



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

June 2025

Central New York Regional Transportation Authority
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In Compliance with: Title VI of the Civil Rights Act of 1964 & Executive Order 13166

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INTRODUCTION

About Centro

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

The Need for a Language Assistance Plan

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

Federal Requirements

Title VI of the Civil Rights Act of 1964 and Executive Order

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

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

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

Figure 1: Centro Service Area Map



Centro's Language Assistance Plan

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

THE “FOUR FACTOR” ANALYSIS

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

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

Census Data

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

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

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

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

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

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

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

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

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

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

Figure 2: Cayuga County LEP

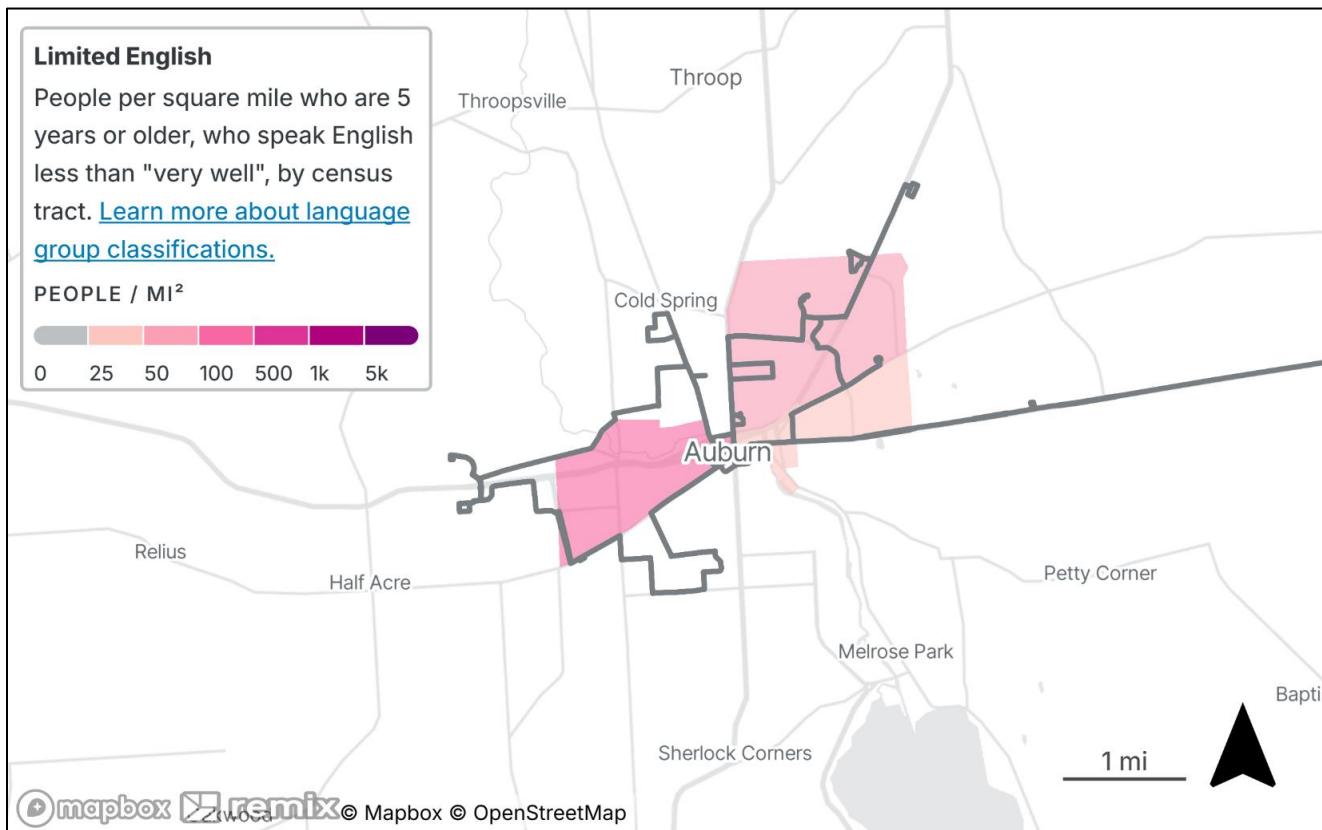


Figure 3: Cortland County LEP

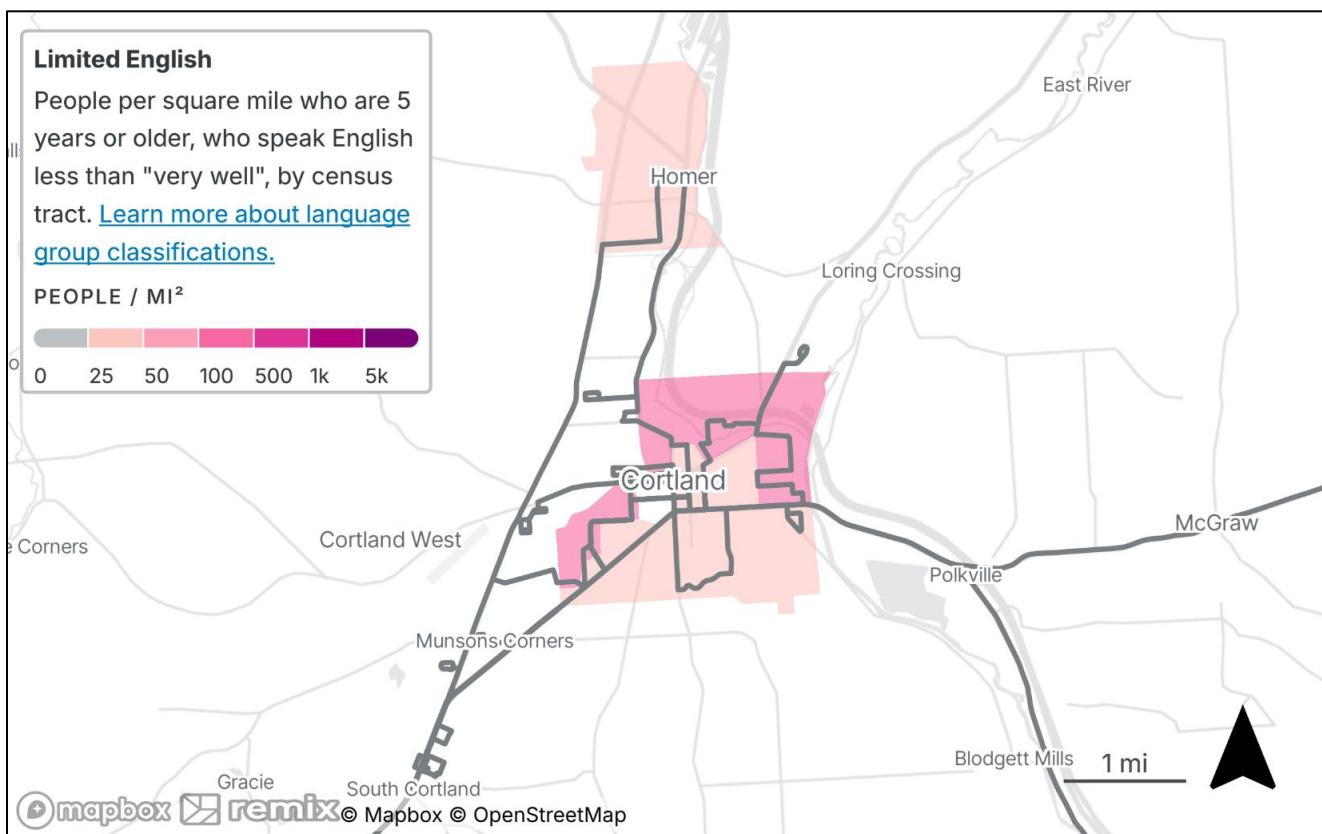


Figure 4: Oneida County (Utica City) LEP

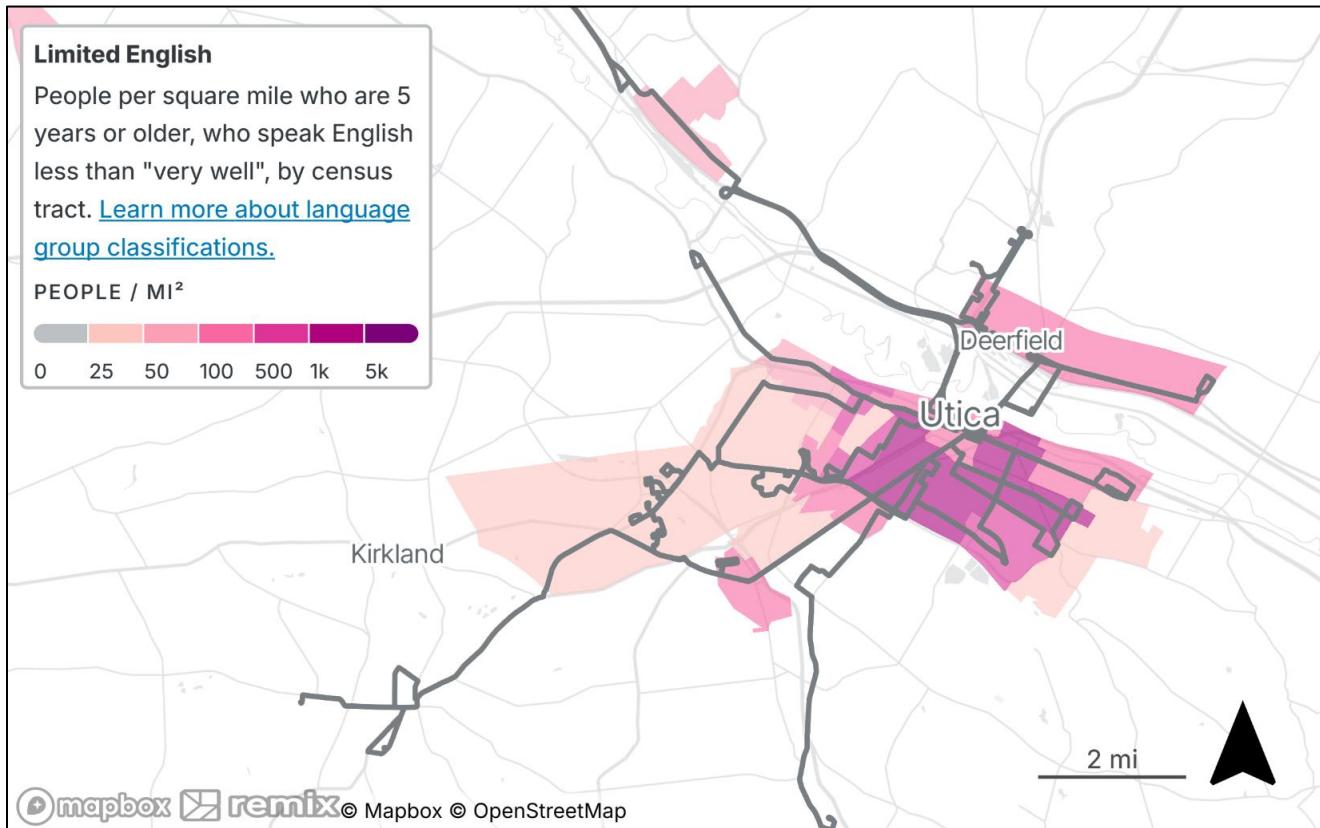


Figure 5: Oneida County (Rome City) LEP

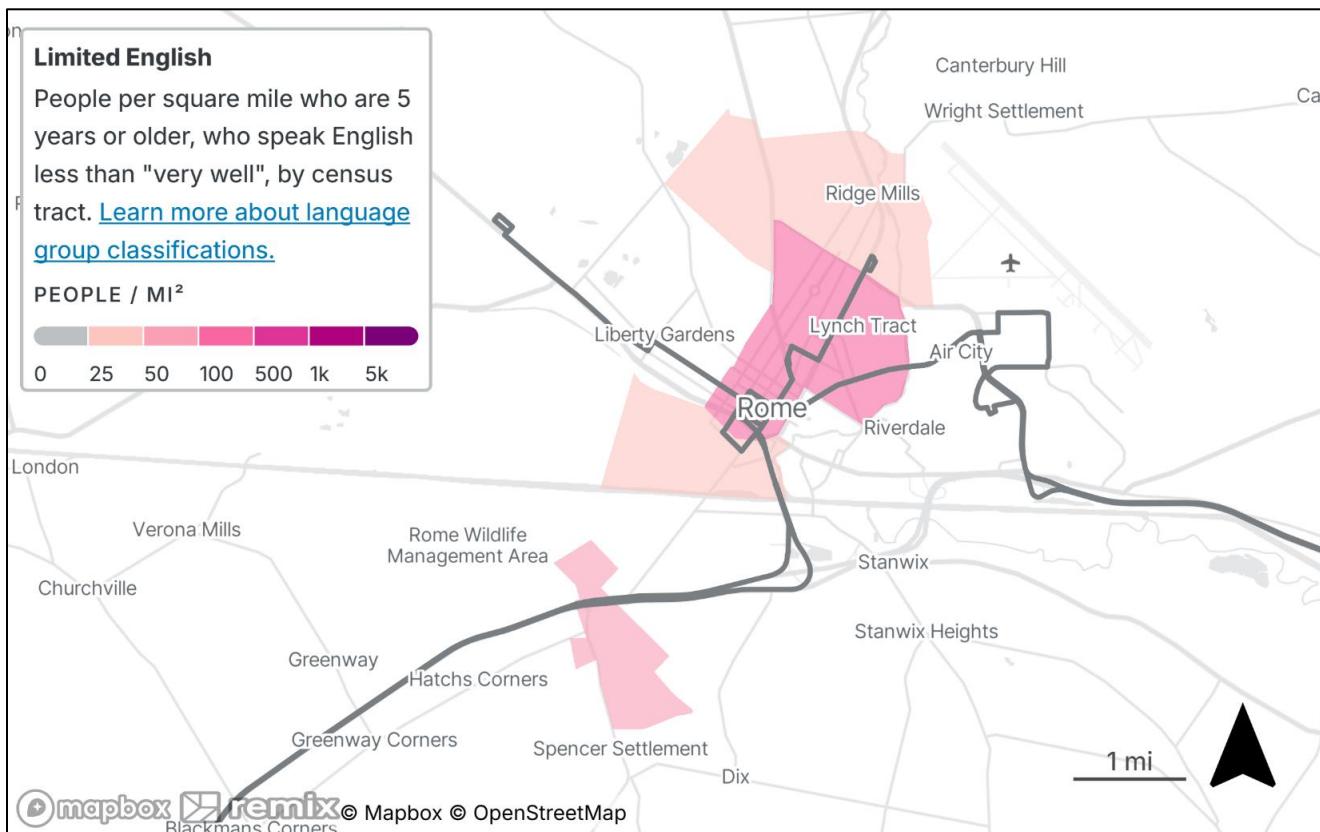


Figure 6: Onondaga County LEP

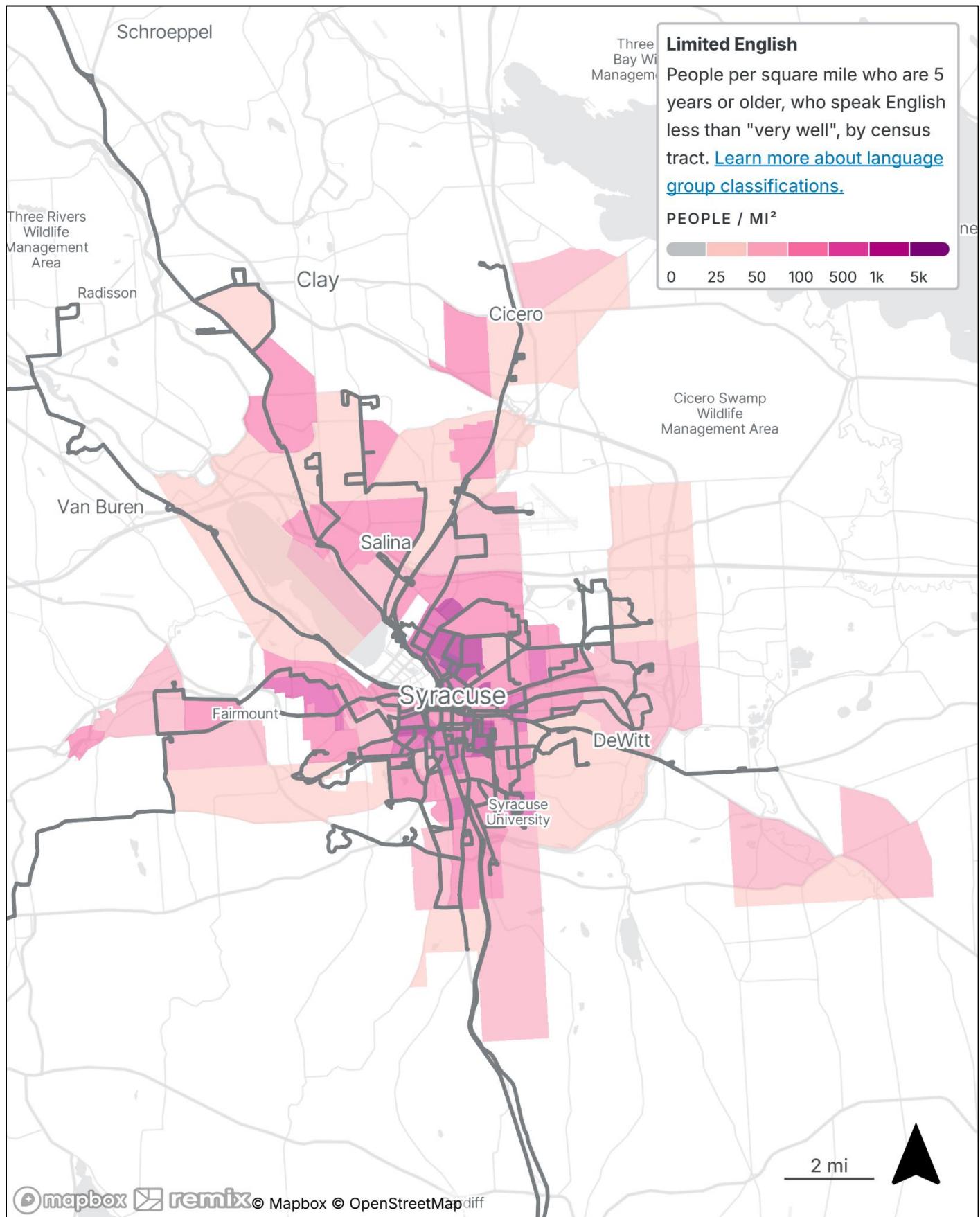
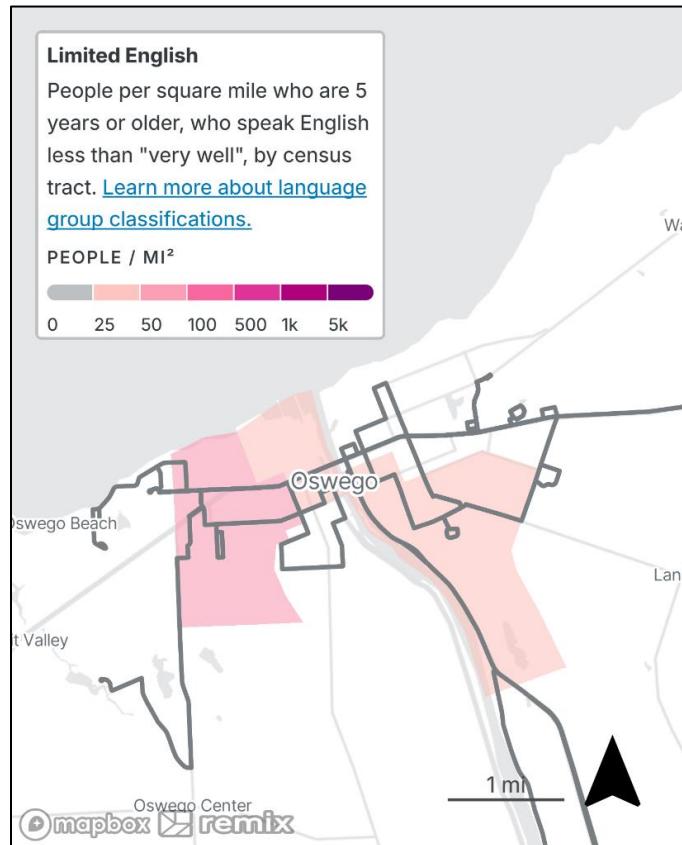
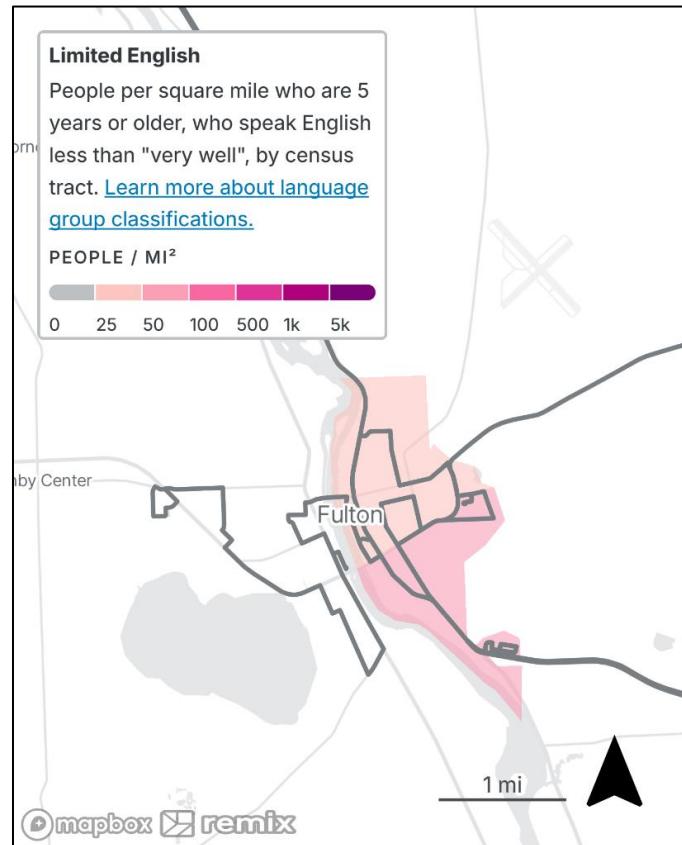


Figure 7: Oswego County (Oswego City) LEP**Figure 8: Oswego County (Fulton City) LEP**

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

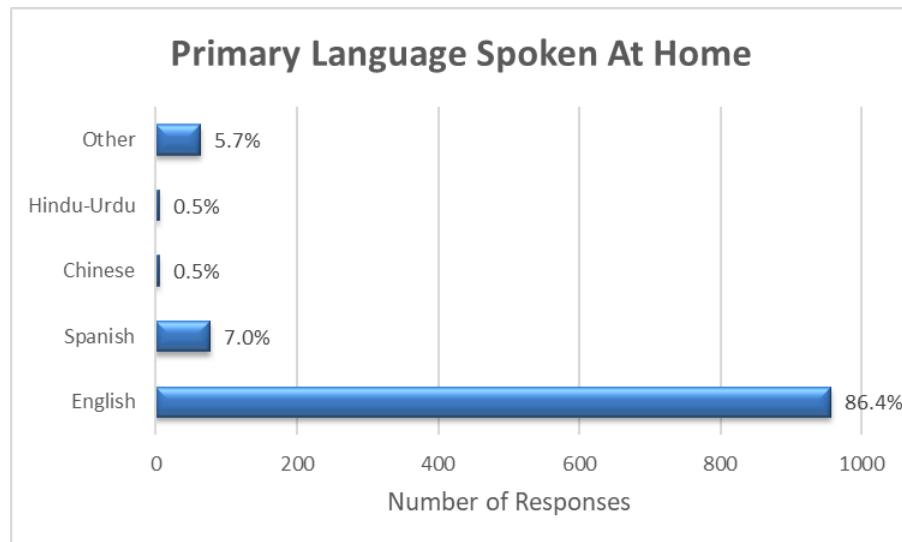
Centro encounters LEP individuals on a regular basis either on vehicles, at transit centers, via its Call Center and Revenue Operations departments, or through scheduled travel training initiatives.

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

Rider Surveys

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

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

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

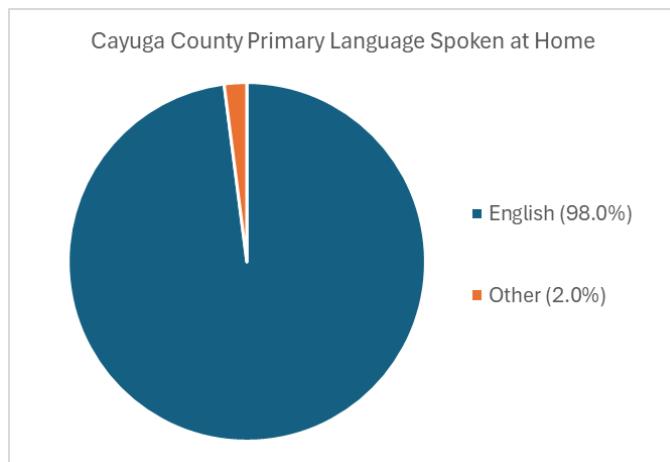
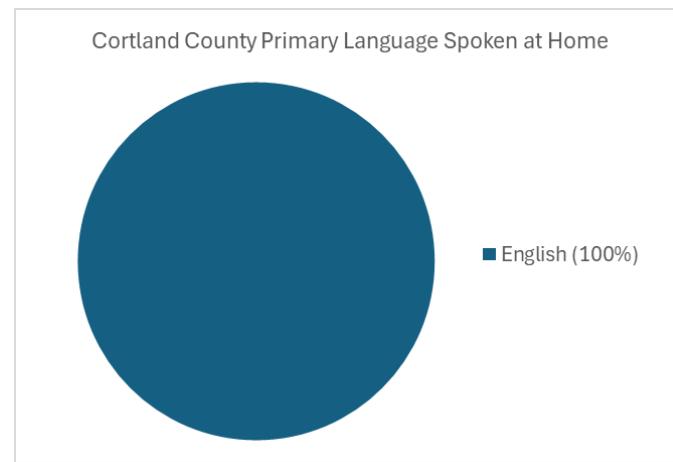
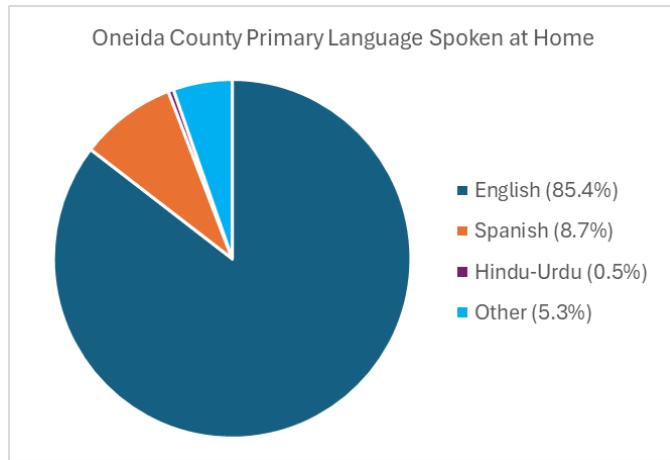
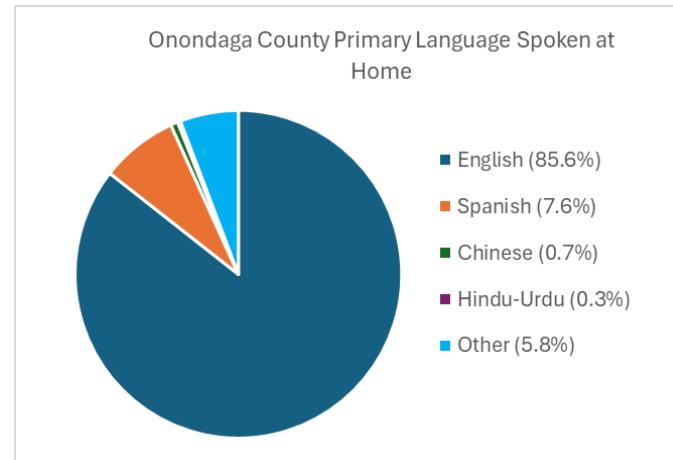
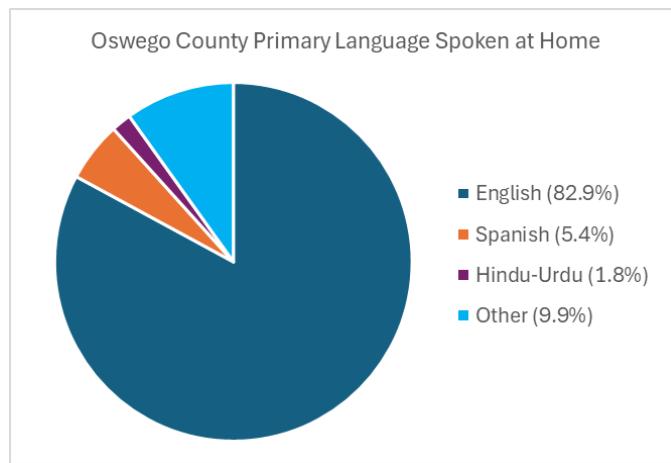
Figure 10: Cayuga County Primary Language Spoken at Home**Figure 11: Cortland County Primary Language Spoken at Home****Figure 12: Oneida County Primary Language Spoken at Home****Figure 13: Onondaga County Primary Language Spoken at Home**

Figure 14: Oswego County Primary Language Spoken at Home

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

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

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

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

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

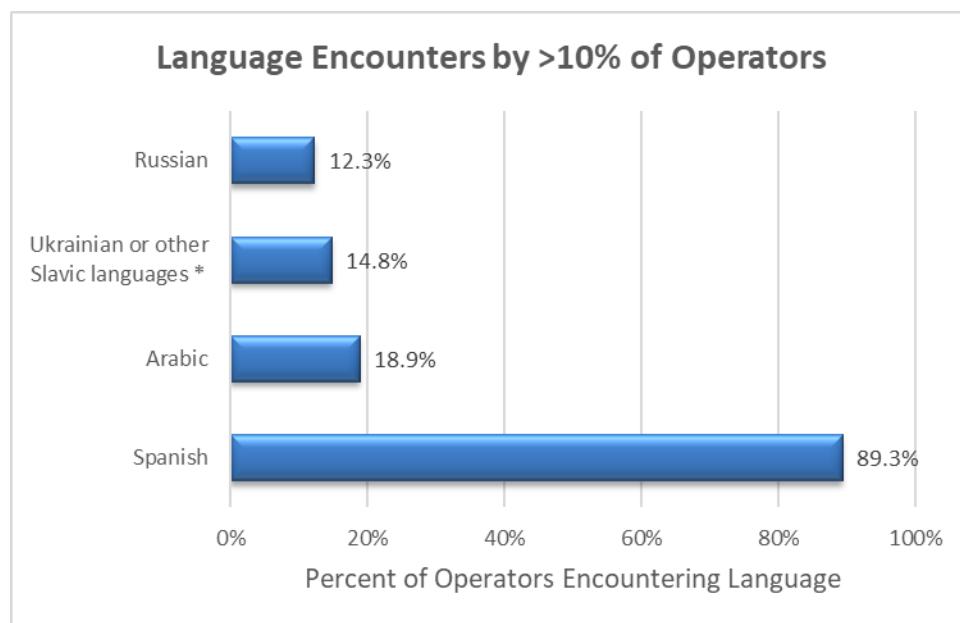
Operator Surveys

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

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

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

Figure 15: Language Encounters



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

Call Center / Revenue Operations

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

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

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

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

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

Table 4: Fiscal Year 2024 & 2025 Language Line Calls

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

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

Travel Training

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

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

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

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

Travel Training

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

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

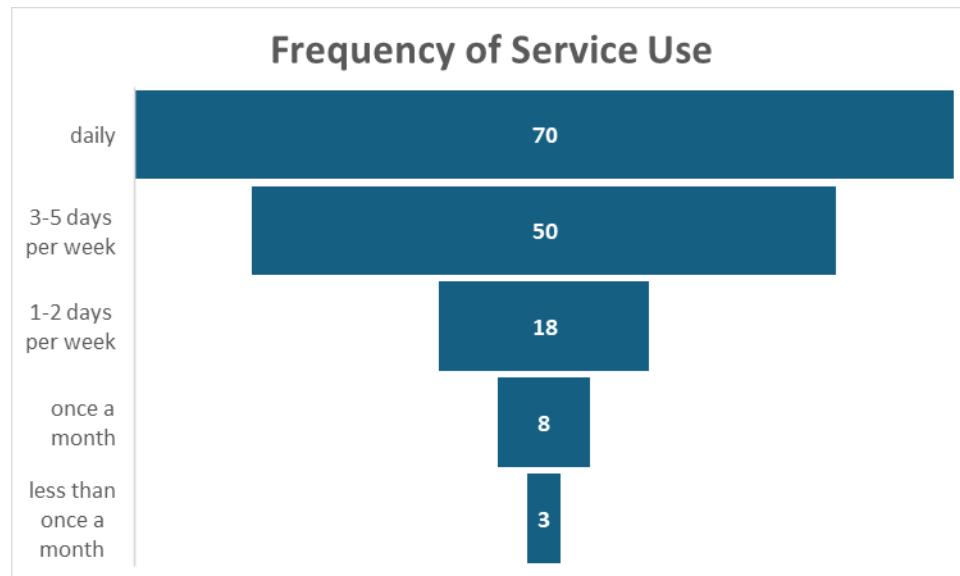
The travel trainers report their interactions to Centro's Planning and Operations Departments and to the Chief Executive Officer so that the LEP program and its activities can be assessed and modified as appropriate. Centro collaborates with various community organizations that assist and refer LEP individuals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

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

Rider Surveys

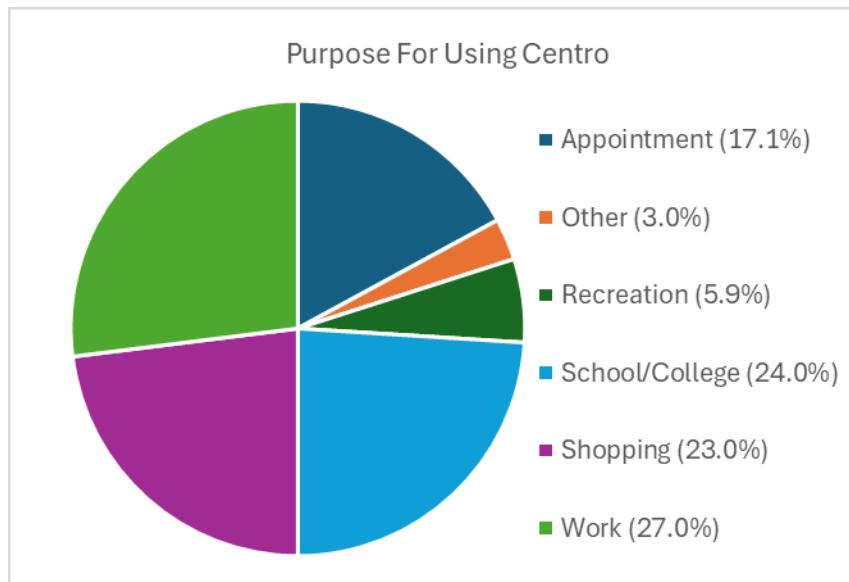
In the most recent rider survey, customers were asked "How often do you ride?" and "For what purpose do you use Centro?" Of the systemwide riders whose primary language spoken at home is not English, more than half (70 persons) answered they ride the bus daily. Of those daily riders, 54 are in Onondaga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

Figure 16: Frequency of Service Use (LEP Customers)



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

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

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

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

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

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

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DEVELOPING THE LANGUAGE ASSISTANCE PLAN

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

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

Centro Language Assistance Plan Implementation

Element 1: Identifying LEP individuals who need language assistance.

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

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

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

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

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

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

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

Element 2: Providing language assistance measures.

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

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

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

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

Figure 18: Call Center Interpretation Services Card



9. **Travel Training:** Centro has worked with organizations throughout the community to assist those needing translation or interpretation services related to public transit services. Some of the organizations that particularly support limited and non-English speaking persons include:

- ARISE
- InterFaith Works
- Kelberman Center
- RISE (Refugee and Immigrant Self Empowerment)
- The Center
- Upstate Caring Partners

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

Element 3: Training Staff

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

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

Element 4: Providing Notice to LEP Persons

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

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

Element 5: Monitoring/Updating the Plan

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

LanguageLine Solutions®	
Language Identification Guide	
Pacific Islands	
Europe - continued	
Europe	
Albanian	Shqip
Tregon imë qishtë gjithënu tui. Do të thërrasim nje përkthyes. Përkthyesi ofrohet falas për ju.	Zuñjntú
Armenian	Հայերեն
Եղոյք թիւ նայում կր խոսութիւն սրամդարդութիւն կամքեցնական ին անմասնական:	Հայութիւն
Basque	Euskara
Zure hizkuntza aukeratu. Jarraituaren interpretari bati deitutako drogu. Zerbitzu hau doako da.	Zuñjntú
Bosnian	Bosanski
Pokažite svoj jezik. Pozvat cemo tunaca. Usluge tumača su besplatne za vas.	Български
Croatian	Hrvatski
Pokažite svoj jezik. Prevoditelj će biti pozvan. Prevoditelj jeće dobiti besplatno.	Čeština
Czech	Čeština
Ukažte na vás jazyk. Bude zavolán tluomník. Tlumočení je pro vás bezplatné.	Dansk
Danish	Dansk
Peg på dit sprog. En tolk vil blive tilkaldt. Tolken tilbydes uden omkostninger for dig.	Deutsch
Dutch	Nederlands
Wij hou van taal aan. Er zal contact worden opgenomen met een tolk. De service van de tolk is geheel gratis.	Eesti keel
Estonian	Eesti keel
Osutage oma keel. Västavata toljiga võetake ühendust. Tölketeenust on täie jaoks tasuta.	Finnish
Finnish	Finnish
Osoita maasi kielä. Kutsutunne tulkin palikalle.	Français
French	Français
Indiquez votre langue et nous appellerons un interprète. Le service est gratuit.	Deutsch
German	Deutsch
Zeigen Sie auf Ihre Sprache. Ein Dolmetscher wird angefordert. Der Dolmetscher ist für Sie kostenlos.	Greek
Greek	Greek
Δείχτε τη γλώσσα σας και θα καλέσουμε ένα διερμηνέα. Ο διερμηνέας δεν παρέχεται δωρεάν.	Ελληνικά
Hungarian	Hungarian
Válassza ki a nyelvet. Tolmácsot fogunk hívni. A tolmács sz.Ön számára digitálisan.	Magyar
Language Assistance Plan (LAP) – Central New York Regional Transportation Authority	
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Attachment 1: Language Line Identification Guide

Language Assistance Plan (LAP) – Central New York Regional Transportation Authority

**THE CENTRAL NEW YORK REGIONAL TRANSPORTATION AUTHORITY
(and its Subsidiaries)
200 CORTLAND AVENUE, SYRACUSE, NEW YORK
MINUTES OF THE JUNE 20, 2025, BOARD MEETING**

MEMBERS PRESENT:

NICHOLAS LAINO, Chair
ANTHONY DAVIS, Vice Chair
DARLENE LATTIMORE, Secretary
TINA FITZGERALD, Treasurer
NEIL BURKE
ROBERT CUCULICH
JULIUS LAWRENCE
LOUELLA WILLIAMS

MEMBERS ABSENT:

FRANK SAYA, Non-Voting Member

STAFF PRESENT:

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

PUBLIC PRESENT:

BRAD HUNT, Legal Counsel
MARIO COLONE
JOE CALABRESE

CALL TO ORDER At 10:03 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 July 25, 2025:
 - Pension Meeting – 9:00 AM
 - Audit and Finance Meeting – 9:30 AM
 - Board Meeting – 10:00 AM

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

Motion – Julius Lawrence

Seconded – Tina Fitzgerald

Carried Unanimously

DEPUTY CHIEF EXECUTIVE OFFICER'S REPORT – Mr. Tuff

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

HARBOR POINT OPENING

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

JUNETEENTH PARADE

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

SENIOR STAFF REPORTS

BUSINESS DEVELOPMENT AND CORPORATE COMMUNICATIONS REPORT – Mr. Koegel

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

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

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

PUBLIC PARTICIPATION PLAN– MOTION NO. 2776

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

Motion – Tina Fitzgerald
Seconded – Anthony Davis
Carried Unanimously

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

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

Motion – Neil Burke
Seconded – Anthony Davis
Carried Unanimously

INFORMATION TECHNOLOGIES REPORT – Mr. Fong

EXECUTIVE SUMMARY

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

CORTLAND COUNTY EXPANSION

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

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

KEY INFRASTRUCTURE AND KEY UPGRADES

Several ongoing projects to modernize and secure our systems are nearing completion.

- **Active Directory (AD) Upgrade:** After resolving network configuration hurdles, this critical upgrade project is back on track and in the final stages of implementation with the vendor.
- **Fleetwatch Cloud Migration:** Our fuel management system has been successfully migrated to the cloud, significantly enhancing system resiliency and data security.
- **Windows 11 Upgrade:** The company-wide upgrade is **74% complete**. With a deadline of October 14, 2024, the team is on pace to upgrade the remaining 71 systems at a target rate of one per day.
- **Multi-Function Device (MFD) Replacement:** Four key MFDs have been replaced. Notably, the new device in Service Development provides advanced capabilities, allowing more production work to be done in-house, improving both quality and cost-efficiency.

CYBERSECURITY INITIATIVES

- **Network Segmentation:** A successful Proof of Concept (POC) for our network segmentation initiative has been completed with a vendor partner. Based on the positive results, we are officially moving forward with the procurement process for full implementation.

ON THE HORIZON

- **Clever Devices Refresh:** After extensive deliberation, a decision has been made to perform an on-premise technology refresh for our Clever Devices systems, as the current hardware is reaching its End-of-Life. This is anticipated to be a complex, large-scale project that will require close collaboration with the vendor. More details will be shared as the project plan develops.

HUMAN RESOURCES REPORT – Ms. Musengo

The Company and the ATU 582 (Rome) reached a tentative agreement on the Collective Bargaining Unit Contract for April 1, 2025 - March 31, 2028. The union staff passed the union contract on June 16, 2025. The negotiated agreement resulted in an overall 5.3% average increase over the 3-year contract. The wages were brought more in line with industry standards at \$30.00 per hour for bus operators.

CONTRACT HIGHLIGHTS:

- Wage increase of 16.5% over 3 years

	Operators	Custodian
9.5%	\$30.00/hr.	\$27.08/hr.
3.5%	\$31.05/hr.	\$28.03/hr.
3.5%	\$32.14/hr.	\$29.01/hr.

- Medical co-pays reimbursement were deleted.
- Medical contribution for employees increased from 15% to 16%, then next year 16% to 17%. All new hires will pay 18%.
- Uniform credit increased \$50 per year for operators.
- A weekend premium of \$1.00 per hour was added.
- Added new spare board language to the contract.
- Retiree medical premium increased from 25% to 30% (10-15 yrs) and 10% to 15% (>15 yrs) anyone hired after July 1st.

The Company will need a motion to approve the ATU 582 agreement effective April 1, 2025, from the Board of Members.

ATU 582 COLLECTIVE BARGAINING AGREEMENT – MOTION NO. 2775

Ms. Musengo presented a Motion to approve the ATU 582 Collective Bargaining Agreement.

A Motion to approve the ATU 582 Collective Bargaining Agreement, was raised

Motion – Robert Cuculich
Seconded – Tina Fitzgerald
Carried Unanimously

AUDIT AND FINANCE COMMITTEE REPORT

DRAFT FINANCIAL STATEMENTS AND SUPPLEMENTAL REPORTS AS OF MARCH 31, 2025 – MOTION NO. 2778

Mr. Greg Evans of The Bonadio Group presented a Motion to approve the Draft Financial Statements and Supplemental Reports as of March 31, 2025. A copy of the Report and Motion are attached to these Minutes.

A Motion to approve the Draft Financial Statements and Supplemental Reports as of March 31, was raised.

Motion – Neil Burke
Seconded – Robert Cuculich
Carried Unanimously

SUMMARY FINANCIAL INFORMATION – PUBLIC AUTHORITIES LAW (PAL) 2800 ANNUAL REPORT – MOTION NO. 2779

Ms. Brim presented a Motion to approve the Summary Financial Information – Public Authorities Law (PAL) 2800 Annual Report. A copy of the Report and Motion are attached to these Minutes.

A Motion to approve the Summary Financial Information – Public Authorities Law (PAL) 2800 Annual Report, was raised.

Motion – Julius Lawrence
Seconded – Anthony Davis
Carried Unanimously

ANNUAL INVESTMENT REPORT PAL 2925 AND INVESTMENT GUIDELINES – MOTION NO. 2780

Ms. Brim presented a Motion to approve the Annual Investment Report PAL 2925 and Investment Guidelines. A copy of the Report and Motion are attached to these Minutes.

A Motion to approve the Annual Investment PAL 2925 and Investment Guidelines, was raised.

Motion – Neil Burke
Seconded – Darlene Lattimore
Carried Unanimously

GUIDELINES FOR DISPOSITION OF PROPERTY – MOTION NO. 2781

Ms. Brim presented a Motion to approve the Guidelines for Disposition of Property. A copy of the Motion is attached to these Minutes.

A Motion to approve the Guidelines for Disposition of Property was raised.

Motion – Neil Burke
Seconded – Darlene Lattimore
Carried Unanimously

ANNUAL PROCUREMENT REPORT – PUBLIC AUTHORITIES LAW 2879 AND 2824€ – MOTION NO. 2782

Ms. MacCollum presented a Motion to approve the Annual Procurement – Public Authorities Law 2879 and 2824€. A copy of the Motion is attached to these Minutes.

A Motion to approve the Annual Procurement – Public Authorities Law 2879 and 2824€, was raised.

Motion – Julius Lawrence
Seconded – Tina Fitzgerald
Carried Unanimously

CNYRTA PROCUREMENT MANUAL UPDATES – MOTION NO.2783

Ms. MacCollum presented a Motion to approve the CNYRTA Procurement Manual Updates. A copy of the Motion is attached to these Minutes.

A Motion to approve the CNYRTA Procurement Manual Updates, was raised.

Motion – Darlene Lattimore
Seconded – Anthony Davis
Carried Unanimously

SUBSTANCE ABUSE POLICY – MOTION NO. 2784

Ms. Musengo presented a Motion to approve the Substance Abuse Policy. A copy of the Motion is attached to these Minutes.

A Motion to approve the Substance Abuse Policy, was raised

Motion – Julius Lawrence
Seconded – Neil Burke
Carried Unanimously

ANNUAL SUBSIDY PAYMENTS - RESOLUTION NO. 2660

Ms. Brim presented a Resolution to approve Annual Subsidy Payments. A copy of the Resolution is attached to these Minutes.

A Resolution to approve Annual Subsidy Payments, as recommended by the Audit and Finance Committee, was raised.

Motion – Tina Fitzgerald
Seconded – Robert Cuculich
Carried Unanimously

PDS SOFTWARE RENEWAL AND MAINTENANCE – RESOLUTION NO. 2661

Mr. King presented a Resolution to authorize a contract award to PDS for a (5) year maintenance agreement from August 21, 2025, to August 20, 2030. A copy of the Resolution is attached to these Minutes.

A Motion to authorize a contract award to PDS for a (5) year maintenance agreement from August 21, 2025, to August 20, 2030, was raised.

Motion – Julius Lawrence
Seconded – Tina Fitzgerald
Carried Unanimously

OLD BUSINESS

Mr. Julius Lawrence expressed his delight at having appointed a new CEO. Chairman Laino congratulated Mr. Lawrence on turning 80 years old and led the Board meeting in singing Happy Birthday to him.

FUTURE BUSINESS

Vice-Chair Davis informed the Board of potential move of students attending Dr. King Elementary and that there may be a need for Bus route changes as a result.

Ms. Fitzgerald relayed her concerns about the training of drivers on the VIA system. Mr. Tuff informed everyone that Centro is currently working on additional training.

MANAGEMENT REPORT ON INTERNAL CONTROL

Mr. Tuff presented at the Governance Committee meeting the Management and Measurement Report on Internal Control for Fiscal Year ending March 31, 2025, along with the Strategic Planning Update. Committee Members received the reports prior to today's meeting. The Authority is required to submit the reports annually, certifying that it followed a review process to assess the adequacy and effectiveness of its internal control system.

EXECUTIVE SESSION – MOTION NO. 2785

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

Motion – Robert Cuculich
Seconded – Tina Fitzgerald
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