

**Central New York Regional Transportation Authority
Measurement Report for FY-2010/11 (year ended 3/31/2011)**

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performance measure

- 1 Operating cost per revenue vehicle hour
- 2 Operating cost per passenger
- 3 Total passengers per revenue vehicle hour
- 4 Percentage of morning pull-outs met
- 5 Mean bus distance between service interruptions (miles)
- 6 Scheduled maintenance costs to total maintenance costs
- 7 Call-A-Bus ride denials
- 8 % Call-A-Bus reservation calls answered within 2 minutes
- 9 Preventable accidents per 100k miles in revenue service

	Urban fixed route and non-urban operations					Call-A-Bus paratransit			Consol. Avg Measures	
	Syracuse FR	Oswego	Cayuga	Utica FR	Rome	wt. Avg	Syr. area	Utica area	wt. Avg	
1	\$119.69	\$94.54	\$108.41	\$92.33	\$78.20	\$111.27	\$98.27	\$100.70	\$98.67	
2	\$3.30	\$6.35	\$8.28	\$5.51	\$8.51	\$3.83	\$40.28	\$48.22	\$41.41	
3	36.2	14.9	13.1	16.8	9.2	29.0	2.4	2.1	2.4	
4										99.98%
5										20,708
6										83.2%
7									2	
8							89.9%	not avail.	note 7&8	
9										1.63

NOTES

1 and 2 are measures of system efficiency. Operating costs include a proportional allocation of Authority overhead to each operating entity, but exclude GASB 45 post-retirement benefits and depreciation expenses. Costs of the Intermodal Transportation Center and Parking subsidiaries (with a proportional allocation of Authority overhead) are not included in these measurements. [Miles and hours from Planning Department.]

3 is a measure of service effectiveness.

4 is a measure of the integrity of Centro services to the public, reflecting the percentage of scheduled bus trips that pulled out of the garages on time (both driver and bus were available and on time).

5 is a measure of service reliability - the average distance between component failures which caused a bus to not start or finish its assigned run (National Transit Database definition). [Data from Centro Maintenance Information System.]

6 is a measure of the effectiveness of Centro's preventative maintenance program based on work order activity - what were the costs of work orders for "Scheduled" maintenance (as opposed to "Unscheduled" [unplanned] repairs) as a percentage of the value of all work orders. The higher the percentage, the better. [Data from Centro Maintenance Information System.]

7 and 8 are measures considered to be of key importance by the Federal Transit Administration with regard to paratransit service required under the Americans with Disabilities Act of 1990. The lower the denials, the better; the higher the % of reservation calls answered within the 2 minute goal, the better. Total trips scheduled for the combined Call-A-Bus operations were 196,047 combined Syracuse and Utica for the year ended 3/31/2011. Call-A-Bus in Utica had a new "smart" phone system installed during the year; % call wait times < 2 minutes will be included in weighted avg for total Call-A-Bus paratransit next year (ending 3/31/2012).

9 is a measure of system safety. [Miles from Planning Department, preventable accidents from Operations.]

"Syracuse FR" is the CNY Centro medium-sized urban area fixed-route operation in Onondaga County.

"Oswego" is the entire Centro of Oswego non-urbanized area operation in Oswego County which includes fixed route service plus complementary paratransit component.

"Cayuga" is the entire Centro of Cayuga non-urbanized area operation in Cayuga County which includes fixed route service plus complementary paratransit component.

"Utica FR" is the small urbanized area fixed-route operation in the City of Utica and surrounding towns.

"Rome" is the non-urbanized area operation in the City of Rome and includes fixed route service plus complementary paratransit component.

"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."