Finance Department
▪ Subsidiary Operations Management (Auburn, Oswego, Oneida, Cortland)	▪ 19A Administrator
▪ Information Technology Management	▪ Specialized Transportation Supervisor
	▪ Manager of Labor Relations

7.2 ACCIDENT REVIEW COMMITTEE

The mission of the Accident Review Committee is to render fair and impartial decisions when accidents are rated and identify opportunities to enhance driving skills and reduce incidents of all classifications. Preventability ratings are made in accordance with New York States BAITFISH training standards.

The Accident Review Committee is a subcommittee of the Security & Occupational Health Committee. It has the same membership as the Security & Occupational Health Committee except Facilities and Service Planning.

- All accidents involving Centro Bus Operators while operating a vehicle owned by the CNYRTA are reviewed by the 19A Administrator to determine preventability, who shall render a decision on preventability within fifteen days of the occurrence of the accident.
- Should an accident be deemed to have been preventable, the employee has the right to appeal the determination to the Accident Appeal Committee.
- The Accident Appeal Committee meets regularly (as needed) and is composed of three voting members: one from Centro management, one from Amalgamated Transit Union Local 580, and one from the Public Transportation Safety Institute.



- The Committee will give the employee the opportunity to present information to support his or her position relative to the accident’s preventability and will thereafter discuss the merits of the issue. By majority vote, the Committee will choose to uphold or overturn the original accident determination. The Committee will be guided in its decisions by the principals set forth by the National Safety Council and the NYSDOT Statewide Standardization. The decisions of the Committee are final and are binding upon both the employee and Centro.

7.3 LOCAL SAFETY BOARDS

The Director of Security and Training acts as liaison with local law enforcement agencies. Through participation on both the Onondaga County and New York State Traffic Safety Boards, this person meets with local and state law enforcement officials on a regular basis. The Onondaga County Traffic Safety Advisory Board meets at least once every two months or more often, if necessary, while regional meetings are held five times a year. That Board also supports a Lights-On Caravan motorcade held each December to honor and remember victims of drunk and drugged driving crashes and to remind all drivers of the dangers of driving while impaired. The Authority provides a transit bus to carry participants in the motorcade as an integral part of that event.

7.4 LABOR-MANAGEMENT SAFETY COMMITTEE

Changes to the Public Transportation Agency Safety Plan (PTASP) requirements dated February 17, 2022, require a Safety Committee compliant with 49 U.S.C. § 5329(d)(5) by July 31, 2022. To be in accordance with PTASP requirements, the Central New York Regional Transportation Authority and Amalgamated Transit Union 580 established a committee known hereafter as the Labor-Management Safety Committee. The purpose of this Committee is to facilitate cooperation between the Central New York Regional Transportation Authority (CNYRTA) and Amalgamated Transit Union 580 (ATU-580) leadership regarding safety matters.

7.4.1 Membership

In compliance with 49 CFR 673.19, the committee consists of an equal number of ATU-580 transit workers and CNYRTA management representatives covering all major transit service functions, including operations and maintenance.

- The committee has (8) members; four (4) members from the ATU-580 and four (4) members from the CNYRTA
 - The CNYRTA and ATU-580 each appoint their own members.
 - Each committee member should be familiar with safety topics and preferably be BAITFISH trained.
 - BAITFISH training will be provided to Centro employee committee members when available and at the expense of the company, including wages and applicable related expenses.
 - Each committee member agrees to participate in any future safety training required by applicable regulatory agencies.
- The committee includes two (2) chairpersons.
 - The CNYRTA and ATU-580 each designates one (1) of their members to act as their committee chairperson.
- If a committee member is not able to attend a regularly scheduled Labor-Management Safety committee meeting, the CNYRTA or ATU-580 can choose an alternative member for the specific or all meetings.
- Committee members can request additional staff to attend a committee meeting; however, only the 8 designated Committee Members are eligible to approve the PTASP and associated performance targets.



- Designated ATU-580 committee members are compensated for any scheduled work time they miss due to committee meetings.

7.4.2 Responsibilities

The Labor-Management Safety Committee is responsible for but not limited to:

- Annual review and approval of the PTASP and performance measure targets prior to CNYRTA Board of Members final approval,
- Conducting risk assessments as defined in the Safety Reduction Program for the four identified performance measures – Major Events, Collisions, Assaults on Transit Workers & Injuries,
- Identifying and recommending risk-based mitigations or strategies necessary to reduce the likelihood and severity of safety incidents,
- Identifying mitigations safety deficiencies that may be ineffective, inappropriate, or were not implemented as intended (continuous improvement),
- Address any outstanding safety concerns presented during Sub-Committee meetings.

7.4.3 Procedures

ATU-580 provides The Labor-Management Safety Committee agenda items along with the Labor-Management Meeting agenda, on the Friday prior to the Labor-Management Meeting, to the Chief Executive Officer. The Chief Executive Officer combines the agenda items from both the CNYRTA and ATU-580 and provides a final agenda to the committee on the Monday prior to the Labor-Management Meeting.

The Labor-Management Safety Committee meets following the Labor-Management meeting on the first Tuesday of every month. Upon mutual agreement between the CNYRTA and ATU-580 the meeting can be cancelled, rescheduled, or additional meetings can be scheduled.

Minutes of meetings will be recorded and distributed to committee members. When items require approval (PTASP and Performance Targets), member decisions will be reflected in the minutes. In the event the committee cannot reach a majority on an item requiring approval, the dispute resolution process will be followed. For dispute resolution, a 3rd party or Arbitrator will be selected to resolve the dispute. The decision of the neutral 3rd party or Arbitrator shall be final and binding upon the parties. The expense of the Arbitration or 3rd party shall be borne as follows: The Company and Union shall each bear the expense and equally share the fees and expenses as are necessary to successfully carry forth the dispute resolution.

To gain additional front-line information pertaining to safety, CNYRTA and ATU 580 have agreed to create two sub-committees, the Maintenance Safety Committee, and the Operations Driver Committee.

7.4.4 Operations Driver Committee

The sub-committee will be headed by a member of the CNYRTA management staff. The ATU-580 will designate a Union Executive Board that will be present in the meeting along with front line staff from the operations department. ATU-580 will provide the CNYRTA the names of the six (6) employees, one (1) of which will be a



maintenance employee; including the ATU-580 representative; that will be representing the driver workforce. ATU-580 will also have two (2) alternate employees that will be utilized in case a representative is not available. Any changes to the membership will be made in writing to the CNYRTA and ATU-580 committee representative.

The Operations Driver Committee will meet on the Second Tuesday of every month. Upon mutual agreement between the CNYRTA and ATU-580 the meeting can be cancelled, rescheduled, or additional meetings can be scheduled.

The Operations Driver Committee is responsible for but not limited to:

- Being a liaison between the driver workforce and CNYRTA management staff,
- Identifying and recommending strategies to improve the operations of the CNYRTA,
- Evaluation of driver uniform contract,
- Discussion and clarification of company policy and procedures,
- Identifying and recommending risk-based mitigations or strategies necessary to reduce the likelihood and severity of safety incidents.

The committee must designate someone to record the minutes for each meeting,

- Minutes should include, but not limited to, attendance, topics, and their discussion notes,
- The minutes are to be typed and provided to the committee, Vice President of Operations, Executive Officer, and ATU-580 Business Agent.

7.4.5 Maintenance Committee

The sub-committee will be headed by a member of the CNYRTA management staff. The ATU-580 will designate a Union Executive Board that will be present in the meeting along with front line staff from the Maintenance department. ATU-580 will provide the CNYRTA the names of the six (6) employees, one (1) of which will be an operator; including the ATU-580 representative; that will be representing the Maintenance workforce. ATU-580 will also have two (2) alternate employees that will be utilized in case a representative is not available. Any changes to the membership will be made in writing to the CNYRTA and ATU-580 committee representative.

The Maintenance Committee will meet on the third Thursday of every month. Upon mutual agreement between the CNYRTA and ATU-580 the meeting can be cancelled, rescheduled, or additional meetings can be scheduled.

The Maintenance Committee is responsible for but not limited to:

- Being a liaison between the maintenance workforce and CNYRTA management staff,
- Identifying and recommending strategies to improve the operations of the CNYRTA,
- Discussion and clarification of company policy and procedures,
- Identifying and recommending risk-based mitigations or strategies necessary to reduce the likelihood and severity of safety incidents.

The committee must designate someone to record the minutes for each meeting,



- Minutes should include, but not limited to, attendance, topics, and their discussion notes,
- The minutes are to be typed and provided to the committee, Vice President of Fleet and Facilities, Deputy Chief Executive Officer, Chief Executive Officer and ATU-580 Business Agent.

8. PLAN MAINTENANCE

8.1 SYSTEM SAFETY PROGRAM PLAN ANNUAL REPORT

The Chief Safety Officer will provide an annual report, for internal review, of the Public Transportation Agency Safety Plan (PTASP) and System Safety Program Plan (SSPP) to the executive management team. The report will include a summary of:

- Goals and accomplishments
- Interim modifications to the Plan
- The number of total accident occurrences for the calendar year
- Safety performance measures and targets

Included in the report will be the number of accidents meeting the Public Transportation Safety Board's reporting criteria, as well as the following:

- Number of passenger fare vehicles
- Number of personnel
- Changes in policies, procedures, and practices
- Changes in facilities

The PTASP/SSPP requires that top management or the Chief Executive Officer certify and sign the document as to the description of the bus properties total operational scope.

8.2 BIENNIAL REVISIONS

The internal annual report will form the basis for the System Safety Program Plan biennial recertification report to the PTSB. All parties identified in Section 5.1 will have the opportunity to review proposed plan updates. The Vice President of Operations or his designee shall be responsible for final approval and incorporation of changes into the Plan. The Vice President of Operations shall advise the Chief Executive Officer of the Authority of any material changes to the plan and will seek direction where appropriate.

8.3 PROCEDURAL UPDATE

Changes in policies, procedures, and practices relative to system safety will be reported to the PTSB as soon as they are implemented, as well as in the above-mentioned recertification summary.

8.4 TOTAL ACCIDENT OCCURENCES

A summary of accidents which occurred in fiscal year of April 1, 2024 to March 31, 2025, is attached as *Appendix 3*. All accidents were recorded in accordance with the template and software created by CNYRTA.

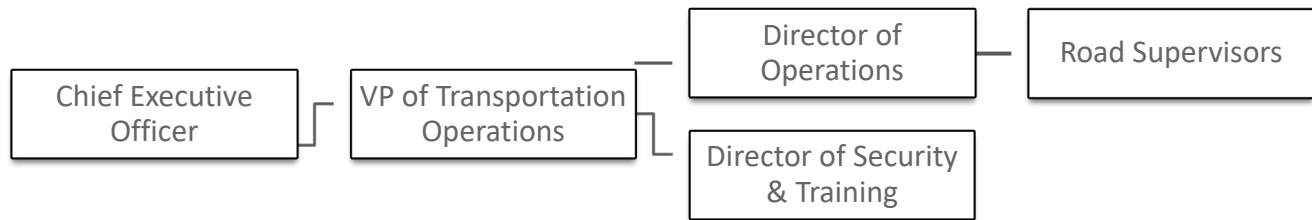


APPROVAL DATE: |||

9. SYSTEM SAFETY ORGANIZATION & RESPONSIBILITIES

9.1 SAFETY ORGANIZATIONAL STRUCTURE

The structure of CNYRTA/Centro's System Safety Organization is illustrated as follows:



9.2 ROLES AND RESPONSIBILITIES WITHIN THE SAFETY ORGANIZATION

Safety initiatives are the responsibility of appropriate individuals within the safety system group, who disseminate safety initiatives in coordination with other departments, divisions, and groups. In turn, those other departments, divisions, and groups are responsible for carrying out those initiatives.

9.2.1 All Employees

All employees are responsible for safety. Requirements are in effect and integrated into each job description. All employees participate in mandatory annual safety training.

All employees are encouraged to document and submit concerns about any unsafe practice, procedure, or condition to the Security and Occupational Health Committee by emailing the Chief Safety Officer at safety@centro.org.

All departments and employees have safety responsibilities that contribute to the safety of system passengers, fellow employees, and the public, and which prevent or reduce damage to property. All employees will be expected to:

- Conduct work activities in compliance with safety rules,
- Report unsafe conditions and practices to their supervisor,
- Report any injury or accident to their supervisor.

9.2.2 Operations Department

The Operations Department has a significant responsibility that contributes to the overall system of safety to our passengers, fellow employees, and the public. Inside and outside supervisors are responsible to ensure that Bus Operators are prepared for duty, fit for duty, and capable of providing safe transit operations for our customers.

Service Supervisors are expected to:

- Make periodic field observations for compliance with safety rules,
- Investigate accidents and submit reports,
- Assist with Article 19-A compliance,
- Assist in training and retraining of Bus Operators.

Bus Operators are expected to:

- Complete required training and retraining as scheduled,
- Conduct pre-trip safety inspection of vehicle,
- Operate the bus safely and drive defensively,
- Advise and caution passengers of rules and conditions,
- Report vehicle defects and/or any unsafe conditions.

9.2.3 Maintenance Department

The Maintenance Department also has a significant responsibility that contributes to the overall safety system. If our maintenance department does not properly maintain and conduct preventative maintenance on our buses, trucks, and service vehicles we are putting the public in danger every time we operate.

Maintenance Support Equipment:

- Tow Trucks
- Mobile Repair Truck

Supervisors are expected to:

- Supervise the safe performance of duties by maintenance personnel,
- Inspect and ensure safe working conditions and practices in shop area,
- Keep abreast of current safety information.

Mechanics and other maintenance personnel are expected to:

- Complete required training and retraining as scheduled,
- Inspect vehicles and repairs defects,
- Use personal protective equipment.

9.3 SAFETY STAFF DEPARTMENT QUALIFICATIONS

The Director of Security & Training should hold the following qualifications:

- Transit Safety & Security certification from the Transportation Safety Institute (TSI)
- 40-hour OSHA certification
- Trained in New York State BAITFISH Accident Investigation
- Trained in TSI Bus Collision Investigation

The Chief Safety Officer-Director Security & Training, and Manager of Labor Relations are former law enforcement officers with DCJS certifications; Inside Supervisors and Outside Road Supervisors are mostly former Bus Operators. Some have received New York State BAITFISH Accident Investigation training and/or TSI Bus Collision Investigation training, and other several are certified as Article 19-A examiners.

Safety functions are monitored by department managers who assign actionable items or delegate responsibilities to supporting staff members, committees, and Outside Road Supervisors based on qualifications, areas of expertise, and area of responsibility.



9.4 UNSAFE PRACTICE PROCEDURES

The Security and Occupational Health Committee investigate any practices and/or procedures that are questioned for safety reasons along with representative(s) from the affected department and the proper personnel required to rectify any unsafe condition.

9.5 ACCIDENT/INCIDENT INVESTIGATIONS CONDUCTED THROUGH OPERATIONS

Inside and/or Outside Road Supervisors investigate any accidents or incidents. The Inside and/or Outside Supervisor and the Operator involved file reports that are reviewed by the Manager of Video and Accident Data, Operations Management, Labor Relations Manager, Security and Occupational Health Committee and/or the Accident Review Committee.

9.6 DISCIPLINARY PROCEDURES FOR UNSAFE ACTS, PRACTICES, & RULE VIOLATIONS

CNYRTA/Centro has established procedures for unsafe actions, practices, and rule violations in accordance with the Collective Bargaining Agreement (in place at the time of the incident), the Centro Rules and Regulations and Centro Maintenance Department Rules and Regulations Handbooks.

9.7 SAFETY TRAINING REQUIREMENTS FOR VARIOUS POSITIONS

9.7.1 Operations – Requirements for Operators

The Training Department and 19A Administrator assists Operations and in establishing safety-training requirements for Operators, covering a range of subjects including not limited to vehicle operations, emergency management, exposure to blood-borne pathogens, community emergencies, terrorist activity awareness, and system safety awareness. Safety performance is also an integral part of the Operator's biennial Article 19-A evaluation. *See Appendix 13 for 19A procedures*

The following training is conducted:

- *Employee Safety Training Presentation*
- *Customer Service/De-Escalation Training*
- *Hazard Communication/Chemical/Blood-Borne Pathogens Exposure Training*
- *Employee Training Re Terrorist Activity and Safety Awareness*
- *Operator Training – Vehicle Operations Manual and Operator Training Curricula*

9.7.2 Operations – Requirements for Supervisors

The Operations Supervisors for Inside, Outside, and Radio Dispatchers receive the following training:

- *Employee Safety Training Presentation*
- *Customer Service/De-Escalation Training*
- *Supervisor's Safety Training Presentation*
- *Hazard Communication/Chemical/Blood-Borne Pathogens Exposure Training*
- *Employee Training Re Terrorist Activity*
- *Employee Training Re System Safety Awareness*
- *Operator Training – Vehicle Operations Manual and Operator Training Curricula*



9.7.3 Operations Tests and Inspections

To incorporate adequate testing procedures and ensure learning down to the Operator level, CNYRTA/Centro incorporates the following tests and inspections to validate the safety program:

- *19-A Procedures*
- *ELDT Classroom Examination*
- *Centro Employee Competency Tests*
- *Sample Vehicle Inspection Report*

9.8 PARTICIPATION IN DRILLS & SIMULATIONS TO VALIDATE TRAINING

The Security and Occupational Health Committee conducts annual training to validate Standard Operating Procedures and Emergency Operating Procedures. During these “table-top” exercises, various scenarios are presented to supervisors and management of Operations, Maintenance, Information Technology, Human Resources, Para-Transit Services, Service Development, and the Executive Management Team to validate standing procedures. Over the past years, table-top exercises have included:

- Active Shooter at the Transit Hub
- Pandemic Response
- Power Loss and Recovery of Dispatch Control to Alternate Location
- Bomb explosion on bus in garage
- Cyber security and bomb threats



10. HAZARD ANALYSIS, ASSESSMENT & IDENTIFICATION

10.1 HAZARD IDENTIFICATION

The objective of hazard identification activities is to recognize those conditions which have the potential for causing an accident, or which can create an unsafe condition. Two basic strategies exist for orderly and thorough identification of hazards.

These strategies incorporate the inductive and deductive identification process. The inductive process involves the analysis of system components and their failure modes to identify effects on the total system. The deductive hazard identification process involves defining the undesired event (hazard) and then deducing the combinations of normal and failure conditions that are necessary to produce the hazard.

It is impossible to eliminate every possible cause of equipment damage or personal injury. Priority should be given to reducing the risk of severe accidents. Efforts should also be focused on controlling conditions likely to be formally documented, classified, and entered in a master file for future reference.

10.2 HAZARD ANALYSIS

Most accidents can be effectively controlled, mitigated, or eliminated by the utilization of an organized procedure for operations and a systematic approach to safety. Activities around bus safety will concentrate on a priority listing of areas of concern to the bus system's day-to-day operations. This priority listing is not intended to ignore accidents by categories of frequency or severity. It attempts to identify hazards, or potential accidents, that place the bus system most at risk. Potential hazards that require safety analysis include:

- Bus stop locations & shelters,
- Road impediments,
- Fire Safety: Handling & storage of flammables, fueling operation, garage facility, vehicles,
- Accidents: Location, type, time of day, day of the week & vehicle types,
- Vehicles: Brakes & tires, suspension system, electrical system & air supply system.

10.3 HAZARD ASSESSMENT POLICY

Hazard Analysis is performed to identify hazardous conditions for the purpose of their elimination or control. This is a systematic approach to identify hazards that start with basic parts and subsystems and interprets the possible hazards or failures which could occur. Once hazards are identified, they should be assessed to determine their impact on the total system. This is whether to accept the hazard or to determine the extent of corrective measures to eliminate the hazard or reduce its severity.

Step 1: Categorize level of severity.

Category	Description
Catastrophic (1)	May cause death.
Critical (2)	May cause severe illness, injury, or major system loss.
Marginal (3)	May cause minor injury, illness, or loss.
Negligible (4)	Will not result in injury, illness, or system damage.



Step 2: Categorize likelihood of occurrence.

Category	Description
Frequent (A)	Depending on the nature of the hazard, the potential consequence can be expected to occur more than once per month.
Probable (B)	Will occur frequently. Depending on the nature of the hazard, the potential consequence may be experienced less than once per month, but more than once per year.
Occasional (C)	Will occur several times. Depending on the nature of the hazard, the potential consequence may be experienced less than once per year, but more than once per decade.
Remote (D)	Unlikely, but can reasonably be expected to occur. Depending on the nature of the hazard, the potential consequence may be experienced less than once per decade but more than once in the life of the system.
Improbable (E)	Unlikely to occur but possible. Depending on the nature of the hazard, the potential consequence likely will not be experienced in the life of the system but is possible.

10.4 HAZARD IDENTIFICATION PLAN & PROCEDURES

CNYRTA/Centro is committed to providing each employee a safe working environment and the public with safe and reliable transportation services. Each employee has an impact on safety in the workplace and everyone is responsible for sharing this commitment and supporting efforts to provide a safe and healthy working environment.

10.4.1 Formulate a Policy for Hazard Identification

All employees receive training for hazard communication.

- Hazard Communication Program

10.4.2 Internal Safety Data Sources for Hazard Identification

CNYRTA/Centro managers monitor a variety of information systems to identify hazards. The use of vehicle inspection reports, vehicle maintenance software, incident reports from bus operators, customer complaints captured by the Customer Service, and accident and incident information captured by CNYRTA/Centro incident reporting system all provide a large data warehouse of information to assist managers in identifying potential hazards and trends.

Employees are encouraged to submit concerns about any unsafe practice, procedure, or condition to the Security and Occupational Health Committee via email to the Chief Safety Officer or by written notice or incident report. Safety concerns will be forwarded to the members of the Security and Occupational Health Committee for assignment for follow-up actions and will communicate resolutions back to the originating employee.

Managers may conduct or request further investigation into any potential safety problem to determine whether immediate action is required or whether the problem should be tasked out to the Security and Occupational Health Committee to provide further guidance and recommendation with regard to the specific safety concern. Oversight provided by the FTA and PTSB also provide a sources of hazard identification through routine audits and inspections.



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Data sources are shared with key department heads, managers, and the Security and Occupational Health Committee to assist with the investigation of potential safety hazards to assess event frequency and severity. Key department heads and managers also share information with investigating field personnel as may be necessary to implement corrective action.

10.4.3 Contractor Safety Data Sources for Hazard Identification

Centro staff/ managers monitor contractors performing work for the authority. Prior to performing any work on behalf of Centro, contractors are given and point of contact who they remain in contact with throughout the performance of work. Hazards identified by contractors are reported to their staff contact who addresses the hazard or communicates the issue to the CSO for further investigation. Contractors are monitored by Centro staff to ensure compliance with Centro's safety policies and procedures. Contractors who work on the road for Centro are monitored by road supervisors and maintain phone/radio contact with the office they are contracting with. Contractors who do not have direct access to Centro personnel are provided with and encouraged to use Centro's incident report form to report any issues including hazards, that they discover.

10.5 SAFETY RISK ASSESSMENT & RISK ASSESSMENT MATRIX

10.5.1 Consequences for Hazards

Based on § 673.5 definition of hazard, potential consequences for consideration in transit safety risk assessment can be defined as an effect of a hazard involving injury, illness, or death; damage to or loss of the facilities, equipment, rolling stock, or infrastructure of a public transportation system; or damage to the environment. As a Bus Transit Agency, CNYRTA/Centro chooses to assess a range of consequences related to a single hazard for their level of likelihood and category of severity.

10.5.2 Assessing Safety Risk

Based on paragraph 11.3, CNYRTA/Centro chooses to utilize a Risk Assessment Matrix to determine the risk severity of related employee actions. Below are examples of Risk Assessment Matrix's for various occurrences:

Ex. 1 Vehicular Accident: Minor Vehicular Damage, no injuries

RISK ASSESSMENT MATRIX				
Likelihood / Severity	Catastrophic (1)	Critical (2)	Marginal (3)	Negligible (4)
Frequent (A)	HIGH (1A)	HIGH (2A)	HIGH (3A)	MEDIUM (4A)
Probable (B)	HIGH (1B)	HIGH (2B)	MEDIUM (3B)	MEDIUM (4B)
Occasional (C)	HIGH (1C)	MEDIUM (2C)	MEDIUM (3C)	LOW (4C)
Remote (D)	MEDIUM (1D)	MEDIUM (2D)	LOW (3D)	LOW (4D)
Improbable (E)	LOW (1E)	LOW (2E)	LOW (3E)	LOW (4E)

Ex. 2 Vehicular Accident: Total Vehicle, passenger transported via ambulance to hospital

RISK ASSESSMENT MATRIX				
Likelihood / Severity	Catastrophic (1)	Critical (2)	Marginal (3)	Negligible (4)
Frequent (A)	HIGH (1A)	HIGH (2A)	HIGH (3A)	MEDIUM (4A)
Probable (B)	HIGH (1B)	HIGH (2B)	MEDIUM (3B)	MEDIUM (4B)
Occasional (C)	HIGH (1C)	MEDIUM (2C)	MEDIUM (3C)	LOW (4C)
Remote (D)	MEDIUM (1D)	MEDIUM (2D)	LOW (3D)	LOW (4D)
Improbable (E)	LOW (1E)	LOW (2E)	LOW (3E)	LOW (4E)

Ex. 3 Employee Injury: Maintenance employee, injured while working within the shop

RISK ASSESSMENT MATRIX				
Likelihood / Severity	Catastrophic (1)	Critical (2)	Marginal (3)	Negligible (4)
Frequent (A)	HIGH (1A)	HIGH (2A)	HIGH (3A)	MEDIUM (4A)
Probable (B)	HIGH (1B)	HIGH (2B)	MEDIUM (3B)	MEDIUM (4B)
Occasional (C)	HIGH (1C)	MEDIUM (2C)	MEDIUM (3C)	LOW (4C)
Remote (D)	MEDIUM (1D)	MEDIUM (2D)	LOW (3D)	LOW (4D)
Improbable (E)	LOW (1E)	LOW (2E)	LOW (3E)	LOW (4E)

10.6 FACILITY INSPECTIONS FOR POTENTIAL SAFETY HAZARDS

10.6.1 Bus Shelter Inspections

The Outside Road Supervisor Team provides guidance and assistance the Service Planning Department on all proposed bus shelter and bus stop changes. The Director of Operations is assigned to identify potential safety hazards. The team conducts physical inspections of bus stops, bus shelters, and bus routes (including road conditions) as needed.

10.6.2 Bus Stops & Surrounding Area Inspections

All Outside Road Supervisors report problems necessary for corrective action to the Director of Service Development and the Buildings and Grounds Department.

10.6.3 Routes/Road Conditions Inspections

All Outside Road Supervisors report problems necessary for corrective action to the Director of Service Development.

10.6.4 Dispatch Office Inspections

All Supervisors report any/all problems necessary for correction action to the Buildings and Ground Department, Information Technology Department or other necessary department depending on the issue.



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10.6.5 Garage Facilities Inspections

Maintenance Department and Facilities Management supervisors receive training in facility safety hazard identification and are expected to identify any potential safety hazards in their assigned areas. In addition, safety concerns submitted by employees may be referred to the appropriate Maintenance Department supervisor for resolution.

- Preventative Maintenance Program.



11. HAZARD RESOLUTION

11.1 HAZARD RESOLUTION

The purpose of this task is to identify, on a priority basis, resolutions, or controls to prevent potential hazards from becoming incidents or accidents. Those hazards, which have been identified and assessed as to severity and likelihood of occurrence should be prioritized for resolution action. These processes are intended to reduce the likelihood and severity of the consequences of hazards.

Any unsafe or hazardous condition found is reported to the Security and Occupational Health Committee for hazard identification. A safety concern should be submitted by written notice or by emailing the Chief Safety Officer at safety@centro.org.

11.1.1 Responsibility for Hazard Assessment & Resolution Assigned

Responsibility for hazard assessment and resolution lies at the management level. All managers are used to assist in hazard identification and assessment. The Safety Committee is consulted where appropriate or as needed.

11.1.2 Hazard Reports Routed to the Chief Safety Officer

All hazard reports are sent to the Chief Safety Officer and then forwarded to the Security and Occupational Health Committee. Hard copy submissions are given to Operations Management Staff and then turned into the Chief Safety Officer or Security and Occupational Health Committee. The Security and Occupational Health Committee engages other departments as necessary in the investigation and resolution of identified hazards.

11.2 SYSTEM TRACKING FOR IDENTIFIED HAZARDS

All identified hazards are thoroughly investigated by members of the management staff and/or the Security and Occupational Health Committee for hazard resolution. The severity and probability of risk of loss is considered by the Security and Occupational Health Committee and/or appropriate manager to determine level of urgency will be given in addressing an identified hazard.

11.3 ADDITIONAL RISK ASSESSMENT METHODS UTILIZED FOR PRIORITY & RATING

Other Risk Assessment Methods/Priority of Hazard priorities are determined based on an analysis of probability, occurrence, severity, and costs using information available within the CNYRTA/Centro database and incident reporting system. The most serious hazards are addressed immediately.

11.4 HAZARD PRIORITY BASED ON SEVERITY & PROBABILITY OF OCCURRENCE/COST OF CORRECTIVE ACTION

The appropriate member of management staff and/or the Security and Occupational Health Committee, in coordination with the Director of Security and Training, consider the severity and probability of risk of loss to determine the level of urgency that will be given to addressing an identified hazard. The level of urgency for a given hazard is based on its level of severity and level of probability as well as cost. The most serious hazards are addressed immediately.



11.5 LEVEL OF ACCEPTABLE RISK

The Security and Occupational Health Committee continually conduct risk assessments in daily operation, as well as extraordinary events, on an as needed basis. If the risk level is elevated, it will be brought to the attention of the executive team for risk evaluation and determination.

11.6 HAZARD ASSESSMENT/ANALYSIS/RESOLUTION – RESPONSIBILITY WITHIN ORGANIZATION

The Security and Occupational Health Committee engages other departments as needed in the investigation and resolution of identified hazards. The responsibility for hazard assessment and resolution lies at the management level. All managers assist in hazard identification and assessment. The Security and Occupational Health Committee is consulted where appropriate or as needed.

11.7 CONTRACTOR’S SAFETY RISK MITIGATION

Contractors are monitored by Centro staff to ensure compliance with Centro’s risk mitigation activities. Contractors not operating on site are monitored by road supervisors and receive yearly training regarding safety similar to what Centro employees receive. These off-site contractors are held to the same performance standards as Centro’s operators by road supervisors.

11.8 OPEN ITEMS IN DEFERRED STATUS

The Security and Occupational Health Committee manages a working agenda for all reported hazards and safety concerns, which includes the status of each open item and the open tasks necessary to complete as part of the plan to resolve the safety concern or hazard. The committee maintains a file of all hazard notices with the outcome of each, such as close-out of corrected or resolved hazard notices. In some cases, open items are deferred or given a retraining required status. As necessary, mid-level managers may consider a work-around or alternative process that is acceptable to the Safety Committee.

11.9 RESOLUTION METHODOLOGY

The resolution of hazards includes the establishment of priorities. The scope of the activities involved in hazard elimination or reduction, is based upon the degree of criticality and the probabilities of occurrence. The lowest priorities will be given to “negligible” or “unlikely” hazards.

The hazard reduction process will be focused toward resolving significant hazards through elimination, control, and containment to acceptable risk levels. Less significant hazards will be residual hazards for management visibility until subsequent resolution. Elimination, control, or containment of hazard effects will be according to a hazard reduction precedence sequence and will proceed through the following steps until an acceptable resolution has been identified and implemented.

Resolution strategies in accordance of their desired preference are as follows:

Strategy	Description
Design for Minimum Hazard	Specification requires design features that are either fail-safe or fail-operational and have capabilities to perform continuously, through redundancy.
Safety Devices	Known hazards which cannot be eliminated through design selection will be reduced to an acceptable risk level using appropriate safety devices.
Warning Devices	Where it is not possible to preclude the existence or occurrence of an identified hazard, visible or audible warning devices will be employed.



Special Procedures	Where it is not possible to reduce the severity of a potential hazard through design, safety or warning device, a special procedure will be developed and formally implemented.
Residual Hazards	Residual hazards classified as “critical” or “catastrophic” will be formally reported to, and tracked by, management.

11.10 IDENTIFICATION OF CAUSAL FACTORS

Throughout the Hazard Identification and Resolution process, the factors that caused the hazard are evaluated and solutions are explored. This includes causal factors such as gaps in policies or procedures, equipment issues, environmental factors, external factors, and human error. Part of the resolution process is to mitigate or eliminate any factors that would leave the hazard open to being a reoccurring issue. These factors are identified during the investigation and addressed by the applicable manager or the Chief Safety Officer. Centro will implement policy changes, equipment changes, or other mitigating measures to address any factors that may cause future hazards. Any causal factors that can be addressed immediately are addressed immediately during or following the investigation. Causal factors requiring more extensive modification such as equipment replacement or building/ environmental modification are completed as the earliest opportunity permitted based on the circumstances of each event.

11.11 RESOLUTION PRIORITY

The priorities for hazard resolution will be based on the immediacy of required action. Presented below is a listing of priority numbers and a definition of the actions required to ensure safety, should hazards or undesired events occur.

Hazard	Action
Priority I	The operation will be stopped under emergency conditions and will not resume until the condition has been corrected or orders are given to proceed with restrictions.
Priority II	The operation must be reduced, slow ordered, or controlled by additional means until repairs can be made, or the condition corrected.
Priority III	A repair order must be initiated, and work completed within the defined schedule. Additional control or observations of the operation may be required.
Priority IV	A plan must be established for the completion of work within an acceptable time frame.
Priority V	Conditions warrant only the submittal of the request of a long-range study.

12.ACCIDENT INVESTIGATION

12.1 ACCIDENT INVESTIGATION

The purpose of this section is to assign responsibilities and identify procedures to be followed by all personnel when reporting vehicular and personal injury accidents. All accidents and incidents receive investigation. The depth of the investigation varies based on the type and severity of the occurrence. All accidents or incidents involving Centro contractors are investigated by Centro staff. Contractors are required to submit any accident or incident reports within the same timeframe required of Centro staff to ensure prompt investigation.

12.2 RESPONSIBILITIES OF SAFETY PERSONNEL IN AN ACCIDENT INVESTIGATION

The Director of Operations is responsible to ensure that all personnel who are required to investigate accidents are trained. Accident Review Committee members and Road Supervisors receive training at the Transportation Safety Institute (TSI) Bus Collision Investigation Course. Accident Review Committee members also receive New York State PTSB BAITFISH training.

12.3 ORGANIZAIONAL RESPONSIBILITIES OTHER THAN SAFETY FOR ACCIDENT INVESTIGATION

When an accident/incident is reported, the appropriate department is notified. The Sr. Director Operations, the Director of Operations, the Director of Security and Training and other pertaining management staff are notified of all vehicle accidents and property damage. Major accidents include notifications to senior and executive management. Dispatch Supervisor(s) assign a Road Supervisor to respond to the scene, investigate, arrange to shift the bus as needed, and ensure continuation of service. The Maintenance Department or a contracted tow service will tow an involved bus as needed. The Human Resources Department in coordination with Operations administers post-accident drug and alcohol testing of operators.

12.4 INVESTIGATION CRITERIA

All reported bus accidents and on-board incidents are thoroughly investigated by following CNYRTA's Accident & Incident Reporting and Investigating Procedures.

12.5 EXTERNAL ORGANIZATION COORDINATION

In the event of a serious injury or multiple injury accidents, a New York State PTSB reportable accident/incident, Senior Management and the Executive Team will be notified.

Whenever an accident meets the criteria for Federal or State Agencies to be notified, the Operations Department will make the appropriate notifications.

12.6 ACCIDENT PROCEDURE FOR BUS OPERATORS

The following is a step-by-step procedure which all Bus Operators should follow when involved in any accident:

- Maintain composure- everyone is counting on your experience and guidance. Reassure your passengers that everything is under control and that service will be restored as soon as possible.
- Ascertain the extent of injuries to passengers and damage to the vehicle and request medical aid for any injured persons- Do not ignore anyone's claim of injury, even if you personally disagree with them. Also, do not attempt to move anyone who appears to be seriously injured, or the injury may become more serious. Protect injured persons from further injury, such as in the case of fire. Protect the accident scene with proper safety equipment such as flares and reflectors. Do not move the vehicle unless its location presents a safety hazard, or unless directed to do so by a law enforcement official.



- Call the Centro Dispatch Office- as soon as possible to report the accident, including all facts obtained. Follow the Dispatcher's instructions.
- Record information- use your Accident Report packet and follow the instructions on each side which summarizes the accident procedure. The Accident Report packet is designed for recording needed information at the scene of the accident.
- Obtain witness information- The Accident Report packet contains courtesy cards to help you obtain names, addresses, and telephone numbers of all witnesses to an accident. This includes the occupants of other involved vehicles, persons on the street, and your passengers. You should try to get every witness to fill out a courtesy card.
- Wait for the arrival of the police or ambulance, if requested, and Centro officials- follow the instructions of, and address any questions or comments to a supervisor. Do not leave the scene without permission from the Supervisor. Review the accident with the Supervisor at the earliest opportunity.
- Make your reports- use information gathered on your Accident Report packet to fill out the required Accident Report and DMV-104. Reports are required as soon as possible after the accident so that the details will be fresh in your memory.

12.7 SUPERVISORY ACCIDENT PROCEDURE

For the Supervisor investigating the scene of an accident, the following procedures are implemented:

- Upon receiving a call from the Dispatcher, give your present location and the estimated time of arrival at the scene of the accident.
- Notify the Dispatcher upon arrival at the accident scene.
- Make certain that the accident scene is safe and secure to prevent any further accidents or injuries. Protect the accident scene with proper safety equipment such as flare and reflectors.
- Contact the Dispatcher to inform of the status of the Bus Operator, make a preliminary assessment of the accident, and determine what emergency services will be needed and what is needed to maintain scheduled service.
- Assist the Bus Operator in obtaining information about the accident. Supervisors are responsible for obtaining witnesses and tending to any injured party.
- In a serious accident, the Supervisor should notify the Dispatcher if an executive representative or official spokesman is needed at the scene.
- When the bus involved needs to be towed, make certain that an appropriate Centro mechanic oversees the towing procedure.
- Initiate post-accident substance abuse testing of the Bus Operator if the appropriate threshold is met.

12.8 LEVELS OF INVESTIGATION

Supervisory personnel are responsible for conducting a thorough investigation of an accident. The investigation may call for varying levels of information collection.

Category	Description
Reporting	Basic data collection which requires identifying persons, equipment, and movements involved in the accident. This information is accumulated and



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	submitted on the Supervisory Accident Form. Only facts are reported- no opinions. All accidents are reported at this level.
At Scene	This level of data collection requires examining and recording accident conditions. At - scene investigation includes information which exceeds that identified in the reporting section above. Such data gathering includes measuring skid marks, property damage assessment, and external damage assessment of vehicles, identifying witnesses and photography. No conclusions are to be drawn.
Reconstruction	This is the effort to determine, from whatever information is available, how the accident happened. To reconstruct an accident requires conclusions based on opinions, deductions, or inferences. These are usually in the form of estimates of speed, position on the road, visibility, evasive tactics and driving strategy comprehension of the traffic control devices, and performances of the vehicle and operator.
Cause Analysis	This effort is to determine from available information why the accident occurred. Cause analysis explores the indirect or conditional causes of accidents from a theoretical level.

12.9 ACCIDENT NOTIFICATION

When an accident occurs, it is vitally important that the proper personnel be notified. The person with responsibility for administering the notification procedure is the Director of Operations. The specific responsibilities are as follows:

Bus Operator – Calls the Dispatcher in Operations Center by radio or telephone or notifies the Service Supervisor

Dispatcher – In all instances, the Dispatcher will notify the following:

- Police, fire, or emergency medical service, as appropriate
- Service Supervisor closest to the scene
- Director of Operations – Will initiate Telephone Cascade
- Dispatch Supervisor(s) – Back-up, Will initiate Telephone Cascade

A major accident is defined as one in which there is the following:

- Fatal or serious injury
- Reason to suspect mechanical failure
- One or more people requiring medical transport from the scene
- Three or more people injured
- Extensive property damage
- Multiple vehicle accidents
- Accident meeting the reporting criteria of the Public Transportation Safety Board

PTSB - Report to the Public Transportation Safety Board within 90 minutes when any accident results in a fatality, five or more persons with injuries, or when the accident is caused by mechanical failure of the bus, including but not limited to, all fires that occur in revenue service that require passenger evacuation and response by a fire department, regardless of whether injuries were incurred. A written report must be submitted within 48



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hours of the accident. Copies of the notice shall be provided to the Vice President of Operations and to the Chief Executive Officer.

12.10 SAFETY MONITORING ACTIVITIES

CNYRTA/Centro continually monitors safety risk mitigations to determine if they may be ineffective, inappropriate, or not implemented as intended. CNYRTA/Centro inside/outside supervisors, managers and other subject matter experts, work directly with the Director of Security and Training to develop mitigation-monitoring plans for mitigations implemented through the CNYRTA/Centro system. The Security and Occupational Health Committee approves mitigation monitoring plans and tracks through the safety system. Mitigations found to be ineffective, inappropriate, or not implemented, as intended, must go through the Director of Security and Training. The Director Security and Training oversees and tracks the assignment of responsibilities and timelines for implementing new mitigations and eliminating mitigations that are no longer necessary or effective.

The Director of Security and Training, in cooperation with the Security and Occupational Health Committee also:

- Review results from safety event investigations,
- Monitor employee safety reporting,
- Monitor the service delivery and operational environment,
- Monitor operational & maintenance functions to verify that activities are carried out according to SOPs,
- Review results of internal safety audits and inspections,
- Review results of safety inspections by external entities,
- Analyze operational and safety data to identify emerging safety concerns.

CNYRTA/Centro Security and Occupational Health meetings require a standing agenda item focuses on the results of these reviews and monitoring activity. Based on its assessment of the situation, the Security and Occupational Health Committee and the Chief Safety Officer will determine whether additional investigation is necessary. The Director of Security and Training reports the results to the Accountable Executive and/or executive management as directed by the Accountable Executive or Security and Occupational Health Committee. Specific procedures on how to carry out safety risk mitigation monitoring activities and forms to document those activities are on file.



13. SECURITY & EMERGENCY AWARENESS

13.1 VULNERABILITY SELF-ASSESSMENT

CNYRTA has a comprehensive Threat and Vulnerability Identification, Assessment and Resolution Plan. Once threat and vulnerability data is retrieved, it is important that it be analyzed to determine where CNYRTA is vulnerable and what threats are most likely to be experienced. The goal of the investigation is to determine what circumstances led to the breach. Responsibility for assessment of these threats and vulnerabilities are assigned to the Director of Security and Training. The threat and vulnerability assessment process includes:

- Experienced personnel to be responsible for security assessment,
- Analysis of CNYRTA's practices, familiarity with the surrounding communities and knowledge of statistical methods,
- Dissemination of security information to all interested organizations including CNYRTA management, law enforcement agencies, and others,
- The use of security consultants from time to time may be necessary to reach certain goals and objectives.

13.2 EMPLOYEE AWARENESS TRAINING FOR DETECTION & DETERRENCE

Various levels of security training have been established for personnel so that employees can effectively carry out their respective security responsibilities. Employee training includes, but is not limited to, crime prevention/awareness, terrorism awareness, Weapons of Mass Destruction (WMD) and Improvised Explosive Device (IED) recognition and procedures, safety awareness, security incident reporting protocols, incidents response guidelines, and incident investigation techniques. Security is emphasized during CENTRO employee orientation training using training materials from the Federal Transit Administration, national Transit Institute and Homeland Security Transportation Security Administration. CNYRTA staff frequently participates in offsite training sponsored by the NYSDOT, PTSB and FTA as it relates to safety and security. Professional development training in security is provided to key staff by the Director of Security and CENTRO specific on-the-job training.

13.3 MONITOR ALERTS FROM FTA & DHS

The Director of Security and Training is on lists to receive Daily Digests from FEMA and the U.S. Department of Homeland Security. In addition, alerts and other information are routinely sent from the FTA. The Director of Security and Training has developed a relationship with members of the E-9-1-1 Center, the Joint Terrorism Task Force, the Onondaga County Emergency Management Office, and the Onondaga Crime Analysis Center.

13.4 SUPPORT LOCAL EMERGENCY PREPAREDNESS PLANS & CAPABILITIES

The Director of Security and Training is in contact with the Onondaga County Emergency Management Office and is a member of the Emergency Operations Center (EOC) Transportation Committee. Local law enforcement agencies and other emergency responders regularly invite CNYRTA to participate in training exercises.



14. TRAINING

14.1 SELECTIVE HIRING

It has been the established policy of the Central New York Regional Transportation Authority and its subsidiary companies to effectively utilize available human resources by selecting the best qualified person for any job. We have always given appropriate attention to proven skills, desirable character traits, background, and growth potential. Those hired and promoted in the past, along with those to be hired and promoted in the future, have been, and will continue to be selected from all applicants based on qualifications deemed essential for an employee to perform well. These include aptitude, experience, education, health, and a willingness to work and serve.

It is essential that this process be administered in such a manner as not to discriminate against any person, employee, or job applicant because of race, color, religion, sex, age, national origin, or qualified disability. When an opening exists or is contemplated, the immediate supervisor will notify the Human Resources Department. Recruitment activities will be initiated by this department with approval as appropriate by executive management.

The Human Resources Department is responsible for recruiting candidates for selection. External recruitment sources such as help-wanted advertisements, employment agencies, the CNYRTA web page, vocational schools, or friends of current employees may be utilized. The Human Resources Department will undertake the initial interviewing of candidates, provide any testing required, and make appropriate background checks of applicants. Jobs requiring specific skills not available through internal bidding or searching may, with appropriate permission, be recruited from outside sources.

14.1.1 Application

A prospective employee must make application for the desired position. Applications are available at the New York State Job Service or with the Human Resources Department. Applications are accepted on an as needed basis. If there does not exist a job opening, no application will be accepted.

14.1.2 Minimum Qualification for Bus Operators

CNYRTA/Centro requirements for minimum qualification of Bus Operators are as follows:

- Valid New York State driver's license,
- A Commercial Driver's License (CDL) or permit,
- An acceptable driving record at the time of job offer,
- Possess a High School diploma or G.E.D.
- Possess a customer-focused attitude.
- Must have the physical ability to safely operate a bus and further, poses the ability to keep the bus under control. Successful candidates must pass the physical examination conducted under article 19-a of the NYSDOT regulations.
- Since the ability to communicate with passengers both in the regular course of business and especially during an emergency is critical, bus operators must have the ability to clearly communicate both verbally and in writing in the English language.



14.1.3 Motor Vehicle Record

Applicant of CNYRTA/Centro are required to describe their past accident record including type and class of driver's license. The Human Resources Department reviews the driver's record with the Department of Motor Vehicle Data Retrieval Section and a written certified operating record is requested. The written abstract is reviewed; discrepancies are discussed with the applicant as necessary. This record is reviewed prior to hire.

Applicant of CNYRTA/Centro are required to provide details regarding their traffic violations and convictions record including type and class of driver's license. The Human Resources Department will review the driver's record with the Department of Motor Vehicle Data Retrieval Section and a written certified operating record is requested. The written abstract is reviewed; discrepancies are discussed with the applicant as necessary. This record is reviewed prior to hire.

14.1.4 Prior Training

Applicants of CNYRTA/Centro are required to list any/all prior training under the education section of the application. This is reviewed during interviews prior to hire.

14.1.5 Medical Examination

Pre-employment medical examinations are required of all applicants. Applicants must be certified by the Company physician that they are physically qualified to drive a bus in accordance with sections 6.11, 6.12 and 6.13 of Article 19-A.

14.1.6 Road Tests

The Department of Motor Vehicles conducts road tests which must be satisfactorily completed prior to the applicant receiving a CDL Class B license (with air brake and passenger transport endorsements).

14.1.7 Written Test

The applicant must have a valid CDL Class B permit or license prior to hiring. The Department of Motor Vehicles conducts a written test which must be satisfactorily completed prior to the applicant receiving the permit.

14.1.8 Bus/Coach Operator Select Advantage Test

The Bus/Coach Operator Select Advantage Test is an assessment tool used to evaluate candidates for possible employment with our agency. It is based on a thorough job profile of the Bus Operator (Driver) position. This assessment helps Centro measure candidates' strengths against the requirements for success in a bus operator position.

14.1.9 Bennett's Mechanical Comprehension Test

The Bennett Mechanical Comprehension Test (BMCT) is an aptitude test relating more specifically to mechanics. Centro utilizes this assessment as an indicator of aptitude for understanding and solving basic mechanical problems.

These are principles that are important within our maintenance career path, so when an individual scores highly on this test it is a good indicator that they might excel in a different aspect of the maintenance department due to their mechanical abilities.



The Bennett Mechanical Comprehension Test is made up of a total of 68 questions. There are two forms of the test: Form S and Form T (Centro utilizes Form S). Form S and T are comparable; both contain 68 items, covering 18 categories relating to mechanical comprehension.

14.2 OPERATOR TRAINING

CNYRTA/Centro's training program is extensive and covers all elements of safety. It is reviewed biennially or more frequently as necessary. All training includes Federal and State motor vehicle laws and commercial driver's license information and requirements.

14.2.1 New Operator Training

The classroom activities include visual presentations of training slides and transparencies accompanied by oral lecture and discussion; use of videos highlighting defensive driving techniques and passenger relations situations; introduction of all work-related manuals and forms; in-classroom and take-home exercises used to reinforce topics materials and teaching methods that will enhance the learning experience.

The on-bus practice session includes introduction to all types of vehicles currently used on the property; reinforcement of proper procedures proven to be successful on the job; proper defensive driving techniques; learning vehicle and traffic laws in general, as well as the specific laws that apply to a CDL Class B operator.

Following the initial Three (3) week training with instructors, all students are placed into line operation with regular operators to gain more skills in driving and providing service to the public. This part of the training period lasts from 5 to 7 weeks on the average.

Throughout the training period, class members are exposed to relationships with various groups. Those groups are the class itself, the CNYRTA and Centro organization, and the riding public. Successfully relating as a group member is stressed. Within this light, however, the individual is not overlooked or minimized. Each person is expected to learn the rules, procedures, and goals of our public transit service organization, and to meet those items by using his or her own talents and abilities. Responding to individual needs, apart from the class, is also an important part of the training process.

See *Appendix 7 – New Driver Training Outline*.

14.2.2 Passenger Safety Training

Bus passengers are subject to injury while on the bus or in the process of boarding or alighting due to several factors. Accidents in this category are most frequently caused by people falling or tripping on the floor surface, at the stops, or getting struck by or caught in doors. All the potential sources of accidents for passengers while boarding or alighting are felt to be of minor severity. However, areas of major concern for possible accident sources are floors, stanchions, fareboxes, steps, step wells, and handholds. All of these are potential sources of injury for the passenger. To minimize the severity of these injuries the following subjects are stressed during driver training:

- Smooth handling of vehicle,
- Sensitivity training,
- Proper operation of doors,
- Maintenance to keep steps free from trash, ice, or snow,



- Public education program to highlight proper boarding and alighting methods as well as rules for onboard conduct.

14.2.3 Accident Retraining/Defensive Driving

The Employee Labor Relations Manager recommends that Operators who have had a serious, preventable accident be referred immediately for remedial training. Operators who have 3 preventable accidents within a 15-month period will be referred for remedial training. Operators who have had 3 non-preventable moving traffic accidents also are referred for remedial training. See *Appendix 6* for Defensive Driver Training.

Remedial training is tailored to the individual according to the circumstances of the accident. A combination of classroom and behind-the-wheel instruction is used. The ratio of student to instructor is normally 1:1.

14.3 MAINTENANCE TRAINING

Mechanic skill evaluation is initiated with each new hire for the Maintenance Department. During the selective hiring process, the job applicant is required to receive and successfully complete the Bennett Mechanical Aptitude Test and Centro's Entry Level Maintenance Test.

When an applicant is hired, the new maintenance employee is given a 30-day orientation. During this period, necessary licenses are obtained, and various aspects of the entry level position are taught. Centro has developed interactive video training programs for interior cleaning and daily vehicle servicing. All new employees will be instructed in vehicle operations and safety rules and regulations by the Human Resources Department.

Each mechanic must fulfill certain job qualifications for a promotion to a new job classification. There are tests, technical and practical, that are used to qualify mechanics in various specialties. These tests include the Fleet Owner Mechanic Job Knowledge Test. Upon successful completion of the test, skills are taught and observed by the employee's foreman. In addition, vehicle suppliers and equipment manufacturers are required to provide on-site training.

14.4 SAFETY TRAINING GOALS, OBJECTIVES & REQUIREMENTS

As a part of the training program, students are provided manuals, safety rules, and a Centro Rules and Regulations Handbook. Training in safe methods of operation and safety procedures is included in manuals, handbooks and other documents developed by the Human Resources Department, Training Department and Operations and Maintenance Departments. See *Appendix 7* for New Driver Training Outline.

To satisfactorily complete the training, students must demonstrate familiarity with the safety rules and procedures to identify, assess and report hazards.

Training has in place a process to obtain feedback from students completing the program of the effectiveness of the training instruction. At the completion of the Operator trainees' two weeks of field training with trainers, new Operators complete an additional week(s) of training with qualified and experience Operators. During this timeframe, the department focuses on areas requiring additional training and/or development, and trainees are asked to provide feedback on the instructors and course. Trainees are asked for recommendations for improvement and/or new training topics.



Records are maintained on the number of students who have completed or do not complete the training and reasons why students do not finish. Complete attendance records are kept for every training given by the Training Department. Records include the number of trainees who have completed and not completed training, including reasons why trainees do not finish.

The Director of Security and Training audits the new training class to verify the quality and effectiveness in meeting the safety related goals and objectives.



15. EMERGENCY DRILLS & SIMULATIONS

15.1 EMERGENCY RESPONSE PLAN COVERS CONTINGENCIES

- *Employee Safety Awareness Training Program*
- *System Security Plan*
- *Employee Training RE Terrorist Activity*
- *Emergency Evacuation Procedures, Refer to Appendix #9*
- *Fire and combustible gas detection*
- *Response to fire/combustible gas alarm*
- *Hazard Communications*
- *Fuel Facility leak containment*

15.2 PURPOSE & SCOPE

All operators, maintenance, and administrative personnel are instructed on the proper procedures for emergencies to ensure a timely and safe evacuation from facilities in case of fire or other emergency. CNYRTA/Centro's emergency drills and simulations include but are not limited to:

- Drills conducted regarding the Oswego Nuclear Power Plant (located in Oswego County),
- Annual fire drills conducted at Centro-Syracuse, Centro-Cayuga, Centro-Oswego, Centro-Utica, and Centro-Rome campuses.
- Occasional active shooter/bomb simulations conducted via "Tabletop" Exercises at the Centro-Syracuse office.

15.3 EVACUATION TRAINING

Handling emergencies and accidents well is an especially important duty of every bus operator because the safety and lives of individuals depend on it. The Emergency and Accident Handling Procedures Course is part of new operator training and experienced operator retraining. The goal of the program is to train or retrain Bus Operators to follow six basic procedures in the event of an emergency or accident and to use them quickly in case of fire to protect their passengers, themselves, and the bus. Each operator will demonstrate knowledge of the six basic Emergency Handling Procedures and their use in case of fire onboard or near the bus by passing a test on the Emergency and Accident Handling Procedures.

15.4 RADIOLOGICAL EMERGENCY DRIVER TRAINING

Oswego County is the location of three nuclear-powered electrical generation facilities.

Accordingly, Federal Emergency Management Agency requires the County to have in place, and to randomly test an evacuation plan to be used in the event of a radiological emergency. In that regard, Centro has agreed to participate in that evacuation function and, therefore, to have its Bus Operators and supervisors trained in the processes embodied in the evacuation plan.

Documents detailing the training of Bus Operators and a listing of Oswego County Radiological Emergency Response Transportation Procedures are maintained at the Centro facility in Syracuse.



15.5 ADDITIONAL EMERGENCY DRILL & SIMULATION PLANNING

Emergency planning is coordinated from the Director Security and Training to the Operations Department to assure continuous service is not lost. The Dispatch Office becomes the “control center” for contingency planning and all coordination will be conducted through Dispatch. Local Fire Departments, Police Departments, Disaster Assistance Authorities, and other agencies will be contact through Dispatch to assure continuous communications during an Emergency Drill or Simulation.

All Drills and Simulations are reviewed and a thorough After-Action Report is generated to ensure lessons learned are spread throughout the company. The results are provided to the Executive Team and the Vice President of Operations for verification and incorporation into Emergency Operations Procedures, if necessary).



16. PREVENTATIVE MAINTENANCE

16.1 SAFETY TESTS & INSPECTIONS

Operations and maintenance affect safety in that well maintained equipment and facilities will result in a reduction in potential hazards. Poor maintenance and poor routine safety checks lead to the likelihood of more accidents or unsafe conditions.

The PTASP/SSPP identifies and references the source of information on the types of tests and inspections that the different organizations perform (on a scheduled basis) to help ensure the safety of the passengers, and the public.

This section should cover those operating rules and procedures and maintenance rules and procedures as they apply to safety. Unique situations that require special operating procedures should be highlighted, as in the case of snow emergency plans, civil defense emergencies, heavy traffic conditions, etc.

Safety-related maintenance procedures are highlighted in this section. This includes all equipment and locations, which require maintenance, the frequency in which this is carried out, the reports made on maintenance, flow of information and working schedules and responsibilities of maintenance personnel.

16.2 OPERATOR PRE/POST TRIP INSPECTIONS

As each operator begins the workday or assignment, the operator is required to make a pre-trip inspection of the vehicle. This inspection includes, but is not limited to, lights, tires, brakes, horn, and windshield. If a bus fails this inspection, it is reported, and the operator is assigned another bus. If a bus develops an operating defect while it is in service, it is either exchanged with another bus or corrected with a road service call if the problem is serious or poses a safety hazard. If a defect is sufficient to cause a bus to be withheld from service, a work order is prepared, and the bus remains out of service until repairs are completed. If the problem is minor, the Bus Operator completes a Drivers Vehicle Inspection Report, and the Maintenance Department schedules the repair of the problem.

The operator's pre-trip inspection meets all New York State laws and New York State DOT requirements. The Vehicle Inspection Report contains all pre-check requirements and potential problems are noted on the form.

Operator pre-trip inspections include the following systems: Brakes & Air Systems, Door Systems, On-Board Communication Systems, Exterior & Interior Lights/Reflectors, Tires, Lug Nuts & Studs, Steering Assembly, Wheelchair Lift, Kneeling Systems, Tie Down Systems, Windshield Wipers, Mirrors Horn, Bus Exterior, Bus Interior, Steps, Suspension Systems, On-Board Fire Extinguisher, On-Board, Fire Suppression System, Triangle Reflectors, Driver Seat Belt.

Bus Operators use a Daily Vehicle Inspection Report to identify any equipment problems experienced with a bus while on the road. As the bus enters the building, the report is provided to the Board Person, who creates a work order that prints out in the Maintenance Office, and the Maintenance Department schedules the repair or adjustment as required. Refer to *Appendix 5* for pre-trip/post-trip form and instructions.



16.3 PREVENTATIVE MAINTENANCE PROCEDURES & SCHEDULES

Every vehicle in the CNYRTA/Centro Fleet undergoes a vigorous and regular inspection program that includes scheduled preventative maintenance and unscheduled maintenance. Both scheduled and unscheduled maintenance are key ingredients to the vehicle safety program.

To maximize fleet utilization, and minimize down time and high costs, several maintenance programs have been implemented.

See Appendix 8 – Vehicle Preventative Maintenance Program

All maintenance programs are performed in-house by system personnel, including most warranty claims. To ensure warranty does not become void, in-house personnel are adequately trained by vendor(s) specific to the warranty claims.

The following systems are inspected during various scheduled preventative maintenance:

Brake & Air (Pneumatic) System	Windshield Wipers & Sun Visors
Door System	Mirrors
On-Board Communication System	Body Exterior & Interior
Interior/Exterior Lights	Steps
Tires/Lug Nuts/Studs	Suspension Systems
Steering Assembly	On-Board Fire Extinguisher
Wheelchair Lift	Triangle Reflectors
Kneeler	First Aid Kit
Tie Down Systems	Seat Belts

16.3.1 Maintenance Replacement Standards for Brakes

The safety program must be concerned with in-service operation of vehicles and the potential hazards which result from operating in traffic. In this regard, maintenance replacement standards for brakes are a primary concern. Accidents caused by inadequate brakes could result in extensive property damage and personal injury.

Despite that they have a fleet life expectancy of 40,000 miles for front brakes and 22,000 miles for rear brakes, the brake system is constantly under inspection. As part of the preventative maintenance schedule, brakes are inspected, repaired, or replaced at 6,000- and 18,000-mile intervals. Should an operator report a defect in this system, the vehicle is immediately taken out of service, the brakes are inspected, and repaired, or replaced.

16.4 CONTRACTOR OPERATIONS & MAINTENANCE COMPLIANCE

Contractors who operate vehicles for Centro are required by contract to ensure that vehicles are clean, properly maintained, NYS inspected, in safe operating condition and kept in a manner consistent with federal, state, and local laws, rules and regulations regarding motor vehicles. Centro requires contractors to maintain and allow Centro access to review vehicle service and driver records. Those contractors whose vehicles require it, undergo a yearly DOT inspection on their vehicles. Centro inspects all vehicles used for contracted services prior to being used in service for Centro and randomly through road supervisor checks. In addition, any vehicle found to be deficient in any way is removed from service and may not return to service until inspected and deemed



satisfactory by Centro staff. Documentation of Centro's inspections as well as road supervision logs regarding contractor compliance are maintained by the paratransit road supervisor.

16.5 BUS SHELTER & BUS STOP INSPECTION & TESTING

For convenience and comfort of the riding public, benches are provided in bus shelters at remote locations or at an infrequent stop. All CNYRTA/Centro bus shelters are inspected for monthly necessary repairs, which are reported and repaired per an in-place schedule.

Road Supervisors inspect the bus shelters periodically to ensure contracted cleaners have adequately cleaned the shelters as well as for inspection of necessary repairs. Operators are instructed to call in any bus shelter problems to the Radio Dispatcher. Bus shelters are periodically inspected and cleaned, and trash containers are provided. A master list of current bus stop and shelter locations will be kept in the Director of Operations office. This list is designed to assist the Supervisors in identifying stops and signs to be periodically checked.

16.6 ROUTE INFORMATION

Route schedules are available on buses and at various locations throughout the service area. The best place to obtain route schedules is at the Centro Downtown Hub. Schedule information is available by telephone to the CNYRTA/Centro Customer Service Office, on the CNYRTA/Centro Website, or via the CNYRTA/Centro Mobile Application. Bus stops are located where they are beneficial to our customers and provide ease of travel for our bus operators. Parking is prohibited at bus stops. Operators are instructed to report violations to the Dispatch Office. Enforcement is accomplished in cooperation with the Syracuse and local police departments.



17.INTERNAL REVIEWS

17.1 INTERNAL REVIEWS

CNYRTA/Centro's safety staff perform its own internal review to help ensure that all elements within the Authority comply with the PTASP/SSPP. The plan should include a schedule of the reviews, objectives of the audits, other participants as applicable and how identified discrepancies are resolved.

The Security and Occupational Health Committee review and investigate specific safety-related concerns submitted by employees or identified as a result of specific incidents and investigations. However, at present there is no formal review program designed to ensure all departments within the Authority are in compliance with the PTASP/SSPP. The Director of Security routinely pulls files to audit for compliance with New York State Vehicle and Traffic Law Article 19-A, Special Requirements for Bus Drivers (Article 19-A) at all CNYRTA/Centro locations and is currently developing a formalized auditing checklist.

17.2 RESPONDING TO PUBLIC COMMENTS REGARDING SERVICE & OPERATIONS SAFETY

Public comments related to safety are generally communicated as customer complaints to the Customer Service Department. The Customer Service Manager routes complaints to the appropriate department for response and action.

Safety-related complaints are sometimes received in the form of letters mailed to the office of the Chief Executive Officer (CEO) and are routed to the Customer Service Department for intake and routing for follow-up. CNYRTA/Centro occasionally hosts Customer Town Meetings, facilitated by the CEO, where customers have an opportunity to raise issues, concerns, and specific complaints. On occasion, these complaints are related to safety and are referred to the appropriate department for follow-up and a report back for the next Customer Town Meeting.

17.3 PUBLIC COMMENTS & TIMELY RESPONSE

Safety-related complaints, particularly regarding the conduct of Operators, are given immediate priority for investigation to assess any potential risk to customers and the public. Increasingly, the investigation may include review of on-board video to assess the complaint, as well as direct supervisor observations. Every effort is made to provide feedback to the customer making the complaint that CNYRTA/Centro has received the complaint, takes the complaint seriously, is following-up, and will let the customer know of the findings as soon as possible.

17.4 INTERNAL CONTROL DEPARTMENT

The CNYRTA Internal Control Department conducts routine risk assessments, efficiency, and compliance reviews of organizational functions. Safety and security objectives are routinely considered during various internal control review activities.

17.5 CONTINUOUS REVIEW

Internal review of safety performance and procedures is built into various daily operating procedures, including but not limited to:

- Road Supervisors conduct spot-checks to ensure Operators perform their pre-trip inspections and complete their Vehicle Inspection Reports,



- During line-up periods at the Centro Hubs, Supervisors conduct operational checks of operator announcements, door operations, handling of the elderly and the disabled, among others. Hub supervisors also make on-time performance and schedule adherence a priority as they monitor the platform,
- The Radio Dispatcher monitors all buses on the road throughout the day via Clever CAD to ensure on-time performance is maintained and we are not delayed nor missing passengers by running “hot”.

17.6 CHANGE MANAGEMENT

CNYRTA/Centro understands that change may affect the appropriateness or effectiveness of existing risk mitigation strategies. In addition, change may inadvertently introduce new hazards and safety risk into the CNYRTA/Centro service. Therefore, CNYRTA/Centro has established a formal process for identifying and assessing changes that may introduce new hazards or impact our safety performance. As a result of this process, we determine a change may impact our safety performance, then we evaluate the proposed change through our Security and Occupational Health Committee Meeting process. CNYRTA/Centro’s Security and Occupational Health Committee leads this process. The Chief Safety Officer appoints members to the Security and Occupational Health Committee, including representatives from operations, maintenance, engineering, procurement, safety, and human resources. The Security and Occupational Health Committee is chaired by the Chief Safety Officer and meets bimonthly. CNYRTA/Centro’s management of change process is agency-wide and applies to all new and existing system elements. It includes changes identified through our configuration management process, engineering modification request process, and safety certification process, as well as an active scan of changes resulting from:

- Design & implementation of new systems and other capital projects,
- Changes to existing systems or service,
- New services provided to the public,
- New operations or maintenance procedures,
- Changes to existing operations or maintenance procedures,
- Organizational changes, including Agency Leadership & Accountable Executive
- Changes in capabilities & organizational capacity,
- Procurement process changes,
- Changes to relevant regulations, laws, policies or the FTA’s National Public Transportation Safety Plan or Safety Directives or Bulletins that may impact ST’s safety programs.

When the Security and Occupational Health Committee determines a change may impact CNYRTA/Centro’s safety performance, the committee directs the Chief Safety Officer to evaluate the change to ensure another department or contractor is evaluating it thoroughly. This process includes identifying a change’s associated hazards and potential consequences, assessing safety risk, and, when necessary, creating new safety risk mitigations or modifying existing mitigations. When CNYRTA/Centro makes a change that requires new or revised mitigations, it monitors these mitigations as described in the mitigation monitoring section above. Per contractual agreement, the paratransit contractor must have a management of change process that complies with 49 CFR Part 673 and addresses the changes specified in this section. CNYRTA/Centro’s Paratransit Operations Supervisor monitors the contractor’s implementation of this process. The Director of Safety and Security maintains policies, procedures, and documentation related to CNYRTA/Centro’s management of change activities.



17.7 CONTINUOUS IMPROVEMENT

The Director of Security & Training, in conjunction with the Security and Occupational Health Committee, is responsible for assessing CNYRTA/Centro's safety performance because of its safety expertise and functional independence from operations and maintenance. Together they create strategies for assessing safety performance and the effectiveness of CNYRTA/Centro's operations include but are not limited to the following:

- Reviewing safety data related to safety objectives, performance indicators and targets,
- Identify how well processes, activities and tools are performing,
- Attending safety committee meetings,
- Conducting field observations,
- Reviewing regulatory compliance,
- Safety competencies and training efforts,
- Operations and maintenance procedure monitoring,
- Monitoring the achievement of safety objectives and safety performance indicators and targets,
- Reviewing effectiveness of hazard identification, safety risk assessment and mitigation measures,
- Reviewing documentation.

Chief Safety Officer provides reports on the results of safety performance assessments to the Accountable Executive and executive management. The Director of Safety and Security maintains documentation of the safety performance assessments, including checklists and tools. CNYRTA/Centro supports continuous improvement by addressing deficiencies it discovers during assessments of safety performance and operations assessments. CNYRTA/Centro uses corrective action plans to address safety deficiencies and substandard performance of operations to drive the continuous improvement effort. CNYRTA/Centro also may choose to use outside expertise to assist in addressing safety deficiencies. These corrective action plans are carried out under the direction of the Accountable Executive and CNYRTA/Centro's Chief Safety Officer reports on the status of these corrective action plans to the Accountable Executive as required. Per contractual agreement, the paratransit contractor must have a continuous improvement process that complies with 49 CFR Part 673 and addresses the elements specified in this section. ST's Paratransit Operations Manager monitors the contractor's implementation of this process.

17.8 AGENCY SAFETY PLAN DOCUMENTATION

All associated document for CNYRTA/Centro's PTASP/SSPP must be maintained for three years after they are created and must be made available upon request by the FTA or other Federal entity, or a State Safety Oversight Agency having jurisdiction.



18.EXTERNAL REVIEWS

18.1 EXTERNAL REVIEWS

The Chief Executive Officer and all department heads shall review and respond to recommendations arising from an external audit of system safety activities. An assessment shall be made by the Vice President of Operations or his designee regarding the adequacy, responsiveness, and effectiveness of the Plan. This report shall be prepared when warranted and be submitted to the Board of Members as necessary. The Chief Executive Officer shall be responsible for defining and recommending required improvements to the System Safety Program Plan to the Board.

18.2 NEW YORK STATE PUBLIC TRANSPORTATION SAFETY BOARD (PTSB)

CNYRTA/Centro fully cooperates and consults with PTSB investigative staff regarding reportable incidents or issues of interest to the safety of public transit in New York State. The Director of Operations is the primary contact/liaison with PTSB.

Investigations of PTSB reportable accidents/incidents are given the highest priority. Audits and reviews are taken seriously and PTSB staff is given complete cooperation and disclosure in the interests of determining accident/incident causes aimed at prevention of similar occurrences. CNYRTA/Centro executive staff are advised of PTSB reported incidents and findings, as well as any audit/review findings.

18.3 OTHER NEW YORK STATE AGENCIES

CNYRTA/Centro fully cooperates with NYS DOT mainly in the areas of grant funding and transportation planning. CNYRTA/Centro fully cooperates with the NYS Office of Comptroller regarding financial audits, as well as any other New York State agency with jurisdiction such as the New York State Department of Labor and New York State Public Employees Safety and Health (PESH).

18.4 FEDERAL TRANSIT ADMINISTRATION (FTA)

CNYRTA/Centro is a FTA grantee and subject to FTA grant compliance and program audits, including the FTA Triennial Review process.

18.5 AMERICAN PUBLIC TRANSIT ASSOCIATION (APTA)

CNYRTA/Centro is a member of APTA. APTA is professional association, not a regulatory agency. CNYRTA/Centro reviews APTA-developed best practice guidelines related to safety and security.

18.6 TRANSPORTATION SECURITY ADMINISTRATION (TSA)

CNYRTA/Centro participates in the Baseline Security Assessment and Evaluation (BASE) program of security audits conducted by TSA.

18.7 REVIEW & IMPLEMENTATION OF EXTERNAL REVIEWS

CNYRTA/Centro staff reviews, evaluates, and responds to all recommendations made during external audits. Upon review, any necessary recommendations will be implemented as quickly and feasibly as possible. Due to budgetary constraints, not all recommendations will be implemented immediately, however, if deemed necessary due to Safety Related Precautions, implementations will occur more quickly.



19. PROFESSIONAL DEVELOPMENT

19.1 SAFETY TRAINING & DEVELOPMENT

Personnel assigned to the Accident Review Committee attend the New York State Bus Accident Investigation Training For Identifying Safety Hazards (BAITFISH) course for initial certification in accident investigation, and/or the Transportation Safety Institute (TSI) course in Bus Collision Investigation. Personnel attend BAITFISH re-certification courses as required.

Staff may attend other TSI courses as requested. Several of the personnel are also certified examiners under New York State Vehicle and Traffic Law Article 19-A, Special Requirements for Bus Drivers examiners, and attend Article 19-A re-certification/refresher training as required. CNYRTA/Centro also provides periodic training for first-line supervisory staff, which applies to all Road Supervisors. Safety staff is also encouraged to attend seminars, symposia, and university courses related to safety.

19.2 SAFETY RELATED COMMUNICATIONS

The Director of Security, Chief Safety Officer, and Director of Operations inform staff of new codes and regulations when they become aware of them. As cited above, BAITFISH and Article 19-A re-certifications also serves this function. Management subscribes to several online transit safety and security publications and alerts, including but not limited to those from the FTA, the American Public Transit Association (APTA), and Mass Transit (a trade journal), which provide notice of new codes, regulations, or legislation related to safety.



Central New York Regional
Transportation Authority

Public Transportation Agency Safety Plan (PTASP)



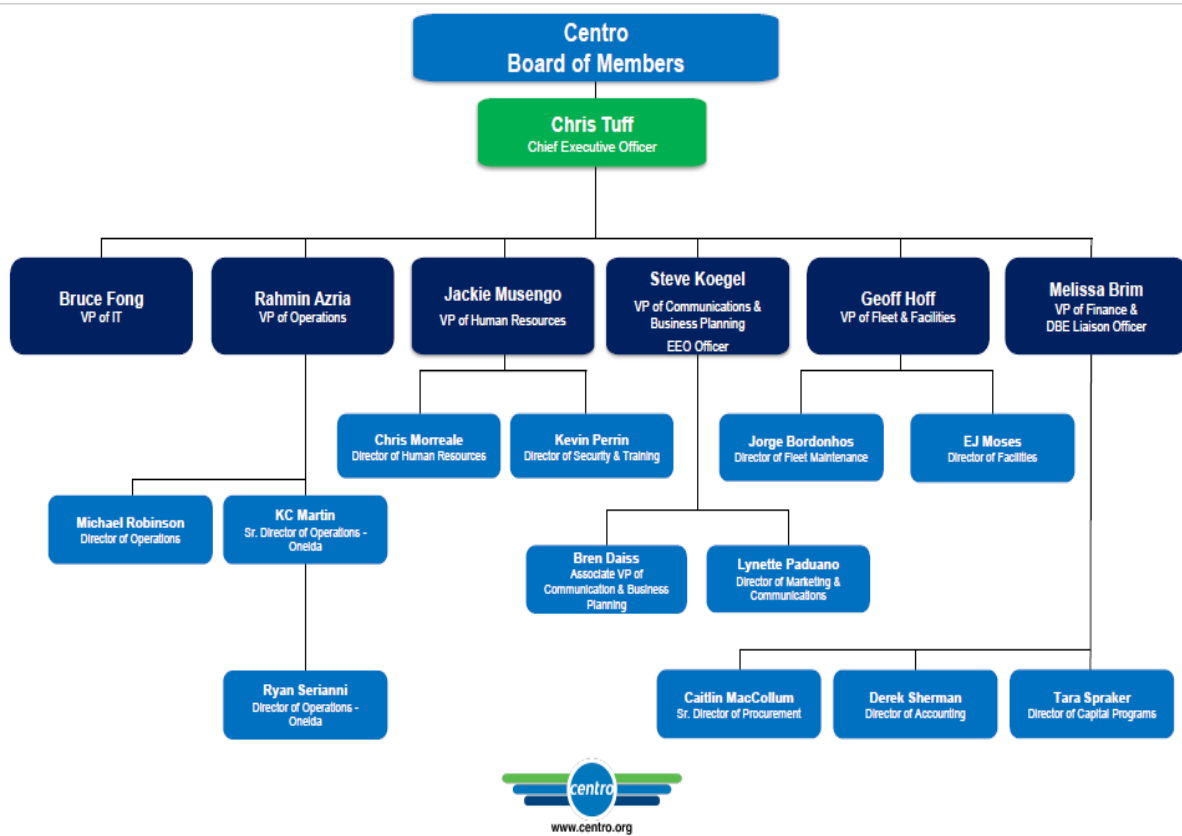
**2025
APPENDICES**



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1. CENTRO ORGANIZATION CHART



2. PERSONNEL DATA

Headcount by Employee Category



CAY

Employee (Full-Time)	15
Employee (Part-Time)	16
Total Category:	31

CENT

Employee (Full-Time)	349
Employee (Part-Time)	56
Total Category:	405

CORT

Employee (Full-Time)	13
Employee (Part-Time)	4
Total Category:	17

ONEI

Employee (Full-Time)	92
Employee (Part-Time)	2
Total Category:	94

OSW

Employee (Full-Time)	22
Employee (Part-Time)	12
Total Category:	34

RTA

Employee (Full-Time)	2
Total Category:	2

3. ACCIDENT SUMMARY

3.1 ANNUAL ACCIDENTS

The following information shows all accidents (preventable and non-preventable) by type and by month for the most recent Fiscal Year (April 1, 2023 – March 31, 2024).

ACCIDENT SUMMARY – FYE 25													
ACCIDENT KIND	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	Total
101 Bus straight-other from left		1		1	1	2		1	4	2	1		13
102 Bus straight-other left turn								1					1
103 Bus straight-other from right	1		2		2		2	2			2		11
106 Bus turn right-other from right						1					1		2
107 Bus turn left-other from left						2							2
108 Bus turn left-other oncoming									1	1			2
109 Bus turn left-other from right		1											1
110 Other intersection accident												1	1
202 Sideswipe right side of bus			1	1					1	1	3		7
203 Sideswipe left side of bus	1			2	1	4	3	2		3	2	1	19
204 Sideswipe vehicles opposite	1			2		1					4	1	9
205 Other vehicle entering roadway												1	1
301 Bus collides with rear of other			1		1		1	1		1			5
401 Other collides with rear of bus	2	1	1	1		1	2	1	1	3	1	2	16
601 Collision with fixed object	2	3	4	3	5	5	3	3	8	8	11	6	61
602 Collision-fixed object on property	5	2	1	3	3	2	1	6	2	5	4	5	39
603 Other opened door into bus						1							1
604 Collision with pedestrian	1	1			2					1			5
605 Bus runs off roadway		1						1	1	1			4
607 Collision - mechanical failure										1			1
608 Other miscellaneous collisions	4	1		2		1	2			1			11
609 Collision with parked vehicle	1	4	1	3	4	7	2		1		3		26
610 Collision with parked vehicle on transit property	2	6	2	1	4	3	1			3	1		23
611 Collision with bicyclist							1	1					2
701 Passenger fall front steps	7	5	2	4	5	6	5	4			1		39
702 Passenger falls rear steps	1			1									2
703 Passenger struck by front door				2	1				2			1	6
705 Lift accident while boarding or alighting	1	1			1								3
801 Passenger injury due to abrupt stop		2	1	2	1	2		4	1	1		3	17
802 Passenger injury due to sudden movement	3		1										4
803 Passenger bumped into object						1	1						2
804 Other onboard passenger injury								1		1			2
805 Passenger walking in bus aisle										1			1
806 All other passenger injuries	1	1	1		1	1		1					6
807 Passenger fall - no injuries	1	3		2	2	4	3	2	9	9	8	3	46
808 Passenger fall outside bus		1											1
Grand Total	34	34	18	30	34	44	27	31	31	43	42	24	392

3.2 FIVE YEAR ROLLING ACCIDENTS

The following information shows all accidents (preventable and non-preventable) by type for each of the five most recent Fiscal Years (April 1, 2020 – March 31, 2025).

ACCIDENT KIND	FY 3.31.21	FY 3.31.22	FY 3.31.23	FY 3.31.24	FY 3.31.25	Total
101 Bus Straight ahead/Other vehicle from the left.	13	7	14	14	13	61
102 Bus Straight ahead/Approaching vehicle made left turn.	1	2	1	1	1	6
103 Bus Straight ahead/other vehicle from the right.	6	9	11	6	11	43
104 Bus making right turn/other vehicle from the left.	2		1	1		4
105 Bus making right turn/other vehicle opposite direction.			1			1
106 Bus making right turn/other vehicle from the right.	2			1	2	5
107 Bus making left turn/other vehicle from the left.	4	4	7	13	2	30
108 Bus making left turn/other vehicle opposite direction.	1		2	1	2	6
109 Bus making left turn/other vehicle from the right.	1	3	2		1	7
110 Other intersection accident					1	1
201 Head-on.	2			2		4
202 Sideswipe/right side of bus.		5	6	5	7	23
203 Sideswipe/left side of bus.	8	19	15	11	19	72
204 Sideswipe/vehicles in opposite directions.	5	6	5	9	9	34
205 Other vehicle entering roadway from private driveway.	2	5	1	2	1	11
206 All other "Between intersection" collisions.	6	6	3	3		18
301 Bus collides with rear of other vehicle.	7	6	7	5	5	30
401 Other vehicle collides with rear of bus.	14	15	13	11	16	69
501 Collision with other vehicle while entering N/S stop.	1					1
502 Collision with other vehicle while exiting N/S stop.		2				2
601 Collision with fixed object.	39	40	45	53	61	238
602 Collision with fixed object on transit property.	46	29	35	38	39	187
603 Other vehicle door, opened into side of bus.		1		1	1	3
604 Collision with pedestrian.	3	1	3	5	5	17
605 Bus runs off of roadway.	3		1	1	4	9
606 Collision at Rail Road crossing.		1				1
607 Collision due to mechanical failure.	1				1	2
608 Other miscellaneous collisions.	9	10	9	20	11	59
609 Collision with parked vehicle.	22	12	16	21	26	97
610 Collision with parked vehicle on transit property.	19	27	21	37	23	127
611 Collision with person on bicycle.	1		5	1	2	9
701 Passenger slips/falls while boarding or alighting front	32	44	42	45	39	202
702 Passenger slips/falls while boarding or alighting rear	9	5	3	5	2	24
703 Passenger struck by front door while boarding or	2	2	2	5	6	17
704 Passenger struck by rear door while boarding or	2					2
705 Lift accident while boarding or alighting.	6	8	11	9	3	37
801 Passenger alleges injury due to sudden or abrupt stop.	3	13	6	9	17	48
802 Passenger alleges injury due to sudden movement,		5	3	5	4	17
803 Passenger bumped into fixed object.	5	3	6	10	2	26

804 Other on-board passenger injuries i.e.			1	1	2	4
805 Passenger slips/falls while walking in aisle.	4	12	3	3	1	23
806 All other passenger injuries.	3	3	11	5	6	28
807 Passenger falls on board - no injuries.	24	16	25	27	46	138
808 Passenger fall outside bus.	2	2			1	5
900 Other	3	2		2		7
Grand Total	313	325	337	388	392	1755

4. VEHICLE FLEET DATA

4.1 BUS SUMMARY

BUS SUMMARY - PER PROPERTY						
Length of Bus	CAYUGA	ONEIDA	OSWEGO	ROME	SYRACUSE	CORTLAND
21'				4		13
21'9"	2	4		2	4	1
21'11"		4	4		15	
30'	4	11	5	5	1	
32'						1
35'		12				6
37'						3
40'	9		15		146	
Grand Total	15	31	24	11	166	24

4.2 PTSB EQUIPMENT INVENTORY

INVENTORY LEGEND

Locations		Special Equipment	
CAY	Cayuga	W	Wheelchair
OSW	Oswego	R	Two/Way Radio
SYR	Syracuse	K	Kneeler
ROM	Rome	S	Retractable Step
UTC	Utica	E	Emergency Door
COR	Cortland	L	Leased

PUBLIC TRANSPORTATION SAFETY BOARD EQUIPMENT INVENTORY

Make	Model	Year	Capacity		Location	Special Equipment						
			Seating	Total		W	R	K	S	E	L	
1705 Gillig	G27E102N2	2017	25	37	AUB	x	x	x				
1706 Gillig	G27E102N2	2017	25	37	AUB	x	x	x				
1707 Gillig	G27E102N2	2017	25	37	AUB	x	x	x				
1708 Gillig	G27E102N2	2017	25	37	AUB	x	x	x				
1807 Gillig	G27D	2018	38	57	AUB	x	x	x				
1808 Gillig	G27D	2018	38	57	AUB	x	x	x				
1935 Ford	Phoenix	2019	13	13	AUB	x	x	x			x	
1936 Ford	Phoenix	2019	13	13	AUB	x	x	x			x	
2216 Gillig	40D22	2022	38	57	AUB	x	x	x				
2217 Gillig	40D22	2022	38	57	AUB	x	x	x				
2250 Gillig	40D22HB	2022	38	57	AUB	x	x	x				
2251 Gillig	40D22HB	2022	38	57	AUB	x	x	x				
2252 Gillig	40D22HB	2022	38	57	AUB	x	x	x				
2253 Gillig	40D22HB	2022	38	57	AUB	x	x	x				
2254 Gillig	40D22HB	2022	38	57	AUB	x	x	x				
1970 Ford	E450	2016	17	17	COR	x	x	x			x	
1971 Ford	E450	2017	17	17	COR	x	x	x			x	
2030 Ford	E450	2020	17	17	COR	x	x	x			x	
2031 Ford	E450	2020	17	17	COR	x	x	x			x	
2032 Ford	E450	2020	17	17	COR	x	x	x			x	
2033 Ford	E450	2020	17	17	COR	x	x	x			x	
2034 Ford	E450	2020	17	17	COR	x	x	x			x	
2035 Ford	E450	2020	17	17	COR	x	x	x			x	
2260 Ford	E450	2022	17	17	COR	x	x	x			x	
2313 Ford	E450	2023	18	18	COR	x	x	x			x	
2314 Ford	E450	2023	18	18	COR	x	x	x			x	
2315 Ford	E450	2023	18	18	COR	x	x	x			x	
1613 Freightliner	E450	2016	28	28	COR	x	x	x			x	
1950 Freightliner	Champion	2019	28	28	COR	x	x	x			x	
1951 Freightliner	Champion	2019	28	28	COR	x	x	x			x	
2042 Freightliner	Champion	2020	28	28	COR	x	x	x			x	
2043 Freightliner	Champion	2020	28	28	COR	x	x	x			x	
2334 Freightliner	Champion	2023	28	28	COR	x	x	x			x	
2335 Freightliner	Champion	2023	28	28	COR	x	x	x			x	
2336 Freightliner	Champion	2023	28	28	COR	x	x	x			x	

2040 Ford	Starcraft	2020	28	28	COR	x	x	x	x
2041 Freightliner	Champion	2020	28	28	COR	x	x	x	x
1930 Ford	Phoenix	2019	13	13	COR	x	x	x	x
2135 Ford	Phoenix	2021	13	13	COR	x	x	x	x
1933 Ford	Phoenix	2019	13	13	ROM	x	x	x	x
1937 Ford	Phoenix	2019	13	13	ROM	x	x	x	x
2113 Ford	Phoenix	2021	12	12	ROM	x	x	x	x
2114 Ford	Phoenix	2021	12	12	ROM	x	x	x	x
2115 Ford	Phoenix	2021	12	12	ROM	x	x	x	x
2116 Ford	Phoenix	2021	12	12	ROM	x	x	x	x
2410 Gillig	29D24	2024	25	44	ROM	x	x	x	
2411 Gillig	29D24	2024	25	44	ROM	x	x	x	
2412 Gillig	29D24	2024	25	44	ROM	x	x	x	
2413 Gillig	29D24	2024	25	44	ROM	x	x	x	
2414 Gillig	29D24	2024	25	44	ROM	x	x	x	
1822 Gillig	Phoenix	2018	13	13	UTC	x	x	x	x
1920 Gillig	35D19	2019	38	57	UTC	x	x	x	
1921 Gillig	35D19	2019	38	57	UTC	x	x	x	
1931 Ford	Phoenix	2019	13	13	UTC	x	x	x	x
1932 Ford	Phoenix	2019	13	13	UTC	x	x	x	x
1934 Ford	Phoenix	2019	13	13	UTC	x	x	x	x
2100 Gillig	G27E102N2	2021	25	44	UTC	x	x	x	
2101 Gillig	G27E102N2	2021	25	44	UTC	x	x	x	
2102 Gillig	G27E102N2	2021	25	44	UTC	x	x	x	
2136 Ford	Phoenix	2021	13	13	UTC	x	x	x	x
2220 Gillig	35D22	2022	31	54	UTC	x	x	x	
2221 Gillig	35D22	2022	31	54	UTC	x	x	x	
2222 Gillig	35D22	2022	31	54	UTC	x	x	x	
2223 Gillig	35D22	2022	31	54	UTC	x	x	x	
2415 Gillig	29D24	2024	25	44	UTC	x	x	x	
2416 Gillig	29D24	2024	25	44	UTC	x	x	x	
2417 Gillig	29D24	2024	25	44	UTC	x	x	x	
2418 Gillig	29D24	2024	25	44	UTC	x	x	x	
2419 Gillig	29D24	2024	25	44	UTC	x	x	x	
2420 Gillig	29D24	2024	25	44	UTC	x	x	x	
2421 Gillig	29D24	2024	25	44	UTC	x	x	x	
2422 Gillig	29D24	2024	25	44	UTC	x	x	x	
2423 Gillig	35D24	2024	31	54	UTC	x	x	x	
2424 Gillig	35D24	2024	31	54	UTC	x	x	x	

2425 Gillig	35D24	2024	31	54	UTC	x	x	x	
2426 Gillig	35D24	2024	31	54	UTC	x	x	x	
2427 Gillig	35D24	2024	31	54	UTC	x	x	x	
2428 Gillig	35D24	2024	31	54	UTC	x	x	x	
2306 Ford	Phoenix	2023	10	10	UTC	x	x	x	x
2308 Ford	Phoenix	2023	10	10	UTC	x	x	x	x
2309 Ford	Phoenix	2023	10	10	UTC	x	x	x	x
690 MCI	D4000	2015	49	49	OSW	x	x	x	
691 MCI	D4000	2015	49	49	OSW	x	x	x	
692 MCI	D4000	2015	49	49	OSW	x	x	x	
693 MCI	D4000	2015	49	49	OSW	x	x	x	
694 MCI	D4000	2015	49	49	OSW	x	x	x	
695 MCI	D4000	2015	49	49	OSW	x	x	x	
696 MCI	D4000	2015	49	49	OSW	x	x	x	
1700 Gillig	G27E102N2	2017	25	37	OSW	x	x	x	
1701 Gillig	G27E102N2	2017	25	37	OSW	x	x	x	
1702 Gillig	G27E102N2	2017	25	37	OSW	x	x	x	
1703 Gillig	G27E102N2	2017	25	37	OSW	x	x	x	
1704 Gillig	G27E102N2	2017	25	37	OSW	x	x	x	
1801 Gillig	G27D	2018	38	57	OSW	x	x	x	
1803 Gillig	G27D	2018	38	57	OSW	x	x	x	
2210 Gillig	40D22	2022	38	57	OSW	x	x	x	
2211 Gillig	40D22	2022	38	57	OSW	x	x	x	
2212 Gillig	40D22	2022	38	57	OSW	x	x	x	
2213 Gillig	40D22	2022	38	57	OSW	x	x	x	
2214 Gillig	40D22	2022	38	57	OSW	x	x	x	
2215 Gillig	40D22	2022	38	57	OSW	x	x	x	
2133 Ford	Phoenix	2021	10	10	OSW	x	x	x	x
2134 Ford	Phoenix	2021	10	10	OSW	x	x	x	x
2310 Ford	Phoenix	2023	10	10	OSW	x	x	x	x
2311 Ford	Phoenix	2023	10	10	OSW	x	x	x	x
1233 Orion	Orion VII	2012	38	57	SYR	x	x	x	
1243 Orion	Orion VII	2012	38	57	SYR	x	x	x	
1244 Orion	Orion VII	2012	38	57	SYR	x	x	x	
1247 Orion	Orion VII	2012	38	57	SYR	x	x	x	
1268 Orion	Orion VII	2009	42	61	SYR	x	x	x	
1625 Gillig	G27D102N4	2016	36	54	SYR	x	x	x	
1626 Gillig	G27D102N4	2016	36	54	SYR	x	x	x	
1627 Gillig	G27D102N4	2016	36	54	SYR	x	x	x	

1628 Gillig	G27D102N4	2016	36	54	SYR	x	x	x
1629 Gillig	G27D102N4	2016	36	54	SYR	x	x	x
1630 Gillig	G27D102N4	2016	36	54	SYR	x	x	x
1631 Gillig	G27D102N4	2016	36	54	SYR	x	x	x
1709 Gillig	G27E102N2	2017	25	37	SYR	x	x	x
1750 Gillig	G27D102N4	2017	38	57	SYR	x	x	x
1751 Gillig	G27D102N4	2017	38	57	SYR	x	x	x
1752 Gillig	G27D102N4	2017	38	57	SYR	x	x	x
1753 Gillig	G27D102N4	2017	38	57	SYR	x	x	x
1754 Gillig	G27D102N4	2017	38	57	SYR	x	x	x
1755 Gillig	G27D102N4	2017	38	57	SYR	x	x	x
1756 Gillig	G27D102N4	2017	38	57	SYR	x	x	x
1757 Gillig	G27D102N4	2017	38	57	SYR	x	x	x
1758 Gillig	G27D102N4	2017	38	57	SYR	x	x	x
1759 Gillig	G27D102N4	2017	38	57	SYR	x	x	x
1760 Gillig	G27D102N4	2017	38	57	SYR	x	x	x
1761 Gillig	G27D102N4	2017	38	57	SYR	x	x	x
1762 Gillig	G27D102N4	2017	38	57	SYR	x	x	x
1763 Gillig	G27D102N4	2017	38	57	SYR	x	x	x
1764 Gillig	G27D102N4	2017	38	57	SYR	x	x	x
1765 Gillig	G27D102N4	2017	38	57	SYR	x	x	x
1766 Gillig	G27D102N4	2017	38	57	SYR	x	x	x
1767 Gillig	G27D102N4	2017	38	57	SYR	x	x	x
1768 Gillig	G27D102N4	2017	38	57	SYR	x	x	x
1769 Gillig	G27D102N4	2017	38	57	SYR	x	x	x
1770 Gillig	G27D102N4	2017	38	57	SYR	x	x	x
1771 Gillig	G27D102N4	2017	38	57	SYR	x	x	x
1772 Gillig	G27D102N4	2017	38	57	SYR	x	x	x
1773 Gillig	G27D102N4	2017	38	57	SYR	x	x	x
1774 Gillig	G27D102N4	2017	38	57	SYR	x	x	x
1775 Gillig	G27D102N4	2017	38	57	SYR	x	x	x
1776 Gillig	G27D102N4	2017	38	57	SYR	x	x	x
1777 Gillig	G27D102N4	2017	38	57	SYR	x	x	x
1778 Gillig	G27D102N4	2017	38	57	SYR	x	x	x
1779 Gillig	G27D102N4	2017	38	57	SYR	x	x	x
1780 Gillig	G27D102N4	2017	38	57	SYR	x	x	x
1781 Gillig	G27D102N4	2017	38	57	SYR	x	x	x
1800 Gillig	G27D	2018	38	57	SYR	x	x	x
1802 Gillig	G27D	2018	38	57	SYR	x	x	x

1804 Gillig	G27D	2018	38	57	SYR	x	x	x	
1805 Gillig	G27D	2018	38	57	SYR	x	x	x	
1806 Gillig	G27D	2018	38	57	SYR	x	x	x	
1809 Gillig	G27D	2018	38	57	SYR	x	x	x	
1823 Ford	Phoenix	2018	13	13	SYR	x	x	x	x
1824 Ford	Phoenix	2018	13	13	SYR	x	x	x	x
1829 Ford	Phoenix	2018	13	13	SYR	x	x	x	x
1830 Ford	Phoenix	2018	13	13	SYR	x	x	x	x
1900 Gillig	G31D102N4	2019	38	57	SYR	x	x	x	
1901 Gillig	G31D102N4	2019	38	57	SYR	x	x	x	
1902 Gillig	G31D102N4	2019	38	57	SYR	x	x	x	
1903 Gillig	G31D102N4	2019	38	57	SYR	x	x	x	
1904 Gillig	G31D102N4	2019	38	57	SYR	x	x	x	
1905 Gillig	G31D102N4	2019	38	57	SYR	x	x	x	
1906 Gillig	G31D102N4	2019	38	57	SYR	x	x	x	
1907 Gillig	G31D102N4	2019	38	57	SYR	x	x	x	
1908 Gillig	G31D102N4	2019	38	57	SYR	x	x	x	
1909 Gillig	G31D102N4	2019	38	57	SYR	x	x	x	
1910 Gillig	G31D102N4	2019	38	57	SYR	x	x	x	
1911 Gillig	G31D102N4	2019	38	57	SYR	x	x	x	
1912 Gillig	G31D102N4	2019	38	57	SYR	x	x	x	
1913 Gillig	G31D102N4	2019	38	57	SYR	x	x	x	
2020 Gillig	G31D102N4	2020	38	57	SYR	x	x	x	
2021 Gillig	G31D102N4	2020	38	57	SYR	x	x	x	
2022 Gillig	G31D102N4	2020	38	57	SYR	x	x	x	
2110 Ford	Phoenix	2021	12	12	SYR	x	x	x	x
2111 Ford	Phoenix	2021	12	12	SYR	x	x	x	x
2112 Ford	Phoenix	2021	12	12	SYR	x	x	x	x
2130 Ford	Phoenix	2021	13	13	SYR	x	x	x	x
2131 Ford	Phoenix	2021	13	13	SYR	x	x	x	x
2132 Ford	Phoenix	2021	13	13	SYR	x	x	x	x
2137 Ford	Phoenix	2021	13	13	SYR	x	x	x	x
2230 Gillig	40G22	2022	38	57	SYR	x	x	x	
2231 Gillig	40G22	2022	38	57	SYR	x	x	x	
2232 Gillig	40G22	2022	38	57	SYR	x	x	x	
2233 Gillig	40G22	2022	38	57	SYR	x	x	x	
2234 Gillig	40G22	2022	38	57	SYR	x	x	x	
2235 Gillig	40G22	2022	38	57	SYR	x	x	x	
2236 Gillig	40G22	2022	38	57	SYR	x	x	x	

2237 Gillig	40G22	2022	38	57	SYR	x	x	x
2238 Gillig	40G22	2022	38	57	SYR	x	x	x
2239 Gillig	40G22	2022	38	57	SYR	x	x	x
2240 Gillig	40G22	2022	38	57	SYR	x	x	x
2241 Gillig	40G22	2022	38	57	SYR	x	x	x
2242 Gillig	40G22	2022	38	57	SYR	x	x	x
2244 Gillig	40G22	2022	38	57	SYR	x	x	x
2245 Gillig	40G22	2022	38	57	SYR	x	x	x
2246 Gillig	40G22	2022	38	57	SYR	x	x	x
2247 Gillig	40G22	2022	38	57	SYR	x	x	x
2430 Gillig	40G24	2024	38	57	SYR	x	x	x
2431 Gillig	40G24	2024	38	57	SYR	x	x	x
2432 Gillig	40G24	2024	38	57	SYR	x	x	x
2433 Gillig	40G24	2024	38	57	SYR	x	x	x
2434 Gillig	40G24	2024	38	57	SYR	x	x	x
2435 Gillig	40G24	2024	38	57	SYR	x	x	x
2436 Gillig	40G24	2024	38	57	SYR	x	x	x
2437 Gillig	40G24	2024	38	57	SYR	x	x	x
2438 Gillig	40G24	2024	38	57	SYR	x	x	x
2439 Gillig	40G24	2024	38	57	SYR	x	x	x
2440 Gillig	40G24	2024	38	57	SYR	x	x	x
2441 Gillig	40G24	2024	38	57	SYR	x	x	x
2442 Gillig	40G24	2024	38	57	SYR	x	x	x
2443 Gillig	40G24	2024	38	57	SYR	x	x	x
2444 Gillig	40G24	2024	38	57	SYR	x	x	x
2445 Gillig	40G24	2024	38	57	SYR	x	x	x
2446 Gillig	40G24	2024	38	57	SYR	x	x	x
2447 Gillig	40G24	2024	38	57	SYR	x	x	x
2448 Gillig	40G24	2024	38	57	SYR	x	x	x
2449 Gillig	40G24	2024	38	57	SYR	x	x	x
2450 Gillig	40G24	2024	38	57	SYR	x	x	x
2451 Gillig	40G24	2024	38	57	SYR	x	x	x
2452 Gillig	40G24	2024	38	57	SYR	x	x	x
2453 Gillig	40G24	2024	38	57	SYR	x	x	x
2454 Gillig	40G24	2024	38	57	SYR	x	x	x
2455 Gillig	40G24	2024	38	57	SYR	x	x	x
2456 Gillig	40G24	2024	38	57	SYR	x	x	x
2457 Gillig	40G24	2024	38	57	SYR	x	x	x
2458 Gillig	40G24	2024	38	57	SYR	x	x	x

2459 Gillig	40G24	2024	38	57	SYR	x	x	x	
2460 Gillig	40G24	2024	38	57	SYR	x	x	x	
2461 Gillig	40G24	2024	38	57	SYR	x	x	x	
2462 Gillig	40G24	2024	38	57	SYR	x	x	x	
2463 Gillig	40G24	2024	38	57	SYR	x	x	x	
2464 Gillig	40G24	2024	38	57	SYR	x	x	x	
2465 Gillig	40G24	2024	38	57	SYR	x	x	x	
2466 Gillig	40G24	2024	38	57	SYR	x	x	x	
2467 Gillig	40G24	2024	38	57	SYR	x	x	x	
2468 Gillig	40G24	2024	38	57	SYR	x	x	x	
2469 Gillig	40G24	2024	38	57	SYR	x	x	x	
2470 Gillig	40G24	2024	38	57	SYR	x	x	x	
2471 Gillig	40G24	2024	38	57	SYR	x	x	x	
2472 Gillig	40G24	2024	38	57	SYR	x	x	x	
2473 Gillig	40G24	2024	38	57	SYR	x	x	x	
2474 Gillig	40G24	2024	38	57	SYR	x	x	x	
2475 Gillig	40G24	2024	38	57	SYR	x	x	x	
2476 Gillig	40G24	2024	38	57	SYR	x	x	x	
2477 Gillig	40G24	2024	38	57	SYR	x	x	x	
2478 Gillig	40G24	2024	38	57	SYR	x	x	x	
2479 Gillig	40G24	2024	38	57	SYR	x	x	x	
2480 Gillig	40G24	2024	38	57	SYR	x	x	x	
2481 Gillig	40G24	2024	38	57	SYR	x	x	x	
2482 Gillig	40G24	2024	38	57	SYR	x	x	x	
2483 Gillig	40G24	2024	38	57	SYR	x	x	x	
2484 Gillig	40G24	2024	38	57	SYR	x	x	x	
2485 Gillig	40G24	2024	38	57	SYR	x	x	x	
2486 Gillig	40G24	2024	38	57	SYR	x	x	x	
2488 Gillig	40G24	2024	38	57	SYR	x	x	x	
2489 Gillig	40G24	2024	38	57	SYR	x	x	x	
2490 Gillig	40G24	2024	38	57	SYR	x	x	x	
2491 Gillig	40G24	2024	38	57	SYR	x	x	x	
2492 Gillig	40G24	2024	38	57	SYR	x	x	x	
2300 Ford	Phoenix	2023	10	10	SYR	x	x	x	x
2301 Ford	Phoenix	2023	10	10	SYR	x	x	x	x
2302 Ford	Phoenix	2023	10	10	SYR	x	x	x	x
2303 Ford	Phoenix	2023	10	10	SYR	x	x	x	x
2304 Ford	Phoenix	2023	10	10	SYR	x	x	x	x
2305 Ford	Phoenix	2023	10	10	SYR	x	x	x	x

2307 Ford	Phoenix	2023	10	10	SYR	x	x	x	x
2312 Ford	Phoenix	2023	10	10	SYR	x	x	x	x

FMCSA ELDT-Instructor Copy
CDL-B Range / P Endorsement Range
Pre-Trip / Enroute / Post Trip Inspection

Pre-Trip

Using the **DVIR** on the back, the driver must perform a successful Pre-Trip of the vehicle.

Enroute

___ Simulated Railroad Crossing

During Operation of the Bus before Enroute
Inspection

___ Brakes not pulling left or right, no delay ___ Steering: No loose steering or vibrations
___ Warning Lights

___ Transmission working properly ___ No unusual engine sounds ___
No unusual tire feel

While parked at a safe location – usually a Layover, Parking Lot, or EOL

Internal Checks

___ Aisles and Exits free of debris, no liquid spills ___ Passenger Stop Cord works ok,
no broken cords

___ Check driver and passenger area for lost items ___ No broken seats, windows,
standee straps, mirrors

___ Camera Operations ___ Fire Suppression System

___ **Passenger Securement area clean and straps stowed** ___ Remaining passengers
who should not be on bus

External Checks

___ No body damage ___ Lug Nut Flags present/facing same way

___ Destination signs working (outside/inside) ___ No leaks under bus (front and
rear)

___ Tires and Rim okay ___ Nothing hanging under bus

☐ All external Lights working☐ No black smoke from exhaust**Post Trip**

Post Trip Inspection includes (but not limited to):

☐ Interior check for items left on bus and any damage to seating area☐ Clean driver's area☐ Lug Nut flags and tires ok☐ No Fluid leaks or

hanging parts under the bus

☐ Exterior lights working☐ No body or window damage☐ DVIR Completed☐ Remaining passengers who should not be on bus

Any defects found during the course must be indicated on the Pre-Trip/Post Trip DVIR form. The Board Man or Mechanics must be notified of defects.

6. DEFENSIVE DRIVER TRAINING

TAPTCO Video Sessions	Section	Length
Safety Best Practices	3	60 min
LLLC Defensive Driving	4	60 min
Hazard Identification and Mitigation	5	30 min
Preventing Rear End Collisions	9	30 min
Intersections	10	60 min
Preventing Backing Accidents	13	45 min
Merging, Lane Changing and Passing	14	30 min
Adverse Driving Conditions	15	30 min
Fatigue Management	17	30 min
Preventing Driver Distraction	18	45 min
Hazard Material Communication	19	30 min

7. NEW DRIVER TRAINING OUTLINE

CLASS OUTLINE:

Week 1 topics

- 1 HR forms/Fingerprint form
- 1 **PP Intro to Centro**
- 1 Sign Off Book: Data Sheet/Orientation
- 1 Sign Off Book: Course Curriculum, Class Hours/Schedules
- 1 Sign Off Book: OPS/ CAB Tour
- 1 Sign Off Book: Dispatch Window Sign in Procedures
- 1 Vehicle History Reports/ Intranet Introduction (computer terminal across from Dispatch window)
- 1 **Labor Relations (cellphone/attendance)**
- 1 **Pre-trip book/ ELDT process**
- 1 Sign Off Book: Garage Safety/ Tour (Location of phones to Dispatch, Bus assignment sheets)
- 1 HUB/RTC/Destiny Bus stops
- 1 Sign Off Book: HUB Safety, Steering & RECARO Seat
- 1 **Bus Intro / Bus familiarization**
- 1 **TAPTCO (3) Safety Best Practices**
- 1 **TAPTCO (17) Fatigue Management**
- 1 **TAPTCO (18) Preventing Driver Distraction**
- 1 Sign Off Book: Blood Borne Pathogens
- 1 **TAPTCO (23) Health & wellness**
- 1 **TAPTCO (24) Professionalism & Customer Service**
- 1 **TAPTCO (25) Conflict & Aggression Management**
- 1 **TAPTCO (28) Whistleblower**
- 1 **TAPTCO (4) LLLC Defensive Driving**
- 1 **TAPTCO (5) Hazard Identification**
- 1 Bus Familiarization (Mall Driving in parking lot)
- 1 **Forms: Accident Reports**
- 1 **Forms: Incident Reports**
- 1 **Forms: Passenger Fall**
- 1 **Forms: Accident Appeals**
- 1 Sign Off Book: Accident Appeal Process & Forms
- 1 Sign Off Book: Accident Scene Procedures
- 1 **PP Limiting Passenger Falls**
- 1 Visit Uniform Store to get fitted
- 1 Fingerprints for non-qualified students

Week 2 topics

- 2 Bus Familiarization (Mall Driving in parking lot) (Emergency Triangle procedures)

2 **Manager of Fleet Technology: Air Brake Board/ Fire Suppression system**

- 2 Sign Off Book: Evacuation, Fire & Safety Operations
- 2 Sign Off Book: Servicing Passenger stop
- 2 Sign Off Book: Flag Stops
- 2 Sign Off Book: School bus VS Transit Bus
- 2 TAPTCO (9) Prevent Rear End Collision
- 2 TAPTCO (10) Intersections
- 2 TAPTCO (13) Preventing Backing Accidents
- 2 Sign Off Book: DVIR regulations/Inspections
- 2 Sign Off Book: Pre-trip/ Post-trip Inspections
- 2 TAPTCO (14) Merging/ Changing Lanes
- 2 TAPTCO (15) Adverse Driving Conditions
- 2 Sign Off Book: Railroad Crossings
- 2 Sign Off Book: Evacuations, Fire Safety, Emergency Situations
- 2 **PP TSI Using mirrors**
- 2 TAPTCO (12) Pedestrian & Bicycle Awareness
- 2 Sign Off Book: Pedestrian Safety
- 2 **CENTRO marketing video: Bike rack & Strollers**
- 2 Sign Off Book: Baby Strollers
- 2 Sign Off Book: Bike Rack / Driving with a bike on the rack/ which bikes are allowed?
- 2 Sign Off Book: Panic Calls
- 2 Sign Off Book: Camera
- 2 **ELDT: P Endorsement- Theory Classroom Packet**
- 2 **ELDT: P Endorsement Theory Written Exam**
- 2 **ELDT: CDL-B Theory Written Exam**
- 2 **ELDT: CDL Road Skills Classroom study materials (Packet & Test)**
- 2 **OPS Radio personnel: Radio Etiquette**
- 2 **Manager of Revenue Operations: Fare Media/ Farebox**
- 2 **Manager of Specialized Transportation & Systems Analyst: Call-a-Bus, Clever Radio**
- 2 TAPTCO (26): ADA Compliance & Sensitivity
- 2 Sign Off Book: ADA Priority Seating
- 2 **ISSUE BLUE STRAPS for wheelchair securements**
- 2 **PP Fixed Route ADA Training**
- 2 CAB Wheelchair Securement (on CAB's)
- 2 Sign Off Book: CAB Operations, Policies and Procedures
- 2 Fixed Route Wheelchair Securement Training/ Transit Securement: (Bus 2020, bus 1781 and a 1200 series)

Week 3 Topics

- 3 **Chief Executive Officer: Transit 101 and RPM**
- 3 **Internal Control Manager: Internal Controls**
- 3 **Senior Manager of Service Development: Intro to Manifests**

3 Manifest Intro and Review

3 Hand out manifests, Terminology: How to read a Manifest

3 Route Book Training: Hand out Route Books

3 Manifest: Deviations

3 Manifest: Notes

3 Manifest: Deadheads

3 Manifest: Inbound VS Outbound

3 Manifest: Destination Signs

3 Manifest: Bus assignment sheets

3 Manifest: Relief Points

3 Manifest: School Routes and Shoppers

3 Manifest: SU, Special Events, State Fair & Trippers

3 How to read a Bus schedule (Hand out all Bus Schedules to use as Backup Manifests)

3 Transportation Coordinator: School Procedures

3 Human Resources Manager: Substance Abuse, Ethics, Title VI

3 Human Resources Compliance Manager: Manifest Payroll Discussion

3 Intro to FAREBOX training

Week 4 Topics

4 Forms: Overtime

4 Forms: Address Change

4 Forms: Phone Number Change

4 Forms: Lost & Found

4 Forms: Day off

4 Forms: Part-Time Wishlist

4 136 EOL diagram and driving the turnaround in Camillus

4 LIVE manifest training: 186

4 LIVE manifest training: 82

4 LIVE manifest training: 510

4 LIVE manifest training: 152 & 220

4 LIVE manifest training: 388

Week 5 Topics

5 ELDT: P Endorsement Range and Road

5 ELDT: CDL-B Road Course

Week 6 topics

6 ELDT: CDL-B Skills

6 Permit Drivers Road Test Prep

6 Permit Drivers Road Test Highway training

Week 8 topics

8 Human Resources Manager: Diversity in the workplace, Diversity for all, Workplace/Domestic Violence

8 **Director of Security: Homeland Security, TSA First Observer,
Surface Transportation Safety**

8 **Director of Security: Human Trafficking**

8 **Collect Sign off books from Outer Properties**

8 **Customer Call Center Manager: Customer Service**

8 **Human Resources Manager: Deferred Comp**

8 **Labor Relations: Rules and Regulations**

8 **Local 580 Business Agent: Union 580**

8 **Farebox and Manifest Refresher**

8 **Human Resources Compliance Manager: DMV Bus Driver**

Applications

8 19A written test and Driver Interview Preparation

8 **Graphic Designer/Media Specialist/ Marketing and Communications**

Coordinator: GoCentroBus App

8 19A paperwork on students (INT, Written, DDR)

8 **Senior Manager of Transit Data and Equity/ Vice President of**

Finance: Importance of Passenger Counts

8 School Route Training (On the road)

8 **COLLECT SIGN OFF BOOKS**

8. VEHICLE PREVENTIVE MAINTENANCE PROGRAM

CNY CENTRO

PREVENTATIVE MAINTENANCE SCHEDULE

All PM inspections are auto generated by Maintenance Connection software. Electronic work orders are created by a mileage or time schedule and then assigned to a technician by the specific department foreperson. Each pm has a specific procedure attached with tasks to be completed by the tech. Any failed tasks automatically generate a follow-up work order to address the issue.

COACH

A PM SERVICE	PM SERVICE-A INSPECTION OIL AND FILTER CHANGE 6,000 MILES +500-500 Class All Transit	
B PM SERVICE	PM SERVICE-B INSPECTION-SAME AS PM-A PLUS FUEL FILTER AND SPINNER FILTER 18,000 MILES +500-500 Class All Transit	
B2 PM SERVICE	PM SERVICE-B2 INSPECTION SAME AS A B INSPECTION WITH TRANS FLUID AND FILTER CHANGE, 72,000 MILES +500-500 (Synthetic Trans. Fluid) Class All Transit	
C1 PM SERVICE	ONE TIME PM SERVICE AT 3,000 MILES +500-500, THIS IS THE SAME AS THE PM SERVICE-B2. THIS IS FOR NEWLY PURCHASED VEHICLES ONLY	
C2 PM SERVICE	ONE TIME PM SERVICE AT 9,000 MILES +500-500, THIS IS THE SAME AS THE PM SERVICE-B2. THIS IS FOR NEWLY PURCHASED VEHICLES ONLY	
D INSPECTION	PM INSPECTION DYNO Class All Transit	365 DAY INTERVAL
E INSPECTION	PM ELECTRICAL INSPECTION Class All Transit	365 DAY INTERVAL
F INSPECTION	PM FIRE SUPPRESSION SYSTEM Class All Transit	180 DAY INTERVAL
F6 INSPECTION	CHEMICAL AGENT TANK REPLACEMENT Class All Transit	6 YEAR INTERVAL
G INSPECTION	PM FAREBOX Class All Transit	90 DAY INTERVAL
H INSPECTION	PM HVAC INSPECTION Class All Transit	180 DAY INTERVAL
H1 INSPECTION	HVAC FILTER REPLACEMENT Class All Transit	45 DAY INTERVAL
L INSPECTION	PM WHEEL CHAIR LIFT Class 902	45 DAY INTERVAL

Effective 12/18/15 all platform ramp inspections will be

Integrated with the A/B and B2 inspections above.

N INSPECTION	PM CARTRIDGE W/OIL SEPARATOR Class All	1 YEAR INTERVAL
N2 INSPECTION	PM AIR DRIER Class All	2 YEAR INTERVAL
Q INSPECTION	PM DRIVER SEAT, PM DESTINATION SIGNS, PM EMERGENCY WINDOWS Class All	180 DAY INTERVAL
TU INSPECTION	ENGINE TUNE UP - Includes CNG tank inspection on CNG class 365 DAY INTERVAL Class All	

CALL-A-BUSES

A PM SERVICE	PM SERVICE-A-INSPECTION OIL AND FILTER CHANGE, W/C LIFT INSPECTION, 6,000 MILES +500 -500 Class 816,818,819,821,821-2	
B PM SERVICE	PM SERVICE –B-INSPECTION –PM-A WITH TRANS FLUID CHANGE W/C LIFT INSPECTION 60,000 MILES +500- 500 Class 816,818,819,821,821-2	
B2 PM INSPECTION	PM SERVICE –B2-INSECTION SAME AS –A/B WITH TRANS FLUID CHANGE 72,000 MILES +500 -500 Class 816,818,819,821,821-2	
H PM INSPECTION	HVAC PM INSPECTION Class 816,818,819,821,821-2	180 DAY INTERVAL
N PM INSPECTION	PM CARTRIDGE KIT Class 816,818,819,821,821-2	2 YEAR INTERVAL
N2 PM INSPECTION	PM AIR DRIER CARTRIDGE Class 816,818,819,821,821-	4 YEAR INTERVAL

Vehicle Classes

- **Transit**
- 40G10- 2010 40ft Orion CNG
- 3710- 2010 35ft Orion Diesel
- 3811- 2011 35ft Orion Diesel
- 8012- 2012 35ft Orion Diesel
- 2012- 2012 40ft Orion CNG
- 37G16- 2016 40ft Gillig CNG
- 40G17- 2017 40ft Gillig CNG
- 30D17- 2017 30ft Gillig Diesel
- 40D18- 2018 40ft Gillig Diesel
- 35D19- 2019 35ft Gillig Diesel
- 40G19- 2019 40ft Gillig CNG
- 40G20- 2020 40ft Gillig CNG
- 30D21- 2021 30ft Gillig Diesel
- 35D22- 2022 35ft Gillig Diesel
- 40G22- 2022 40ft Gillig CNG
- 40D22- 2022 40ft Gillig Diesel

- 40D22HB- 2022 40ft Gillig Diesel High Back
- 902- 2015 40ft MCI Diesel

- **Paratransit**

- 816- 2016 Ford Phoenix
- 818- 2018 Ford Phoenix
- 819- 2019 Ford Phoenix
- 821- 2021 Ford Phoenix
- 821-2 2021 Ford Phoenix

Revised 9-19-23

9. EMERGENCY EVACUATION PROCEDURES

Emergency Evacuation Procedures – Centro 200 Cortland Ave

Overview: The CNYRTA has established guidelines and procedures to prevent serious personal injury or loss of life during an emergency in the CNY Centro building. These procedures exist to safeguard personal safety by removing employees and visitors from potential danger/risks. These procedures are to be followed by all CNYRTA employees. Any questions are to be directed to the Director of Security.

Procedure:

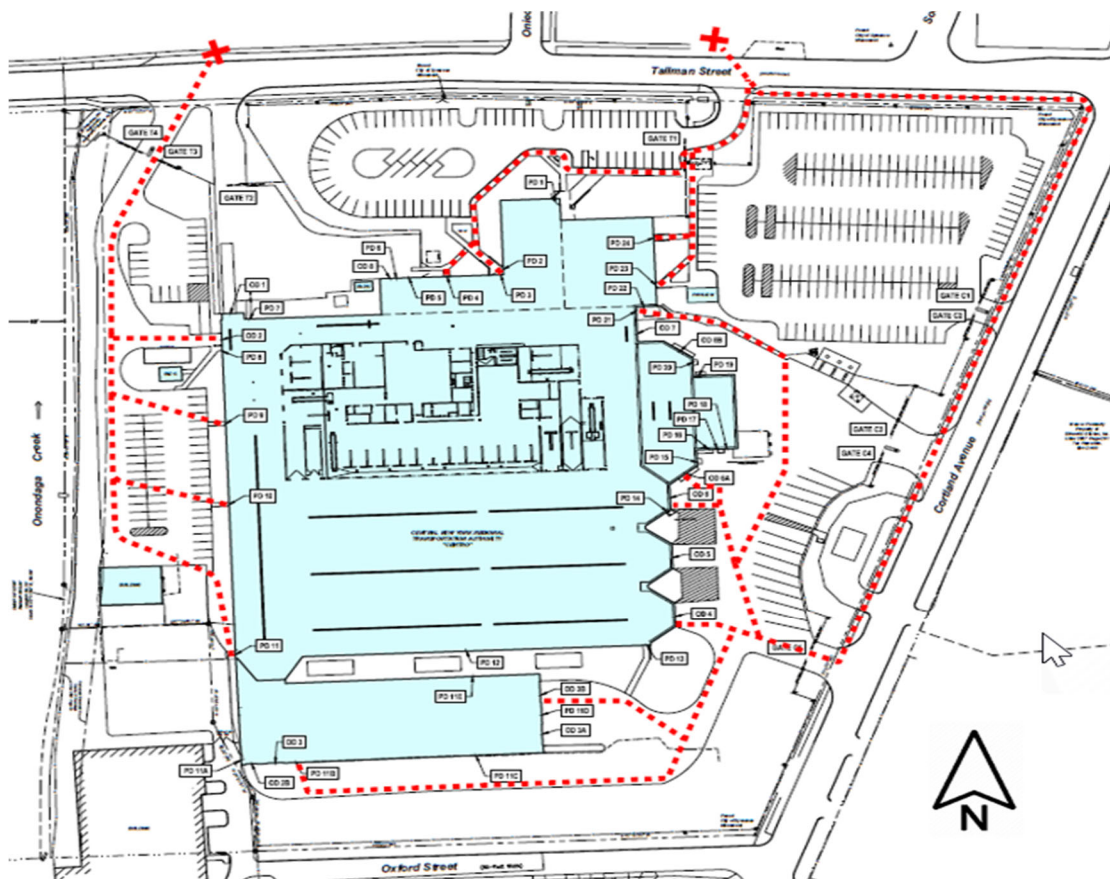
A. NOTIFICATIONS

- a. When a CNYRTA employee discovers a situation requiring the immediate evacuation of the CNY Centro building (i.e., fire, gas leak, explosion, etc.), they will immediately notify the following:
 - i. All persons in the immediate vicinity and then pull the local fire alarm box.
 - ii. The Centro dispatcher or maintenance office by telephone. The employee will identify themselves and the exact nature of the problem.
 - iii. Centro dispatch or maintenance office will notify the E911 Center and request appropriate assistance.

B. BUILDING EVACUATION

- a. Before evacuating an area within the building, employees will
-whenever practical-
 - i. Turn off all electrical appliances and equipment.
 - ii. Ensure that chairs and other objects are not left in front of doors, windows, or the center of the room.
 - iii. Close but do not lock all doors and windows.
- b. When evacuating an area within the building, employees will:
 - i. Exit the building through the nearest exterior door if it is safe.
 - ii. Proceed directly to a designated assembly point and begin accounting for all employees and visitors in the building when the emergency is declared.
 - iii. Not return to the building for any reason until instructed to do so.
- c. Personnel located on the west side of the garage near doors # 1-11 can exit the building and walk towards and exit Centro grounds via gate T#3 (Proceed to Tallman St).
- d. Personnel located on the south/east side of the garage near doors #11B-22 can exit the building, proceed to Cortland Ave, and exit via gate C#5. (Proceed to Tallman St).
- e. Personnel in the dispatch/driver room area can exit the building via door #23 or #24 and proceed towards the turnstile (Proceed to Tallman St).
- f. Personnel in office areas in front of the building can exit via the front entrance (#1) or doors #2, #3, or #24 and proceed to gate T#1.
- g. All persons evacuated from the building will assemble at one of the following locations:
 - i. Salary Staff & Operators: 200 block of Tallman Street across the street from gate T-1 (admin turnstile).
 - ii. Maintenance personnel: 200 block of Tallman Street across the street from gate T2 (Byrne Dairy).

- h. It will be the duty of the Operations Supervisors, Maintenance Supervisors and Salary Directors, or in their absence, a designee to:
 - i. Account for persons evacuated from the building, including employees and visitors.
 - ii. Obtain medical assistance for the injured, when necessary.



Emergency Evacuation Procedures – Centro Transit HUB - 599 S. Salina St.

Overview: The Central New York Regional Transportation Authority (CNYRTA) has established guidelines and procedures to prevent serious personal injury or loss of life at the Centro Transit HUB during an emergency. These procedures exist to safeguard personal safety by removing employees and visitors from potential danger/risks. These procedures are to be followed

by all CNYRTA employees. Any questions are to be directed to the Director of Security.

Procedure:

A. NOTIFICATIONS

- a.** When a CNYRTA employee discovers a situation requiring the immediate evacuation of the Centro Transit HUB (i.e., fire, gas leak, explosion, etc.) they will immediately notify the following:
 - i.** All persons in the immediate vicinity and then pull the local fire alarm box
 - ii.** The Onondaga County Emergency 911 Center will be notified and given the exact nature and location of the event.
 - iii.** The Centro Dispatcher by telephone (315-442-3352). The Dispatcher will need to know the identity of the caller and the exact nature and location of the event.

B. BUILDING EVACUATION

- a.** Prior to evacuating an area within the building, employees will whenever practical
 - i.** Turn off all electrical appliances and equipment
 - ii.** Ensure that chairs and other objects are not left in front of doors, windows, or the center of the room
 - iii.** Close but do not lock all doors and windows
- b.** When evacuating an area within the building, employees will:
 - i.** Exit the building through the nearest exterior door if it is safe to do so
 - ii.** Proceed directly to a designated assembly point and begin accounting for all employees and visitors that were in the building at the time the emergency was declared
 - iii.** Not return to the building for any reason until instructed to do so
- c.** All persons evacuated from the building will assemble at the Billings Park area.
- d.** It will be the duty of Centro employee(s) or security officer, to:
 - i.** Account for persons evacuated from the building, including employees and visitors.

- ii. Obtain medical assistance for the injured when necessary.
- C. When the property has to be evacuated due to a fire alarm or other emergency, the Centro Transit HUB's public address system should be utilized, and the following should be announced:
 - a. ***ATTENTION EVERYONE: DUE TO CIRCUMSTANCES BEYOND OUR CONTROL, THE CENTRO TRANSIT HUB IS NOW TEMPORARILY CLOSED. ALL PERSONS ARE DIRECTED TO LEAVE THE PROPERTY IN AN ORDERLY MANNER. THE DESIGNATED ASSEMBLY AREA IS THE BILLINGS PARK PLEASE PROCEED THERE IMMEDIATELY.***
 - b. The above message is all that should be announced about the emergency. Do not give out any specific details.
- D. It will be the duty of Centro employee(s) or security officer, to:
 - a. Meet with emergency responders to apprise them of the situation.
 - b. Obtain medical assistance for the injured when necessary.
 - c. Assist emergency responders with alarm locations, Centro policies, facility questions, etc.
- E. There may be occasions where it is necessary to relocate operations from the Centro Transit HUB. This will only be done at the direction of a senior staff member of Centro. If that is the case, the following announcement should be made:
 - a. ***ATTENTION EVERYONE: THE CENTRO TRANSIT HUB IS NOW TEMPORARILY CLOSED. ALL PICK-UPS AND DROP-OFFS WILL BE MADE AT THE TEMPORARY LOCATION ON NEW***

STREET @ S. STATE STREET. PLEASE FOLLOW THE DIRECTIONS OF THE COMPANY STAFF AND THE POLICE DEPARTMENT.

- b. The above message is all that should be announced about the emergency. Do not give out any specific details.
- F. The Centro dispatcher should be notified that the Centro Transit HUB is closed until further notice and that the alternate location is in use. They will make an “All Call” to the drivers and make other notifications.
- G. Traffic cones are available in the basement utility building and, if possible, should be positioned at the entrances to restrict vehicular and pedestrian traffic.

Emergency Evacuation Procedures – William F. Walsh Regional Transportation Center

Overview: The Central New York Regional Transportation Authority (CNYRTA) has established guidelines and procedures to prevent serious personal injury or loss of life in the Regional Transportation Center during an emergency. These procedures exist to safeguard personal safety by removing employees and visitors from potential danger/risks. These procedures are to be followed by all CNYRTA employees. Any questions are to be directed to the Director of Security.

Procedure:

A. NOTIFICATIONS

- a. When a CNYRTA employee discovers a situation requiring the immediate evacuation of the CNYRTA Regional Transportation Center (i.e., fire, gas leak, explosion, etc.) they will immediately notify the following:
 - i. All persons in the immediate vicinity and then pull the local fire alarm box
 - ii. The Onondaga County Emergency 911 Center will be notified and given the exact nature and location of the event.

- iii. The Centro Dispatcher by telephone (315-442-3352). The Dispatcher will need to know the identity of the caller and the exact nature and location of the event.

B. BUILDING EVACUATION

- a. Prior to evacuating an area within the building, employees will -whenever practical-
 - i. Turn off all electrical appliances and equipment
 - ii. Ensure that chairs and other objects are not left in front of doors, windows, or the center of the room
 - iii. Close but do not lock all doors and windows
 - b. When evacuating an area within the building, employees will:
 - i. Exit the building through the nearest exterior door if it is safe to do so
 - ii. Proceed directly to a designated assembly point and begin accounting for all employees and visitors that were in the building at the time the emergency was declared
 - iii. Not return to the building for any reason until instructed to do so
 - c. All persons evacuated from the building will assemble at the corner of Park Street and NBT Bank Parkway.
 - d. It will be the duty of Centro employee(s) or security officer, to:
 - i. Account for persons evacuated from the building, including employees and visitors.
 - ii. Obtain medical assistance for the injured when necessary.
- C.** When the property has to be evacuated due to a fire alarm or other emergency, the RTC's public address system should be utilized, and the following should be announced:

a. ATTENTION EVERYONE: DUE TO CIRCUMSTANCES BEYOND OUR CONTROL, THE REGIONAL TRANSIT CENTER IS NOW TEMPORARILY CLOSED. ALL PERSONS ARE DIRECTED TO LEAVE THE PROPERTY IN AN ORDERLY MANNER. THE DESIGNATED ASSEMBLY AREA IS THE CORNER OF PARK STREET AND NBT PARKWAY. PLEASE PROCEED THERE IMMEDIATELY.

b. The above message is all that should be announced about the emergency. Do not give out any specific details.

D. It will be the duty of Centro employee(s) or security officer, to:

a. Meet with emergency responders to apprise them of the situation.

b. Obtain medical assistance for the injured when necessary.

c. Assist emergency responders with alarm locations, Centro policies, facility questions, etc.

E. There may be occasions where it is necessary to relocate operations from the RTC. This will only be done at the direction of a senior staff member of Centro and coordinated with all RTC tenants. If that is the case, the following announcement should be made:

a. ATTENTION EVERYONE: THE REGIONAL TRANSPORTATION CENTER IS NOW TEMPORARILY CLOSED. ALL PICK-UPS AND DROP-OFFS WILL BE MADE AT THE TEMPORARY LOCATION ON NBT PARKWAY. PLEASE FOLLOW THE DIRECTIONS OF THE

COMPANY STAFF AND THE POLICE DEPARTMENT.

- b.** The above message is all that should be announced about the emergency. Do not give out any specific details.
- F.** The Centro dispatcher should be notified that the RTC is closed until further notice and that the alternate location is in use. They will make an “All Call” to the drivers and make other notifications.
- G.** Traffic cones are available in the RTC utility building and, if possible, should be positioned at the entrances to restrict vehicular and pedestrian traffic.

Emergency Evacuation Procedures – Centro at Oswego

Overview: The CNYRTA has established guidelines and procedures to prevent serious personal injury or loss of life in the Centro of Oswego’s facility during an emergency. These procedures exist to safeguard personal safety by removing employees and visitors from potential danger/risks. These procedures are to be followed by all CNYRTA employees. Any questions are to be directed to the Director of Security.

Procedure:

A. NOTIFICATIONS

- a.** When a CNYRTA employee discovers a situation requiring the immediate evacuation of the Centro of Oswego’s facility (i.e., fire, gas leak, explosion, etc.), they will immediately notify the following:
 - 1. All persons in the immediate vicinity.
 - 2. The Office of Emergency Communications 911 Center, requesting the appropriate assistance.
 - 3. The Dispatcher on Duty by radio or telephone. The Dispatcher will need to know the caller’s identity and the exact nature and location of the problem.
 - 4. If an incident occurs during regular business hours or after business hours, they are to contact at least one of the following in this order: (1) Supervisor; (2) Manager of

Subsidiary Operations; (3) Maintenance on duty.

B. BUILDING EVACUATION

1. Before evacuating an area within the building, employees will, whenever practical:
 - a. Turn off all electrical appliances and equipment.
 - b. Ensure that chairs and other objects are not kept in front of doors, windows, or the center of the room.
 - c. Close, but do not lock, all doors and windows.
 - d. Exit the building through the nearest exterior door.
 - e. Proceed directly to a designated assembly point and begin accounting for all employees and visitors in the building when the emergency is declared.
 - f. Do not return to the building for any reason until instructed to do so.
2. All persons evacuated from the building will assemble at the Tower Field across E. Seneca Street.
3. It will be the duty of the Supervisor called at the scene of the incident to:
 - a. Account for persons evacuated from the building, including employees and visitors.
 - b. Obtain medical assistance for the injured when necessary.

Emergency Evacuation Procedures – Centro at Cayuga

Overview: The CNYRTA has established guidelines and procedures to prevent serious personal injury or loss of life in the Centro of Cayuga's facility during an emergency. These procedures exist to safeguard personal safety by removing employees and visitors from potential danger/risks. These procedures are to be followed by all CNYRTA employees. Any questions are to be directed to the Director of Security.

Procedure:

C. NOTIFICATIONS

- a. When a CNYRTA employee discovers a situation requiring the immediate evacuation of the Centro of Cayuga's facility (i.e.

fire, gas leak, explosion, etc.) they will immediately notify the following:

1. All persons in the immediate vicinity.
2. The Office of Emergency Communications 911 Center, requesting the appropriate assistance.
3. The Dispatcher on Duty by radio or telephone. The Dispatcher will need to know the caller's identity and the exact nature and location of the problem.
4. If an incident occurs during normal business hours or after business hours, they are to contact at least one of the following in this order: (1) Cayuga Supervisor; (2) Manager of Subsidiary Operations; (3) Maintenance on duty.

D. BUILDING EVACUATION

4. Before evacuating an area within the building, employees will, whenever practical:
 - a. Turn off all electrical appliances and equipment.
 - b. Ensure that chairs and other objects are not kept in front of doors, windows, or the center of the room.
 - c. Close, but do not lock, all doors and windows.
 - d. Exit the building through the nearest exterior door.
 - e. Proceed directly to a designated assembly point and begin accounting for all employees and visitors in the building when the emergency is declared.
 - f. Do not return to the building for any reason until instructed to do so.
5. All persons evacuated from the building will assemble at the parking lot across Frank Smith Street, off the southeast corner of the property.
6. It will be the duty of the Supervisor called at the scene of the incident to:
 - a. Account for persons evacuated from the building, including employees and visitors.
 - b. Obtain medical assistance for the injured, when necessary.

Emergency Evacuation Procedures – Centro at Oneida Main Facility

Overview: The CNYRTA has established guidelines and procedures to prevent serious personal injury or loss of life in the Centro of Utica's main facility during an emergency. These procedures exist to safeguard personal safety by removing employees and visitors from potential danger/risks. These procedures are to be followed by all CNYRTA employees. Any questions are to be directed to the Director of Security.

Procedure:

A. NOTIFICATIONS

- a. When a CNYRTA employee discovers a situation requiring the immediate evacuation of the Centro of Oneida's main facility (i.e., fire, gas leak, explosion, etc.), they will immediately notify the following:
 1. All persons in the immediate vicinity.
 2. The Office of Emergency Communications 911 Center, requesting the appropriate assistance.
 3. The Dispatcher on Duty by radio or telephone. The Dispatcher will need to know the caller's identity and the exact nature and location of the problem.
 4. If an incident occurs during regular business hours or after business hours, they are to contact at least one of the following in this order: (1) Maintenance on duty; (2) Director of Operations; (3) Senior Director of Operations

B. BUILDING EVACUATION

7. Before evacuating an area within the building, employees will, whenever practical:
 - a. Turn off all electrical appliances and equipment.
 - b. Ensure that chairs and other objects are not kept in front of doors, windows, or the center of the room.
 - c. Close, but do not lock, all doors and windows.
 - d. Exit the building through the nearest exterior door.

- e. Proceed directly to a designated assembly point and begin accounting for all employees and visitors in the building when the emergency is declared.
 - f. Do not return to the building for any reason until instructed to do so.
8. All persons evacuated from the building will assemble at the parking lot across the street on Wurz Avenue on the north side of the main facility.
 9. It will be the duty of the Supervisor called at the scene of the incident to:
 - a. Account for persons evacuated from the building, including employees and visitors.
 - b. Obtain medical assistance for the injured when necessary.

Emergency Evacuation Procedures – Utica Centro Transit HUB

It is the policy of the Central New York Regional Transportation Authority (CNYRTA) to prevent serious personal injury or loss of life on the Utica Centro Transit Hub Centro property by maintaining a safe working environment and evacuation plans for removing employees and visitors from potential danger.

PROCEDURE:

A. NOTIFICATIONS

1. When a Centro employee or a contract employee (security, janitorial, etc.) discovers a situation that requires the immediate evacuation of the Utica Centro Transit Hub property (e.g. fire, gas leak, explosion, etc.), they will, without delay notify the following:
 - a. All persons in the immediate vicinity and then pull the local fire alarm box.
 - b. The 911 Center (Dial 9-1-1) and given the exact nature and location of the problem.
 - c. If an incident occurs during regular business hours or after business hours, they are to contact

at least one of the following in this order: (1) Senior Director of Operations; (2) Director of Operations; (3) Maintenance on duty.

B. BUILDING EVACUATION PLAN

10. Prior to evacuating an area within the building, employees will, whenever practical:
 - a. Close all doors.
 - b. Exit the building through the nearest exterior door.
 - c. Do not return to the building for any reason until instructed to do so.
 11. All persons evacuated from the building will assemble at the following location:
 - a. The Utica School of Commerce parking garage which is located across Bleecker Street in a northerly direction.
1. When the property has to be evacuated due to a fire alarm or other emergency, the Hub's public address system should be utilized, and the following should be announced:
- a. **ATTENTION EVERYONE: DUE TO CIRCUMSTANCES BEYOND OUR CONTROL, THE CENTRO TRANSIT HUB IS NOW TEMPORARILY CLOSED. ALL PERSONS ARE DIRECTED TO LEAVE THE PROPERTY IN AN ORDERLY MANNER. THE DESIGNATED ASSEMBLY AREA IS THE UTICA SCHOOL OF COMMERCE PARKING GARAGE ACROSS BLEECKER STREET. PLEASE PROCEED THERE IMMEDIATELY.**

-
- b. The above message is all that should be announced about the emergency. Do not give out any specific details.
 2. It will be the duty of Centro employee(s) or contract employee(s), to:
 - i. Meet with emergency responders to apprise them of the situation.
 - ii. Obtain medical assistance for the injured when necessary.
 - iii. Assist emergency responders with alarm locations, Centro policies, facility questions, etc.
 3. There may be occasions where it is necessary to relocate Centro operations from the Utica HUB. This will only be done at the direction of a senior staff member of Centro. If that is the case, the following announcement should be made:
 - a. **ATTENTION EVERYONE: THE CENTRO TRANSIT HUB IS NOW TEMPORARILY CLOSED. ALL PICK-UPS AND DROP-OFFS WILL BE MADE AT THE TEMPORARY LOCATION AT THE WASHINGTON STREET PARKING GARAGE.**
 4. Traffic cones are available in the Hub building and should be positioned at the entrances to restrict vehicular and pedestrian traffic.

10. RULES OF CONDUCT

In 2024, CNYRTA implemented new rules of conduct per the enabling statute in section 1332(4) of the Public Authorities Law, that govern the conduct and safety of the public in the use and operation of its transit services. The provisions of section 1332(4) of the Public Authorities Law provide CNYRTA with the power to make rules governing the conduct and safety of the public in the use and operation of the authority's transit facilities.

Per this statutory authority these rules are also to be codified in NYS Code of Rules and Regulations in line with section 102 of Executive Law. This was completed in 2024 after an extensive review process including approval from: Regulatory Review Unit, Division of Administrative Rules, Assistant Counsel to the NYS Governor and the CNYRTA Board of Members, with final adoption by the CNYRTA Board of Members being certified in the NYS Register on July 10, 2024.

The official CNYRTA Rules of Conduct is memorialized in the NYCRR in Title 21, Chapter XXXI, Part 1980 and follows the Division of Administrative Rules requirements for any future revisions or review. A copy of the rules can also be found on the CNYRTA website here: [CNYRTA Rules of Conduct \(NYCRR 21, XXXI, 1980\)](#)

These Rules are established by the authority to promote safety, facilitate the proper use of the transit facilities of the authority, protect those transit facilities and their passengers, and assure the payment of fares and other lawful charges for using their systems.

11. CNYRTA SUBSTANCE ABUSE POLICY

**CENTRAL NEW YORK REGIONAL
TRANSPORTATION AUTHORITY**

CNY CENTRO, INC.

CENTRO OF OSWEGO, INC.

CENTRO OF CAYUGA, INC.

CENTRO OF ONEIDA, INC. (Rome)

CENTRO OF ONEIDA, INC. (Utica)

WM F. WALSH INTERMODAL TRANSPORTATION CENTER, INC.

CENTRO OF CORTLAND, INC.

("CENTRO")

SUBSTANCE ABUSE POLICY

AND

**Guidance Regarding Over the Counter (OTC) and Prescription Drug
Utilization**

Revised June 2025

SUBSTANCE ABUSE POLICY
and
Guidance Regarding Over the Counter (OTC)/
Prescription Drug Utilization

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GUIDANCE REGARDING THE USE OF OVER THE COUNTER & PRESCRIPTION DRUGS

SUBSTANCE ABUSE POLICY

This substance abuse policy, as revised, was adopted by the Board of Members of the Central New York Regional Transportation Authority (“CNYRTA”) on January 24, 2003. For the purpose of this policy, “Centro” refers to CNYRTA and its operating subsidiary corporations, including CNY Centro, Inc., Centro of Oswego, Centro of Cayuga, Centro of Cortland, Inc., Centro Parking, and Centro of Oneida, Rome & Utica Division.

1.0 POLICY

Centro is dedicated to providing safe, dependable, and economical transportation services to our passengers. We also recognize that our employees are our most valuable resource, and it is our goal to provide a healthy, satisfying working environment which promotes personal opportunities for growth. In meeting these goals, it is our policy to (1) assure that employees are not impaired in their ability to perform assigned duties in safe, productive, and healthy manner; (2) assure that employees are fit for duty; (3) create a workplace environment free from the adverse effects of drug and alcohol use; (4) prohibit the unlawful manufacture, distribution, dispensing, possession, or use of controlled substances; and, (5) make an employee assistance program available to employees whose personal

problems, including alcohol or drug dependency, adversely affect their ability to perform their duties. Participation in the drug and alcohol program is a term and condition of initial and continued employment for all employees who are designated as holding safety sensitive positions as well as all other employees of Centro.

2.0 PURPOSE

The purpose of this policy is to assure worker fitness for duty and to protect our employees, passengers, and the public from the risks posed by the use of alcohol and prohibited drugs. This policy is also intended to comply with all applicable regulations governing anti-drug use in the workplace, specifically the regulations of the U.S. Department of Transportation in 49 CFR Parts 40 and 655 promulgated and amended under the Omnibus Transportation Employee Testing Act of 1991. These regulations are incorporated by reference into this policy and copies will be made available for review by employees when requested. This policy will be kept current to comply with any applicable new or revised federal regulations. This policy requires drug and alcohol testing for employees responsible for safety-sensitive functions and prevents performance of safety-sensitive functions when there is a positive test result, or refusal to test. In addition, the Drug-Free Workplace Act of 1988 requires the establishment of drug-free workplace policies and the reporting of certain drug related offenses to the Company. This policy incorporates those requirements for safety-sensitive employees and all other employees of Centro.

Those elements of this policy which are not mandated by the DOT regulations, but which are required by Centro policy, have been identified as such.

Every covered employee will receive a copy of this policy and will have ready access to the corresponding federal regulations including 49 CFR Parts 655 and 40 as amended. In addition, all covered employees will undergo a minimum of 60 minutes of training on the signs and symptoms of drug use including the effects and consequences of drug use on personal health, safety, and the work environment. The training also includes manifestations and behavioral cues that may indicate prohibited drug use.

3.0 APPLICABILITY

This policy applies to all Centro employees, both Full and Part-time employees, and contractors when they are on Centro property or, when performing transit related business off-site. Under the sole authority of Centro, this policy also applies when employees are in uniform. This policy applies to off-site lunch periods or breaks when an employee is scheduled to return to work. Employees and contractor employees will not be permitted to conduct transit business if found to be in violation of this policy.

Where designated, this policy applies to those personnel who operate, maintain, and control the movement of revenue service equipment, maintain revenue service equipment, and commercial driver's licenses (CDL) holders who operate non-revenue service vehicles.

The testing of employees with safety-sensitive job functions, as defined by the DOT regulations, is required by the DOT regulations as well as by this policy. Testing of other employees is required by this policy including employees under the age of 18. Parental or guardian consent is required for all testing of minor employees.

4.0 DEFINITIONS - PROHIBITED SUBSTANCES

The following categories of prohibited substances are addressed by this policy:

- Illegally Used Controlled Substances or Drugs under the Drug-Free Workplace Act of 1988 any drug or any substance identified in Schedules I through V of Section 202 of the Controlled Substances Act (21 U.S.C. 812); and as further defined by 21 CFR 1308.11 through 1308.15 is prohibited at all times in the workplace unless a legal prescription has been written for the substance. This includes, but is not limited to marijuana, amphetamines, opioids, phencyclidine (PCP), and cocaine, as well as any drug not approved for medical use by the U.S. Drug Enforcement Administration or the U.S. Food and Drug Administration. For purposes of this policy, illegal use includes use of any illegal drug, misuse of legally prescribed drugs, and use of illegally obtained prescription drugs. It is important to note that the use of marijuana in any circumstances remains completely prohibited for any safety-sensitive employee subject to drug

testing under USDOT regulations. The use of marijuana in any circumstance (including under state recreational and/or medical marijuana laws) by a safety-sensitive employee is a violation of this policy and a violation of the USDOT regulation 49 CFR Part 40, as amended.

Federal Transit Administration drug testing regulations (49 CFR Part 655) require that all employees covered under FTA authority be tested for marijuana, cocaine, amphetamines, opioids, and phencyclidine. Illegal use of these five drugs is prohibited at all times and thus, covered employees may be tested for these drugs anytime that they are on duty.

- **Legal Drugs** - The appropriate use of legally prescribed drugs and non-prescription medications is not prohibited. However, under the sole authority of Centro, the use of any substance which carries a warning label that indicates that mental functioning, motor skills or judgment may be adversely affected must be reported to supervisory personnel and medical advice should be sought, as appropriate, before performing work-related duties.

- **Alcohol** - The use of alcohol-containing beverages or substances such that alcohol is present in the body while performing transit business is prohibited. Presence is defined under DOT regulations 49 CFR Part 40 as an alcohol concentration of 0.02 or greater. Centro shall prohibit a covered employee, while having an alcohol concentration of 0.04 or greater, from performing or continuing to perform a safety-sensitive function as defined by 49 CFR Section 655.31(b).

4.1 DEFINITIONS - SAFETY-SENSITIVE FUNCTIONS

As defined by the FTA the following employees are considered to have safety-sensitive job functions:

- * operators of revenue service vehicles whether in or out of service
- * personnel who control the dispatch or movement of revenue service vehicles
- * personnel who maintain revenue service vehicles or equipment
- * commercial drivers license (CDL) holders who operate non- revenue service vehicle

- * persons who carry firearms for security purposes

Centro reviewed duties performed by all employees to determine safety-sensitive positions. A list of job titles which have been identified as safety-sensitive under the DOT regulations, and additional job titles which are considered to be covered under Centro policy, is attached as Appendix “A.” Any new job titles will be analyzed to determine if they have safety-sensitive duties.

Any employees who are not considered to be safety-sensitive, as defined by USDOT-FTA, under this policy will be tested using a non-DOT form and will be placed in a separate non-DOT random testing pool, unless their positions require them, at times, to perform safety-sensitive duties as defined by the FTA (e.g., fill in when safety-sensitive employees that they supervise are absent).

Volunteers are not covered by this policy, unless they drive a vehicle which requires that they have a CDL and/or perform a safety-sensitive function and receive remuneration in excess of their actual expenses.

5.0 MANUFACTURE, TRAFFICKING, POSSESSION, AND USE

Any employee engaging in the manufacture, distribution, dispensing, possession, or use of prohibited substances (controlled substances or illegal drugs or alcohol) on Centro premises, in transit vehicles, or while on Centro business will be terminated. Law enforcement shall be notified, as appropriate, where criminal activity is suspected.

These consequences are not mandated by the DOT, but they are required by this policy.

5.1 ALCOHOL USE

The use of alcohol containing beverages or substances is specifically prohibited in the following instances:

- * 4 hours prior to performing a safety-sensitive function
- * while performing a safety-sensitive function
- * while scheduled for on-call duty for a safety-sensitive function

- * for 8 hours following an accident or until a post accident alcohol test is administered

Those elements of this policy which are not mandated by the DOT regulations, but which are required by Centro policy, have been identified as such.

5.2 INTOXICATION/UNDER THE INFLUENCE

Any employee who is reasonably suspected of being intoxicated, impaired, or under the influence of a prohibited substance, having a prohibited substance in the body shall be suspended from job duties pending an investigation and verification of condition. Employees who fail to pass a drug or alcohol test shall be subject to disciplinary action, up to and including termination.

These consequences are not mandated by the DOT, but they are required by this policy.

5.3 COMPLIANCE WITH TESTING REQUIREMENTS

To maintain a drug and alcohol-free workplace, all employees will be subject to drug and alcohol testing. Any employee who refuses to take a drug or alcohol test, as defined below shall be subjected to the same consequences as a verified positive test result.

A “Refusal to Test” is a rule violation and is equivalent to a verified positive test result in the following situations:

1. Fails to appear for any test (excluding pre-employment) within a reasonable time, as determined by the employer.
2. Fails to remain at the testing site until the testing process is complete. An employee who leaves the testing site before the testing process commences for a pre-employment test has not refused to test.
3. Fails to attempt to provide a specimen. An employee who does not provide a specimen because he or she has left the testing site before

the testing process commenced for a pre-employment test has not refused to test.

4. In the case of a directly observed or monitored drug collection, fail to permit the observation or monitoring of your provision of a specimen.
5. Fails to provide a sufficient quantity of specimen without a valid medical explanation.
6. Fails or declines to take a second test as directed by the employer or collector for drug testing.
7. Fails to undergo a medical evaluation, as required by the MRO or the employer's Designated Employer Representative (DER).
8. Fails to cooperate with any part of the testing process.
9. If the MRO reports that, there is verified adulterated or substituted test result.
10. Failure to follow an observer's instructions to raise and lower clothing and turn around during a directly observed test.
11. Possess or wear a prosthetic or other device used to tamper with the collection process.
12. Admit to the collector or MRO that you adulterated or substituted the specimen.
13. Refuse to sign the certification at Step 2 of the Alcohol Testing Form (ATF).
14. Fail to remain readily available following an accident.

There may be consequences under this policy, even though there are no consequences under DOT agency regulations, for having a verified positive result on, or for failing or refusing to take, a non-DOT test that is required by this policy.

5.4 NOTIFYING CENTRO OF CRIMINAL DRUG CONVICTION

Consistent with the Drug Free Workplace Act of 1998, all employees are required to notify Centro of any criminal drug statute conviction for a violation occurring in the workplace within than five days after such conviction. Failure to comply with this provision shall result in disciplinary action, up to and including termination.

The Company will notify the FTA of the conviction within ten days of receiving notification from the employee and will impose appropriate personnel sanctions on the employee within 30 days of the notification. These consequences are not mandated by the DOT, but they are required by this policy.

5.5 PROPER APPLICATION OF THE POLICY

Centro is dedicated to assuring fair and equitable application of this substance abuse policy. Therefore, under the sole authority of Centro, supervisors/managers are required to use and apply all aspects of this policy in an unbiased and impartial manner. Any supervisor/manager who knowingly disregards the requirements of this policy, or who is found to deliberately misuse the policy about subordinates, shall be subject to disciplinary action, up to and including termination.

These consequences are not mandated by the DOT, but they are required by this policy.

6.0 DRUG TESTING

Analytical testing of either urine or blood will be conducted when circumstances warrant and as required by federal regulations. (The testing of blood is not currently required by DOT regulations. Any such testing would be pursuant to this policy.)

Testing shall be conducted in a manner to assure a high degree of accuracy and reliability, using techniques and laboratory facilities, which have been approved by the U.S. Department of Health and Human Services (DHHS). The integrity of the process is ensured through photographic identification of the employee, a Custody and Control Form with a unique specimen identification number completed by a trained site collection person who ensures that the form is completed correctly and signed and certified by the employee, and by collection of split sample specimens that are sealed and initialed by the employee.

The drugs for which tests will be conducted are:

- *Marijuana
- *Cocaine
- *Phencyclidine
- *Opioids
- *Amphetamines

The cutoff levels for these drugs will conform to those promulgated by the rules of the Department of Transportation, 49 CFR Part 40 as amended. Drug testing is conducted to comply with all conditions of CFR49 Part 40. In some instances, where stated, drug testing and the consequences of such testing are conducted specifically under Centro policy.

The split specimen method of testing will be utilized, providing one sample for preliminary screening and initial confirmation, and a second sample for a second confirmation test if needed at a later date. Employees do not have access to a test of their split specimen following an invalid test.

A Medical Review Officer (MRO), who is a licensed physician with detailed knowledge of substance abuse disorders and drug testing. The MRO will review the test results to ensure the scientific validity of the test and to determine whether there is a legitimate medical explanation for a confirmed positive, substitute, or adulterated test result. The MRO will attempt to contact the employee to notify the employee of the non-negative laboratory result and provide the employee with an opportunity to explain the confirmed laboratory test result. The MRO will subsequently review the employee's medical history/medical records as appropriate to determine whether there is a legitimate medical explanation for a non-negative laboratory result. If no legitimate medical explanation is found, the test will be verified positive or refusal to test and reported to CENTRO. If a legitimate explanation is found, the MRO will report the test result as negative. For an in-depth explanation of collection and drug testing procedures, please refer to 49 CFR Parts 40 and 655, which are incorporated by reference into this policy. Copies will be made available for review by employees when requested.

Following a negative dilute the employee will be required to undergo another test. Should this second test result in a negative dilute result, the test will be considered a negative and no additional testing will be required unless directed to do so by the MRO.

Drugs may be tested for anytime an employee is on duty. Safety sensitive employees will be tested under the authority of the FTA while non-safety sensitive employees will be tested under the authority of Centro policy. A reasonable suspicion, random, or follow-up alcohol test can only be performed just before, during, or after the performance of a safety-sensitive job function.

15. If the MRO reports that the split specimen is not able to be analyzed, or if the results of the split specimen are not scientifically adequate, the original test will be canceled.

Safety Sensitive employees will be subject to observed collections if any of the following situations occur:

- The laboratory reported to the MRO that the specimen was negative-dilute with a creatinine concentration greater than or equal to 2 mg/dL but less than or equal to 5 mg/dL, and the MRO reported the specimen as negative-dilute and that a second collection must take place under direct observation (see §40.197(b)(1)).
- The laboratory reports to the MRO that a specimen is invalid, and the MRO reports to CENTRO that there was not an adequate medical explanation for the result.
- The MRO reports to CENTRO that the original positive, adulterated, or substituted test result had to be cancelled because the test of the split specimen could not be performed.
- The temperature on the original specimen was out of range.
- The collector observes materials brought to the collection site or the employee's conduct clearly indicates an attempt to tamper with a specimen.
- Anytime the employee is directed to provide another specimen because the original specimen appeared to have been tampered with (See §40.65(c)(1)).
- All DOT Return-to Duty or Follow-Up drug tests.

Employees having observed collections will be instructed to raise clothing, just above the navel; lower clothing, to mid-thigh; then turn around to show the same gender observers they do not have prosthetic devices that are designed tamper with or otherwise interfere with the accuracy of the drug test results. If no device is detected, the employee is permitted to return clothing to its proper observed-collection position. Then the observed collection will take place.

6.1 ALCOHOL TESTING

Tests for breath alcohol concentration will be conducted utilizing a National Highway Traffic Safety Administration (NHTSA)-approved Evidential Breath Testing device (EBT) operated by a trained Breath Alcohol Technician (BAT). A list of approved EBTs can be found on ODAPC's Web page for "Approved Evidential Breath Measurement Devices". Alcohol screening tests may be performed using a non-evidential testing device (alcohol screening device (ASD)) which is also approved by NHTSA. A list of approved ASDs can be found on ODAPC's Web page for "Approved Screening Devices to Measure Alcohol in Bodily Fluids". If the initial test indicates an alcohol concentration of 0.02 or greater, a second test will be performed to confirm the results of the initial test. The confirmatory test must occur on an EBT. The confirmatory test will be conducted no sooner than fifteen minutes after the completion of the initial test. The confirmatory test will be performed using a NHTSA-approved EBT operated by a trained BAT. The EBT will identify each test by a unique sequential identification number. This number, time, and unit identifier will be provided on each EBT printout. The EBT printout, along with an approved alcohol testing form, will be used to document the test, the subsequent results, and to attribute the test to the correct employee. The test will be performed in a private, confidential manner as required by 49 CFR Part 40, as amended. The procedure will be followed as prescribed to protect the employee and to maintain the integrity of the alcohol testing procedures and validity of the test result. Safety-sensitive employees may be tested just before, during or just after the performance of a safety-sensitive function. Non-safety sensitive employees will be tested under Centro policy and may be alcohol tested anytime they are working.

For an in-depth explanation of the alcohol testing procedures, please refer to DOT regulations 49 CFR Parts 40 and FTA 49 CFR Part 655, which are incorporated by reference into this policy. Copies will be made available for review by employees when requested.

Following a positive drug or alcohol (BAC at or above 0.04) test result or test refusal, the employee will be immediately removed from safety-sensitive duty and provided with contact information for Substance Abuse Professionals (SAPs).

Even though an employee who has a confirmed alcohol concentration of 0.02 to 0.039 is not considered positive, the employee may not perform their duties for at least 8 hours or until a BAC test registers below 0.02, whichever occurs first, and will be subject to disciplinary action as defined in section 10 under Centro policy. As stated in FTA 49 CFR Section 655.31(b) Centro shall prohibit a covered employee, while having an alcohol concentration of 0.04 or greater, from performing or continuing to perform a safety-sensitive function. An employee who has a confirmed alcohol test result with an alcohol concentration of 0.04 or greater will be removed immediately from duty and will be evaluated by a substance abuse professional as required by DOT regulations. An employee who refuses to submit to a test under this policy shall be considered to have a verified positive test result and will be subject to the disciplinary action as defined in section 10 under Centro policy.

7.0 TYPES OF TESTING

All employees shall be subject to testing prior to performing safety-sensitive duty, for reasonable suspicion, following an accident, random as defined in section 7.4 of this policy and return to duty/follow-up.

INFORMATION DISCLOSURE

- 1) Drug/alcohol testing records shall be maintained by the CENTRO Drug and Alcohol Program Manager and, except as provided below or by law, the results of any drug/alcohol test shall not be disclosed without express written consent of the tested employee.
- 2) The employee, upon written request, is entitled to obtain copies of any records pertaining to their use of prohibited drugs or misuse of alcohol including any drug or alcohol testing records. Covered employees have the right to gain access to any pertinent records such as equipment calibration

records, and records of laboratory certifications. Employees may not have access to SAP follow-up testing plans.

3) Records of a verified positive drug/alcohol test result shall be released to the Drug and Alcohol Program Manager, and other transit system management personnel on a need to know basis.

4) Records will be released to a subsequent employer only upon receipt of a written request from the employee.

5) Records of an employee's drug/alcohol tests shall be released to the adjudicator in a grievance, lawsuit, or other proceeding initiated by or on behalf of the tested individual arising from the results of the drug/alcohol test. The records will be released to the decision maker in the proceeding.

6) Records will be released to the National Transportation Safety Board during an accident investigation.

7) Information will be released in a criminal or civil action resulting from an employee's performance of safety-sensitive duties, in which a court of competent jurisdiction determines that the drug or alcohol test information is relevant to the case and issues an order to the employer to release the information. The employer will release the information to the decision maker in the proceeding with a binding stipulation that it will only be released to parties of the proceeding.

8) Records will be released to the DOT or any DOT agency with regulatory authority over the employer or any of its employees.

9) Records will be released if requested by a Federal, state, or local safety agency with regulatory authority over CENTRO or the employee.

10) If a party seeks a court order to release a specimen or part of a specimen contrary to any provision of Part 40 as amended, necessary legal steps to contest the issuance of the order will be taken

11) In cases of a contractor or sub-recipient of a state department of transportation, records will be released when requested by such agencies that must certify compliance with the regulation to the FTA.

7.1 PRE-EMPLOYMENT TESTING

16. All applicants shall undergo drug testing after a conditional offer of employment. Under the authority of Centro, failure of a drug test will result in a revocation of the conditional offer of employment. An individual may not perform safety-sensitive functions unless he or she takes the test and obtains a verified negative result. Also, an existing employee who applies for promotion or transfer to a safety-sensitive position is required to pass a DOT pre-employment drug test prior to being awarded the position. If a test is cancelled, the applicant/employee will be required to re-test with a negative test result. A negative dilute test result on a pre-employment test will require a re-test. If the second test returns with a negative dilute result, the test will be viewed as negative, and the employee can begin work.

Any employee who has not worked for 30 consecutive calendar days and has not remained in Centro's random selection pool during that time must take a non-DOT return to work drug test with a verified negative result before resuming duty. DOT Regulations establish a 90-calendar day period. Our policy however is the 30-day period referenced herein. (See also Section 7.5 below). If a safety-sensitive employee does not perform a safety-sensitive function for 90 days or more and has not remained in the random selection pool during that time, a DOT pre-employment drug test with a negative result is required.

If otherwise qualified, an individual with a permanent or long-term disability that prevents the employee from providing a sufficient amount of specimen during a pre-employment drug test may be permitted to perform duties, if the MRO finds no clinical evidence of drug use. The MRO will determine long-term inability to provide specimen by medical examination and consultation with the employee's physician.

Applicants are required (even if ultimately not hired) to provide CENTRO with signed written releases requesting USDOT drug and alcohol records from all previous, USDOT-covered, employers that the applicant has worked for within the last two years. Under the sole authority of Centro, failure to do so will result in the employment offer being rescinded. CENTRO is required to ask all applicants (even if ultimately not hired) if they have tested positive or refused to test on a pre-employment test for a USDOT covered employer within the last two years. If the applicant has tested positive or refused to test on a pre-employment test for a USDOT covered employer, the applicant must provide CENTRO proof of having successfully completed a referral, evaluation and treatment plan as described in section 655.62 of subpart G.

The information obtained from a previous employer includes any drug or alcohol test information obtained from previous employers under this section or other applicable DOT agency regulations.

If feasible, Centro will obtain and review this information before the employee first performs safety-sensitive functions. If this is not feasible, Centro will obtain and review the information as soon as possible. However, Centro will not permit any individual to perform safety-sensitive functions longer than 30 days after the date on which he or she first performed safety-sensitive functions, unless Centro has obtained or made and documented a good-faith effort to obtain this information.

7.2 REASONABLE SUSPICION TESTING

Employees may be subject to a fitness for duty evaluation, to include drug and/or alcohol testing, when there is reason to believe that drug or alcohol use is adversely affecting job performance. (The testing of blood is not allowed by the DOT regulations. Any such testing would be pursuant to this policy and a NON-DOT test.) A reasonable suspicion shall mean that there is objective evidence, based upon specific, contemporaneous, articulable observations of the employee's appearance, behavior, speech or body odor that are consistent with possible drug use and/or alcohol misuse.

Reasonable suspicion referrals must be made by a supervisor who has been trained to detect the signs and symptoms of drug and alcohol use, in

accordance with the DOT regulations, and who reasonably concludes that an employee may be adversely affected or impaired in his/her work performance due to drug use and/or alcohol misuse. A written record of the observations which led to a drug/alcohol test based on reasonable suspicion shall be prepared and signed by the supervisor making the observation. This written record shall be submitted to the DAPM.

All supervisory personnel or company officials who are in a position to determine employee fitness for duty will receive 60 minutes of reasonable suspicion training on the physical, behavioral, and performance indicators of probable drug use and 60 minutes of additional reasonable suspicion training on the physical, behavioral, speech, and performance indicators of probable alcohol misuse.

Reasonable suspicion alcohol tests for safety-sensitive employees may only be conducted just before, during, or just after the performance of safety-sensitive functions. Employees covered under the sole authority of Centro (not USDOT) may be tested at any time they are on duty.

Employees who are safety-sensitive under DOT guidelines may be tested under FTA authority or Centro policy. Non- safety-sensitive employees will be tested under Centro policy.

Under Centro authority, if there is reasonable suspicion that an employee may be impaired due to drug use and/or alcohol misuse, and testing is conducted, the employee will be removed from service until the results are received. If there is a positive finding, the employee will be terminated and referred to a substance abuse professional or a counselor with EAP.

7.3 POST-ACCIDENT TESTING

1) FATAL ACCIDENTS – A covered employee will be required to undergo drug and alcohol testing if they are involved in an accident with a transit vehicle, whether or not the vehicle is in revenue service at the time of the accident, that results in a fatality. This includes all surviving covered employees that are operating the vehicle at the time of the accident and any other whose performance could have contributed to the accident, as

determined by the employer using the best information available at the time of the decision.

2) NON-FATAL ACCIDENTS - A post-accident test of the employee operating the public transportation vehicle will be conducted if an accident occurs and at least one of the following conditions is met:

a. The accident results in injuries requiring immediate medical treatment away from the scene unless the covered employee can be completely discounted as a contributing factor to the accident.

b. One or more vehicles incurs disabling damage as a result of the occurrence and must be transported away from the scene, unless the covered employee can be completely discounted as a contributing factor to the accident

In addition, any other covered employee whose performance could have contributed to the accident, as determined by the employer using the best information available at the time of the decision, will be tested.

Safety-sensitive employees will be tested under the authority of FTA when applicable.

Non-safety sensitive employees will be tested under Centro policy. If criteria for testing does

not meet FTA guidelines, NON-DOT testing can be conducted under Centro policy at the

discretion of the company.

(The testing of blood is not authorized by the DOT regulations. Any such testing would be pursuant to this policy on NON-DOT forms.)

An employee who is subject to post-accident testing who fails to remain readily available for such testing, including notifying Centro of his or her location if he or she leaves the scene of the accident prior to submission to such test, may be deemed to have refused to submit to testing.

(Testing may be delayed for a period of time which is reasonably necessary for an employee to obtain assistance in responding to the accident or to obtain necessary emergency medical care.)

When there is a fatal accident, all surviving covered employees operating the public transportation vehicle at the time of the accident must be given drug and alcohol tests. When there is a nonfatal accident, all covered employees operating the public transportation vehicle at the time of the accident must be tested, unless Centro determines, using the best information available at the time of the decision, that an employee's performance can be completely discounted as a contributing factor to the accident. (The reasons for discounting the employee must be documented.) Any other employees whose performance could have contributed to the accident must also be tested.

Post-accident drug testing will take place as soon as practicable, but no longer than 32 hours after the accident. Post-accident alcohol testing will take place within 2 hours after the accident. If alcohol testing is not administered within 2 hours, a report documenting the reasons will be prepared and maintained on file. Attempts to complete the alcohol testing should continue for up to 8 hours. If drug testing is not completed within 32 hours or alcohol testing is not completed within 8 hours, the report will be updated with the reasons for not completing testing.

If Centro is unable to perform a post-accident test within the required period, the results of a blood, urine, or breath test for drugs or alcohol conducted by Federal, State, or local officials will be considered to meet the requirements of this section. (For this exception to apply, such a test must conform to the applicable Federal, State, or local testing requirements, and the test results must be obtained by Centro.)

7.4 RANDOM TESTING

All employees will be subject to random, unannounced alcohol and drug testing. The covered employee who is notified of selection for random drug or random alcohol testing is required to proceed to the test site immediately. Selection of employees will be by a method employing a scientifically valid random number generation method and objective, neutral criteria which ensure that every such employee has a substantially equal statistical chance of being selected within a specific time frame. The

method will not permit subjective factors to play a role in selection, i.e., no employee will be selected as the result of the exercise of discretion by any Centro employee. The selection method shall be capable of verification with respect to the randomness of the selection process.

The dates for administering random tests will be spread reasonably throughout the calendar year. A random alcohol and/or drug test may be conducted at all days and all hours when safety-sensitive functions are performed. All sampling will be done with replacement, which means that employees randomly tested will remain in the pool, even after the employee has been tested. The drug testing frequency level is designed to ensure that the number of drug tests conducted will equal at least fifty percent of the number of such safety sensitive employees in the pool during each calendar year. The number of alcohol tests conducted will equal at least ten percent of the number of such safety sensitive employees in the pool during each calendar year. A lower percentage may be tested if permitted under the random testing rates published by the FTA. (The current annual rates can be viewed online at <https://www.transportation.gov/odapc/random-testing-rates>) A random pool will be established for safety-sensitive employees in accordance with the FTA regulations. A separate random pool for non-safety sensitive employees will be established under the company policy. A lower percentage under the FTA testing rates published for random drug and alcohol testing may be established for non-safety sensitive employees. Random drug and alcohol tests may be administered concurrently.

Notice of an employee's selection shall not be provided until the employee's tour of duty in which testing is to be conducted, and then only so far in advance as is reasonably necessary to ensure the employee's presence at the time and place set for testing. Each time an employee is selected for random testing the employee will be informed that the selection was made on random basis and the employee will be provided with a receipt to that effect. The receipt will be provided at the collection site.

Random alcohol tests for safety-sensitive employees may only be conducted just before, during, or just after the performance of safety-sensitive functions. Employees covered under the sole authority of Centro (not USDOT) may be tested at any time they are on duty.

7.5 RETURN TO DUTY TESTING

Employees shall submit to Return to Duty testing in the following circumstances:

* any employee who is allowed to return to safety-sensitive duty after failing or refusing to submit to a DOT drug and/or alcohol test must first be evaluated by a substance abuse professional (SAP), complete a SAP-required program of education and/or treatment, and provide a negative return-to-duty drug test result and/or an alcohol test result of less than 0.02. Any return-to-duty drug testing will be directly observed. All tests will be conducted in accordance with 49 CFR Part 40, Subpart O. Any non-safety sensitive employee will be evaluated by an employee assistance professional, complete a EAP required program of education and treatment, and provide a negative test result.

* a positive drug or alcohol (BAC at or above 0.04) test result or test refusal, the employee will be immediately removed from safety-sensitive duty and provided with contact information for Substance Abuse Professionals (SAPs).

Safety-sensitive employees will be tested under the authority of USDOT-FTA while non- safety-sensitive employees will be tested under Centro policy.

Safety sensitive employees will be subject to Direct Observation collection procedures as required by 49 C.F.R. §40.67(b) and as outlined in Section 6.0 of this policy.

7.6 RETURN TO WORK TESTING

Employees shall submit to Return to Work testing under Centro policy if they have not remained in the random pool in the following circumstances.

- Back to work physical following extended illness of 30 days or more but less than 90 days.

- Any extended absence of 30 days or more but less than 90 days.

7.7 FOLLOW UP TESTING

Employees returning to safety-sensitive duty following a return-to-duty test will be required to undergo unannounced follow-up alcohol and/or drug testing for a period of one (1) to five (5) years, as directed by the SAP. The duration of testing will be extended to account for any subsequent leaves of absence, as necessary. The type (drug and/or alcohol), number, and frequency of such follow-up testing shall be directed by the SAP.

A covered employee may only be subject to follow-up alcohol testing while the employee is performing safety-sensitive functions, just before the employee is to perform safety-sensitive functions, or just after the employee has ceased performing such functions. A covered employee may be subject to follow-up drug testing anytime while on duty. All follow-up drug tests will be directly observed. All testing will be conducted in accordance with 49 CFR Part 40, Subpart O. Non- safety-sensitive employees will be tested under Centro policy.

Safety sensitive employees will be subject to Direct Observation collection procedures as required by 49 C.F.R. §40.67(b) and as outlined in Section 6.0 of this policy.

7.8 EMPLOYEE RE-TEST REQUEST

17. Any employee who questions the results of the required test under paragraphs 7.1 through 7.7 of this policy may request that the MRO have the split specimen analyzed within 72 hours of learning that the original specimen tested was positive. This test must be conducted at a different testing laboratory, one that is certified by the DHHS to meet 49 CFR Part 40 requirements. The testing must be conducted on the same specimen originally submitted to the Centro laboratory. Centro will ensure that the cost for the split specimen is covered in order for a timely analysis of the sample, however, Centro reserves the right to seek reimbursement for the split sample test from the employee.

8.0 RE-ENTRY CONTRACTS

Under Centro's "second chance policy," employees who re-enter the work force after having been found to have violated this policy must agree to a re-entry contract. That contract may include (but is not limited to):

- * a release to work statement from an approved treatment specialist. (Substance abuse professional must also approve the employee for Return to Duty in a safety-sensitive position)
- * a negative test for drugs and/or alcohol (See Section 7.5, Return To Duty Testing)
- * an agreement to periodic follow-up testing
- * a statement of expected work-related behaviors
- * an agreement to follow specified after-care requirements with the understanding that violation of the re-entry contract is grounds for termination

The DOT regulations require that, when a safety sensitive employee has violated a DOT drug or alcohol regulation, the employee may not return to safety-sensitive duty until after an evaluation by a substance abuse professional. The safety sensitive employee must also successfully comply with the substance abuse professional's recommendations for education and/or treatment. Non safety sensitive employees will be referred to an employee assistance professional and will follow their specific re-entry requirements.

9.0 EMPLOYEE ASSISTANCE

It is Centro's policy to provide assistance to employees and immediate family members who experience personal problems, including substance abuse or dependency, which may adversely affect job performance. Employees are encouraged to voluntarily seek assistance in dealing with emotional, physical, or mental health problems, including substance abuse. Confidential professional assistance, treatment planning, and rehabilitation services are available, as needed. In an instance where a management

referral is made, confidentiality means that only the Centro employee assistance program coordinator and the referring supervisor will be aware of the circumstances of the referral.

A request for assistance for a substance abuse problem will not, in itself, be considered grounds for disciplinary action. However, a request for assistance will not prevent the taking of appropriate disciplinary actions for misconduct or performance problems which may be related to substance abuse. In no case will participation in the employee assistance program shield employees who violate this policy from disciplinary action. Employees remain responsible for their on-the-job conduct and work performance, although assistance for substance abuse problems may be handled as a separate but related issue.

9.1 COMPLIANCE WITH TREATMENT REQUIREMENTS

It is the responsibility of each individual who is receiving treatment, by an appropriate treatment provider (SAP), to abide by the treatment program requirements and regulations. It is the expectation of the Company that treatment provider will inform each individual of the treatment program requirements and regulations and how they apply to each individual. If an individual is involuntarily removed from the program, by the treatment provider, or voluntarily stops participation in the program before treatment is completed, then his or her eligibility to Return to Duty will immediately terminate.

Under the sole independent authority of Centro, an individual who has not been certified, by the treating professional (SAP) to be able to Return to Duty within 26 weeks from the date of initial evaluation by the SAP, will be deemed to have forfeited any eligibility to return to work, in accordance with all state and federal regulations. A month by month extension will be granted in cases where the treating professional (SAP) agrees that sufficient progress in treatment has been made. The aforementioned extension shall not exceed 3 months.

Statutory New York State disability payments will be made in accordance with the collective bargaining agreement, federal law, and New York State law.

10. SUBSTANCE ABUSE POLICY DISCIPLINARY CODE

The purpose of the following code is to define Centro's disciplinary steps in relation to infractions of the substance abuse policy.

All employees of Centro are governed by this policy and are subject to its guidelines. These disciplinary procedures are subject to any applicable collective bargaining agreement provisions which are not inconsistent with federal or state law or regulations.

Be advised that the MANUFACTURE, DISPENSING, POSSESSION, USE or SALE of prohibited substances is a violation of Company policy and will result in termination in the first instance. This applies to any employee while:

1. on Centro Property.
2. in transit vehicles.
3. in uniform.
4. conducting Company business.

A drug and/or alcohol test may be required of an employee in the following situations:

1. Pre-Employment
2. Post accident
3. Return to Duty/Follow up
4. Reasonable suspicion

A verified positive test result in the first instance, regarding the above, will result in TERMINATION.

A drug and alcohol test may be required of an employee in the following situations:

1. Random test

2. Return to Work test

A verified positive test result in the first instance from a Random Test or a Return to Work test will result in a CONDITIONAL DISCHARGE. (The employee is separated from the Company, and referral is made to the Substance Abuse Professional (SAP) and/or Employee Assistance Program (EAP). After meeting SAP and/or EAP guidelines, a negative drug and/or alcohol test result is necessary prior to re-entry to the workforce. Negative test results are also required on any additional follow-up testing). This is part of Centro's "second chance policy."

Any employee who refuses to comply with a request for a drug or alcohol test, refuses to sign Step # 2 on the USDOT Alcohol Breath Testing Form, attempts to falsify test results through tampering, contamination, adulteration, or substitution that have been verified by the MRO, or refuses to cooperate with the Collector shall be considered to have a verified positive test result.

As a covered employee, if you refuse to take a drug and/or alcohol test, you incur the same consequences as testing positive and will be immediately removed from performing safety-sensitive functions and provided with contact information for SAP's.

Any employee who engages in conduct which constitutes a "Refusal to Test" as described in Section 5.3 of this policy, shall be considered to have a verified positive test result.

There may be consequences under this policy, even though there are no consequences under DOT regulations, for having a verified positive test result on, or for failing or refusing to take, a non-DOT test that is required by this policy.

An employee MUST notify Centro of any conviction for a violation of a criminal drug statute. Notice of conviction must be supplied no later than five days after the conviction.

All records, reports, recorded observations, test results and corresponding disciplinary action WILL be maintained in the employee's personnel/medical file.

All employees have a right to appeal the disciplinary action.

An employee may, upon written request, obtain a copy of his or her drug and alcohol testing records and have access to other pertinent records (e.g., equipment calibration records and laboratory certifications.)

11. POLICY QUESTIONS

The Company designates the following persons to answer questions regarding this policy:

- * Stacy Schreiner, Manager, Human Resources
- * Kayla Garcia, Compliance Manager, Human Resources
- * Chris Morreale, Director, Human Resources
- * Jackie Musengo, Vice President, Human Resources

APPENDICES

Appendix A List of job titles which have been identified as safety-sensitive under the DOT regulations.

Appendix B Information regarding service providers (names, addresses and phone numbers for collection site, Medical Review Officer, laboratory and Substance Abuse Professional that Centro contracts with for services)

Appendix C Community service hot-line telephone number for employee assistance with drug and alcohol problems.

APPENDIX “A”	
TITLE	Safety Sensitive Status
19-A Supervisor/Instructor	Yes
Bus Operator Trainee	Yes
Bus Operator – Full time, Part time	Yes
Servicer	Yes
Facilities Technician-(CDL license holders who operate a non-revenue service vehicle.)	Yes
First Class Mechanic	Yes
Specialized Transportation Supervisor & ADA Compliance Officer	Yes
Field Operations Manager	Yes
First Class Mechanic, Buildings & Grounds	Yes
HUB Supervisor	Yes
Maintenance Supervisors & Managers	Yes
Manager – Centro of Cayuga	Yes
Manager – Centro Oswego	Yes
Manager of Specialized Transportation	Yes
Mechanic	Yes
Mechanic – First Class	Yes
Mechanic’s Helper	Yes
Operations Manager	Yes
Relief Supervisors	Yes
Schedule Board Marker	Yes
Senior Field Operations Supervisor	Yes
Senior Inside Operations Supervisor	Yes
Servicer	Yes
Supervisor Inside Service	Yes
Supervisor Outside Service	Yes
Training Coordinator, Maintenance	Yes

Transportation Coordinator, Mobility Management & CAB	Yes
Working Foremen	Yes

Appendix “B”

CNYRTA/CENTRO

SERVICE PROVIDERS FOR SUBSTANCE ABUSE TESTING

Medical Review Officers:

Dr. Jason Steindler
2280 Grass Valley HGY
Auburn, CA 95603

Sat & Sun 9am-5pm

Specimen Collection Sites:**Primary Urgent Care**

1904 Genesee St
Utica, NY 13502

Phone: (315) 804.6800

Hours: Mon- Fri 8am- 8pm

WellNow Urgent Care

961 Canal Street

Syracuse, NY 13210

P: (315) 478.1977

Open 7 days a week 8am-8pm

WellNow Urgent Care

8003 US-11

Cicero, NY 13039

P: (315) 350.3305

Open 7 days a week 8am-8pm

WellNow Urgent Care200 E. 1st St

Oswego, NY 13126

(315) 207.7391

Open 7 days a week 8am-8pm

WellNow Urgent Care

7375 Oswego Rd

Liverpool, NY 13090

(315) 350.3305

Open 7 days a week 8am-8pm

Laboratory:**Substance Abuse Professionals:**

Alere Lab Services

Help People

450 Southlake Blvd.

600 E. Genesee Street

Richmond, VA

Presidential Plaza, Suite 325

(800) 433-3823

Syracuse, NY 13202

Phone: (315)470-7447 & (800)777-6110

Referral Services- (Centro of Oneida)

CNY Labor Agency Professional Counseling Center

270 Genesee Street

114 Genesee Street

Utica, NY 13502

New Hartford, NY 13413

(315) 735-6101

(315) 733-0520

Alcohol-Drug Crisis Intervention Dependency Svc	Insight	House	Chemical
(866)384-0742	500 Whitesboro St.		
	Utica, NY 13502		
	(315) 724-5168		

Appendix “C”

CNYRTA/CENTRO

SUBSTANCE ABUSE TREATMENT RESOURCES

Outpatient Facilities

ONONDAGA COUNTY

Professional Counseling Service
5700 W. Genesee St., Suite 118
Camillus, New York 13031
(315) 488-1641

Clinical Counseling Associates

Alcohol Services, Inc.

6311 Fly Road

E. Syracuse, New York

(315) 682-3858

Syracuse Recovery Services

319 E Water Street

Syracuse, New York 13202

753 James Street (315) 475-1771

1st Floor, Suite 4

Syracuse, New York

(315) 422-0671

OSWEGO COUNTY

Farnham, Inc.

283 W 2nd St. Suite 1

Oswego, New York

(315) 342-4489

Syracuse Behavioral Healthcare

329 N. Salina Street Suite 100

Syracuse, New York

(315) 474-5506

Harbor Lights

111 Hamilton Street

Mexico, New York

(315) 963-0777

Bright Path

7266 Buckley Road

N. Syracuse, New York

(315) 458-0919

CAYUGA COUNTY

CHAD

75 Genesee Street

Auburn, New York

(315) 253-9786

Recovery Counseling

188 Genesee St. Suite 102

Auburn, New York

(315) 253-3559

Substance Abuse Rehabilitation (Inpatient)

Tully Hill

5821 State Route 80

Tully, New York 13159

(315) 696-6114

(800) 456-6114

Crouse Irving Memorial Hospital

736 Irving Ave.

Syracuse, New York

(315) 470-7314

Syracuse Behavioral Healthcare

329 N. Salina Street Suite 100

Syracuse, New York

(315) 474-5506

Conifer Park

7 Glenridge Road

Glenville, New York 13202

1(800) 989-6446

Half-Way Houses

Syracuse Behavioral Healthcare

Half-Way House
714 Hickory Street
Syracuse, New York 13203
(315) 422-8107

GUIDANCE REGARDING THE USE OF OVER THE COUNTER & PRESCRIPTION DRUGS

The following guidance is provided to safety-sensitive employees and is intended to supplement the FTA requirements as detailed in the CNYRTA Substance Abuse Policy.

This guidance is provided in response to recommendations by the Federal Transit Administration (FTA) and is monitored under the agency's own authority.

All safety-sensitive employees are required to report the use of Prescription and non-prescription medications that may have an impact on their personal safety, the safety of their co-workers, customers, and the general public prior to performing a safety-sensitive duty.

Definition

For the purpose of the following guidance and the CNYRTA Substance Abuse Policy, a legally prescribed drug (Rx) is one that is prescribed by a person licensed to prescribe controlled substances for medical treatment in the State of New York.

An Over the Counter (OTC) medication is one that can be purchased without a prescription at any pharmacy or other establishment that sells medications without a prescription.

Medical-Professional Assistance

Your pharmacist has the knowledge of a variety of medicines, ingredients, and possible side effects, and may be able to offer guidance concerning medications that are available.

Physicians may be able to select an over-the-counter medication that will be effective with no adverse effect. If the Physician determines that there are no satisfactory over-the-counter remedies, they may prescribe a controlled medication to treat your condition.

Physicians may determine that an over-the-counter medication with potentially negative impact is the preferred choice for treatment. They should counsel you about the potential impact on your ability to do your job safely.

Prohibited Behavior

The following behaviors are prohibited:

1. Use of a prescription (Rx) medication that is not legally prescribed for the employee.
2. Use of an Rx or over-the-counter (OTC) medication in excess of the prescribed/recommended dosage.
3. Use of any medication that contains alcohol within four (4) hours before performing safety-sensitive functions.

4. Use of any medication that adversely impacts the employee's ability to safely perform his or her safety sensitive job functions.

Attendance

1. Employees who have been given a prescription drug or advised to take an over-the-counter medication that disqualify them from performing safety-sensitive duties are to give the information to the 19-A Supervisor during regular working hours prior to returning to work.
2. Employees medically withheld from work shall be carried as "sick" on their attendance record.

Employee Responsibility

It is the responsibility of the employee to explain their job duties to their doctor or other medical professional to ensure that use of prescribed medications will not pose a safety risk to themselves, other employees, or the general public. If medication is necessary to treat an illness, injury or condition, employees should ask their medical practitioners, whenever possible, to prescribe a medication that would render effective treatment without creating a safety risk.

Employees must use their best judgment in selecting over the counter medications being certain to read all warning labels before selecting it for use while in working status. Each employee has the responsibility of refraining from using any over-the-counter medication that causes performance altering side effects, (drowsiness, fatigue, etc.). The advice of a pharmacist, if available at the purchase site may be helpful in making a selection appropriate to the employee's job duties.

It is the responsibility of safety-sensitive employees when selecting an over-the-counter medication or when being prescribed medications to read all warning labels before using it while in working status. Employees should avoid over-the-counter medications whose labels indicate they may affect mental functioning, motor skills or judgment.

If no alternate medication is available for the condition, employees should seek professional assistance from their physician, pharmacist, or other medical practitioner.

Prior to taking two or more medications, employees should be aware of the potential consequence of combining any medications. Your doctor or pharmacist can advise you if this situation arises. *

Employees have the personal responsibility to assess their fitness for duty while using any RX or OTC medication. They should not report for or remain on duty while being adversely affected by a prescription or over-the-counter medicine.

Process Summary

If an employee is ill or planning to see their **physician**, they should:

1. Advise the physician of their safety-sensitive job duties and the requirements for reporting medications.
2. Advise the physician of any side effects experienced with any medications in the past.
3. If a medication is prescribed, your physician must be aware of any other prescription or over-the-counter medications you use.

If the employee is planning on taking an over-the-counter medication without a physician's recommendation, they should:

1. Read all of the warning labels before selecting a medication for use while performing safety-sensitive duties.
2. If the label has warnings such as "do not take this medication while operating a motor vehicle, may cause drowsiness, etc" select another medication.
3. If unsure which medication is safe, ask the pharmacist for guidance.

* Note: A letter is available upon request that you can give to your pharmacist explaining the nature of your concern. All information is confidential.

Disciplinary Action

A positive result whether illegal substances, illegal use of a prescription or misuse of a prescription will result in disciplinary action up to and including termination, depending on the circumstances.

A partial listing of common prescriptions and over-the-counter drugs is available from the Human Resources Compliance Manager and Human Resources Manager.

OTC Guidance Created December 2003

Revised 06/25

Central New York Regional Transportation Authority

**EMPLOYEE RECEIPT OF
SUBSTANCE ABUSE POLICY**

Return this completed form to your immediate supervisor.

Print

Employee

Name:

I have received The Company's Substance Abuse Testing Policy. I understand that I will be held responsible for the content of the policy, and I agree to abide by the terms and conditions set forth within. If I need any

clarification or if I have any questions, I will address them with my supervisor or the program administrator.

I understand that a violation of this Policy may be grounds for immediate termination of my employment.

This policy adheres to the Federal Transit Administration's mandated regulations for substance abuse testing.

Employee _____ Signature: _____

Date _____ Signed: _____

Signature _____ of
Parent/Guardian _____

(Needed if employee is under 18 years of age)

Date _____ Signed: _____

☒ I have received 60 minutes of training on the effects and consequences of prohibited drug use and the signs, symptoms, and effects of alcohol misuse as required in §655.14(b) by the Department of Transportation in 49 CFR Part 40.

Some provisions set forth are consistent with requirements specifically required by the U.S. Department of Transportation in 49CFR Part 655, or Part 40, as amended. Provisions set forth in the Drug-Free Workplace Act are also applied. All other provisions are set forth under the authority of the transit system.

12. FACILITIES MAINTENANCE PLAN

Central New York Regional Transportation Authority Facilities Maintenance Plan

For

Central New York Regional Transportation Center Company 61

Centro of Syracuse Company 62 Centro of Oswego Company 63 Centro of

Cayuga Company 64

Centro of Syracuse HUB Company 65

Centro of Rome Terminal 81

Centro of Utica Company 82

Centro of Rome Company 86

Created 7/21/06 Revised 1/16/08 Revised 2011

Revised 2014

Revised 2016

Revised 2024

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Section 8. Lock Out Tag Out:

Syracuse Lock Out Tag Out Information

Syracuse HUB Lock Out Tag Out (in process)

RTC Lock Out Tag Out Information

Auburn Lock Out Tag Out Information

Oswego Lock Out Tag Out Information

Utica Lock Out Tag Out Information

Utica HUB Lock Out Tag Out (in process)

Rome Lock Out Tag Out Information

Section 1
Scope of work

FACILITIES MAINTENANCE DEPARTMENT FUNCTIONS

GOAL: The primary goal of the Facilities department is to provide a clean, safe, dependable facility in an effective and efficient manner.

BASIC FUNCTIONS AND TASKS

Facility Maintenance

Setting and Maintaining Productivity goals

Quality controls

Safety Program

Shelter maintenance

Bus route sign maintenance

FACILITY MAINTENANCE REPAIR. AREAS

Facility maintenance is divided into the following areas of repair:

A. General Repairs

Painting

Interior and exterior lighting

Vehicle wash bay

Building Ventilation

Personnel door repair

Building Appearance

Vehicle lift repair

Equipment Repairs

Overhead door repair

Lite construction

B. Grounds work

Lawns 3. Remote sights

Mulching 4. Gardening

C. Shelters

Erect shelters

Demolition of old shelter sites

Cement work

Maintain shelter condition

D. Bus stop signs

Installation of new signs and poles

Repair signs and poles

Removal of bus sign stops no longer in use

E. Preventative Maintenance

A/C split ductless	Hose cut off machine
Air compressors	Hoses and reels
Air drier for air compressors	Hot water circulating pumps
Air handling units	Hot water storage tank
Angle broom attachment	Husqvarna chain saw
Backup generator	HV-01 office air unit
Back flow prevention device	Hydraulic press (55T)
Band saw	Jack stands
Bay safety nets	John Deere snow blower
Bench grinders	Kleenline pressure washer
Billy goat vac.	Karcher hp washer 3500 psi.
Bldg. oil separator and sand interceptor	Liquid handling system
Boiler natural gas	Liquid storage tanks (above ground)
Boiler waste oil	Liquid storage tanks (underground)
Brake lathe	Little beaver hydraulic auger
Building lights interior	Man lift #1 (single man lift)
Building lights exterior	Metal break (Betenbender)
Building roof inspection	Monorail lifts
Bus wash	Nitrogen air compressor
Cobra dust collector	Oil water separator building
Cold chop saw	Overhead doors
Cooling tower	Paint booth
Drake press 150 ton	Paint shaker
Diesel dispensing cabinet	Paint stripper
Domestic hot water boiler	Parts washer
Drill press	Personnel doors
Dry weather inspection	Pit pumps
Dust collection (body shop)	Portable generator
Electric fork truck (Blue Giant)	Post lift bay 21
Elevator main entrance	Pressure washer
Exhaust fans	Presto foot operated lift
Exhaust hoses	Public fuel station chemical system
Eye glass cleaning station	Radiant heaters
Eye/ shower flush station	Renzor
Fall protection (pit)	Rolling stairs
Fire alarm system	Roof drains
Fire extinguishers	RUT-3
Floor drain cleaner	Salt box (service truck)
FM 200 fire system	Sand blaster
Gas fired burner CNG station	Scissors lift
Gates	Security fence
Gas sensors	Shear (Betenbender)
GR1 & GR2 heater units	Shelter work
Heat pumps	Sign work
Hedge clippers	Snow blower
Hole punch	Southworth lift tables
	Spill emergency containment

Sprinkler system
Stacker
Storm water pollution prevention
String trimmers
Syracuse facility
Tire changer
Torch carts
Toro self-propelled mower 36"
Transmission jack
Vehicle lifts
Vibroplate
Walk behind scrubber Tennent
Walk behind vacuum
Wheel lift (Grey) steam room
XLS Gas monitoring panel

SETTING AND MAINTAINING PRODUCTIVITY GOALS A. As
written in the Buildings and Grounds Goal Guidelines

QUALITY CONTROL PROGRAM

Facility quality control
Shelter/Sign quality control

SAFETY PROGRAM

Reduce personal injuries
Quarterly safety meetings with department employees

Revised
918/03
Revised
1/10/08
Revised
1/20/10
Revised 2011
Revised 2014
Revised 2024

JOB TITLE: Vice President of Fleet & Facilities

JOB SUMMARY: This position is responsible for overseeing the operational and fiscal management of all vehicle maintenance departments and the CNYRTA physical plant/properties. Position is exempt.

MAJOR DUTIES:

Determines and develops, in concert with the Senior Vice President of Corporate Operations, goal attainment strategies and makes recommendations to improve vehicle and facility maintenance operations, minimize cost and effect greater utilization of labor, vehicles, and facilities.

Work with and provide guidance to managers involved in fleet and facility maintenance to ensure reliable, efficient, and safe transportation and the proper maintenance of the CNYRTA physical plant.

Coordinates and oversees buildings, grounds, and facilities maintenance and repairs; ensures facilities comply with applicable OSHA and DEC regulations including training program and employee safety program requirements.

Responsible for direct supervision of facility manager at the Walsh Regional Transportation Center regarding all operations and facility maintenance functions including compliance with applicable OSHA and DEC regulations.

Evaluates, determines, and monitors capital requirements, including vehicle procurement, facilities additions and improvements, as well as new construction needs.

Assists in developing the corporate annual budget; prepares detailed maintenance expense budgets for the authority and its subsidiaries which represent approximately 80% of corporate expenditures.

Develops vehicle specifications with staff, maintenance and work standards, equipment maintenance requirements, and reviews fuel and tire usage; coordinates, evaluates, and monitors vehicle procurement.

Develops manpower and staffing strategies and requirements for all aspects of Departments under the supervision of this position.

Responsible for submitting information pertaining to vehicles and facilities requested by federal government and New York State. Information requested in reports such as but not limited to NTD and 17A.

Evaluates, determines, and monitors CNG & Diesel fuel consumption, analyzes future requirements, reports fuel budgets to CEO, secures future quantities with contracted vendors.

Oversees internal controls and related documentation to ensure compliance with administrative policies, the collective bargaining agreement, safety rules, and government regulations; evaluates in-house safety program on an on-going basis.

Assesses training requirements for management personnel and mechanics to ensure ongoing skill development.

Consults with labor leaders to resolve contractual issues; Represents management for all maintenance

related work rule and budgetary issues at labor negotiations.

Attends board meetings to report on fleet and personnel issues.

Hires and terminates personnel within guidelines of collective bargaining agreement.

Ensures provision of adequate resources for subordinate personnel to perform their duties.

Responsible for administration of the collective bargaining agreement; maintaining an effective progressive disciplinary program; oversight of grievance and arbitration process; and the development and maintenance of positive relations between management and the Union.

Development of an on-going capital needs assessment to support the above functions.

Implements and monitors process controls in stockroom; oversees annual physical inventory and security of inventoried items.

Creates various reporting tools and formats for compiling various financial data.

Monitors maintenance expenses to ensure budgetary compliance.

Performs other related duties as assigned.

KNOWLEDGE REQUIRED BY THE POSITION:

Skill in analyzing and compiling financial data ability to perform mathematical calculations in order to conduct financial analysis.

Skill/ability to develop effective and clear written reports relating to finance, procurement, and maintenance processes in order to accurately present information to company executives and Board of Members.

Skill in utilizing a computer and various spreadsheet and accounting software.

Skill in prioritizing work.

Knowledge of transportation industry standards and practices.

Knowledge of the principles and practices of finance.

Knowledge of CNYRTA and department policies and procedures including ability to recognize performance trends and establish monitor preventative maintenance process for bus fleet.

Knowledge of relevant state and federal laws and regulations.

Knowledge of regulations and compliance codes governing the use of a variety of capital equipment.

General knowledge of vehicle maintenance practices and procedures and the state and federal regulations which govern them.

Skill in management of long-term projects while overseeing daily operations.

Skill in supervising represented and non-represented staff. Ability to effectively interact and communicate in a unionized environment.

Skill/ability to effectively and professionally develop positive interpersonal relations with employees and vendors.

Skill in oral and written communication.

MINIMUM QUALIFICATIONS:

Knowledge and level of competency commonly associated with the completion of a baccalaureate degree in a course of study related to finance and management preferably in the field of public transportation.

Experience sufficient to thoroughly understand the broad objectives and functions of the diverse responsibility in the maintenance department in order to direct and coordinate departmental functions, usually interpreted to require five years of work experience in the transit management environment.

SUPERVISORY CONTROLS: The Senior Vice President of Corporate Operations assigns work in terms of goals and objectives. The work is reviewed through conferences, reports, and observation of daily operations.

GUIDELINES: Guidelines include authority and department policies and procedures, relevant state and federal laws and regulations, the union contract, and established practices. These guidelines require judgment, selection, and interpretation in application.

COMPLEXITY: The work consists of high-level administrative duties including; planning, analysis, strategy development and, senior supervisory responsibilities.

SCOPE AND EFFECT: The purpose of this position is to manage daily operational and fiscal functions of the maintenance and facilities department. Successful performance helps ensure the availability of transit vehicles along with the sound management of the CNYRTA physical plant and associated assets.

PERSONAL CONTACTS: Contacts are typically with co-workers, vendors and suppliers, other authority employees, board members, union representatives, manufacturers, local-state and federal community and governmental leaders, and the general public.

PURPOSE OF CONTACTS: Contacts are typically to give or exchange information, motivate personnel, resolve problems, provide services, and negotiate or settle matters.

PHYSICAL/MENTAL REQUIREMENTS: The position would normally require the following; Sitting, standing, walking and reaching on a daily basis. Use of hands and fingers for computer use and typing, talking and hearing in manner to facilitate verbal effective communications. The work is generally considered sedentary work. Close mental and visual attention is required to perform daily work dealing with computer operations, preparing and analyzing data/reports and written materials as well as sometimes-complicated interaction with members of the staff.

WORK ENVIRONMENT: The work is typically performed in an office. There will be occasional expose the bus garage environment.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY: This position has direct supervision over; Director of Vehicle Maintenance (1), Director of Facilities Maintenance (1), Director of Materials and Inventory (1).

Revised September 1, 2020

JOB TITLE: Director of Facilities

DEPARTMENT: Maintenance, Central New York Regional Transportation Authority

JOB SUMMARY: This position is responsible for overseeing facilities planning and projects for the authority.

MAJOR DUTIES:

Develop and maintain the Authority's capital plan along with local Transportation Improvement Program (TIP) and Statewide (STIP)

Represent the Authority at SMTC (Syracuse Metropolitan Transportation Council) and HOCTS (Herkimer Oneida County Transportation Study) at various committee levels.

Oversees the Facilities Manager regarding management of all life safety equipment to include sprinkler alarms and natural gas detection

Oversees Facilities Administrative Supervisor regarding OSHA compliance, PESH compliance, employee safety, and lock out tag out

Responsible for specification development and project management as it relates to various capital purchases.

Consults with other managers, outside engineers, and contractors, to develop, specify, and implement facility and equipment upgrades.

Approves submittals as they pertain to capital projects

Monitors vendor and contractor performance; as they pertain to capital projects

Ensures compliance with contract requirements

Monitors energy consumption at all facilities; implements procedural and equipment upgrades to maximize efficiency.

Serves as liaison with other agencies and contractors when involved with outside projects

Performs other related duties as assigned.

ADDITIONAL DUTIES:

Records Access Officer for Freedom of Information Law (FOIL) requests

Administrator for Accounting Software System (Abila)

Administrator for Procurement Software System (Microix)

Administrator for Federal Transit Administration TrAMS/NTD grant management system

Administrator for New York State Grants Gateway System

Administrator for federal SAM.gov (System for Award Management)

Administrator for CNYRTA Grants.gov account

Administrator for New York State Blackcat compliance module

SUPERVISORY CONTROLS: The Vice President of Fleet and Facilities assigns work in terms of somewhat general instructions. The supervisor spot-checks completed work for the nature and propriety of final results.

GUIDELINES: Guidelines include state and federal safety and environmental regulations, authority and department policies and procedures, and standard maintenance practices. These guidelines are generally clear and specific but may require some interpretation in application.

COMPLEXITY: The work consists of varied technical and administrative duties.

SCOPE AND EFFECT: The purpose of this position is to process authority. Successful performance helps ensure the timely distribution of mail.

PERSONAL CONTACTS: Contacts are typically with co-workers, other authority employees, parts vendors, and suppliers.

PURPOSE OF CONTACTS: Contacts are typically to give or exchange information and provide services.

PHYSICAL/MENTAL REQUIREMENTS: The position would normally require the following; Sitting, standing, walking on a daily basis. Climbing, balancing, stooping kneeling and crouching on a regular basis. Use of hands and fingers for filing documents and computer use for typing, talking and hearing in manner to facilitate verbal effective communications. The work is generally considered light physical work. Close mental and visual attention is required to perform daily work dealing with record keeping and review, and interpreting data/reports and written materials.

WORK ENVIRONMENT: The work is typically performed in an office. The employee is exposed to dust and dirt.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY: This position has direct supervision over Facilities Manager (1), Facilities Administrative Supervisor and other personnel as assigned.

Updated September 8, 2020

Approved September 16, 2020

JOB TITLE: Facilities Manager

DEPARTMENT: Maintenance Dept., Central New York Regional Transportation Authority

JOB SUMMARY: This position is responsible for collecting and analyzing various maintenance information to facilitate authority operations and in assisting in facility management and maintenance. Position is exempt.

SAFETY DUTIES: To be aware of safety policy, procedure and protocols and to report unsafe conditions to Safety & Training Manager immediately. To ensure overall departmental adherence to safety policy, procedure and protocols. To ensure subordinate staff attain the necessary and proper training and education on safety standards and arrange for annual review of the standards with the Safety & Training Manager. To coordinate these activities with the Safety & Training Manager and report progress or deficiencies to supervisor for follow up.

MAJOR DUTIES:

Ensures that all equipment is functioning properly
Creates requisitions for materials to complete jobs and for outside services
Oversee work performed by outside contractors i.e.; includes but not limited to - electricians, plumbers, HVAC, janitorial, snow removal
Receives purchase orders when materials arrive and or services complete
Ensure all shelters are clean and in good working order and signs are in good working order
Meet daily with foreman to structure day, review work orders, prioritize work
Works with purchasing and accounting regarding open PO's
Maintains and controls overtime schedule
Maintain work order system. Ensure that preventative maintenance inspections are performed on time and that all work performed is recorded accurately.
Ensures adequate staff to carry out shift assignments, requests additional personnel as needed
Completes accident/injury reports as needed
Communicates with other departments/locations – service issues or needs from B&G department
Oversees personnel to ensure they are following safety procedures
Have familiarity with the operation of, and operator interface with facility safety systems i.e.; Fire Alarm/CO Detection, combustible gas detection, and exhausting system & fire suppression systems.
Ability to use Building Automation System (Siemens) to control HVAC system
Oversee Buildings and Grounds inventory.
Assists in setting up specifications for new shop equipment and maintenance department equipment purchases.
Maintain and reviews preventative maintenance record program building maintenance.

Coordinates training classes as directed.

Assists in the development of contract services specifications

Acts as contract manager for the installation of maintenance equipment upgrades and replacements.

Coordination of maintenance and repair of all authority facilities.

Maintains required permits for petroleum bulk and chemical bulk storage tanks and prepares and submits annual hazardous waste reports to appropriate governmental agency.

Calculate maintenance monthly productivity.

Administer company Verizon cell phone program.

All other duties as assigned

KNOWLEDGE REQUIRED BY THE POSITION:

Knowledge of authority policies and procedures.

Knowledge of relevant state and federal laws and regulations.

Knowledge of vehicle and building maintenance and repair procedures.

Knowledge of basic mechanical processes.

Knowledge of welding and fabrication.

General knowledge of heating, air conditioning, plumbing, and electrical maintenance and practices.

Skill in decision-making.

Skill in organizing and prioritizing work.

Skill in operating a computer.

Skill in professional interpersonal relations and in oral and written communication.

SUPERVISORY CONTROLS: The Director of Facilities assigns work in terms of very general instructions requiring the use of much judgment. The supervisor reviews completed work for the nature and propriety of the final results.

GUIDELINES: Guidelines include authority policies, procedures, relevant state and federal laws, and regulations. These guidelines are generally clear and specific, but may require some interpretation in application.

COMPLEXITY: The work consists of varied administrative and technical duties. Frequent interruptions and time constraints contribute to the complexity of the work.

SCOPE AND EFFECT: This position is responsible for maintaining a variety of reports and records for the authority. Successful performance in this position ensures efficient and cost-effective operations.

PERSONAL CONTACTS: Contacts are typically with co-workers, other authority employees, and vendors.

PURPOSE OF CONTACTS: Contacts are typically to give or exchange information, resolve problems, and provide services.

PHYSICAL/MENTAL REQUIREMENTS: The position would normally require the following; Stooping, kneeling, crouching, sitting, standing, lifting boxes, walking and reaching on a daily basis. Use of hands and fingers for computer use and typing, talking and hearing in manner to facilitate verbal effective communications. The work is generally considered sedentary work. Close mental and visual attention is required to perform daily work dealing with computer operations, preparing and reading data/reports and written materials.

WORK ENVIRONMENT: The work is typically performed in an office or garage. The employee is exposed to noise, dust, dirt, grease, machinery with moving parts, and irritating chemicals. The work requires the use of protective devices such as goggles or gloves.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY: This position has direct supervision over working foreman (1), bargaining unit members (6).

Updated September 8, 2020

Approved 1/12/2021

JOB TITLE: Facilities Administrative Supervisor

DEPARTMENT: Maintenance

JOB SUMMARY: Supervise, maintain and administer the facilities work order system, facilities parts stock, and facilities safety and environmental program.

SAFETY DUTIES: To be aware of and follow safety policy, procedure and protocols and to report unsafe conditions to supervisor immediately.

MAJOR DUTIES:

Review department completed work orders, issue parts, close work orders for Syracuse, Hub, RTC, Auburn, and Oswego

Run department schedule work pm inspections for Syracuse, Hub, RTC, Auburn, Oswego Reviews and monitors department month end open works for Syracuse, Hub, RTC, Auburn, and Oswego

Monitor and close vendor's pm inspections work orders for Syracuse, Hub, RTC, Auburn, and Oswego

Update AS400 pm inspection work orders with current information

Manage AS400 department stock room for Syracuse, Hub, RTC, Auburn, and Oswego:

Conduct physical cycle counts

Maintain department stock inventories of necessary parts

Re-evaluate on hand quantity/reorder points to reduce surplus stock and cost

Review below reorder reports

Receive stock parts in AS400

Stock parts in department stock room

Update and maintain department stock room

Log, reconcile, and verify departmental credit card purchases. Assemble for proper signature approvals.

Log, maintain electrical and gas bills for properties including but not limited to Syracuse, Hub, RTC, Washington Street Shelter, J-lot, Auburn, Oswego, Utica, Rome

Oversee bus shelter inventory program. Maintains a spreadsheet inventory of all Centro shelters incl. manufacturer, vintage, rating, asset #, ADA accessibility etc. Ensure annual preventive maintenance program is completed to monitor the overall condition of bus shelters.

Maintains bus stop sign inventory and tracks repair history for approximately 3200 signs system wide.

Requisition facility materials and services as assigned according to established procurement guidelines for CNY Centro and Regional Transportation Center.

Track procurement materials and input receipt of received goods into computer system.

Monitor and process miscellaneous invoices received by the department.

Trains department employees on use of the AS400

Update and maintains cooling tower monthly, quarterly, annual reporting to NYS database

Monitor and maintain DEC industrial waste removal manifests
Update and maintain DEC SWPPP, SPC books for Syracuse tank inspections and facility routine inspections

KNOWLEDGE/SKILLS REQUIRED BY THE POSITION:

Associates Degree or high school diploma (or equivalent) with associated work experience is required.

Knowledge of state, federal, and local laws and regulations pertaining to NYS occupational health practices and processes.

Must be able to utilize a computer and comfortably work in the Windows environment.

Must be familiar with Microsoft Access.

Must have ability to use independent judgment and interpret data based upon established procedures.

Must possess ability to develop positive interpersonal relations with outside vendors and governmental agencies.

Must have good reasoning skills.

Must have good organizational skills and be able to prioritize work.

Must demonstrate an ability to communicate, both verbally and in writing, in a professional and effective manner with co-workers, supervisors and members of management.

Must demonstrate ability to organize work functions.

Knowledge of transit operations, bus stop locations and area streets and highways are preferred.

Skill in conducting research and analyzing results.

Skill in problem solving.

Skill in oral and written communication.

SUPERVISORY CONTROLS: The Director of Facilities assigns work in terms of very general instructions requiring the use of much judgment. The supervisor reviews completed work for the nature and propriety of the final results.

GUIDELINES: Guidelines include authority policies and procedures which are governed by state and federal regulations. These guidelines are generally clear and specific, but may require some interpretation in application.

COMPLEXITY: The work consists of research, interpreting governmental regulations regarding occupational safety, analyzing same and making recommendations to management. related work also includes, administrative, computer usage and knowledge of data base management. The need for accuracy and attention to detail is critical and contributes to the complexity of the work.

SCOPE AND EFFECT: The purpose of this position is interpreting governmental regulations regarding occupational safety, analyzing same and making recommendations to management in order to address occupational safety issues. In addition, it is to provide administrative support to the facilities department. Successful performance in this position ensures the compliance with state and federal regulations.

PERSONAL CONTACTS: Contacts are typically with employees, CNYRTA management staff, vendors, legal counsel, and governmental agencies.

PURPOSE OF CONTACTS: Contacts are typically to give or exchange information and clarify written reports.

PHYSICAL/MENTAL REQUIREMENTS: The position would normally require the following; Stooping, kneeling, crouching, climbing and working outdoors on an occasional basis. Sitting, standing, walking and reaching on a daily basis. Use of fingers and some fine motor skills is required to operate various pieces of equipment and use of hands and fingers for computer use and typing, talking and hearing in manner to facilitate verbal effective communications. The work is generally considered sedentary work. Moderate to close mental and visual attention is required to perform daily work dealing with computer operations and interaction with members of the staff.

WORK ENVIRONMENT: The work is typically performed in an office setting. Working in the bus storage area, fleet maintenance area, the Centro Hub, or outdoors may be common.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY: None.

Updated September 8, 2020

Approved September 16, 2020

Centro Facilities Operating Hours**Shift, Lunch and Break times:****First Shift: 7:00 am to 3:30 pm****First Break: 8:30 am to 8:40 am Lunch: 11:55 am to 12:30 pm****Second Break: 1:45 pm to 1:55pm**

Note: The Bell sounds 5 minutes prior to all shift starts to make the employee aware of their shift is about to start. The bell sounds at the start of each shift to make the employee aware that their shift has started. The bell sounds 5 minutes prior to the shift end to make the employee aware that they can leave their job to put their tools away and pre-pair themselves for the shift end. the bell will ring at the end of each shift to make the employee aware that their shift has ended.

The bell sounds 5 minutes prior to each lunch period. This is to make the employee aware that they can leave their job to pre-pair themselves for lunch. The bell will sound at the beginning of all lunch periods to make the employee aware that their lunch period has begun. The bell will sound 5 minutes prior to their lunch period completion. This is to make the employee aware that their lunch period is almost over. The bell will ring at the completion of their lunch period to make the employee aware that their lunch period has ended.

The bell will ring at the beginning of each break period to tell the employee their break has started. The bell will ring at the end of the break period to tell the employee that their break has ended.

As of 7/21/06

Section 2

Productivity

goals

Buildings and Grounds Productivity Goals

FY 2015

Total points needed to make the goal is 90

Direct vs. paid labor

91 – 92% 5 pts.

93 – 94% 10 pts.

95 – 96% 15 pts.

97- 98% 20 pts.

99% >>> 25 pts.

Scheduled vs. unscheduled work

95% 5 pts.

96% 10 pts.

97% 15 pts.

98% 20 pts.

99% >>> 25 pts.

On time pm's

95% 5 pts.

96% 10 pts.

97% 15 pts.

98% 20 pts.

99%>>> 25 pts.

On time imports

95% 5 pts.

96% 10 pts.

97% 15 pts.

98% 20 pts.

99%>>> 25 pts.

Created 11/17/07

No revision required 5/08

Revised 09,10,11,12,13,14

No revision required 15,16

Buildings and Grounds Productivity Goals FY 2014

Total points needed to make the goal is 75

Direct vs. paid labor

91 – 92%	5 pts.
93 – 94%	10 pts.
95 – 96%	15 pts.
97- 98%	20 pts.
99% >>>	25 pts.

Scheduled vs. unscheduled work

95%	5 pts.
96%	10 pts.
97%	15 pts.
98%	20 pts.
99% >>>	25 pts.

On time pm's

95%	5 pts.
96%	10 pts.
97%	15 pts.
98%	20 pts.
99%>>>	25 pts.

On time imports

95%	5 pts.
96%	10 pts.
97%	15 pts.
98%	20 pts.
99%>>>	25 pts.

Created 11/17/07
No revision required 5/08
Revised 09,10,11,12,13

Buildings and Grounds Productivity Goals FY 2013

Direct vs. paid labor

91 – 92%	5 pts.
93 – 94%	10 pts.
95 – 96%	15 pts.
97- 98%	20 pts.
99% >>>	25 pts.

Scheduled vs. unscheduled work

95%	5 pts.
96%	10 pts.
97%	15 pts.
98%	20 pts.
99% >>>	25 pts.

On time pm's

95%	5 pts.
96%	10 pts.
97%	15 pts.
98%	20 pts.
99%>>>	25 pts.

On time imports

95%	5 pts.
96%	10 pts.
97%	15 pts.
98%	20 pts.
99%>>>	25 pts.

Created 11/17/07
 No revision required 5/08
 Revised 5/15/09
 Revised 5/6/10
 Revised 9/15/10
 Revised 5/5/11
 Revised 5/1/12

Buildings and Grounds Productivity Goals

FY 2012

Direct vs. paid labor

91 – 92%	5 pts.
93 – 94%	10 pts.
95 – 96%	15 pts.
97- 98%	20 pts.
99% >>>	25 pts.

Scheduled vs. unscheduled work

95%	5 pts.
96%	10 pts.
97%	15 pts.
98%	20 pts.
99% >>>	25 pts.

On time pm's

95%	5 pts.
96%	10 pts.
97%	15 pts.
98%	20 pts.
99%>>>	25 pts.

On time imports

88%	5 pts.
89%	10 pts.
90%	15 pts.
91%	20 pts.
92%>>>	25 pts.

Created 11/17/07
 No revision required 5/08
 Revised 5/15/09
 Revised 5/6/10
 Revised 9/15/10
 Revised 5/5/11

Buildings and Grounds Productivity Goals

FY 2011

Direct vs. paid labor

91 — 92% 5 pts.

93 — 94% 10 pts.

95 — 96% 15 pts.

97- 98% 20 pts.

99% >» 25 pts.

Scheduled vs. unscheduled work

95% 5 pts.

96% 10 pts.

97% 15 pts.

98% 20 pts.

99% >>> 25 pts.

On time pm's

95% 5 pts.

96% 10 pts.

97% 15 pts.

98% 20 pts.

99%>>> 25 pts.

On time imports

83% 5 pts.

84% 10 pts.

85% 15 pts.

86% 20 pts.

87%>>> 25 pts.

It was determined by the Vice President of Fleet and Facilities that the goal for the Buildings and Grounds department needed additional fine tuning. These changes were due to the fact that the mid-level range on pm's was set too low and the direct vs. labor needed to be adjusted by 1%.

Created 11/17/07

No revision required 5/08

Revised 5/15/09 Revised 5/6/10 Revised 9/15/10

Buildings and Grounds Productivity Goals

FY 2011

Direct vs. paid labor 86 — 88% 89 — 5 pts. 10 pts. 15 pts. 20 pts. 25 pts.
 91% 92 — 94%
 95- 97% 98% >>>

Scheduled vs. unscheduled work

95% 5 pts.

96% 10 pts.

97% 15 pts.

98% 20 pts.

99% >>> 25 pts.

On time pin's

91% 5 pts.

92% 10 pts.

93% 15 pts.

94% 20 pts.

95°/0>>> 25 pts.

On time imports

83% 5 pts.

84% 10 pts.

85% 15 pts.

86% 20 pts.

87%>>> 25 pts.

Created 11/17/07 No revision required 5/08 Revised 5/15/09 Revised 5/6/10

Buildings and Grounds Productivity Goals

FY 2010

Direct vs. paid labor

86 — 88% 5 pts.

89 -91% 10 pts.

92 — 94% 15 pts.

95- 97% 20 pts.

98% >»25 pts.

Scheduled vs. unscheduled work

95% 5 pts.

96% 10 pts.

97% 15 pts.

98% 20 pts.

99% >>> 25 pts.

On time pm's

91% 5 pts.

92% 10 pts.

93% 15 pts.

94% 20 pis.

95%>>> 25 pts.

On time imports

83% 5 pts.

84% 10 pls.

85% 15 pts.

86% 20 pts.

87%>>> 25 pts.

Created 11/17/07

No revision required 5/08 Revised 5/15/09

Buildings and Grounds Productivity Goals

FY 2009

Direct vs. paid labor

82 — 84% 5 pts.

85 — 87% 10 pts.

88 — 90% 15 pts.

91- 93% 20 pts.

94% >»25 pts.

Scheduled vs. unscheduled work

92% 5 pts.

93% 10 pts.

94% 15 pts.

95% 20 pts.

96% >>> 25 pts.

On time pm's

90% 5 pts.

91% 10 pts.

92% 15 pts.

93% 20 pts.

94%>>> 25 pts.

On time imports

83% 5 pts.

84% 10 pts.

85% 15 pts.

86% 20 pts.

87%>>> 25 pts.

Created 11/17/07

No revision required 5/08

Buildings and Grounds Productivity Goals

FY 2008

Direct vs. paid labor 82 — 84% 85 — 5 pts. 10 pts. 15 pts. 20 pts. 25 pts.
 87⁰/0 88 — 90%
 91- 93% 94% >»

Scheduled vs. unscheduled work

92% 5 pts.
 93% 10 pts.
 94% 15 pts.
 95% 20 pts.
 96% >» 25 pts.
 On time pm's
 90% 5 pts.
 91% 10 pts.
 92% 15 pts.
 93% 20 pts.
 94%>>> 25 pts.
 On time imports
 83% 5 pts.
 84% 10 pts.
 85% 15 pts.
 86% 20 pts.
 87%>>> 25 pts.
 Created 11/17/07

Facilities Maintenance

Productivity Goal Description

The purpose of this document is to describe in detail the criteria that are used to calculate the monthly productivity goal for the Facilities maintenance department in Syracuse. The four statistical areas that comprise the goal are direct paid vs. paid labor ratio, scheduled repairs vs. un-scheduled repairs, adherence to preventative maintenance, and adherence to import work requests. Points are earned for good performance in each of the four areas and then added together to calculate the overall Productivity Goal. These four areas are reviewed on an annual basis at the beginning of each fiscal year by the Vice President of Fleet and Facilities and the Facilities Manager. The past years' averages are reviewed, and any adjustments to the numerical goals are made. This point value can be adjusted up or down depending on the age of the equipment, known equipment defects, or past experience. The Centro Facilities Department believes that these four areas are of vital importance due to the fact that they help to guide the department to a more efficient and cost effective operation.

Direct Paid vs. Paid Labor ratio

Direct Paid vs. Paid Labor ratio is a comparison of the amount of hours that mechanics are paid through pay roll to the amount of hours that are recorded on work orders. The comparison of these two numbers helps to determine the efficiency level of the mechanic. If comparisons show that a particular mechanic is continuously below the set standard, that mechanic is talked to by a Manager to see if the mechanic needs additional training or is failing to record their time on work orders. It is important to the Authority that employees are as productive as possible repairing equipment in relation to the number of hours submitted.

Direct Paid vs. Paid Labor ratio scale

82-84% 5 pts. 85-87% 10 pts. 88-90% 15 pts. 91-93% 20pts. 94->>> 25pts.

Scheduled Maintenance vs. Un-scheduled Maintenance

Scheduled Maintenance vs. Un-scheduled Maintenance is a comparison of the dollars spent on two types of defects which are those derived from scheduled preventative maintenance inspections, and those derived from defect reports or un-scheduled maintenance. This dollar amount is a combination of labor cost and parts cost. The total dollar amount spent on repairs is then used as the denominator in a ratio with the scheduled maintenance dollars as the numerator. The product of this ratio is the percent of scheduled repairs. The importance of this statistic resides in the fact that it is cost effective and less disruptive to repair equipment on a scheduled basis verses a failure basis.

Scheduled Maintenance vs. Un-scheduled Maintenance

92% 5 pts. 93% 10 pts. 94% 15 pts. 95% 20 pts. 96% > 25 pts.

Adherence to Preventative Maintenance Schedules

Adherence to Preventative maintenance is the third element used to calculate the monthly goal. The calculation for this component is based on all pm's. The computation of this percentage is performed by taking the total number of pm's completed on time divided by the total number of pm's completed for the month.

On time pm's

83% 5 pts.

84% 10 pts.

85% 15 pts.

86% 20 pts.

87% > 25 pts.

Adherence to on Time Import Work Orders

Adherence to on time import work orders is the fourth element used to calculate the monthly goal. Import work orders are work that is generated within the facility by employees requesting work to be performed. These jobs have been reviewed by the Vice President of Fleet and Facilities, and the Facilities Manager. These jobs were looked at and assigned a time value of how long it typically should take to address each task. At the close of the Import work order our AS/400 tracks when the work was generated vs. when it was completed and assigns a time value to it. If that value is within limits set by the above mentioned personnel. Than that task is considered to have been performed with in the guidelines. If the time falls outside the time limits set, it's considered outside the guidelines and will count against our productivity. The calculation for this component is based on all imports. The computation of this percentage is performed by taking the total number of import's completed on time divided by the total number of imports completed for the month.

On time pm's

83% 5 pts.

84% 10 pts.

85% 15 pts.

86% 20 pts.

87% > 25 pts.

Import Work Order Completion Guidelines

Below is a list of repair types used as our guide for import work requests that co insides with our maintenance software. Each type of repair is assigned a value in hours. This value is on a 24-hour clock including weekends and holidays.

Problem description Repair must be completed within

A/C problems 8 hrs.
Building air systems 8 hrs.
Bus wash 24 hrs.
Cleaning 8 hrs.
Fire alarm system 8 hrs.
Fluid hose reels 8 hrs.
Furniture repair/ moving 48 hrs.
Gate/ Security 8 hrs.
Glass work 48 hrs.
Grounds work 168 hrs. (7days)
Heat problem 8 hrs.
Lighting 8 hrs.
Overhead door repair 24 hrs.
Paint work 336 hrs. (14 days)
Paper delivery 8 hrs.
Personnel door repair 24 hrs.
Plumbing 8 hrs.
Power washing 33 hrs.
Remodeling 336 hrs. (14 days)
Restrooms 8 hrs.
Shelter repair 48 hrs.
Security fence 8 hrs.
Sign repair 48 hrs.
Snow removal 24 hrs.
Trash collection 24 hrs.
Vehicle lifts 24 hrs.

Section 3 Preventative Maintenance

FACILITIES**PREVENTATIVE MAINTENANCE SCHEDULE**

25HR Inspection is performed every 25 hours that the piece of equipment is in use.

50HR Inspection is performed every 50 hours that the piece of equipment is in use.

100HR Inspection is performed every 100 hours that the piece of equipment is in use.

300HR Inspection is performed every 400 hours that the piece of equipment is in use.

500HR Inspection is performed every 500 hours that the piece of equipment is in use.

5YR Inspection is performed every 5 years.

WKLY Inspection is performed once a week.

MONTHLY Inspection is performed every month.

QRTLY Inspection is performed 4 times a year.

PRES Pre-Season Inspection: performed before each seasonal piece of equipment is used (i.e. Snow blowers).

POSTS Post-season Inspection: performed after each season of use to prepare equipment for storage.

SANUL Inspection is performed twice a year.

ANNUAL Inspection is performed once a year.

DAILY Inspections performed daily Monday thru Friday.

Created

8/15/08

Revised

1/20/10

Revised 2011

Hourly Inspection Index

Karcher HP washer 3500psi 25hr, 50hr, 100hr, 300hr

Walk behind scrubber 25hr, 50hr, 100hr, 500hr.

Pre / Post- Season Inspection Index

Billy Goat vac.

Bobcat snow blower

Hedge clippers

Salt box

Snow blower

String trimmers

Toro self-propelled mower 36"

Vibroplate

Walk behind vacuum

Weekly Inspection Index

A/C split ductless

Air compressors

Air drier

Bus wash

Cobra dust collector

Nitrogen air compressor

Safety inspection

Revised 3/19/14

Monthly Inspection Index

A/C split ductless	Portable generator
Air compressor/ condenser	Post lift bay 21
Air compressors	Pressure washer
Air drier for air compressors	Rolling stairs
Air handling units	RTU-3
Angle broom attachment	Sand blaster
Backup generator	Scissors lift
Bobcat snow blower	Small brake lathe
Bench grinders	SPCCC
Boiler waste oil	String trimmers
Brake lathe	Vehicle lifts
Building lights (exterior)	Wheel lift (gray) steam room
Building lights (interior)	XLS gas monitoring panel
Bus wash	
Cold chop saw	
Cooling tower	
Exhaust fans	
Eye glass cleaning station	
Eye/shower flush station	
Fall protection (pit)	
Fire extinguishers	
Gates	
GR1 & GR2 heater units	
Hole punch	
Hose cut off machine	
Hot water boiler (domestic hot water)	
Hot water circulating pumps	
HP1 hydraulic press	
HV-01 Office air unit	
Hydraulic press (55T)	
John Deere snow blower	
Liquid handling systems	
Liquid storage tanks (above ground)	
Liquid storage tanks (underground)	
Nitrogen air compressor	
Oil water separator building	
Paint booth	
Parts washers	

Revised 3/19/14

Revised 2016

Quarterly Inspection Index

Air drier
Air handling units
Building oil separator and sand interceptor
Building roof inspection
Bus wash
Cold chop saw
Diesel dispensing cabinets
Elevator
Exhaust hoses
Gates
GR1 & GR2 heater units
Heat pumps
Man lift #1 (single lift)
Natural gas sensors
Nitrogen air compressor
Overhead doors
Personnel doors
Pit pumps
Presto foot operated lift
Roof drains
Scissors lift
Security fence
Spill emergency containment
Sprinkler systems
Stackers
Storm water pollution prevention
Syracuse facility
Torch carts
Transmission jack
Vehicle lift

Semi Annual Inspection Index

Air compressors
Backup generator
Band saw
Cold chop saw
Drake press 150 ton
Electric fork truck (Blue Giant)
Exhaust fans
Floor drain cleaner
FM 200 system
Hose and reel assy.
Hot water storage tank
Jack stands
Metal break
Paint shaker
Portable generator
Public fueling station
Shear (Betenbender)
Tire changer

Annual Inspection Index

A/C split ductless
Air driers
Air handling units
B U generator
Back flow prevention device
Boiler natural gas
Boiler waste oil
Cooling tower
CNG Sensors
Diesel dispensing cabinets
Drill press
Dry weather inspection
Dust collection body shop
Elevator Main entrance
Fire alarm system
Fire extinguishers
Floor drain cleaner
FM 200 systems
Gas fired burner CNG station
GR1 & GR2 heater units
Hole punch
Husqvarna chain saw
HV-01 office air unit
Liquid storage tanks (underground)
Little beaver hydraulic auger
Man lift #1 (single lift)
Metal break (bentenbender)
Monorail lifts
Nitrogen air compressor
Overhead doors
Paint booth
Paint stripper
Post lift bay 21
Pressure washer
Radiant heaters
Renzor unit in doc storage
RTU-3
Scissors lift
Shelter inspection
South worth lift tables
Tire changer
Vehicle lift
Wheel master tire gun

5 Year Inspection Index

Post lift bay 21 Sprinkler system

Mod 30 vehicle lift

CNYRTA Preventative Maintenance Program for Facilities and Equipment

OBJECTIVES

Performance and documentation of preventative maintenance performed at scheduled intervals is a critical element in achieving the following maintenance objectives:

1. To promote equipment longevity and protect assets of this company from premature failure due to neglect of maintenance.

Safety and security systems which protect our employees, customers and other visitors, are fully functional, i.e. fire and combustible gas detection systems, sprinklers, door access, emergency power, exhaust fans and elevators.

Tools and equipment used by employees of this company are in safe operating condition at all times. Inspections and testing for proper function of safety switches, guards and operational interlocks are performed. Tools and equipment with defective safety devices are removed from service until repaired.

Downtime of equipment is always scheduled. Insuring that tools and equipment are in good operating condition and ready for immediate use when needed increases the efficiency of this company's workforce.

Cost to maintain equipment can be forecast and more accurately budgeted. Expensive overhauls and rental costs for substitute equipment during lengthy downtimes can be avoided.

ORGANIZATION

1. The majority of preventative maintenance performed is done so by Centro's three First Class mechanics and six Facility Technicians within the Building Maintenance Department.

2. Outside vendors who perform any part of the preventative maintenance inspection are identified in the "Overview of Equipment List and Inspection Intervals" section found below and in the following section.

MISSION CRITICAL EQUIPMENT

All Equipment in the section labeled Overview of Equipment List, Inspection Intervals and PM Inspection Check off steps that are highlighted in **RED** are considered Mission Critical to our operation. Each piece of equipment that is highlighted, is followed by the frequency of inspections and the steps taken to perform the pm.

OVERVIEW OF EQUIPMENT LIST, INSPECTION INTERVALS AND PM INSPECTION CHECK OFF STEPS

A/C SPLIT DUCTLESS

ANNUAL

Clean coil with chemical cleaning solvent.

MONTH

Blow off coil

Clean housing

Change filter

Inspect roof compressor and clean as needed

From May to October the temperature shall be set at 68 deg. From November to April the temperature shall be set to 70 deg.

WEEKLY

Check for water build up in pan

Install tablets in drain pan

Check room temperature

AIR COMPRESSORS

SANUL

PM performed by outside source

MONTH

Check belt

Check belt tension

Check temperature sensor

For Air Compressor HVAC, there is no monthly inspection, see weekly & annual

WEEKLY

Drain water from compressor tank

Replace pre-filter on intake

Shut compressor down and check oil. Oil should be 1/2 to 3/4 in sight glass

Operate test button for electric drain valve

Check for green light then red light after button is pushed

Check condensate level. It should be in the green or blue area.

If condensate level is in the red report it to your supervisor

AIR DRIER FOR AIR COMPRESSOR

ANNUAL

Completely disassemble the drain and clean all components

QRTLY

Carefully blow out coils and radiator

MONTH

Disassemble and clean filters, solenoid, and condensate drain. Check the electrical circuit

Make sure compressor head pressure is between 59-133 deg. F. when running

If this is not the case consult the trouble shooting guide

WEEKLY

Check that condensate is draining properly

OVERVIEW OF EQUIPMENT LIST, INSPECTION INTERVALS AND PM INSPECTION CHECK OFF STEPS

AIR HANDLING UNITS

ANNUAL

Annual Inspections done outside source

For Air Handler, AC I

Change belts, wash condenser coil on roof

QRTLY

Inspect each air handler for excessive of abnormal noise or vibration

Check operation of burner if during heating season

Inspect and lubricate burner linkages during heating season

Change filters

Check fan belts for wear, alignment and tension

Check sheaves for wear, tighten set screws

Grease fan motors sparingly

Grease fan bearings

Check pneumatic damper motors and tubing for leaks

Inspect and lubricate dampers and linkages

MONTH

Inspect each air handler for excessive or abnormal noise or vibration

Check operation of burner if during heating season

Check condition of filters change if necessary

Check and record position of air dampers if equipped

ANGLE BROOM ATTACHMENT

MONTH

Inspect for excessive wear on bristles Check hydraulic hoses for damage Grease end cap bearings

Check for proper operation

B U GENERATOR

ANNUAL

PM performed by outside source

SANUL

PM performed by outside source

MONTH

Notify maintenance prior to performing

Note total hours of run time

Note total numbers of generator starts

Check starter battery voltage

Note check coolant system temperature

Check engine oil level note quantity added

Check fuel level

Inspect for obvious defect IE: fuel leaks, lost belts, etc.

Inspect generator set (run loaded)

Check air cleaner

Check battery charging system

Drain fuel filters

Check antifreeze and DCA concentration

Check drive belt tension

Drain exhaust condensate trap

Check generator air outlet

Check radiator hoses for wear & cracks

Check exhaust system audibly & visually with set running

For Orton transfer switch: check lights, gauges, volts, amperes, hertz, record numbers on gauges

OVERVIEW OF EQUIPMENT LIST, INSPECTION INTERVALS AND PM INSPECTION CHECK OFF STEPS

BACK FLOW PREVENTION DEVICE ANNUAL

Annual Inspections done outside source

BAND SAW

SANUL

Clean debris from inside

Check blade for wear or damage

Check electrical cord

Check all guards are in place and functioning

BAY SAFETY NETS

SANUL

Stretch out bay net over pit

Check that all clips are in working condition

Check cables are not frayed or damaged

Check that cable mounts are secured properly to the pit

Check that there are no holes or damage to the net

BENCH GRINDERS

MONTH

Check stone surface for imperfections, dress stone as necessary

Adjust tool rest to within 1/8" of stone

Adjust plastic safety guard, replace as necessary

Check for proper operation

Check all external wiring for damage

Check grinder housing for damage

adjust tongue guard to within 1/4" of stone

BILLY GOAT VAC.

PRE-SEASON

Check oil

Fill with fresh gas

Start unit and verify its proper operation

BLDG. OIL SEPARATOR AND SAND I

QRTLY

Check test lights

Test audible alarm

Check covers

Check basket for sludge empty as needed

BOILER NATURAL GAS

ANNUAL

PM performed by outside source

OVERVIEW OF EQUIPMENT LIST, INSPECTION INTERVALS AND PM INSPECTION CHECK OFF STEPS

BOILER WASTE OIL

ANNUAL

PM performed by outside source

MONTH

Check fuel supply for leaks

Check operating temperature

Check safety valve-pull lever carefully and confirm flow escapes

Inspect /flush oil filter and suction screen if oil flow appears to be obstructed

Check coil plate seals, gaskets, and piping for leaks

Check tempering valves, expansion tank, and secondary heat exchangers

Lock out boiler and open clean out access panels

Clean ash from inside boilers heating surfaces and chimney

Clean and gap electrodes, air diffuser and oil tips

Remove lockout and restart boiler

Inspect combustion air inlets of boiler room

Check draft of chimney

Check exhaust gas temperature

BRAKE LATHE

MONTH

Maintain oil level in center of oil inspection window

Remove plug and add SAE 90 when needed

Fill lead screw lubrication reservoir

Apply SAE 10 oil to crank carriage

Check helical gear oil sump

Use SAE 1 oil to lube front and rear carriage gibes

Remove front and rear covers from the lathe on left of machine:

Grease each zerk fitting with two pumps of grease

Open changer gear door at rear of machine and place small amount of Tube grease on brass

gear retainers

Put one squirt of 30W oil in cap reservoir

Vacuum deck

Clean material from catch troth

Make sure machine is secure to the floor

BUILDING LIGHTS (INTERIOR)

MONTH

Office lights

Hallway lights

Emergency lighting

Exit door lights

Red lights over man doors in maintenance

Work area lighting

BUILDING LIGHTS(EXTERIOR)

MONTH

Manually turn exterior lights

Make sure all lights are in working condition

If it's found that lights are out create a work order for repair

BUILDING ROOF INSPECTION

QRTLY

Check roof drains for blockage, debris, etc.

Check roof surface for water damage, cracks, seam leaks

OVERVIEW OF EQUIPMENT LIST. INSPECTION INTERVALS AND PM INSPECTION CHECK OFF STEPS

BUS WASH

QRTLY

Check all spray nozzles, repair or replace plugged or broken tips
Grease brush shafts, hangers, motors, also clean any excess grease off
Clean and lightly oil piston rods. Check sludge pump in water reclaim room
Have sludge pumped out if necessary
Drain all air filters and check the oil level in all air lubricators fill as necessary
Check wheel washer for proper oil level. Fill as necessary.
Drain and change oil in the brush speed reducers and wheel wash pump
Inspect all airline filters and replace filters if necessary
Grease and replace the oil in the sludge pump motor in the water reclaim room
lightly grease the wash pump motor

MONTH

Grease all bearings on brush arms 2 to 3 pumps only
Check oil level in gear reducers and fill airline lubricators
Clean screen cartridge on water line behind recycle pump
Drain solids from centrifuge filter also located next to the recycle pump
Place a few drops of oil in lube cups on both water pumps

WEEKLY

Sweep floor clean of debris
Check/clean trench drain of sand
Check soap levels
Check for loose bolts and anchors
Check that structural members and guide rails are secure
Check level in sediment hopper, must be sufficiently below the drain opening
Check brush drive and arms for excessive play
Visually inspect for oil leaks and listen for air leaks
Verify air pressure regulators are set at 60psi
Verify oil level in in airline oilers
Open ball valves at base of each spray arch
Clean photo eye lenses
Check nozzles for proper spray pattern
Check wheel washers for adequate RPM
Check plumbing and hoses for leaks
Listen for abnormal noise from brushes or pump
Check fullness of operation brushes
Check to see if soap can be visibly detected from soap application arch

CNG SENSORS

ANNUAL

Performed by an outside source

COBRA DUST COLLECTOR

WEEKLY

Inspect filter/ knock off excess dust off filter in garbage can replace as necessary

If vac can is half full, remove plastic bag and dispose in dumpster

Install new plastic trash bag

OVERVIEW OF EQUIPMENT LIST, INSPECTION INTERVALS AND PM INSPECTION CHECK OFF STEPS

COLD CHOP SAW

SANUL

Drain gear lube from saw head

Flush with gear lube

Refill saw head with 90W gear lube

Check the blade for wear or chips

Check condition of pivot pins on the head and guard

Check saw for loose connections in electrical system and air system

Check belt for cracks

QRTLY

Drain coolant reservoir and flush it out

Refill with new coolant

MONTH

Grease all pivot points and oil all rivet connections on guard linkage

Check level of fluid in the saw head

COOLING TOWER

ANNUAL

PM performed by outside source

MONTH

Shut down heat pumps

Clean basin strainer

Check water level

Inspect spray nozzles

Check fan belt tension

Check operation of makeup valve

Check fan bearing locking collars

Lubricate fan shaft bearings

Lubricate fan motor bearings

Lubricate motor base adjusting screw

Check fan and pump motor for proper drive rotation

DAKE PRESS 150 TON

SANUL

Check level of hydraulic fluid in reservoir

Check for leaks

Check all bolts for tightness

Check for decals on press

Lubricate all pivot and rubbing points. Use #10 motor oil or grease

DIESEL DISPENSING CABINETS

ANNUAL

PM performed by outside source

QRTLY

Inspect for fuel leaking from nozzle, hose or cabinet plumbing

Check sump under cabinet for accumulated liquids
Inspect meter linkage for proper operation

OVERVIEW OF EQUIPMENT LIST, INSPECTION INTERVALS AND PM INSPECTION CHECK OFF STEPS

DOMESTIC HOT WATER BOILER

MONTH

Inspect the interior of the boiler jacket area. Clean and vacuum if needed

Verify flue vent piping and air inlet piping are in good condition, sealed tight and properly supported

Check boiler water pressure is between 10 and 20 psi

Check piping and expansion tank

Check ignition electrode. (Sand off any white oxide; clean and reposition)

Check ignition wiring and ground wiring

Check all control wiring and connections

Check burner flame pattern (should be stable and uniform)

Check pressure relief valve and operate by letting a small amount of water out of the valve

Check the condensate drain

DRILL PRESS

Post lift

Check belt for wear

Check motor

Grease fittings on motor

Check proper operation of drill chuck

Check chuck key for damage

DRY WEATHER INSPECTION ANNUAL

PM performed by outside source

DUST COLLECTION BODY SHOP

ANNUAL

Check filter bags, change if needed, total of 12

Grease motor bearings

Inspect turbine bearings

Check vac pipe ends for damage replace as needed

inspect air lines for damage replace as needed

ELECTRIC FORK LIFT BLUE GIANT

SANUL

PM performed by outside source

DAILY

Test safety reversing button: drive in reverse, press button truck should move forward at highest speed until released

Check forward. reverse, speed until released

Check load back rest

Check warning decals

Check forks for alignment and cracks

Test horn

Test brakes with control handle fully up and down

Check wheels for cracks or chunks missing or foreign materials

Check battery connector

Check battery secure brackets on both sides

Check movement of mast/forks for obstructions, binding up/down and controls

ELEVATOR IN MAIN ENTRANCE

ANNUAL

PM performed by outside source Pressure test performed by NEIS

QRTLY

PM performed by outside source

OVERVIEW OF EQUIPMENT LIST, INSPECTION INTERVALS AND PM INSPECTION CHECK OFF STEPS

EXHAUST FANS

SANUL

Check fan blade, motors, intake screens and dampers

Lubricate all fan bearings, do while fan is running if possible

Note: some motor bearings come pre-lubricated and do not require maintenance for 10yrs.

Check bolts and set screws for proper tightness

Check belts for proper tension and alignment

Check belt and sheaves for excessive or abnormal wear

Inspect fans for excessive or abnormal noise or vibration

Release test gas to test alarm points at each of the combustible gas detectors located within the facility

Grease each of the exhaust fans

MONTH

Cycle and inspect air handlers and exhaust fans listen for abnormal noise

Check belt tension

Release gas at random combustible gas detector.

Verify operation of exhaust fans, activation of alarms and shut down of radiant heaters

Test the emergency shutdown by pushing one of the red slap switches located on each of the fuel dispensers and compressor skids

Verify that skids will not run and that pneumatic powered isolation valves installed throughout the system are shut down

Verify that fuel cannot be dispensed in the fuel island without the air handlers' small displacement

fans being turned on and the doors cycled to the correct position

Verify the operation of the safety eyes located on the inside doors of the fueling station

All fans must be in good working condition-CRITICAL SAFETY ELEMENT

EXHAUST HOSES

QRTLY

Check hose for damage or cracks

Check vise grips for proper operation

Check recoil for proper operation

Check hose for missing or damaged hose flaps

Check boot for rips. Replace as needed

EYE GLASS CLEANING STATION

MONTH

Check water

Check tissues

Check operation of water valves where applicable

Check operation of safety shower where applicable

EYE/SHOWER FLUSH STATION

MONTH

Eye wash station located across from fuel pump.

Shower I eye wash station located near bus lift.

Eye wash station located in bay 15

Check for proper operation of flushing valves

Flow water from eye wash and showerhead for 30 seconds to clear lines

Replace any broken or missing dust caps

OVERVIEW OF EQUIPMENT LIST, INSPECTION INTERVALS AND PM INSPECTION CHECK OFF STEPS

FALL PROTECTION (PIT)

MONTH

Stretch pit net and secure at each end

Check all net clamps for wear, replace as necessary

Check cable for wear, damage or fraying

Check that anchor points are secure to pit walls

FIRE ALARM SYSTEM

ANNUAL

PM performed by outside source

FIRE EXTINGUISHERS

ANNUAL

PM performed by outside source

MONTH Check gauge for proper pressure

Check pin tie to assure unit has not been tampered with

Check immediate location for sign

Check for inspection tag attached to fire extinguisher

Initial tag that fire extinguisher was inspected

FLOOR DRAIN CLEANER

ANNUAL

Change engine oil

Change pump oil

Change oil filter

Check spark plug

Check battery

SANUL

Check hose

Check battery water level

Check oil

Check pump oil

FM200 SYSTEMS

ANNUAL

PM performed by outside source

SANUL

PM performed by outside source

GAS FIRED BURNER CNG STATION ANNUAL

PM performed by outside source

OVERVIEW OF EQUIPMENT LIST, INSPECTION INTERVALS AND PM INSPECTION CHECK OFF STEPS

GATES

QRTLY

Turn off electrical power to gate and apply lock out tag out

Disconnect drive chain at both ends of gate and manually open and close to verify it slides freely

Position gate half way open and verify that all cables are under slight pressure

Check to see that gate is level

There should be a 1/8" gap between roller and bottom rail of gate

Re-attach drive chain to both ends of gate

Adjust chain so that there is no more than 1" of sag per 10' of travel

Lubricate chain and three locks with fluid film aerosol spray

(DO NOT lubricate trucks or guide rollers they are a sealed bearing)

Inspect drive belt for proper alignment, tightness and wear

Verify that key clutch release is engaged so that the gate cannot be manually opened

Remove lock out tag out

Observe gate for a smooth and quiet operation

MONTH

Cycle gate using push button on circuit board

Check that gate operates smooth and quietly during operation

Verify operation of sensitive edges

Verify proper operation of inside and outside safety loops

(Monthly only) disconnect drive clutch and move fence by hand gate should move smoothly

and not bind, grind or bang at any time during movement

Check that clamps on posts that support gate are tight and have not moved

Check hardware on roller trucks are tight

Lubricate chain with fluid film aerosol lubricant

Make sure there is at least 3" of clearance along bottom of gate when fully opened

If outside air temp is below 40deg. Verify heater in operator is on and is functioning

GRI & GR2 HEATER UNITS

ANNUAL

PM performed by outside source

MONTH

Inspect each air handler for excessive or abnormal noise or vibration

Check operation of burner if during the heating season

Check and record position of air dampers if so equipped

Check filter, if dirty replace size: 2"x15"x20" 12 per unit belt size B-85 2 per unit

Grease unit as needed

HEAT PUMPS

QRTLY

Check heat pump for proper operation and adequate airflow

Replace pre-filter on air intake

For HV-1 use 4 20x20x2 filters, & 2 15x20x2 filters, 2 belts B56

Disconnect power and check that all wire nuts are tight
Oil all blower motors as needed.
Clean coils as needed

OVERVIEW OF EQUIPMENT LIST, INSPECTION INTERVALS AND PM INSPECTION CHECK OFF STEPS

HEDGE CLIPPER

PRES

Fill unit with fresh fuel

Start unit and check for proper operation

POSTS

Clean / replace air filter

Inspect / replace fuel filter

Inspect / clean I adjust / replace spark plug

Adjust carburetor

Inspect and clean the cooling system

Inspect and clean the muffler

Grease the gear housing

Inspect or replace the starter rope

Inspect/clean and lubricate blades

Inspect the fuel line

Inspect and repair any fuel leaks

Tighten any loose screws or bolts

HOLE PUNCH

ANNUAL

Change hydraulic fluid

Drain oil and replace with 4 gallons of light weight, non-foaming hydraulic oil such as Mobil DTE 25

MONTH

Apply grease to the surface of the beam guide wear plates on the outer end of the shear beam.

Check oil level in reservoir fluid should be 1" below top of reservoir

Check clearance between punch barrel and barrel guide. Tolerance must not exceed (.003) or (.07mm). If it does replace both parts.

Check condition of angle shear blades

HOSE CUT OFF MACHINE

MONTH

Remove guard and check belt tension

Check belt for wear or damage

Verify all safety guards are in place and functioning properly

Inspect electrical cord for damage

Verify all safety decals are in place and are legible

HOSES AND REELS

SANUL

Check hoses for cracks, replace if cracked

Check hoses to make sure donuts are in place

Check reels for leaks

Check locking system. make sure reels' lock

Check dispensing end for damage or leaks, replace as needed

HOT WATER CIRCULATING PUMPS

MONTH

Check propellers for free movement Fill oilers with pump oil as *needed*

OVERVIEW OF EQUIPMENT LIST, INSPECTION INTERVALS AND PM INSPECTION CHECK OFF STEPS

HOT WATER STORAGE TANK

SANUL

Crack open pressure relief valve and allow some water to flow. Verify valve reseats itself and flow stops.

Fully close and then reopen all ball valves associated with this tank

HUSQVARNA CHAIN SAW

ANNUAL

Check throttle trigger

Clean chain brake and check brake band for wear

Check chain catcher

Check chain oiler

Sharpen chain

Check for loose screws and nuts

Check stop switch

Check AV elements

Lube clutch drum bearing

Clean spark plug and check gap (.5mm)

Clean cooling fins on cylinder

Clean carburetor body and air box

Clean inside of fuel and oil tanks

Check all cables and connections

Change spark plug and air filter

Change fuel filter

Inspect clutch

HV-01 OFFICE AIR UNIT

ANNUAL

PM performed by outside source

MONTH

Check condition of filters replace as needed

Check weather seals

Check motor and blow out vent openings

Lubricate damper linkage

Check belts for proper tension replace as need (2) BX133

Check for proper belt alignment

Check all hardware and make sure its tight

Have unit manually turned on and check for any vibration or irregular noise

HYDRAULIC PRESS (55 ton)

MONTH

Lube all moving parts

Check cables for fraying or damage

Check for hydraulic leaks

Check hydraulic fluid level and add fluid as necessary

Apply pressure to plates to make sure unit holds pressure

OVERVIEW OF EQUIPMENT LIST, INSPECTION INTERVALS AND PM INSPECTION CHECK OFF STEPS

JACK STANDS

SANUL

Check springs and wheels to make sure they are in good working condition

Lubricate springs

Check that the wheels are not damaged and turn freely

Check to see if stands have a guide bolt and chain

Inspect for any cracks in welds or lift pads

Verify that the weight capacity on the jack is legible

JOHN DEERE SNOW BLOWER

MONTH

During the winter months only: Check auger gear box oil level Check snow blower gear box oil Check shear bolts

Grease auger shaft fittings

KARCHER HP WASHER 3500 psi

25 HR.

Change engine oil and filter use 10W-30 motor oil. Use only genuine Honda oil filter

50HR.

Clean or replace air filter

Inspect for loose or chaffing wires

Check all fittings for tightness

Check all hoses for wear and chaffing

100HR.

Replace spark plug. Gap to 0.70 to 0.80mm

Replace fuel filter

Clean spark arrester

300HR.

Performed by an outside source

LIQUID HANDLING SYSTEMS

MONTH

Inspect pumps for proper operation Inspect for fluid or air leaks

OVERVIEW OF EQUIPMENT LIST, INSPECTION INTERVALS AND PM INSPECTION CHECK OFF STEPS

LIQUID STORAGE TANKS (ABOVEGROUND)

MONTH

Inspect all exterior surfaces of tanks, pipes and valves

Check for leaks or other deficiencies

Identify cracks and other areas of wear

Look for corrosion or thinning of materials

Check for excessive settlement of structures

Look for any separation or swelling of tank walls

Check for malfunctioning equipment or structural weakness

Check that leak detection equipment is in proper working order

Check that vents are open and unrestricted

Are labels and fill port color coding in good condition

Check spill containment buckets for water or fuel. If water or fuel is detected clean out contaminated bucket

Is accumulation of water within safe levels. Record water level attach print out and stick readings to work order

Are there any signs of sheen, leaks, or spills around the area

Is spill response equipment readily available

Make sure pad lock is installed on tank

Is fluid transfer area properly contained

Is area free of cracks, settlement, wear, and or signs of potential failure

Are fences or gates intact and properly secured

Is lighting working properly

Are there any signs of vandalism

Verify that tank registration is on display

Check for cleanliness, leakage, corrosion and operability of:

Vents:

Pressure relief devices:

Gauges:

Alarms:

Over fill prevention equipment:

cathode protection monitoring equipment:

Safety systems:

A copy of the front and back of the work order must be given to the facility manager to be kept

in the compliance binder

OVERVIEW OF EQUIPMENT LIST, INSPECTION INTERVALS AND PM INSPECTION CHECK OFF STEPS

LIQUID STORAGE TANKS (UNDERGROUND) ANNUAL

PM performed by outside source

Open filler port cap

Clean out pit

Lubricate tank hatch and lock check both for proper operation

Stick tank and compare electronic read out ticket record both numbers on the back of the work order. If there is more than a 5 gal variance contact your supervisor for further instruction.

Check for cleanliness, leakage, corrosion, and operability of:

Vents:

Pressure relief devices:

Gauges:

Alarms:

Overfill prevention equipment:

Cathode protection monitoring equipment

Safety systems

LITTLE BEAVER HYDRAULIC AUGER

ANNUAL

Change engine oil refill with SAE 10W-30

Replace air filter

Clean sediment cup

Check or replace spark plug as necessary gap plug to 0.028-0.031

Clean spark arrester

Replace fuel filter

Prior to storing for the winter remove gas from tank and run engine until all residual fuel is used.

Check hydraulic lines for wear or damage replace as necessary

Check that hydraulic reservoir is filled to the top of the sight gauge if fluid is needed add AW32 or ISO32 hydraulic oil

MAN LIFT #1 (SINGLE LIFT)

ANNUAL

PM performed by outside source QRTLY

PM performed by outside source

METAL BRAKE(BETENBENDER)

ANNUAL

Change return line filter

Remove suction line strainer, flush & clean, and reinstall

SANUL

Check electrical foot switch before using: inspect for fraying cable damage, deteriorating insulation, replace or repair as necessary

Observe all operation parts including each stop function

Check oil level in sight glass, drain 1 pint from reservoir, check for foam if foam is present, check pump suction for air leak

Check CP screws for tightness

Inspect all lines and fittings for leaks, repair or replace as necessary

Inspect piston rods for leaks or scoring replace rod packing if necessary

Inspect manifold block, replace any leaking O-rings

Check all control relays and push buttons for damage

OVERVIEW OF EQUIPMENT LIST, INSPECTION INTERVALS AND PM INSPECTION CHECK OFF STEPS

MONORAIL LIFFS

ANNUAL

PM performed by outside source

NITROGEN AIR COMPRESSOR

ANNUAL

PM performed by outside source

QRTLY

PM performed by outside source

MONTH

Check belt

Check belt tension

Check temperature sensor

For Air Compressor HVAC, there is no monthly inspection, see weekly & annual

WEEKLY

Drain water from compressor tank

Replace pre-filter on intake

Shut compressor down and check oil. Oil should be 1/2 to 3/4 in sight glass

Operate test button for electric drain valve

Check for green light then red light after button is pushed

Check condensate level. It should be in the green or blue area.

If condensate level is in the red report it to your supervisor

OIL WATER SEPARATOR (BUILDING)

MONTH

Remove basket with tow motor, empty basket

Put sludge in 55ga1. Drums

When pit is full, pump call Environmental Products to pump out

OVERHEAD DOORS

ANNUAL

PM performed by outside source

QRTLY

Inspect and lubricate rollers and hinges, pulleys, and chains

Check oil level in gear reducers

Check that seals are functioning properly

Verify all safety functions of the door are working properly, pressure switches, electronic eyes

OVERVIEW OF EQUIPMENT LIST, INSPECTION INTERVALS AND PM INSPECTION CHECK OFF STEPS

PAINT BOOTH

ANNUAL

PM performed by outside source

MONTH

Inspect all filters

Inspect all light fixtures are working correctly

Verify all paint cycles are working correctly

Verify correct operation of rolling door

Check front and rear entrance doors for proper operation

When the booth is in spray mode verify the pressure on the gauge inside the man door is between 0.03 and 0.05. This should closely match the digital read out on the control panel.

When the booth is in spray mode verify that the temperature is between 70 & 75 deg.

When the booth is in cure mode verify the temperature is a maximum temp. of no more than 120 deg.

PAINT SHAKER

SANUL

Grease both clamp screws

Apply grease to each of the two zerk fittings. 1 to 2 pumps

Grease crank pin zerk (one shot) through the vent hole when clamp is rotated left to stop

Check the automatic oiler. Add oil if needed

PAINT STRIPPER

ANNUAL

Change oil

Check air filter replace as necessary

Clean sediment cup

Check spark plug replace as necessary

Check idle speed

Clean fuel tank and strainer

Check fuel line for damage

Check oil pump

Clean filter cartridge

PARTS WASHERS

MONTH

Grease turn table bearings

Grease upper manifold bearings

Grease door bearings

Grease wash pump and pump motor

Fill grease reservoir to full level

Oil chains and lift pin bushings in carriage

PERSONNEL DOORS

QRTLY

Lubricate hinges, door closer pivot points and keyway

Inspect door for smooth operation

Check door for latching when released

Inspect door for rubbing in jams or threshold

Verify that all hardware is secure

Inspect weather seals

If door is equipped with proximity access, test for proper operation

If equipped test ADA push buttons check for proper operation

OVERVIEW OF EQUIPMENT LIST, INSPECTION INTERVALS AND PM INSPECTION CHECK OFF STEPS

PIT PUMPS

QRTLY

Pump water out of pit and record approximately how many gallons pumped

Pull pump out of pit and clean suction screen

Clean any debris out of pit

Reinstall pump and test

PORTABLE GENERATOR

SANUL

Change oil and filter

Replace spark plug

Replace fuel filter

Replace air filter foam wrapper

Check battery

Replace air cleaner element

POST LIFT BAY 21

5YR

PM performed by outside source

ANNUAL

PM performed by outside source

MONTH

Check accessibility and readability of safety warning labels

Check all structural components of lift including welds

Check electrical components of lift

Check lift controls operate properly

Check ramps verify pins and keys are in place and in good working order

Check tightness of floor bolts. Torque to 45ft. lbs.

Operate lift and check for proper operation of the positive stop and lift locks

With a vehicle on the lift check the lowering speed

Check all points requiring lubrication

Verify overhead safety shut off is working correctly

Inspect all chains and wire rope for wear or chaffing

look for unguarded pinch points

Check level of runway adjust as needed

Lubricate guide on each turning radius with dry film lubricant

Check fluid level of lift power unit and fill as needed

Check all fittings, hoses and seals

Pneumatic Lifts:

Check all accessible piping, tubing, cylinders, air bags, bellows, hoses, valves, and fittings for leaks

With lift loaded stop the load at midpoint of travel and observe
Check air bag, bellows and air lines for damage
Check with lift operator for any unusual operating problems

OVERVIEW OF EQUIPMENT LIST, INSPECTION INTERVALS AND PM INSPECTION CHECK OFF STEPS

PRESSURE WASHER

ANNUAL

Change pump oil

MONTH

Check for proper operation of water float valve

Check for proper pressure on gauge. Pressure should be

Check belt condition and proper tension

Check oil level in pump

Check that bolts are tight

Check hose reel for proper operation

Check hose for damage or wear

Check for damage to spray wand

Check for proper operation of spray wand

Check for proper operation of switches to operate pump

Wipe down outside of machine

PRESTO FOOT OPERATED LIFT

QRTLY

Grease wheel and caster

Check chain roller assembly

Check for damage and cracked welds

Check for brake operation

Check for hydraulic leaks

PUBLIC FUEL STN. CHEMICAL SYS. SANUL

PM performed by outside source

RADIANT HEATERS

ANNUAL

PM performed by outside source

RENZOR UNIT IN DOC STORAGE ANNUAL

PM performed by outside source

ROLLING STAIRS

MONTH

Check for broken welds, broken step treads, or bent parts

Check alignment, unit should sit level on the floor

Check all casters and springs

Look for excessive or un-even wear on casters

Be sure casters are round and roll freely in fork

Check caster sleeve on ladder base making sure sleeve is straight

Clean and lubricate caster stems and springs

Check locking step mechanism

Check rubber tips on legs replace as necessary

ROOF DRAINS

QRTLY

Check roof drains for blockage, debris, etc.

Check roof surface for water damage, cracks, seam leaks

OVERVIEW OF EQUIPMENT LIST, INSPECTION INTERVALS AND PM INSPECTION CHECK OFF STEPS

RTU-3

MONTHLY

Inspect air handler for excessive or abnormal noise or vibration

Check operation of burner if during the heating season

Replace filters as necessary

During the cooling season verify that water has not backed up in the unit

Verify water is flowing out of the P-trap

Inspect belts and replace as necessary

Inspect aluminum pre-filters. Remove them from the unit and rinse them with a garden hose

Go in space above maintenance and inspect filter in plenum. Replace as necessary.

SALT BOX (TRUCK)

PRES

Grease chains

Oil track

Grease all bearings

Check adjustments on track

Check hydraulic hoses for cracks

Visibly inspect salt box for damage, wear and tear, etc.

Engage hydraulic pump to verify proper operation

POST

Power wash salt box inside and out

lubricate chains

Oil track

Grease all bearings

Drain gear box oil and refill

SAND BLASTER

MONTH

Replace media if necessary

Check hoses, nozzle, media, gaskets, lamp shield, and filter bags

Check media valve handle and air valve (Green handle) for proper settings

If media bags do not need replacing shake them out

SCISSORS LIFT

ANNUAL

Performed by an outside source

QUARTERLY

Performed by an outside source

MONTHLY

Check water level in batteries if applicable

Wash unit

Put one pump of grease in each grease fitting if applicable

Lube screw jacks with silicone spray if applicable

SECURITY FENCE AROUND BUILDING QRTLY

Walk fence lines and look for loose or damaged areas

OVERVIEW OF EQUIPMENT LIST, INSPECTION INTERVALS AND PM INSPECTION CHECK OFF STEPS

SHEAR (BETENBENDER)

SANUL

- Check for proper hydraulic oil level
- Check shear for level
- Check gib surfaces for lubrication
- Check blade clearances for rubbing
- Clean back gauge ways and wipers
- Check all electrical connections for tightness
- Check all hydraulic and lubrication for leaks
- Clean and lubricate back gauge screws
- Check back gauge calibration and reset if necessary
- Inspect blades for sharpness, clean and oil
- Rotate blades if dull
- Check condition of filters
- Clean or change cartridges if necessary

SHELTER WORK

ANNUAL

- Inspect for damage and wear

SIGN WORK

- Repair or replace as recorded
- Lube cross screw

SNOW BLOWER

PRE

- Check tire pressure Check auger gear case
- Check belts
- Lubricate chain Fill with fresh gas

POST

- Change engine oil
- Drain gas and run engine until residual gas is burned up
- Rinse unit down before storage
- Lubricate control cables
- Grease as needed

SOUTHWORTH LIFT TABLE ANNUAL

- PM performed by outside source

SPILL EMERGENCY CONTAINMENT

QRTL

- Verify that the spill containment kit contains the following:

- 50 Pads (15"X19")
- 12 Socks (3"X4")
- 8 Pillows (18"X18")

1 Pair safety glasses
5 Disposable bags with ties
1 Pair nitrile gloves
1 Emergency response guide book

SPRINKLER SYSTEMS

5YR

PM performed by outside source

QRTLY

PM performed by outside source

OVERVIEW OF EQUIPMENT LIST, INSPECTION INTERVALS AND PM INSPECTION CHECK OFF STEPS

STACKERS

QRTLY

Check battery level

Check hydraulic system for leaks

Use BP-SHF32 or equivalent hydraulic fluid

Check lifting chain and inside of channels

Lubricate with light oil

Check rollers

Grease swivel casters

Grease fittings

Check forks for cracks or damage

STORM WATER POLLUTION PREVENTION

QRTLY

Does the storm water appear to be colored?

Is the storm water clear or transparent? Which of the following best describes the clarity of the water? Clear/ Milky/ Opaque

Can you see a rainbow effect of sheen on the water surface?

Which best describes the sheen? Rainbow sheen/ Floating oil globules

Does the sample have an odor? If so describe below

Is there something floating on the surface of the sample?

If so describe below

Is there anything suspended in the water column of the sample?

If so describe below

Is there anything settled on the bottom of the sample?

If so describe below

Is there foam or material forming on the top of the sample surface?

If so describe below

Are the areas tributary to the sampling location clean and free of material storage?

Detail any concerns, corrective actions taken and any other indicators of pollution present in the sample.

Storm water examiners signature

Outfall#

Quarter/Year

Date/Time collected

Date/Time examined

Rain fall amount

Qualifying storm? Yes/No

Runoff source: Rainfall / Snow

A copy of this work order must be given to the manager of facilities.

STRING TRIMMERS

MONTH

Check engine oil level and fill if *needed* (10W-40)

- Check throttle trigger and trigger lock out function
- Check that stop switch works correctly
- Check that there are no fuel leaks from engine. tank, or fuel lines
- Check that the cutter does not rotate when engine is idling
- Clean outside of the machine
- Check the string guard for damage
- Check all hardware is in place and tight
- Check the starter cord for damage and operation
- Clean carburetor area
- Clean the outside of the spark plug
- Clean cooling fins
- Check that the air intake near the starter is not blocked
- Check that the bevel gear is filled with grease
- Clean air filter
- Check electrical wires and connectors

OVERVIEW OF EQUIPMENT LIST, INSPECTION INTERVALS AND PM INSPECTION CHECK OFF STEPS

STRING TRIMMERS MONTH

POST

Change engine oil (10W-40)
Change spark plug adjust gap to 6.0 to 7.0 mm
Change air filter
Change fuel filter in the fuel tank
Check and clean the spark arrestor mesh on the muffler
Empty gas tank and start string trimmer until it runs out of fuel
Cover engine with plastic bag after cooling and put in storage

SYRACUSE FACILITY QRTLY

Interior: Is there evidence of spills in the vicinity of any 55 gallon chemical or oil drums in any repair bays or wash bay area
Are any of the drums in impaired condition
Are there any 55 gallon chemical or oil drums not located on or in secondary containment
Is there any evidence of spills in the vicinity of the windshield washer fluid tank
Is there any portion of the windshield washer tank damaged
Are materials stored uncontained near man doors, overhead doors or other areas where a spill could enter the environment
Is there evidence of mechanical issues, spills, or leaks associated with the diesel dispenser
Is there evidence of mechanical issues, spills, or leaks associated with the bus lift hydraulic system
Are spill control materials adequate to properly respond to and control a spill on the interior
or exterior of the facility
Are there any other areas of concern that could potentially impact the storm water quality at the facility
If so please record them on this work order and report them to your supervisor
Exterior: Does the ground in the vicinity or the general refuse dumpster have any evidence
of spill material or debris
Is the lid on the dumpster open if so close it
Are there any drums or containers storing chemicals or oil outside if so are they in good condition
Do the asphalt areas require sweeping or other cleaning
If vehicles including employee vehicles are staged outside is there evidence of leaks or staining
below or near the vehicle
Is there evidence of leaks or spills near any overhead doors

Is there evidence of spills at the chemical or oil transfer areas

Are there any other areas that could potentially impact the storm water quality at the facility

(Utica only) Does the ground in the vicinity of the oil filter dumpster have any evidence of spilled material or debris

Is the lid open if so close it

(RTC only) Is there any evidence of spills in the vicinity of the septic tank

Is the septic tank properly covered

(Oswego only) Is there any evidence of contaminated storm water runoff from the off site former dump site

(Cortland Ave.) Does the ground in the vicinity of the parts dumpsters have any evidence of spilled

material or debris

Are any of the lids open if so close them

Does the ground in the vicinity of the bus wash bay sediment storage area have any evidence of

spilled material or debris

Is the area covered

TIRE CHANGER

ANNUAL

Change filter with part number 001361

SANUL

Grease motor

Check hoses for cracks or leaks replace as necessary

Check chain lubricate as needed

Remove side panel and lubricate the four posts that guide the carriage up and down. Also with the

grease gun lubricate the bushing sprocket tube

Check hydraulic reservoir. Level should be approximately 2 inches below the opening

Fill as needed with Coats Hydraulic fluid part# 120454

Wipe the machine down and clean slide tracks, Vacuum under slide tracks

TORCH CARTS

QRTLY

Check hoses and fittings for leaks

Check that guards and gauges are properly installed

Check for up to date fire extinguisher

Check regulators

Check that wheels are not cracked or damaged

Check safety chains and hooks

TORO SELF PROPELLED MOWER 36"

PRES

Fill gas tank with fresh gas

Check oil level top off with SAE 30 if necessary

Lubricate all operating cables with spray lubricant

POSTS

Power wash the deck and bottom of the mower, clean any residual grass off

Lubricate all operating cables with spray lubricant

Run engine to warm oil, when engine is warm shut down

Remove oil drain plug and filter to completely drain oil

Install new oil filter part# 03030BAB I

Reinstall oil plug tighten and add approximately 1.8 qts of SAE 30 engine oil

Drain gas from tank

Start engine at idle speed to use up the fuel in the fuel system

replace inline fuel filter

Remove both spark plugs and put one full squirt of oil in the cylinder

Slowly pull the recoil starter grip several times and reinstall the spark plug

After the plug is installed slowly pull the recoil grip until you feel compression and leave it

Remove the Blades and sharpen or replace them as needed

Replace foam and paper air cleaner elements

TRANSMISSION JACK

QRTLY

Check for leaking seal

Check wheels for cracks or other visual damage

Check for missing or damaged safety chains, chain hooks, pump bracket, leg support, retaining rings

Check upper adapter (TK404)

Check bottom adapter

OVERVIEW OF EQUIPMENT LIST, INSPECTION INTERVALS AND PM INSPECTION CHECK OFF STEPS

VEHICLE LIFTS

5 YR

Performed by outside source

ANNUAL

PM performed by outside source

QRTLY

Grease fittings on wheels. Motor and locking dogs

Lubricate chain

Check track for cracks and debris

Make sure name plates are on

Check for air leaks

Check for proper operation of the ratchet bar and control levers

MONTH

Check dead man function of control valves (spring return to closed position)

Check for leaks in control valves

Raise front and rear ram check proper operation of locking dogs

Lower ram onto locking dog. Check that lift rams do not move side to side or back to back more than 3/8"

Remove slide extensions and clean debris from super structure. Reinstall slide extensions and verify they are free moving

Check for proper installation of slide extension stops

Remove sliding plates inspect and clean front ram carriage tracks

Inspect front ram carriage rollers for cracks or flat spots

Check for free movement of the front ram carriage and proper operation of ratchet by cycling the front ram the full length of the pit

Clean the rear lift pit and remove all debris

Check front and rear lift cylinder seals for damage/ leaks and replace as needed

If a seal needs to be replaced do not use an air gun to tighten the bolts on the aluminum gland ring. Tighten with a ratchet and then torque to 40 ft.lbs.

When reinstalling the superstructure torque the bolts to 150 ft.lbs.

Check that lift is in overall good working condition

Stick lift pit and record any fluid on the stick

Verify fluid level in the hydraulic tank. Fill as needed

(the lift must be all the way down to properly check fluid level)

Inspect all exterior surfaces of tank, pipes, & valves

Check for leaks or other deficiencies

Look for corrosion or thinning of materials

Look for any separation or swelling of tank walls

On double wall tanks verify that there is no fluid in the secondary containment

Are there any signs of leaks or spills around the area

Any discrepancies found on the lift inspection should be repaired before turning the lift back over to Fleet Maintenance

VIBROPLATE

PRES

Check oil prior to use

Fill with fresh gas

POSTS

Drain fuel from fuel tank

Change oil and filter

Check spark plug

Check and adjust belt

Clean sediment cup

Clean cooling system

Change exciter oil-fill with auto transmission fluid

Drain gas and run unit until residual gas is gone

OVERVIEW OF EQUIPMENT LIST, INSPECTION INTERVALS AND PM INSPECTION CHECK OFF STEPS

WALK BEHIND SCRUBBER (Tennent)

25hr.

Check scrub brushes for damage or wear

Clean out recovery tank and optical sensor

Clean "ES" filter

Clean solution tank

Clean vacuum fan filter

Check machine for leaks

Check disc scrub head skirt for damage or wear adjust as necessary

Check cylindrical scrub head skirts for damage or wear adjust as necessary

Check water level in batteries add distilled water if needed

50hr.

Check the front tires for proper air pressure: 60 to 65 psi.

Check cylinder brushes for taper and rotate front to rear

100hr.

Lubricate rear casters

Check tension on cylindrical scrub brush drive belts

500hr.

Check vacuum fan motor brushes replace as necessary

Check scrub brush motor brushes replace as necessary

Check propelling motor brushes replace as necessary

Check lubrication level of transaxle

WALK BEHIND VACUUM

PRES

Check oil prior to use

Fill with fresh gas

POST

Drain fuel from fuel tank and run until unit stalls

Change oil and filter

Check spark plug

Replace air cleaner element

Change spark plug

WHEEL LIFT (GRAY) STEAM ROOM

MONTH

Check that all capacity labels are in place

Lubricate all wheels and grease wheel slides

Verify safety pin is chained to each unit

Operate each lift to full height and watch for proper operation

XLS GAS MONITORING PANEL

MONTH

Check calibration of all sensors at panel in vehicle maintenance. Sensor calibration must be 3 or below. Anything above 3 a work order must be created to calibrate the sensor or sensors that are out of calibration.

Revised 2016

Section 4
Job
Procedures

**Bus Stop Sign or Shelter Repair/Replace
Procedure**

The proper repair procedure for bus stop sign or shelter repair/ replacement is as follows: A defect could arrive from any number of sources. It could be a driver, a customer, a road supervisor etc. When a complaint is received for a sign or shelter, a road supervisor is sent out to look at the damage. The road supervisor then generates a repair order. After a repair order is written it is submitted to the Operations/Facilities Administration Coordinator (Linda Fehlman). Linda records that the repair order came in and forwards the order to buildings and grounds. The supervisor from buildings and grounds schedules the repair and signs off on the repair order. The repair order is then sent to the Lead Operations Supervisor (Chuck Acevedo). He sends a road supervisor back out to the repair sight to verify the work was completed. The road supervisor then returns the repair order to Linda and she records all the information.

Created
7/25/06
Revised 2016

Snow Removal Procedures

CNYRTA snow removal procedures are to go into effect whenever two (2) or more inches of snow have fallen, or icy conditions exist. These procedures will be initiated by the Maintenance Department Supervisor or who is on duty. If a simple scraping of the sidewalks with a shovel or making a pass through the parking lots with the salt truck is all that is required, the Maintenance Supervisor should be able to accomplish this with an employee from his or her own shift. If a greater response including overtime labor is needed than the following applies:

Facilities Maintenance employees are given first opportunity to perform overtime snow removal.

If additional help is needed ask those employees who are next in order as shown on the snow removal overtime sheets located in the maintenance office.

Remember to record all overtime worked, declined or instances of employees being inaccessible to offer overtime to.

On weekdays the standard report time for snow removal is 2:00 am. Snow that falls over the weekend is not to be left for Monday morning, but cleared on Saturdays and Sundays. Supervisors should try to give advance notice to employees next in line for snow removal that their services may be required the following morning.

Supervisors are to leave notes on the working desk informing supervisors on later shifts what provisions for snow removal have been made.

The morning following each instance of snow removal an inspection of work performed will be completed by the Facilities Maintenance foreman or appointee.

Whenever employees are called at home and requested to report for snow removal they should be contacted approximately one hour prior to the time they are to report to work. Remember that employees who are called at home to report for work to their regular shift will be paid for a minimum of 5 hours at their overtime rate. for this reason, we schedule employees who normally report at 7:00 am to report at 2:00 am for snow removal. Employees who normally report at 5:00 am should report at 12:00 am.

For any significant accumulation of snow, two (2) employees are to operate the plow trucks, one (1) employee is to operate the Toolcat, one (1) employee is to operate the John Deere, one (1) employee is to operate the Bobcat skid steer, one (1) employee is to operate the salt truck, and three (3) employees are to shovel and salt sidewalks.

From 2:00 to 4:30 am the employees performing sidewalk snow removal will do so at the CNYRTA main facility. Sidewalks cleared during this time period will include those located on the east side of the facility so as to allow bus drivers reporting for work to enter the building safely.

Additional instructions for employees reporting for snow removal:

Only qualified employees are allowed to operate plow vehicles, loaders, snow blowers, salt truck, skid steer, or toolcat.

Orange/Yellow safety vests are to be worn by any employee performing snow removal.

All equipment which does not function properly is to be written up and the write up presented to the Fleet foreman.

All equipment is to be fueled after to each use.

Fluid levels are to be checked prior to and after each used.

If the salt truck has been used it will be the decision of the Buildings and Grounds working foreman or other appointed person to determine if the truck should be refilled with salt at the DPW

Snow on the sidewalks often contains chemicals from the ice melt which will damage shrubs and lawns. Snow from the sidewalks is to be shoveled or snow blown out onto the tarvia driveways for removal by the plow trucks.

Drive and parking lot snow removal priorities

Drivers parking lot

Cortland Street apron

Driveway outside door #3

Mechanics lot

Tallman Street lot

Office parking lot

J lot

Nedrow and Midland loops

Sidewalk snow removal priorities

Drivers entrance

Mechanics entrances

Office complex entrances

Sidewalks outside of fence lines around this facility and J lot including shelters and curb cuts

All facility exit doors to main emergency egress

All fire hydrants and post indicator valves

High usage bus stop shelters identified on attached sheet

Powered entrance gates

Priority list of bus stops to be cleared of snow

Inner city route

James street route

South route

West route

East route

North route

Equipment:

The equipment that's used for snow removal is of different shapes and sizes. Prior to using any mechanized equipment each employee will be trained on the proper operating procedures of each piece of equipment. If an employee has not been trained on a piece of equipment that he or she is asked to run that employee is to tell the supervisor handing out the assignments that you are not trained. Under **no** circumstances is an employee to operate a piece of equipment without being properly trained first. Proper training consists of watching films of applicable pieces of equipment and films on working in cold environments. After the training films have been reviewed, hands on training will occur in each piece of equipment along with a walk through of the facility to show where snow is to be piled throughout the winter.

Created February 1998 Revised January 2009

Snow Call in Procedures

The Buildings and Grounds department will make every effort to have a snow removal crew arranged the night before a forecasted snow event. This information will be passed on to the second shift Manager or working foreman whoever is in charge that evening. If a snow removal crew is not arranged, it will be the responsibility of the Manager or working foreman to arrange for snow removal. The first people to be called are the Buildings and Grounds people. Everyone on the overtime list from the Buildings and grounds crew should be called in. The (10) minute rule will not apply for the Buildings and Grounds crew. Everyone from the Buildings and Grounds crew should be called regardless of how much snow fell. From that point a determination of how many people to be called will have to be assessed by the person placing the calls. If 2" fell than we would not need as many people. If more than 2" fell than more people will be required. Both the Buildings and Grounds overtime list and the plow list are hanging in the maintenance office on the cork board. When placing calls start at the top of the list, call each person one at a time and give them a ten (10) minute time period to return the call. If they don't return the call mark that person as unavailable and move on to the next person in line. When calling people in the middle of the night please do not start calling them until 1:00 am for a 2:00am report time.

Created 11/12/10

Revised 3/27/14

Section 5
Fire and Gas
Detection System

FIRE AND COMBUSTIBLE GAS DETECTION SYSTEM

System Overview:

The Siemens "XLS" Fire Alarm and the MSA "Suprema" Gas Detection System were installed in this facility by Patricia Electric. This combine system went into service in 2004.

The Sinorix gaseous suppression system, which replaced the conventional sprinklers' in the Computer Server and Bus Simulator Rooms, was added in 2007.

All three systems report to a CAD Graphics Display Monitor

The Fire Alarm System panel is located adjacent to the CAD Graphics Monitor in the bus servicing lane.

Also has two Remote Annunciators; one each in dispatch and maintenance.

Detection devices:

53 Smoke Detectors

23 Duct Detectors

4 Water Flow Switches

88 Heat Detectors

37 Pull Stations

12 Tower Switches

1 Protectowire System:

Consists of a heat sensitive cable run throughout the garage and drive areas

2 Sinorix gaseous systems

Combustible Gas Detection System panel located in Maintenance Office:

12 Gas Beam Detectors

21 Gas Point Detectors

Levels of alarming:

10% Gas Alarm

Turns on yellow indicator lights

20% Gas Alarm

Turns on red indicator lights

Sounds horns

Turns on exhaust fans

Shuts off radiant heaters

40% Gas Alarm

Activates facility fire alarm

Initiates call to monitoring service

Monitoring of Alarm System by Outside Contractor:

Siemens Monitoring Service located in Dallas, Texas Phone# 866-552-7823

The Fire Alarm will sound and notification of alarm is forwarded to monitoring service in the following instances:

Any 40% Combustible Gas Alarm

Activation of a sprinkler system water flow switch

Release of gaseous fire suppressant from either of the Sinorix Systems

Any heat detector or pull station located in the fueling station which is activated

If any one of the remaining detection devices in the building ie: smoke detectors, heat detectors or pull stations are tripped, the fire alarms will sound, so that employees will evacuate the building, however until a second device trips, the alarm does not ring out to the monitoring contractor.

Therefore, the Syracuse Fire Department will not automatically respond.

Created 1/21/08

CNYRTA RESPONSE TO FIRE ALARM ACTIVATIONS

In the event of a fire alarm activation within this facility, the majority of occupants are required to exit the building in adherence to CNYRTA's Emergency Evacuation Plan. Part of this plan however, requires key maintenance personnel to remain and investigate the cause of the alarm unless doing so obviously exposes them to a hazardous situation.

These maintenance personnel are to report to the CAD Graphics Monitor so as to identify the alarms origin.

The fire alarms are not to be silenced until the origin of the alarm has been identified and determined not to present a hazard (in red).

If the alarm activation is due to a release of combustible gas maintenance personnel are to verify the operation of fans and doors which will exhaust gas from building. The Syracuse Fire Department will be arriving shortly so one maintenance employee should report to the Cortland Street apron to meet them.

If the alarm activation is triggered by a detector, switch or pull station connected into the fire alarm system, maintenance employees are to inspect the area surrounding the device for fire or smoke.

If a hazardous situation exists, then the remaining employees are to evacuate the building and call 911.

If no hazard exists, then the alarms can be silenced and employees can be instructed to return to the building.

If this alarm activation occurs in the evening or on the weekend, when Facilities Maintenance employees are not on the property, they are to be contacted at home. Please call in the following order until someone is notified of the situation:

	CELL#	
Steve Prosonic	569-7504	
Steve Hoalcraft	263-5658	
Dave Ryan	427-5585	

Created 8/18/89 Revised 7/18/07 Revised 2011

Revised 2014

Revised 2016

Section 6
Environmental
Compliance

The manual for this section is kept in the Facilities Managers Office

Section 7
Integrated
Contingency
Plan

The manual for this section is kept in the Facilities Managers Office

Section 8
Lock out
Tag Out

The manual for this section is kept in the Facilities Managers Office

13. 19A PROCEDURES

19A PROCEDURES

Overview

This document describes the key documents and roles necessary to maintain compliance with 19-A requirements and avoid operational consequences.

Bus Operators are not allowed to operate a bus for a motor carrier unless they are qualified according to NYS DMV Bus Driver Unit Article 19-A of the Vehicle and Traffic Law and part 6 of the Regulations of the Commissioner of Motor Vehicles (DS-700), Centro must verify that all Operators:

Complete pre-employment and biennial medical examinations and any required follow-ups.

Accuracy of pre-employment and annual driver license abstracts

Complete annual defensive driving observations

Complete biennial road tests

Complete biennial oral/written tests

All Centro companies must annually

Review the driving records of their Operators annually; and

File and affidavit of 19-A compliance with the Department of Motor Vehicles (DMV) no later than July 1 each year; and

Attest to compliance with the requirements.

Incomplete 19-A records can result in serious consequences for a company, including:

Mandatory attendance at a DMV administrative hearing

Suspension of service

Paying civil penalties of \$500-\$2,500 per violation

Failing to meet 19-A requirements repeatedly can result in civil penalties of up to \$5,000 per violation.

Resources

The New York Department of Motor Vehicles website offers information and forms for Article 19-A.

This area supplies applications, forms, and instructions for completing the affidavits of compliance. Of particular usefulness for anyone new to the Article 19-A requirements and process is the Article 19-A Guide for Motor Carriers. The guide provides instructions for using the DMV 19-A System to register Operators online, submit affidavits, and identify all the necessary forms for the process.

<http://dmv.ny.gov/motor-carriers/information-and-forms-article-19>



This link provides the full 19-A requirement (the law and regulations).	http://dmv.ny.gov/forms/ds700.pdf
This link provides a description of the License Event Notification Service (LENS) and the types of information the service provides.	http://dmv.ny.gov/dmv-records/license-event-notification-service-lens-accounts
For questions regarding 19-A Compliance Reviews, contact 19acompliance@dmv.ny.gov For general information regarding the 19-A program, contact busdriverunit@dmv.ny.gov	

Key Roles and Responsibilities

Key Roles and Responsibilities

Carrier Representatives

The Carrier Representative is the third party that administers 19-A requirements. Carrier Representatives are not applicable at Centro as long as we continue to self-administer. On the DS-870 Article 19-A Bus Driver Application, the Carrier Representative is Centro.

19-A Administrator

The 19-A Administrator is the person who acts as the point of contact between Centro and the **Bus Driver Unit (BDU)** of the DMV (via the 19-A Online System). The Secretary of Transportation registers new Operators in the roster for New York State and reviews reports of convictions, accidents, or changes in license status. The 19-A Administrator submits the Affidavit of 19-A Compliance to the DMV on or before July 1. The 19-A Administrator may also download (or “pull”) Commercial Driver’s License (CDL) abstracts from the DMV. The 19-A Administrator will have an account for the online DMV 19-A System and the License Event Notification Service (LENS).

Certified Examiners

A Certified Examiner (CE) is the person who performs the testing and evaluation for the annual Defensive Driving Performance Test, Biennial Behind-the-Wheel Road Test, and the Biennial Oral/Written Examination. A CE must be certified by the DMV. The certification requirements are defined in 6.13 of Part 6 of the Commissioner’s Regulations.

CNY Centro - Syracuse	Kayla Garcia – 19A Administrator Kahlil Franks – Senior Training Supervisor Rasheed Gist – Trainer/Instructor Rob McCarthy-Trainer/Instructor Keddon Anderson-Trainer/Instructor Kim Kinne – Instructor

APPROVAL DATE:



	Roger Thayer – Outside supervisor
CNY Centro – Oneida	Kinnie, Kim – Instructor Lisa Fahy – Outside Supervisor Zlatko Musedinovic – Outside Supervisor Antwan Spratt – Outside Supervisor
CNY Centro – Cayuga	Tim Sinclair – Manager of Subsidiary Operations Dominick Valero – Operator, Full-Time Kim Kinne -- Instructor
CNY Centro - Oswego	Kinnie, Kim – Instructor Connor, Sue – Assistant Supervisor McCarthy, Robert – Operator, Full-Time Jeff Thompson – Operator, Part-Time

Manager of Occupational Health

The Manager of Occupational Health coordinates and schedules the required medical exams, physicals, and medical follow-ups for Operators within the necessary intervals.

Contract Physician/Physician's Assistant

Physicians or PAs contracted by Centro will perform medical examinations and follow-ups.

Support Staff

Each company's designated Support Staff person coordinates and schedules the required non-medical tests, observations, and examinations. The person also maintains the paper record file for each Operator, ensuring that a complete audit trail is available to the DMV upon request. The person may also fulfill the same duties as Authorized Users, such as downloading abstracts from the DMV or connecting/disconnecting Operators in the online 19-A system.

CNY Centro	Kayla Garcia- 19A administrator
CNY Centro – Oneida	Kayla Garcia- 19A administrator
CNY Centro – Cayuga	Kayla Garcia- 19A administrator
CNY Centro - Oswego	Kayla Garcia- 19A administrator

Operators

Each Operator's responsible for complying with 19-A standards and regulations. Suppose an operator is scheduled for a follow-up appointment, exam, test, observation, certification, or renewal and does not appear for it or comply with it. In that case, Centro will prohibit the Operator from operating a Centro vehicle until he/she has fulfilled the requirement. While the Operator is not working, he/she will not be paid.

Systems

19-A System

This system is available to designated Administrators. The system is the electronic method for reporting all 19-A information to the BDU, including the annual affidavit of compliance. Administrators need to use the 19-A system to connect newly hired Operators to the roster, to disconnect separated Operators from the roster, or to disconnect Operators on leave from the roster. Access (user ID and password) is sent directly to the Administrator's email address. It is always important to ensure that the BDU has the most current email for the acting Administrators. Notify buddriverunit@dmv.ny.gov whenever an email address or Administrator person changes.

LENS

LENS is an automated system that reviews the driver license records of Operators and reports changes to the Administrator via email. These changes include accidents, convictions, expirations, and changes in license status.

The LENS login is issued to the Administrator after the Administrator registers at <http://dmv.ny.gov/dmv-records/apply-lens>.

The Administrator needs to maintain an accurate roster of active Operators in order to get the full benefit of using LENS. The Administrator must add newly hired or reinstated Operators to LENS. Instruction are available at <http://dmv.ny.gov/dmv-records/adding-drivers>.

Paper Records

CNYRTA/Centro is required to maintain a paper file for each Operator it employs for three years plus the current year. When these files are current and correct; they provide proof that Centro is compliance with 19-A requirements. The critical records of proof include Article 19-A Forms, CDL abstracts, and letters. The DMV Testing and Investigation Unit will periodically audit these files for compliance under the law and record any violations. If the records are incomplete, the DMV may impose any of the following: mandatory attendance of an administrative hearing, suspension, payment of \$500 to \$2,500 per violation, or payment of up to \$5,000 per violation.

Paper records are located in locked filing cabinets in the CNYRTA/Centro 19-A Administrator's Office.

Each Centro company office has filing cabinets onsite for 19-A records. Access to these records should be restricted (i.e. locking cabinets when not in use).



Article 19-A Forms

Managing the 19-A requirements involves understanding and applying several forms. The NY DMV Article 19-A Guide for Motor Carriers provides a complete listing of all forms, which can be viewed and downloaded at <http://dmv.ny.gov/forms>.

Required 19-A Forms for Each Operator (Driver)

Depending on the length of his/her employment, each Operator's paper file will contain some or all of the documents described in this section. The documents must either be the original form/abstract or a high-quality photocopy with a notation indicating the location of the original. All documents must be completely filled in, dated, signed, etc.

Form DS-870 Article 19-A Bus Driver Application

A one-time record for the pre-employment phase.

Commercial Driver's License Abstracts

Two pre-employment abstracts.

One abstract per year after the Operator is hired

A current abstract must be in the paper file for each calendar year that the Operator is active.

Each abstract must be dated within one year of the prior abstract and attached to the DS-872 form.

Medical Examination Reports (two forms are available)

One pre-employment medical examination report (either DS-874) or 649-F)

One DS-874 form per every physical exam.

Physical exams are required every two years and must be dated within two years of the prior exam.

There are two "flavors" of medical examination report forms:

Form DS-874 Medical Examination Report for Driver Under Article 19-A

Form 649-F Medical Examination Report for Commercial Driver Fitness Determination.

Form DS-872 Carrier's Annual Review of Employee's Driving Record Under Article 19-A

One DS-872 form per year after the Operator is hired. The first DS-872 must be dated within one year of the date on the Operator's DS-870 Bus Driver Application. Every DS-872 form thereafter must be dated within one year of the prior form.

If the Operator is licensed in a state other than New York, an abstract of driving record from that state must be attached.

Form DS-873 Report on Annual Defensive Driving Performance for Driver Under Article 19-A

One DS-873 form per year after the Operator is hired. The first DS-873 must be dated within one year of the date on the Operator's DS-870 Bus Driver Application. Every DS-873 form thereafter must be dated within one year of the prior form.



Form DS-875 Article 19-A Biennial Behind the Wheel Road Test

One DS-875 for every road test; road tests are required every two years. The first DS-875 must be dated within two years of the date on the Operator's DS-870 Bus Driver Application. Every DS-875 form thereafter must be dated within two years of the prior form.

Form DS-875Q Article 19-A Biennial Oral/Written Examination

One DS-875Q for every oral/written exam/ the oral/written exams are required for every two years. The first DS-875Q must be dated within two years of the date on the Operator's DS-870 Bus Driver Application. Every DS-875Q form thereafter must be dated within two years of the prior form.

Form DS-875Y Article 19-A Oral/Written Examination Results

One corresponding DS-875Y must be attached to every DS-875Q in the file.

Form DS-875Z Article 19-A Written Examination Answer Sheet

This form cannot be downloaded but is available to Certified Examiners upon request in order to administer and score the DS-875Q.

Letters

Correspondence regarding compliance under Article 19-A.

Additional Article 19-A Forms for Operators

The contents of the paper files from Operator to Operator will vary based on factors such as length of employment, specific medical history or conditions, accident history, license status, and driving-related charges.

Medical Follow-Up Forms

These forms are available for operators diagnosed with diabetes, obstructive sleep apnea, or high blood pressure. The number of medical follow-up forms in an Operator's file will vary based on his/her conditions and requirements for reporting on these conditions.

Form DS-703 Article 19-A Bus Driver's Blood Pressure Follow-Up by Driver's Health Care Provider

Form DS-704 Article-19A Bus Driver's Diabetic Follow-Up

Form DS-874C Supplement To: Medical Examination of Driver Report Under Article 19-A

This is always attached to a respective DS-874 form and is only suitable for including additional comments and information when necessary.

Form DS-871 Article 19-A Driver Notification to Employer

This is filled out by the Operator whenever he/she

Has an accident or traffic infraction; or

Receives a notice of license suspension or revocation; or

Receives a notice of conviction for a misdemeanor/felony conviction

Operators should ask Support Staff or Administrators at their Centro Company for a printed DS-871 to fill out, and Support Staff must file it in the Operator's folder.



APPROVAL DATE: |||

Administrators or Support Staff with user rights in 19-A Online must then disconnect the Operator from the roster in the 19-A Online System.

Suggested 19-A Forms for Each Certified Examiner (CE)

Form DS-876 Application for Article 19-A Certified Examiner

Driver's License

Transcript of college-level course with driver education instruction OR course certificate for MDV-approved course in driver training and traffic safety.

Affidavits where necessary

Current 19-A Certification Form

Commercial Driver's License (CDL) Abstract

Necessary to show renewal of CDL

Form DS-877 Article 19-A Certified Examiner Application for Renewal or Amendment

Every three years from the date of original certification, the CE must use the form to report completion of the required Article 19-A refresher seminar.

Completion certificates should be attached to the correlating DS-877.

The form can also be used to report changes in information or to request a duplicate certificate.

May require a CDL abstract to show renewal of CDL.

Form MV-232 Address Change

You must notify MDV within 10 days of any permanent address change.

You can also notify the DMV online or by phone.

Additional Resources

NY DMV Website

Get current forms and information at <https://dmv.ny.gov/forms/cdl15.pdf>

NY DMV Bus Driver Unit in Albany

Email: busdriverunit@dmv.ny.gov

Phone: (518)-473-9455

General questions about Article 19-A Compliance

Process bus driver application forms

Produce and Mail CE cards

Re-qualification of bus driver with license-related disqualifications

Mailing, review, and processing of Annual Affidavit of Compliance

Criminal history monitoring, criminal disqualifications



APPROVAL DATE:

Three-accident re-examination

Record review violations

Hearings/waivers

Collection of civil penalties

CE reminder letters and CE termination letters

Monitoring CE driving records

Bus accident/incident investigations

Suspend carriers for late or no filing of Affidavit of Compliance

NY DMV Operations/Testing & Investigation

Phone: (518)-473-8243

Areas of Expertise

CDL testing and investigation in DMV offices

19-A Carrier audit/record review

Oversee principal examiners in district offices

District office procedures and training

CE testing procedures and policies



APPROVAL DATE: |||

14. SPILL INTEGRATED CONTINGENCY PLAN

INTEGRATED CONTINGENCY PLAN (ICP)

FOR

**CENTRAL NEW YORK REGIONAL TRANSPORTATION AUTHORITY
– CORTLAND AVENUE FACILITY**

**200 Cortland Avenue
Syracuse, New York 13205**



C&S ENGINEERS, INC.
499 Col. Eileen Collins Blvd.
Syracuse, New York

May 2023

**CNYRTA Cortland Avenue Facility
EMERGENCY CONTACT LIST
(40 CFR Part 112.7 (a)(vi))**

Oil and chemical spills, regardless of quantity, must be reported to the Facility Response Coordinator. The Facility Response Coordinator (or Alt. Response Coordinator) will determine appropriate response and regulatory notifications. Refer to **Section I-2 - Discharge Reporting Procedures** for more detailed spill reporting requirements.

New York State regulations require a facility to report every spill to the NYSDEC Spill Hotline (518-457-7362) within two hours after discovery, contain the spill, and begin corrective action in accordance with the requirements described in **Section I-2**.

When reporting a spill be sure to provide an accurate description of the facility and spill location. The address of the facility is: 200 Cortland Avenue, Syracuse, New York, 13205 (near the intersection of Tallman Street). A Spill Record Form containing information required to be reported in the event of a spill is enclosed as Appendix A.

Affiliation	Contact	Telephone
Facility Response Coordinator	Nate Dow (emergency)	(315) 442-3373 (315) 373-8309
Alt. Facility Response Coordinator	Geoff Hoff (emergency)	(315) 442-3365 (315) 935-7371
Metropolitan Syracuse Wastewater Treatment Plant		315-435-2260
Onondaga County Office of Emergency Management	Peter Alberti	(315) 435-2525
NYS Emergency Management Office	Region IV Office	(315) 438-8907
Local Police and Fire Departments	Emergency	Dial 911
Onondaga County Health Department		(315) 435-3252
SUNY Upstate Medical University	Emergency	315 464-5611
Crouse Hospital	Emergency	315-470-7411
USEPA Region 2		(212) 637-3000
New York State Department of Environmental Conservation (NYSDEC)	Spill Hotline Region 7 Office	(800) 457-7362 (315) 426-7519
National Response Center		(800) 424-8802
Cleanup Contractor	Environmental Products and Services	(315) 451-6666
Environmental Consultant / Engineer	C&S Engineers	(315) 455-2000

APPROVAL DATE: 





Integrated Contingency Plan
CNYRTA Cortland Avenue Facility

INTRODUCTION

This Integrated Contingency Plan (ICP) has been developed for the Central New York Regional Transportation Authority (CNYRTA, a.k.a. Centro) Cortland Avenue Facility, the owner / operator of the facilities described herein. The ICP has been developed to unify applicable Federal, State, Local, and CNYRTA spill reporting procedures into a single reference document as well as to demonstrate how the facility complies with the applicable regulations described below.

The ICP incorporates Spill Prevention, Control, and Countermeasure (SPCC) requirements in accordance with 40 CFR Part 112, Stormwater Pollution Prevention Plan (SWPPP) requirements in accordance with New York State Department of Environmental Conservation (NYSDEC) Environmental Conservation Law (ECL) Articles 17 and 70, and Spill Prevention Report (SPR) requirements in accordance with 6 NYCRR Parts 596-599. Refer to pages *ii* and *iii* for a summation of the applicability of the facility to each of these reporting requirements.

Title 40 CFR Part 112 defines the requirements for an SPCC Plan. An SPCC Plan establishes procedures, methods and equipment to minimize the possibility of an oil spill and respond to oil spills. ECL Articles 17 and 70 demonstrates the need for a State Pollution Discharge Elimination System (SPDES) Multi-Sector General Permit (MSGP) for stormwater discharges at industrial facilities. The permit requires the establishment of a SWPPP to develop procedures, methods, and equipment to reduce impacts to stormwater. Title 6 NYCRR Parts 596-599 defines the requirements for a SPR. An SPR establishes procedures, methods and equipment to minimize the possibility of and respond to chemical spills.

The CNYRTA Cortland Avenue facility is located at 200 Cortland Avenue in Syracuse, Onondaga County, New York 13205. CNYRTA provides public bus transportation for the Onondaga County area. In addition, bus maintenance activities for the associated bus fleet are completed within the facility. The facility stores and uses various types of oil products, including unleaded gasoline, diesel fuel, engine oil, gear oil, hydraulic oil, transmission fluid and resulting used oil as well as chemical products such as antifreeze, soaps / cleaners and windshield washer fluid. The oil materials are utilized primarily for fueling the bus fleet and for servicing / maintaining the bus fleet. Chemical products such as soaps and cleaners are used in the bus wash operation while antifreeze is used for bus maintenance.



Integrated Contingency Plan
CNYRTA Cortland Avenue Facility

Applicability

Spill Prevention, Control, and Countermeasure Plan (SPCC)

Federal Oil Pollution Prevention regulation, 40 CFR Part 112, applies when both of the following conditions apply to a facility:

- (i) The facility is a non-transportation related facility that could reasonably be expected to discharge oil into or upon navigable waters of the United States or adjoining shorelines; and
- (ii) Excluding containers with a capacity less than 55-gallons, the facility has: (1) an aggregate aboveground oil storage capacity of more than 1,320 gallons or (2) a total underground oil storage capacity of more than 42,000 gallons.

It should be noted that once a facility is subject to 40 CFR Part 112, oil containers at the facility with a capacity of 55-gallons or greater, that are not regulated under 40 CFR Part 280 or Part 281, are regulated by 40 CFR Part 112. The following containers are not regulated by this rule and are not included when calculating the total storage capacity for the facility:

- 1. Permanently closed containers;
- 2. Motive power containers;
- 3. Hot-mix asphalt containers;
- 4. Heating oil tanks at single family residences;
- 5. Pesticide application equipment / containers;
- 6. Produced water container / piping as defined in 40 CFR Part 112.2 and meets requirements in 40 CFR Part 112.9(c)(6)(i);
- 7. Any underground storage tank subject to all of the requirements of 40 CFR Part 280 or 281; (does not exempt associated aboveground piping and transfer area) and
- 8. Intra-facility gathering lines subject to 40 CFR Parts 192 or 195.

The facility could reasonably be expected to discharge oil into a navigable water of the United States (e.g. Onondaga Creek). The estimated aboveground oil storage of approximately 6,500 gallons at the facility exceeds the 1,320 gallon aboveground regulatory threshold. Therefore, the facility is subject to the regulatory requirements of 40 CFR 112, and as such, has prepared this SPCC Plan. Please note, five (5) of the facility's six (6) oil-containing underground storage tanks are subject to 40 CFR Part 280 and 281 (Tank Nos. 9701-9703, 9705 and 9706), and therefore are not subject to SPCC regulation. However, since the facility is otherwise subject to SPCC regulation; the transfer area and aboveground piping associated with these tanks are subject to the regulation.

The locations of these exempt tanks are depicted on **Figure 3** and are described in **Tables 1 and 2**. A demonstration of how the facility complies with SPCC requirements is summarized in Section I of this Plan.



Integrated Contingency Plan
CNYRTA Cortland Avenue Facility

Stormwater Pollution Prevention Plan (SWPPP)

New York State Department of Environmental Conservation (NYSDEC) Environmental Conservation Law (ECL) Article 17, Titles 7 and 8 and Article 70 requires that facilities possess a State Pollution Discharge Elimination System (SPDES) Multi-Sector General Permit (MSGP) for stormwater discharges to surface waters of the State from a point source or outlet that conduct industrial activities identified within 40 CFR Part 122.26(b)(14)(i) through (ix) and (xi), as well as other miscellaneous industrial activities designated by the NYSDEC on a case by case basis. Except as in compliance with the MSGP or an Individual Permit, discharges associated with industrial activities are unlawful. The facility is subject to this regulation based on its standard industrial code of 4111 (land transportation); industrial activities / materials are exposed on the exterior of the property; and stormwater is conveyed from the facility grounds to Onondaga Creek via stormwater outfalls (i.e. point sources).

A copy of the SWPPP will be located on-site or locally available to the Department for review at the time of an on-site inspection. The SWPPP will be made available upon request to the Department, local agency approving stormwater management plans, or the owner of a municipal separate storm sewer receiving discharge from the site. Also, in the interest of the public's right to know, the permittee must make a copy of the SWPPP available to the public upon written request.

Spill Prevention Report (SPR)

New York State Compilation of Rules and Regulations (6 NYCRR) Parts 596 through 599 apply to a storage facility which has one or more of the following:

- (i) an aboveground tank storing a hazardous substance, or mixture thereof, with a capacity of one-hundred and eighty-five (185) gallons or greater;
- (ii) an underground tank storing a hazardous substance or mixture thereof of any capacity; or
- (iii) a non-stationary tank used to store one-thousand (1,000) kilograms (2,200 lbs.) or more of a hazardous substance or mixture thereof for a period of ninety (90) consecutive days or more.

The facility maintains a 4,000-gallon underground storage tank containing ethylene glycol (antifreeze), which is a substance governed by this regulation. Therefore, the facility is subject to the regulatory requirements of 6 NYCRR Parts 596-599, and as such, has prepared this SPR. A demonstration of how the facility complies with these requirements is summarized in Section III of this Plan.

Note to reader: Italicized text encompassed by quotation marks shown within this report indicates the regulatory language being referenced.



Integrated Contingency Plan
CNYRTA Cortland Avenue Facility

Review and Evaluation

- A. Consistent with 40 CFR Part 112.5(b), a review and evaluation of this SPCC Plan is conducted at least once every five (5) years. As a result of this review and evaluation, CNYRTA will amend this Plan within six (6) months of the review to include more effective prevention and control technology if: (1) such technology will significantly reduce the likelihood of a discharge from the facility, and (2) if such technology has been field-proven at the time of review. Upon completion of the review and evaluation, SPCC regulations require documentation and signature of a statement as to whether the Plan will be amended. A Professional Engineer will certify any technical amendment to the Plan consistent with 40 CFR Part 112.3(d).
- B. Consistent with the MSGP, the permittee will review the SWPPP annually and complete the Annual Site Compliance Evaluation form and Annual Certification Report. The SWPPP will be amended when: 1) there is a change in design, construction, operation, or maintenance at the facility which may have an effect on the potential for the discharge of pollutants from the facility, which has not otherwise been addressed in the SWPPP; or 2) during inspections, monitoring, or investigations by facility personnel or by local, state, or federal officials, it is determined that the SWPPP is ineffective in eliminating or significantly minimizing pollutants from sources identified or is otherwise not achieving the general objectives of controlling pollutants in discharges from the facility. The NYSDEC can require the SWPPP be amended if it does not meet one or more of the minimum requirements of the permit.
- C. Consistent with 6 NYCRR Part 598.6(k)(1), the SPR shall be reviewed annually and whenever a significant release occurs or a substantial modification is made. In addition, a revision of the Plan may be warranted following any significant change in operations or equipment that may impact the potential for a spill or release of regulated chemicals at the facility. The plan shall be updated or amended as required to reflect significant changes in operations, maintenance, training, or equipment.

A review of the individual sections of the Plan will be completed according to the frequencies cited above. Plan reviews and amendments will be documented on the forms provided on the following pages.



Integrated Contingency Plan
CNYRTA Cortland Avenue Facility

Engineer's Certification

1. I hereby certify that member(s) of my staff who are familiar with the provisions of 40 CFR Part 112 examined the facility under my direction and supervision. Based on my inquiry of these staff member(s) and my familiarity with 40 CFR Part 112, I hereby attest that this SPCC Plan has been prepared consistent with good engineering practices, including consideration of applicable industry standards and with the requirements of 40 CFR Part 112; that procedures for required inspections and testing have been established, and that the Plan is adequate for the facility.
2. To the best of my knowledge, information, and belief, this Stormwater Pollution Prevention Plan has been prepared in substantial conformance with the NYSDEC SPDES MSGP for Stormwater Discharges Associated with Industrial Activity (GP-0-23-001) effective March 8, 2023, and the EPA Guidance Manual "Developing Your Stormwater Pollution Prevention Plan – A Guide to Industrial Operators" (EPA 833-B-09-002) dated February, 2009. The information regarding the facility contained within this report was based on a site visit, as well as available drawings and reports.
3. I hereby certify that member(s) of my staff who are familiar with the provisions of New York State Chemical Bulk Storage Regulations 6 NYCRR Parts 596 – 599, have prepared this SPR in accordance with 6 NYCRR Part 598 and good engineering practice and procedures for required inspections and testing have been established, and that the Plan is adequate for the facility.

The information regarding the facility contained within this report was based on a site visit, as well as available drawings and reports. Any information provided to C&S Engineers, Inc. (C&S) by representatives of CNYRTA in connection with preparation of this Plan is assumed to be reliable. C&S did not, and was not retained to, independently verify the accurateness or completeness of all such information.

Engineer: John R. Trendowski, P.E.

Signature: John R. Trendowski

Registration Number: 070093

State: New York

Date: May 25, 2023



15.GLOSSARY OF TERMS

Authority- Used to generically refer to the Central New York Regional Transportation Authority, aka Centro, CNYRTA.

Brake Caliper Lifter – Tool used when performing brake repair or replacement of bus brake calipers and/or parts. The lifter provides both safety and ergonomic benefits when moving heavy brake calipers.

Road Supervisor- Supervisor patrolling the roads monitoring Centro's fixed route and paratransit service for compliance with Centro's policies, procedures, and safety standards.

Clever CAD- Computer system utilized by Centro operations to provide real time tracking and telematics on Centro's bus fleet. Also used to monitor schedule adherence and provide voice and text communications between operations and buses.

Trapeze- Suite of software utilized by Centro providing service planning, payroll, operations management, paratransit scheduling and management, and fleet management capabilities.

Contractor- Any person or entity performing work on behalf of Centro whether on Centro property or by providing transportation services on behalf of Centro or its subsidiary companies.

Farebox- fare collection system used on Centro buses to collect fares from passengers.

Preventative maintenance- Maintenance activities consisting of regularly scheduled checks and or actions taken to prevent unnecessary breakdowns by catching any wear or failure points prior to them causing a breakdown.

Line Up- Specified times during which most or all of Centro's fixed routes arrive at the Centro Transfer Hub facilitating customers transferring between lines.

Running Hot (Sharp)- used to describe a Centro bus that is running early or ahead of schedule.



16. LIST OF ACRONYMS

PTASP- Public Transportation Agency Safety Plan- Submitted to FTA

SSPP- System Safety Program Plan- Submitted to New York State Public Transportation Safety Board

CNYRTA- Central New York Regional Transportation Authority (aka Centro)

PTSB- New York State Public Transportation Safety Board

CDL- Commercial Driver's License

ERP- Emergency Response Plan

BASE- Baseline Assessment & Security Enhancement, performed by Transportation Security Administration

FTA- Federal Transit Administration

SMTC- Syracuse Metropolitan Transportation Council- Metropolitan Planning Organization for Onondaga County

HOCTS- Herkimer & Oneida Counties Transportation Study- Metropolitan Planning Organization for Oneida County

CAD- Also known as Clever CAD, this is a computer program created by Clever Devices that allows for real time tracking and communication with CNYRTA buses.

DVIR- Driver Vehicle Inspection Form

UPSEU- United Public Service Employee Union- Bargaining Unit for Utica Centro Operators and Maintenance workers.

ATU- Amalgamated Transit Union- Bargaining unit for Rome, Syracuse, Oswego and Auburn Operators and Maintenance workers.

SOP- Standard Operating Procedure

EOP- Emergency Operating Procedure

EA- Emergency Alarm- Centro buses are equipped with a silent emergency alarm button that contacts dispatch through Clever CAD.

RTT- Request to Talk- VOIP communication used by operators to contact Centro dispatch through Clever CAD for routine communications.

PRTT- Priority Request to Talk- VOIP communication used by operators to contact Centro dispatch through Clever CAD for urgent communications.

O&M- Operations and Maintenance

OPS- Module in the Trapeze Suite of software used for Operations Management

PASS- Module in Trapeze Suite of software used for Paratransit Scheduling & Management



APPROVAL DATE: |||

AVL- Automated Vehicle Location- service provided by Clever CAD allowing Centro to monitor the location of vehicles.

PTSI- Pupil Transportation Safety Institute

TSI- Transportation Safety Institute

19-A- Section 19-A of New York State Vehicle & Traffic Law containing special provisions for bus operators.

PM- Preventative Maintenance

NYSDOT- New York State Department of Transportation

APTA- American Public Transportation Association

NYPTA- New York Public Transportation Association

TSA- Transportation Security Administration

BAITFISH- Bus Accident Investigation Training For Identifying Safety Hazards

