How to Use the Farebox

If you are using Cash or purchasing a Day Pass

Step 1
Before placing money into the farebox, inform the bus operator if you are eligible for Reduced Fare* or if you wish to purchase a Day Pass. *Individuals eligible for Reduced Fare include Seniors (60+), Medicare Card holders, Persons with disabilities, and children (6-9).

Step 2
Insert bills and coins here. Fareboxes accept $1, $2, $5, $10, and $20 bills, as well as U.S. coins, including $1 coins. If you insert more than the price of the fare, the farebox will issue a Change Card with your balance.

Step 3
Collect Change Card or Day Pass here.

If you are using a MAX Pass

Step 1
Insert the MAX Pass on the first day of use to activate your Pass.

Step 2
Once your pass is activated, swipe it here upon boarding for all future uses.

Note: Use of the MAX Pass is limited to travel within the fare Zone of purchase.

If you are using a 10-Ride Pass

Step 1
Insert your Pass here.

Step 2
Collect your Pass here and check the back for number of remaining rides.

Includes:
- 10-Ride Pass Adult
- 10-Ride Pass Reduced

Frequently Asked Questions

Can I share my Ride Pass?
Customers using Centro’s Unlimited Ride Passes must maintain possession of their Pass for the duration of their ride. Passes cannot be shared or used to pay the fare of additional customers at the same time.

If I have an issue with my Pass, who do I call?
Centro Customer Service: (315) 442-3333.

Call Center Hours
Weekdays: 6:30am - 6:00pm
Saturday: 8:00am - 6:00pm
Sundays & Holidays: Closed

Where can I buy Ride Passes?
Centro Passes are available at Centro’s Online Store, Main Offices, Transit Hubs, Pass Vending Machines, and at participating Pass vendors listed at: www.centro.org.

What cash fare options are available in Utica?
- Adults…………………………………………………………$1.50
- Seniors (60+)………………………………………………$0.75
- Persons with disabilities*……………………………..$0.75
- Children (6-9)………………………………………………$0.75
- Children under 6 (Accompanied by an Adult)……….Free
- Transfers……………………………………………………….Free

* Must show a valid Centro Reduced Fare ID or a combination Medicare Card & Photo I.D. upon boarding.

What do the Pass Vending Machine Passes look like?
Passes purchased from the Pass Vending Machines will be printed on generic Pass card stock. The Pass type and expiration info will be printed on the reverse side.

Contact Centro

Choose the Pass That’s Right for You!

www.centro.org
200 Cortland Avenue
P.O. Box 820
Syracuse, NY 13205-0820
cnyrta@centro.org • (315) 442-3400
www.centro.org

Connect with us online!

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Connect with us online!
**Change Cards**

Change Cards are issued if more money than the required fare is inserted into the farebox. Before inserting money into the farebox be sure to tell the bus operator that you will need a Change Card. The farebox will deduct the fare from the total amount of money inserted and issue a Change Card with your remaining balance. Use the amount on the Change Card toward your fare the next time you ride the bus.

**Day Passes**

Day Passes can only be purchased onboard Centro buses from the farebox. If you wish to purchase a Day Pass, please inform the bus operator before placing money into the farebox. If you are eligible for Reduced Fare (Seniors 60+, Persons with disabilities, Medicare cardholders, youth ages 6-9), please inform the bus operator upon boarding.

When purchasing a Day Pass from the farebox, the Pass will print out from the top of the farebox on the back of a Transfer Card. Once purchased, the Day Pass may be used for unlimited rides on any bus during the next 24-hours after purchase. The Pass Type, Activation Date/Time, and Expiration Date / Time will be printed on the back. When boarding the bus for your next trip, simply swipe the Pass through the reader on the top right side of the farebox. If a Day Pass has expired, the farebox will alert the customer and the operator. At this time, a new Day Pass may be purchased or the customer must pay their fare using an alternate payment method.

**Transfers**

Transfers allow customers to move from one bus route to another to complete a one-way trip. Transfers are valid for 90 minutes from the time you board the first bus. Please be sure to ask the bus operator for a Transfer when boarding.

**10-Ride Passes**

10-Ride Passes are valid for 10 rides and do not expire.

Do not fold, bend, or allow your Pass to get wet. Drivers will not honor Passes that are damaged, mutilated, expired, or that are indicated as invalid by the farebox.

**MAX Pass**

The MAX Pass is valid on any Centro bus route for seven consecutive days from the first day of use. This Pass provides unlimited rides during the seven-day period and is limited to travel within the fare zone of purchase. Additional fare will be required when traveling to other fare zones.

When using a MAX Pass for the first time, customers must insert the MAX Pass into the farebox in order to activate the Pass. Once activated, the Activation Date / Time along with the Expiration Date / Time will be printed on the back of the MAX Pass. For all future uses, SWIPE the MAX Pass through the reader located on the top right side of the farebox upon boarding. If a MAX Pass has expired, the farebox will alert the customer and the operator. At this time, the customer must pay their fare using an alternate payment method.

**Transfers are not needed when using a MAX Pass.**

**CENTRO DOES NOT OFFER REFUNDS FOR MISPLACED OR DAMAGED RIDE PASSES.**

**Do not fold, bend, or allow your Pass to get wet. Drivers will not honor Passes that are damaged, mutilated, expired, or that are indicated as invalid by the farebox.**

**Transfers are not needed when using a MAX Pass.**

**Buy Passes Online!**

www.centro.org/online