



Centro of Cortland

Proposed Service & Fare Changes



Background

The Centro of Cortland subsidiary operation began on March 31, 2025. Since then, several experimental changes to improve the service have been made (refer to list at right).

Why is this a Major Service Change?

Increases or decreases in service by 25% or more require a Service Equity Analysis per Title VI of the Civil Rights Act of 1964. The following routes exceed the criteria:

- COR 7 -100% revenue miles/hours
- COR 11 +100% revenue miles/hours
- COR 1 +32.6% revenue miles

1

6/30/2025

COR 5 – discontinue loop to increase efficiency

End route in Willet; customers can board in either direction

2

6/30/2025

COR 11 – NEW route

Service to Virgil, Greek Peak, Messengerville, and Marathon

3

6/30/2025

COR 6 – end at TC3, bypass SUNY Cortland

Increased frequency, maximized connections with TCAT

4

6/30/2025

COR 7 – discontinue service to Cornell/Ithaca

Customers can transfer to TCAT at TC3 to travel to Ithaca

5

3/2/2026

COR 1,2,3,4 – eliminate looping, streamline routes

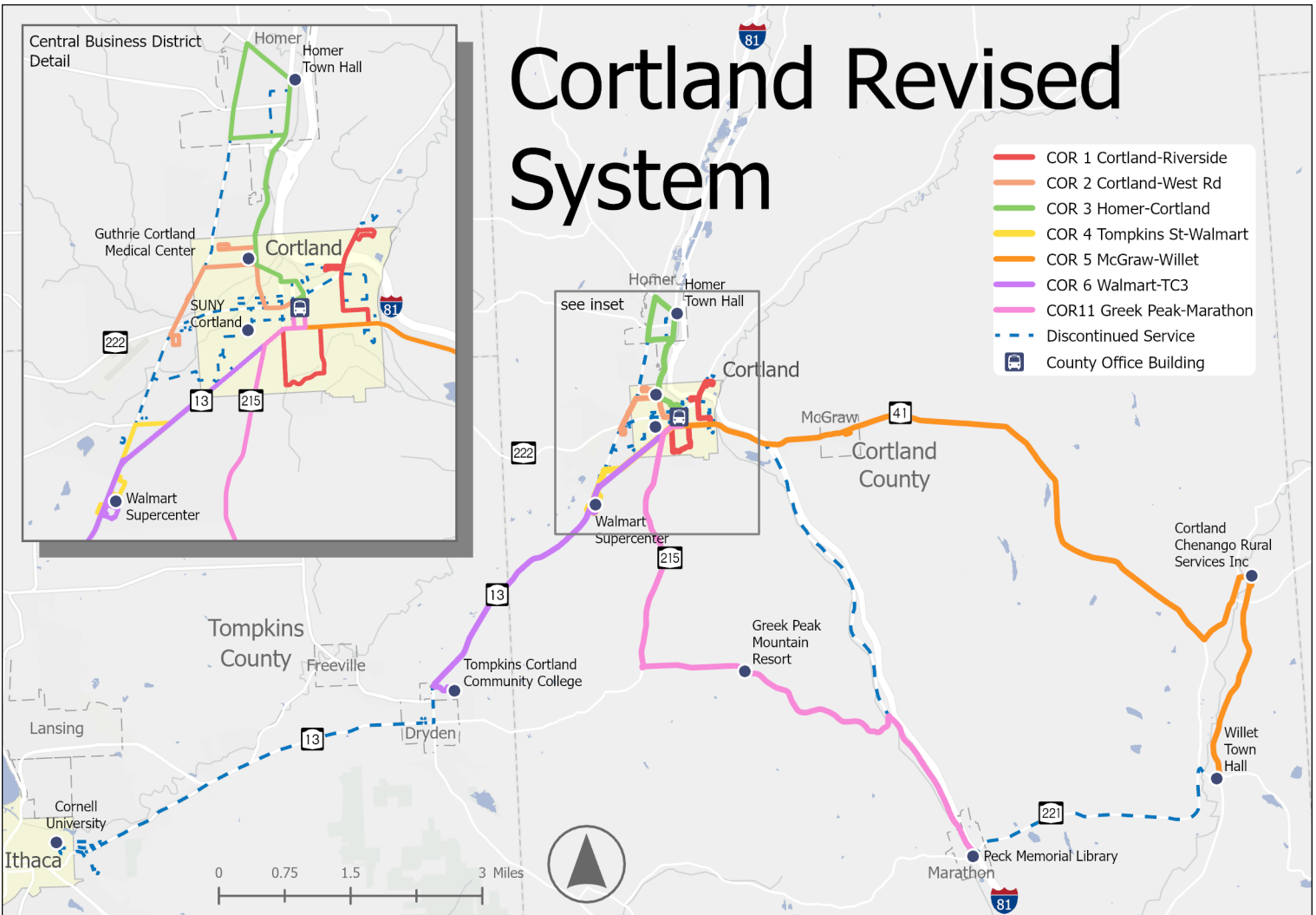
Increased frequency, added 2 round trips per day

6

6/29/2026

COR 1 – extend route past Riverside Plaza

Customer request to serve commercial and recreational area





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What changes are being made to the farebox?

Centro of Cortland is being equipped with electronic fareboxes.

- Passes will be available for purchase on the bus and in the GoCentroBus app.
- 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.

Why is the monthly pass being discontinued?

The Monthly Pass was a legacy payment through Cortland Transit that is not part of the Centro fare structure.

Monthly passes are created manually by the Revenue Collections Department. The passes can neither be sold nor accepted by the farebox.

Discontinuing the pass will achieve fare parity with the rest of the Centro locations and save the expense of creating, distributing, and processing the passes.

What other payment options will be available?

Cash & Coins

Single Ride
Passes

Change Cards
(for cash paid
over the fare)

Day Pass
(24-hours)

10-Ride Pass

MAX Pass (7
consecutive
days)

Tap-to-Pay
(credit card,
smart devices)

Mobile Ticketing
(GoCentroBus
App)

Veterans Pass

Reduced Fare
Pass

www.Centro.org

Vendor outlets



How can I provide feedback on the proposed changes?

Comments are accepted through November 4, 2026, via our website at <https://www.centro.org/about/contact-us>, email at cnyrta@centro.org, telephone at (315) 442-3400, social media accounts (Facebook, X, and Instagram) @GoCentroBus, mail by writing to Centro, 200 Cortland Ave., Syracuse, NY 13205, or fax at (315) 442-3337.