

## **PROPOSED FARE RESTRUCTURING PUBLIC HEARING REPORTS**

### **Centro of Cayuga and Centro of Oswego Centro of Oneida (City of Rome) Centro of Oneida (City of Utica) CNY Centro (Onondaga County)**

#### **Executive Summary**

The Central New York Regional Transportation Authority (CNYRTA) proposes a restructure of its fares to create one cohesive fare structure across all four properties (CNY Centro Inc., Centro of Cayuga, Centro of Oneida, and Centro of Oswego) and the elimination of free transfers at all locations.

In accordance with CNYRTA Title VI Policies, the changes to the fare structure were made available for public input. Public notification was made through the Centro website, legal notices in the newspapers of general circulation, social media, transfer hub signs, service alerts, the GoCentroBus mobile app, and legal notices displayed on buses.

Four public hearings were held utilizing GoToWebinar. Each hearing consisted of two sessions, one at 12:00pm and one at 6:00pm covering location specific information. The webinars were recorded and made available on Centro's Public Hearings & Meetings website page and YouTube.

Questions and comments were accepted during the webinars, through social media, via email, telephone, mail, and fax through Friday, February 11, 2022. One late comment was received and included for consideration from February 17, 2022. A written record is included within each report.

After reviewing the public feedback, Centro determined that none of the concerns would require a revision of the proposal. Additionally, customer feedback regarding current and future service, not related to the fare restructure, will be reviewed through normal channels.

#### **Recommendation**

Approval of Public Hearing and Title VI Fare Equity Analysis reports as written and authorize staff to implement the proposed fare structure changes on Monday, March 7, 2022.