

2016



# [TITLE VI PROGRAM REPORT]

Prepared by the Central New York Regional Transportation Authority and the Syracuse Metropolitan Transportation Council





# **TITLE VI PROGRAM REPORT**

## **Central New York Regional Transportation Authority**

Final Report  
September 2016

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## Executive Summary

As the primary public transportation provider in the Greater Syracuse Metropolitan Area and Oneida County, the Central New York Regional Transportation Authority's transit service area covers four counties in central New York; Cayuga, Oneida, Onondaga and Oswego. According to the 2010 Census, upwards of 900,000 people reside within the four-county area. The Federal Transit Administration requires that all recipients of Federal Transit funding submit a compliance report to the respective Federal Transit Administration regional office every three years following a variety of processes and requirements outlined in the Federal Transit's October 2012 Circular 4702.1B (Title VI Requirements and Guidelines for Federal Transit Administration Recipients). Additionally, this circular contains other requirements for those transit agencies that provide service within urbanized areas with over 200,000 in population, such as the Syracuse area. This 2016 report adheres to the prescriptive Federal processes and requirements for the development of a Title VI Program.

As the following 2016 Title VI Program report shows, the Central New York Regional Transportation Authority has an excellent distribution of transit services for the various populations in its service area. It serves a wide range of geographic disparity, as evidenced through the numerous Census Tracts served, including those with higher populations of minorities, LEP, and low-income populations to ensure that no particular group in the service area be excluded from transit services. This service equity is critical as the Authority is funded in part by the Federal Transit Administration.

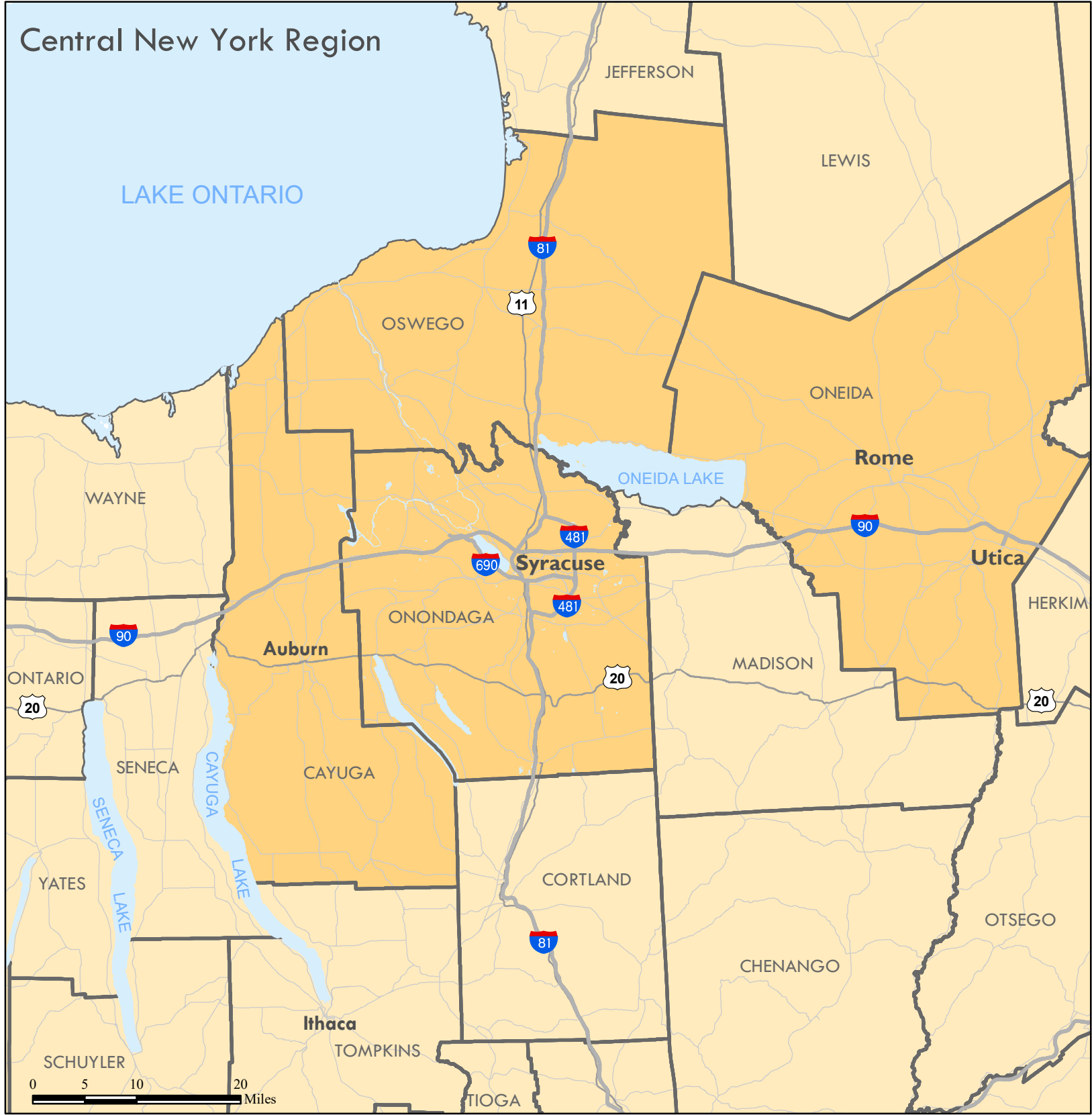
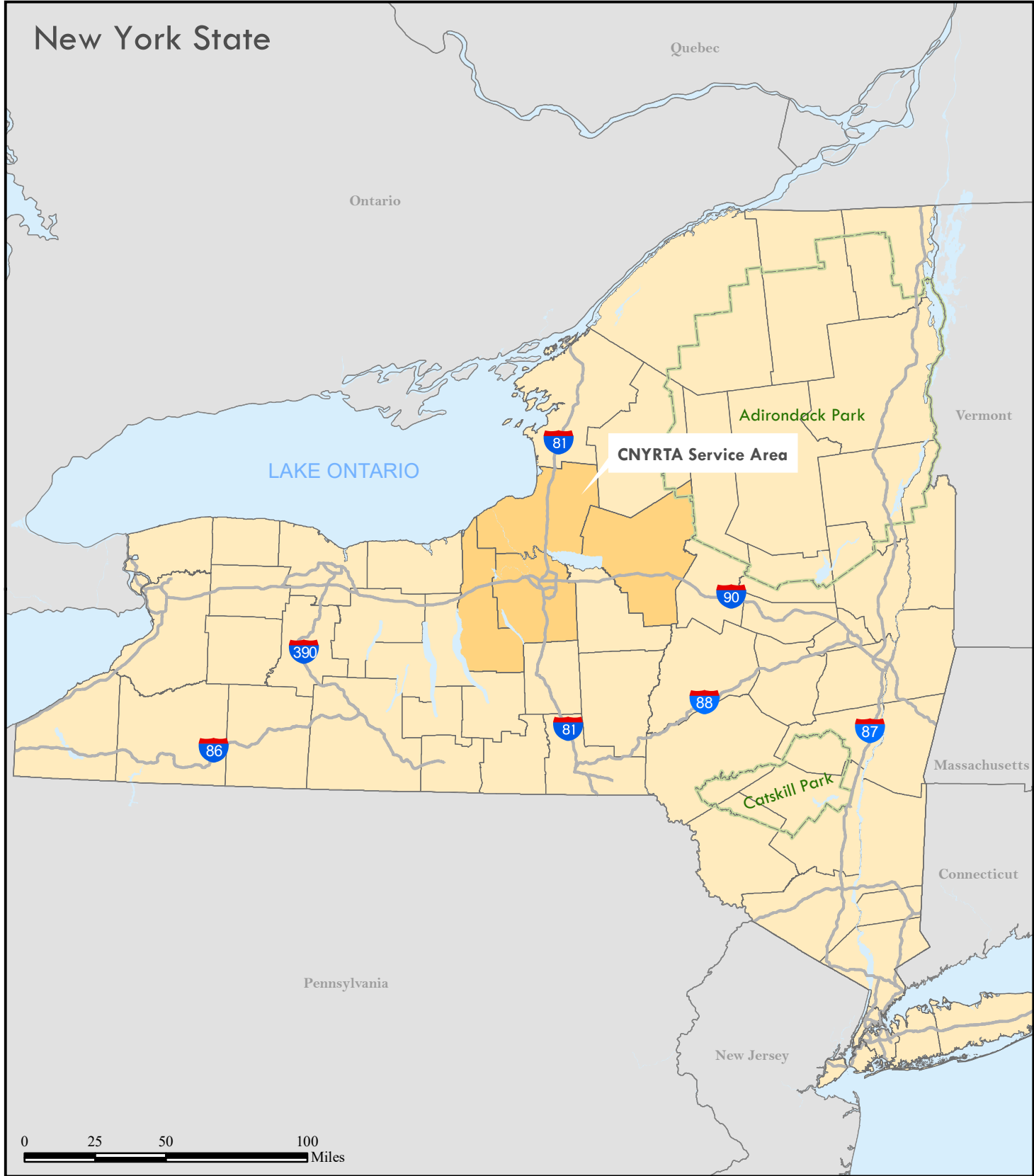
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# 1 Introduction

As the primary public transportation provider in the Greater Syracuse Metropolitan Area and Oneida County, the Central New York Regional Transportation Authority's transit service area covers four counties in central New York; Cayuga, Oneida, Onondaga and Oswego (Map 1). According to the 2010 Census, upwards of 900,000 people reside within this four-county area. On an annual basis, 11,000,000 passengers use the fixed route services, with most occurring on routes in Onondaga County (i.e., 9,000,000). The mission of the Central New York Regional Transportation Authority is to be responsive to the transportation needs of the Central New York Community by providing services which are safe, convenient, reliable, and environmentally responsible with a goal of maximizing the taxpayers' return on investment.

The Federal Transit Administration (FTA) requires that all recipients of Federal Transit funding submit a compliance report to the respective FTA regional office every three years following a variety of processes and requirements outlined in the Federal Transit's October 2012 Circular 4702.1B (Title VI Requirements and Guidelines for Federal Transit Administration Recipients). Additionally, this circular contains other requirements for those transit agencies that provide service within urbanized areas with over 200,000 in population, such as the Syracuse area. This 2016 report adheres to the prescriptive Federal processes and requirements for the development of a Title VI Program.



# CNY Regional Transportation Authority Service Area

2016 Title VI Report

Map 1



100 Clinton Square  
126 North Salina St, Suite 100  
Syracuse, NY 13202  
(315) 422-5716  
Fax: (315) 422-7753  
www.smtcmprg.org



Data Sources: NYSDOT, 2015  
Prepared by SMTC, 04/2016

This map is for presentation purposes only.  
The SMTC does not guarantee the accuracy or completeness of this map.

## Legend

- Interstate
- U.S. Highways
- State Highways
- CNYRTA Service Area
- County

## **2 General Requirements**

### **2.1 Notify Beneficiaries of Protection under Title VI**

Requirement: A copy of the recipient's Title VI notice to the public that indicates the recipient complies with Title VI, and informs members of the public of the protections against discrimination afforded to them by Title VI.

Response: The Central New York Regional Transportation Authority (CNYRTA) will provide information to the public regarding their Title VI obligations and apprise members of the public of the protections against discrimination afforded to them by Title VI via a notice on the CNYRTA web site ([www.centro.org](http://www.centro.org)) and at the CNYRTA offices and transit facilities / garages in Syracuse, Utica, Rome, Auburn and Oswego. This notice includes (1) a statement that the agency operates programs without regard to race, color, and national origin; (2) a description of the procedures that members of the public should follow in order to request additional information on CNYRTA's nondiscrimination policy; and (3) a description of the procedures that members of the public should follow in order to file a discrimination complaint against CNYRTA. A copy of the CNYRTA compliance with Title VI and notice is included in Attachment 1.

### **2.2 Develop Title VI Complaint Procedures and Complaint Form**

Requirement: In order to comply with 49 CFR Section 21.9(b), all recipients shall develop procedures for investigating and tracking Title VI complaints filed against them and make their procedures for filing a complaint available to members of the public. Recipients must also develop a Title VI complaint form, and the form and procedure for filing a complaint shall be available on the recipient's website.

Response: All comments received at the CNYRTA via telephone and email are recorded on a written form by Customer Service representatives. These forms are then routed to the responsible department within the company for response and or resolution, if a specific problem is identified. If a Title VI complaint is received, it is routed to the Title VI Complaint Officer. In addition, CNYRTA has implemented a computerized Customer Service software program which records each complaint by type, name, incident type, issue type, priority and resolution status. This system makes the tracking and categorization of incidents and issues much more efficient and effective, when fully utilized.

The CNYRTA web site includes a Title VI statement to make the public aware of the procedures for filing a complaint. In addition, printed materials are available to the public upon request. The complaint form and procedure are included in Attachment 2.

## **2.3 Title VI Investigations, Complaints and Lawsuits**

Requirement: In order to comply with the reporting requirements of 49 CFR Section 21.9(b), FTA requires all recipients to prepare and maintain a list of any of the following that allege discrimination on the basis of race, color, or national origin: active investigations conducted by entities other than FTA; lawsuits; and complaints naming the recipient.

Response: The CNYRTA has no active Title VI investigations, complaints or lawsuits alleging discrimination on the basis of race, color or national origin with respect to service or other transit benefits. CNYRTA maintains a log of all Title VI complaints and related actions. It is submitted as Attachment 3.

## **2.4 Promoting Inclusive Public Participation**

Requirement: The content and considerations of Title VI, the Executive Order on Limited English Proficiency (LEP), and the DOT LEP Guidance shall be integrated into each recipient's established public participation plan or process. Recipients are required to comply with the public participation requirements of 49 USC Sections 5307(b) and 5307 (c)(1)(I).

Response: Centro utilizes Census data to assess the number of LEP persons in its service area. That data is then combined with inputs from Drivers, Customer Service personnel and representatives of other agencies serving LEP persons to determine and document the level of effort to best produce a Language Implementation Plan.

By adoption of this 2016 Title VI program the Authority's Board of Members makes a strong statement that its policies and procedures adhere to the intent of Title VI, the Executive Order on Limited English Proficiency (LEP), and the DOT LEP Guidance. Further, the Authority fully complies with the public participation requirements of 49 USC Sections 5307(b) and 5307 (c)(1)(I). The viewpoints of minority, low-income and LEP populations are actively sought for any new projects via Centro's social media platforms on Facebook, Twitter and YouTube. Centro also meets regularly with community stakeholders in an effort to solicit feedback regarding its services to ensure the transportation needs of the communities it serves are fulfilled to best of the Authorities ability. The CNYRTA regularly advertises both in print and electronic medium through the Post-Standard, the area's primary newspaper in the Syracuse metropolitan region, which includes Onondaga, Oswego and Cayuga Counties. Market research indicates that The Post-Standard is the most widely read newspaper among the minority populations in the three counties. In addition, CNYRTA also regularly advertises in CNY Visions, a minority owned and urban based publication in Syracuse and CNY Latino, a newspaper published for the Latino community in Syracuse. Centro also has Spanish speaking staff on hand to address requests for information in that language. Lastly, a language interpretation telephone line is available for the LEP population.

CNYRTA's Public Participation Plan is included as Attachment 4.

## **2.5 Provide Meaningful Access to LEP Persons**

Requirement: Recipients shall take reasonable steps to ensure meaningful access to benefits, services, information, and other important portions of their programs and activities for individuals who are LEP.

Response: Centro utilizes Census data to assess the number of LEP persons in its service area. That data is then combined with inputs from drivers, customer service personnel and representatives of other agencies serving LEP persons to the Authority's Limited English Proficiency (LEP) Plan, which is included as Attachment 5.

Additionally, the CNYRTA web site contains a feature that allows the screen text to be translated into multiple languages and, a language interpretation telephone line is available.

CNYRTA will adhere to USDOT and USDOJ Safe Harbor Provision regarding translation of written materials for LEP populations. The Safe Harbor Provision directs that written translation of vital documents are to be provided for LEP language groups constituting five percent or 1,000 persons of the total population of the Authority's service area, whichever is less. Based on the results of the 2010 Census, translations of vital documents will be provided in Spanish.

## **2.6 Minority Representation on Planning and Advisory Bodies**

Requirement: Recipients that have transit-related, non-elected planning boards, advisory councils or committees, or similar committees, the membership of which is selected by the recipient, must provide a table depicting the racial breakdown of the membership of those committees, and a description of efforts made to encourage the participation of minorities on such committees.

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

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

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

Table 1: Board of Members

Body	Caucasian	Latino	African American	Asian American	Native American
Board of Members	60%	0%	40%	0%	0%

## 2.7 Providing Assistance to Sub Recipients

**Requirement:** Title 49 CFR Section 21.9 (b) states that if “a primary recipient extends Federal financial assistance to any other recipient, such other recipient shall also submit such compliance reports to the primary recipient as may be necessary to enable the primary recipient to carry out its obligations under this part.”

**Response:** As a past recipient of FTA JARC and New Freedom funding through CNYRTA, the Onondaga County Department of Aging and Youth (OCDA&Y) was the only Authority sub-recipient of FTA funding.

OCDA&Y adopted CNYRTA’s Title VI notice to beneficiaries and complaint procedures (Attachment 1) and complaint form (Attachment 2). Elements of CNYRTA’s Public Participation Plan (Attachment 4) and Limited English Proficiency Plan (Attachment 5) suited to the demand responsive JARC and/or New Freedom-funded services provided through OCDA&Y were utilized. CNYRTA has requested that OCDA&Y submit a record of complaints, investigations and lawsuits related to Title VI by March of each year for the previous calendar year.

OCDA&Y does not have a transit-related, non-elected board, advisory council or committee, the membership of which is selected by the Department; therefore, the requirement to provide a racial breakdown of the membership does not apply.

## 2.8 Monitoring Sub Recipients

**Requirement:** In accordance with 49 CFR Section 21.9 (b), and to ensure that sub recipients are complying with the DOT Title VI regulations, primary recipients must monitor their sub recipients for compliance with the regulations.

**Response:** CNYRTA, as the designated recipient of FTA funds in Central New York, had one sub recipient. The Authority passed through New Freedom funding to the OCDA&Y. CNYRTA monitors the County’s compliance with the provisions of Title VI, as required. Onondaga County meets all Title VI requirements. The CNYRTA no longer has a sub recipient relationship with OCDA&Y as of February 2016.



## **2.9 Determination of Site or Location of Facilities**

Requirement: Title 49 CFR Section 21.9(b)(3) states, “In determining the site or location of facilities, a recipient or applicant may not make selections with the purpose or effect of excluding persons from, denying them the benefits of, or subjecting them to discrimination under any program to which this regulation applies, on the grounds of race, color, or national origin; or with the purpose or effect of defeating or substantially impairing the accomplishment of the objectives of the Act or this part.”

Response: Since our last filing in September 2013, no new facilities have been constructed.

## **2.10 Provide Additional Information upon Request**

Requirement: FTA may request, at its discretion, information other than that required by the Title VI Circular from a recipient in order for FTA to investigate complaints of discrimination or to resolve concerns about possible noncompliance with DOT’s Title VI regulations.

Response: CNYRTA is prepared to provide any and all information FTA may require.

## 3 Requirements for Fixed Route Transit Providers

### 3.1 System-Wide Service Standards and Policies

Requirement: Information on the system-wide service policies and standards used by the transit provider, which relate to service considerations covered by Title VI, must reflect current practices. All transit providers shall set standards and policies for each specific fixed route mode of service they provide. These standards must address how service is distributed across the transit system, and must ensure that the manner of the distribution affords users access to these assets. The four transit service indicators FTA considers significant to monitor a public transit system's compliance with Title VI are:

- (1) Vehicle Load – a ratio of the number of seats on a vehicle to the number of passengers;
- (2) Vehicle Headway – the time interval between two vehicles traveling in the same direction on the same route;
- (3) On-time Performance – a measure of runs completed as scheduled;
- (4) Service Availability – the distance a person must travel to gain access to transit service;

In addition, recipients shall adopt system-wide service policies to ensure service design and operations practices do not result in discrimination on the basis of race, color, or national origin. Service policies differ from service standards in that they are not necessary based on a quantitative threshold. FTA requires transit providers to develop a policy for two service indications:

- (1) Distribution of Transit Amenities – items of comfort, convenience, and safety available to the general riding public; and
- (2) Vehicle Assignment.

Response: The Authority's board approved Service Standards, adopted in August 2016, are utilized by CNYRTA's Service Development Department in service planning and quality assurance efforts. These standards include and expand upon a basic set of standards approved by CNYRTA's Board of Members. The mission of the CNYRTA is to be responsive to the transportation needs of the Central New York community by providing services which are safe, convenient, reliable and environmentally responsible with a goal of maximizing the taxpayers' return on investment.

CNYRTA's Service Standards & Guidelines are included as Attachments 6 and 7. These standards are consistent with criteria required by the FTA. As these standards will be major determinants of the Authority's operating and capital costs, the ability to adhere to them is largely dependent on the Authority's fiscal position. As such, these standards are "targets." Therefore, Authority staff use its best judgement in providing efficient, effective public transportation within the confines of the Authority's fiscal means. Policies related to the distribution of transit amenities and vehicle assignments are included in both the CNY Centro and Non-UZA Service Standards & Guidelines.

Bus shelters for Onondaga, Cayuga, Oswego and Oneida Counties, as applicable, are listed in Tables 2-5.

Relative to Park-n-Ride facilities, Centro does not own any park and ride lots. It enters into formal agreements with public/private property owners to utilize their parking lots.

A list of those lots effective May 2016, is presented below:

#### North

- Kathan Road – 5594 Kathan Road, Brewerton, NY 13029
- Wegmans Plaza – 7952 Brewerton Road, Cicero, NY 13039
- Airport Plaza – 3811 Brewerton Road, North Syracuse, NY 13212

#### Northwest

- Great Northern Mall – 4125 State Route 31, Clay, NY 13041
- Tri County Mall – 197 Downer Street, Baldwinsville, NY 13027
- Seneca Mall – 8015 Oswego Road, Liverpool, NY 13090
- Wegmans Plaza – 7519 Oswego Road, Liverpool, NY 13088

#### West

- Mill Street & West Main Street – 300 West Main Street, Elbridge, NY 13060
- Camillus Commons - 5301 West Genesee Street, Camillus, NY 13031
- Fairmount Fair – 3529 West Genesee Street, Syracuse, NY 13219

#### South

- Nice N Easy – 5755 State Route 80, Tully NY 13159
- United Methodist Church – 5872 Meetinghouse Road, Tully, NY 13159

#### East

- Fayetteville Towne Center, 400 Towne Drive, Fayetteville, NY 13066
- Wegmans Plaza, 6789 East Genesee Street, Dewitt, NY 13066

To learn more about the park-n-ride locations visit <http://www.centro.org/park-n-ride-locations>

See Maps 2-6 for locations on bus shelters, park-n-ride locations and other transit amenities, as applicable, by the various CNYRTA properties.

Table 2: CNY Centro Bus Shelters

CNY CENTRO, Inc. (Syracuse)				
AM ID#	Description - Syracuse 2016	Kind/Size - (2 OR 3 Bay, STD or Cantilever, Advertising)	Bench (Y Or N)	W/C Access (Y or N)
SYR1098	Airport Plaza Parking Lot (RT 11)	2 Bay	Y	Y
SYR1585	Burnet Ave & Hasbrouck St – Chopper’s Auto	2 Bay	Y	Y
SYR1098	Camillus Commons	2 Bay	Y	Y
SYR540	Cedarpost Rd & Pinecrest Manor Apt.	Cantilever	Y	Y
	Court St & Park St	2 Bay	Y	Y
SYR1098	Court St at Syracuse China Dr	2 Bay	Y	Y
SYR541	Deerfield Rd – 300 (Franklin Park Apts	2 Bay	Y	Y
SYR538	E Genesee St & Walnut Ave	Advertising	Y	Y
SYR538	E Genesee St – Jewish Home	Advertising	Y	Y
SYR1585	E Genesee St – Opposite Bassett St	2 Bay	Y	Y
SYR1098	E Genesee St & Crouse Ave	Advertising	Y	Y
SYR1098	E Genesee St & Carlton Rd	2 Bay	Y	Y
	E Genesee St & Fellows Ave	Cantilever	Y	Y
SYR1098	E Genesee St & Jamesville Rd	2 Bay	Y	Y
SYR1585	E Washington St & Market St	Advertising	Y	Y
SYR1098	Fairmount Park & Ride	2 Bay	Y	Y
SYR1585	Fayette St & Pine St	2 Bay	Y	Y
SYR538	Fayette St & Pleasant St (RT 92)	Cantilever	Y	Y
SYR1585	Fayetteville Commons – P&C	2 Bay	Y	Y
SYR1098	Gifford St & Niagara St (Huntington)	2 Bay	Y	Y
SYR1098	Grant Blvd & Butternut St	2 Bay	Y	Y
SYR2155	Harrison St & Crouse Ave	Cantilever	Y	Y
SYR1098	Harrison St & S Townsend St	2 Bay	Y	Y
SYR549	Harrison St & Sarah Loguen St	Cantilever	Y	Y

SYR540	Iroquois Nursing Home	2 Bay	Y	Y
SYR1098	Irving St & Hartwell St (E Syracuse)	Advertising	Y	Y
SYR1098	ITC – Taxi	2 Bay	Y	Y
SYR1098	James St & Leo Ave	2 Bay	Y	Y
SYR1098	James St & Catherine St (Outbound)	2 Bay	Y	Y
SYR2156	James St – Lincoln Middle School	2 Bay	Y	Y
SYR1098	James St & Catherine St (Inbound)	Advertising	Y	Y
SYR1098	James St & Highland St (Inbound)	Advertising	Y	Y
SYR1098	James St & Lodi St (Inbound)	Advertising	Y	Y
SYR1098	James St & N McBride St (Inbound)	2 Bay	Y	Y
SYR1098	James St & N McBride St (Outbound))	2 Bay	Y	Y
SYR1098	James St & Oak St	2 Bay	N	Y
SYR2165	James St & Rigi Ave	Cantilever	Y	Y
SYR2158	James St & Sedgwick Heights Home	Cantilever	Y	Y
SYR1098	James St & Warren St	2 Bay	Y	Y
SYR1098	James St -800 (Highland St – Outbound)	Advertising	Y	Y
SYR1585	J-Lot Cortland Ave	2 Bay	Y	N
SYR543	Kathan Rd (Brewerton - Park & Ride)	2 Bay-Lrg Window	N	Y
SYR541	Loretto Rest (E Glen Ave & Loretto Dr)	2 Bay	Y	Y
SYR1585	Midland Ave & Brighton Ave	2 Bay	Y	Y
SYR2157	Midland Ave & Hall Ave	2 Bay	Y	Y
SYR1098	Milton Ave & Tompkins St	2 Bay	Y	N
	N Salina & Court St (Union Park)	2 Bay	Y	Y
SYR1098	N Salina St & W Genesee St	2 Bay	Y	Y
SYR1585	N Salina St & Water St	Advertising	Y	Y
SYR540	Nob Hill Apts – Bldg 4	2 Bay	Y	Y
SYR1585	North Medical Center	2 Bay	Y	N
SYR1585	Nottingham Rd & Drumlins Country Club	2 Bay	Y	Y
SYR1585	Nottingham Rd & Tecumseh Rd	2 Bay	Y	Y
SYR1585	OCC-Ransom McKenzie Dr (Academic One)	2 Bay	Y	Y
SYR1098	OCC-SRC Arena (Lot 13)	2 Bay	Y	Y

SYR1098	Old Liverpool Rd & Greenpoint Ave	2 Bay	Y	Y
SYR1098	Old Liverpool Rd & Towngarden Dr	2 Bay	Y	Y
	One Centro Center (Tallman St)	2 Bay	N	Y
SYR1098	Oswego St & Tulip St	2 Bay	Y	Y
	Plum St & Franklin St	2 Bay	Y	Y
SYR543	Pond St & Becker St (Vinette Towers)	3 Bay	Y	Y
SYR1098	Pond St & First North St	2 Bay	Y	Y
SYR540	Robinson St & Winston St	2 Bay	Y	Y
SYR1585	RT 11 & Elbow Rd	2 Bay	Y	Y
SYR1585	RT 11 & Bear Rd	2 Bay	Y	Y
SYR1585	RT 11 & Woodwind Apts Dr	2 Bay	Y	Y
SYR1098	S Franklin St & W Washington St (Fed Bldg)	2 Bay	Y	Y
SYR540	S Salina St & Fillmore Ave (Valley Plaza)	2 Bay	Y	Y
SYR547	S Salina St & E Colvin St (Onondaga Public Library)	2 Bay	Y	Y
SYR543	S Salina St & Tallman St	2 Bay-Lrg Window	Y	Y
SYR553	S Salina St & Taylor St	2 Bay	Y	Y
SYR1585	S Salina St & E Brighton Ave	2 Bay	Y	Y
SYR1098	S Salina St & Green Hills Driveway	2 Bay	Y	Y
SYR1098	S Salina St & New St	2 Bay	Y	Y
	S Salina St & W Jefferson St	2 Bay	N	N
SYR542	S State St & Burt St	2 Bay	Y	Y
SYR1098	S State St & Madison St (Inbound)	2 Bay	Y	Y
SYR1098	S State St & Madison St (Outbound)	2 Bay	Y	Y
	Shop City	3 Bay	Y	Y
SYR2159	South Ave & Daisy St	2 Bay	Y	Y
SYR538	South Ave & Valley Dr	Advertising	N	Y
	South Ave & W Onondaga St	2 Bay	Y	Y
SYR2160	Springfield Rd & Canton Dr	Cantilever	Y	Y
SYR538	St Camillus Rehab Dr (Parking lot)	Cantilever	Y	Y
SYR543	State Fair Blvd & Stasko Dr	2 Bay	Y	Y
SYR544	SU - 149 Small Rd #6	3 Bay	N	N



SYR543	SU - 252 Winding Ridge #14B	2 Bay	N	Y
SYR552	SU - 260 Small Rd #4	3 Bay	Y	Y
SYR544	SU - 532 Winding Ridge #13A	3 Bay	N	Y
SYR543	SU – Archibold Gym #15	2 Bay	Y	Y
SYR543	SU – Chinook Dr (Opposite 116) #12	2 Bay	N	Y
SYR543	SU – Chinook Dr #11	2 Bay	N	Y
SYR538	SU – Henry St #16	2 Bay	Y	Y
	SU – Lambreth LN – Between Sky Hall 2 & 3 #19	2 Bay	Y	Y
SYR543	SU – Manley Field House / Comstock side #2	2 Bay	Y	Y
SYR543	SU – Manley Field House / Coyne lot #3	2 Bay	Y	Y
SYR543	SU – Slocum Heights Dr (A-7) #8A	2 Bay	N	Y
SYR543	SU – Slocum Heights Dr (B-32) #9	2 Bay	N	Y
SYR538	SU – Slocum Heights Dr (A-6) #8B	2 Bay	N	Y
SYR538	SU – Slocum Heights Dr (Opposite B-32) #10	3 Bay	N	Y
SYR543	SU – Small Rd & Lambreth Ln #7	3 Bay	N	Y
SYR538	SU – Small Rd & Lambreth Ln #7A	2 Bay	N	Y
SYR543	SU – Winding Ridge (Opposite 252) #14A	2 Bay	N	Y
SYR543	SU – Winding Ridge (Opposite 532) #13B	2 Bay	Y	Y
SYR552	Sunnycrest Rd & Chaplin Dr	2 Bay	Y	Y
SYR543	Sunnycrest Rd & Midler Ave	2 Bay	Y	Y
	Township 5	2 Bay	Y	Y
SYR538	Union Ave & Prospect Ave	Cantilever	Y	Y
SYR552	Valley Dr & W Seneca Tnpk	2 Bay	Y	Y
	Washington St & Clinton St			
SYR1098	W Genesee St & Newport Rd (Camillus Village)	2 Bay	Y	Y
SYR1098	W Genesee St & Beverly Dr	2 Bay	Y	Y
	W Genesee St & Lakeview Ave (Harrison Bakery)	2 Bay	Y	Y
SYR1098	W Genesee St & Milton Ave	2 Bay	Y	Y
	W Genesee St (Tully's)	2 Bay	Y	Y
SYR1098	W Manlius St & N Center St	2 Bay	Y	Y
SYR1098	W Onondaga St & Kandace St (Providence)	Cantilever	Y	Y

SYR1098	W Genesee St & Fairmount Gardens Apts Dr	2 Bay	Y	Y
	Washington St & Warren St	3 Bay	Y	Y
SYR538	Waverly Ave & Irving Ave	Cantilever	Y	Y
SYR1098	Wegmans – RT 57	2 Bay	Y	Y
SYR549	Wegmans – Cicero (Park & Ride)	2 Bay	Y	Y
SYR1585	Wegmans – DeWitt	2 Bay	Y	Y
SYR1098	Wilbur Ave-600 S (Front of ARC)	2 Bay	Y	Y
SYR543	Wolf St & 7 <sup>th</sup> North St	2 Bay	Y	Y

Table 3: Centro of Cayuga Bus Shelters

CENTRO OF CAYUGA				
AM ID#	Description - Cayuga 2016	Kind/Size - (2 OR 3 Bay, STD or Cantilever, Advertising)	Bench (Y Or N)	W/C Access (Y or N)
	Brogman Manor	2 Bay	Y	Y
SYR1585	Common Center (Loop Rd)	2 Bay	Y	Y
SYR1585	Common Center (Loop Rd)	2 Bay	Y	Y
SYR1585	Common Center (Loop Rd)	2 Bay	Y	Y
SYR538	Cranesbrook	2 Bay	N	Y
SYR549	Fingerlakes Mall	2 Bay	Y	Y
SYR1585	Genesee St (Boyle Center)	2 Bay	Y	Y
SYR1585	Genesee St (Tops Plaza)	2 Bay	Y	Y
SYR1585	Lansing & Nelson St (Memorial Hospital)	2 Bay	Y	Y
SYR1585	North St (ARC)	2 Bay	Y	Y
	Park Ave & North St	2 Bay	Y	Y
SYR538	Quill Ave	Cantilever	N	Y
SYR538	Thornton Ave (Mercy)	3 Bay	Y	Y

Table 4: Centro of Oswego Bus Shelters

CENTRO OF OSWEGO				
AM ID#	Description - Oswego 2016	Kind/Size - (2 OR 3 Bay, STD or Cantilever, Advertising)	Bench (Y Or N)	W/C Access (Y or N)
OSW594	E First & Bridge St – Inbound	Cantilever	Y	Y
OSW594	E Third & Bridge St	Cantilever	Y	Y
OSW594	East Ave – Bosco Food Market	2 Bay	Y	Y
SYR552	SUNY-Barnes Dr (LOT #7)	2 Bay	N	Y
OSW781	SUNY-Barnes Dr (LOT #7)	3 Bay	N	Y
OSW594	SUNY-Centennial Dr & Rudolph	2 Bay	N	Y
OSW782	SUNY-Iroquois Trail (Oneida Hall)	3 Bay	N	Y
OSW785	SUNY-Laker Hall	3 Bay	N	Y
OSW594	SUNY-Rudolph Rd (Onondaga stop)	2 Bay	N	Y
OSW784	SUNY-Rudolph Rd north side	3 Bay	N	Y
OSW594	SUNY-Rudolph Rd south side	2 Bay	N	Y
SYR552	SUNY-Seneca Hall	2 Bay	N	Y
SYR1098	Towpath Towers – Fulton	2 Bay	N	Y
OSW594	W Bridge & Liberty St	Cantilever	N	N
OSW594	W First & Bridge St – Outbound	2 Bay	Y	Y
OSW594	W First & Bridge St – Inbound	2 Bay	Y	Y
OSW594	Wine Creek Apts	3 Bay	N	Y

Table 5: Centro of Oneida Bus Shelters

CENTRO OF ONEIDA - UTICA			
Location	Location (2)	Municipality	Type
SUNY Poly	On campus	Marcy	New style
Sangertown Mall	Mall	New Hartford	New style
Utica Hub	Bleecker St	Utica	New style
Utica Hub	Bleecker St	Utica	New style
Ruggerio Apts	Bleecker St	Utica	New style
MVCC	On campus	Utica	New style

Eagle Park	Eagle St	Utica	New style
Obilston Apts	Clinton St	Utica	New style
Genesee &	Higby	Utica	New style
Genesee &	Parkway	Utica	New style
Genesee &	Grant	Utica	New style
Price Chopper	Genesee St	Utica	New style
St Elizabeth Hospital	Genesee St	Utica	New style
St Joseph's Nursing Home	Genesee St	Utica	New style
258 Genesee	Genesee St	Utica	New style
Price Chopper	North Utica	Utica	New style
Presbyterian Home	Middle Settlement Rd	New Hartford	New style
Genesee &	Cornelia	Utica	New style
Rite Aid – South Utica	Genesee St	Utica	New style
Oswego	& Genesee	Utica	New style
Lady of Lourdes	Genesee St	Utica	New style
Village Point Apts	Genesee St	New Hartford	New style
HTC	Dwyer Ave	Utica	Old style
Humphrey Gardens Apts	Herkimer Rd	Utica	New style
Park Edge Apts	Herkimer Rd	Utica	New style
Utica College	Burrstone Rd	Utica	New style
Utica College	Burrstone Rd	Utica	New style
Utica Psychiatric Center	Whitesboro St	Utica	New style
Main St	Whitesboro St	Whitesboro	New style
Main St Plaza	Main St	Whitesboro	New style
St Lukes Hospital	Champion Rd	New Hartford	Old style
Mohawk &	South	Utica	New style
Hillside Garden Apts	Oneida St	Utica	Old style
Insight House	Whitesboro St	Utica	Old style
Business Park	Burrstone Rd	Utica	Old style
Business Par	Burrstone Rd	Utica	Old style

## CENTRO OF ONEIDA – ROME

Location	Location (2)	Municipality	Type
Liberty Gardens	Liberty ST	Rome	Old style
Walmart	RT 69	Rome	Old style
Chestnut St	Chestnut	Rome	Old style
MVCC	Floyd Ave	Rome	Old style
DFAS	Griffiss Park	Rome	Old style
Floyd Ave	St Peters	Rome	New style
Senior Center	Ridge St	Rome	New style
Tops Plaza	South George St	Rome	New style

The types of buses utilized by CNYRTA Centro in Syracuse, Oswego, Cayuga and Oneida are noted in the table below.

Table 6: CNYRTA Vehicle Assignments

CNY CENTRO, Inc. (Syracuse)			
Route	Route Name	Bus Type Abbreviation	Bus Type Name
SU 43	Waverly Ave	SU	SU Shuttle Transit
SU 43	Waverly Ave	SU CC	SU Connective Corridor
SU 44	Manley	SU	SU Shuttle Transit
SU 45	SU - Destiny USA	SU	SU Shuttle Transit
SU244	Slocum Heights	SU	SU Shuttle Transit
SU344	South Campus	SU	SU Shuttle Transit
SU344	South Campus	SU CC	SU Connective Corridor
SU443	Connective Corridor	SU	SU Shuttle Transit
SU443	Connective Corridor	SU CC	SU Connective Corridor
SU444	Small Road	SU	SU Shuttle Transit
SU544	Sky Hall Shuttle	30'	30' Transit Diesel
Sy 10	South Salina - Nedrow	1000	40' Transit CNG LF
Sy 10	South Salina - Nedrow	1200	40' Transit CNG LF
Sy 10	South Salina - Nedrow	2500HB	40' Transit CNG High Back LF
Sy 10	South Salina - Nedrow	2700	40' Transit Hybrid LF
Sy 16	North Salina - Buckley Rd	1000	40' Transit CNG LF
Sy 16	North Salina - Buckley Rd	1200	40' Transit CNG LF
Sy 16	North Salina - Buckley Rd	2500HB	40' Transit CNG High Back LF
Sy 16	North Salina - Buckley Rd	2700	40' Transit Hybrid LF
Sy 20	James Street	1000	40' Transit CNG LF
Sy 20	James Street	1200	40' Transit CNG LF
Sy 20	James Street	2500	40' Transit Diesel/CNG LF
Sy 20	James Street	2500HB	40' Transit CNG High Back LF
Sy 20	James Street	2700	40' Transit Hybrid LF
Sy 20	James Street	2800HB	40' Transit Die High Back LF
Sy 20	James Street	35'	35' Transit Diesel
Sy 26	Valley Drive	1000	40' Transit CNG LF
Sy 26	Valley Drive	1200	40' Transit CNG LF
Sy 26	Valley Drive	2500	40' Transit Diesel/CNG LF
Sy 26	Valley Drive	2500HB	40' Transit CNG High Back LF
Sy 30	Westcott - SU	1000	40' Transit CNG LF
Sy 30	Westcott - SU	1200	40' Transit CNG LF
Sy 30	Westcott - SU	2500HB	40' Transit CNG High Back LF
Sy 30	Westcott - SU	35'	35' Transit Diesel

Sy 36	Camillus	1200	40' Transit CNG LF
Sy 36	Camillus	2500	40' Transit Diesel/CNG LF
Sy 36	Camillus	2500HB	40' Transit CNG High Back LF
Sy 36	Camillus	2800HB	40' Transit Die High Back LF
Sy 36	Camillus	2900HB	40' Transit Diesel HighBack LF
Sy 40	Drumlins - Nob Hill	1000	40' Transit CNG LF
Sy 40	Drumlins - Nob Hill	1200	40' Transit CNG LF
Sy 40	Drumlins - Nob Hill	2500	40' Transit Diesel/CNG LF
Sy 40	Drumlins - Nob Hill	2500HB	40' Transit CNG High Back LF
Sy 40	Drumlins - Nob Hill	2800HB	40' Transit Die High Back LF
Sy 40	Drumlins - Nob Hill	2900HB	40' Transit Diesel HighBack LF
Sy 40	Drumlins - Nob Hill	MCI	40' Coach Diesel
Sy 46	Liverpool - Route 57	1000	40' Transit CNG LF
Sy 46	Liverpool - Route 57	1200	40' Transit CNG LF
Sy 46	Liverpool - Route 57	2500HB	40' Transit CNG High Back LF
Sy 46	Liverpool - Route 57	2900HB	40' Transit Diesel HighBack LF
Sy 48	Liverpool - Morgan	1000	40' Transit CNG LF
Sy 48	Liverpool - Morgan	1200	40' Transit CNG LF
Sy 48	Liverpool - Morgan	2500HB	40' Transit CNG High Back LF
Sy 50	Destiny USA	1000	40' Transit CNG LF
Sy 50	Destiny USA	1200	40' Transit CNG LF
Sy 50	Destiny USA	2500	40' Transit Diesel/CNG LF
Sy 50	Destiny USA	2500HB	40' Transit CNG High Back LF
Sy 52	Court Street	1000	40' Transit CNG LF
Sy 52	Court Street	1200	40' Transit CNG LF
Sy 52	Court Street	2700	40' Transit Hybrid LF
Sy 52	Court Street	2800HB	40' Transit Die High Back LF
Sy 52	Court Street	35'	35' Transit Diesel
Sy 54	Midland - Valley Drive	1000	40' Transit CNG LF
Sy 54	Midland - Valley Drive	1200	40' Transit CNG LF
Sy 54	Midland - Valley Drive	2700	40' Transit Hybrid LF
Sy 54	Midland - Valley Drive	2800HB	40' Transit Die High Back LF
Sy 58	Parkhill	1200	40' Transit CNG LF
Sy 58	Parkhill	2500	40' Transit Diesel/CNG LF
Sy 58	Parkhill	2500HB	40' Transit CNG High Back LF
Sy 58	Parkhill	2700	40' Transit Hybrid LF
Sy 62	Manlius	1200	40' Transit CNG LF
Sy 62	Manlius	2500	40' Transit Diesel/CNG LF
Sy 62	Manlius	2500HB	40' Transit CNG High Back LF
Sy 62	Manlius	2800HB	40' Transit Die High Back LF
Sy 62	Manlius	2900HB	40' Transit Diesel HighBack LF



Sy 62	Manlius	35'	35' Transit Diesel
Sy 64	Western Lights & Grand Avenue	1000	40' Transit CNG LF
Sy 64	Western Lights & Grand Avenue	1200	40' Transit CNG LF
Sy 64	Western Lights & Grand Avenue	2700	40' Transit Hybrid LF
Sy 68	East Fayette - Erie Blvd	1000	40' Transit CNG LF
Sy 68	East Fayette - Erie Blvd	1200	40' Transit CNG LF
Sy 68	East Fayette - Erie Blvd	2700	40' Transit Hybrid LF
Sy 72	Townsend - East Colvin	1200	40' Transit CNG LF
Sy 72	Townsend - East Colvin	2500HB	40' Transit CNG High Back LF
Sy 72	Townsend - East Colvin	35'	35' Transit Diesel
Sy 74	Solvay	1000	40' Transit CNG LF
Sy 74	Solvay	1200	40' Transit CNG LF
Sy 74	Solvay	2500	40' Transit Diesel/CNG LF
Sy 76	Salt Springs	1000	40' Transit CNG LF
Sy 76	Salt Springs	1200	40' Transit CNG LF
Sy 76	Salt Springs	2500HB	40' Transit CNG High Back LF
Sy 76	Salt Springs	2700	40' Transit Hybrid LF
Sy 80	Grant Blvd	1000	40' Transit CNG LF
Sy 80	Grant Blvd	1200	40' Transit CNG LF
Sy 82	Baldwinsville	1200	40' Transit CNG LF
Sy 82	Baldwinsville	2500HB	40' Transit CNG High Back LF
Sy 82	Baldwinsville	2800HB	40' Transit Die High Back LF
Sy 82	Baldwinsville	2900HB	40' Transit Diesel HighBack LF
Sy 84	Mattydale	1200	40' Transit CNG LF
Sy 84	Mattydale	2500HB	40' Transit CNG High Back LF
Sy 84	Mattydale	35'	35' Transit Diesel
Sy 86	Henry Clay	1200	40' Transit CNG LF
Sy 86	Henry Clay	2500HB	40' Transit CNG High Back LF
Sy 86	Henry Clay	2800HB	40' Transit Die High Back LF
Sy 88	North Syracuse - Central Square	1200	40' Transit CNG LF
Sy 88	North Syracuse - Central Square	2500HB	40' Transit CNG High Back LF
Sy 88	North Syracuse - Central Square	2800HB	40' Transit Die High Back LF
Sy 88	North Syracuse - Central Square	2900HB	40' Transit Diesel HighBack LF
Sy 88	North Syracuse - Central Square	MCI	40' Coach Diesel
Sy 90	Wegmans Shopper	2500HB	40' Transit CNG High Back LF
Sy 90	Wegmans Shopper	35'	35' Transit Diesel
Sy 90	Wegmans Shopper	40' CAB	40' Transit Multi-W/C
Sy 92	Tops Shoppers	2500HB	40' Transit CNG High Back LF
Sy 92	Tops Shoppers	40' CAB	40' Transit Multi-W/C
Sy 94	J-Lot Shuttle	1200	40' Transit CNG LF
Sy 94	J-Lot Shuttle	2500	40' Transit Diesel/CNG LF

Sy323	James Street - Minoa	1000	40' Transit CNG LF
Sy323	James Street - Minoa	2800HB	40' Transit Die High Back LF
Sy510	Lafayette - Tully	2500HB	40' Transit CNG High Back LF
Sy510	Lafayette - Tully	35'	35' Transit Diesel
Sy921	Henninger	1000	40' Transit CNG LF
Sy921	Henninger	1200	40' Transit CNG LF
Sy921	Henninger	2500	40' Transit Diesel/CNG LF
Sy921	Henninger	35'	35' Transit Diesel
Sy926	Corcoran	1000	40' Transit CNG LF
Sy926	Corcoran	1200	40' Transit CNG LF
Sy926	Corcoran	2500	40' Transit Diesel/CNG LF
Sy926	Corcoran	2500HB	40' Transit CNG High Back LF
Sy926	Corcoran	SU	SU Shuttle Transit
Sy931	Nottingham	1200	40' Transit CNG LF
Sy931	Nottingham	2500	40' Transit Diesel/CNG LF
Sy931	Nottingham	2500HB	40' Transit CNG High Back LF
Sy931	Nottingham	30'	30' Transit Diesel
Sy931	Nottingham	SU	SU Shuttle Transit
Sy936	Syracuse Academy of Science	1200	40' Transit CNG LF
Sy936	Syracuse Academy of Science	2500	40' Transit Diesel/CNG LF
Sy936	Syracuse Academy of Science	2500HB	40' Transit CNG High Back LF
Sy942	Christian Brothers Academy	1200	40' Transit CNG LF
Sy942	Christian Brothers Academy	SU	SU Shuttle Transit
Sy958	Bishop Grimes	1200	40' Transit CNG LF
Sy958	Bishop Grimes	2500HB	40' Transit CNG High Back LF
Sy966	Bishop Ludden	1200	40' Transit CNG LF
Sy972	Institute of Technology at Central	1200	40' Transit CNG LF
Sy972	Institute of Technology at Central	2500	40' Transit Diesel/CNG LF
Sy974	Fowler - PSLA	1200	40' Transit CNG LF
Sy974	Fowler - PSLA	2500	40' Transit Diesel/CNG LF
Sy974	Fowler - PSLA	2700	40' Transit Hybrid LF
Sy974	Fowler - PSLA	SU CC	SU Connective Corridor
Z 43	Waverly Ave	SU	SU Shuttle Transit
Z 43	Waverly Ave	SU CC	SU Connective Corridor
Z 44	Manley	SU	SU Shuttle Transit
Z 44	Manley	SU CC	SU Connective Corridor
Z 245	Nob Hill	SU	SU Shuttle Transit
Z 344	South Campus	SU	SU Shuttle Transit
Z 344	South Campus	SU CC	SU Connective Corridor
Z 443	Connective Corridor	SU	SU Shuttle Transit
Z 443	Connective Corridor	SU CC	SU Connective Corridor

## CENTRO OF CAYUGA

Route	Route Name	Bus Type Abbreviation	Bus Type Name
Aub 1	West Genesee	2500	40' Transit Diesel/CNG LF
Aub 1	West Genesee	30'	30' Transit Diesel
Aub 2	Franklin	2500	40' Transit Diesel/CNG LF
Aub 2	Franklin	30'	30' Transit Diesel
Aub 3	North Street	2500	40' Transit Diesel/CNG LF
Aub 3	North Street	30'	30' Transit Diesel
Aub 4	State Street	2500	40' Transit Diesel/CNG LF
Aub 4	State Street	30'	30' Transit Diesel
Aub 7	Welch Allen - Tessy	MCI	40' Coach Diesel
Aub 8	Moravia - CCF	MCI	40' Coach Diesel
Aub36	Auburn - Syracuse via Skaneateles	MCI	40' Coach Diesel
Aub38	Auburn - Syracuse via Elbridge	MCI	40' Coach Diesel

## CENTRO OF OSWEGO

Route	Route Name	Bus Type Abbreviation	Bus Type Name
Ful 4	Fulton East Side	30'	30' Transit Diesel
Ful 5	Fulton West Side	30'	30' Transit Diesel
Mex 3	Mexico - Fulton	30'	30' Transit Diesel
Osw10	SUNY Oswego Blue Route	2500	40' Transit Diesel/CNG LF
Osw10	SUNY Oswego Blue Route	30'	30' Transit Diesel
Osw11	SUNY Oswego Green Route	30'	30' Transit Diesel
Osw1A	Price Chopper via 104	2500	40' Transit Diesel/CNG LF
Osw1A	Price Chopper via 104	30'	30' Transit Diesel
Osw1A	Price Chopper via 104	MCI	40' Coach Diesel
Osw1B	Price Chopper - Hamilton Homes	2500	40' Transit Diesel/CNG LF
Osw1B	Price Chopper - Hamilton Homes	30'	30' Transit Diesel
Osw1C	Price Chopper via Seneca Street	2500	40' Transit Diesel/CNG LF
Osw1D	Price Chopper via Brandonwood	2500	40' Transit Diesel/CNG LF
Osw1D	Price Chopper via Brandonwood	30'	30' Transit Diesel
Osw2A	College via 104	2500	40' Transit Diesel/CNG LF
Osw2A	College via 104	30'	30' Transit Diesel
Osw2B	College via West Seneca	2500	40' Transit Diesel/CNG LF
Osw2B	College via West Seneca	30'	30' Transit Diesel
Osw2C	College via West Utica	2500	40' Transit Diesel/CNG LF
Osw2C	College via West Utica	30'	30' Transit Diesel
Osw2D	College via Ellen St	2500	40' Transit Diesel/CNG LF
Osw2D	College via Ellen St	30'	30' Transit Diesel

Osw46	Oswego - Syracuse	30'	30' Transit Diesel
Osw46	Oswego - Syracuse	MCI	40' Coach Diesel

## CNY CENTRO OF ONEIDA

Route	Route Name	Bus Type Abbreviation	Bus Type Name
Rome2	WalMart	30'	30' Transit Diesel
Rome4	Turin St.	30'	30' Transit Diesel
Rome5	Price Chopper	30'	30' Transit Diesel
Rome6	Griffiss	30'	30' Transit Diesel
Rome7	Bloomfield	30'	30' Transit Diesel
Rome9	Rome Hospital	30'	30' Transit Diesel
Ut 11	Whitesboro	35'	35' Transit Diesel
Ut 12	Bleeker St.	35'	35' Transit Diesel
Ut 14	Mohawk	35'	35' Transit Diesel
Ut 15	James Street	35'	35' Transit Diesel
Ut 20	Lenox - Business Park	35'	35' Transit Diesel
Ut 22	South Street	35'	35' Transit Diesel
Ut 24	Genesee Street	35'	35' Transit Diesel
Ut 28	Herkimer Rd	35'	35' Transit Diesel
Ut 29	Riverside Drive	35'	35' Transit Diesel
Ut 30	Clinton	35'	35' Transit Diesel
Ut 31	Oneida - Chadwicks	35'	35' Transit Diesel
Ut111	New York Mills	35'	35' Transit Diesel

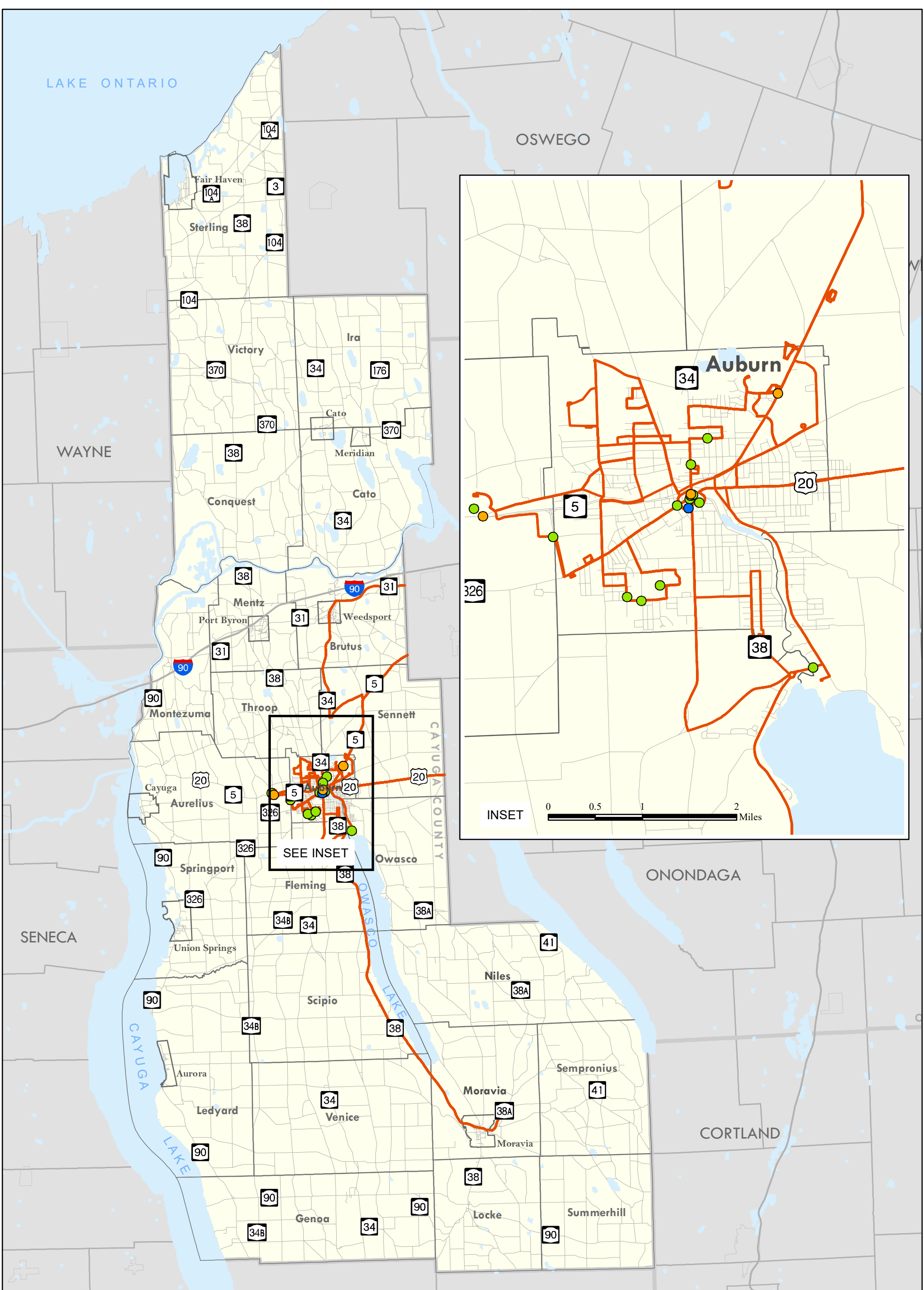
The CNYRTA equipment roster below details the various 236 vehicles utilized by CNY Centro in Syracuse, Oswego, Cayuga and Oneida.

Table 7: CNYRTA Equipment Roster

CNY Centro - Syracuse (Fixed Route)				
Year	Make	Model	Length (ft)	Quantity
2009	MCI	D4000	40	2
2003	BIA	ORION V	35	5
2004	New Flyer	D30LF	30	1
2005	New Flyer	D40LF	40	17
2005	New Flyer	C40LF	40	18
2007	Gillig	Hybrid	40	9
2008	Gillig	D40LF	40	3
2009	Gillig	G27D102N4	40	4
2009	Gillig	G27B102N7	35	1
2009	AMERITRANS	3200IM	26	4

2010	Orion	Orion VII	40	19
2012	Orion	Orion VII	40	58
2009	Orion	Orion VII	40	2
2011	Orion	Orion VII	40	1
<b>CNY Centro - Syracuse (Paratransit)</b>				
Year	Make	Model	Length (ft)	Quantity
2013	Ford	Phoenix	21'9	4
2011	Eldorado	Aeroelite	26	3
2010	Eldorado	Aeroelite	26	9
2009	Eldorado	Aeroelite	26	8
1991	BIA	ORION V	40	1
1999	BIA	ORION V	40	1
Subtotal - Syracuse				170
<b>Centro of Oswego (Fixed Route)</b>				
Year	Make	Model	Length (ft)	Quantity
2009	MCI	D4000	40	3
2004	New Flyer	D30LF	30	5
2005	New Flyer	D40LF	40	4
2009	Gillig	G27D102N4	40	1
<b>Centro of Oswego (Paratransit)</b>				
Year	Make	Model	Length (ft)	Quantity
2011	Eldorado	Aeroelite	26	1
2009	Eldorado	Aeroelite	26	2
Subtotal - Oswego				16
<b>Centro of Cayuga (Fixed Route)</b>				
Year	Make	Model	Length (ft)	Quantity
2004	New Flyer	D30LF	30	4
2005	New Flyer	D40LF	40	2
2015	MCI	D4000	40	7
<b>Centro of Cayuga (Paratransit)</b>				
Year	Make	Model	Length (ft)	Quantity
2009	Eldorado	Aeroelite	26	1
Subtotal - Cayuga				14
<b>Centro of Utica (Fixed Route)</b>				
Year	Make	Model	Length (ft)	Quantity
2007	Gillig	D35LF	35	2
2009	Gillig	G27B102N4	35	1
2009	Gillig	G27B102N5	35	1

2009	Gillig	G27B102N6	35	1
2010	Orion	ORION VII	35	1
2011	BIA	ORION VII	35	12
2012	BIA	ORION VII	35	3
Centro of Utica (Paratransit)				
Year	Make	Model	Length (ft)	Quantity
2010	Eldorado	Aeroelite	26	2
2013	Eldorado	Aeroelite	26	4
Subtotal - Utica				27
Centro of Rome (Fixed Route)				
Year	Make	Model	Length (ft)	Quantity
2008	Gillig	D29LF	29	3
2012	BIA	ORION VII	35	2
2012	BIA	ORION VII	30	1
Centro of Rome (Paratransit)				
Year	Make	Model	Length (ft)	Quantity
2010	Eldorado	Aeroelite	26	1
2009	Eldorado	Aeroelite	26	2
Subtotal - Rome				9
Grand Total:				236



  
100 Clinton Square  
126 North Salina St, Suite 100  
Syracuse, NY 13202  
(315) 422-5716  
Fax: (315) 422-7753  
www.smtcmpo.org

Data Sources: Census 2010;  
Centro  
Prepared by SMTC, 04/2016

# Transit Services and Amenities, Cayuga County

## 2016 Title VI Report

### Map 2

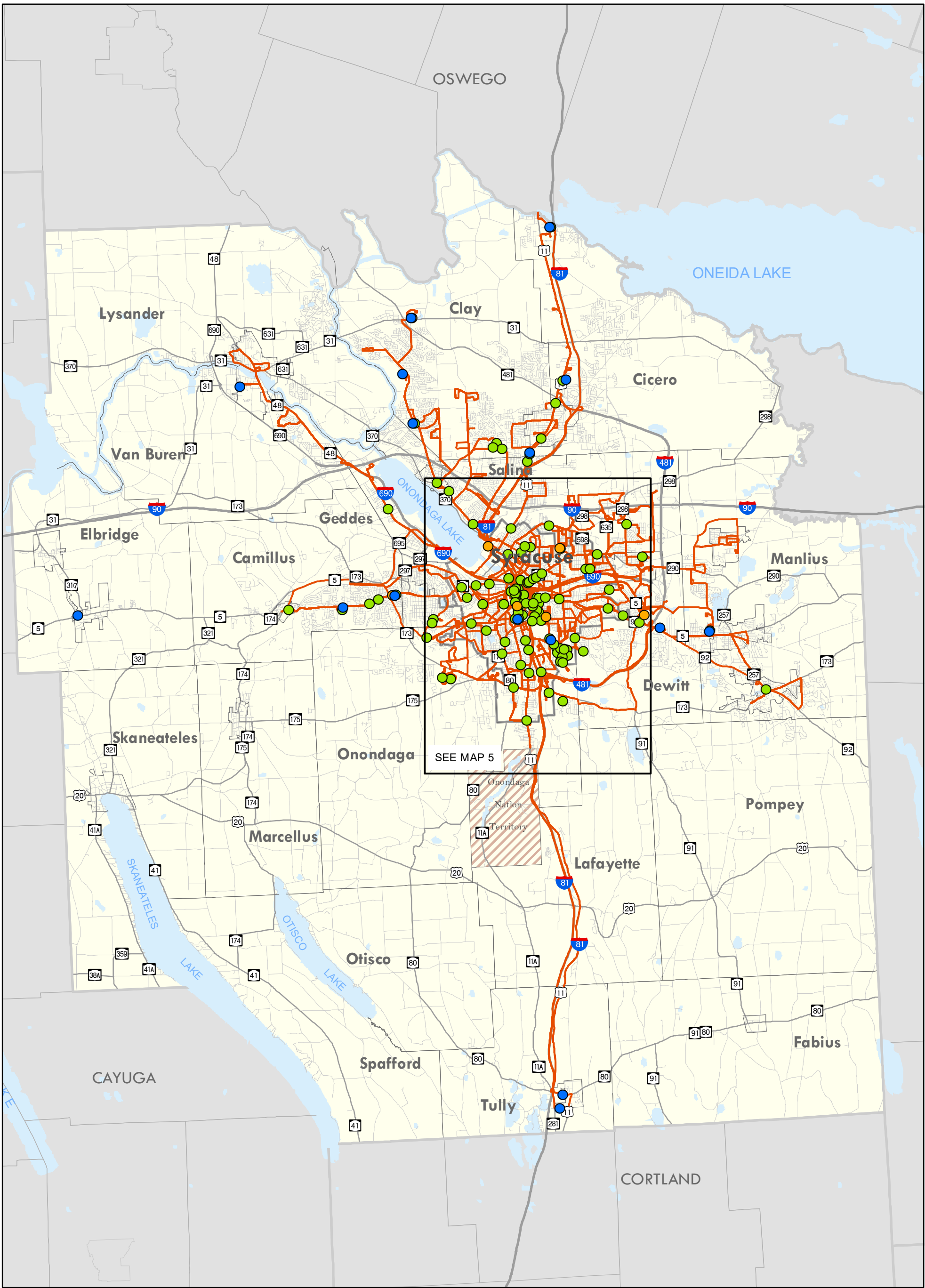
0 1.25 2.5 5 Miles  
This map is for presentation purposes only.  
The SMTC does not guarantee the accuracy or completeness of this map.

- Legend**
- Transit Hub
  - Park and Ride
  - Shelter
  - Interstates
  - Roads
  - Water Features
  - Centro Bus Routes
  - County Boundary
  - Town/Village









100 Clinton Square  
126 North Salina St, Suite 100  
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www.smtcmo.org



Data Sources: Census 2010;  
Centro  
Prepared by SMTC, 04/2016

## Transit Services and Amenities, Onondaga County

### 2016 Title VI Report

#### Map 4

0 0.75 1.5 3  
Miles

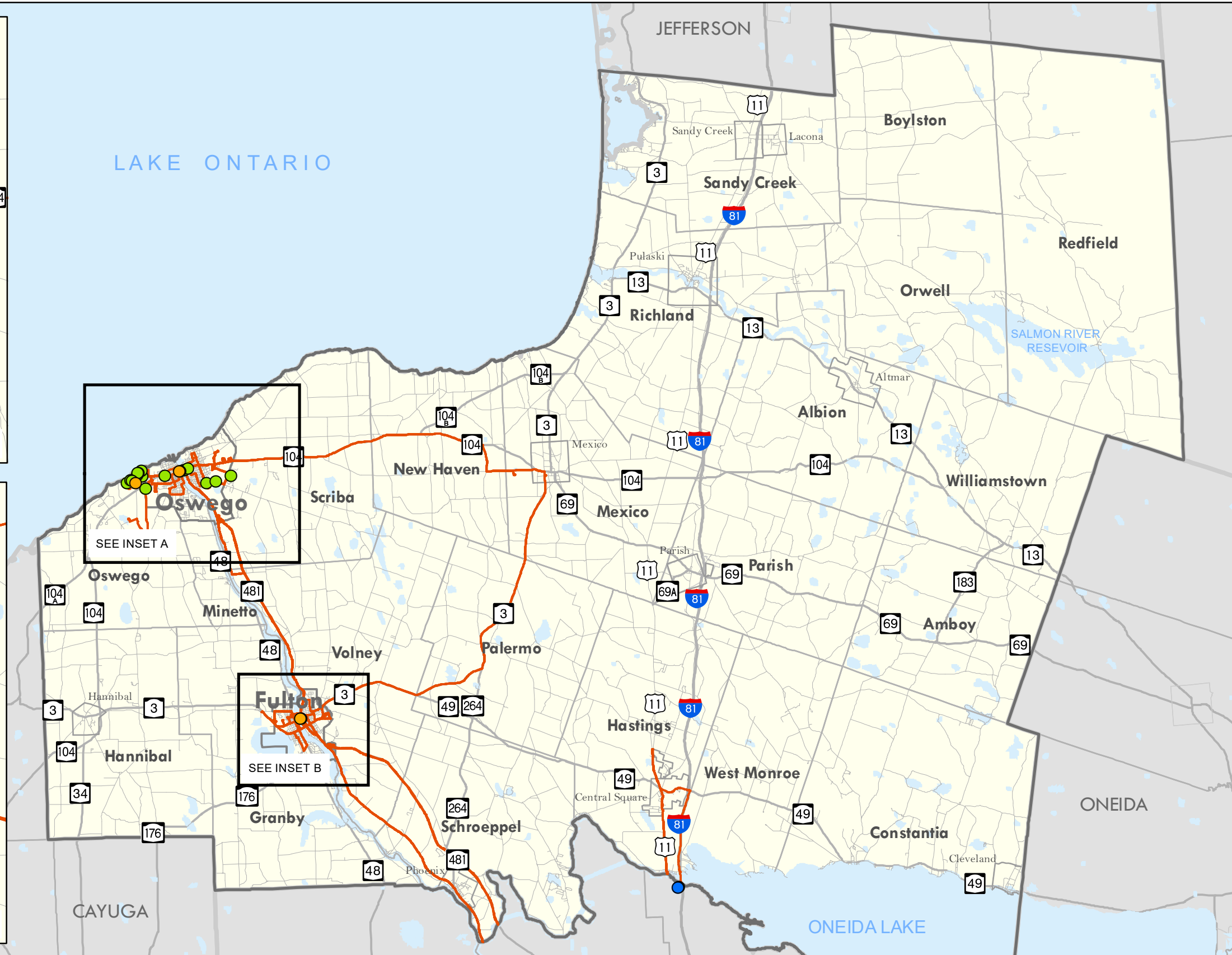
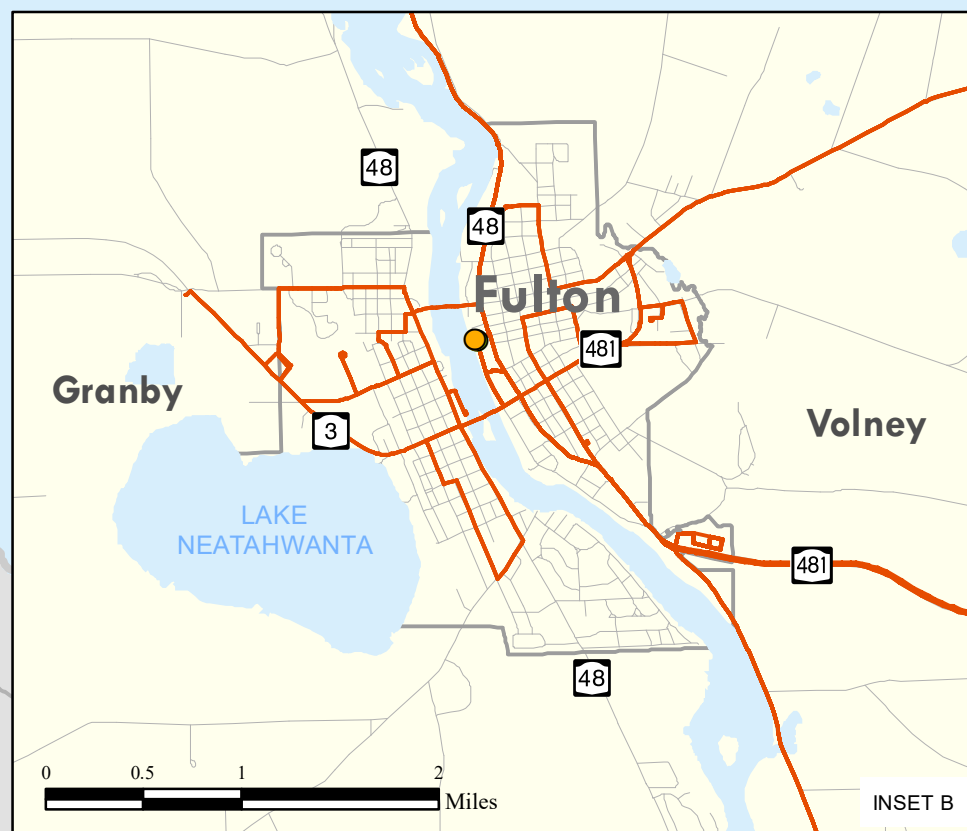
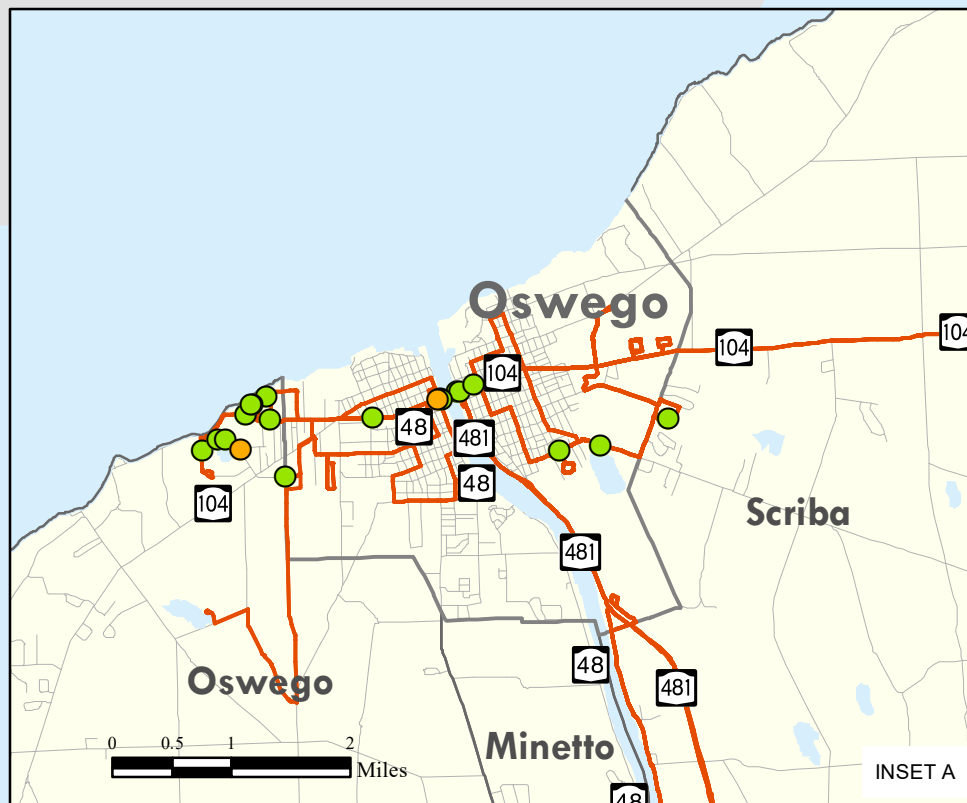
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#### Legend

- Park and Ride
- Transit Hub
- Shelters
- Centro Bus Routes
- Interstate
- County Boundary
- Roads
- Water Features
- Town/Village
- Major Roads
- City
- Onondaga Nation Territory







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## Transit Services and Amenities, Oswego County

2016 Title VI Report

Map 6

0 1 2 4 Miles

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- Legend**
- Transit Hub
  - Park and Ride
  - Shelter
  - Interstate
  - State Routes
  - Oswego County boundary
  - County Boundary
  - Roads
  - Water Features
  - Centro Bus Routes
  - Town/Village
  - City

## 3.2 Collect and Report Demographic Data

Requirement: Transit providers that operate 50 or more fixed route vehicles in peak service and are located in a UZA of 200,000 or more in population shall collect and analyze racial and ethnic data. Demographic and service profile maps and charts after each decennial census and prior to proposed service reductions or eliminations shall be prepared. Providers shall collect information on the race, color, or national origin, English proficiency, language spoken at home, household income and travel patterns of their riders using customer surveys. The FTA requires the following maps and charts be prepared:

- (1) Base map – includes Census tract, block or block group, road network, fixed routes, major activity centers or transit trip generators.
- (2) Demographic maps which plot the above information and also shades those Census tracts, blocks or block groups where the percentage of the total minority population in the service area exceeds the average minority population for the service area as a whole.
- (3) Demographic maps that depict Census tracts, blocks or block groups where the percentage of the total low-income population residing in these areas exceeds the average percentage of low-income populations for the service area as a whole.

Response: This 2016 Title VI report incorporates all applicable demographic and service profile maps as recommended by the FTA, along with various other demographic maps prepared to assist with the following analyses. It also incorporates the results of ridership surveys performed in 2013 which depict the race, color, or national origin, English proficiency, language spoken at home, household income and travel patterns of riders in the Syracuse-based service area. (See Attachment 8)

### *3.2.1 Methodology for GIS Maps and Data Analysis*

Using the latest Census data where applicable, various methodologies were employed to develop meaningful threshold values to delineate areas of demographic concern via Census Tracts.

#### *3.2.1.1 Minority Concentration*

When examining concentrations of minorities for analytical purposes, minorities are defined as any populations self-identified as *non-white only*, with 2010 Census race classifications. Additionally, those who consider themselves to be Hispanic are also included as part of the analysis. However, *Hispanic* is not considered a race category according to the Census. Instead, it is listed as an ethnicity. Therefore, Hispanics who consider themselves to be included in the *white only* race category are also considered in this analysis.

### 3.2.1.2 Low-Income Concentration

Based upon research of other income analyses by SMTC staff, it was determined that the *Median Household Income* variable from the 2010-2014 American Community Survey (ACS) 5-Yr data would be the most suitable for analysis.

### 3.2.1.3 Limited English Proficient (LEP) Concentration

There are three categories available for English-speaking ability in the ACS 2010-2014 table, “Language Spoken at Home by Ability to Speak English for the Population 5 Years and Over”: all of those people who speak another language, those that speak that language and speak English “very well,” and those that speak that language and speak English less than “very well.” For this analysis, those speakers of other languages who speak English less than “very well” were considered to be the Limited English Proficiency population.

## 3.2.2 Developing Thresholds

Using the guidance contained above in this chapter, the average percentage for minority and the LEP populations in each of the four counties represent a suitable threshold value to identify areas where significant concentrations of specified populations exist. All concentration thresholds are based on county values.

Alternatively, when researching available options to define low-income parameters it was determined that median household income would be the most suitable method to examine income across Census Tracts. Rather than using the Department of Health and Human Services poverty thresholds, a percentage of the county’s median household income to designate low-income concentrations was implemented. This percentage is calculated from the HUD Division of Community Planning and Development for the Community Development Block Grant program (CDBG).

A low-income Census Tract is defined by HUD as a Census Tract whose median household income does not exceed 50 percent of the metropolitan area median household income, while Census Tracts whose median household income does not exceed 80 percent of the value are considered moderate-income.

The SMTC utilized a similar approach to the HUD guidelines when developing parameters to define low-income concentrations. Census Tracts with a median household income of above 80 percent of each county’s median household income were classified as the highest-income category; household incomes between 50 and 80% were considered the next lower income level; and incomes below 50% of the county household median income were classified as the lowest income threshold.

### 3.2.3 Mapping

Three demographic base maps were created for each variable noted in this report (low income, minority, LEP). Additionally, the City of Syracuse was mapped separately due to the amount of transit service provided in this geographic coverage. All transit-related information, including the bus routes and amenities (bus shelters, Park and Ride locations, and transit hubs), were provided by the CNYRTA and created in GIS by the SMTC.

All map data was derived from the 2010-2014 ACS.

The data was imported into GIS and displayed by Census Tract. The median household income, the average minority population, and the LEP population were calculated separately for each county, due to differences in population density. Any Census Tract that was higher than the average value of the County for each variable was labeled as *concentration*. In addition, base maps displaying Census Tracts, roads, and transit trip generators as defined by Centro are included in the report. Please see Maps 22-26.

In the four Counties within which CNYRTA operates, Onondaga County is unique as it includes a Native American Nation, the Onondaga Nation Territory. Please note that the data provided by the Census Bureau regarding the Onondaga Nation may include several inaccuracies. However, these data were determined to be the most reliable source of socio-economic information pertaining to the Onondaga Nation that was readily available at the time of writing this document.

### 3.2.4 Descriptions of Concentration Areas

Based on the methodology explained in Subsection 3.2.3 & 3.2.4, there were different resulting percentages for each county. The percentages and data for each county are listed below and incorporated visually in Maps 7-21.

#### 3.2.4.1 Cayuga County

##### 3.2.4.1.1 Minority Concentration

*Concentration Area:* Census Tracts greater than 7.6% minority population

According to the 2010-2014 ACS, the total population of Cayuga County is 79,481, while the minority population is 6,059. This results in an average county minority concentration of 7.6 percent.

##### 3.2.4.1.2 Low Income Concentration

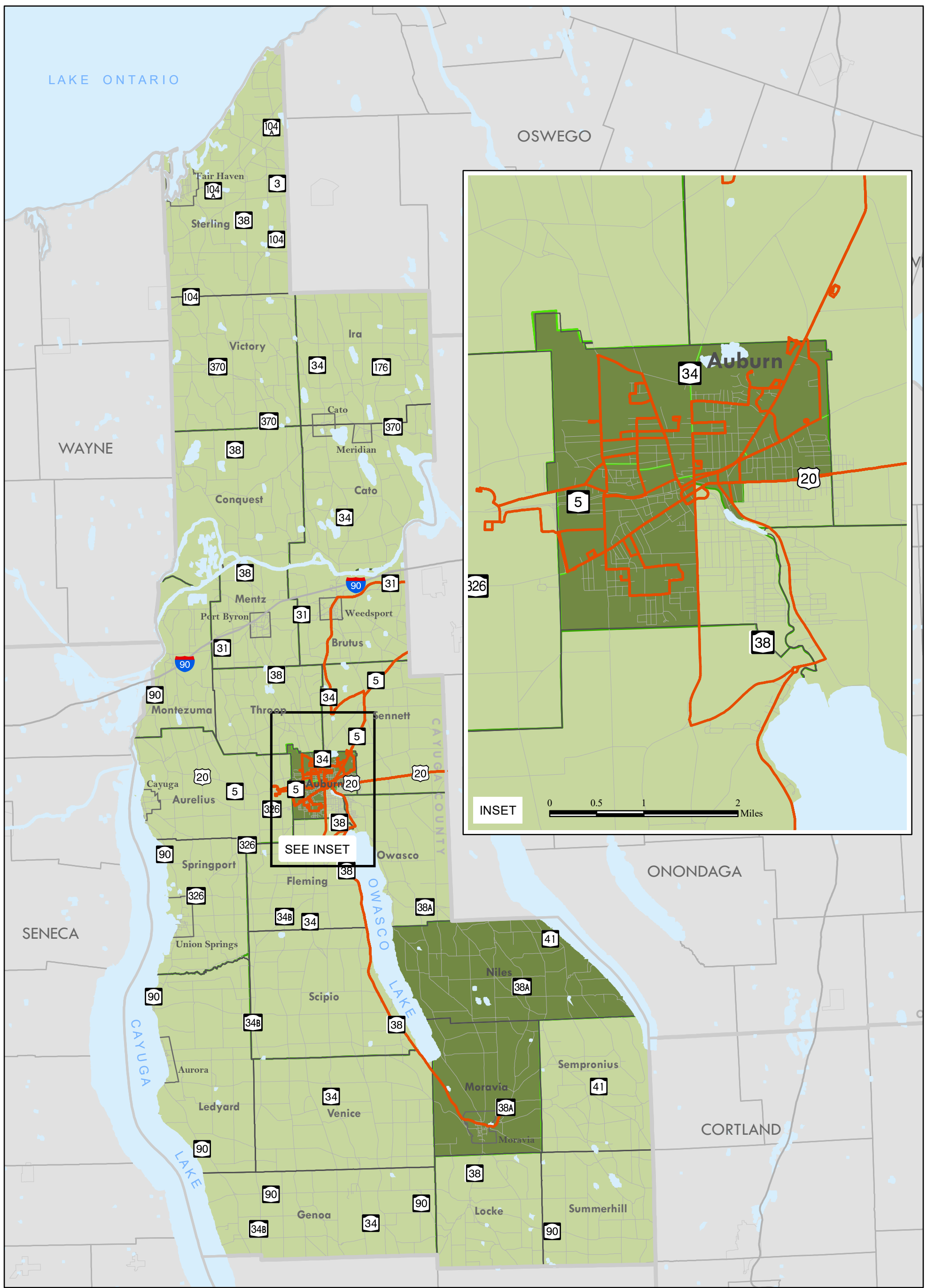
*Concentration Area:* Census Tracts with a median income less than \$41,433 or \$25,896.

Based on information from 2010-2014 ACS, Cayuga County's median household income is \$51,304. Concentration areas were considered to be both less than 80% of the median

(\$41,433), or moderately low-income; and less than 50% of the median (\$25,896), or very low income.

#### 3.2.4.1.3 LEP Concentration

*Concentration Area:* Census Tracts with 1.5% or more LEP population



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Data Sources: ACS 2010-2014 Tract;  
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## Minority Concentration, Cayuga County 2016 Title VI Report

### Map 7

0 1.25 2.5 5 Miles

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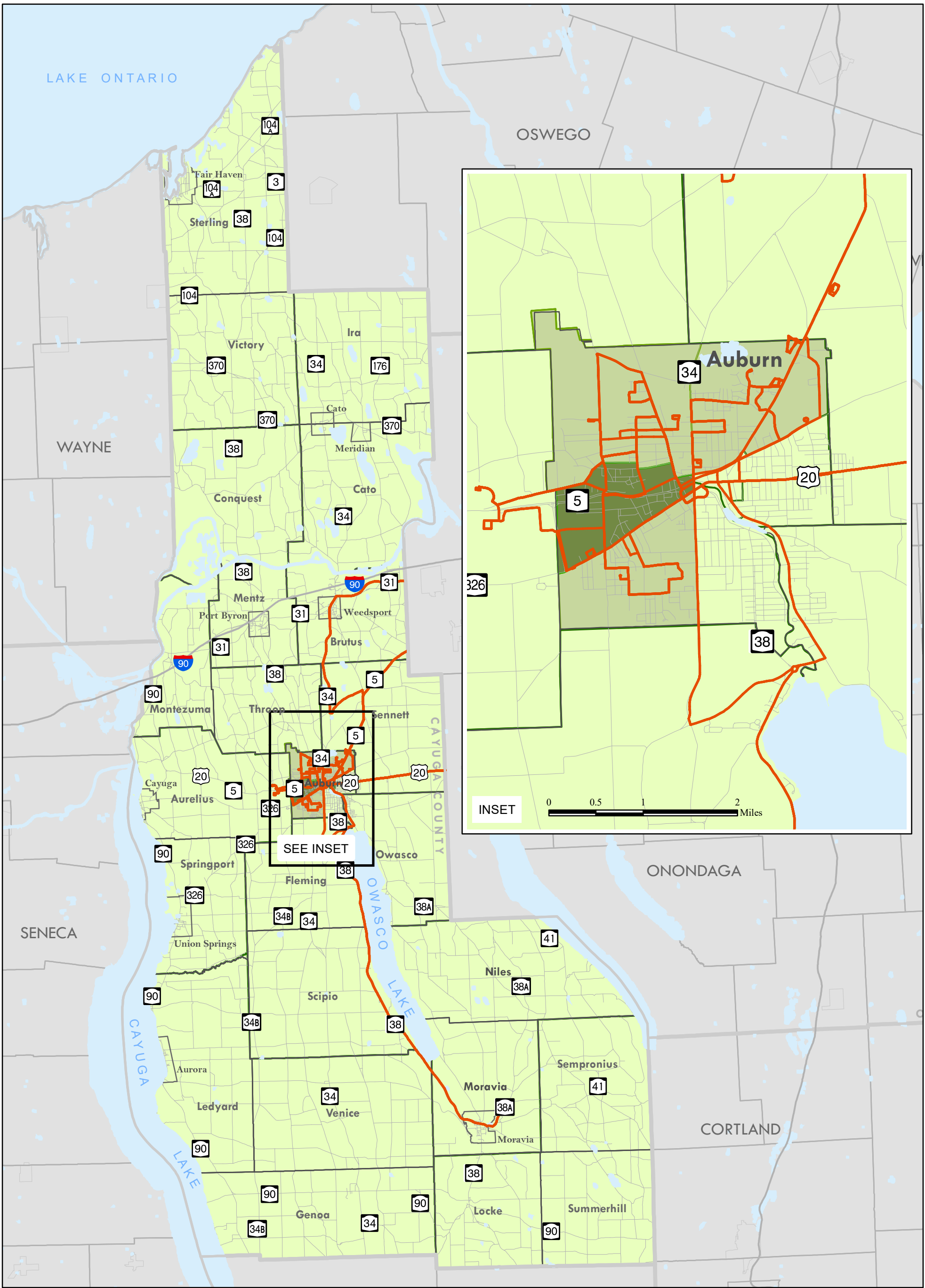
#### Legend

- Interstates
- County Boundary
- Roads
- Centro Bus Routes
- Water Features
- County Boundary
- Town/Village
- Town
- Village

#### Minority Concentration

- Below County Average ( $\leq 7.6\%$ )
- Above County Average ( $> 7.6\%$ )





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## Low Income Concentration, Cayuga County

2016 Title VI Report

### Map 8

0 1.25 2.5 5 Miles

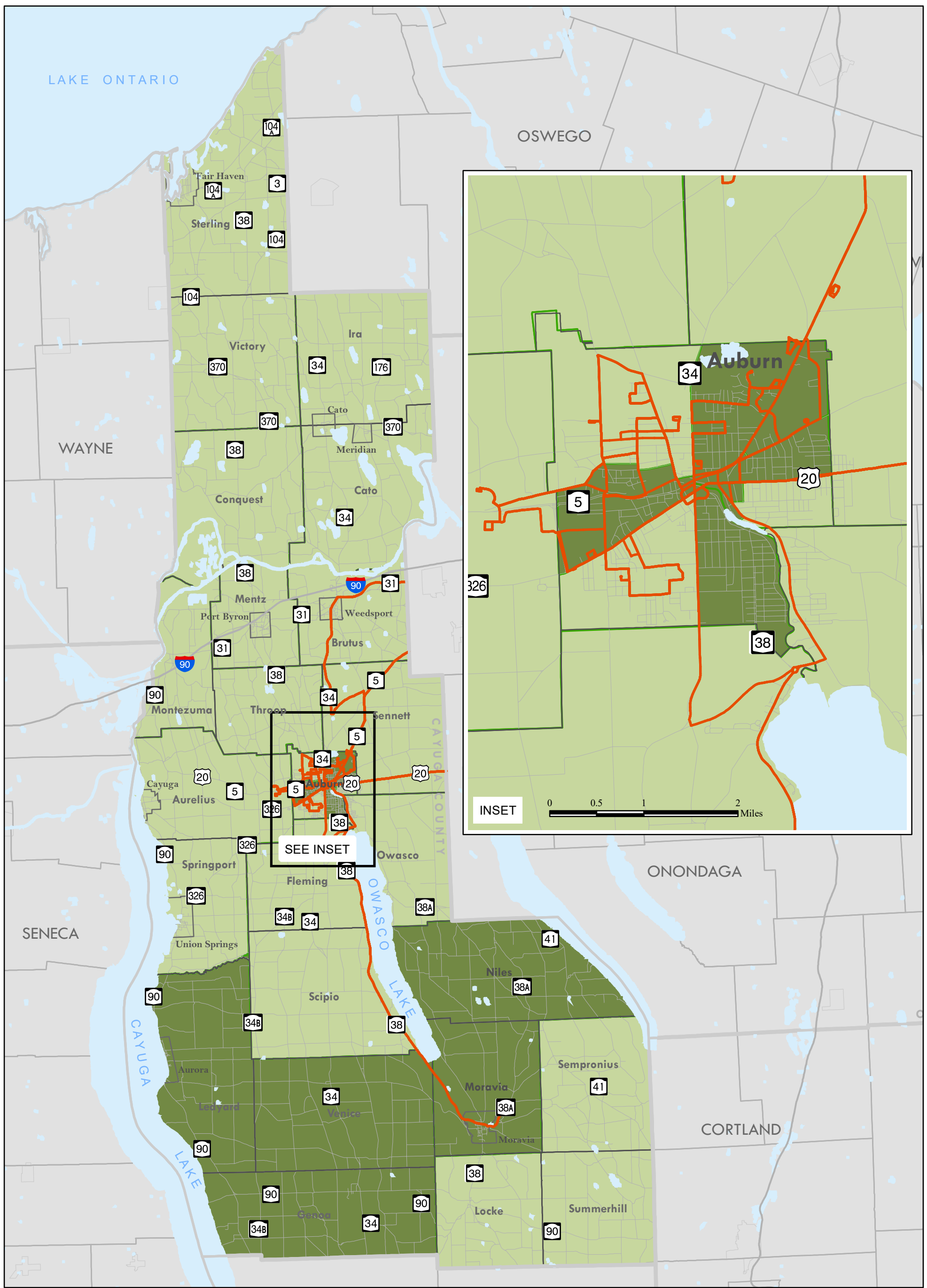
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#### Legend

- Interstates
- County Boundary
- Roads
- Centro Bus Routes
- Water Features
- County Boundary
- Town/Village
- Town
- Village

#### Median Household Income

- Above 80% of County HH Median (>\$41,433)
- Between 50-80% of County HH Median (\$25,897 to \$41,433)
- Below 50% of County HH Median Income (<=\$25,896)



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## Limited English Proficiency Concentration, Cayuga County

### 2016 Title VI Report

#### Map 9

0 1.25 2.5 5 Miles

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- Legend**
- Interstates
  - County Boundary
  - Roads
  - Centro Bus Routes
  - Water Features
  - County Boundary
  - Town/Village
  - Town
  - Village
- LEP Concentration**
- Below County Average (<1.5%)
  - Above County Average (>=1.5%)

### 3.2.4.2 Oneida County

#### 3.2.4.2.1 Minority Concentration

*Concentration Area:* Census Tracts greater than 13.7% minority population

According to the 2010-2014 ACS, the total population of Oneida County is 233,944, while the minority population is 31,951. This results in an average county minority concentration of 13.7 percent.

#### 3.2.4.2.2 Low Income Concentration

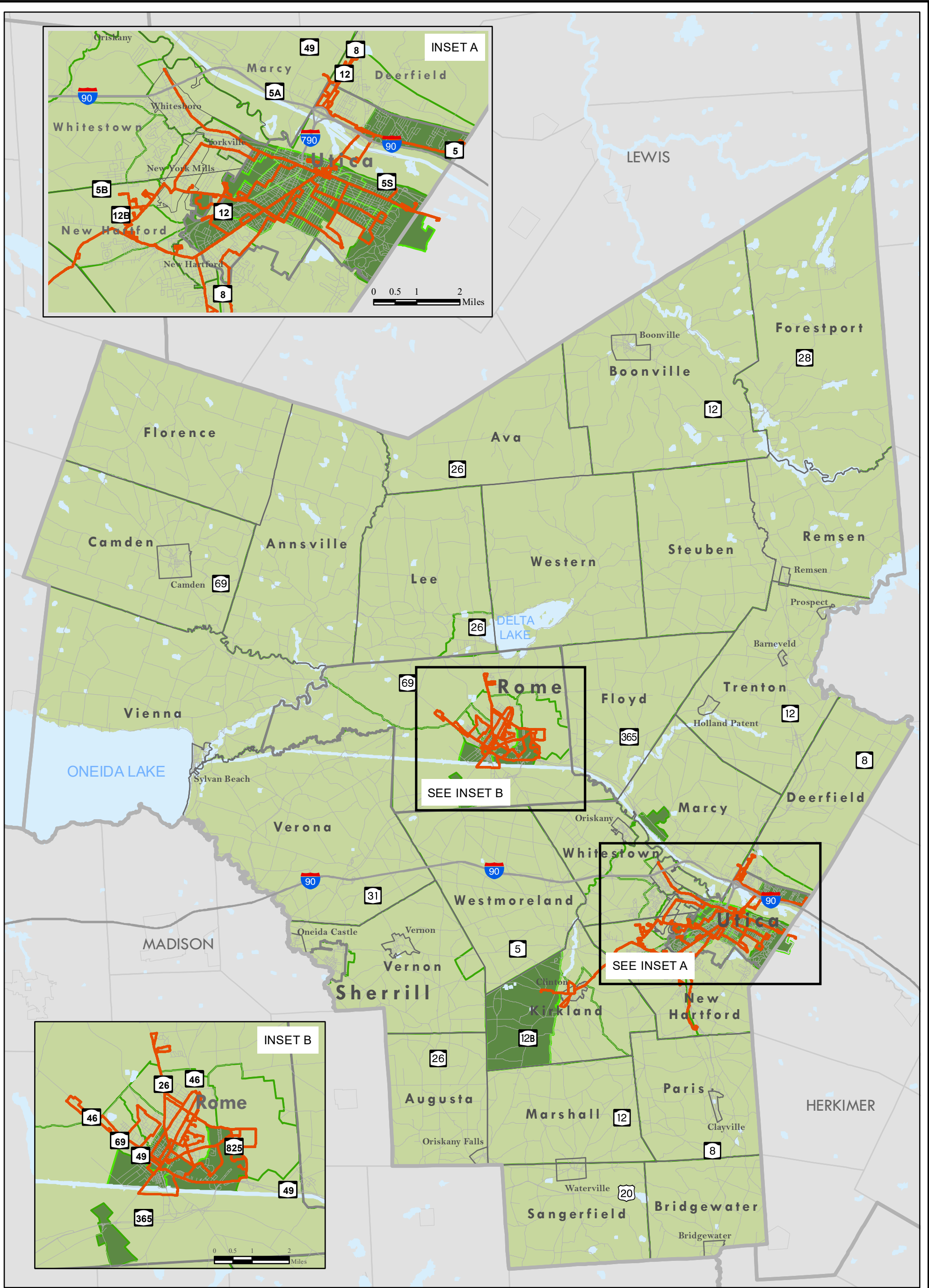
*Concentration Area:* Census Tracts with a median income less than \$39,145 or \$24,466.

Based on information from the 2010-2014 ACS, Oneida County's median household income is \$48,768. Concentration areas were considered to be both less than 80% of the median (\$39,145), or moderately low-income; and less than 50% of the median (\$24,466), or very low-income.

#### 3.2.4.2.3 LEP Concentration

*Concentration Area:* Census Tracts with 5.1% or more LEP population





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## Minority Concentration, Oneida County 2016 Title VI Report

### Map 10

0 1.25 2.5 5 Miles

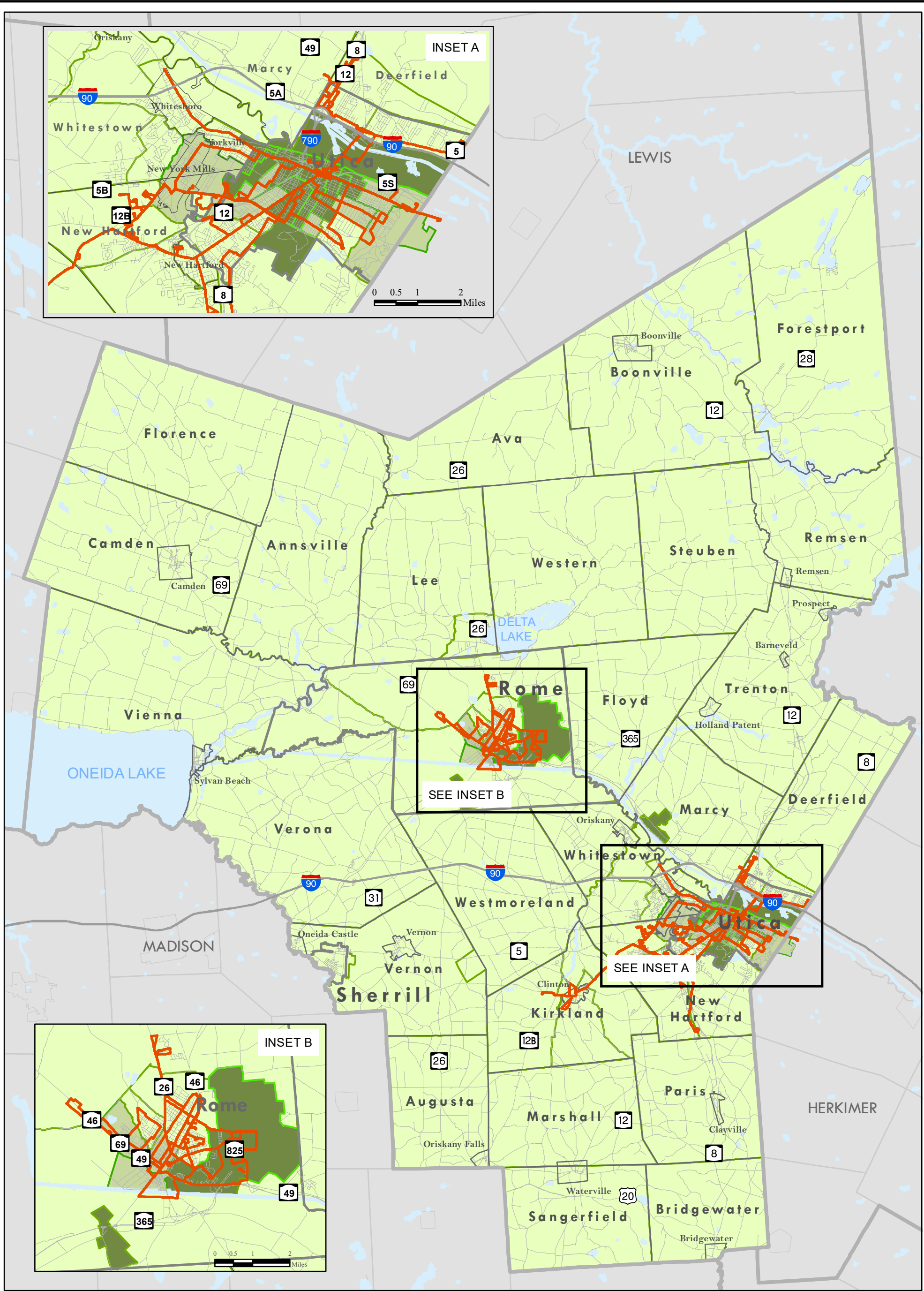
This map is for presentation purposes only.  
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#### Legend

- Interstate
- Roads
- Water Features
- Centro Bus Routes
- County Boundary
- Town/Village
- City

#### Minority Concentration

- Below County Average ( $\leq 13.7\%$ )
- Above County Average ( $> 13.7\%$ )



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## Low Income Concentration, Oneida County

### 2016 Title VI Report

#### Map 11

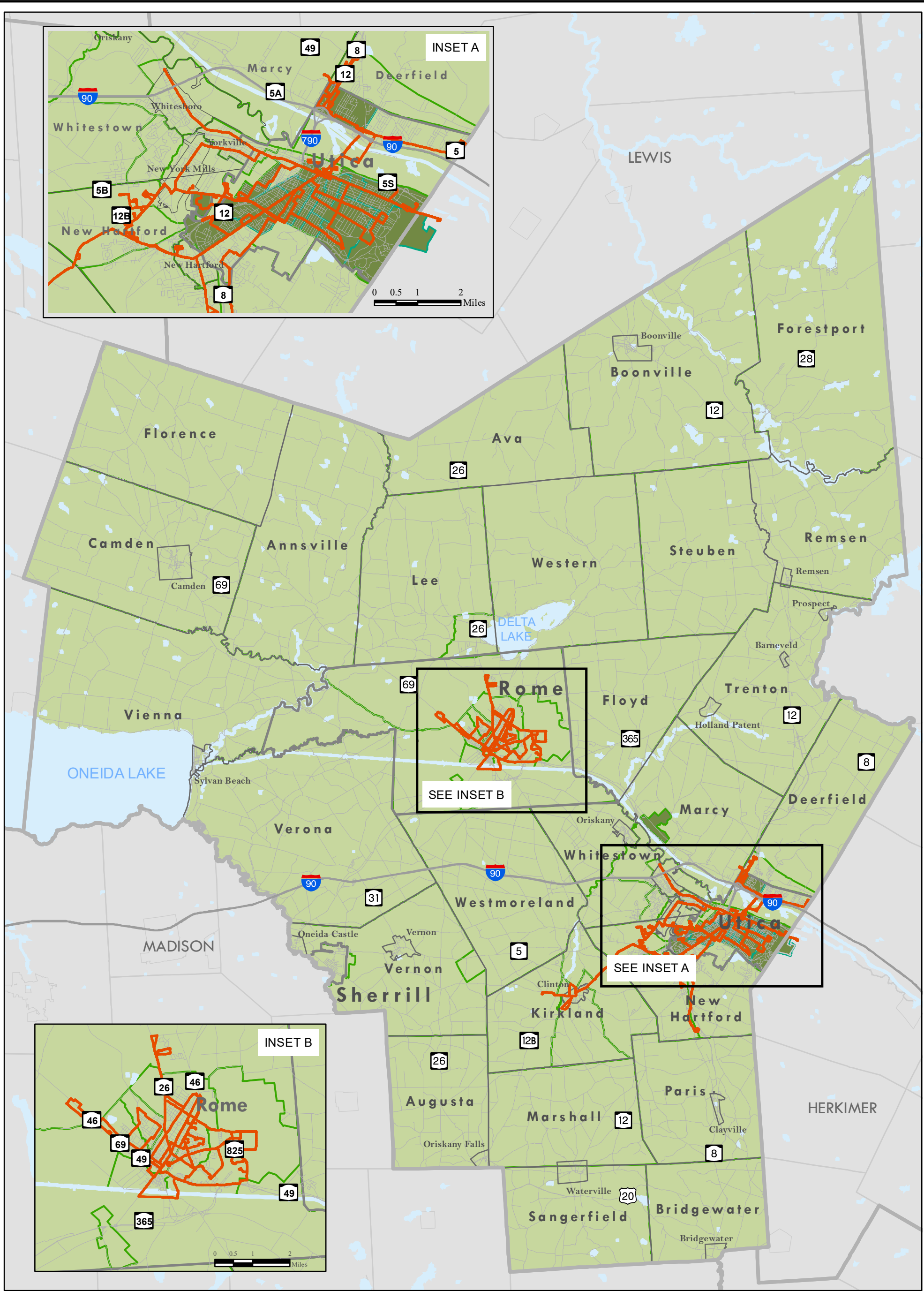
0 1.25 2.5 5 Miles

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#### Legend

- Interstate
  - Roads
  - Water Features
  - Centro Bus Routes
  - County Boundary
  - Town/Village
  - City
- Median Household Income**
- Above 80% of County Median HH Income (>\$39,145)
  - Between 50% and 80% of County Median HH Income (\$24,466 to \$39,145)
  - Below 50% of County Median HH Income (<\$24,466)





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## Limited English Proficiency Concentration, Oneida County

### 2016 Title VI Report

#### Map 12

0 1.25 2.5 5 Miles

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- Legend**
- Interstate
  - Roads
  - Water Features
  - Centro Bus Routes
  - County Boundary
  - Town/Village
  - City
- LEP Concentration**
- Below County LEP Average (<5.1%)
  - Above County LEP Average (>=5.1%)

### 3.2.4.3 Onondaga County

#### 3.2.4.3.1 Minority Concentration

*Concentration Area:* Census Tracts greater than 19.3% minority population

According to the 2010-2014 ACS, the total population of Onondaga County is 467,846, while the minority population is 90,359. This results in an average county minority concentration of 19.3 percent.

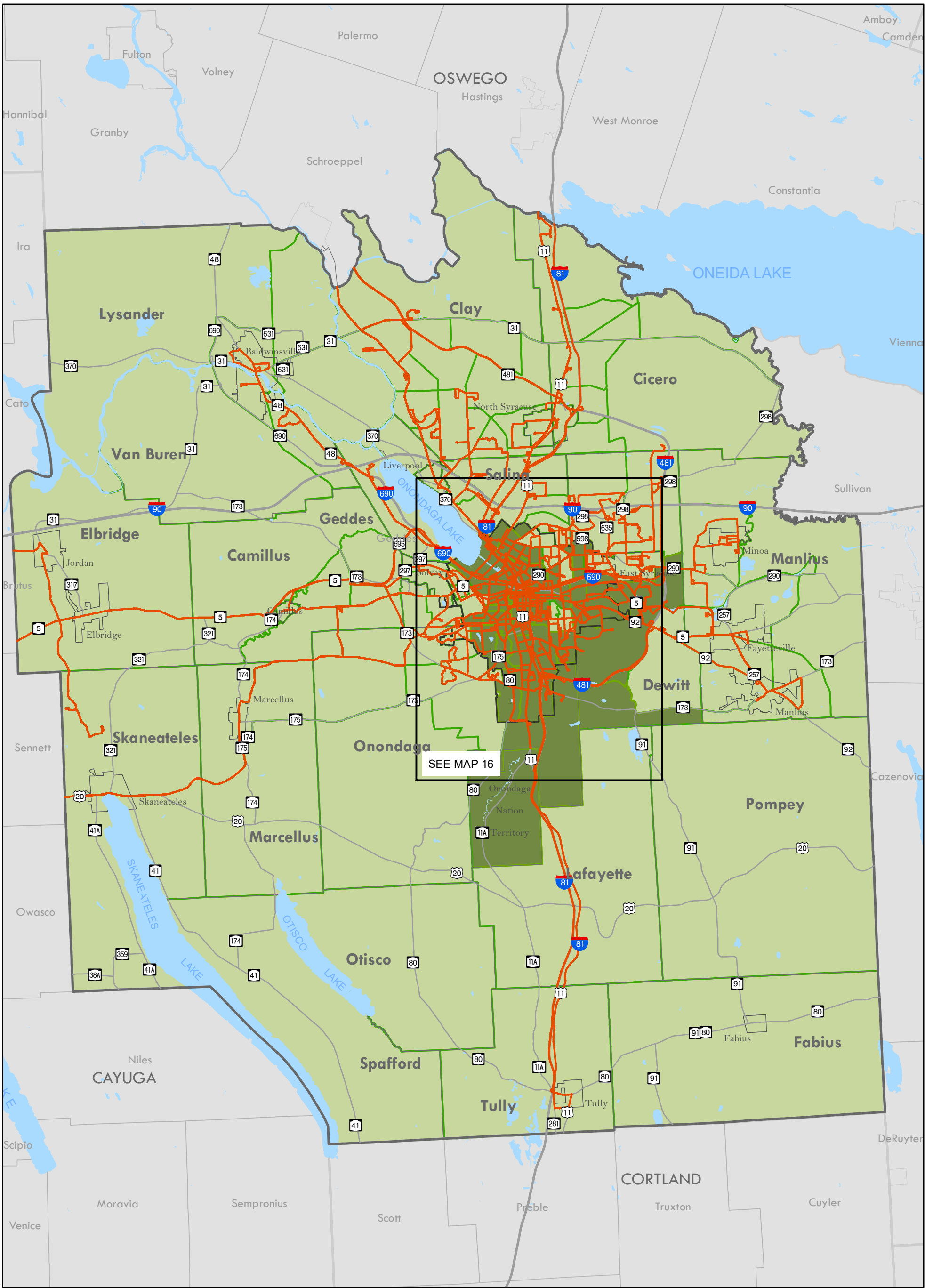
#### 3.2.4.3.2 Low Income Concentration

*Concentration Area:* Census Tracts with a median income below \$34,878 or \$21,799.

Based on information from the 2010-2014 ACS, Onondaga County's median household income is \$43,598. Concentration areas were considered to be both less than 80% of the median (\$34,878), or moderately low-income; and less than 50% of the median (\$21,799), or very low-income.

#### 3.2.4.3.3 LEP Concentration

*Concentration Area:* Census Tracts with 3.9% or more LEP population



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# Minority Concentration, Onondaga County

## 2016 Title VI Report

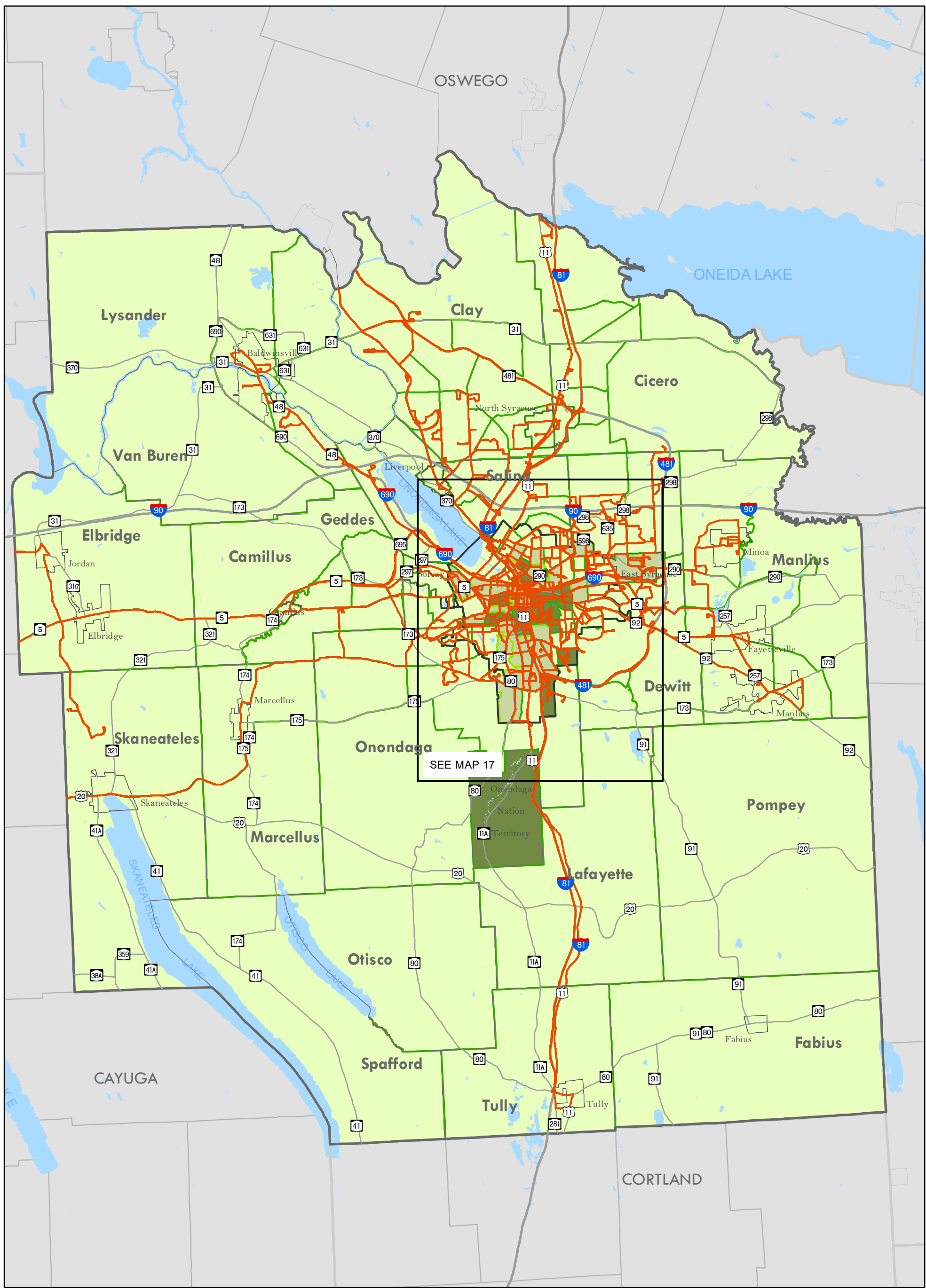
### Map 13

0 0.75 1.5 3 Miles

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- Legend**
- Interstate
  - Major Roads
  - Water Features
  - Centro Bus Routes
  - Onondaga County Boundary
  - Town/Village
  - City of Syracuse
- Minority Concentration**
- Below County Average ( $\leq 19.3\%$ )
  - Above County Average ( $> 19.3\%$ )





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## Low Income Concentration, Onondaga County

### 2016 Title VI Report

#### Map 14

0 0.75 1.5 3  
Miles

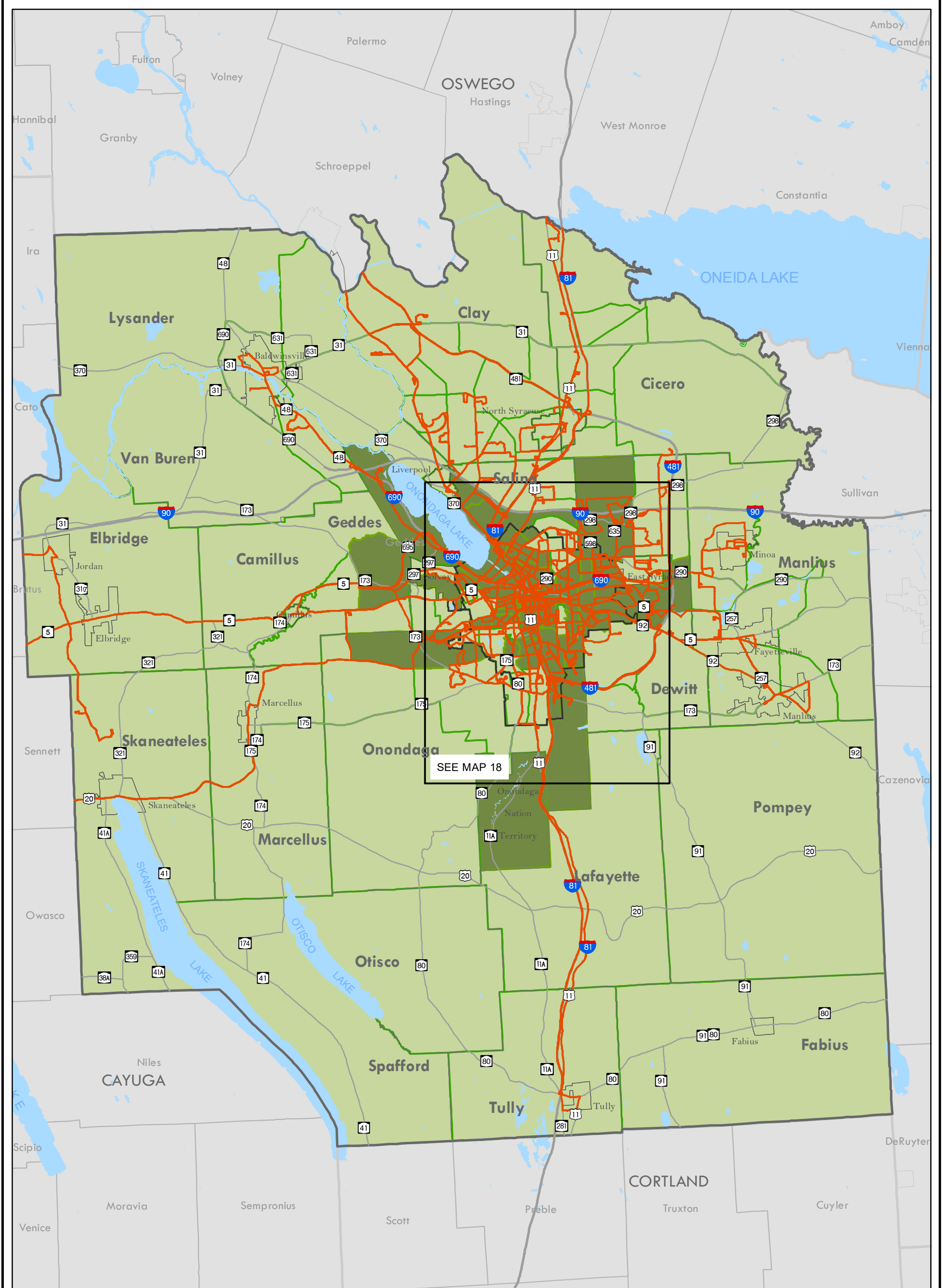
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#### Legend

- Interstate
- Major Roads
- Water Features
- Centro Bus Routes
- Onondaga County Boundary
- Town/Village
- City of Syracuse

#### Medium Household Income

- Above 80% of County HH Median (>\$34,878)
- Between 50-80% of County HH Median (\$21,799 to \$34,878)
- Below 50% of County HH Median (<\$21,799)

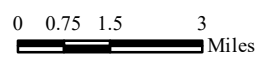


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# Limited English Proficiency Concentration, Onondaga County

## 2016 Title VI Report

### Map 15

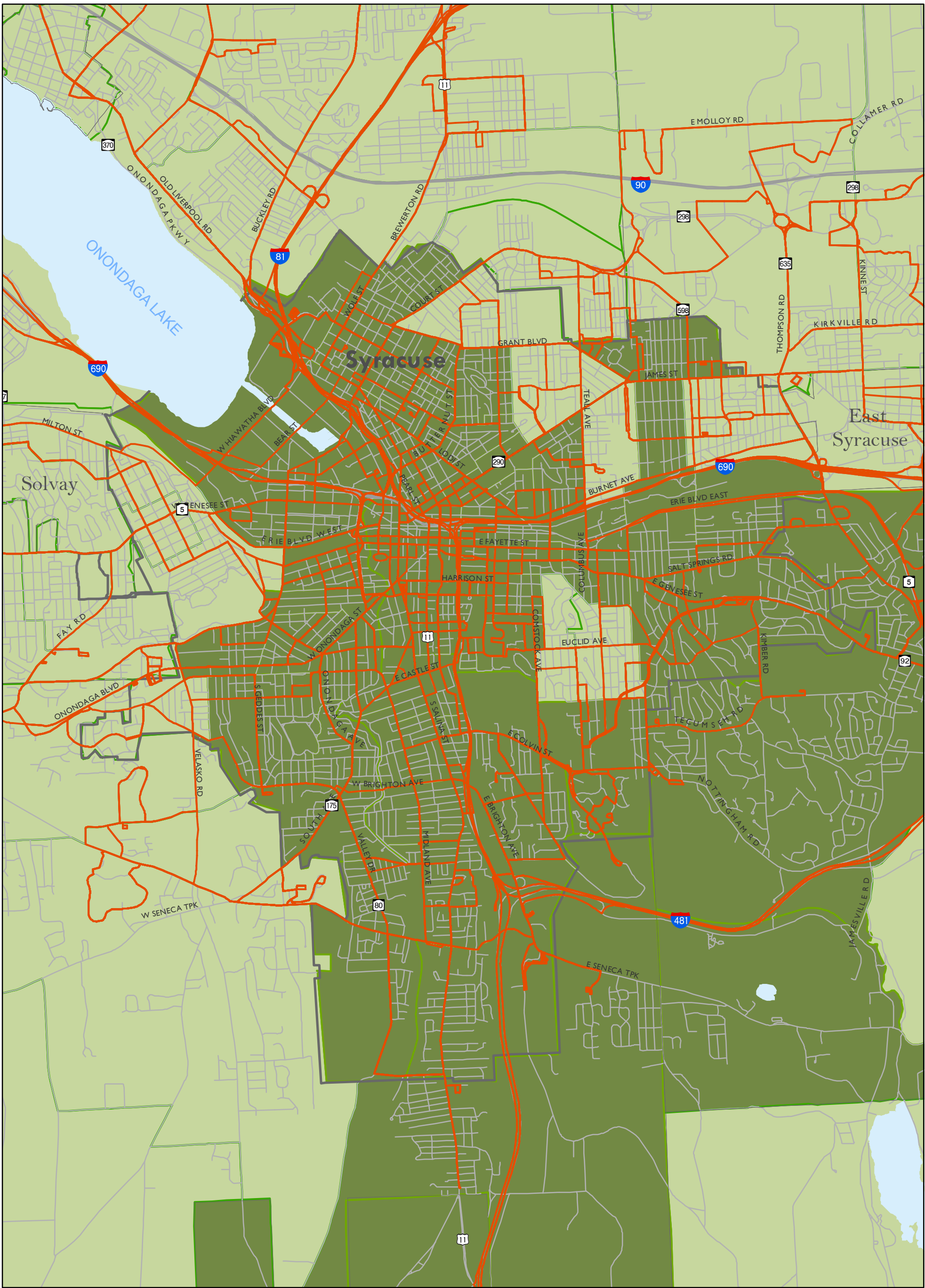


Data Sources: ACS 2010-2014 Tract;  
Centro  
Prepared by SMTC, 04/2016

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- Legend**
- Centro Bus Routes
  - Interstate
  - Major Roads
  - Water Features
  - Town/Village
  - Onondaga County Boundary
  - City of Syracuse
  - LEP Concentration**
  - Below County Average (<3.9%)
  - Above County Average (>=3.9%)





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## Minority Concentration, City of Syracuse

### 2016 Title VI Report

#### Map 16

0 0.25 0.5 1 Miles

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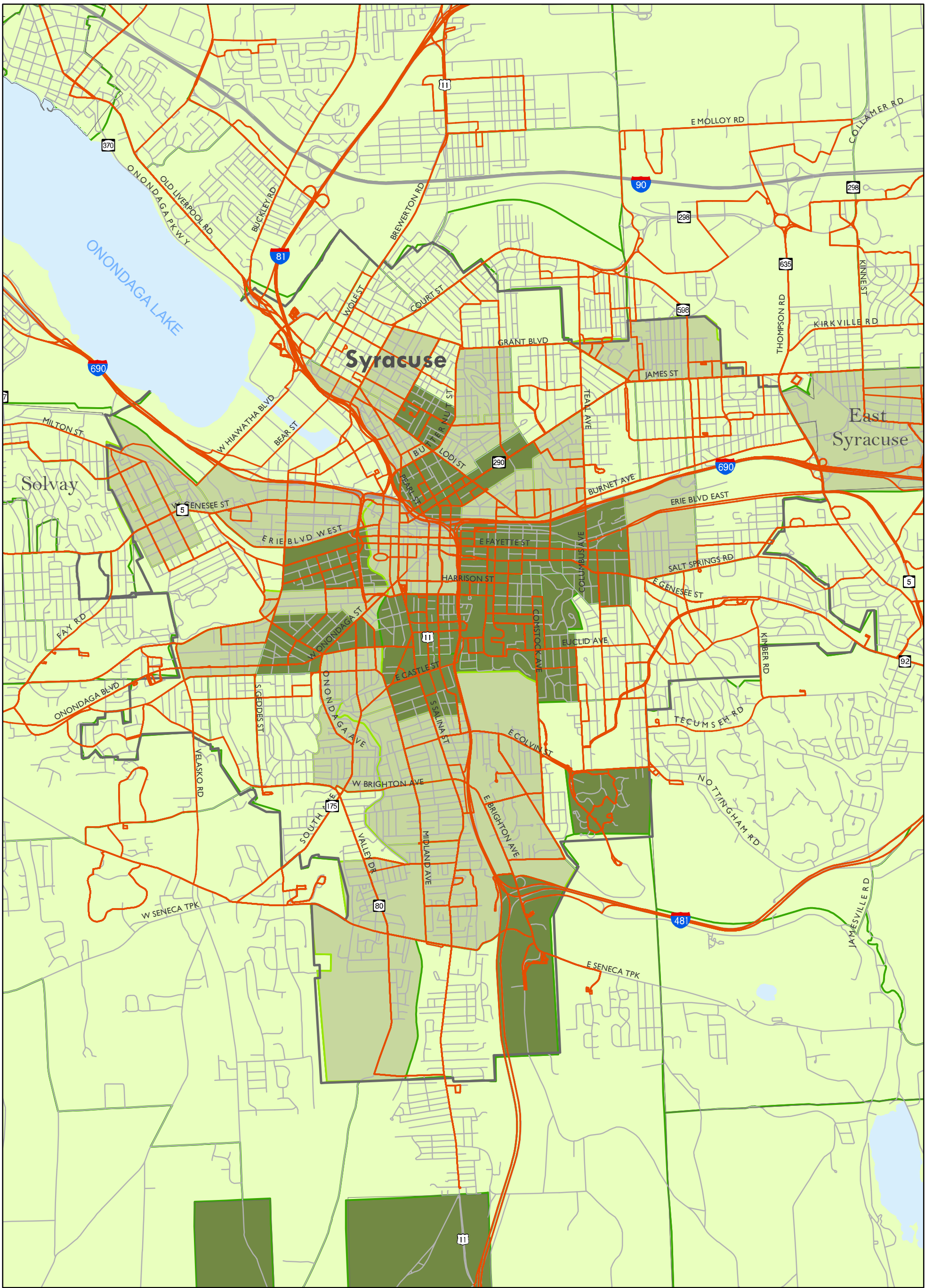
#### Legend

- Centro Bus Routes
- Interstates
- Roads
- Water Features
- Town/Village
- City

#### Minority Concentration

- Below County Average ( $\leq 19.3\%$ )
- Above County Average ( $> 19.3\%$ )





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## Low Income Concentration, City of Syracuse

### 2016 Title VI Report

#### Map 17

0 0.25 0.5 1 Miles

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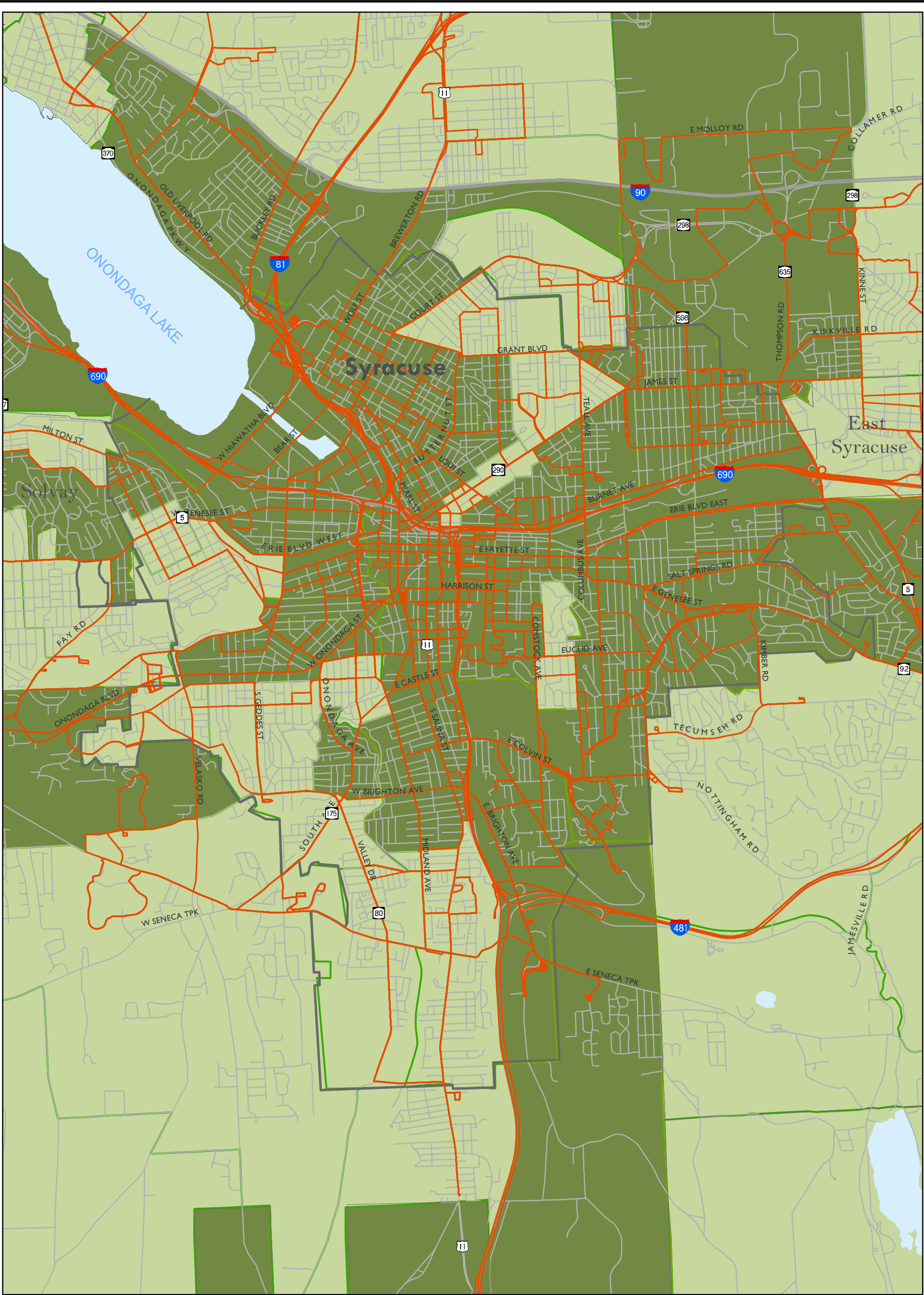
#### Legend

- Centro Bus Routes
- Interstates
- Roads
- Water Features
- Town/Village
- City

#### Median Household Income

- Above 80% of County HH Median (>\$34,878)
- Between 50-80% of County HH Median (\$21,799 to \$34,878)
- Below 50% of County HH Median (<\$21,799)





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## Limited English Proficiency Concentration, City of Syracuse

### 2013 Title VI Report

#### Map 18

0 0.25 0.5 1 Miles

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#### Legend

- Centro Bus Routes
- Interstates
- Roads
- Water Features
- Town/Village
- City

#### LEP Concentration

- Below County Average (<3.9%)
- Above County Average (>=3.9%)

#### 3.2.4.4 Oswego County

##### 3.2.4.4.1 Minority Concentration

*Concentration Area:* Census Tracts greater than 4.3% minority population

According to the 2010-2014 ACS, the total population of Oswego County is 121,659, while the minority population is 5,196. This results in an average county minority concentration of 4.3 percent.

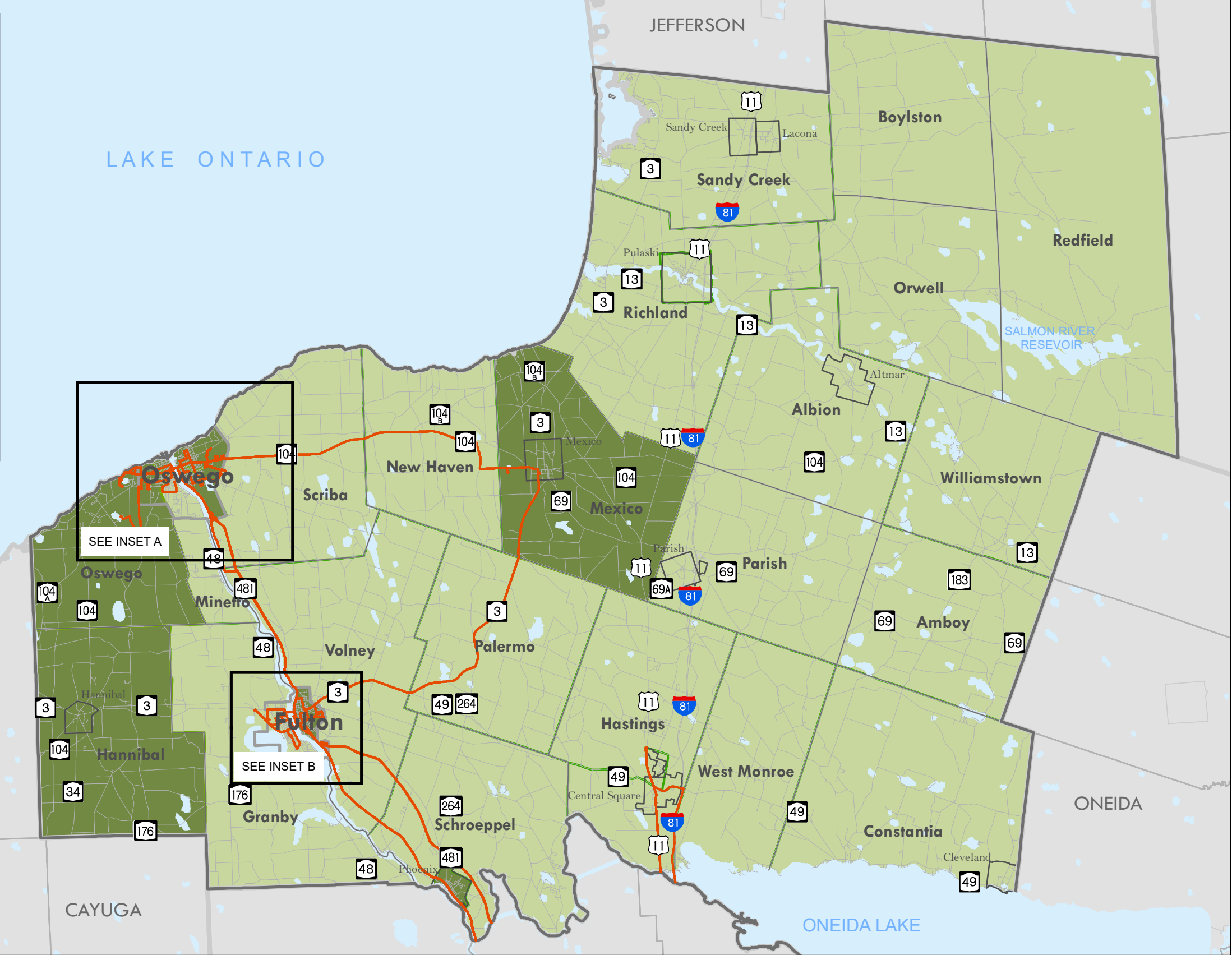
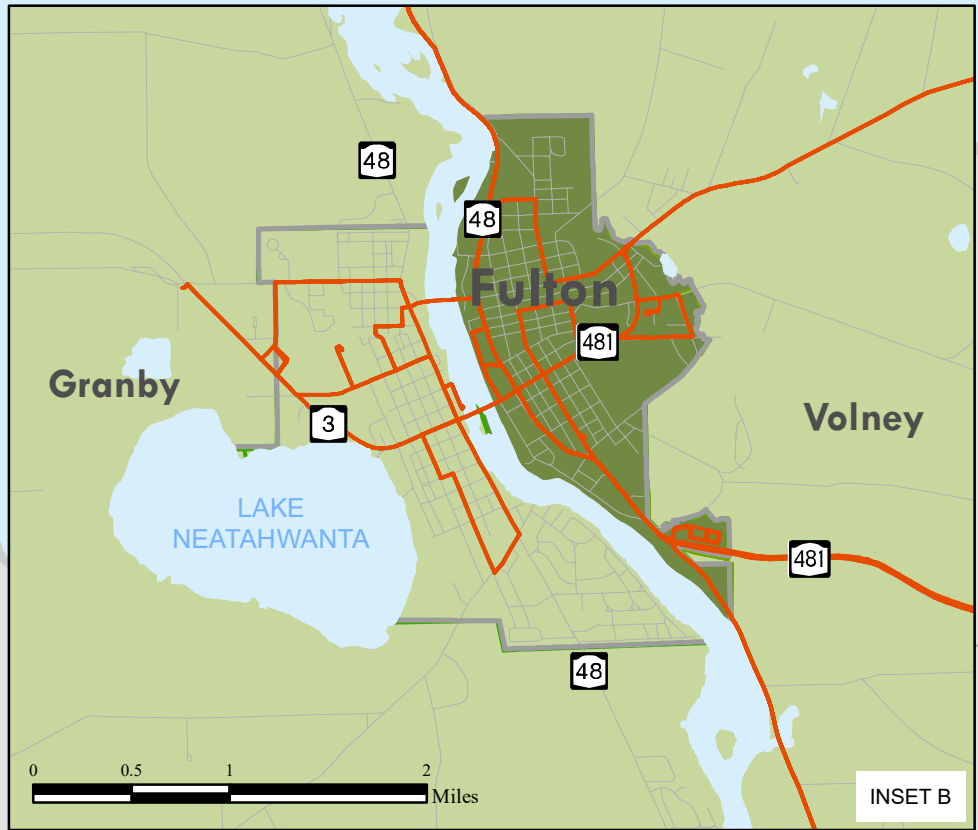
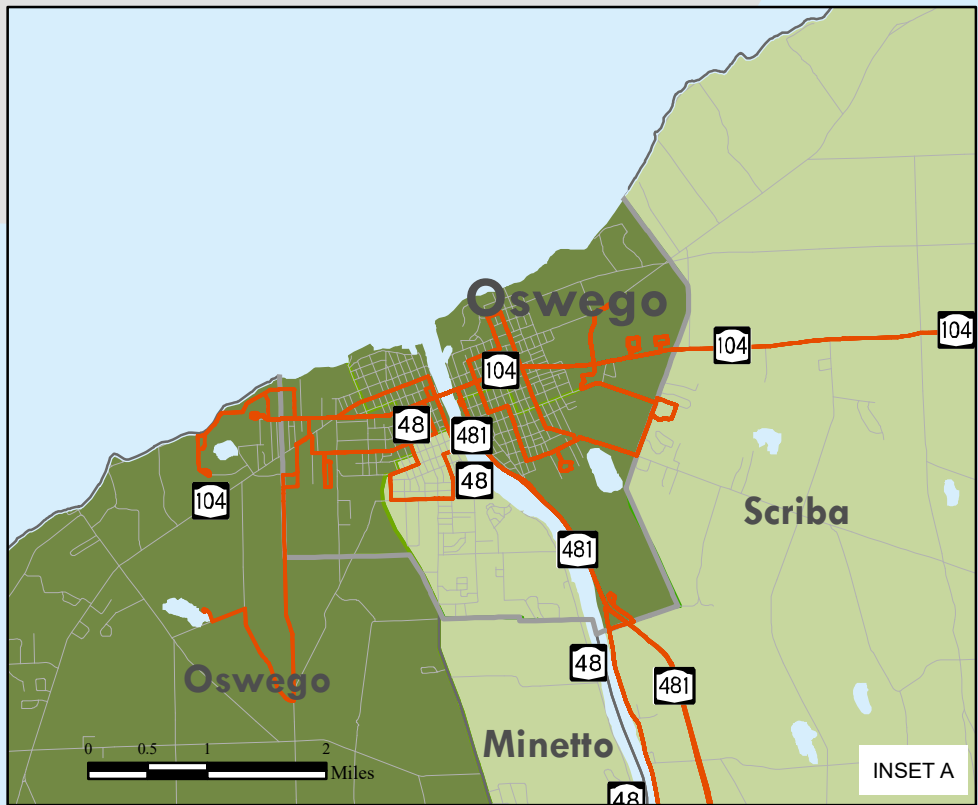
##### 3.2.4.4.2 Low Income Concentration

*Concentration Area:* Census Tracts with a median income less than \$37,610 or \$23,507.

Based on information from the 2010-2014 ACS, Oswego County's median household income is \$47,013. Concentration areas were considered to be both less than 80% of the median (\$37,610), or moderately low-income; and less than 50% of the median (\$23,507), or very low-income. Please note that no tracts in Oswego County are classified as very low-income; that is, no tracts are below \$23,507.

##### 3.2.4.4.3 LEP Concentration

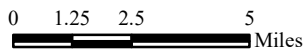
*Concentration Area:* Census Tracts above 0.9% LEP population



## Minority Concentration, Oswego County

### 2016 Title VI Report

### Map 19



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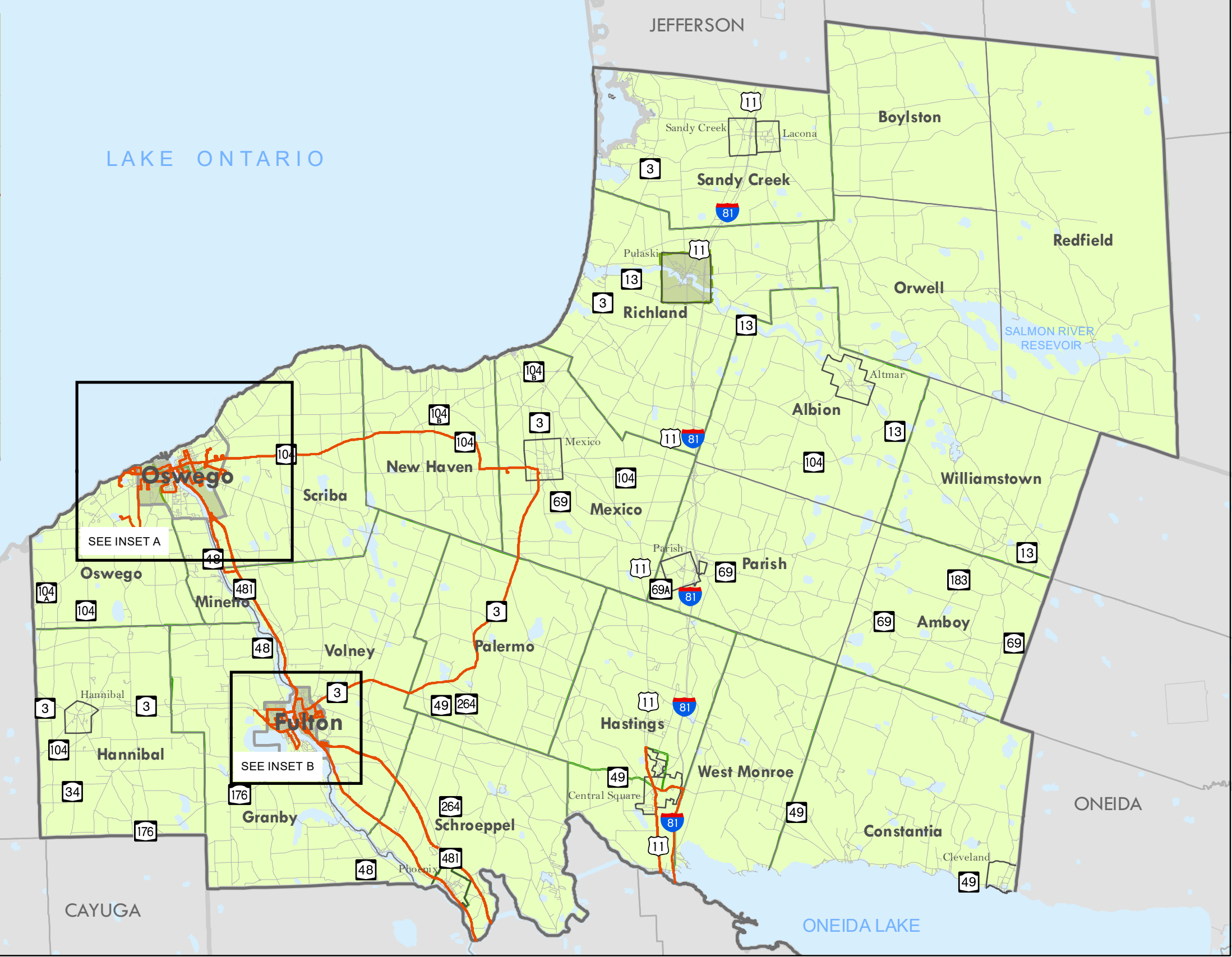
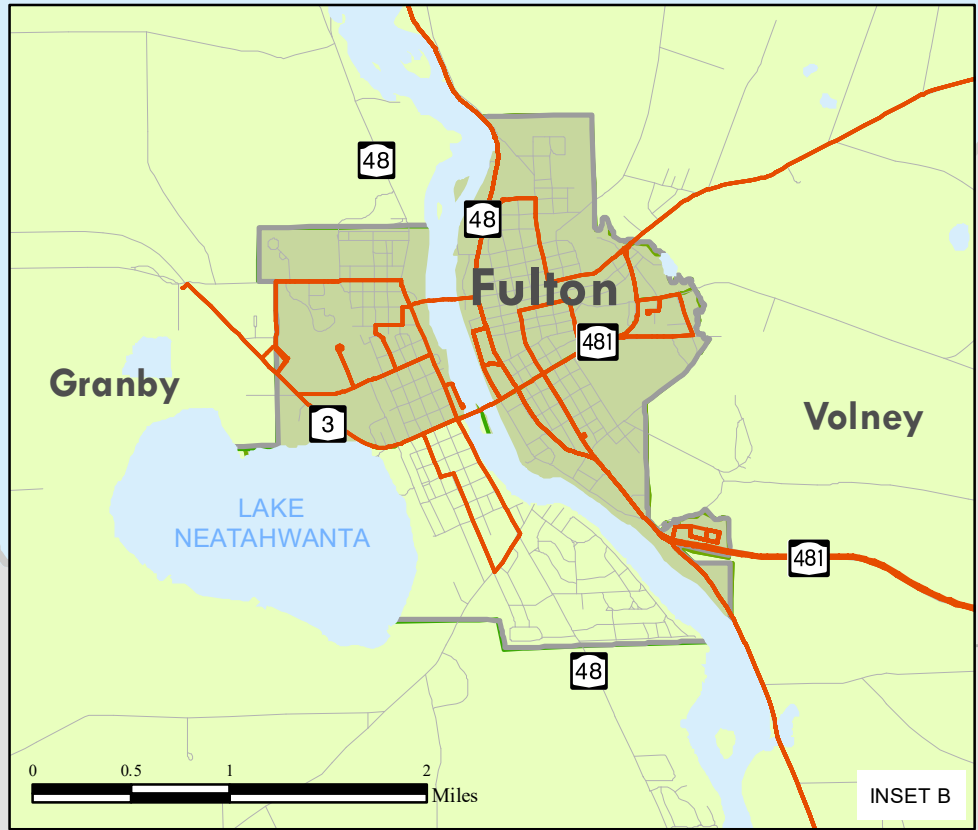
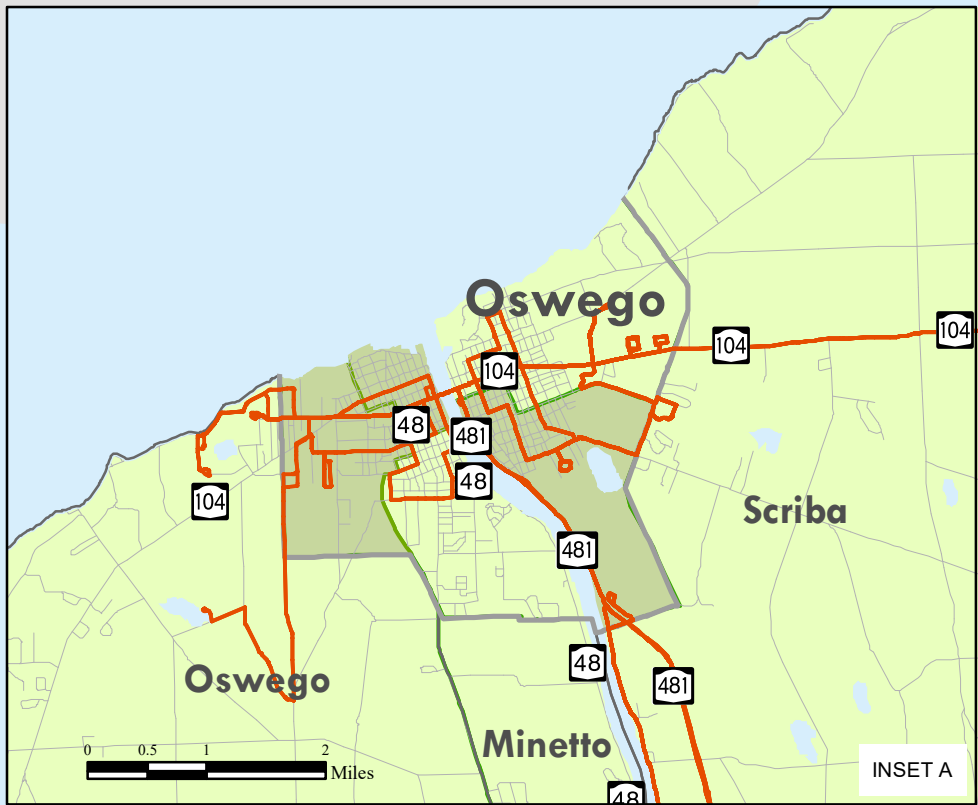
#### Legend

- Interstate
- Roads
- Water Features
- Oswego County Boundary
- Centro Bus Routes
- County Boundary
- Town/Village
- City

#### Minority Concentration

- Below County Average ( $\leq 4.3\%$ )
- Above County Average ( $> 4.3\%$ )

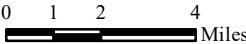




# Low Income Concentration, Oswego County

2016 Title VI Report

Map 20



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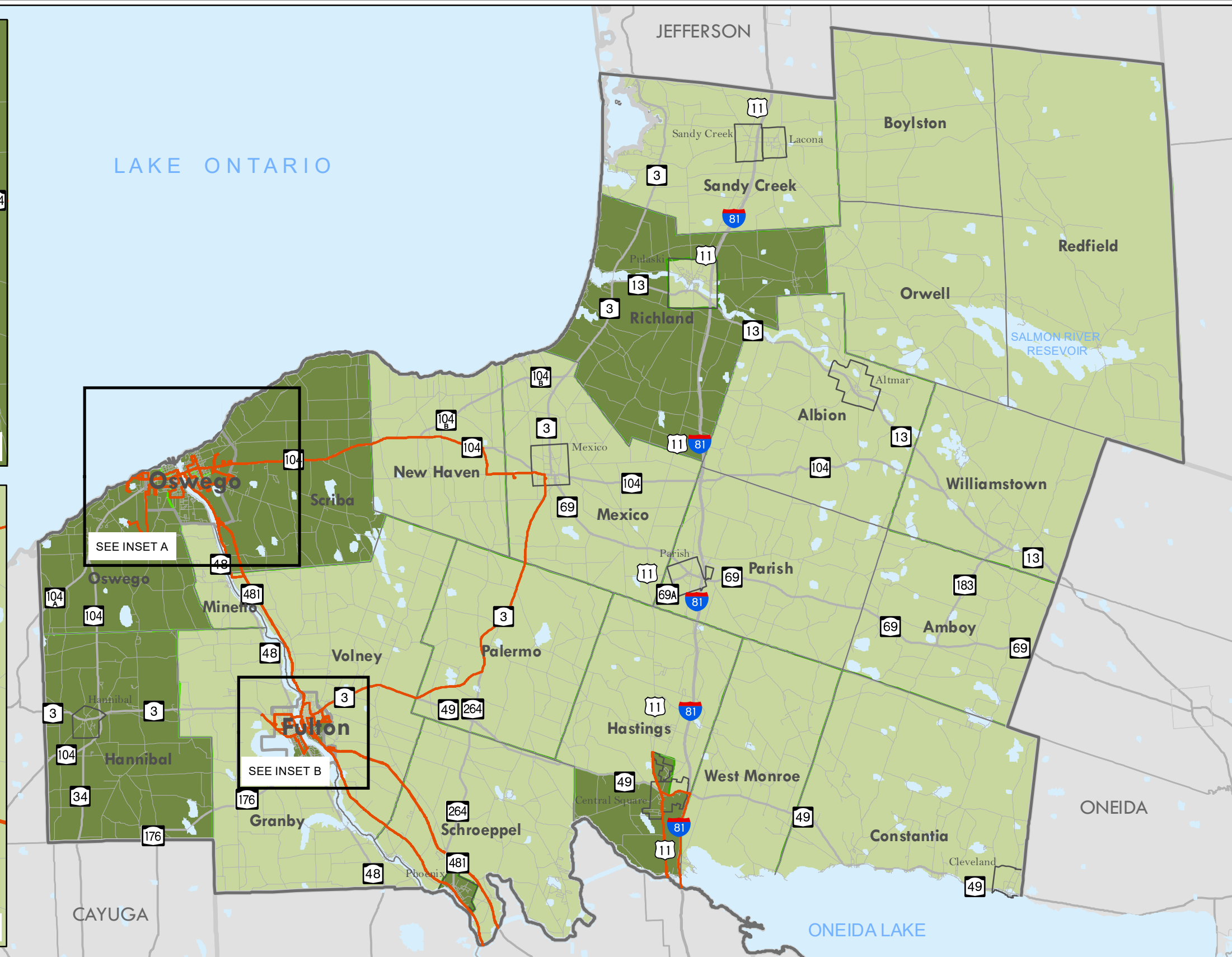
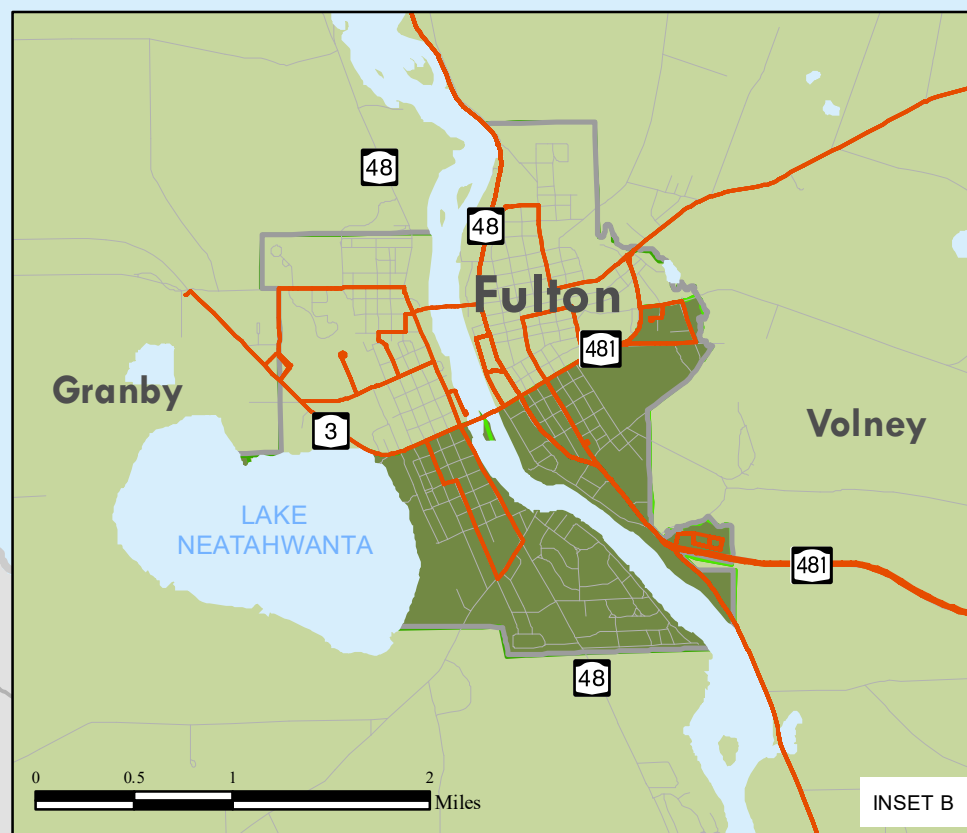
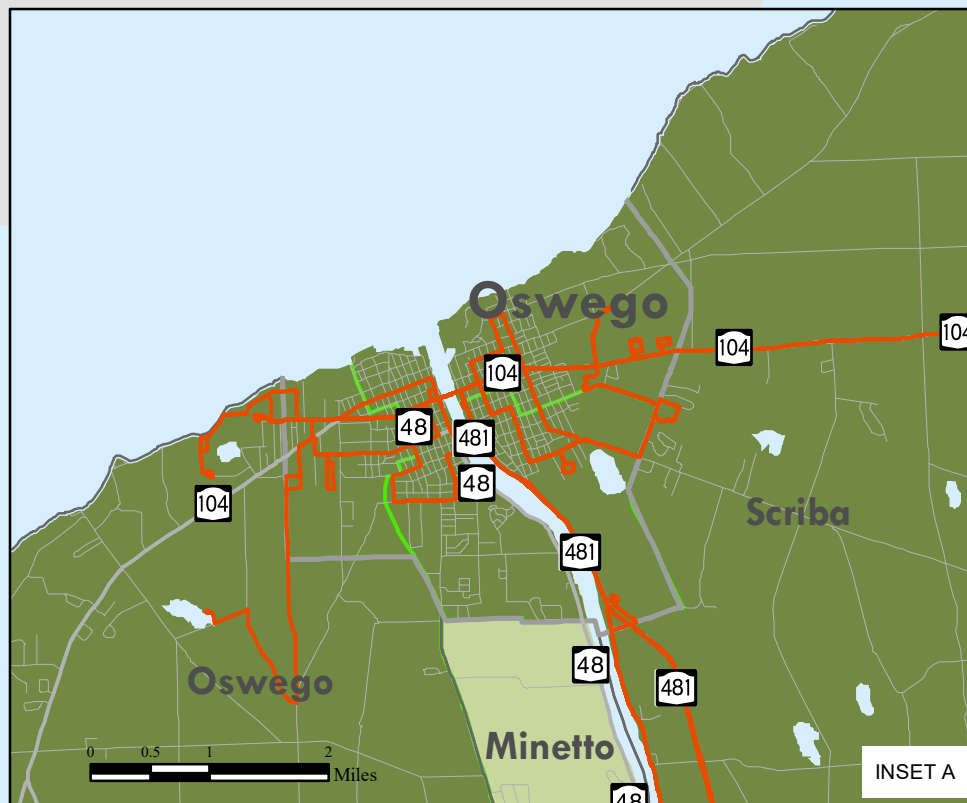
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Centro  
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- Legend**
- Interstate
  - Roads
  - Water Features
  - Oswego County boundary
  - Centro Bus Routes
  - County Boundary
  - Town/Village
  - City
- Medium Household Income**
- Above 80% of County HH Median (>\$37,610)
  - Between 50% and 80% of County HH Median (\$23,507 to \$37,610)
  - Below 50% of County HH Median (<\$23,507) - none

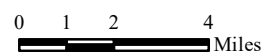




# Limited English Proficiency Concentration, Oswego County

2016 Title VI Report

Map 21



This map is for presentation purposes only.  
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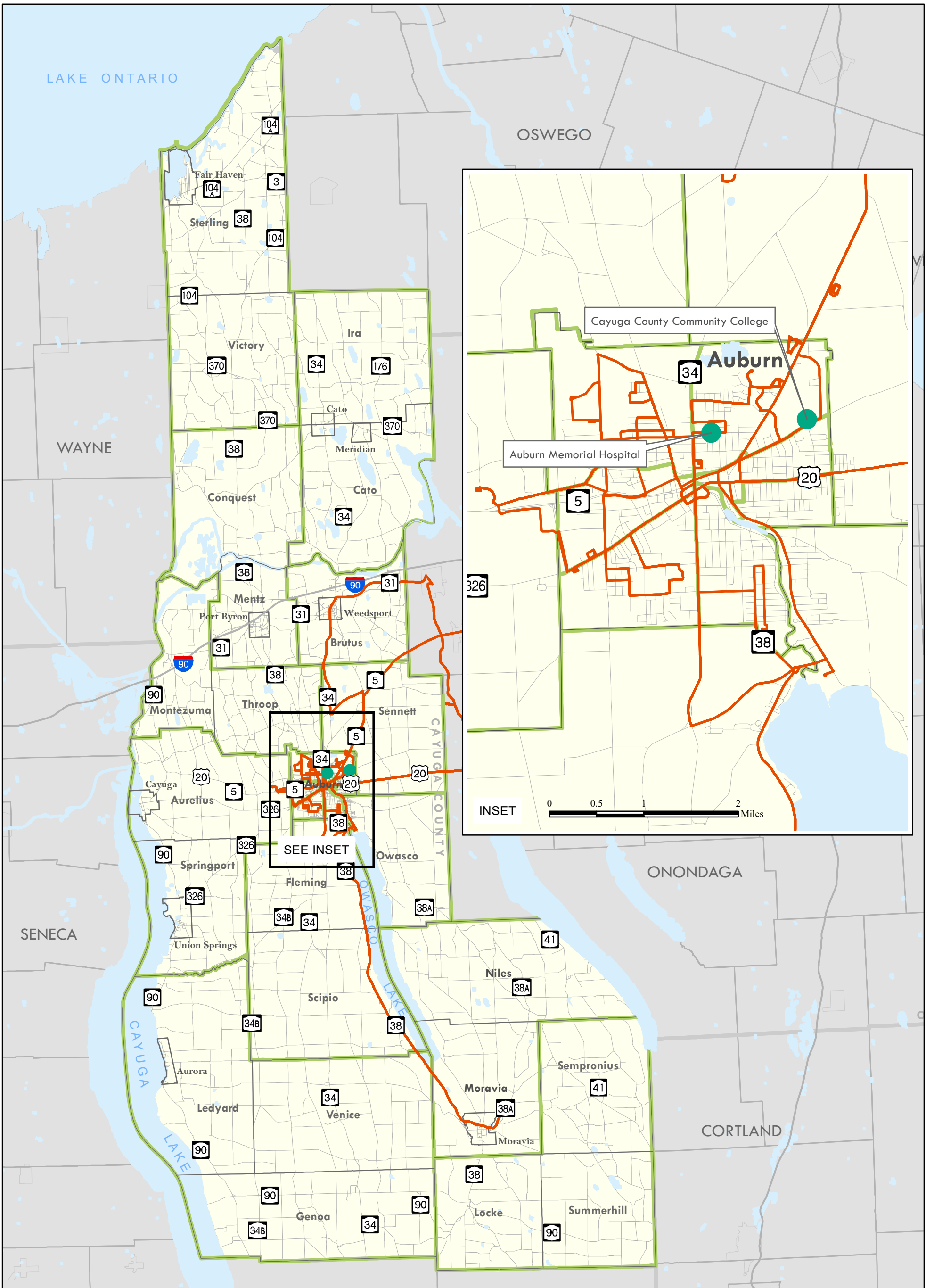
- Legend**
- Interstate
  - State Routes
  - Roads
  - Water Features
  - Oswego County boundary
  - Centro Bus Routes
  - County Boundary
  - Town/Village
  - City
- LEP Concentration**
- Below County Average ( $\leq 0.9\%$ )
  - Above County Average ( $> 0.9\%$ )



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Data Sources: ACS 2010-2014 Tract;  
Centro  
Prepared by SMTC, 04/2016



**SMTC**

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Data Sources: Census 2010;  
Centro  
Prepared by SMTC, 04/2016

# Census Tracts, Roads, and Trip Generators, Cayuga County

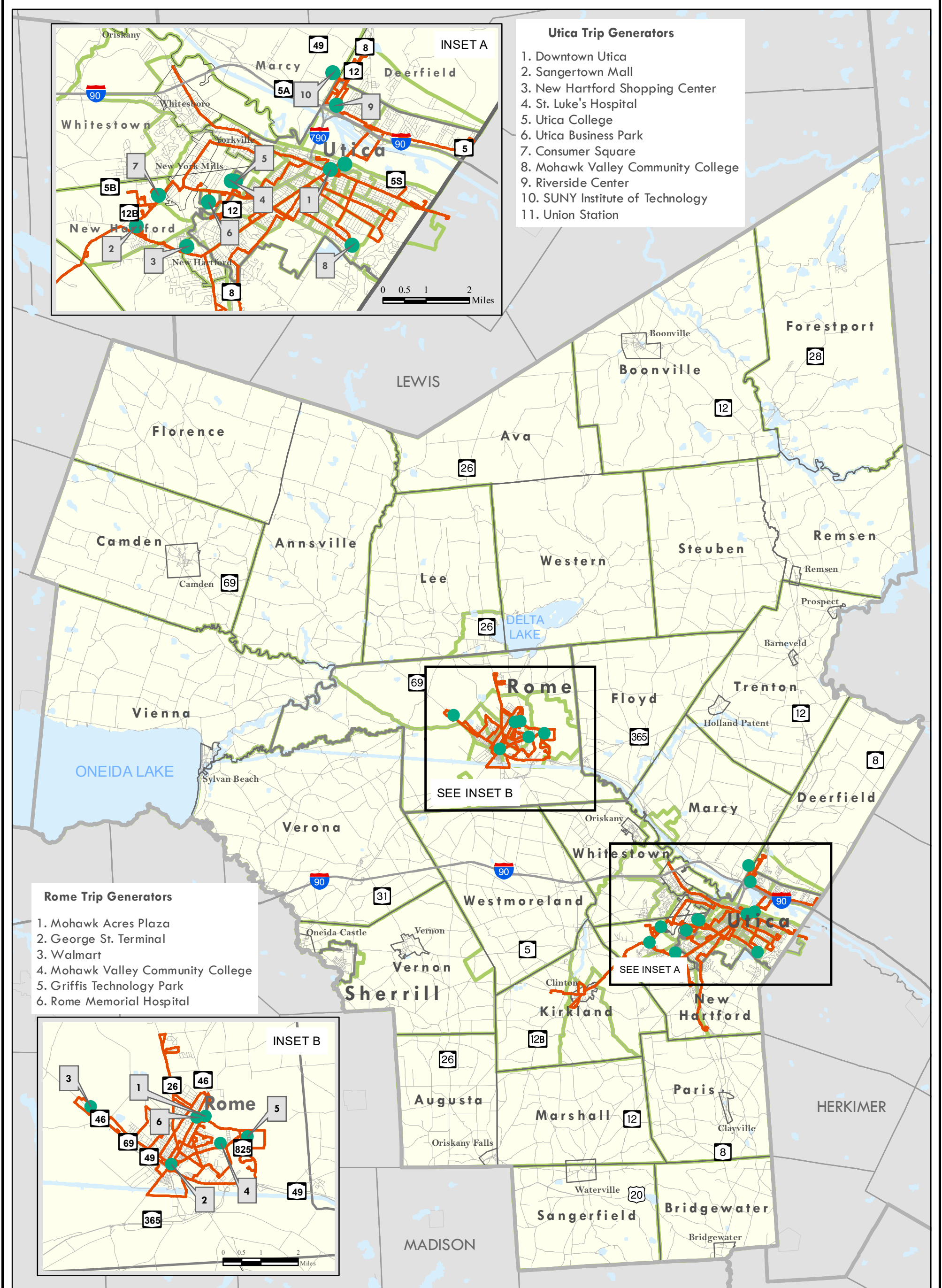
## 2016 Title VI Report

### Map 22

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The SMTC does not guarantee the accuracy or completeness of this map.

- Legend**
- Trip Generators
  - Interstates
  - Centro Bus Routes
  - Roads
  - Water Features
  - County Boundary
  - Town/Village
  - Census Tracts





- Utica Trip Generators**
- 1. Downtown Utica
  - 2. Sangertown Mall
  - 3. New Hartford Shopping Center
  - 4. St. Luke's Hospital
  - 5. Utica College
  - 6. Utica Business Park
  - 7. Consumer Square
  - 8. Mohawk Valley Community College
  - 9. Riverside Center
  - 10. SUNY Institute of Technology
  - 11. Union Station

- Rome Trip Generators**
- 1. Mohawk Acres Plaza
  - 2. George St. Terminal
  - 3. Walmart
  - 4. Mohawk Valley Community College
  - 5. Griffis Technology Park
  - 6. Rome Memorial Hospital



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Data Sources: Census 2010;  
Centro  
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## Census Tracts, Roads, and Trip Generators, Oneida County

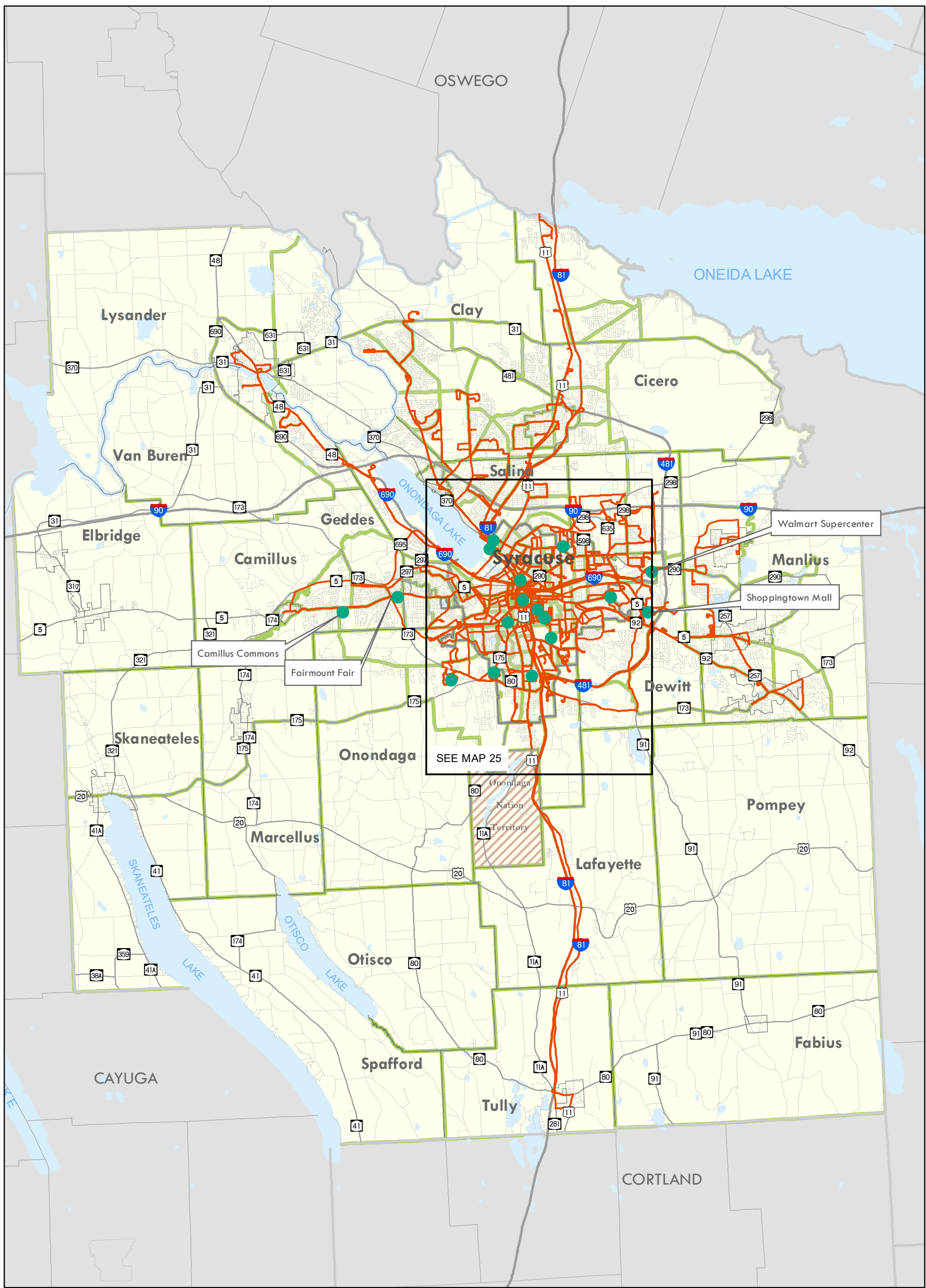
### 2016 Title VI Report

#### Map 23

0 1.25 2.5 5 Miles

This map is for presentation purposes only.  
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- Legend**
- Trip Generators
  - Interstate
  - County Boundary
  - Roads
  - Centro Bus Routes
  - Water Features
  - Town/Village
  - City
  - Census Tracts



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Data Sources: Census 2010;  
Centro  
Prepared by SMTC, 04/2016

## Census Tracts, Roads, and Trip Generators, Onondaga County

### 2016 Title VI Report

#### Map 24

0 0.75 1.5 3  
Miles

This map is for presentation purposes only.  
The SMTC does not guarantee the accuracy or completeness of this map.

#### Legend

- Trip Generators
- Centro Bus Routes
- Interstate
- County Boundary
- Roads
- Water Features
- Town/Village
- Major Roads
- City
- Onondaga Nation Territory
- Census Tracts





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Data Sources: Census 2010;  
Centro  
Prepared by SMTC, 04/2016

## Census Tracts, Roads, and Trip Generators, City of Syracuse

### 2016 Title VI Report

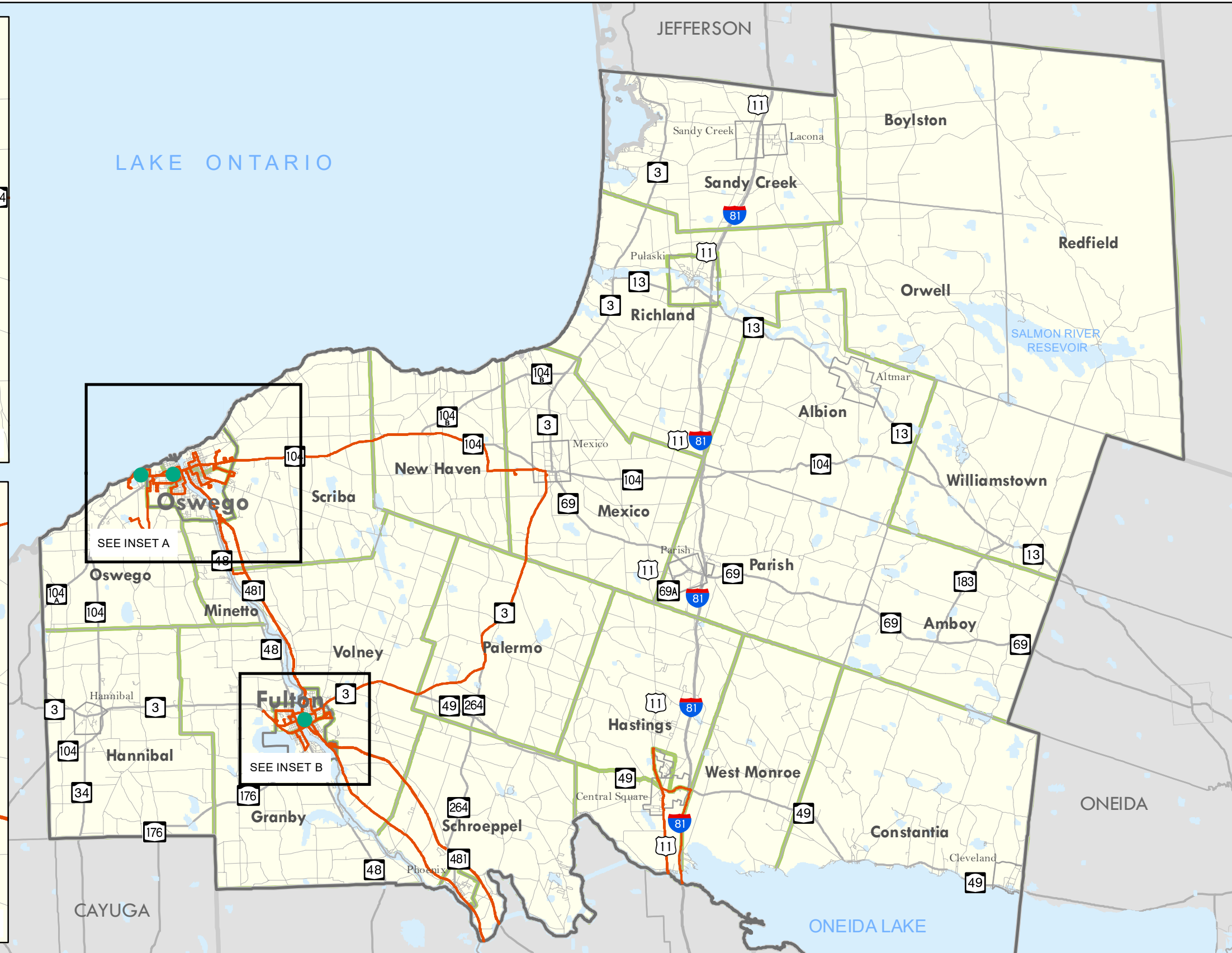
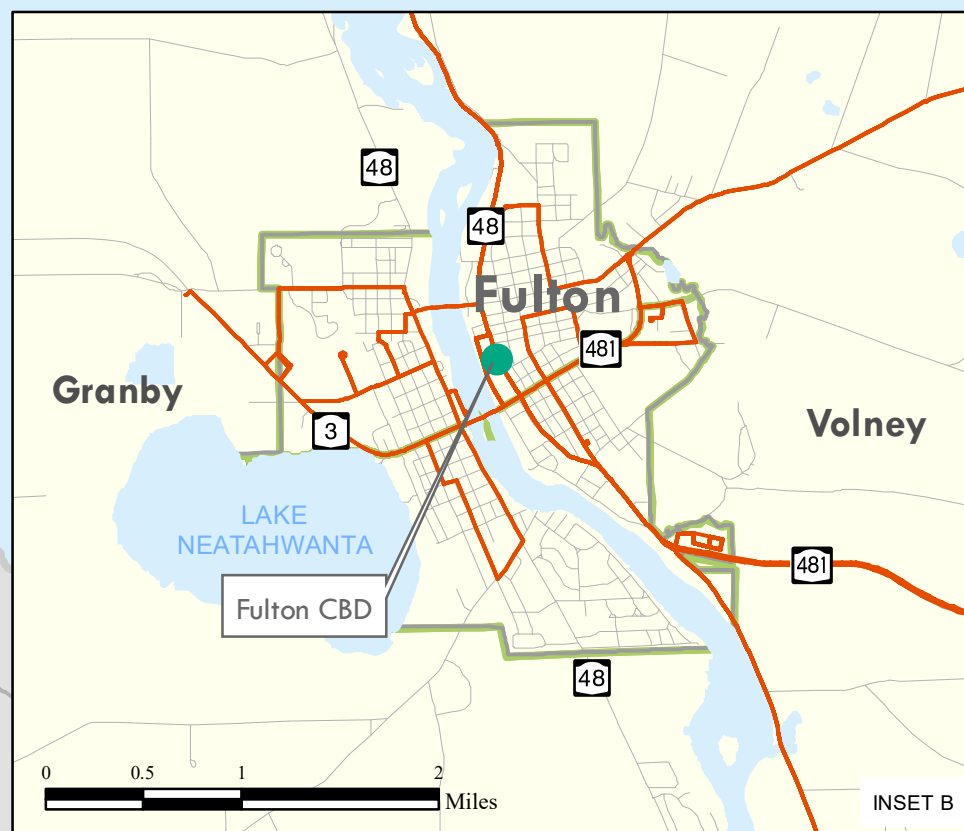
#### Map 25

0 0.25 0.5 1  
Miles

This map is for presentation purposes only.  
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#### Legend

- Trip Generators
- Roads
- Water Features
- Centro Bus Routes
- Town/Village
- City
- Onondaga Nation Territory
- Village
- Census Tracts



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Data Sources: Census 2010;  
Centro  
Prepared by SMTC, 04/2016

## Census Tracts, Roads, and Trip Generators, Oswego County

2016 Title VI Report

Map 26

0 1 2 4  
Miles

This map is for presentation purposes only.  
The SMTC does not guarantee the accuracy or completeness of this map.

- Legend**
- Trip Generators
  - Interstate
  - Centro Bus Routes
  - State Routes
  - Oswego County boundary
  - County Boundary
  - Roads
  - Water Features
  - Town/Village
  - City
  - Census Tracts



### 3.3 Monitor Transit Service

Requirement: Recipients must develop and implement procedures to monitor the level and quality of service provided to the minority community, against overall system averages. At a minimum, recipients must conduct periodic compliance assessments to determine whether the transit service provided to minority communities and minority users is consistent with Title VI objectives.

Response: CNYRTA's Service Monitoring Program is included as Attachment 9.

#### *3.3.1 Assessment of Transit Service Provided to Minorities*

Centro's transit service corresponds with all Title VI objectives, as listed below.

Objectives:

1. To ensure that FTA-assisted benefits and related services are made available and are equitably distributed without regard to race, color, or national origin.
2. To ensure that the level and quality of FTA-assisted transit services are sufficient to provide equal access and mobility for any person without regard to race, color, or national origin.
3. To ensure that opportunities to participate in the transit planning and decision-making processes are provided to persons without regard to race, color, or national origin.
4. To ensure that decision on the location of transit services and facilities are made without regard to race, color or national origin.
5. To ensure that corrective and remedial action is taken by all applicants and recipients of FTA assistance to prevent discriminatory treatment of any beneficiary based on race, color or national origin.

Centro serves both minority and non-minority areas, as seen in Maps 7-21 and in Table 8 below. Note when viewing Table 8 that a total of 37 respondents chose more than one ethnicity, while a total of 6 respondents did not select an ethnicity.

Table 8: Race/Ethnicity Line Survey Results

Route	African-American	White	Hispanic	Asian	Native American	Other
10 (n=46)	76%	22%	4%	0%	4%	0%
16 (n=23)	48%	26%	13%	4%	9%	4%
20 (n=65)	54%	42%	8%	0%	2%	0%
26 (n=38)	71%	26%	5%	0%	3%	3%
30 (n=9)	33%	56%	11%	0%	11%	0%
36 (n=29)	41%	66%	7%	3%	3%	3%
40 (n=35)	46%	43%	0%	6%	11%	3%
46 (n=9)	33%	33%	11%	11%	11%	0%
48 (n=9)	33%	56%	0%	0%	0%	0%
50 (n=19)	47%	37%	21%	11%	16%	0%
52 (n=39)	41%	38%	10%	0%	0%	3%
54 (n=24)	79%	21%	13%	0%	0%	0%
58 (n=8)	75%	0%	25%	0%	13%	0%
62 (n=8)	50%	25%	0%	0%	0%	25%
64 (n=31)	39%	45%	16%	3%	10%	0%
68 (n=30)	47%	33%	20%	7%	0%	3%
72 (n=5)	80%	20%	0%	0%	0%	0%
74 (n=20)	50%	40%	0%	0%	10%	0%
76 (n=24)	63%	21%	13%	0%	8%	0%
80 (n=20)	65%	45%	0%	0%	0%	0%
82 (n=6)	17%	67%	17%	0%	17%	0%
84 (n=10)	20%	70%	0%	10%	0%	0%
86 (n=7)	57%	29%	14%	0%	0%	0%
88 (n=10)	30%	40%	0%	30%	0%	0%
<b>Weighted Average</b>	<b>53%</b>	<b>37%</b>	<b>9%</b>	<b>3%</b>	<b>5%</b>	<b>2%</b>

Source: Centro Bus Rider Demographics, April 2013, Prepared by Service Development (June 2016) utilizing data collected by Jonathan Lee of the Community Link Program, Syracuse University

### 3.3.2 Methodology for Buffer Analysis

In order to determine how many people, as well as other variables, can access transit service, mapping and data analysis was completed.

First, population density was calculated using 2010 Decennial Census data at the block group level. These block groups were then categorized as belonging to one of three categories: urban, suburban, and rural, which were determined by applying Centro's definitions of urban and suburban. These categories are: "urban" (at least 3,600 people/sq. mile), "suburban" (between 1,800 and 3,600 people/sq. mile), and "rural" (less than 1,800 people/sq. mile).



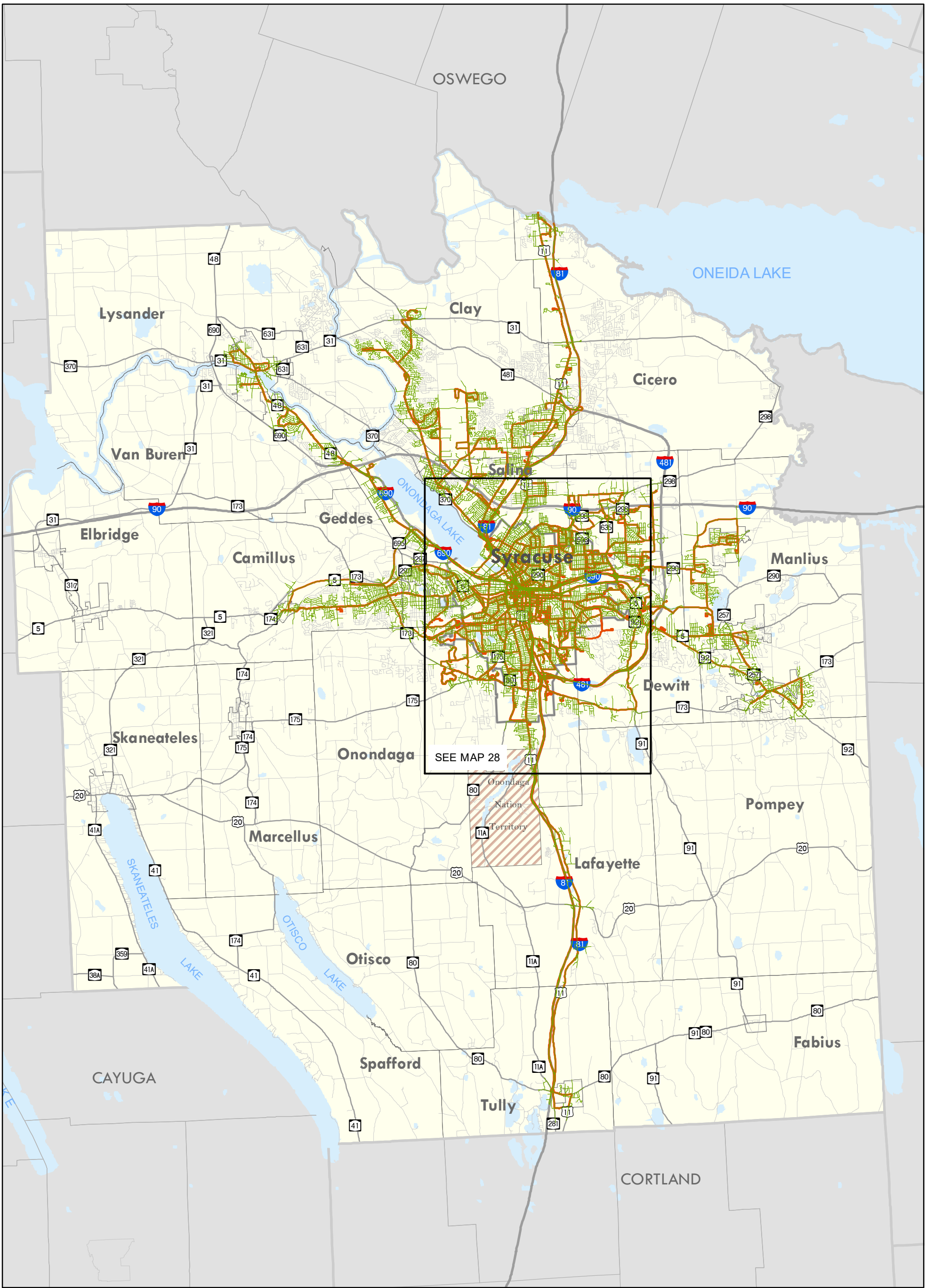
Existing Centro routes that fell within the urban areas were given a buffer of ¼ mile, while routes that fell within either suburban or rural areas were assigned a buffer of ½ mile. Based on these buffer areas, 2010 Decennial block data for population, households, and minorities was selected. That is, if a Census block touched one of the aforementioned buffers, the data in that block was considered to be within the defined Centro service area.

Results from this analysis can be found in Table 9:

Table 9: Buffer Analysis

County	Onondaga
<b>Population</b>	467,026
<b>Population in Centro Service Area</b>	357,816
<b>Households</b>	187,686
<b>Households in Centro Service Area</b>	146,572
<b>Minority Population</b>	96,986
<b>Minority Population in Centro Service Area</b>	89,391

*\*Data Source: 2010 Census Decennial SF1*



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Data Sources: Centro;  
Prepared by SMTC, 04/2016

0 0.75 1.5 3  
Miles

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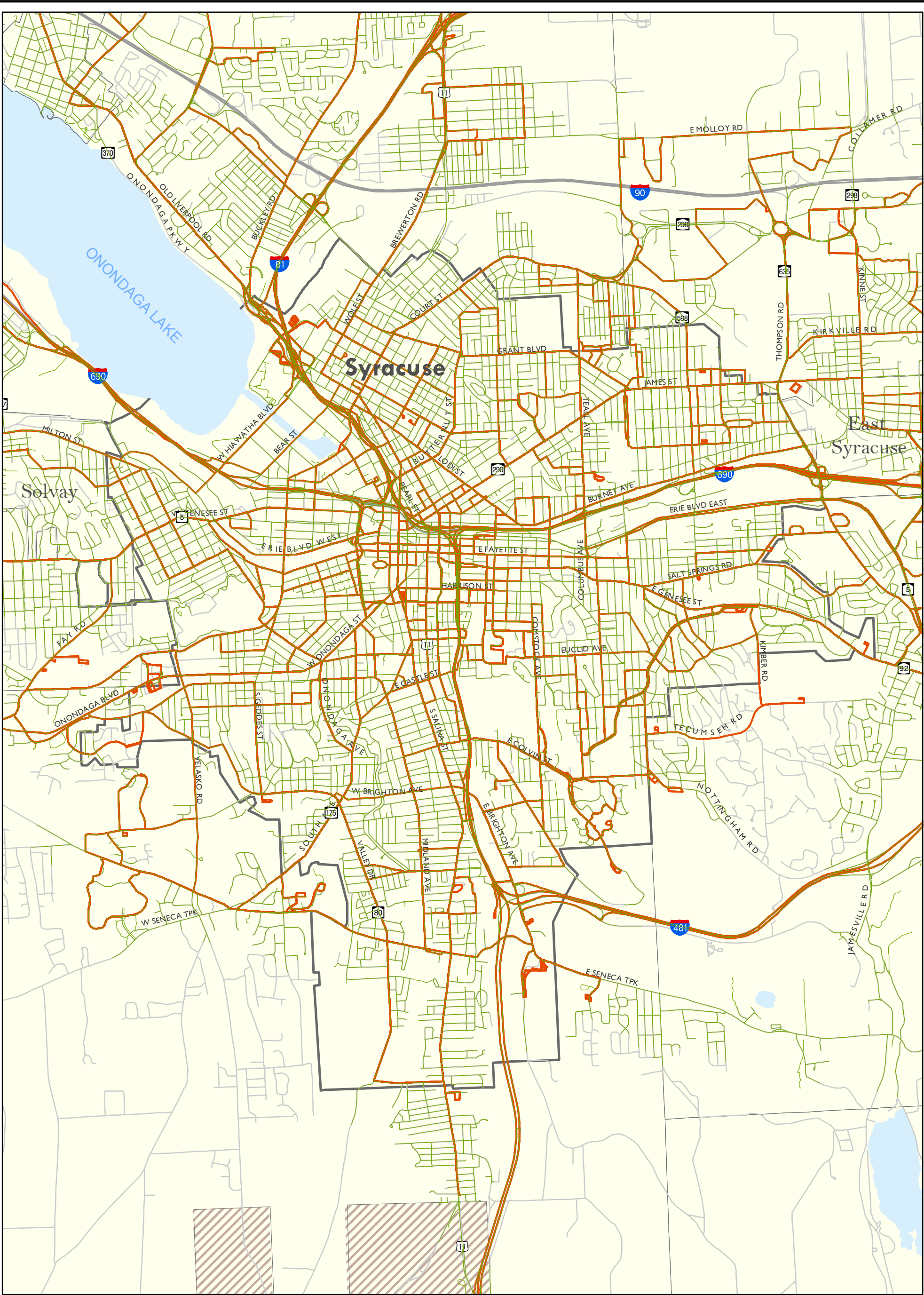
## Transit Buffers (Network Analyst), Onondaga County


### 2016 Title VI Report

#### Map 27

- Legend**
- Half Mile Buffer (Network Analyst)
  - Centro Bus Routes
  - Interstate
  - County Boundary
  - Roads
  - Water Features
  - Town/Village
  - Major Roads
  - City
  - Onondaga Nation Territory





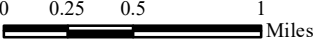



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## Transit Buffers (Network Analyst), City of Syracuse

### 2016 Title VI Report

### Map 28



Data Sources: Centro;  
Prepared by SMTC, 04/2016

This map is for presentation purposes only.  
The SMTC does not guarantee the accuracy or completeness of this map.

**Legend**

- Half Mile Buffer (Network Analyst)
- Roads
- Water Features
- Centro Bus Routes
- Town/Village
- City
- Onondaga Nation Territory
- Village

### 3.3.3 *Identification of Possible Areas of Non-Compliance*

Centro has an excellent distribution of transit services for all types of populations; it serves all types of Census tracts, including tracts with higher populations of minorities, LEP, and low-income people, and also serves tracts that fall outside of these areas.

There are several potential areas of non-compliance in the Centro service area. All such areas are in geographically remote regions not contiguous to urban/suburban population concentrations. As such, Centro cannot efficiently or effectively serve them with publicly funded mass transit service.

Tracts that have higher than average values of either minorities, LEP, or low-income populations that are not served by transit are as follows. The City of Rome and the Town of Marcy in Oneida County contain an area of concentration for minority populations, as well as the Town of Niles in Cayuga County. The Village of Pulaski in Oswego County has one low income tract, as does the City of Rome and the Town of Marcy Oneida County. The towns of Ledyard, Venice, Genoa, and Niles in Cayuga County; the Town of Marcy in Oneida County; and the Towns of Richland and Hannibal in Oswego County are tracts with LEP populations above the respective County average. Note the area identified for the City of Rome and the Town of Marcy in Oneida County are both correctional facilities.

Besides those listed in the paragraph above, Centro serves all other Census tracts that are considered to have high concentrations of minorities, LEP, and/or low-income in each of the four counties.

## 3.4 **Evaluate Service and Fare Changes**

Requirement: Recipients shall evaluate significant system-wide service and fare changes and proposed improvements at the planning and programming stages to determine whether those changes have a discriminatory impact. For service changes, this requirement applies to “major service changes” only.

Response: Due to declines in State and local operating aid, CNYRTA found it necessary to propose reductions in service in its CNY Centro Inc. service area, reductions to the discount of its multi-ride passes in Syracuse, and the elimination of its unlimited ride weekly and monthly pass options in June 2015. The proposed service reductions did not reach thresholds classifying them as “major service changes”. Accordingly, an equity analysis was not required under FTA Title VI regulations and was not performed. Additionally, it is important to note, that ultimately, none of the proposed service changes were ever instituted by CNYRTA. However, CNYRTA did reduce the discount of its multi-ride passes and eliminate its Unlimited Ride Pass program in June 2015. An equity analysis of these changes was performed and is included as part of this Title VI report as Attachment 10. In May 2016, Centro introduced, on a trial basis, a Day Pass for customers in Syracuse. An assessment of this trial program is currently underway.

Should the CNYRTA choose to offer the Day Pass on a permanent basis, an equity analysis will be performed in accordance with FTA's Title VI regulations.

In general, whenever service changes are needed, Service Development and Planning Department staffs develop needed ridership data and apply CNYRTA's Board sanctioned service and ridership standards to the entire CNYRTA routing system. Each route identified as a candidate for reduction or elimination is analyzed on a number of levels. Impacts on the integrity of the transit system and budgetary ramifications are important, but even more determinant is the impact on the riding public, particularly those who are transit-dependent. The CNYRTA's prime goal is always to provide the best level of mobility possible for as much of the population as possible, given the resources available.

The following routes have been discontinued since CNYRTA's last Title VI report was submitted in 2013: Route 5 in Centro of Cayuga, Inc. As Centro of Cayuga Inc. does not have a fleet size of at least 50 vehicles and is not located in an UZA with a population of 200,000 or more, an equity analysis is not required.

In August 2016 CNYRTA's Board of Members adopted guidelines and policies for the conduct of future Service Equity Analysis for both minority and low-income populations. The same action adopted guidelines for a Fare Equity Analysis and defined datasets to be used in the analyses. These guidelines and policies are included as Attachment 11.

A CNYRTA Board of Members resolution adopting this Title VI and all its attendant policies and procedures is included as Attachment 12.

### **3.5 Conclusion**

In conclusion, Centro has an excellent distribution of transit services for the various populations in its service area; it serves a wide range of geographic disparity, as evidenced through the numerous Census Tracts served, including those with higher populations of minorities, LEP, and low-income populations. Additionally, Centro services numerous Census Tracts that fall outside of the target areas defined in this report.

As shown in this report, the Central New York Regional Transportation Authority puts forth an excellent effort to ensure that no group of people in their service area be excluded from transit services. This service equity is critical since the Central New York Regional Transportation Authority is funded in part by the Federal Transit Administration.

## Attachment 1: Title VI Policy & Complaint Procedure



# Notice to the Public of Rights Under Title VI

## Central New York Regional Transportation Authority (CNYRTA)

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

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

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

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

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

## Title VI Complaint Procedure

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

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

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

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

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

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

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

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

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

Note: Complaints must be signed and include contact information.

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

## Attachment 2: Title VI Complaint Form

# Centro Title VI Complaint Form

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

Section IV		
Have you previously filed a Title VI complaint with this agency?	Yes	No
Section V		
Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, check all that apply: <input type="checkbox"/> Federal Agency: _____ _____ <input type="checkbox"/> Federal Court _____ <input type="checkbox"/> State Agency _____ <input type="checkbox"/> State Court _____ <input type="checkbox"/> Local Agency _____		
Please provide information about a contact person at the agency/court where the complaint was filed.		
Name:		
Title:		
Agency:		
Address:		
Telephone:		

**You may attach any written materials or other information that you think is relevant to your complaint.**

Signature and date required below

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

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

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

### Attachment 3: CNYRTA's Title VI Investigations, Complaints or Lawsuits



Title VI Complaints - Investigations

	Date of Complaint		Summary of Complaint	Status of Investigation of Complaint	Action Taken as a Result of the Complaint	Has Complainant been Notified?	How was Complainant Notified?	When was Complainant Notified?
1	10/16/2013	Nichols	Nichols - Customer states driver did not let disabled mother-in-law off at proper stop because she was disabled and elderly this created problems for her.	Determined NOT to be a Title VI Complaint	Referred to Marquita Williams, Customer Service Supervisor.	yes.	Letter dated 10/22/2013 from R. Lee and phone call from M. Williams	10/22/2013
2	7/16/2014	Joyce	Joyce- Citizen complaint about the advertisements in bus shelters.	Determined NOT to be a Title VI Complaint	Referred to Marquita Williams, Customer Service Supervisor.	yes.	Email from Lynnet Pauduano	7/17/2014 (approximately)
3	10/23/2014	Brundage	Brundage- Customer states driver made remark about her skin color. (Video contradicts customer claim.)	Determined NOT to be a Title VI Complaint	Referred to Marquita Williams, Customer Service Supervisor.	yes.	Phone conversation	10/30/2014
4	10/28/2014	Kim	Kim-Customer states drive closed door on him while boarding bus and subsequently showed racist attitude by ignoring him.	Determined NOT to be a Title VI Complaint	Referred to Marquita Williams, Customer Service Supervisor.	yes.	Phone conversation	10/29/2014
5	11/4/2014	Bolster	Bolster-Passenger at RTC claims guards singled him & friends out because of race.	Determined NOT to be a Title VI Complaint	Referred to Marquita Williams, Customer Service Supervisor.	yes.	Phone conversation	11/5/2014

## Attachment 4: CNYRTA Public Participation Plan

# **CNY CENTRO, INC.**

## **Public Participation Plan**

The purpose of this document is to establish public participation policies and procedures for information dissemination and public comment solicitation for development and review of programs and projects carried out by CNY Centro, Inc., the public transportation provider in Central New York.

## **A. Introduction**

The Central New York Regional Transportation Authority (CNYRTA) operates public transportation services in six cities and four counties in the Central New York region. CNYRTA operates services in Syracuse, NY metropolitan region through its wholly owned subsidiary, CNY Centro, Inc. (Centro). The Authority's Board and staff are firmly committed to providing efficient, effective transportation services that enhance the quality of life throughout the Central New York region. Centro's goal is to be responsive to the transportation needs of the Central New York community by providing services which are safe, convenient, reliable and environmentally responsible with a goal of maximizing the taxpayers' return on investment.

Public participation is the process by which an organization consults with interested or affected individuals, organizations and government entities before making a decision. It is a two-way communication and collaborative problem solving effort intended to guide and manage diverse opinions. This Public Participation Plan will guide the dissemination of information and establish a framework for the solicitation of public comment on the development and review of programs and projects carried out by the Authority. To the extent possible, the goal is to provide opportunities for proactive, early and continuing public participation for projects, programs, and decision making to ensure that these programs reflect community values and benefit all segments of the community equally.

## **B. Public Participation Law**

The Federal regulations bearing on this Public Participation Plan are as follows:

### **B.1. Federal Transit Administration Program-of-Projects Requirements and Section 5307 Grant Program**

49 U.S.C. Section 5307(c)(1) through (c)(7) is the enabling legislation empowering Federal grant programs for public transit throughout the United States. The legislation also instructs the Federal Transit Administration (FTA) to implement public participation requirements as a condition of Federal funding. FTA grant applicants must integrate compliance with the public participation requirements into Section 5307 grant program applications. FTA allows the public involvement process to be locally developed and adopted as part of the regional Transportation Improvement Program (TIP) maintained by the regional Metropolitan Planning Organization (MPO). Grantees must coordinate with the MPO and ensure that the public is aware that the TIP development process is being used to satisfy the public hearing requirements of Section 5307(c). The grant applicant must explicitly state that public notice of public involvement activities and time established for public review and comment on the TIP will satisfy the program-of-projects requirements of the Urbanized Area Formula Program. A project that requires an environmental assessment or an environmental impact statement will involve additional public involvement, as presented in joint FHWA/FTA environmental regulations, "Environmental Impact and Related Procedures," 23 C.F.R. Part 771.

Centro works directly with the two regional MPOs in its service area, the Syracuse Metropolitan Transportation Council (SMTTC) and the Herkimer Oneida Counties Transportation Study (HOCTS), to develop the transit elements for the regional TIPs. The public involvement activities and the time established for public review and comment on the TIPs satisfy the program-of-projects requirements of the Urbanized Area Formula Program.

### **B.2. Americans with Disabilities Act (ADA)**

The American with Disabilities Act (ADA) of 1990 encourages the involvement of people with disabilities in the development and improvement of transportation and paratransit plans and services. In accordance with ADA guidelines, all meetings conducted by Centro take place in locations that are accessible to persons with mobility limitations. Also, auxiliary aids and services are provided when necessary to ensure effective communication, unless an undue burden or fundamental alteration would result, to allow a person with a disability to participate. "Auxiliary aids" include such services or devices as qualified interpreters, assistive listening headsets, television captioning and decoders, telecommunication devices for deaf persons (TDD's), videotext displays, readers taped text, Brailled materials, and larger print materials. Centro public meeting notices specify that special accommodations will be provided upon request.

### **B.3. Title VI**

Title VI of the Civil Rights Act of 1964 prohibits discrimination by recipients of Federal financial assistance on the basis of race, color, and national origin, including matters related to language access for limited English proficient (LEP) persons. The objectives of Title VI of the Civil Rights Act of 1964 are:

- To ensure FTA-assisted benefits and related services are equitably distributed without regard to race, color or national origin.
- To ensure that both the level and quality of transit services provide equal access and mobility for any person without regard to race, color or national origin.
- To ensure that access to the planning and decision-making process is open and without regard to race, color or national origin
- To ensure that decisions on the location of transit facilities and services are made without regard to race, color or national origin.

To comply with these objectives, Centro has adopted the suggested methodology and framework set forth in the Title VI reporting guidelines (FTA Circular 4702.1, Chapter IV). By using this methodology, Centro monitors and compares performance of all its routes based on level of service and quality of service criteria. To facilitate this evaluation, Centro continually collects data relating to its service standards, such as load factor, vehicle assignment, frequency, and on time performance. These analyses are conducted on a route-by-route basis, thus enabling a system-wide evaluation. The findings of these analyses are used to guide service delivery in line with the stated



objectives of the Title VI program. The Authority submits Title VI reports to FTA every three years, documenting the results of this methodology and Centro's compliance with the Title VI regulations. The FTA last approved Centro's Title VI program on November 1, 2013. The 2016 program must be updated and submitted by September 30, 2016.

#### **B.4. Limited English Proficiency (LEP)**

Title VI directs each Federal agency to develop and implement a system by which limited English proficiency persons can meaningfully access the services it funds. Federal agencies published guidance for their respective grant recipients in order to assist them with their obligations to LEP persons under Title VI. As a result, the FTA published guidance and implemented regulations requiring that grant recipients take responsible steps to ensure meaningful access to the benefits, services, information, and other important portions of their programs and activities for LEP individuals. Centro, as an FTA grantee, is required to ensure meaningful access to benefits, services and information for LEP persons. Centro has developed a language implementation plan for LEP persons as part of its Title VI program.

### **C. Centro Public Participation Program Elements**

#### **C.1. Citizens Input**

Centro will solicit public input on an ongoing basis thru a multifaceted social media strategy including, but not necessarily limited to blog, Facebook, or twitter vehicles. This approach will provide opportunities for proactive, early, and continuing public participation for Centro projects, programs and decision making. This social media strategy will allow staff wide latitude to adapt to and take advantage of changing communications technologies. Social media will be used to interact with individuals, groups, businesses and strategic partners to improve customer service satisfaction.

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

- Service area transit users
- The general public
- Salvation Army
- CNY Works
- PEACE, Inc.

- Aurora of CNY, Inc.
- Syracuse Public Schools
- Catholic Charities
- National Association for the Advancement of Colored People
- Spanish Action League
- Refugee Resettlement Services
- Veterans Service Agency
- Arise
- Enable
- CenterState CEO
- Syracuse Metropolitan Transportation Council
- University/College Representatives

This strategy will be applied to programs and projects applicable to CNY Centro, Inc. (Onondaga County) as mandated by Title VI initially. It may also be expanded to other CNYRTA subsidiary companies, if desirable or necessary.

## **C.2. Service Restructuring/Fare Analysis**

In the event of a proposed fare or major service change, staff will conduct a Service and Fare Equity Analysis required by FTA for compliance with Title VI of the Civil Rights Act of 1964 to assess the effects of such a change on minority and low-income populations during the planning of such changes. The analysis may also address alternatives available for people affected by the changes. The results of the analysis will be reported to Centro's Board prior to any public discussion or implementation of the proposed changes.

Centro will undertake a comprehensive and inclusive public participation and outreach process in the event of a major service or fare change. During the public outreach period, Centro will post information and accept comments regarding the proposed change on Centro's website & social media vehicles. Prior to hosting formal public hearings on proposed route or fare changes, Centro will employ the social media strategy previously described. Centro may hold public information meetings in local communities; stakeholder group meetings; and present the changes to its Accessible Transportation Advisory Committee. The purpose of such efforts is to include minority, low-income and LEP populations in the planning stages of the change. Centro's policy for the Soliciting of Public Comment and Conducting a Title VI Service and Fare Equity Analysis on Transit Service and Fare Changes is incorporated by reference and is included in Attachment A.

### **C.3. Limited English Proficiency Plan**

To improve contact with Limited English proficiency populations, Centro' website contains a language translator. Centro schedules and many documents can be translated into Spanish, French, German and Italian. Centro will also include organizations that represent LEP individuals as stakeholders in workshops and public hearings. To solicit participation, these mediums are used to advertise changes in fares and service, as well as the meetings and hearings associated with such changes. These mediums are also used to advertise and dissemination information from and about Centro that is informational and does not require public participation.

### **C.4. Monitoring and Evaluation**

Centro will continuously monitor and evaluate its public participation process. Regular review will be accomplished by tracking-website and social media usage and conducting periodic online surveys to determine demographic usage of website and social media vehicles. The public will be encouraged to provide comments and suggestions through various channels and open dialogue will be maintained with advisory groups and stakeholders throughout the community on transportation and planning issues. A record of public comments and those of institutional representatives will be kept as well as Centro response to such comments, where pertinent.

## **Attachment A**

### **Revised**

#### **THE SOLICITING OF PUBLIC COMMENT AND CONDUCTING A TITLE VI SERVICE AND FARE EQUITY ANALYSIS ON TRANSIT SERVICE AND FARE CHANGES**

Centro policy is to disseminate information and to solicit and respond to public comment on bus service and fare changes to the extent reasonable and practical. Specific elements of this policy are as follows:

1. Except when impossible because of an emergency condition, advance notice of not less than one week will be given to the affected public of minor route and schedule changes. Methods of providing such notice include, but are not limited to, distribution of revised timetables, handouts, posted notices and/or media releases.
2. Major service changes and any change in the fare structure will be made available for public input and CNYRTA Board consideration prior to implementation. A major service change for bus service is defined as a change or changes in any route other than a school tripper route that 1) decreases the number of service hours on any route by 25% or more, or 2) reduces the length of a route by 25% or more, or 3) is otherwise considered by staff as having significant impact on riders. Specialized or experimental services may be changed without recourse to a formal hearing process.
3. A notice of the proposed change(s) will be published in a newspaper of general circulation or their affiliated website and also, if applicable, in newspapers oriented to the specific groups or communities affected, and in buses. Such published notices will include information as to the date, time and location of any public hearings. Not sooner than twenty-one (21) days after the notices are published and posted at least one public hearing shall be held. Special promotional fares are not included in the requirements of this section.
4. Staff will conduct a Service and Fare Equity Analysis required by FTA for compliance with Title VI of the Civil Rights Act of 1964 to assess the effects of a proposed fare or major service change on minority and low-income populations during the planning of such changes. The analysis may also address alternatives available for people affected by the changes. The results of the analysis will be reported to CNYRTA's Board prior to any public discussion or implementation of the proposed changes.

5. A report of all public comments received and the responses given will be given to the Board. Recommended changes in the proposal as a result of public comment may also be presented.
6. Following completion of the process described in paragraphs 2 through 5 above, the CNYRTA Board may authorize staff to implement the changes or may direct other action. Final public notice of major changes in service or any changes in the fare structure will be given by the methods stated in paragraph 1 above, at least ten days in advance of the effective date of the change.



## Attachment 5: CNYRTA LEP Plan



**Central New York  
Regional Transportation Authority**

# Limited English Proficiency (LEP) Plan



**Prepared by: Central New York Regional Transportation Authority**

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

**June 2016**

## EXECUTIVE SUMMARY

Providing language assistance to persons with limited English proficiency in a competent and effective manner helps ensure that the Central New York Regional Transportation Authority's (Centro) services are safe, reliable, convenient, and accessible to those persons. These efforts may attract riders who would otherwise be excluded from participating in the service because of language barriers and, ideally, will engender riders to continue using the system after they are proficient in English and/or have more transportation options. Catering to LEP persons may also help increase and retain ridership among Centro's broader immigrant communities in two important ways:



1. Reaching out to recent immigrant populations in order to conduct a needs assessment and prepare a language implementation plan (pursuant to the DOT LEP Guidance) will send a positive message to these persons from Centro that their business is valued; and
2. Developing a community outreach to identify appropriate language assistance measures can also assist Centro in identifying the transportations needs of immigrant populations and ensure that Centro's transit routes, hours and days of service, and other service parameters are responsive to the needs of these populations.

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## INTRODUCTION

### The Need for an LEP 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.

### 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 Executive Order applies to all federal agencies and all programs and operations of entities that receive funding from the federal government – including state agencies, local agencies and governments, private and non-profit entities, and sub-recipients such as public transit agencies.

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 4702.1A, “Title VI and Title VI-Dependent Guidelines for FTA Recipients,” which was published on April 13, 2007. 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.





## Centro's LEP Plan

As Central New York's primary public transportation provider, Centro's transit service area covers four counties – Cayuga, Oneida, Onondaga, and Oswego. As a designated direct recipient of FTA funding, Centro is required to develop and routinely update its LEP Plan as part of its Title VI Program. Based on bus counts, an LEP Plan is required only in Onondaga County; however, Centro has elected to provide a comprehensive LEP Plan that covers all counties within its service area.

Centro's LEP Plan, 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 the means by which 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. As a result of conducting the “Four Factor Analysis” Centro is well-positioned to formalize and 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:

1. The number and proportion of LEP persons served or encountered in Centro's eligible services population.
2. The frequency with which LEP individuals come into contact with Centro's programs, activities, and services.
3. The importance to LEP persons of Centro's programs, activities, and services.
4. The resources and associated costs available to recipients.

## Centro's “Four Factor Analysis”

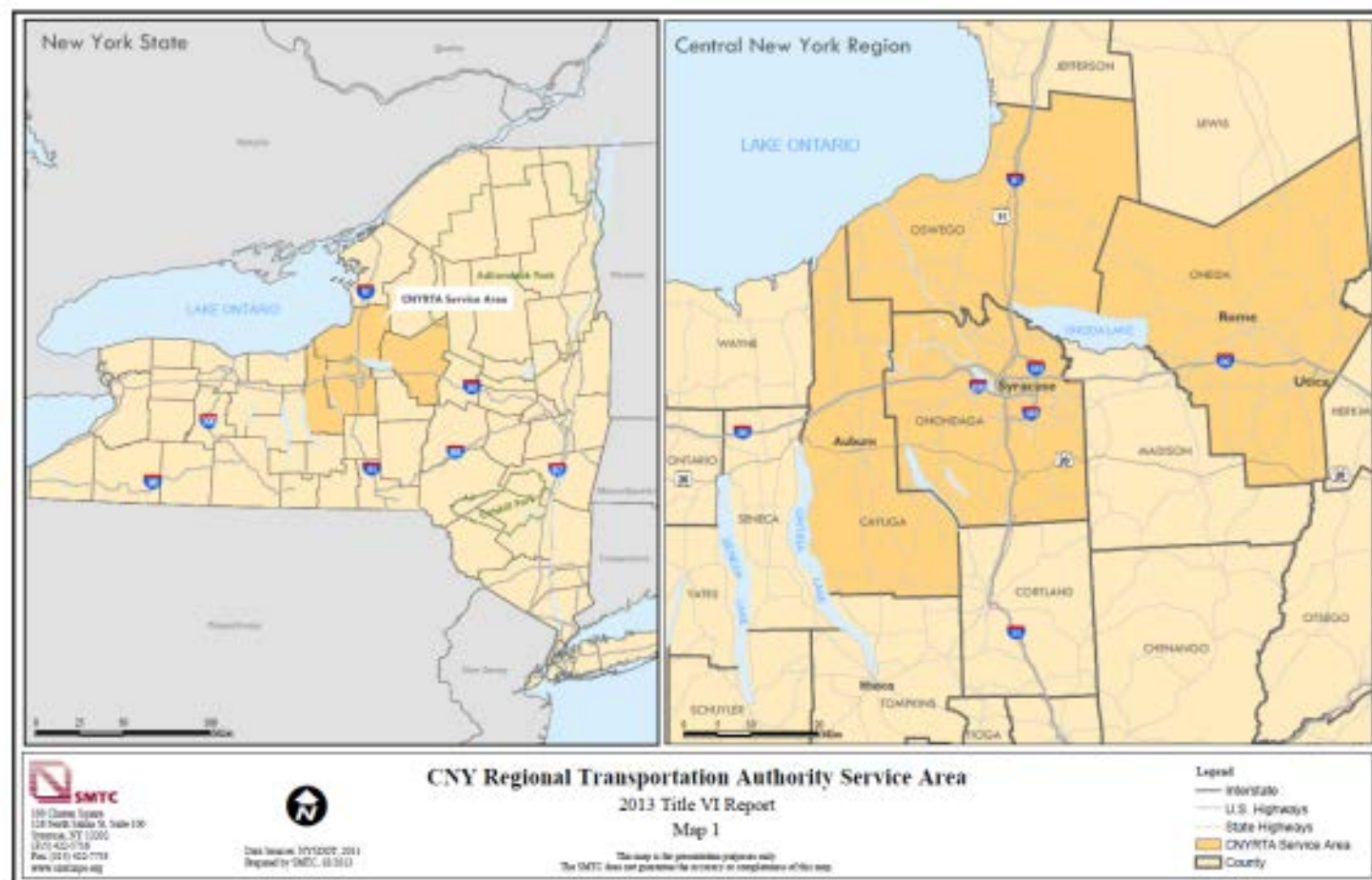
**Factor 1: The number and proportion of LEP persons served or encountered in Centro's eligible services population.**

For planning purposes, Centro considers its current service area to be the counties of Cayuga, Oneida, Onondaga, and Oswego. Analysis of U.S. Census 2008-2012 data was conducted to estimate the LEP population in Centro's service area. *See Figure 1 for a map of Centro's service area.*

Examination of U.S. Census Bureau 2008-2012 B16001 tables, “Language Spoken at Home by Ability to Speak English for the Population 5 Years and Over,” by geographic place determined that there are 15 non-English

languages spoken at home by over 1,000 persons in Centro's service area (See Table 1). People who speak Spanish at home represent 10.57% of Centro's service area population. The remaining languages were each spoken by less than 1.94% of the population in Centro's service area.

**Figure 1: Centro Service Area**



U.S. Census 2010-2012 American Community Survey S1601 tables, "Language Spoken at Home by Population 5 Years and Over," tables by county were also examined. Using FTA guidelines, the LEP population – the population that speaks English less than "very well" – was estimated by summing the Census responses for Speak English "well," "not well," and "not at all." The data is categorized by the language groups spoken by respondents: "Spanish," "Indo-European," "Asian and Pacific Island," or "Other."

The study determined that approximately 9.7% (82,425 / 851,879) 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 2). The majority of the LEP population – approximately 36,142 of the 82,425 LEP non-English speaking persons – speaks Other Indo-European languages. The remaining non-English speaking persons presumably speak one or more of the Spanish, Asian/Pacific Islander, or Other languages.

**Table 1: Language Spoken at Home by 1,000+ Persons in Centro's Service Area**

Language Spoken at Home	Persons 5 Years and Over	Percentage of Centro Service Area Population 5 Years and Over
<b>Cayuga County</b>		
English	72,479	95.58
Spanish	1,549	2.04
<b>Oneida County</b>		
English	195,162	88.23
Spanish	7,921	3.58
Italian	1,523	0.68
Russian	2,064	0.93
Polish	1,333	0.60
Serbo-Croatian	3,537	1.59
Other Asian	2,092	0.94
<b>Onondaga County</b>		
English	394,725	89.92
Spanish	12,612	2.87
French	1,974	0.44
Italian	2,908	0.66
German	1,266	0.28
Russian	1,329	0.30
Serbo-Croatian	1,575	0.35
Other Slavic	2,443	0.55
Hindi	1,009	0.22
Other Indic	1,457	0.33
Chinese	3,359	0.76
Vietnamese	1,367	0.31
Other Asian	1,353	0.30
Arabic	1,838	0.41
African	2,078	0.47
<b>Oswego County</b>		
English	110,174	95.76
Spanish	2,403	2.08

**Table 2: Ability to Speak English by Place in Centro's Service Area****U.S. Census 2010-2012: Table S1601, "Language Spoken at Home"**

				Speak English Less Than “Very Well”									
Geographic Area (Place)	Population Age 5+	Speak Only English		Spanish		Other Indo-European		Asian and Pacific Islander		All Other Languages		Estimated Total LEP Population	
Cayuga County	75,672	72,115	95.3%	1,466	1.9%	1,652	2.2%	226	0.3%	195	0.3%	3,539	4.7%
Oneida County	221,013	193,828	87.7%	7,620	3.4%	13,132	5.9%	5,020	2.3%	1,472	0.7%	27,244	12.3%
Onondaga County	440,143	393,048	89.3%	13,663	3.1%	19,313	4.4%	9,225	2.1%	4,679	1.1%	46,880	10.7%
Oswego County	115,051	110,334	95.9%	2,174	1.9%	2,045	1.8%	287	0.2%	256	0.2%	4,762	4.1%

**Conclusion:** Although the 'Other Indo-European' category is the largest represented in Table 2, the most prevalent language spoken by LEP persons throughout Centro's comprehensive service area is Spanish. As a result, Centro has focused its efforts on providing translation and language assistance services to its Spanish-speaking customers.

**Factor 2: The frequency with which LEP individuals come into contact with Centro's programs, activities, and services.**

The frequency with which Centro comes into contact with LEP individuals is roughly one time per month on average. On occasion, contact is made via Centro's Call Center, but more often occurs via Centro's travel trainer as a result of community outreach and travel training programs.

Centro's travel trainer provides outreach services to citizens and community based organizations and agencies that rely on Centro's public transit system. Providing face-to-face contact within the community and assisting individuals with a desire to learn more about Centro's services, the travel trainer instructs individuals on how to ride the bus so they are comfortable and proficient with using the service, and have an understanding of how the service is provided. Additional information about this program is provided in the Implementation section of this Plan.

Centro's Call Center also provides customer assistance and travel information via telephone for those seeking to use Centro services. While LEP individuals currently have infrequent and unpredictable contact with Centro's Call Center and services, the small and growing size of the LEP population in Centro's service area will likely increase its future contact with Centro services. As a result, it will be important to continue monitoring population trends.

For LEP individuals that do contact the Call Center, a language line interpretation service is available that offers Centro's Call Center employees access to 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 are in need of language assistance are connected to the language line services. This free service is available from 6:30 a.m. to 6:00 p.m., Monday through Friday.

Records indicate that 19 of the 278,917 total calls placed to Centro's Call Center in FY 2015 utilized a Language Line interpretation service. Of the 19 calls received, 17 callers requested information assistance in Spanish, while the remaining 2 callers requested assistance in Arabic and Cantonese.

### **Factor 3: The importance to LEP persons of Centro's programs, activities and services.**

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 and paratransit services. Riders use Centro services to assist with multiple travel needs within the community, including trips to work, school, job interviews, grocery stores and 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 persons 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 regular route surveys.

Centro's travel trainer performs outreach services and maintains an office at the Transit Hub, which is conveniently located within close proximity to 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 persons. The travel trainer reports back 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. The various community organizations that Centro works with that assist and refer LEP individuals to Centro, provide feedback on the way in which Centro assist's LEP populations to determine how effectively those individuals are being served.

### **Factor 4: The resources and associated costs available to recipients.**

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 relatively 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 intends to continue such efforts into the foreseeable future.



Centro's Marketing & Communication and Human Resource Departments spend approximately \$1,500 annually in 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.

## IMPLEMENTING THE LEP PLAN

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 LEP 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 four county service area (Cayuga, Oneida, Onondaga, and Oswego) to whom it provides transit services.

Centro currently assists LEP individuals on average of once per month through either direct contact with the Call Center or the Centro travel trainer. Centro has not, in general, provided multilingual materials. We do, however, provide interpretive services, upon request, to those using American Sign Language (ASL) at public meetings, and through TTY technology on the telephone.

1. **Census data:** Census 2010-2012 data indicates that Other Indo-European-speaking LEP persons are the primary group requiring language assistance in Centro's service area. In general, the highest concentrations of Other Indo-European-speaking LEP persons are in Oneida and Onondaga Counties. Centro will continue monitoring and using Census data releases to identify and locate significant and emerging LEP populations.
2. **Customer Satisfaction Survey:** Centro regularly conducts a "Customer Satisfaction Survey," which provides detailed information about passenger demographics and travel patterns. Future passenger satisfaction surveys will include questions to quantify LEP riders, their travel patterns, and route use.



This will become important information in further identifying and understanding the transit needs of LEP persons.

3. **Documenting Staff Encounters with LEP Persons at Centro Public Meetings:** When open houses or public meetings are held, Centro staff will have interpreters available to help assist LEP persons. While Centro staff may not be able to personally provide translation assistance at the time, the interpreters will be an important asset in identifying language needs for future public events. A continuous record will be kept detailing the primary languages of LEP persons attending Centro's public meetings.
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.

## 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 second 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 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 are in need of language assistance, are personally connected to the language line services. This free service is available from 6:30 a.m. to 6:00 p.m. Monday through Friday.
2. **Pocket schedules and route maps.** Future biennial "Customer Satisfaction Survey" results will provide information about routes frequented by LEP riders in need of bilingual printed passenger information. The survey results will help Centro identify which routes require bilingual versions of its service information.
3. **On-Board Announcements:** From review of future "Customer Satisfaction Survey" results, routes frequented by Other Indo-European and Spanish-speaking riders will be identified and automated, on-board audio announcements in applicable languages may be initiated on these routes to best communicate with riders.
4. **Centro Website 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.
5. **Critical documents in alternate languages:** Upon request, applications for reduced fare cards for seniors, youths, and persons with disabilities can be made available in alternate languages. An overview of Centro's Title VI Program and a Title VI complaint form are available at: <http://www.centro.org/Title%20VI.aspx>
6. **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 passenger's 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.
- More difficult or emergency situations may necessitate contracting Transportation Supervisors or Dispatch for additional help and phone access to language line interpreters.

The following table lists organizations that Centro has worked with throughout the community that are in need of translation or interpretation services. In total, 647 individuals have been trained on how to utilize Centro's transportation services. Participants came from Afghanistan, Bhutan, Burma, Central African Republic, Cuba, Democratic Republic of the Congo, Iraq, Nepal, Russia, Somalia, Sudan, Ukraine.

**Table 3: Community Organizations that Centro Works With to Assist LEP Individuals**

Organization	Assistance Provided	Date Provided	Number of Participants
Refugee Assistance Program	Train-the-Trainer	5/20/13	20
Refugee Assistance Program	How-to-Ride	7/31/13	60
Catholic Charities Refugee Program	Train-the-Trainer	9/25/13	15
Center for New Americans	How-to-Ride	1/8/14	30
Center for New Americans	How-to-Ride	1/29/14	25
Early Head Start Refugee Program	How-to-Ride	2/7/14	25
Center for New Americans	How-to-Ride	3/5/14	25
Center for New Americans	How-to-Ride	4/16/14	38
Center for New Americans	How-to-Ride	11/19/14	38
Center for New Americans	How-to-Ride	3/25/15	20
Center for New Americans	How-to-Ride	4/7/15	37
Center for New Americans	How-to-Ride	5/6/15	12
Center for New Americans	How-to-Ride	6/10/15	25
Center for New Americans	How-to-Ride	7/8/15	26
Center for New Americans	How-to-Ride	8/12/15	47
Center for New Americans	How-to-Ride	9/16/15	17
Catholic Charities	How-to-Ride	10/8/15	16
Center for New Americans	How-to-Ride	10/13/15	24
Center for New Americans	How-to-Ride	12/15/15	43

Organization	Assistance Provided	Date Provided	Number of Participants
Catholic Charities	How-to-Ride	1/6/16	19
Catholic Charities	How-to-Ride	2/8/16	37
Center for New Americans	How-to-Ride	2/23/16	16
Refugee Assistance Program	How-to-Ride	3/16/16	16
Center for New Americans	How-to-Ride	3/29/16	16

### Element 3: Training Staff

In order to establish meaningful access to information and services for LEP individuals, various personnel and departments that regularly interact with the public will be trained on how to provide the language assistance services contained within Centro's LEP Plan.

Recommended training efforts include:

- Executive staff will be familiarized with the LEP Plan in order to reinforce its importance and ensure its implementation by Centro employees.
- Staff within the Customer Service and Marketing & Communications Departments will be familiarized with the LEP Plan, with particular emphasis on LEP outreach efforts at Centro public meetings and community events. Training will focus on using interpreter services in an effort to communicate with and quantify the number of LEP persons attending public meetings and community events.
- The Customer Service Department, which is responsible for the Call Center and the Centro on-site reception area, will have periodic refresher training on directing LEP callers and walk-in customers to the phone line for interpretation services.
- The Operations Department will train dispatchers, roadside supervisors, and operators on best practices and procedures for assisting LEP passengers in need of assistance. LEP passenger assistance measures will be incorporated into orientation training for new operators, and refresher training for current operators.

### Element 4: Providing Notice to LEP Persons

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

- **Placards on buses:** Centro has informational placards on buses in Spanish that inform riders of Centro's language line and translation services.
- **Local non-English newspapers:** Centro will continue to issue media press releases in Spanish, and purchase advertisements in local non-English newspapers publicizing Centro services.
- **Direct engagement with LEP populations and community organizations:** Through working with various community organizations, Centro will seek 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 will also help Centro learn what additional agency information may need translation.

#### **Element 5: Monitoring/Updating the Plan**

Centro will routinely review and update its LEP Plan as necessary. Anticipated updates will include the incorporation of new Census data, LEP ridership trends identified through the biennial “Customer Satisfaction Survey,” and public comments about the LEP Plan. Full review of the LEP Plan will occur with each triennial Title VI program submission.



## Attachment 6: CNYRTA Centro Service Standards & Guidelines

Resolution No. \_\_\_\_\_

Date 8/26/2016

**RESOLUTION ESTABLISHING STANDARDS AND GUIDELINES FOR  
PROVISION OF EFFICIENT, EFFECTIVE CNY CENTRO, INC. AND NON UZA  
SERVICE PROVIDED BY CNYRTA**

WHEREAS, The mission of the Central New York Regional Transportation Authority is to be responsive to the transportation needs of the Central New York community by providing services which are safe, convenient, reliable and environmentally responsible with a goal of maximizing the taxpayers' return on investment, and

WHEREAS, the Central New York Regional Transportation Authority is dedicated to uphold and implement the principles and provisions of Title VI of the Civil Rights Act of 1964 which prohibits discrimination by recipients of Federal financial assistance on the basis of race, color, and national origin, and

WHEREAS, To accomplish this mission, a structured approach to service planning is necessary to allow staff to react in an objective and grounded manner to requests for new service, modifications to service, expansion of service and service reductions during times of budget restrictions, and

WHEREAS, CNY Centro, Inc., a wholly owned subsidiary of the Central New York Regional Transportation Authority and operator of public transportation services in the Syracuse Urbanized Area, is subject to Federal Title VI guidelines (FTA C 4702.1B) requiring the establishment of system-wide standards and policies, and

WHEREAS, Service standards currently applied to CNYRTA operations, the CNYRTA'S Public Participation Plan and Title VI Policies relating to Major Service and Fare changes must be modified to match those required by the Federal Transit Administration, and

NOW, THEREFORE, BE IT RESOLVED BY THE BOARD OF DIRECTORS OF THE CENTRAL NEW YORK REGIONAL TRANSPORTATION AUTHORITY, that the Chief Executive Officer is authorized to implement and execute the CNY Centro, Inc. Service Standards and Guidelines appended hereto as Attachment A, the CNYRTA Non-UZA Services Standards and Guidelines appended hereto as Attachment B, the CNYRTA Public Participation Plan appended hereto as Attachment C, and the CNYRTA Major Service and Fare Change Policy appended hereto as Attachment D.

## CNY CENTRO SERVICE STANDARDS & GUIDELINES

The mission of the Central New York Regional Transportation Authority (Centro) is to be responsive to the transportation needs of the Central New York community by providing services which are safe, convenient, reliable and environmentally responsible with a goal of maximizing the taxpayers' return on investment.

Accordingly, the Authority's Board of Members adopts the following service standard targets for the provision of public transportation service in keeping with the Authority's mission. These standards apply to CNY Centro Inc., as required by the Federal Transit Administration (FTA) and are consistent with criteria required by the FTA. As these standards will be major determinants of the Authority's operating and capital costs, the ability to adhere to them is largely dependent on the Authority's fiscal position. As such, these standards are "targets". Staff is therefore directed to use its best judgement in providing efficient, effective public transportation within the confines of the Authority's fiscal means.

### **I. VEHICLE LOAD**

Vehicle load is a metric expressed as the ratio of passengers on board to the number of seats available on a vehicle, at the vehicle's maximum load point.

The composition of the vehicle fleet is to be matched to the ridership patterns and volumes served by each garage facility. Regular route loadings in the urbanized Syracuse region require the majority of the fleet to be 40 foot buses. However, within the 40 foot category, various seating configurations yield between 36 and 44 seats. Moreover, CNY Centro Inc. also uses 10 smaller vehicle types between 35 foot and 26 foot long, with seating capacities ranging from 21 seats to 35 seats.

The variety of service area characteristics, vehicle types, amenities and seating configurations make identification of a "one size fits all" vehicle load standard difficult. To the extent possible, the following vehicle load guideline should be used in service planning:

TIME PERIOD	% OF SEATING CAPACITY/MAX. LOAD
Peak – Maximum any 1 trip	155%
Peak – 1 hour average	130%
Non-peak average	100%

## **II. VEHICLE HEADWAYS**

A “headway” is the time interval between two vehicles traveling in the same direction on the same route.

As with the vehicle loading standard, vehicle headways are tailored to the route’s ridership characteristics and patterns. To the extent possible, Centro should strive to achieve the following minimum vehicle headways:

AREA TYPE	WEEKDAY	WEEKDAYS	SATURDAY	SUNDAY
	Peak Periods	Non-Peak Periods		
Urban	30 - 40	45 - 60	60 - 80	60 - 80
Suburban	40	90	90	NA
Intercity	TBD	TBD	NA	NA

Notes:

- a. More frequent headways may be provided if warranted by passenger loads.
- b. Specialized services may be designed to only make trips as required by passenger demand. Service on such routes may be scheduled to extend outside of the vehicle headway guidelines.
- c. Intercity bus service is largely determent on customer demand, available funding and in many cases are considered services performed as a matter of policy.

## **III. ON-TIME PERFORMANCE**

On-time performance is a measure of trips completed as scheduled. Adherence to a published schedule is critical to ensure reliability of service to the public.

1. A vehicle is considered on time if it departs a scheduled timepoint no more than 5 minutes late. Centro’s on-time performance objective is 90% or greater.
2. Any bus line exceeding 10% of trips late will be defined as having a schedule adherence problem and steps will be taken to rectify the situation.
3. No trips should leave a terminal or time point ahead of schedule.
4. Wherever practical, recovery time should be built into running times and used as a management tool to support schedule adherence. Recovery time should be minimal but sufficient to maintain timely schedules under most conditions.

#### **IV. SERVICE AVAILABILITY**

Centro defines service "availability" as the average walking distance to a bus line, which is a function of route spacing. Other factors that affect the public's perception of the availability of transit services include the land use pattern adjacent to bus routes and stops, topography, the presence of sidewalks and the condition of the bus stop area in good weather and bad. Centro has no control over some of these elements, nevertheless, the regular bus route target spacing standard is as follows:

<b>POPULATION DENSITY</b>	<b>ROUTE SPACING</b>
Urban Area (3,600 people/sq. mile)	½ mile (6 to 8 blocks)
Suburban Area (1,800-3,600 people/sq. mile)	1 mile (12 to 14 blocks)

#### **V. VEHICLE ASSIGNMENT**

Equipment guidelines must take into account the operating characteristics of buses of various lengths, which are to be matched to the operating parameters of the route. Local routes with lower ridership may be assigned lower capacity buses. In addition:

1. Bus assignments must be done to assure that no route is given a disproportionate percentage of old buses or buses without amenities deemed desirable.
2. In keeping with Federal Title VI guidelines bus assignments will be made without regard to the race, color or national origin of the population to be served.
3. Single-door suburban buses should not be used on urban routes where standees are commonplace.
4. Over-the-road style coaches may be assigned to intercity and some suburban routes due to the extended travel distance and the extent of highway travel.



## **VI. TRANSIT AMENITIES**

The installation of transit amenities along bus routes will be based on the number of passenger boardings at individual bus stops. Transit amenities include bus shelters, benches, static information panels, dynamic messaging signs, maps and other Intelligent Transportation System (ITS) elements used to provide information to the public.

### **1. Bus Shelters**

Bus shelters are the most frequently requested transit amenity. However, many bus stops are not physically suitable candidates for a bus shelter. In addition, Centro has limited capital and operating (maintenance) resources to devote to bus shelters. Accordingly, staff will evaluate each requested shelter location using the criteria below as a guide. Based on the results, a recommendation will be made to the Executive Director or his/her designee for final decision. The decision to install a shelter will include, but not be limited to, the following factors:

- a. At least 50 passenger boardings per weekday at the site in question.
- b. No alternate shelter is available (i.e. a building entrance/overhang, etc.).
- c. There must be sufficient space to safely install a shelter.
- d. If over 15% of the stop patrons are seniors or disabled, the boarding standard may be decreased appropriately by 50% to 25 passenger boardings per day.
- e. All shelters will be compliant with Americans with Disabilities Act guidelines.
- f. Shelters shall be installed only where the Authority's equipment investment is deemed to be safe from vandalism.

### **2. Bus Shelter Benches**

Benches are to be installed within bus shelters only if ADA guidelines can be met. Free-standing benches without bus shelters are not to be installed due to liability and maintenance concerns. Benches will normally be installed in shelters. If the number of passengers waiting at a shelter exceeds the shelter capacity, a bench may not be installed.

### **3. Information Maps and Panels**

Information schedules are to be installed in shelters wherever possible.

### **4. Intelligent Transportation System (ITS) elements**

ITS elements include dynamic, real-time messaging signs linked to Centro's automated vehicle location system and voice annunciators for the visually impaired to announce "next bus" arrival times at bus stops. Centro may install such equipment, if/when funding permits, at bus stops generating at least 50 passenger boardings per day. If over 50% of the users of a stop are seniors or disabled, then the standard may be decreased by 50% to 25 passengers per day. ITS equipment shall be installed only where the Authority's equipment investment is deemed to be safe from vandalism.

## Attachment 7: Non-UZA Service Standards & Guidelines

## NON-UZA SERVICE STANDARDS & GUIDELINES

The mission of the Central New York Regional Transportation Authority (Centro) is to be responsive to the transportation needs of the Central New York community by providing services which are safe, convenient, reliable and environmentally responsible with a goal of maximizing the taxpayers' return on investment.

Accordingly, the Authority's Board of Members adopts the following service standard targets for the provision of public transportation service in keeping with the Authority's mission. These standards apply to Centro's service areas in non-UZA communities as required by the Federal Transit Administration (FTA) and are consistent with criteria required by the FTA. As these standards will be major determinants of the Authority's operating and capital costs, the ability to adhere to them is largely dependent on the Authority's fiscal position. As such, these standards are "targets". Staff is therefore directed to use its best judgement in providing efficient, effective public transportation within the confines of the Authority's fiscal means.

### I. VEHICLE LOAD

Vehicle load is a metric expressed as the ratio of passengers on board to the number of seats available on a vehicle, at the vehicle's maximum load point.

The composition of the vehicle fleet is to be matched to the ridership patterns and volumes served by each garage facility. Regular route loadings in the non-urbanized Utica, Rome, Oswego, and Auburn regions require various vehicle sizes to meet the local ridership demand. Within these service areas, bus sizes range from 30 to 40 feet in length with seating capacities ranging from 29 to 49 seats. This includes a number of coach vehicles that provide intercity service.

The variety of service area characteristics, vehicle types, amenities and seating configurations make identification of a "one size fits all" vehicle load standard difficult. To the extent possible, the following vehicle load guideline should be used in service planning:

TIME PERIOD	% OF SEATING CAPACITY/MAX. LOAD
Peak – Maximum any 1 trip	155%
Peak – 1 hour average	130%
Non-peak average	100%

## II. VEHICLE HEADWAYS

A “headway” is the time interval between two vehicles traveling in the same direction on the same route.

As with the vehicle loading standard, vehicle headways are tailored to the route’s ridership characteristics and patterns. To the extent possible, Centro should strive to achieve the following minimum vehicle headways listed in minutes:

### Utica

AREA TYPE	WEEKDAY	WEEKDAYS	SATURDAY	SUNDAY
	Peak Periods	Non-Peak Periods		
Urban	30 – 45	45 - 60	45 - 60	NA
Suburban	45 - 60	60 - 90	60 - 90	NA
Intercity	TBD	TBD	TBD	NA

### Auburn

AREA TYPE	WEEKDAY	WEEKDAYS	SATURDAY	SUNDAY
	Peak Periods	Non-Peak Periods		
Urban	30 - 45	45 - 60	45 - 60	NA
Suburban	NA	NA	NA	NA
Intercity	TBD	TBD	TBD	TBD

### Oswego

AREA TYPE	WEEKDAY	WEEKDAYS	SATURDAY	SUNDAY
	Peak Periods	Non-Peak Periods		
Urban	30 - 45	45 - 60	45 - 60	NA
Suburban	NA	NA	NA	NA
Intercity	TBD	TBD	TBD	TBD

### Fulton

AREA TYPE	WEEKDAY	WEEKDAYS	SATURDAY	SUNDAY
	Peak Periods	Non-Peak Periods		
Urban	30 - 45	45 - 60	45 - 60	NA
Suburban	NA	NA	NA	NA
Intercity	NA	NA	NA	NA

## Rome

AREA TYPE	WEEKDAY	WEEKDAYS	SATURDAY	SUNDAY
	Peak Periods	Non-Peak Periods		
Urban	30 - 45	45 - 60	45 - 60	NA
Suburban	45 - 60	60 - 90	NA	NA
Intercity	NA	NA	NA	NA

### Notes:

- a. More frequent headways may be provided if warranted by passenger loads.
- b. Specialized services may be designed to only make trips as required by passenger demand. Service on such routes may be scheduled to extend outside of the vehicle headway guidelines.
- c. Intercity bus service is largely determined on customer demand, available funding and in many cases are considered services performed as a matter of policy.

### **III. ON-TIME PERFORMANCE**

On-time performance is a measure of trips completed as scheduled. Adherence to a published schedule is critical to ensure reliability of service to the public.

1. A vehicle is considered on time if it departs a scheduled timepoint no more than 5 minutes late. Centro's on-time performance objective is 90% or greater.
2. Any bus line exceeding 10% of trips late will be defined as having a schedule adherence problem and steps will be taken to rectify the situation.
3. No trips should leave a terminal or time point ahead of schedule.
4. Wherever practical, recovery time should be built into running times and used as a management tool to support schedule adherence. Recovery time should be minimal but sufficient to maintain timely schedules under most conditions.

#### **IV. SERVICE AVAILABILITY**

Centro defines service "availability" as the average walking distance to a bus line, which is a function of route spacing. Other factors that affect the public's perception of the availability of transit services include the land use pattern adjacent to bus routes and stops, topography, the presence of sidewalks and the condition of the bus stop area in good weather and bad. Centro has no control over some of these elements, nevertheless, the regular bus route target spacing standard is as follows:

<b>POPULATION DENSITY</b>	<b>ROUTE SPACING</b>
Urban Area	½ mile (6 to 8 blocks)
Suburban Area	1 mile (12 to 14 blocks)

#### **V. VEHICLE ASSIGNMENT**

Equipment guidelines must take into account the operating characteristics of buses of various lengths, which are to be matched to the operating parameters of the route. Local routes with lower ridership may be assigned lower capacity buses. In addition:

1. Bus assignments must be done to assure that no route is given a disproportionate percentage of old buses or buses without amenities deemed desirable.
2. In keeping with Federal Title VI guidelines bus assignments will be made without regard to the race, color or national origin of the population to be served.
3. Single-door suburban buses should not be used on urban routes where standees are commonplace.
4. Over-the-road style coaches may be assigned to intercity routes due to the extended travel distance and the extent of highway travel.



## **VI. TRANSIT AMENITIES**

The installation of transit amenities along bus routes will be based on the number of passenger boardings at individual bus stops. Transit amenities include bus shelters, benches, static information panels, dynamic messaging signs, maps and other Intelligent Transportation System (ITS) elements used to provide information to the public.

### **1. Bus Shelters**

Bus shelters are the most frequently requested transit amenity. However, many bus stops are not physically suitable candidates for a bus shelter. In addition, Centro has limited capital and operating (maintenance) resources to devote to bus shelters. Accordingly, staff will evaluate each requested shelter location using the criteria below as a guide. Based on the results, a recommendation will be made to the Executive Director or his/her designee for final decision. The decision to install a shelter will include, but not be limited to, the following factors:

- a. Weekday ridership usage at the site must be among the top 25% of the most frequently used bus stops on the route.
- b. No alternate shelter is available (i.e. a building entrance/overhang, etc.).
- c. There must be sufficient space to safely install a shelter.
- d. If over 15% of the stop patrons are seniors or disabled, the boarding standard may be decreased appropriately by 50% to among the top 50% of the most frequently used bus stops on the route.
- e. All shelters will be compliant with Americans with Disabilities Act guidelines.
- f. Shelters shall be installed only where the Authority's equipment investment is deemed to be safe from vandalism.

### **2. Bus Shelter Benches**

Benches are to be installed within bus shelters only if ADA guidelines can be met. Free-standing benches without bus shelters are not to be installed due to liability and maintenance concerns. Benches will normally be installed in shelters. If the number of passengers waiting at a shelter exceeds the shelter capacity, a bench may not be installed.

### **3. Information Maps and Panels**

Information schedules are to be installed in shelters wherever possible.

### **4. Intelligent Transportation System (ITS) elements**

ITS elements include dynamic, real-time messaging signs linked to Centro's automated vehicle location system and voice annunciators for the visually impaired to announce "next bus" arrival times at bus stops. Centro may install such equipment, if/when funding permits, at bus stops among the top 25% of the most frequently used bus stops on the route. If over 50% of the users of a stop are seniors or disabled, then the standard may be decreased by 50% to among the top

50% of the most frequently used bus stops on the route. ITS equipment shall be installed only where the Authority's equipment investment is deemed to be safe from vandalism.

## Attachment 8: Ridership Survey



# **Community Link Program**

**Public Affairs Program • Maxwell School of Citizenship and Public Affairs • Syracuse University**

## **CENTRO BUS RIDER DEMOGRAPHICS**

**A Study Conducted for CNY Centro, Inc.  
By Jonathan Lee  
April 2013**

**Centro Bus Rider Demographics**  
**Centro**  
**By Jonathan Lee**  
**April 2013**

**EXECUTIVE SUMMARY**

**Introduction:** This study reports the results of a bus ridership survey of Centro Buses throughout the Syracuse, NY area. The results will be presented in a report to the Director of Marketing and Communications and will be used to meet requirements by the State of New York for a demographic analysis of ridership every five years.

**Methods:** The data used in this report were collected from a survey distributed and received in-person of Centro riders on board 24 different bus routes and at the Centro Transit Hub. From the target population of 17,432 riders, 524 (3%) were surveyed. Surveying was conducted on January 28, February 3, February 11, February 18, and February 25, 2013 between 4:00-7:00 PM.

**Findings:**

1. 60% of respondents said they use Centro for “work.” (n=519)
2. 59% of respondents said they ride Centro “daily.” (n=521)
3. 86% of respondents said they “transfer between buses regularly.” (n=520)
4. 92% of respondents said they do not own a car. (n=523)
5. 96% of respondents said they speak “English” at home. (n=521)
6. 50% of respondents said they pay their fare most often using “cash.” (n=483)

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## **INTRODUCTION**

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This study reports the results of a bus ridership survey of Centro Buses throughout the Syracuse, NY area. The information collected from this study will be used to fulfill Centro's obligation to provide demographic data on its ridership to the State of New York. Reporting the characteristics of each bus route will allow Centro to make strategic decisions for each bus route based on its ridership.



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## METHODS

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### How Data Were Collected

**Instrument Design:** Survey was designed by Centro's Marketing Department.

**Data Collection Method:** The respondents were handed a survey to fill out on board Centro buses and at the Centro Transit Hub. Riders were given a single-ride bus pass in exchange for filling out the survey. Surveying took place on January 28, February 3, February 11, February 18, and February 25, 2013 between 4:00-7:00 PM.

**Target Population and Sample:** The target population consists of all 17,467 daily riders of Centro buses in the Syracuse, NY area. Respondents were selected arbitrarily based on which bus they were riding, during specified surveying hours. A total of 524 responses, or 3% of each bus route's ridership, were collected.

### Quality of Data

**Representativeness:** The relatively small sample size (3%) raises concerns that the sample may not represent the population. Selection bias is possible because scheduling only permitted survey responses to be gathered at specific times. Also, it is nearly impossible to determine if the data is representative because the only data about the target population of all riders that is provided are its size. The following tables provide demographic data so the readers can make judgments for themselves.

Figure 1  
**Gender Distribution**  
n=513

Gender	Male	Female
Percent of Respondents	46%	53%

Figure 2  
**Age Distribution**  
n=521

Age	Under 18	18-24	25-34	35-54	55-64	65+
Percent of Respondents	10%	29%	20%	26%	11%	2%

Figure 3  
**Income Distribution**  
n=500

Income	Under \$15,000	\$15,000-\$30,000	\$30,000-\$50,000	\$50,000+
Percent of Respondents	56%	34%	8%	2%

Figure 4  
**Ridership Representativeness**  
**N=17,432**

<b>Route</b>	<b>Bus route</b>	<b>Daily Ridership</b>	<b>Number of Riders Surveyed</b>	<b>Percentage of Ridership Surveyed</b>
10	South Salina	1,517	46	3%
16	North Salina	760	23	3%
20	James Street	2,176	65	3%
26	South Ave	1,268	38	3%
30	Westcott	308	9	3%
36	Camillus	980	29	3%
40	Syracuse University	1,173	35	3%
46	Liverpool Rt 57 - Oswego	313	9	3%
48	Liverpool Morgan Road	300	9	3%
50	Destiny USA	618	19	3%
52	Court Street	1,285	39	3%
54	Midland Ave	803	24	3%
56	Parkhill	271	8	3%
62	Fayetteville - Manlius	266	8	3%
66	Western Lights	1,022	31	3%
68	Erie Blvd / E Fayette	1,001	30	3%
72	Townsend St	153	5	3%
74	Solvay	665	20	3%
76	Salt Springs	816	24	3%
80	Grant Blvd	652	20	3%
82	Baldwinsville	188	6	3%
84	Mattydale	339	10	3%
86	Henry Clay	217	7	3%
88	North Syracuse	341	10	3%
<b>All Routes</b>		<b>17,432</b>	<b>524</b>	<b>3%</b>

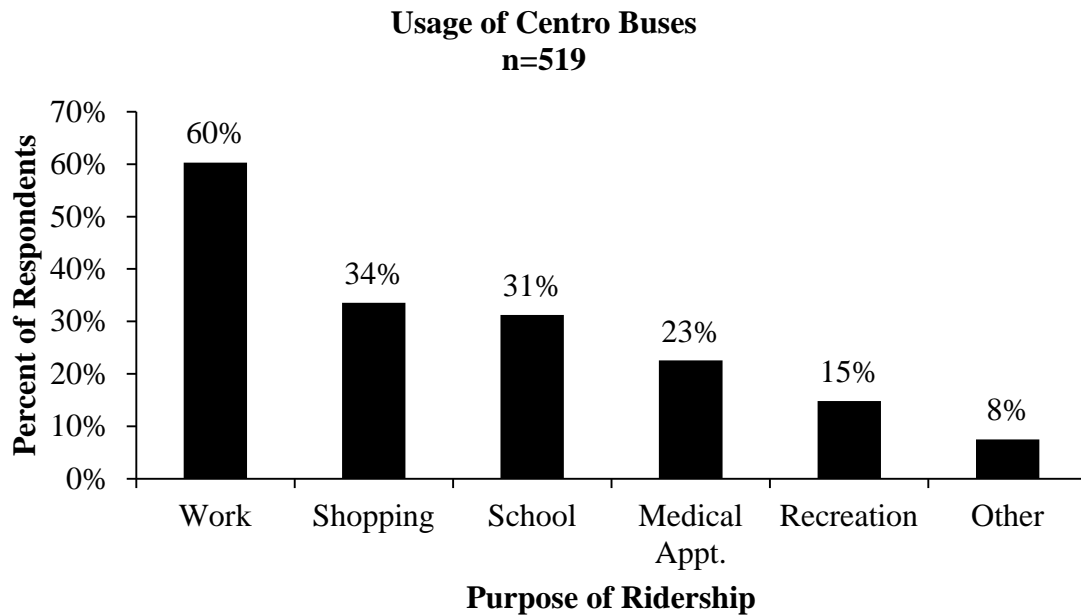
**Accuracy:** There is no evidence of inaccuracies in the data, but respondents could have provided inaccurate responses regarding age and income level because of the personal nature of those questions. Additionally, some respondents were rushed because their stop was approaching or their bus was departing. The incentive of a free bus pass may have also contributed to some inaccuracies in survey responses if riders were lying about the bus route in which they were riding in order to receive the free bus pass.

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## FINDINGS

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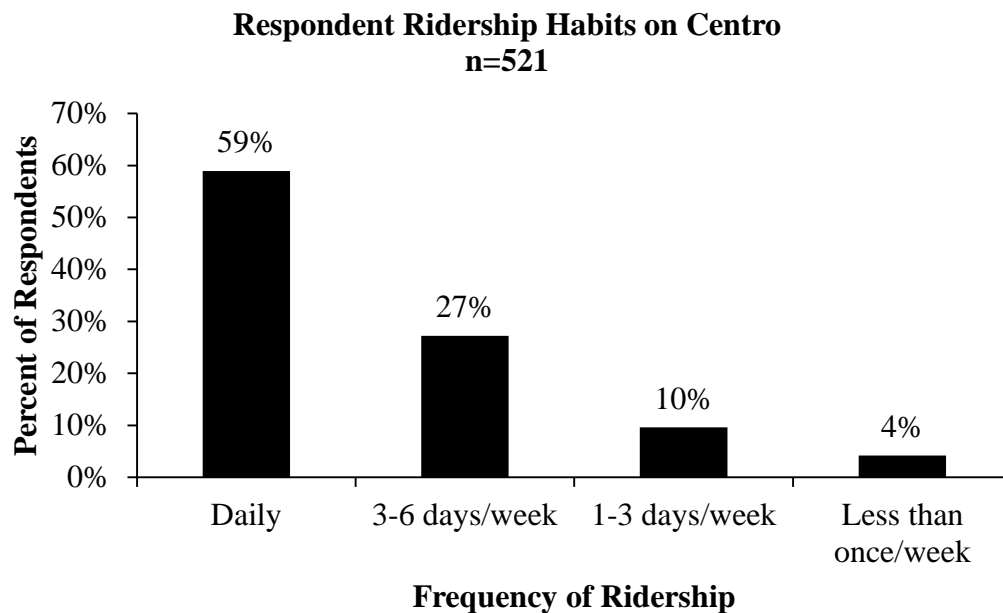
1. 60% of respondents said they use Centro for “work.”



Source: Data collected for Centro by Jonathan Lee, Community Link Project, Syracuse University, 2013.

**Comment:** See Appendices IV, V, and VI for a complete breakdown of data by route, income, and race. “Other” includes a number of responses (see Appendix III).

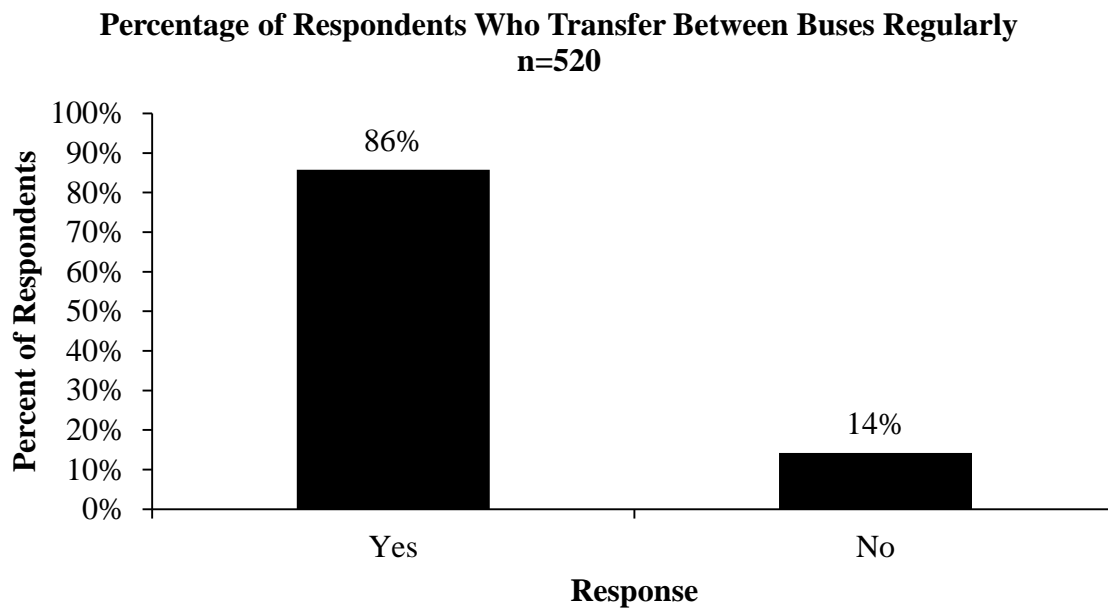
2. 59% of respondents said they ride Centro “daily.”



Source: Data collected for Centro by Jonathan Lee, Community Link Project, Syracuse University, 2013.

**Comment:** See Appendices IV, V, and VI for a complete breakdown of data by route, income, and race.

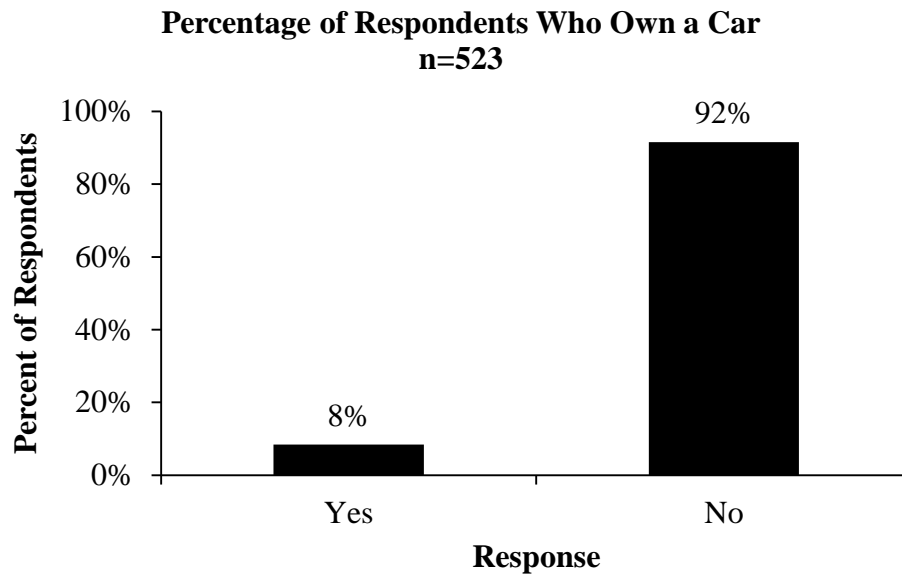
3. 86% of respondents said they “transfer between buses regularly.”



Source: Data collected for Centro by Jonathan Lee, Community Link Project, Syracuse University, 2013.

**Comment:** See Appendices IV, V, and VI for a complete breakdown of data by route, income, and race.

4. 92% of respondents said they do not own a car.

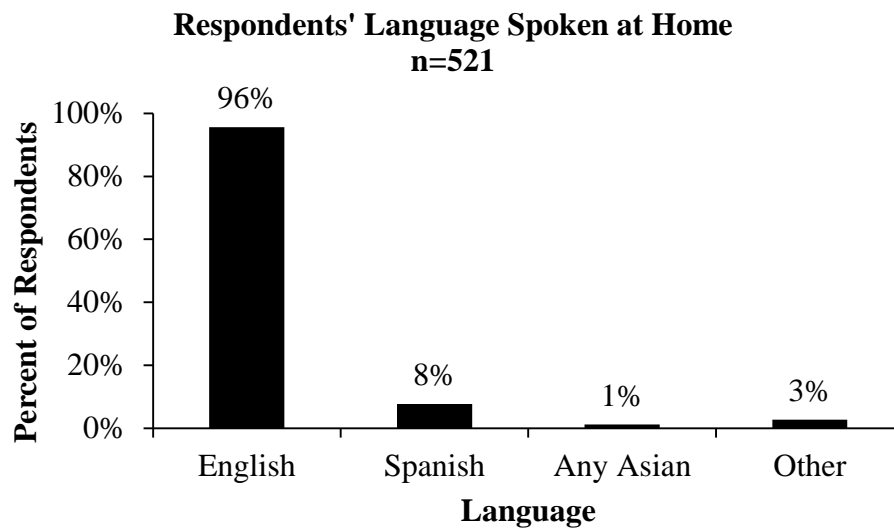


Source: Data collected for Centro by Jonathan Lee, Community Link Project, Syracuse University, 2013.

**Comment:** See Appendices IV, V, and VI for a complete breakdown of data by route, income, and race.



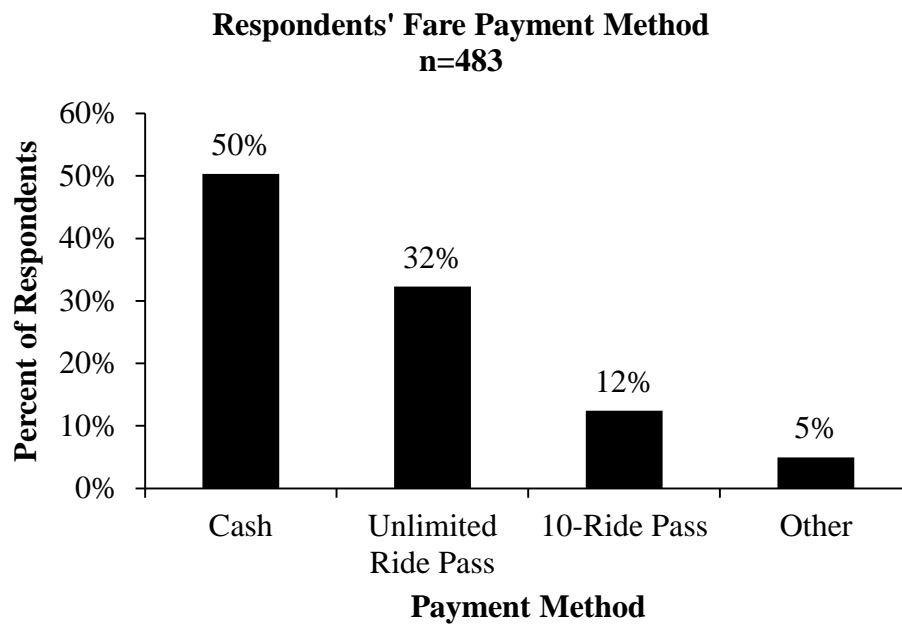
5. 96% of respondents said they speak “English” at home.



Source: Data collected for Centro by Jonathan Lee, Community Link Project, Syracuse University, 2013.

**Comments:** See Appendices IV, V, and VI for a complete breakdown of data by route, income, and race. “Other” includes “Arabic,” “Italian,” and “Kizi” (see Appendix III for a complete list of responses).

6. 50% of respondents said they pay their fare most often using “cash.”



Source: Data collected for Centro by Jonathan Lee, Community Link Project, Syracuse University, 2013.

**Comments:** See Appendices IV, V, and VI for a complete breakdown of data by route, income, and race. “Other” includes passes obtained through work or at a discounted rate.

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## APPENDICES

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<b>Appendix I</b>	<b>Blank Survey</b>
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<b>Appendix III</b>	<b>Open-Ended Responses</b>
<b>Appendix IV</b>	<b>Disaggregated Responses by Route</b>
<b>Appendix V</b>	<b>Disaggregated Responses by Income</b>
<b>Appendix VI</b>	<b>Disaggregated Responses by Race</b>
<b>Appendix VII</b>	<b>Codebook and Spreadsheet</b>

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## Appendix I

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# Centro Rider Survey



**What bus route are you using today (Circle one):**

10 S Salina	16 N Salina	20 James St	26 South Ave	30 Westcott	36 Camillus
40 Syr Univ.	46 Liverpool RT-57	48 Liverpool-Morgan	50 Destiny USA	52 Court St	54 Midland
58 Park Hill	62-Fayetteville	64/66 Western Lights	68 Erie Blvd	72 E Colvin	74 Solvay
76 Salt Springs	80 Grant Blvd	82 Baldwinsville	84 Mattydale	86 Henry Clay	88 N Syracuse
340 Drumlins	410 Nob Hill	510 Tully	388 Central Sq.	236 Auburn	246 Oswego

**For what purposes do you use Centro most often? (Check all that apply)**

Work\_\_ School\_\_ Shopping\_\_ Medical Appt.\_\_ Recreation\_\_

Other (please explain) \_\_\_\_\_

**How often do you ride?**

Daily\_\_ 3-6 days/Week\_\_ 1-3 days/week\_\_ Less than 1/week\_\_

**Do you transfer between buses regularly?** Yes\_\_ No\_\_

**Do you own a car?** Yes\_\_ No\_\_

**Gender:** Male\_\_ Female\_\_

**Age:** Under 18\_\_ 18-24\_\_ 25-34\_\_ 35-54\_\_ 55-64\_\_ 65+\_\_

**Ethnic Group:** African-American\_\_ White\_\_ Hispanic\_\_ Asian\_\_ Native American\_\_

Other (please explain) \_\_\_\_\_

**Language spoken at home:**

English\_\_ Spanish\_\_ Any Asian\_\_ Any Indo-European\_\_ Other\_\_

**Household Income:**

Under \$15,000\_\_ \$15,000 – \$30,000\_\_ \$30,000-\$50,000\_\_ \$50,000+\_\_

**How do you normally pay your bus fare?** Cash\_\_ Unlimited Ride Pass\_\_ 10-Ride Pass\_\_ Other\_\_

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## Appendix II

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### Data Frequencies

#### What bus route are you using today (Circle one):

10 S Salina (43) 16 N Salina (23) 20 James St (65) 26 South Ave (38) 30 Westcott (9) 36 Camillus (16)  
40 SU (29) 46 Liverpool RT-57 (7) 48 Liverpool-Morgan (9) 50 Destiny USA (19) 52 Court St (39) 54 Midland (24)  
58 Park Hill (8) 62-Fayetteville (8) 64/66 Western Lights (31) 68 Erie Blvd (30) 72 E Colvin (5) 74 Solvay (20)  
76 Salt Springs (24) 80 Grant Blvd (20) 82 Baldwinsville (6) 84 Mattydale (10) 86 Henry Clay (7) 88 N Syracuse (7)  
340 Drumlins (6) 410 Nob Hill (2) 510 Tully (1) 388 Central Sq. (3) 236 Auburn (13) 246 Oswego (2)

#### For what purposes do you use Centro most often? (Check all that apply)

Work (313) School (162) Shopping (174) Medical Appt. (117) Recreation (77)  
Other (please explain) (39)

#### How often do you ride?

Daily (307) 3-6 days/Week (142) 1-3 days/week (50) Less than 1/week (22)

**Do you transfer between buses regularly?** Yes (446) No (74)

**Do you own a car?** Yes (44) No (479)

**Gender:** Male (238) Female (275)

**Age:** Under 18 (54) 18-24 (151) 25-34 (106) 35-54 (138) 55-64 (59) 65+ (13)

**Ethnic Group:** African-American (277) White (193) Hispanic (45) Asian (14) Native American (25)

Other (please explain) (8)

#### Language spoken at home:

English (498) Spanish (40) Any Asian (6) Any Indo-European (0) Other (14)

#### Household Income:

Under \$15,000 (280) \$15,000 – \$30,000 (170) \$30,000-\$50,000 (39) \$50,000+ (11)

**How do you normally pay your bus fare?** Cash (243) Unlimited Ride Pass (156) 10-Ride Pass (60)  
Other (24)

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## Appendix III

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### Open-Ended Responses

#### For what purposes do you use Centro most often?

“All transportation”  
“Apply to get job”  
“Child to Karate”  
“Church” (mentioned 5 times)  
“Day Care”  
“Everything”  
“faster transport when needed”  
“Friends”  
“go to friends house maybe”  
“going home”  
“going to a friend's house”  
“Going to my mother in law house so she can see her grandkids.”  
“hang out with friends”  
“home” (mentioned 3 times)  
“Jury Duty”  
“Library”  
“Outpatient”  
“Pick up kids”  
“program activities”  
“Rehab/Court Stuff”  
“to get home”  
“to get home from Grimes”  
“to go Home”  
“To go To Mall”  
“to pick up child”  
“Transport”  
“Transportation”  
“travel”  
“travel beyond walking distance”  
“visit Friend”  
“visiting”  
“visiting my family members and girlfriend.”



**Ethnic group:**

“Bosnian”

“cuban, black, and indian”

“Egyptian” (mentioned 2 times)

“Indian”

“Malata”

“Mix w/different races”

“Toinidadian”

**Language spoken at home:**

“Arabic” (mentioned 2 times)

“Italian”

“Kizi”

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## Appendix IV

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### Disaggregated Responses by Route

#### Route List

10	South Salina
16	North Salina
20	James Street
26	South Ave
30	Westcott
36	Camillus
40	Syracuse University
46	Liverpool Rt 57 - Oswego
48	Liverpool Morgan Road
50	Destiny USA
52	Court Street
54	Midland Ave
58	Parkhill
62	Fayetteville - Manlius
64	Western Lights
68	Erie Blvd / E Fayette
72	Townsend St / Colvin
74	Solvay
76	Salt Springs
80	Grant Blvd
82	Baldwinsville
84	Mattydale
86	Henry Clay
88	North Syracuse

### Finding 1: Purposes of Use

Route	Work	School	Shopping	Medical Appt.	Recreation	Other
10 (n=46)	70%	39%	30%	18%	18%	2%
16 (n=23)	52%	35%	52%	30%	13%	0%
20 (n=65)	56%	28%	39%	31%	14%	5%
26 (n=38)	58%	37%	21%	18%	11%	13%
30 (n=9)	56%	33%	33%	33%	0%	0%
36 (n=29)	48%	29%	45%	41%	31%	17%
40 (n=35)	66%	29%	40%	23%	17%	0%
46 (n=9)	67%	22%	11%	33%	11%	22%
48 (n=9)	63%	13%	38%	25%	13%	13%
50 (n=19)	53%	21%	42%	11%	16%	5%
52 (n=39)	72%	23%	31%	23%	21%	8%
54 (n=24)	74%	35%	26%	30%	22%	0%
58 (n=8)	75%	63%	63%	38%	38%	13%
62 (n=8)	50%	25%	63%	0%	25%	0%
64 (n=31)	52%	35%	23%	19%	6%	16%
68 (n=30)	60%	30%	37%	7%	3%	10%
72 (n=5)	60%	20%	0%	0%	0%	40%
74 (n=20)	50%	30%	25%	25%	20%	10%
76 (n=24)	79%	25%	29%	21%	13%	4%
80 (n=20)	80%	20%	40%	20%	20%	10%
82 (n=6)	33%	50%	17%	0%	0%	0%
84 (n=10)	50%	40%	20%	20%	10%	20%
86 (n=7)	14%	57%	29%	0%	0%	0%
88 (n=10)	40%	40%	30%	20%	0%	0%
<b>Weighted Average</b>	<b>60%</b>	<b>31%</b>	<b>34%</b>	<b>23%</b>	<b>15%</b>	<b>8%</b>

### Finding 2: Frequency of Ridership

Route	Daily	3-6 days/week	1-3 days/week	Less than once/week
10 (n=46)	63%	28%	7%	2%
16 (n=23)	74%	22%	4%	0%
20 (n=65)	58%	28%	9%	5%
26 (n=38)	66%	21%	11%	3%
30 (n=9)	67%	33%	0%	0%
36 (n=29)	52%	21%	24%	3%
40 (n=35)	71%	23%	3%	3%
46 (n=9)	44%	56%	0%	0%
48 (n=9)	44%	44%	11%	0%
50 (n=19)	42%	42%	0%	16%
52 (n=39)	62%	31%	5%	3%
54 (n=24)	71%	17%	8%	4%
58 (n=8)	50%	25%	25%	0%
62 (n=8)	38%	13%	38%	13%
64 (n=31)	67%	27%	3%	3%
68 (n=30)	43%	33%	17%	7%
72 (n=5)	60%	40%	0%	0%
74 (n=20)	65%	15%	10%	10%
76 (n=24)	42%	38%	17%	4%
80 (n=20)	68%	32%	0%	0%
82 (n=6)	67%	17%	17%	0%
84 (n=10)	50%	30%	20%	0%
86 (n=7)	57%	14%	14%	14%
88 (n=10)	40%	20%	20%	20%
<b>Weighted Average</b>	<b>59%</b>	<b>27%</b>	<b>10%</b>	<b>4%</b>

### Finding 3: Transfer Habits

Route	Yes	No
10 (n=46)	91%	9%
16 (n=23)	96%	4%
20 (n=65)	84%	16%
26 (n=38)	92%	8%
30 (n=9)	100%	0%
36 (n=29)	86%	14%
40 (n=35)	77%	23%
46 (n=9)	78%	22%
48 (n=9)	67%	33%
50 (n=19)	84%	16%
52 (n=39)	72%	28%
54 (n=24)	100%	0%
58 (n=8)	88%	13%
62 (n=8)	88%	13%
64 (n=31)	87%	13%
68 (n=30)	80%	20%
72 (n=5)	80%	20%
74 (n=20)	85%	15%
76 (n=24)	91%	9%
80 (n=20)	95%	5%
82 (n=6)	83%	17%
84 (n=10)	70%	30%
86 (n=7)	71%	29%
88 (n=10)	100%	0%
<b>Weighted Average</b>	<b>86%</b>	<b>14%</b>

#### Finding 4: Car Ownership

Route	Yes	No
10 (n=46)	7%	93%
16 (n=23)	13%	87%
20 (n=65)	11%	89%
26 (n=38)	5%	95%
30 (n=9)	0%	100%
36 (n=29)	4%	96%
40 (n=35)	14%	86%
46 (n=9)	33%	67%
48 (n=9)	11%	89%
50 (n=19)	11%	89%
52 (n=39)	10%	90%
54 (n=24)	4%	96%
58 (n=8)	13%	88%
62 (n=8)	0%	100%
64 (n=31)	3%	97%
68 (n=30)	3%	97%
72 (n=5)	0%	100%
74 (n=20)	5%	95%
76 (n=24)	13%	88%
80 (n=20)	0%	100%
82 (n=6)	17%	83%
84 (n=10)	30%	70%
86 (n=7)	0%	100%
88 (n=10)	10%	90%
<b>Weighted Average</b>	<b>8%</b>	<b>92%</b>

### Finding 5: Language Spoken at Home

Route	English	Spanish	Any Asian	Other
10 (n=46)	100%	4%	0%	0%
16 (n=23)	91%	17%	4%	0%
20 (n=65)	97%	6%	0%	0%
26 (n=38)	97%	3%	0%	0%
30 (n=9)	100%	11%	0%	0%
36 (n=29)	100%	0%	0%	0%
40 (n=35)	94%	6%	6%	0%
46 (n=9)	89%	11%	0%	0%
48 (n=9)	100%	11%	0%	11%
50 (n=19)	95%	26%	0%	0%
52 (n=39)	97%	8%	0%	0%
54 (n=24)	100%	8%	0%	0%
58 (n=8)	100%	0%	0%	0%
62 (n=8)	75%	0%	0%	25%
64 (n=31)	97%	13%	0%	0%
68 (n=30)	83%	17%	3%	0%
72 (n=5)	80%	0%	0%	20%
74 (n=20)	100%	5%	0%	0%
76 (n=24)	96%	13%	0%	0%
80 (n=20)	95%	0%	0%	0%
82 (n=6)	100%	0%	0%	0%
84 (n=10)	100%	0%	10%	0%
86 (n=7)	100%	14%	0%	0%
88 (n=10)	80%	0%	11%	0%
<b>Weighted Average</b>	<b>96%</b>	<b>8%</b>	<b>1%</b>	<b>1%</b>



### Finding 6: Method of Fare Payment

Route	Cash	Unlimited Ride Pass	10-Ride Pass	Other
10 (n=46)	52%	38%	7%	2%
16 (n=23)	70%	15%	15%	0%
20 (n=65)	45%	30%	18%	7%
26 (n=38)	63%	29%	3%	6%
30 (n=9)	0%	67%	33%	0%
36 (n=29)	54%	32%	4%	11%
40 (n=35)	48%	42%	6%	3%
46 (n=9)	56%	11%	33%	0%
48 (n=9)	67%	11%	22%	0%
50 (n=19)	61%	33%	0%	6%
52 (n=39)	53%	42%	6%	0%
54 (n=24)	38%	48%	14%	0%
58 (n=8)	57%	29%	14%	0%
62 (n=8)	43%	14%	43%	0%
64 (n=31)	45%	34%	7%	14%
68 (n=30)	44%	33%	11%	11%
72 (n=5)	50%	25%	0%	25%
74 (n=20)	67%	17%	11%	6%
76 (n=24)	35%	30%	30%	4%
80 (n=20)	44%	33%	22%	0%
82 (n=6)	40%	60%	0%	0%
84 (n=10)	33%	22%	33%	11%
86 (n=7)	67%	33%	0%	0%
88 (n=10)	70%	10%	10%	10%
<b>Weighted Average</b>	<b>50%</b>	<b>32%</b>	<b>12%</b>	<b>5%</b>

## Appendix V

### Disaggregated Responses by Income

#### Finding 1: Purposes of Use

Income Level	Work	School	Shopping	Medical Appt.	Recreation	Other
Under \$15,000 (n=280)	57%	30%	35%	27%	15%	8%
\$15,000 - \$30,000 (n=170)	66%	30%	33%	18%	14%	8%
\$30,000 - \$50,000 (n=39)	76%	21%	26%	8%	13%	3%
\$50,000+ (n=11)	36%	55%	9%	9%	9%	0%
<b>Weighted Average</b>	<b>61%</b>	<b>30%</b>	<b>33%</b>	<b>22%</b>	<b>14%</b>	<b>7%</b>

#### Finding 2: Frequency of Ridership

Income Level	Daily	3-6 days/week	1-3 days/week	Less than once/week
Under \$15,000 (n=280)	64%	24%	9%	3%
\$15,000 - \$30,000 (n=170)	56%	31%	11%	2%
\$30,000 - \$50,000 (n=39)	41%	36%	13%	10%
\$50,000+ (n=11)	45%	36%	9%	9%
<b>Weighted Average</b>	<b>59%</b>	<b>28%</b>	<b>10%</b>	<b>3%</b>

#### Finding 3: Transfer Habits

Income Level	Yes	No
Under \$15,000 (n=280)	87%	13%
\$15,000 - \$30,000 (n=170)	89%	11%
\$30,000 - \$50,000 (n=39)	72%	28%
\$50,000+ (n=11)	73%	27%
<b>Weighted Average</b>	<b>86%</b>	<b>14%</b>

#### Finding 4: Car Ownership

Income Level	Yes	No
Under \$15,000 (n=280)	4%	96%
\$15,000 - \$30,000 (n=170)	8%	92%
\$30,000 - \$50,000 (n=39)	28%	72%
\$50,000+ (n=11)	55%	45%
<b>Weighted Average</b>	<b>9%</b>	<b>91%</b>

### Finding 5: Language Spoken at Home

Income Level	English	Spanish	Any Asian	Other
Under \$15,000 (n=280)	94%	7%	1%	1%
\$15,000 - \$30,000 (n=170)	99%	8%	1%	0%
\$30,000 - \$50,000 (n=39)	95%	5%	5%	3%
\$50,000+ (n=11)	100%	9%	0%	0%
<b>Weighted Average</b>	<b>96%</b>	<b>7%</b>	<b>1%</b>	<b>1%</b>

### Finding 6: Method of Fare Payment

Income Level	Cash	Unlimited Ride Pass	10-Ride Pass	Other
Under \$15,000 (n=280)	53%	31%	9%	7%
\$15,000 - \$30,000 (n=170)	48%	38%	13%	1%
\$30,000 - \$50,000 (n=39)	43%	27%	30%	0%
\$50,000+ (n=11)	27%	45%	18%	9%
<b>Weighted Average</b>	<b>50%</b>	<b>33%</b>	<b>12%</b>	<b>4%</b>

## Appendix VI

### Disaggregated Responses by Race

#### Finding 1: Purposes of Use

<b>Race/Ethnicity</b>	<b>Work</b>	<b>School</b>	<b>Shopping</b>	<b>Medical Appt.</b>	<b>Recreation</b>	<b>Other</b>
African-American (n=277)	65%	35%	29%	23%	14%	7%
White (n=193)	57%	22%	36%	23%	14%	10%
Hispanic (n=45)	40%	53%	42%	24%	11%	2%
Asian (n=14)	43%	36%	50%	14%	21%	21%
Native American (n=25)	64%	24%	24%	8%	20%	8%
Other (n=8)	50%	38%	88%	0%	25%	13%
<b>Weighted Average</b>	<b>60%</b>	<b>31%</b>	<b>34%</b>	<b>23%</b>	<b>15%</b>	<b>8%</b>

#### Finding 2: Frequency of Ridership

<b>Race/Ethnicity</b>	<b>Daily</b>	<b>3-6 days/week</b>	<b>1-3 days/week</b>	<b>Less than once/week</b>
African-American (n=277)	62%	25%	9%	4%
White (n=193)	53%	31%	10%	6%
Hispanic (n=45)	64%	24%	7%	4%
Asian (n=14)	29%	36%	21%	14%
Native American (n=25)	56%	28%	8%	8%
Other (n=8)	38%	25%	25%	13%
<b>Weighted Average</b>	<b>59%</b>	<b>27%</b>	<b>10%</b>	<b>4%</b>

#### Finding 3: Transfer Habits

<b>Race/Ethnicity</b>	<b>Yes</b>	<b>No</b>
African-American (n=277)	89%	11%
White (n=193)	82%	18%
Hispanic (n=45)	82%	18%
Asian (n=14)	64%	36%
Native American (n=25)	84%	16%
Other (n=8)	88%	13%
<b>Weighted Average</b>	<b>86%</b>	<b>14%</b>

#### Finding 4: Car Ownership

Race/Ethnicity	Yes	No
African-American (n=277)	8%	92%
White (n=193)	9%	91%
Hispanic (n=45)	16%	84%
Asian (n=14)	7%	93%
Native American (n=25)	0%	100%
Other (n=8)	0%	100%
<b>Weighted Average</b>	<b>8%</b>	<b>92%</b>

#### Finding 5: Language Spoken at Home

Race/Ethnicity	English	Spanish	Any Asian	Other
African-American (n=277)	98%	3%	0%	0%
White (n=193)	99%	3%	0%	1%
Hispanic (n=45)	76%	73%	0%	0%
Asian (n=14)	71%	7%	43%	0%
Native American (n=25)	100%	12%	0%	0%
Other (n=8)	88%	13%	13%	25%
<b>Weighted Average</b>	<b>96%</b>	<b>8%</b>	<b>1%</b>	<b>1%</b>

#### Finding 6: Method of Fare Payment

Race/Ethnicity	Cash	Unlimited Ride Pass	10-Ride Pass	Other
African-American (n=277)	59%	28%	8%	5%
White (n=193)	41%	36%	18%	5%
Hispanic (n=45)	51%	33%	12%	5%
Asian (n=14)	36%	43%	7%	14%
Native American (n=25)	67%	24%	5%	5%
Other (n=8)	25%	50%	25%	0%
<b>Weighted Average</b>	<b>50%</b>	<b>33%</b>	<b>12%</b>	<b>4%</b>

## Appendix VII

### Codebook

COLUMN	FIELD NAME	DEFINITION	CODE
A	ID	Respondent's anonymous identification number	Code is identical to identification number
B	ROUTE	What bus route are you using?	10 = S Salina 16 = N Salina 20 = James St 26 = South Ave 30 = Westcott 36 = Camillus 40 = Syr Univ. 46 = Liverpool RT-57 48 = Liverpool-Morgan 50 = Destiny USA 52 = Court St 54 = Midland 58 = Park Hill 62 = Fayetteville 64 = Western Lights 68 = Erie Blvd 72 = E Colvin 74 = Solvay 76 = Salt Springs 80 = Grant Blvd 82 = Baldwinsville 84 = Mattydale 86 = Henry Clay 88 = N Syracuse 236 = Auburn 246 = Oswego 340 = Drumlins 388 = Central Sq. 410 = Nob Hill 510 = Tully 99 = No response
C	USE1	For what purposes do you use Centro? (Check all that apply) - Work	1 = Yes 2 = No 99 = No response
D	USE2	For what purposes do you use Centro? (Check all that apply) – School	1 = Yes 2 = No 99 = No response

E	USE3	For what purposes do you use Centro? (Check all that apply) – Shopping	1 = Yes 2 = No 99 = No response
F	USE4	For what purposes do you use Centro? (Check all that apply) – Medical Appt.	1 = Yes 2 = No 99 = No response
G	USE5	For what purposes do you use Centro? (Check all that apply) – Recreation	1 = Yes 2 = No 99 = No response
H	USE6	For what purposes do you use Centro? (Check all that apply) - Other	2 = No 3 = Other 99 = No response
I	FREQ	How often do you ride?	1 = Daily 2 = 3-6 days/week 3 = 1-3 days/week 4 = Less than 1/week 99 = No response
J	TRANSFER	Do you transfer between buses regularly?	1 = Yes 2 = No 99 = No response
K	CAR	Do you own a car?	1 = Yes 2 = No 99 = No response
L	GENDER	Gender	1 = Male 2 = Female 99 = No response
M	AGE	Age	1 = Under 18 2 = 18-24 3 = 25-34 4 = 35-54 5 = 55-64 6 = 65+ 99 = No response
N	ETHNIC1	Ethnic Group – African-American	1 = Yes 2 = No 99 = No response
O	ETHNIC2	Ethnic Group – White	1 = Yes 2 = No 99 = No response
P	ETHNIC3	Ethnic Group – Hispanic	1 = Yes 2 = No 99 = No response
Q	ETHNIC4	Ethnic Group – Asian	1 = Yes 2 = No 99 = No response



R	ETHNIC5	Ethnic Group – Native American	1 = Yes 2 = No 99 = No response
S	ETHNIC6	Ethnic Group - Other	2 = No 3 = Other 99 = No response
T	LANG1	Language spoken at home - English	1 = Yes 2 = No 99 = No response
U	LANG2	Language spoken at home – Spanish	1 = Yes 2 = No 99 = No response
V	LANG3	Language spoken at home – Any Asian	1 = Yes 2 = No 99 = No response
W	LANG4	Language spoken at home – Any Indo-European	1 = Yes 2 = No 99 = No response
X	LANG5	Language spoken at home – Other	2 = No 3 = Other 99 = No response
Y	INCOME	Household Income	1 = Under \$15,000 2 = \$15,000-\$30,000 3 = \$30,000-\$50,000 4 = \$50,000+ 99 = No response
Z	FARE	How do you normally pay your bus fare?	1 = Cash 2 = Unlimited Ride Pass 3 = 10-Ride Pass 4 = Other 99 = No response

## Spreadsheet

ID	ROUTE	USE1	USE2	USE3	USE4	USE5	USE6	FREQ	TRANSFER	CAR	GENDER	AGE	ETHNIC1	ETHNIC2	ETHNIC3	ETHNIC4	ETHNIC5	ETHNIC6	LANG1	LANG2	LANG3	LANG4	LANG5	INCOME	FARE	DATE
1	36	1	2	2	2	2	2	4	1	2	1	2	1	1	2	2	2	3	1	2	2	2	2	1	2	28-Jan
2	36	1	2	2	2	2	2	3	1	99	99	5	1	2	2	2	2	2	99	99	99	99	99	1	1	28-Jan
3	50	2	2	2	2	2	3	2	1	2	2	2	2	2	2	2	1	2	1	2	2	2	2	1	4	28-Jan
4	36	1	1	1	1	1	2	3	1	2	2	2	2	1	2	2	2	2	1	2	2	2	2	1	4	28-Jan
5	64	1	2	2	2	2	2	2	1	2	2	2	1	1	2	2	2	2	1	2	2	2	2	2	2	28-Jan
6	20	2	2	1	1	2	2	1	1	2	1	4	2	1	2	2	2	2	1	2	2	2	2	1	1	28-Jan
7	84	1	2	2	2	2	2	1	2	2	2	2	2	1	2	2	2	2	1	2	2	2	2	2	2	28-Jan
8	50	1	2	2	2	2	2	1	1	2	2	3	2	1	2	2	2	2	1	2	2	2	2	1	2	28-Jan
9	26	1	1	1	1	1	2	1	1	2	2	2	2	2	1	2	2	2	1	2	2	2	2	1	2	28-Jan
10	10	1	1	1	2	2	2	2	1	2	2	3	1	2	1	2	2	2	1	1	2	2	2	2	1	28-Jan
11	82	2	1	2	2	2	2	1	1	2	1	2	1	2	2	2	2	2	1	2	2	2	2	1	1	28-Jan
12	26	1	2	2	2	2	2	2	1	2	2	4	2	1	2	2	2	2	1	2	2	2	2	1	1	28-Jan
13	88	1	2	2	2	2	2	1	1	2	1	4	2	1	2	2	2	2	1	2	2	2	2	2	1	28-Jan
14	54	2	2	2	1	2	2	3	1	2	2	5	1	2	2	2	2	2	1	2	2	2	2	1	1	28-Jan
15	26	1	1	2	2	2	3	1	1	2	2	3	1	2	2	2	2	2	1	2	2	2	2	1	2	28-Jan
16	58	2	2	2	1	2	2	2	1	2	2	2	2	2	1	2	2	2	1	2	2	2	2	1	2	28-Jan
17	40	2	1	2	2	2	2	1	1	2	2	2	2	1	2	2	1	2	1	2	2	2	2	1	1	28-Jan
18	68	1	2	1	2	2	2	1	1	2	1	2	1	2	2	2	2	2	1	2	2	2	2	1	1	28-Jan
19	64	1	2	2	1	2	2	2	1	2	2	3	1	2	2	2	2	2	1	2	2	2	2	2	1	28-Jan
20	50	1	2	2	2	2	2	1	1	2	2	3	1	2	2	2	2	2	1	2	2	2	2	1	99	28-Jan
21	30	2	2	1	1	2	2	1	1	2	2	3	2	1	2	2	2	2	1	2	2	2	2	1	2	28-Jan
22	20	1	2	2	1	2	2	3	1	2	1	4	1	2	2	2	2	2	1	2	2	2	2	1	1	28-Jan
23	36	1	2	2	2	2	2	2	1	2	2	2	1	2	2	2	2	2	1	2	2	2	2	1	1	28-Jan
24	74	1	1	1	1	1	2	1	1	2	2	2	1	2	2	2	2	2	1	2	2	2	2	1	1	28-Jan
25	54	1	1	1	2	2	2	1	1	2	2	3	1	2	2	2	2	2	1	2	2	2	2	1	2	28-Jan
26	64	1	2	2	2	2	2	2	1	2	1	4	2	2	1	2	2	2	1	2	2	2	2	1	1	28-Jan
27	64	1	2	1	1	2	2	2	1	2	2	3	2	1	2	2	2	2	1	2	2	2	2	1	2	28-Jan
28	54	1	2	2	2	2	2	1	1	2	2	3	1	2	2	2	2	2	1	2	2	2	2	1	1	28-Jan
29	36	2	1	2	2	2	3	1	1	2	2	2	2	1	2	2	2	2	1	2	2	2	2	1	1	28-Jan
30	54	1	2	2	1	2	2	2	1	2	2	4	1	2	2	2	2	2	1	2	2	2	2	1	99	28-Jan
31	84	1	2	2	2	2	2	1	1	2	1	4	1	2	2	2	2	2	1	2	2	2	2	1	1	28-Jan
32	50	1	2	2	2	1	2	1	1	2	2	3	2	2	2	1	2	2	1	2	2	2	2	1	2	28-Jan
33	26	2	2	2	1	2	2	3	2	2	2	4	1	2	2	2	2	2	1	2	2	2	2	1	1	28-Jan
34	40	1	2	1	2	1	2	1	1	2	1	5	2	1	2	2	2	2	1	2	2	2	2	2	2	28-Jan
35	40	1	2	2	1	2	2	2	1	2	2	5	2	1	2	2	2	2	1	2	2	2	2	1	1	28-Jan
36	46	2	1	2	2	2	2	1	1	1	1	4	2	2	1	2	2	2	2	1	2	2	2	1	1	28-Jan
37	76	1	2	2	2	2	2	2	1	1	2	4	1	2	2	2	2	2	1	2	2	2	2	3	3	28-Jan
38	20	1	2	2	2	2	2	1	2	1	2	4	1	2	2	2	2	2	1	2	2	2	2	2	1	28-Jan
39	58	1	1	1	2	1	2	1	1	2	1	4	2	2	2	2	1	2	1	2	2	2	2	2	1	28-Jan
40	20	2	1	2	2	2	2	1	1	2	2	1	1	2	2	2	2	2	1	2	2	2	2	1	4	28-Jan
41	74	2	2	2	2	2	3	3	1	2	2	3	2	1	2	2	2	2	1	2	2	2	2	2	2	28-Jan
42	10	1	2	2	2	2	2	1	1	2	1	4	1	2	2	2	2	2	1	2	2	2	2	1	1	28-Jan
43	20	2	2	2	1	2	2	1	1	2	2	5	1	2	2	2	2	2	1	2	2	2	2	1	2	28-Jan
44	20	1	2	2	2	2	2	1	1	2	2	3	1	2	2	2	2	2	1	2	2	2	2	2	2	28-Jan
45	76	1	2	2	2	2	3	1	1	2	2	4	1	2	2	2	2	2	1	2	2	2	2	2	2	28-Jan
46	10	1	2	1	2	2	2	2	1	2	1	4	2	1	2	2	2	2	1	2	2	2	2	2	1	28-Jan
47	10	1	2	2	2	2	2	2	1	2	1	4	1	2	2	2	2	2	1	2	2	2	2	2	1	28-Jan
48	26	2	1	2	2	2	2	1	1	2	1	3	2	1	2	2	2	2	1	2	2	2	2	2	2	28-Jan
49	10	1	2	2	2	2	2	1	1	1	2	6	2	1	2	2	2	2	1	2	2	2	2	3	3	28-Jan
50	84	1	2	2	2	2	2	2	2	1	2	4	2	1	2	2	2	2	1	2	2	2	2	2	3	28-Jan

## Attachment 9: CNYRTA Transit Service Standards Monitoring Program

**RESOLUTION TO APPROVE 2016 TITLE VI TRANSIT SERVICE  
MONITORING RESULTS**

WHEREAS, The mission of the Central New York Regional Transportation Authority is to be responsive to the transportation needs of the Central New York community by providing services which are safe, convenient, reliable and environmentally responsible with a goal of maximizing the taxpayers' return on investment, and

WHEREAS, the Central New York Regional Transportation Authority is dedicated to uphold and implement the principles and provisions of Title VI of the Civil Rights Act of 1964 which prohibits discrimination by recipients of Federal financial assistance on the basis of race, color, and national origin, and

WHEREAS, to accomplish this mission, the CNYRTA must monitor its service levels at a minimum of every three years to compare the level of service provided to predominately minority areas with the level of service provided to predominately non-minority areas to ensure the end result of policies and decision making is equitable, and

WHEREAS, CNY Centro, Inc., a wholly owned subsidiary of the Central New York Regional Transportation Authority and operator of public transportation services in the Syracuse Urbanized Area, is subject to Federal Title VI guidelines (FTA C 4702.1B) requiring the monitoring of its transit service, and

WHEREAS, such monitoring has been completed by staff at CNYRTA and the results are hereto appended at Attachment A, and

NOW, THEREFORE, BE IT RESOLVED BY THE BOARD OF DIRECTORS OF THE CENTRAL NEW YORK REGIONAL TRANSPORTATION AUTHORITY, that the 2016 CNYRTA Title VI Monitoring Program results be accepted and approved.

## **CNYRTA TRANSIT SERVICE STANDARDS MONITORING PROGRAM**

### **A. Background**

Transit service providers operating 50 or more fixed route vehicles in peak service and that are located in urbanized areas (UZA) of 200,000 or more people are required by the Federal Transit Administration to monitor adherence to their service standards and policies. Standards provide a framework for monitoring and assessing service provided in areas containing high minority populations.

As of 2016, the above requirement applies to the transit operations of the Authority's CNY Centro, Inc. subsidiary located in Syracuse, NY only. Other subsidiary operations do not meet the threshold requiring monitoring of adherence to the Authority's service standards and policies. The Authority may monitor other subsidiary operations, given adequate time and resources.

The Authority will assess the performance of service on minority and non-minority routes for each of the Authority's service standards and service policies. The Authority will compare actual/observed service to the established service policies and standards annually at a minimum. The means by which service monitoring is accomplished is intended to be flexible in order to remain relevant over time. Given changing circumstances, the Authority may find other means more effective; therefore, this document provides guidance only in complying with the FTA requirement that the Authority monitor compliance with its Service Standards.

While the means by which adherence to service standards and policies are flexible, the following metrics must be monitored:

- Standards
  - Vehicle Load
  - Vehicle Headway
  - On-Time Performance
  - Service Availability
- Policies
  - Vehicle Assignment
  - Distribution of Transit Amenities

### **B. Methodology**

This section describes the methodology to determine the classification of bus lines as minority or non-minority transit routes.

For each Census block or Census block group in the service area, calculate the percentage of minority population. For each individual bus line, calculate the number of revenue miles located within or adjacent to a Census block or Census block group where the percentage of minority population exceeds the percentage minority population in the service area. The bus lines in which one-third or more of the revenue miles are attributed to blocks or block groups with a percentage of minority population exceeding the percent minority population in the service area will be classified as minority transit routes. The bus lines that do not meet the one-third criteria will be classified as non-minority transit routes. When appropriate, supplemental data may be used to adjust the initial classification as per FTA guidelines (FTA C 4702.1B, Chapter IV, Section 6) and any adjustments will be documented.

## **C. Service Metrics**

Distribution of assets in accordance with the Authority's bus service standards on minority and non-minority routes will be monitored on an individual basis and assessed for the following metrics:

### **C.1. Vehicle Load**

Passenger capacities for buses should be calculated as the average maximum number of persons seated and standing during the peak one-hour in the peak direction. Maximum load factors represent the maximum achievable capacity, and are calculated by dividing the total seated and standing capacity by the seated capacity of the vehicle.

### **C.2. Vehicle Headway**

At a minimum, the average headway in minutes should be monitored as follows: weekdays during peak and non-peak periods, Saturdays for the duration of the day, and Sundays for the duration of the day.

### **C.3. On-Time Performance**

The Authority may utilize any means available to determine on-time performance by route. Random or systematic spot checks may be initiated. Arrival and departure times at transit Hubs are recorded through a camera system, and there are cameras on all buses. Further, as the Authority implements a new Computer Aided Dispatch/Automated Vehicle Locator system-wide, more data will become available for on-time performance monitoring.

### **C.4. Service Availability**

The Authority will calculate the percentages of minority and non-minority populations served by individual bus routes. The total population living within one-quarter mile of bus routes passing through urban Census block groups and one-half mile of suburban/rural Census block groups will be evaluated to determine the percent of minority and non-minority residents. The Census block data can be utilized to calculate the percent minority population as it is the smallest unit of measurement currently available. The initial classification of urban and suburban/rural should continue to utilize the Census block group data to streamline the analytical process. Should additional datasets become available from the U.S. Census Bureau that would enhance the accuracy of the analysis, those datasets may be substituted and the modified procedure documented.

### **C.5. Vehicle Assignment**

Equipment guidelines must take into account the operating characteristics of buses of various lengths, which are to be matched to the operating parameters of the route. Vehicle assignments will be monitored to determine if a disproportionate percentage of old buses or buses without amenities deemed desirable are assigned to a bus route.

### **C.6. Distribution of Transit Amenities**

The equitable distribution of transit amenities along bus routes will be assessed by individual bus route. Transit amenities include bus shelters, benches, static information panels, dynamic messaging signs, maps and other Intelligent Transportation System (ITS) elements used to provide information to the public.

### **CNYRTA TRANSIT SERVICE STANDARDS MONITORING PROGRAM FOR TITLE VI**

**Service Metrics:** The distribution of assets on minority versus non-minority routes was monitored in accordance with CNYRTA Title VI Program. As per the FTA requirement for monitoring transit service, the bus routes serving the Onondaga County UZA were analyzed to determine which routes should be classified as “minority transit routes”. A minority transit route is one in which at least 1/3 of the total revenue mileage is in an area in which the percentage of minority population exceeds the percentage of minority population of the service area. For this analysis, CNYRTA calculated the percent of minority population for each census block. Routes which passed through or adjacent to a census block were selected and calculations performed to determine the total length of feet/miles of the bus route corresponding to the minority and non-minority designations.

A sample of three minority and three non-minority routes were randomly selected for monitoring.

**C1: Vehicle Load Monitoring-** Peak capacity was derived from calculating the average passenger load per hour during the peak one-hour timeframe of 7:00 am – 8:00 am for trips in both directions of travel between Monday March 7, 2016 and Friday March 11, 2016. *All minority and non-minority routes averaged less than the bus seated capacity of 39 persons.*

<b>Non-Minority Route</b>	<b>Revenue Miles</b>	<b>Average Passenger Load</b>
SY 36	22.1	24.3
SY 62	53.9	10.5
SY 84	20	12.4
<b><i>Average</i></b>		<b><i>15.7</i></b>

<b>Minority Route</b>	<b>Revenue Miles</b>	<b>Average Passenger Load</b>
SY 26	15.7	31.5
SY 76	9.5	24.2
SY 80	6.7	22.9
<b><i>Average</i></b>		<b><i>26.2</i></b>

**C2: Vehicle Headway Monitoring-** The bus routes were categorized as urban or suburban based on a GIS analysis of the distance the route travels through census block groups classified as urban, suburban, or rural (based on population density). The average headway was then calculated and compared to the service standards established by Centro. *All minority and non-minority routes sampled met or exceeded the service standard.*

<b>Non-Minority Route</b>	<b>Census Category</b>	<b>Standard Met?</b>
SY 36	Suburban	Yes
SY 62	Suburban	Yes
SY 84	Suburban	Yes

<b>Minority Route</b>	<b>Census Category</b>	<b>Standard Met?</b>
SY 26	Suburban	Yes
SY 76	Urban	Yes
SY 80	Urban	Yes



**C3: On-Time Performance Monitoring** - On-Time Performance was calculated from a review of weekday service line-up data collected between Monday March 7, 2016 and Friday March 11, 2016. The scheduled arrival and departure times from the Centro Transit Hub in downtown Syracuse were compared to the actual bus arrival and departure times recorded by Centro Supervisors. *All routes included in this analysis had an on-time performance rate of 93% or higher which exceeds the service standard of 90%.*

<b>Non-Minority Route</b>	<b>% On Time</b>
SY 36	99%
SY 62	100%
SY 84	99%

<b>Minority Route</b>	<b>% On Time</b>
SY 26	99%
SY 76	99%
SY 80	93%





**C4: Service Availability** - Household data was not available therefore analysis was conducted using the ACS 2010-2014 population demographic data. Service area includes the portions of census blocks within ¼ mile of urban segments of bus route and ½ mile of suburban/rural segments of bus route. Segments were derived from a comparison to census block group population data. *Each of the minority and non-minority routes analyzed serve a minority population above the minority concentration percentage (19.3%) for Onondaga County based on ACS 2010-2014.*

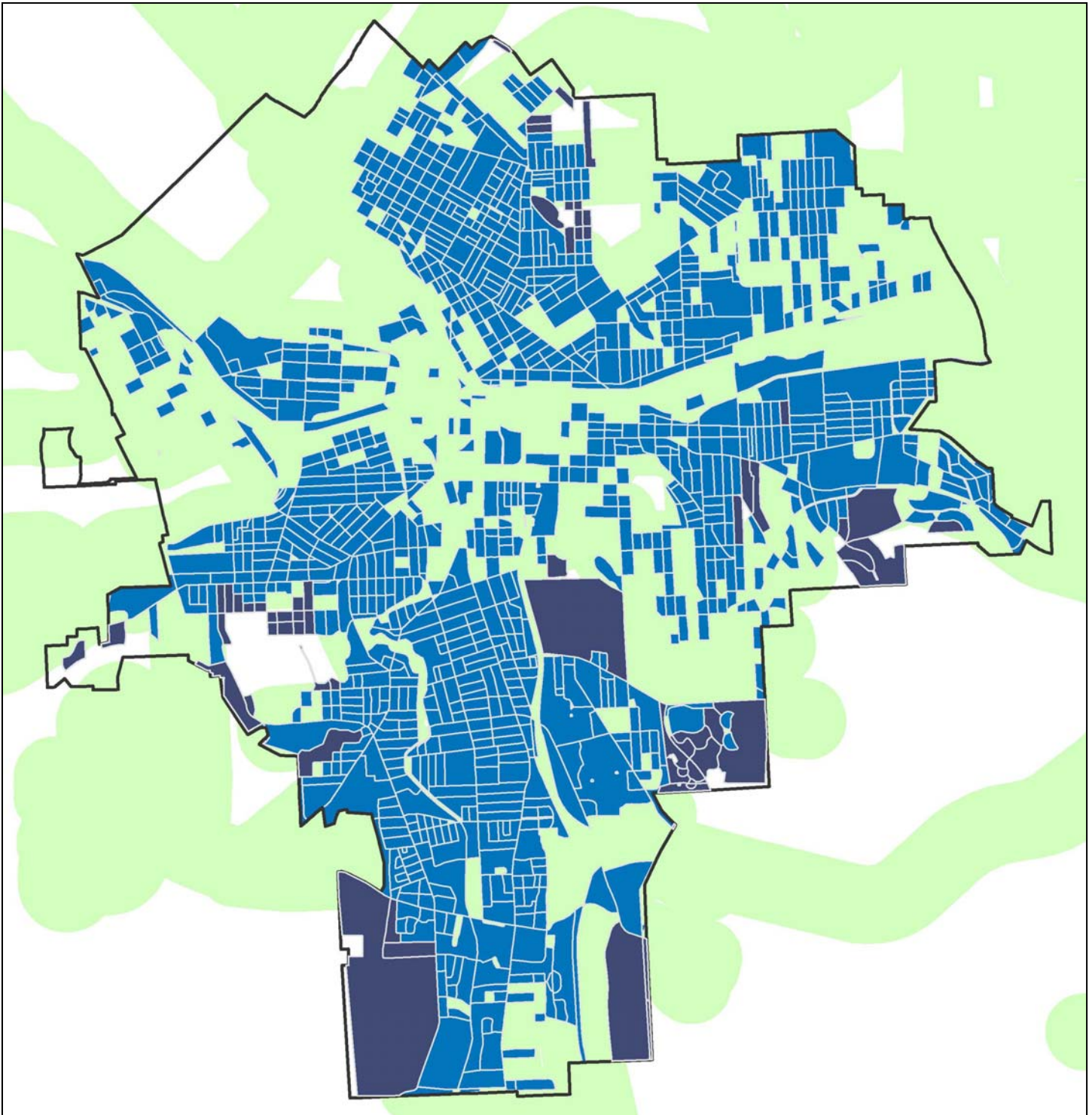
<b>Non-Minority Route</b>	<b>Service Area Size (sq mile)</b>	<b>Total Population per sq mile</b>	<b>% Minority</b>	<b>Minority Population per sq mile</b>	<b>% Non-Minority</b>	<b>Non-Minority Population per sq mile</b>
SY 36	17.3	2,338	26%	602	74%	1,736
SY 62	27.1	2,612	40%	1057	60%	1,554
SY 84	12.2	3,573	31%	1119	69%	2,454
<b>Average</b>	<b>19</b>	<b>2,841</b>	<b>33%</b>	<b>926</b>	<b>67%</b>	<b>1,915</b>

<b>Minority Route</b>	<b>Service Area Size (sq mile)</b>	<b>Total Population per sq mile</b>	<b>% Minority</b>	<b>Minority Population per sq mile</b>	<b>% Non-Minority</b>	<b>Non-Minority Population per sq mile</b>
SY 26	8.3	3,594	55%	1986	45%	1,608
SY 76	5.6	4,710	53%	2514	47%	2,196
SY 80	3.9	7,603	47%	3589	53%	4,014
<b>Average</b>	<b>6</b>	<b>5,302</b>	<b>51%</b>	<b>2,696</b>	<b>49%</b>	<b>2,606</b>

Additional analysis was completed to determine if the minority concentrated Census blocks inside the City of Syracuse are within ¼ mile of bus routes. A GIS analysis revealed that 95% of the minority Census blocks (in their entirety) have access to bus routes within ¼ mile. The remaining 5% of minority Census blocks are partially within the ¼ mile bus route buffer or within close proximity to the ¼ mile buffer (65 Census blocks). Refer to the map below.

Minority Census Blocks compared to One-Quarter Mile Bus Line Buffers

- |  |  |
|--|--|
|  Minority census block fully/partially outside buffer |  Bus line 1/4 mile buffer |
|  Minority census block within buffer                  |  Syracuse boundary        |



**C5: Vehicle Assignment** – All vehicles operated by CNY Centro Inc. are equipped with Wi-Fi and entry ramps. The most recent vehicle year for buses currently in operation is 2012. Both the minority and non-minority routes sampled have three buses for year 2012 assigned. The majority of the buses in operation are 40 feet in length. There are two 35 foot buses assigned to non-minority routes currently. High back seats are available on buses for both minority and non-minority routes, however; there are more high back buses in operation on the non-minority routes as the revenue miles far exceed those of the minority routes. High back seats are used primarily for longer trips. For specific details on bus assignments, refer to Table 6: CNYRTA Vehicle Assignments.

<b>Non-Minority Route</b>	<b>Age Standard Met?</b>	<b>Amenity Standard Met?</b>
SY 36	Yes	Yes
SY 62	Yes	Yes
SY 84	Yes	Yes

<b>Minority Route</b>	<b>Age Standard Met?</b>	<b>Amenity Standard Met?</b>
SY 26	Yes	Yes
SY 76	Yes	Yes
SY 80	Yes	Yes

**C6: Distribution of Transit Amenities** - Amenities analyzed included bus shelters, benches, and shelter informational panels. Due to the significant difference in revenue mileage between the routes, the amenities per revenue mile were calculated to more evenly quantify the amenities by type, per route. *Amenities are equitably distributed between both minority and non-minority routes.*

<b>Non-Minority Route</b>	<b>Revenue Miles</b>	<b># shelters</b>	<b># benches</b>	<b># shelter info panels</b>	<b>shelters per Revenue mile</b>	<b>benches per Revenue Mile</b>	<b>shelter info panels per Revenue Mile</b>
SY 36	22.1	15	14	22	0.68	0.63	1.00
SY 62	53.9	15	14	21	0.28	0.26	0.39
SY 84	20	6	7	11	0.3	0.35	0.55
<b>Total</b>	<b>96</b>	<b>36</b>	<b>35</b>	<b>54</b>			
<b>Average</b>					<b>0.38</b>	<b>0.36</b>	<b>0.56</b>

<b>Minority Route</b>	<b>Revenue Miles</b>	<b># shelters</b>	<b># benches</b>	<b># shelter info panels</b>	<b>shelters per Revenue mile</b>	<b>benches per Revenue Mile</b>	<b>shelter info panels per Revenue Mile</b>
SY 26	15.7	8	8	12	0.51	0.51	0.76
SY 76	9.5	8	9	12	0.84	0.95	1.26
SY 80	6.7	14	15	20	2.09	2.24	2.99
<b>Total</b>	<b>31.9</b>	<b>30</b>	<b>32</b>	<b>44</b>			
<b>Average</b>					<b>0.94</b>	<b>1.00</b>	<b>1.38</b>

Data Sources: 2010 Census Decennial SF1; ACS 2010-2014; CNYRTA CNY Centro, Inc.

## Attachment 10: Equity Analysis

**MINUTES OF THE REGULAR MEETING OF  
THE CENTRAL NEW YORK REGIONAL TRANSPORTATION AUTHORITY  
HELD ON FRIDAY, APRIL 24, 2015, AT 10:00 A.M.  
AT THE RTA OFFICES, 200 CORTLAND AVENUE  
IN SYRACUSE, NEW YORK**

**MEMBERS PRESENT:** BRIAN SCHULTZ (Chairman); DEREAX BRANCH (Video Conferencing); ROBERT CUCULICH; MARY DAVIS; NICHOLAS LAINO; DARLENE LATTIMORE; DONNA REESE; LOUELLA WILLIAMS

**MEMBER ABSENT:** HJ HUBERT

**ALSO PRESENT:** FRANK KOBLISKI; RICHARD LEE; CHRISTINE LoCURTO; ROBERT LoCURTO; BARRY M. SHULMAN, of Counsel

The Chairman opened the meeting noting that a quorum was present. The next monthly Board meeting will be held on May 15, 2015 at 9:30 a.m. preceded by an Audit and Finance Committee meeting at 9:00a.m

APPROVAL OF MINUTES. The Chairman requested approval of the Minutes of the March 27, 2015 Board and Annual meetings. Adoption of these Minutes was moved, seconded and unanimously carried as Motion No. 2111 and Motion No. 2112 respectively.

EXECUTIVE DIRECTOR'S REPORT. The Chairman then called upon Mr. Kobliski to give the Executive Director's Report. Mr. Kobliski noted with pleasure that the Authority has "achieved success" in securing the State funding necessary to continue normal operations throughout the system for the current fiscal year. He detailed various sources of additional funds and the amount of each in reversing the underfunding of the Authority's operations and those of its subsidiary corporations. Also, discussed was the possible use of capital funds, with consent, for operational purposes. Mr. Kobliski stressed his gratitude to those in the NYS State Senate and Assembly who came to the Authority's aid. The Authority has not, as yet, succeeded in securing a funding mechanism which will properly establish and support a funding base for all upstate transportation authorities, into the future. This would depend on solid levels of STOA, properly indexed for growth.

Mr. Kobliski was pleased to report that in conversations with Senator DeFrancisco and his staff, the Authority has been told it is his intent to initiate discussions and action regarding funding for fiscal year 2017 and beyond, into the near future. Brooklyn Assemblyman James Brennan, Chair of the Assembly Committee on Corporations, Authorities and Commissions, is joining in this effort and has been highly supportive of upstate transit needs. Mr. Kobliski thanked the ATU 580 for advocacy on behalf of the Authority. He also thanked groups such as ATAC and complimented the State-wide efforts of so many in securing this result. Because of this infusion of funding, Sunday and holiday services will be retained, as will Saturday evening service, and weekday late evening service, each of which, were in jeopardy.

Mr. Kobliski then distributed a newsletter prepared by Senator DeFrancisco's office wherein the Senator pledges to continue to push for the Authority and its subsidiary corporations to receive their fair share of State funding.

There are certain routes which, in the normal course of business, services are being reviewed to see if adjustment is warranted. These include mid-day service and Enders Road service in the town of Manlius as well as mid-day service and Indian Springs service in and around Baldwinsville. Fulton city service is also being reviewed.

Mr. Kobliski then suggested the following Motion as an outgrowth of the recent public hearings and as appropriate business planning. The suggestions, contained in such Motion are designed to strengthen the Authority's operating budget projections beyond fiscal year 2016. Mr. Kobliski called upon Mr. Koegel to present these suggestions to the Board, which Mr. Koegel then did, in detail. The suggestions are as follows:

1. Intended adjustments to the frequency between buses in the Utica operation. This will not disrupt customer access to work sites, but will actually convenience them. No Utica services in such regard are being discontinued, -- merely adjustments on headways on certain routes.
2. The current unlimited ride passes valid for 7 to 30 days would be replaced by multi ride passes which have no expiration date but would be valid for such number of rides (either 20 or 30) as the customer may choose.
3. Discount passes will no longer be available for State Fair park and ride services from remote locations.
4. Existing multi ride passes in Onondaga County are be discounted at 10% rather than 25% from the cost of individual ride purchases.
5. Route 5 in Auburn, which operates 5 daily trips total, Monday through Friday, is proposed for discontinuance after the current school year.

The Chairman then called for a Motion to support Mr. Kobliski's above suggestions as presented by Mr. Koegel. A Motion was then made second and unanimously carried, a Motion No. 2113 in support thereof.

Mr. Kobliski next cited for the Board those individuals and agencies who joined the Authority in its funding quests and who vigorously advocated on behalf of adequate financial support for public transit throughout Upstate New York.

FTA EQUITY ANALYSIS - Mr. Kobliski explained to the Board that the actions presented by Mr. Koegel, above, call , under Federal Law, for an Equity Analysis pursuant to Title VI of the Federal Code. This requires, if services or fares are changed, that transit providers conduct an Equity Analysis to ascertain that the contemplated changes will not adversely affect minorities or those economically disadvantaged, in a disparate manner. Such study was completed and distributed to the Board, in detailed format. Board members had received this analysis a week before the Board meeting to review. The Executive Summary of such results which affirm the changes to the pass program are well within established parameters.

NYS CAPITAL FUNDING - Mr. Kobliski then discussed various Transportation Bond Act funds being held at the State level. These were noted not only in the operating context but also with regard to upcoming bus purchases. Mr. Kobliski also reviewed the level of subsidy anticipated from both houses of the State government.

Relative to future bus purchases, in the New York State Budget there is a line of 18.5 million dollars in the State Dedicated Fund which can be designated for capital purchases by non-MTA systems. It is not known when or if these funds may be appropriated.

Further, the size of the fleet might be reduced by three buses to reflect reduction in routes.

MRT INITIATIVE - Mr. Kobliski next reviewed the reduction of monies flowing from the Mortgage Recording Tax as well as the initiative to not have the Authority's MRT Share be routinely excused.

NEW DOT COMMISSIONER - Mr. Kobliski was pleased to announce that former Syracuse Mayor Matt Driscoll has been named Commissioner of the New York State Department of Transportation. Mr. Kobliski described his past relationships with Mr. Driscoll as extremely positive, and related where they have worked together in the past on behalf of transit.

THURSDAY MORNING ROUNDTABLE - Mr. Kobliski also mentioned his addressing the Thursday Morning Roundtable on April 9<sup>th</sup>. This is a large study and discussion group, long supported by University College of Syracuse University. It presented an excellent opportunity to present facts related to recent funding issues and to have that followed by meaningful dialogue with the attendees.

RIDERSHIP - Lastly, Mr. Kobliski was pleased to observe that ridership in the 2014-2015 fiscal year was up 3percent. It might have been up more had there not been two winter months of generally severe weather.

FINANCIAL REPORT - Staff is in the process of performing year end close activities in preparation for the FY 2015 audit. Consistent with prior years there will be no financial statements presented until the year end entries are finalized. FYE March 31, 2015 draft financial statements will be presented at the May board meeting. Then, in June, a final draft audited financial statement for the year ended March 31, 2015 will be presented for Board approval prior to submission to the state. Ms. Lo Curto then proceeded to inform the Board that a FY 2016 Budget amendment will be necessary due to the receipt of additional State Operating and Capital funds after the filling deadline as well as adjustments to the discounted fare media and service frequencies in Utica which were voted on today. The Budget amendment will be presented at the May meeting.

AUDIT AND FINANCE COMMITTEE - Mr. Laino then gave the report of the Audit and Finance Committee which had met earlier this morning. He stated that at that meeting, several items were undertaken as follows.



ELECTRICITY – The first dealt with an electricity services contract to lock in costs for future expenditures. The cost of such electricity services will be paid for out of operating funds. Ms. Laws was invited into the meeting to present this Resolution as she had at the Audit and Finance Committee. Direct Energy submitted the most advantageous Proposal Response including rebate offers. The financial dynamics were discussed by Ms. Laws and also Mr. LoCurto. The contract is recommended for a 10 year term. Thereafter based on the recommendation of the Audit and Finance Committee, Resolution No. 2256 annexed these minutes and in support of such agreement was moved, seconded and unanimously adopted.

TRAPEZE ANNUAL SUPPORT COVERAGE - Ms. Laws then reminded the Board that Trapeze is the computer heart of the Authority operations and its subsidiary corporations. It provides all of the computer support thereto and is a sole source for procurement purposes. The cost of the annual software licensing, maintenance and support for all modules combined is \$189,740.00 for the period commencing June 1, 2015 through May 31, 2016. Thereafter, and after a discussion and on recommendation of the Audit and Finance Committee, Resolution No. 2257 annexed to these Minutes and approving such agreement was moved, seconded and unanimously carried.

DISCOUNT FARE MEDIA AND SERVICE ADJUSTMENTS - Mr. Laino indicated that the Motion adopted above in these Minutes with regard to Discount Fare Media and Service Adjustments had also been discussed and approved at the Audit and Finance Committee meeting.

Two other items were further discussed by the Audit and Finance Committee. One was a Minority/Women Business Enterprise program update wherein Ms. Laws was pleased to announce that while the State of New York is increasing its minority women contract goals from 20% to 30%, the Authority and its subsidiary corporations are operating at a 48% level (and including subcontractors, 60%). This is a record to be very proud of.

TERMINATION OF TWO PURCHASED TRANSPORTATION CONTRACTS - Ms. Laws announced that two supplemental carriers to Call-A-Bus had not performed in accordance with agreements with the Authority and were therefore suspended prior to this meeting. Letters of Termination were also sent. The Board was assured that other carriers have and will adequately provide such services in full contractual compliance.

PENSION COMMITTEE REPORT – Mr. Schultz gave a report of the Pension Committee which met earlier this morning.

DISCUSSION OF ACTUARIAL REPORT FOR THE UTICA PENSION PLAN FOR REPRESENTATIVE EMPLOYEES AND MODIFICATION TO THE MONTHLY BENEFIT FACTOR - Mr. Schultz informed the Board, most of whom had been present, that the Pension Committee met earlier this morning. One of the items discussed was the Actuarial Report for the Utica Pension Plan Represented Employees, and modifications to the monthly benefit factor thereof. Mr. Schultz explained that there exists a Committee of three union and three salaried individuals to discuss these monthly benefits, although the Board is empowered to determine them. Don Shepard, actuarial consultant to the Authority, participated in these discussions. After

a lengthy discussion it was suggested that the Committee be advised to again meet in full and continue discussions toward arriving at a consensus.

Mr. Schultz stated that Michael Valenti, Investment Advisor to the Authority, from Manning and Napier, had also been invited to the Pension Committee meeting to discuss first quarter pension plan investment results and to participate in the discussion of the Investment Policy Statements for the two Centro Salaried and Non-Salaried Pension Plans as well as the Utica Transit Service Corp. Pension Plan and Trust. A lengthy discussion ensued during which Mr. Valenti reviewed statistics in both Centro plans as well as the Utica Transit Service plan. Out of these discussions came the Investment Policy Statements as reflected and adopted in the Minutes of the December 19, 2014 monthly Board meeting. These Investment Policy Statements indicating approved changes therein, were now made a part of the Authority's Investment Documents as recommended by the Pension Committee and as moved, seconded and unanimously carried as Motion No. 2114, by the Board.

There also had been a discussion at the Pension Committee with regard to comparing investment results against benchmarks. Mr. Schultz had asked if future Manning and Napier reports could be displayed net of fees as one schedule rather than gross. Mr. Valenti said that he would so modify future reports.

Mr. Valenti had only given the Board his view of the current "financial world" and indicated certain online ways in which Board members could access the Manning and Napier site with macro and micro inquiries.

Much of Mr. Valenti's discussions related to the possible future of increased interest rates. He also noted certain asset allocation changes which the Committee had approved. Mr. Cuculich noted his approval of the conservative nature with which Manning and Napier is approaching investments.

OPERATION/TRANSPORTATION REPORT – Mr. LoCurto then gave the Operation/Transportation Report. His report mainly centered on a quarterly consolidated Call-A-Bus report for all locations where the Authority provides demand-response transit service (Syracuse, Oswego, Cayuga, Rome and Utica). Mr. LoCurto suggested revising certain goals because many of them are difficult to achieve given the large number of cancellations over which the Authority has no control. A discussion then ensued with regard to the impact cancellations have on the program, and despite this, the excellent work on a daily/hourly basis by the Call-A-Bus staff. Ms. Reese expressed her personal opinion as a Call-A-Bus rider, which is highly complementary of the drivers as well as the safety of the program. She understands that sometimes a vehicle can be a little early or a little late but the convenience of the program and the excellence of the staff is paramount. Mr. LoCurto reviewed what happens when there is a cancellation together with a number of people still on the bus – especially a cancellation that is taken without forewarning. Mr. Schultz observed the difference in Call-A-Bus volume based on different times of the year. Ms. Reese observed that the system is working extremely well but as she stated, sometimes things happen. Ms. Reese felt that the Call-A-Bus drivers are extremely professional and go above and beyond what they are required to do in providing service to riders.

DEPUTY EXECUTIVE DIRECTOR REPORT - Mr. Lee then gave the Deputy Executive Director Report. He and Frank Kobliski attended a meeting in Albany sponsored by NYPTA in dealing with advocating for adequate funding. The meeting focused on the changing of the funding structure for Upstate authorities as a priority for the near future.

The current Federal Transportation Bill expires on May 31, 2015. It appears that Continuing Resolution will be adopted as a temporary extension.

SYRACUSE UNIVERSITY - Mr. Koegel, Mr. Kobliski and Mr. Lee met with the new Senior Vice President at Syracuse University, Anthony Callisto who is responsible for campus transit services. The meeting was informative for both sides and was the basis for a good working relationship between the Authority and the university.

There being no further business to come before the Board, the CNYRTA meeting was thereupon duly adjourned.

  
Chairman

ATTEST:

  
Secretary

# **Title VI Fare & Service Reduction Equity Analysis Report**



**March 2015**

## Introduction

The Central New York Regional Transportation Authority (CNYRTA) and its subsidiaries, CNY Centro, Centro of Oneida, Centro of Cayuga & Centro of Oswego are conducting a Fare Equity Analysis Under Title VI of the Civil Rights Act of 1964 to evaluate a proposal to eliminate 7-day & 30-day unlimited ride passes, introduce 20-ride & 30-ride passes, increase the price of 10-ride passes, and reduce service during the 2015-2016 fiscal year. It is important to note that the base cash fare **WOULD NOT CHANGE** in any subsidiary operation under this proposal. This review addresses how the proposed fare increase and service reductions will impact Title VI populations in the region, and how impacts will be mitigated in accordance with Federal Transit Administration (FTA) guidelines.

## Title VI Guidelines

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

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

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

## Overview

In early 2015, the CNYRTA introduced a proposal to restructure its discounted pass program and reduce select services during fiscal year 2015-2016 in order to address a projected \$4.5M budget deficit. The proposed discounted pass restructuring and service reductions are needed to address rising operating costs and stagnant revenue streams in recent years, and attempt to improve fare box recovery levels. While the CNYRTA has worked in recent years to control costs by limiting new hires, increasing employee contributions to health care benefits, increasing revenues for contracted services, changing its post-retirement benefit plan, and relying more on cost-efficient CNG vehicles, these measures provided a temporary solution to the funding needs of the CNYRTA. CNY Centro last increased fares and adjusted multi-ride pass prices in May 2011.

Due to the size of the fleet and the size of the population served, Centro of Oneida, Centro of Cayuga, and Centro of Oswego are not required to prepare a Title VI Fare Equity Analysis for the proposed fare increases / service reductions. However, in accordance with the CNYRTA's enabling legislation, each

subsidiary is conducting public hearings on the proposed fare increases / service reductions and await approval of the CNYRTA Board of Members to enact certain proposed changes.

In accordance with Chapter 4 of 4702.1B of the FTA Title VI guidelines, fixed route transit providers that operate 50 or more fixed route vehicles in the peak and are located in an urbanized area with a population of 200,000 or more are required to analyze the impacts of any fare changes. CNY Centro meets the thresholds; therefore, a fare equity analysis is required for the proposed fare increases / service reductions.

The equity analysis in this report focuses on potential impacts to Title VI populations amid CNY Centro riders. CNY Centro provides transit services for the City of Syracuse and its surrounding communities in Onondaga County. CNY Centro operates 44 routes, including two inter-city routes connecting Syracuse with Auburn and Syracuse with Oswego. CNY Centro provides approximately 26,000 weekday passenger trips and logs 4.5 million vehicle revenue miles annually. CNY Centro also serves multiple colleges and universities within the region, which accounts for a large share of CNY Centro's ridership. CNY Centro's bus fleet consists of 162 full-sized fixed route vehicles and nearly 30 paratransit vehicles.

## Regional & Ridership Demographics

A review of 2010 Census data and onboard survey data shows that minority and low-income populations are much more likely to make use of CNY Centro's transit services as compared to the proportion of these populations for the region as a whole. The percentages of these populations reflected in the survey data are much higher than the corresponding percentages for the regional communities reflected by the Census data.

### Race/Ethnicity

Race and ethnicity data collected during the 2010 US Census for Syracuse / Onondaga County and onboard surveys conducted by CNY Centro in 2013 is presented below:

Centro Ridership Demographics						
	White	African American	Hispanic*	Asian	Native American	Other
CNY Centro	34.3%	49.2%	8.0%	2.4%	4.4%	1.4%
Syracuse	56.0%	29.5%	8.3%	5.5%	1.1%	7.9%
Onondaga County	81.4%	11.5%	4.5%	3.4%	0.9%	1.7%

\* For CNY Centro, Hispanic/Latino is considered a separate race; US Census reflects Hispanic/Latino as an ethnicity

### Household Income

Income data collected during the 2013 ACS for Syracuse / Onondaga County and onboard surveys conducted by CNY Centro in 2013 is presented below:

Census Ridership by Income				
	Less than \$15,000	\$15,000 - \$29,999	\$30,000- \$49,999	\$50,000 +
CNY Centro	56.0%	34.0%	8.0%	2.0%
Syracuse	26.4%	21.8%	19.4%	32.5%
Onondaga County	13.3%	15.6%	17.7%	53.4%

## Fare Equity Policies

In accordance with updated guidance from the FTA Circular 4702.1B, the CNYRTA is required to develop policies for evaluating impacts of fare changes on Title VI populations. The following sections provide definitions and proposed policy thresholds for CNY Centro fare changes.

### 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. Ridership data on minority populations is obtained from the transit agency ridership surveys.

### 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." According to the FTA Circular, "low-income" is defined as a person whose median household income is at or below the U.S. Department of Health and Human Services poverty guidelines or within a locally developed income threshold that is at least as inclusive as these guidelines. In Syracuse, the poverty level household income in 2013 was set at \$23,500. CNY Centro's 2013 on-board survey requested information on household income levels at \$15,000 and \$30,000. For this analysis, CNY Centro will use \$30,000 household income to measure "low-income" individuals. Future research will seek information on household incomes less than \$25,000. Low-income population is defined by FTA as any readily identifiable group of low-income persons who live in geographic proximity or who may be geographically dispersed, but who may be similarly affected by a proposed action. Data on low-income populations is obtained from the U.S. Census Bureau and transit agency ridership surveys dependent upon the analysis required.

## Proposed Changes

### Service Reductions

CNY Centro is proposing the elimination of Sunday service, service after approximately 9:45pm on Weeknights, and after approximately 7:30pm on Saturday on all of its non-contracted public routes serving Syracuse and Onondaga County.

CNYRTA's Title VI policy, approved by the Federal Transit Administration in 2013, states:

- 1. Major Service Change Policy**

CNYRTA will conduct an Equity Analysis to ensure that the impacts of fare changes and/or major service changes are not disproportionately borne by any minority or low-income populations. CNYRTA defines a Major Service Change as a change in any route, other



than a school tripper or experimental route, that 1) changes the number of service hours operated on any route by 25% or more, 2) changes the length of a route by 25% or more.

After completing an analysis of the proposed service reductions, CNY Centro concluded that none of the proposed service changes would reduce any bus route service hours by more than 25% in the aggregate, nor was the length of any route reduced by more than 25%; therefore, an equity analysis is not required for the proposed service reductions. The breakdown of the service reductions is documented in the following chart:

Hours of Service Affected by Proposed Service Reductions by Route					
Line Abbr	Line Name	Week Total Hours		Week	
		2015-03 Normal	2015-03 9PM	Hours Change	% Change
Syr 10	South Salina - Nedrow	271:54:00	232:39:00	-39.25	-14.44%
Syr 16	North Salina - Buckley Rd	170:40:00	134:15:00	-36.42	-21.34%
Syr 23	James Street - East Syracuse	405:26:00	366:16:00	-39.17	-9.66%
Syr 26	Valley Drive	244:12:00	189:12:00	-55.00	-22.52%
Syr 30	Westcott - SU	116:25:00	109:20:00	-7.08	-6.08%
Syr 36	Camillus	241:42:00	208:38:00	-33.07	-13.68%
Syr 40	Drumlins - Nob Hill	311:46:00	269:53:00	-41.88	-13.43%
Syr 46	Liverpool - Route 57	114:30:00	111:35:00	-2.92	-2.55%
Syr 48	Liverpool - Morgan	107:00:00	99:45:00	-7.25	-6.78%
Syr 50	Destiny USA	103:36:00	92:38:00	-10.97	-10.59%
Syr 52	Court Street	279:35:00	246:05:00	-33.50	-11.98%
Syr 54	Midland - Valley Drive	141:37:00	141:37:00	0.00	0.00%
Syr 58	Parkhill	116:03:00	116:03:00	0.00	0.00%
Syr 62	Manlius	174:09:00	163:10:00	-10.98	-6.31%
Syr 64	Western Lights & Grand Avenue	189:56:00	154:36:00	-35.33	-18.60%
Syr 68	East Fayette - Erie Blvd	208:05:00	175:30:00	-32.58	-15.66%
Syr 72	Townsend - East Colvin	60:17:00	57:21:00	-2.93	-4.87%
Syr 74	Solvay	213:41:00	178:44:00	-34.95	-16.36%
Syr 76	Salt Springs	209:13:00	172:53:00	-36.33	-17.37%
Syr 80	Grant Blvd	149:55:00	115:11:00	-34.73	-23.17%
Syr 82	Baldwinsville	84:35:00	84:35:00	0.00	0.00%
Syr 84	Mattydale	114:10:00	114:50:00	0.67	0.58%
Syr 86	Henry Clay	70:30:00	70:30:00	0.00	0.00%
Syr 88	North Syracuse - Central Square	155:05:00	155:05:00	0.00	0.00%
Syr 323	James Street - Minoa	25:00:00	25:00:00	0.00	0.00%
Syr 510	Lafayette - Tully	13:10:00	13:10:00	0.00	0.00%

## Pass Restructuring

CNY Centro currently offers customers three options to pay for their bus fare: 1) Cash, 2) 10-Ride Passes, and 3) Unlimited Ride passes in the form of 7-Day and 30-day options. The cash fare is \$2.00 for all intra-city services. 10-Ride passes are currently priced at \$1.50 per ride for adults and \$.75 per ride for individuals who qualify for reduced fare. Children under the age of 6 ride for free when accompanied by an adult.

CNY Centro is proposing an increase in the cost of its intra-city 10-Ride pass options to \$1.80 per ride for adults and \$.90 per ride for persons who qualify for reduced fare, a 10% discount of the cash fare. Both represent a 20% increase over the existing cost of the 10-Ride passes. Additionally, CNY Centro would

replace existing intra-city Unlimited Ride passes with 20-Ride and 30-Ride passes that would also reflect a 10% discount from the cash fare.

Increased pass costs for Seniors, Persons with Disabilities, and Youths for fixed route transit fares, will remain proportionate to the standard base fares. Reduced fares are currently discount 50% from the standard fare price for all fare types, and will remain half the cost with the proposed increases. Additional commuter zone charges are applied to inter-city bus services that provide access to the communities of Fulton, Oswego, Auburn, Skaneateles, and Marcellus. The pricing of the commuter fares and associated passes would not be affected by the proposed restructuring. Unlimited Ride passes are not available on inter-city bus services.

The proposed fare changes are shown in the following chart:

Proposed Transit Fare Structure		
SYRACUSE	CURRENT	PROPOSED
10-Ride Adult	\$15.00	\$18.00
10-Ride Reduced	\$7.50	\$9.00
20-Ride Adult	--	\$36.00
20-Ride Reduced	--	\$18.00
30-Ride Adult	--	\$54.00
30-Ride Reduced	--	\$27.00
7-Day Pass	\$15.00	Not Available
30-Day Pass	\$60.00	Not Available

CNYRTA's Title VI Policy, approved by the Federal Transit Administration in 2013, states:

#### **Disparate Impact Policy**

Centro defines a disparate impact as an adverse effect of service changes or fare change borne disproportionately by minority populations. Centro's Policy is that any time there is a difference in adverse impacts between minority and non-minority populations of plus or minus 20%, such difference in adverse impacts are disparate.

#### **Fare Equity Analysis**

Centro defines a fare related disparate impact as an adverse effect of a fare change borne disproportionately by minority or low-income populations. A disproportionate impact is present if there is a difference in advance impacts between minority and non-minority populations or low-income and other income levels of plus or minus 20%.

1. When a fare change is proposed, Centro will analyze the fare media usage data generated from ridership surveys indicating whether minority and/or low-income riders are disproportionately more likely to use the payment type or fare media that would be subject to the fare increase or decrease.
2. Centro will include a profile of fare usage by group – minority, low-income and overall ridership.

3. If the proposed changes would only affect certain fare media, the analysis should address whether focusing changes on those fare media may lead to a disparate impact or disproportionate burden.
4. Centro will depict the information in tabular format. The table will depict the fare media comparing the existing cost, the percent change, and the usage of minority groups as compared to overall usage and low-income groups as compared to overall usage. Centro will analyze fare media for minority groups distinct from low-income.
5. Centro will compare the differences in impacts between minority users and overall users and analyze any alternative fare payment types, or fare media available for people affected by the fare change. The analysis will compare the fares paid by the proposed changes with fares that would be paid through available alternatives.
6. If Centro determines that a disparate impact exists, a modification to the fare change proposal will be considered to remove the impacts. If the proposal is modified, Centro will analyze the modified proposal to determine whether minority populations will experience disparate impacts. Centro will also explore alternatives, including the timing of implementing the fare increases, providing discounts on passes to social service agencies that serve the impacted populations, and other alternatives as appropriate.

The Fare Equity Analysis will assess if the proposed pass changes will have a disparate impact on minority and low-income populations, and if low-income populations bear a disproportionate burden of the fare changes. If impacts are identified, mitigation strategies will be considered in an effort to reduce the negative impacts.

## Disparate Impact and Disproportional Burden Analysis

### Fare Payment Method

Fare Payment data is available as a result of on-board surveys conducted by CNY Centro in 2013. The surveys categorized payment method of all ridership, as well as by income level and by ethnicity. In addition, CNY Centro collected fare box data in 2014 indicating payment methods of the overall ridership. The results of this data collection are shown below:

Payment Methods By Demographics				
2013 Research	Cash %	Unlimited Ride %	10-Ride %	Other %
All Minority	57.45%	29.00%	8.40%	5.15%
African -American	59.57%	27.44%	7.94%	5.05%
Hispanic	51.11%	33.33%	11.11%	4.44%
Asian	35.71%	42.86%	7.14%	14.29%
Native American	68.00%	24.00%	4.00%	4.00%
Non-Minority	41.00%	36.00%	18.00%	5.00%
Less than 30K	50.88%	33.78%	10.45%	4.89%
Greater than 30K	38.00%	32.00%	28.00%	2.00%
All Riders 2013	50.31%	32.30%	12.01%	5.38%
All Rides 2014 Fare Box Data	48.10%	37.56%	10.67%	5.04%

## Fare Equity Analysis

To identify the disparate impacts and disproportionate burdens, the percentage of minority and low-income riders by fare type affected by the proposed change was determined as a result of reviewing completed on-board surveys and comparing the results to the percentage of non-minority by fare type affected by the proposed change. Any difference exceeding the established threshold of 20% would be determined to be a disparate impact on minority or low-income population.

## Impacts to Minority Ridership

On board survey results indicate that all minority populations use Unlimited Ride passes on 29% of their boardings, and 10-Ride passes on 8.4% of their boardings as illustrated in the chart above. When classified into individual ethnic groups, the usage of Unlimited Ride passes ranges from a low of 24% to a high of 43%, and the usage of 10-Ride passes ranges from a low of 4% to a high of 11%.

The same research indicates that non-minorities use Unlimited Ride passes on 36% of their boardings, and 10-Ride passes on 18% of their boardings.

## Impacts to Low-Income Ridership

On board survey results indicate that low-income individuals with an annual household income of less than \$30,000 use Unlimited Ride passes on 33.7% of their boardings, and 10-Ride passes on 10.5% of their boardings.

The same research indicates that individuals with an annual household income greater than \$30,000 use Unlimited Ride passes on 32% of their boardings, and 10-Ride passes on 28% of their boardings.

## Conclusions:

No comparison of an individual minority group, nor of all collective minority groups generate a disparity greater than 20% in usage of either Unlimited Ride passes or 10-Ride passes when compared to non-minority riders; therefore, a disparate impact of minority riders does not exist as defined under the CNYRTA Title VI Policy.

The comparison of Unlimited Ride and 10-Ride Pass usage between low-income riders and all other riders does not generate a disparity greater than 20% in usage; therefore a disproportional burden to low-income riders does not exist as defined by the CNYRTA Title VI Policy.

In most cases, the percentage of minority or low-income populations that use the effected passes is less than non-minority populations, non-low income populations, or the general ridership. In only one case, when comparing the usage of Unlimited Ride passes between individuals with a household income below \$30,000 against those with a household income above \$30,000, does percentage of the Title VI population use the pass more often. The difference in this comparison is 1.7%, which is below the 20% threshold qualifying it as a disproportionate burden.

After completing research, CNY Centro has determined that the majority of the sales of the existing 30-Day Unlimited Ride passes are generated from social service agencies, rather than by individual transit users. Individual users have been much more likely to purchase 7-Day Unlimited Ride passes. The cost of a 30-Day Unlimited Ride pass (\$60) is likely not affordable for many riders to purchase.

CNY Centro's proposed discounted 20-Ride & 30-Ride passes would require less of a financial burden to transit users and could entice more individuals to use 10-ride, non-expiring transit media. This option would provide transit riders with a reduction to the \$2.00 cash fare.

## **Public Outreach & Participation**

### **Public Hearings**

A series of six public hearings were held across the region in key service locations to obtain public comment on the proposed service changes. Meetings served to educate attendees on the reasons for the proposal, and to obtain feedback. Public hearings were held as follows and interpreters for the hearing impaired were made available:

- Rome City Hall – March 9, 2015
- Oswego County Office Building – March 10, 2015
- The Oncenter, Syracuse – March 11, 2015
- Auburn Memorial City Hall – March 16, 2015
- Radisson Hotel, Utica - March 18, 2015
- Fulton Municipal Building – March 19, 2015

### **Community Group Briefings**

CNY Centro staff attended additional events and meetings to further educate Title VI populations and other community members about the proposed service reductions and fare modifications and to solicit public comment. The following is a list of community meetings attended by CNY Centro staff, at which proposed service and fare modification information was provided:

- City of Syracuse, Transportation Committee- February 19, 2015
- Accessible Transportation Advisory Committee-January 27, 2015 & March 17, 2015
- Public Transportation Advisory Committee-February 27, 2015 & March 27, 2015

### **Notifications and Announcements**

Several notification strategies were implemented to ensure the public was aware of the Public Hearings and to offer feedback mechanisms for the proposed changes. To reach audiences with limited access to the online information, flyers were placed and/or distributed in strategic locations including at transit centers, on buses and at other key locations. Notification materials were also provided in Spanish in order to reach LEP populations.

### **Web-Based Communication and Social Media**

Web-based and social media outreach (Facebook and Twitter) communications were performed to further educate the public about proposed changes, times and locations of public hearings, and to solicit customer feedback. Specific web and social media content was developed to educate the public about the proposed changes.

### **Media Relations**

News releases providing updates on the proposal and important meeting notifications were developed and circulated to media outlets across the region. The news releases were also distributed to minority and Spanish media outlets in an effort to reach to minority population groups and LEP populations in compliance with Title VI requirements.

## Minority, Low-income, and Limited-English Proficiency Populations

2010 Census data and on-board surveys identified a significant portion of Syracuse-based customers speak Spanish as a primary language. Therefore, Spanish interpretation services were provided at Centro's Public Hearing in Syracuse. Notices about the hearing were also placed in the most prominent Spanish language newspaper, CNY Latino. CNY Centro's website and phone lines also offer translation services for dozens of languages, including Spanish. Social media platforms such as Facebook and Twitter offer translation options for all material placed on the sites. Specific outreach was made with leaders of the Westside Learning Center, which provides assistance to Spanish speaking individuals.

CNY Centro has also identified a large population of refugees within the City of Syracuse. Special efforts were made to reach out to those individuals on an ongoing basis through contact with the Center for New Americans (Interfaith Works), to explain the proposed service reductions and pass restructuring. Specifically, CNY Centro has an individual dedicated as a liaison to the refugee community who met with organizational leaders several times throughout the process to explain the proposal and elicit feedback.

## PUBLIC COMMENTS

During the past 2 months, Centro has solicited and received approximately 500 public comments regarding proposed service changes and restructuring of its multi-ride pass program. These comments were received through various communication platforms including: email, phone calls, letters, petitions, social media (Facebook & Twitter), and in person during a series of public hearings. What follows is a summary of comments broken down by service location:

### Syracuse

Centro received approximately 225 comments from individuals many of whom expressed concern regarding multiple aspects of the proposed service. Additionally the following petitions were submitted: 27 signatures / letters from a group representing area places of worship regarding Weeknights, Saturday nights & Sundays; 27 signatures from United Health Care Workers 1199 regarding cuts to nights and weekends services; 150 signatures of largely students of Lemoyne & SU regarding Weeknights, Saturday nights, Sundays and Manlius service

The comments were broken down as follows:

Discontinuing Weeknights:	Individuals 67	Petitions 204	Total	271
Discontinuing Saturday Nights	Individuals 66	Petitions 204	Total	272
Discontinuing Sundays	Individuals 87	Petitions 204	Total	291
Reductions in Baldwinsville	Individuals 2	Petitions 0	Total	2
Reductions in Manlius	Individuals 9	Petitions 150	Total	159
Elimination of Unlimited Ride pass	Individuals 13	Petitions 0	Total	13
Increase in cost of 10-Ride pass	Individuals 8	Petitions 0	Total	8

## Utica

Centro received approximately 35 comments from individuals many of whom expressed concern regarding multiple aspects of the proposed service. The comments were broken down as follows:

Discontinuing Weeknights:	Individuals 34	Total	34
Reducing Frequency	Individuals 28	Total	28
Elimination of Unlimited Ride pass	Individuals 5	Total	5

## Rome

Centro received 2 comments from individuals expressing concern regarding the elimination of the Unlimited Ride pass. One of the individuals suggested raising fares to generate revenue.

## Fulton

Centro received approximately 10 comments from individuals many of whom expressed concern regarding multiple aspects of the proposed service. The comments were broken down as follows:

Combining Mexico / Fulton	Individuals 8	Total	8
Discontinuing Saturday City Service	Individuals 9	Total	9
Discontinuing Sundays Inter-city	Individuals 10	Total	10
Elimination of Unlimited Ride pass	Individuals 0	Total	0

## Auburn

Centro received approximately 33 comments from individuals many of whom expressed concern regarding multiple aspects of the proposed service. Additionally the following petitions were submitted: 219 signatures of largely students Cayuga Community College Weeknights, Saturday nights, Sundays and Manlius service

The comments were broken down as follows:

Discontinuing Weeknights:	Individuals 22	Petitions 219	Total	271
Discontinuing Service to Route 5	Individuals 0	Petitions 0	Total	272
Discontinuing Sundays Intercity Service	Individuals 16	Petitions 219	Total	291
Elimination of Unlimited Ride pass	Individuals 0	Petitions 0	Total	13

## Non-Specific locations

Centro received approximately 80 comments from individuals that did not specify the location they were concerned about or had comments that were not specific to the proposals.



The comments were broken down as follows:

Discontinuing Weeknights:	Individuals 32	Total	32
Discontinuing Saturday Nights	Individuals 29	Total	29
Discontinuing Sundays Intercity Service	Individuals 35	Total	35
Elimination of Unlimited Ride pass	Individuals 1	Total	1
Increase in cost of 10-Ride pass	Individuals 8	Total	8

## General Comments

### Comments on Service Reductions

While nearly all comments were in opposition to the proposed service reductions, many of the individuals expressed support for CNYRTA in its attempt to garner additional operational funding from New York State, which subsidizes CNYRTA's operational budget. Advocates for both the disabled and business communities were particularly supportive of these efforts. Others were supportive of measures to reduce the number of Mortgage Recording Tax breaks given to local business developers – these tax breaks reduce funding for transit, which receives a percentage of all local real estate transactions as a subsidy. Many commenters expressed the hardship service reductions would cause for them in their attempts to get to and from work, church, retail locations, and various other venues.

### Comments on Restructuring of Discounted Fare Pass program

Public comments regarding the elimination of the Unlimited Ride passes and increases in the cost of the discounted 10-Ride passes varied. Many individuals stated that they would rather pay higher fares than see bus service reduced. Some individuals openly stated that they share the Unlimited Ride passes with others as a way to save money and would like this to continue. Others stated that they opposed the changes as they would result in an increase to their overall transportation costs, which in turn would cause them hardships due to the fact that they are on a fixed income. Some suggested charging more money for the existing passes, while others suggested that an increase in the cost of the passes may cause a drop in ridership.

## Attachment 11: CNYRTA Title VI Policies - Major Service Change & Fare Equity Analyses

## **CNYRTA TITLE VI POLICIES**

### **MAJOR SERVICE CHANGE & FARE EQUITY ANALYSES**

Title VI of the Civil Rights Act of 1964 states that “no person shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.”

CNYRTA (Centro) is committed to the principles embodied in Title VI. Analysis of services provided by the Authority indicates a consistent history of excellent distribution of transit resources for the various populations in its service area. Centro serves a wide range of social, geographic and economic disparity, including most areas with higher populations of minorities, limited English proficiency and low-income populations. No particular group in the Centro service area is excluded from transit services.

Should changes be considered Centro will adhere to the following Objectives and Policies:

#### **CNYRTA Title VI Objectives**

The Authority FTA Title VI objectives are as follows:

- To ensure that transit benefits and related services are equitably distributed without regard to race, color, or national origin.
- To ensure that the level and quality of transit services are sufficient to provide equal access and mobility for any person without regard to race, color, or national origin.
- To ensure that opportunities to participate in the transit planning and decision making processes are provided to persons without regard to race, color, or national origin.
- To ensure that decisions on the location of transit services and facilities are made without regard to race, color or national origin.
- To ensure that corrective and remedial action is taken to prevent discriminatory treatment based on race, color or national origin.

#### **1. Major Service Change Policy**

CNYRTA will conduct an Equity Analysis to ensure that the impacts of fare changes &/or major service changes are not disproportionately borne by any minority or low-income populations. CNYRTA defines a Major Service Change as a change in any route, other than a school tripper, specialized service or experimental route, that 1) changes the number of service hours operated on any route by 25% or more, or, 2) changes the length of a route by 25% or more.

#### **2. Disparate Impact Policy**

Centro defines a disparate impact as an adverse effect of service changes or fare change borne disproportionately by minority populations. Centro's Policy is that any time there is a difference in adverse impacts between minority and non-minority populations of plus or minus 20% for service changes, or any time there is a difference in adverse impacts between minority and overall populations of plus or minus 20% for fare changes, such difference in adverse impacts are disparate. As an example, if the overall bus ridership on a route proposed for a

major service change is composed of 40% minorities and 60% non-minorities, and minorities would bear 70% of the impacts and non-minority riders bearing 30% of the impacts; there is a disparate impact as the minority group bears 30% more than its expected share and non-minorities bear 30% less than their share. When a disparate impact is identified, Centro will consider modification of the proposal in order to avoid, minimize, or mitigate the disparate impact. This Disparate Impact Policy will be applied to all major service changes.

## **2a. Major Service Change - Analysis Framework**

Centro may use any and all datasets available, applicable and appropriate in conducting equity analysis for major service changes. While Centro does not preclude the use of any dataset, ridership data by route and bus trip is the best data available for analysis of equity impacts on the riding public, therefore, when possible, route and trip specific data will be used. Ridership data is obtained through farebox counts, monitoring cameras or Automated Passenger Counters. However, these sources have limitations with respect to equity analysis, therefore, when resources are available, Centro will conduct periodic or “spot” rider surveys by route, which will enable an accurate assessment of impacts on the riding public with regards to race, color, national origin, income level and English proficiency.

Rider surveys can be labor intensive and, therefore, costly. When rider surveys are not readily available and/or cannot be obtained in a timely or cost-efficient manner to complete an equity analysis, data generated by the U.S. Census American Community Survey (ACS) may be combined with Census block level data or the smallest geographic area available. The demographic datasets applicable to race, color, national origin, income and English proficiency of the neighborhoods within those areas will be the datasets used. This method is also appropriate where surveys of existing ridership do not yield a statistically valid assessment, such as when service is proposed for a new corridor or neighborhood not previously served.

## **2b. Assessing Major Service Changes**

Centro will show how the proposed major service change impacts minority and low-income populations at the geographic level by including:

- Overlay maps showing proposed service changes as well as demographic data in order to study the affected population
- Tables showing impacts associated with each type of route or service change (e.g., routing, frequency, span of service, addition or elimination of routes).

If a disparate impact exists and the proposed service changes must take place despite such impact:

- Centro will clearly demonstrate that a substantial legitimate justification for the proposed service changes exists; and
- Centro will clearly demonstrate that alternatives were analyzed to determine whether the proposed service changes are the least discriminatory alternative
- Centro will take steps to avoid, minimize, or mitigate impacts where practicable. Alternatives available to low-income passengers affected by the service changes will also be considered.
- In the case of a proposed service improvement, Centro will analyze accrual of benefits for minority populations as compared to non-minority populations, and low-income populations as compared to non-low-income populations, using the comparison population selected (i.e., ridership or service area).
- If a service is proposed to be increased and/or expanded, but minority and/or low-income populations are not expected to benefit from the expansion as much as non-minority and/or non-low-income populations, then Centro will explain any plans to improve service to the minority and/or low-income populations.
- Centro will describe any plans to restore service if/when additional funds become available.

## **2c. Fare Equity Analysis**

Centro defines a fare related disparate impact as an adverse effect of a fare change borne disproportionately by minority or low-income populations. A disproportionate impact is present if there is a difference in adverse impacts between minority and overall populations or low-income and overall populations of plus or minus 20%.

- When a fare change is proposed, Centro will analyze the fare media usage data generated from ridership surveys indicating whether minority and/or low-income riders are disproportionately more likely to use the payment type or fare media that would be subject to the fare increase or decrease.
- Centro will include a profile of fare usage by group – minority, low-income and overall ridership.
- If the proposed changes would only affect certain fare media, the analysis should address whether focusing changes on those fare media may lead to a disparate impact or disproportionate burden.

- Centro will depict the information in tabular format. The table will depict the fare media comparing the existing cost, the percent change, and the usage of minority groups as compared to overall usage and low-income groups as compared to overall usage. Centro will analyze fare media for minority groups distinct from low-income.
- Centro will compare the differences in impacts between minority users and overall users and analyze any alternative fare payment types, or fare media available for people affected by the fare change. The analysis will compare the fares paid by the proposed changes with fares that would be paid through available alternatives.
- If Centro determines that a disparate impact exists, a modification to the fare change proposal will be considered to remove the impacts. If the proposal is modified, Centro will analyze the modified proposal to determine whether minority populations will experience disparate impacts. Centro will also explore alternatives, including the timing of implementing the fare increases, providing discounts on passes to social service agencies that serve the impacted populations, and other alternatives as appropriate.

## Attachment 12: CNYRTA Board Resolution