



Central New York  
Regional Transportation Authority



**CNYRTA Measurement Report**  
**Fiscal Year Ending**  
**March 31, 2021**

May 21, 2021

## **Performance Measurement Requirements**

Public Authorities Law §2824-a, and corresponding Authorities Budget Office (ABO) policy guidance 10-02, define the responsibilities of Public Authorities with regard to the development and ongoing management of mission statements and performance measurements.

Authorities are required to adopt a mission statement in line with their legislated purpose, and develop performance measures to assist the Authority in achieving said mission statement. The Board of Members must review performance measure results annually for continued applicability and usefulness in achieving the defined mission statement.

## **CNYRTA Mission Statement**

The CNYRTA mission statement - originally developed and finalized in 1995, and reaffirmed by unanimous Board Motion on March 26, 2010 – was developed to state:

*“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 mission statement remains fully applicable to the legislated purpose of the CNYRTA - “the continuance, further development and improvement of transportation and other services related thereto within the transportation district.” The mission statement is posted on the CNYRTA website, and consistently throughout all Centro facilities and the CNYRTA Comprehensive Annual report. Any changes to the mission statement must be reviewed, approved and formally adopted by the CNYRTA Board of Members.

## **CNYRTA Performance Measurements**

During the FY 2020-21, the CNYRTA Executive Management Team reviewed the CNYRTA’s defined performance measures as part of the redevelopment of the organization’s comprehensive strategic plan. The resulting list of defined performance measures is routinely evaluated and used for internal analysis and monitoring of Centro services its mission.

Included in the ongoing evaluation are measurements of ridership and service efficiency, operating performance and customer service, and service safety. When applicable, measurements are calculated individually per company; CNY Centro, Centro Oswego, Centro Cayuga, Centro Oneida and for CNYRTA’s paratransit service Call-A-Bus. Results are also calculated on a consolidated basis and consolidated for fixed route service only.

Measurements are calculated using data provided from required departments at the CNYRTA including Accounting, Customer Service, Maintenance, Operations and Service Development. All data is reviewed prior to calculating quarterly and annual performance measures. Measurement reports are reviewed internally on an ongoing basis and are therefore prepared using current cost data from unaudited financial statements. In the event a change to year end audited financial statements is significant enough to result in a change to annually reported performance measures, this report will be updated.

**FYE 2021 Measurement Results**

<b><u>CNYRTA Performance Measures</u></b>	<b>Consolidated</b>	<b>CNY Centro</b>	<b>Oswego</b>	<b>Cayuga</b>	<b>Oneida</b>	<b>Fixed Consolidated</b>	<b>Call-A-Bus</b>
<b>Total Ridership</b>	3,252,148	2,302,404	108,956	139,058	591,567	3,141,985	110,163
1 - Passengers Per Revenue Hour	7.76	10.27	4.34	6.29	7.84	9.06	1.53
2 - Operating Costs Per Revenue Vehicle Hour	\$166.20	\$197.49	\$128.52	\$136.60	\$147.99	\$177.84	\$110.16
3 - Operating Costs Per Passenger	\$21.40	\$19.22	\$29.60	\$21.71	\$18.88	\$19.63	\$72.09
4 - Average Fare Per Passenger	\$2.23	\$2.65	\$3.58	\$0.85	\$0.61	\$2.22	\$2.61
5 - Subsidy Per Passenger	\$19.17	\$16.57	\$26.02	\$20.86	\$18.27	\$17.41	\$69.48
6 - Farebox Recovery Ratio	10.4%	13.8%	12.1%	3.9%	3.2%	11.3%	3.6%
7 - Complaints Per 1,000 Riders	.155						
8 - % Pull Outs Made	99.8%						
9 - % of Scheduled to Unscheduled Maintenance Costs	88.8%						
10 - Mean Distance Between Service Interruptions	27,467.63						
11 - Preventable Accidents Per 100K miles	2.74						
12 - Non-Preventable Accidents Per 100K miles	1.53						
13 - Call-A-Bus Ride Denials	0						
14 - Call-A-Bus Call Waiting Time (Answered within 2 minutes)	86.30%						

**Measurement Detail:**

1. Passengers Per Revenue Hour:	Standard measure of system effectiveness. Average number of passengers riding the transit service per revenue hour.
2. &3. Operating Cost per Revenue Vehicle Hour & Passenger:	Standard measure of system efficiency. Includes all costs less depreciation and GASB 68 pension entries to provide average costs per revenue hour & passenger.
4. Average Fare Per Passenger:	Measure of system cost effectiveness. Shows on average how much is collected per passenger between contracts, fare collection and other revenues.
5. Total Subsidy per Passenger:	Measure of how much subsidy funding is needed to support each passenger ride on the system.
6. Farebox Recovery Ratio:	Measure of cost efficiency expressed as a percentage of the total cost that is recovered through the farebox including pass sales and Revenue Service Contracts.
7. Valid Complaints per 1,000 Riders:	Measure of service professionalism. How many valid customer complaints are received every 1,000 riders.
8. Pull-Outs Made Percentage:	Measure of operating performance showing the percent of pull-outs made out of how many were scheduled.
9. Scheduled Maintenance to Total Maintenance Costs	Measure of the effectiveness of preventative maintenance. The higher the percentage, the lower the cost of unscheduled repairs and mechanical failures.

10. Mean Distance Between Service Interruptions	Measure of service reliability. The number of miles CNYRTA service travels on average without a disruption due to a mechanical or component failure occurring causing a bus to not be able to start or complete its assigned work.
11 & 12. Preventable & Non-Preventable Accidents Per 100,000 Revenue Miles	Measure of service safety. Showing on average how many preventable and non-preventable accidents (per PTSB and NTD definitions) occur every 100,000 miles in revenue service.
13. # of Ride Denials	Measure of service availability and compliance for paratransit services. The goal is 0 denials. This is a key measure per the FTA with regard to paratransit service required under the ADA.
14. Call-A-Bus Call Waiting Time < 2 minutes	Measure of service professionalism for paratransit services. The goal is to have at least 85% of CAB calls answered within 2 minutes to provide the most accessible service available.

**FYE 2021 Analysis & Comparison**

As expected, due to the ongoing COVID-19 global pandemic, FYE 2021 saw significant variances from FYE 2020 performance results. The pandemic presented a number of unique challenges that impacted each measurement category in some way.

*Ridership & Service Efficiency:*

Service efficiency is measured primarily by ridership and service costs. During the FYE 2021, multiple factors related to the COVID-19 pandemic directly affected the total service cost and ridership categories. For example;

- On March 27, 2020 Centro temporarily suspended fare collection and required rear boarding on its transit service. Fare collection was suspended until June 15<sup>th</sup>, in Onondaga, Oswego and Cayuga Counties and August 24<sup>th</sup> in Oneida County.
- On April 9, 2020 Centro temporarily reduced service to an enhanced Saturday schedule on weekdays as a result of workforce availability.
- The 2020 New York State Fair was cancelled.

Total there was roughly a 67% decrease in consolidated ridership, and an increase of almost 200% in operating cost per passenger. Although service hours were reduced, there was not a significant reduction in operating costs due to continued payroll through COVID quarantines, and increased costs for cleaning equipment and supplies, PPE, and overtime to ensure proper sanitizing.

Combined with a farebox recovery ratio of 10.43%, down 50% from FYE 2020, the CNRYTA saw an increase of 236.3% in necessary subsidy per passenger. This increase in required subsidy was offset by the various Federal COVID relief funds received throughout the year.

<i>Measurement</i>	<i>FYE 2021</i>	<i>FYE 2020</i>	<i>Variance</i>
Total Ridership	3,252,148	9,969,817	(67.4%)
Operating Cost Per Passenger	\$21.40	\$7.23	196.1%
Fare Recovery Ratio	10.4%	21.2%	(50.8%)
Subsidy Per Passenger	\$19.17	\$5.70	236.3%

*Operating Performance, Professionalism & Safety*

The COVID-19 pandemic continues to impact the CNYRTA workforce, resulting in a minor decrease in the FYE 2021 pull-outs made percentage; however, it remains strong at 99.8% of pull outs met. Complaints per 1,000 rides increased slightly across all companies; primarily due to complaints regarding masks.

All other performance and professionalism criteria saw improvements including a reduction in preventable and non-preventable accidents per 100,000 revenue miles and a 52.8% increase in the number of miles between service breakdowns from 17,375 to 27,467.63. Additionally, both Call-A-Bus para-transit specific goals were met with 0 ride denials and an 86.3% ratio of calls answered within 2 minutes.

**Conclusion**

All FYE 2021 performance measurements and variations from prior year are reasonable in consideration of the COVID-19 pandemic. As of March 2020, ridership was on the rise. Although it is not expected to return to pre-pandemic levels in FYE 22, ridership is expected to continue on an upward trend. The CNYRTA Executive Management team continues to review and monitor changes to ridership and measurement trends as the effects of the COVID-19 global pandemic continue.