



Cortland County Service Redesign & Fare Change Public Hearing

Cortland County Office Building – October 28, 2026

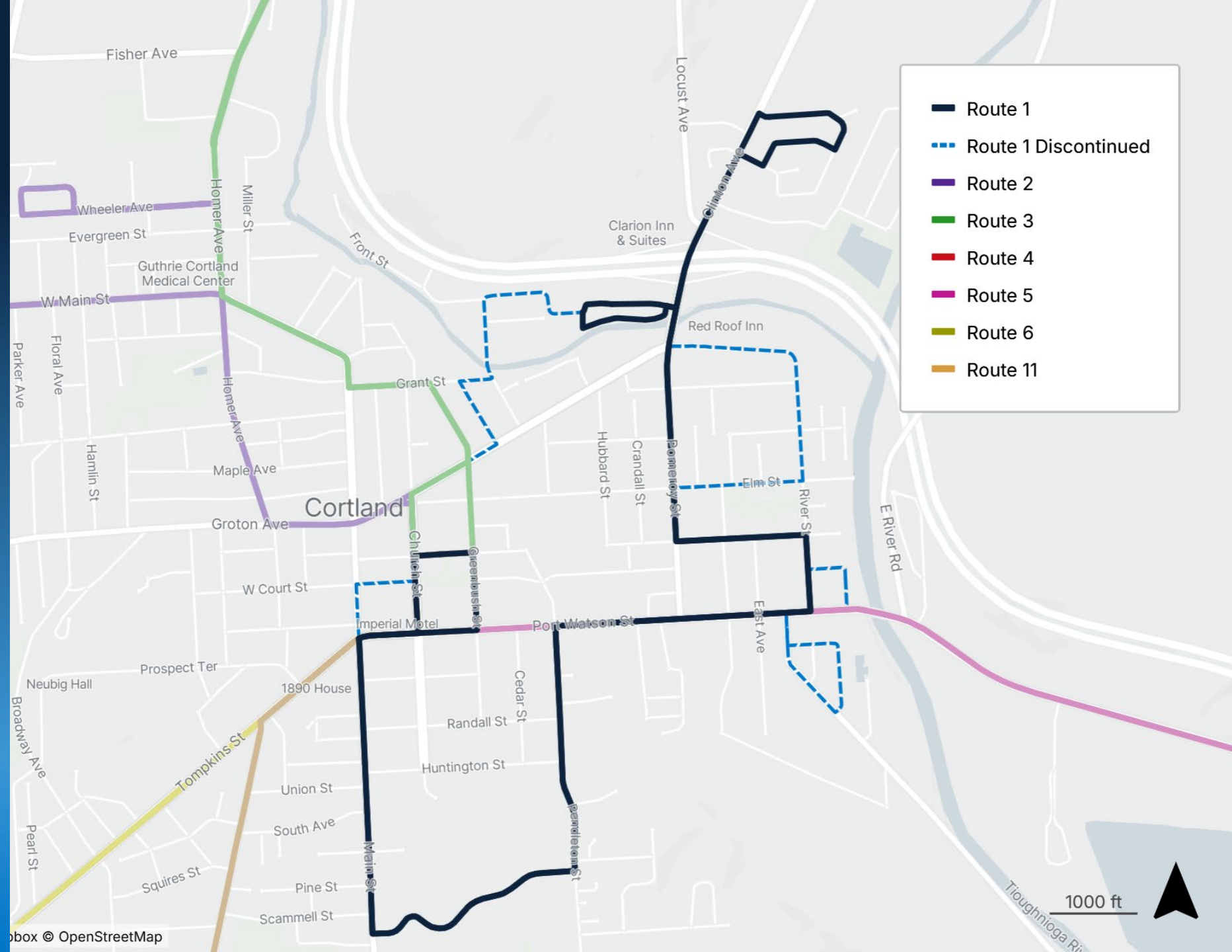
Cortland Service Changes

What are the goals of the experimental service changes in Cortland County?

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

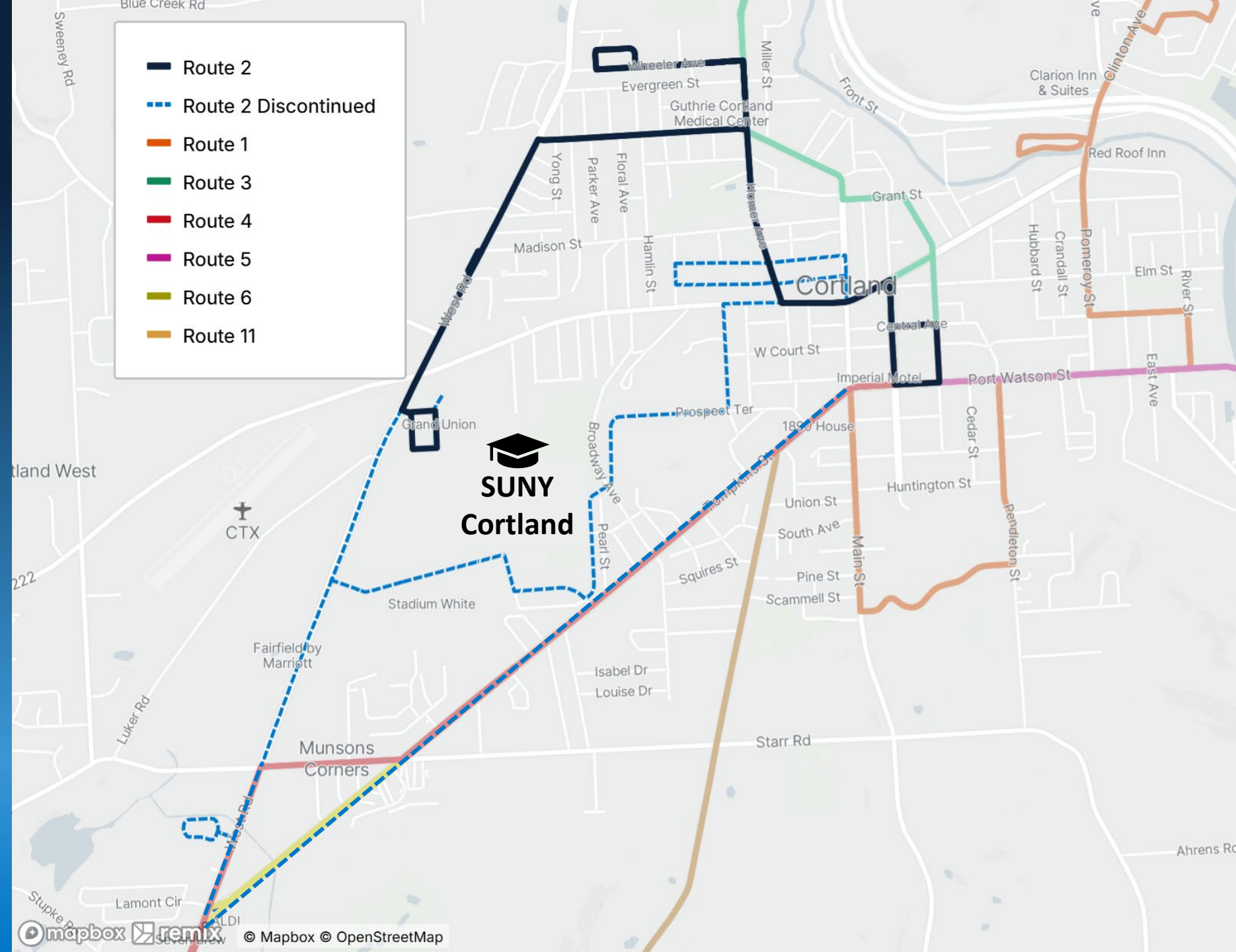
Route 1 Riverside

- Eliminated looping
- Streamlined route
- Increased frequency to 40 minutes
- Added 2 round trips per day
- Extended route past Riverside Plaza based on customer feedback



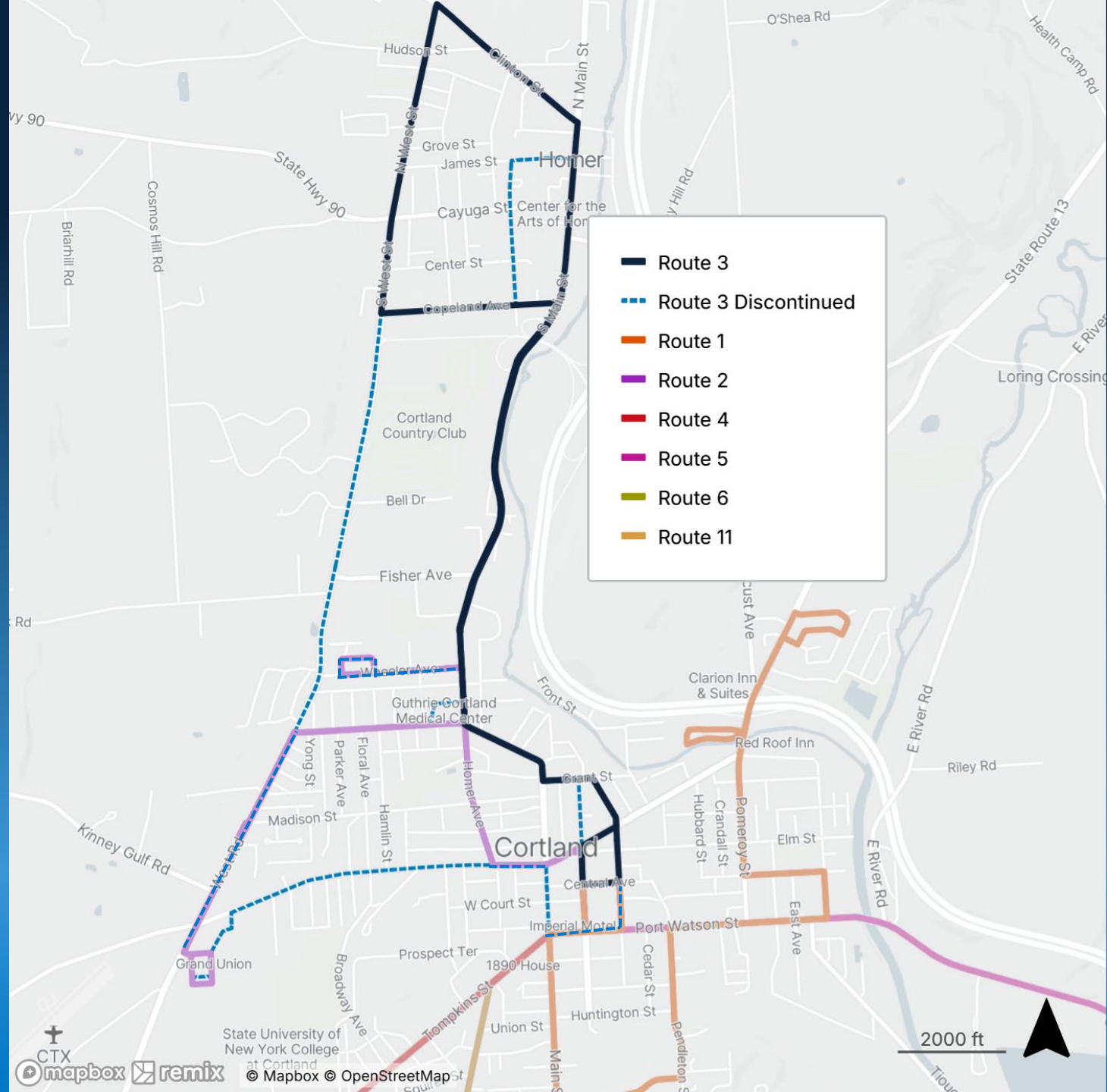
Route 2 West Rd

- Eliminated looping
- Streamlined route
- Increased frequency to 40 minutes
- Added 2 round trips per day
- Discontinued service on SUNY Cortland campus



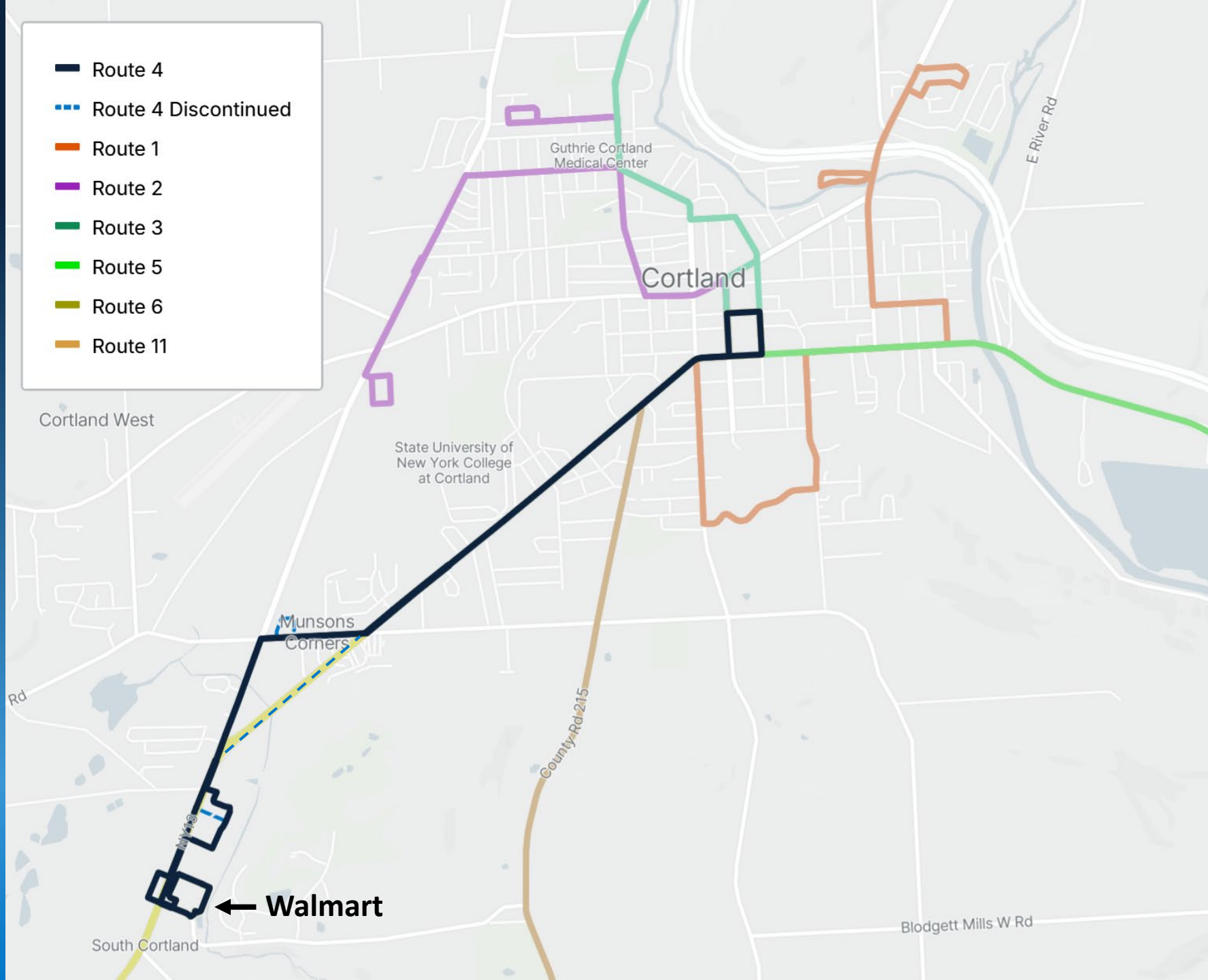
Route 3 Homer

- Eliminated looping
- Increased coverage of the village
- Eliminated unsafe turns through routing changes
- Streamlined route
- Increased frequency to 40 minutes
- Added 2 round trips per day



Route 4 Tompkins St – Walmart

- Eliminated looping
- Streamlined route
- Increased frequency to 40 minutes
- Added 2 round trips per day



Route 5 McGraw– Willet

- Eliminated looping
- End route in Willet
- Customers board in either direction
- Less time on bus

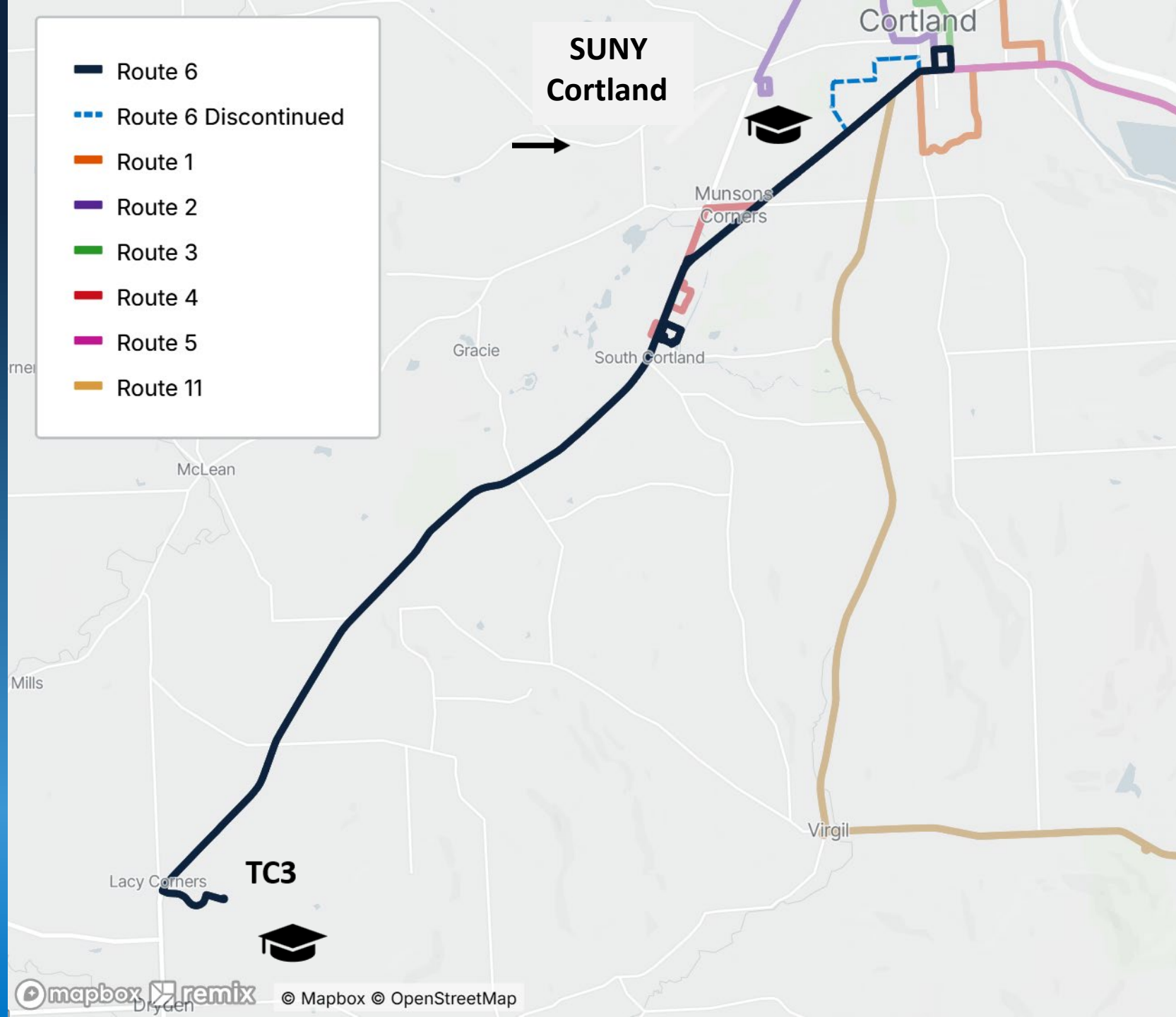
Route 11 Greek Peak – Marathon

- New route
- Added service to Greek Peak and Virgil
- Serves Messengerville and Marathon



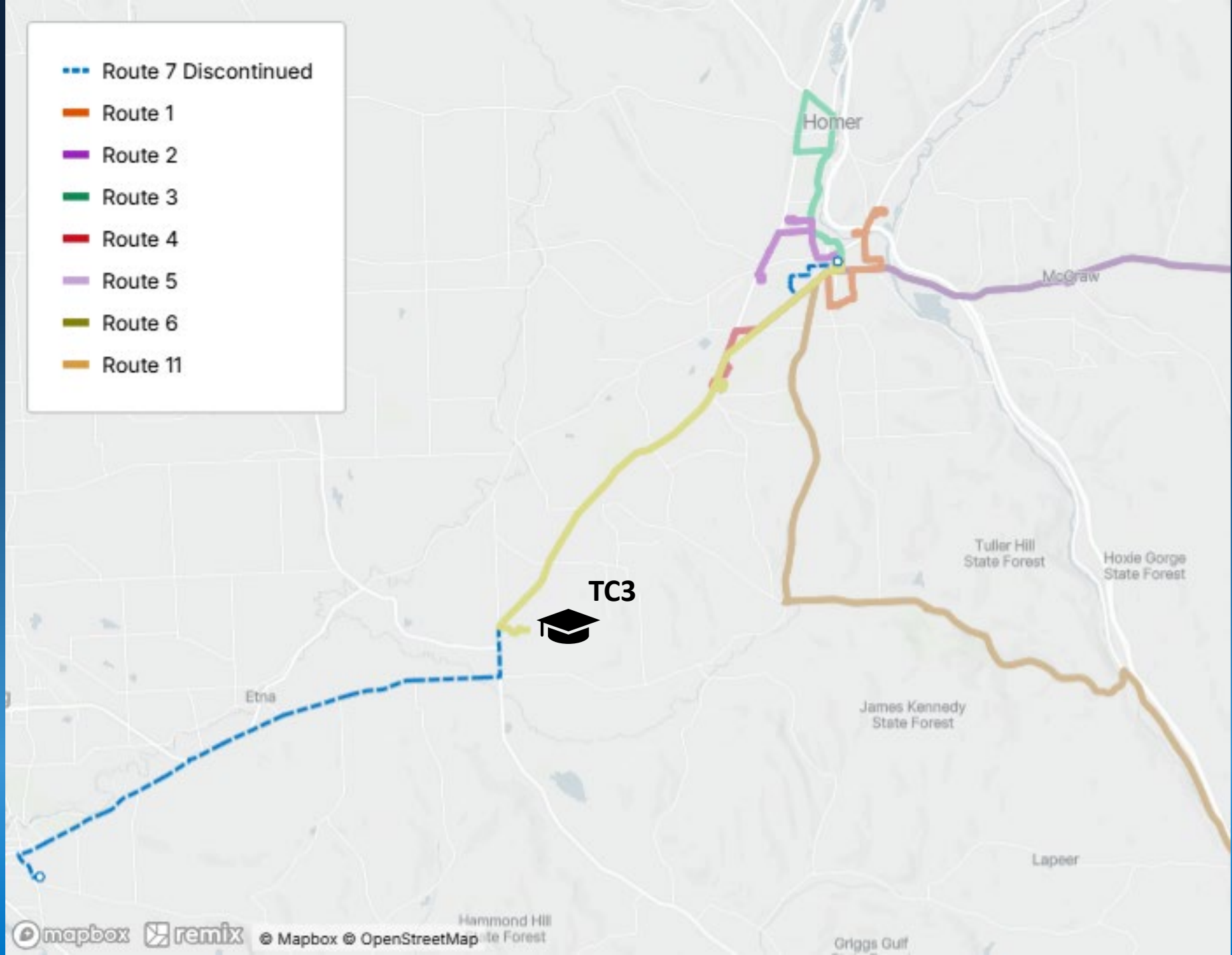
Route 6 Walmart – TC3

- Bypass SUNY Cortland
- Added 8 round trips per day
- All trips end at Tompkins Cortland Community College (TC3)
- Maximized connection with Tompkins Consolidated Area Transit (TCAT) at TC3



Route 7

- Discontinued route due to low ridership and duplicate service as TCAT
- Customers can transfer to TCAT at TC3 to travel to Dryden and Ithaca
- Cortland County portion still served by other routes



Cortland Farebox Changes

- Centro of Cortland is being equipped with electronic fareboxes.
- Passes will be available for purchase on the bus, in the GoCentroBus app, at vendor locations, or at www.centro.org.
- Contactless credit cards and smart devices will be accepted through Tap-to-Pay.
- Tokens will no longer be accepted. They were a legacy payment through Cortland Transit and are not accepted by the farebox.
- Effective January 1, 2027, Monthly Passes will no longer be sold or accepted. The Monthly Pass was a legacy payment through Cortland Transit that is not part of the Centro fare structure.

Monthly Pass Usage

- Customers need to use the monthly pass 40 times over the course of the month to receive the full value per ride.
- Based on survey data and pass sales data, the monthly pass is not used to its full value.
- Customers will save approximately 67.5% on average by paying with cash, tap-to-pay, or 10-Ride Passes.

	6 Month Average Fare		Impact	
Fare Type	Current Average Fare	Current Fare	Absolute Change	Percent Change
Adult Monthly Pass	\$3.08	\$1.00	(\$2.08)	-67.5%
Half Fare Monthly Pass	\$1.54	\$0.50	(\$1.04)	-67.5%

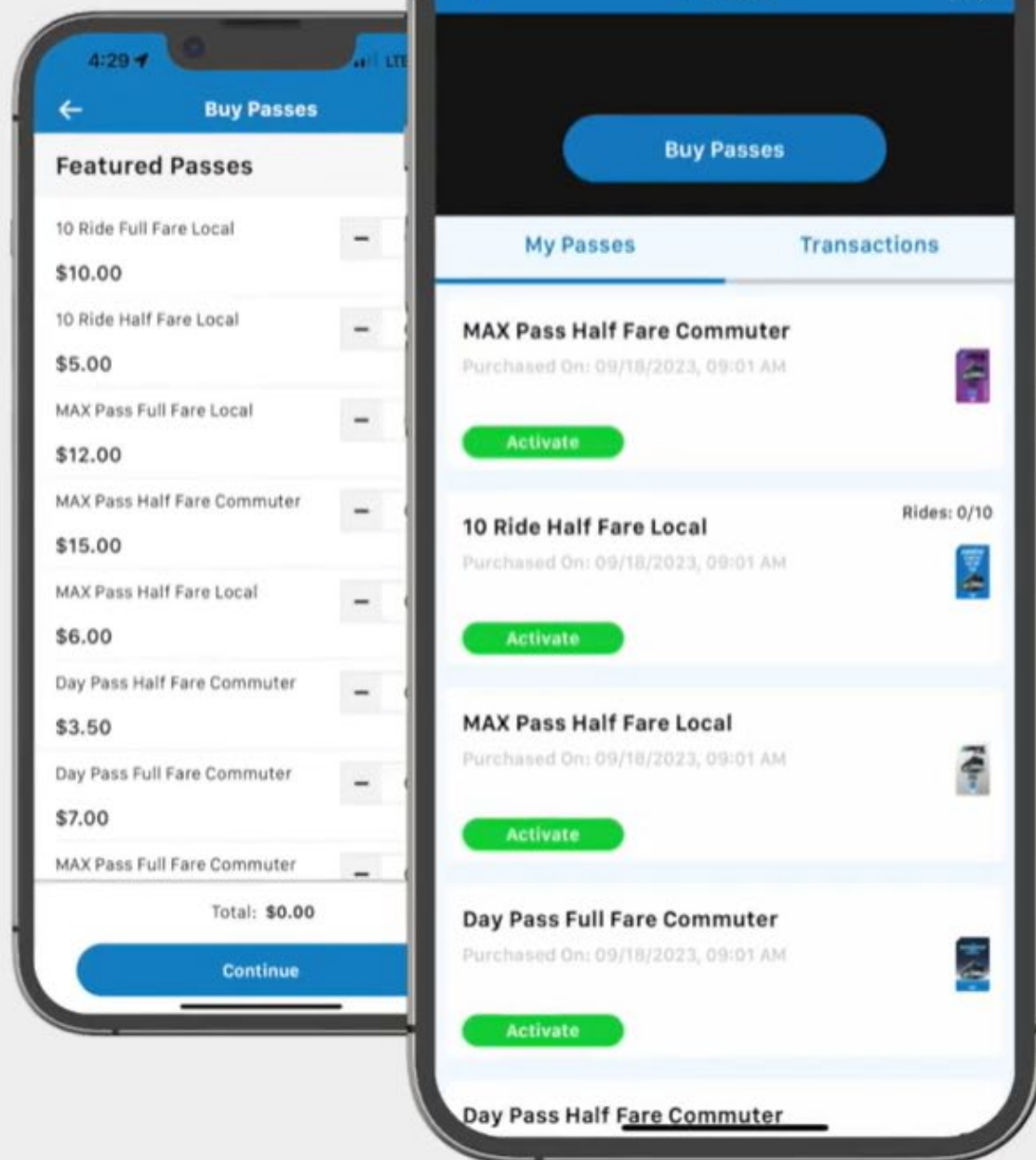
Electronic Farebox Enhancements

- Cash and coins continue to be accepted.
- Single Ride Passes will be accepted in the farebox.
- Change Cards available if cash payment is over the fare.
- Change Cards accepted as fare payment.
- Tap and Hold the Veterans Pass.
- Local Day Pass will be \$4.00 (24-hour period).
- Local 10-Ride Pass will be \$10.00.
- Local MAX Pass will be \$12.00 (7 consecutive days of rides).
- Enable Tap-to-Pay (credit card, smart watches/phones).
- Enable Mobile Ticketing (through GoCentroBus app).

GoCentroBus Mobile App

- Purchase digital Centro Ride Passes
- Save frequently used stops & routes for easy access
- See the latest bus schedules
- Find the nearest bus stops to your location
- Provide feedback via email and photos
- Create customized trip itineraries





Buy Passes

Choose the passes
& quantities that're
right for you.



Activate Pass

Tap to activate your
pass & use within
3 minutes.







Next Steps

- Centro staff review public comments.
- Amend plan where appropriate based on feedback.
- Submit to Centro Board for approval.

Public Hearing

- We are here to listen
- 3-minutes maximum per person
- Comments accepted through November 4th
 - Website: centro.org
 - Email: cnyrta@Centro.org
 - Phone: 315-443-3400 | Fax: 315-442-3337
 - Mail: 200 Cortland Ave, Syracuse, NY 13205
 - Social media: Facebook, Instagram, and X @GoCentroBus

Thank you for your participation.

