

The Central New York Regional Transportation Authority

Measurement Report Fiscal Year Ending March 31, 2024



June 21, 2024

Performance Measurement Requirements

Public Authorities Law §2824-a, and corresponding Authorities Budget Office (ABO) policy guidance 10-02, define the responsibilities of Public Authorities regarding 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 these performance measures and results annually.

CNYRTA Mission Statement

The legislated purpose of the CNYRTA is - “the continuance, further development and improvement of transportation and other services related thereto within the transportation district.” The current CNYRTA mission statement - originally developed in 1995, and reaffirmed by unanimous Board Motion on March 26, 2010 – states:

“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.”

CNYRTA Performance Measurements FYE 2024

To assess performance in line with its current mission statement, the CNYRTA evaluates measurements within three primary categories: **ridership**, **service efficiency**, and **operating performance**.

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 fixed route consolidated basis and consolidated with paratransit services. Measurements are calculated using data provided from required departments at the CNYRTA. Financial data is prepared using current cost data from unaudited financial statements.

	Consolidated	CNY Centro	Oneida	Oswego	Cayuga	Fixed Consolidated	Call-A-Bus
Total Ridership	7,276,072	5,897,215	700,937	300,731	175,995	7,074,878	201,194
1. Passengers Per Revenue Hour	15.91	27.8	9.44	10.66	7.19	20.87	1.7
2. Operating Costs Per Revenue Vehicle Hour	\$169.15	\$216.29	\$166.21	\$136.44	\$129.57	\$192.42	\$102.39
3. Operating Costs Per Passenger	\$10.63	\$7.78	\$17.60	\$12.80	\$18.02	\$9.22	\$60.16
4. Average Fare Per Passenger	\$1.55	\$1.60	\$0.93	\$1.88	\$0.99	\$1.53	\$2.41
5. Subsidy Per Passenger	\$9.08	\$6.18	\$16.67	\$10.92	\$17.03	\$7.69	\$57.75
6. Farebox Recovery Ratio	14.6%	20.5%	5.3%	14.7%	5.5%	16.6%	4.0%
7. Complaints Per 1,000 Rides	0.06						
8. Pull Outs Met	99.8%						
9. Scheduled to Unscheduled Maintenance	92.0%						
10. Distance Between Service Interruptions	27,340.64						
11. Preventable Accidents Per 100K miles	3.53						
12. Non-Preventable Accidents Per 100K miles	3.06						
13. Paratransit Ride Denials	1						
14. Paratransit Call Waiting Time	78.90%						

Measurement Definitions

Service Efficiency	
1. Passengers Per Revenue Hour	Average number of passengers per revenue hour.
2. Operating Cost per Revenue Hour	Cost per passenger/revenue hour - includes all costs less depreciation and GASB 68 pension entries.
3. Operating Cost per Passenger	
4. Average Fare Per Passenger	Average revenue collected per passenger – includes contracts, fares, and directly generated revenues.
5. Subsidy per Passenger	Average subsidy needed per passenger.
6. Farebox Recovery Ratio	Percentage of total operating cost that is recovered through directly generated revenues (contracts, fares, advertising).
Operating Performance	
7. Complaints per 1,000 Rides	Number of valid customer complaints received every 1,000 rides.
8. Pull-Outs Met Percentage	Operating performance - percent of pull-outs made vs. scheduled.
9. Scheduled v. Unscheduled Maint.	Percentage of preventative to unscheduled maintenance costs.
10. Service Interruptions	Average distance in miles between major service interruptions due to a mechanical or component failure.
11. Accidents per 100,000 Miles (prev.)	Average preventable and non-preventable accidents (per PTSB and NTD definitions) occurring every 100,000 miles in revenue service.
12. Accidents Per 100,000 Miles (non)	
13. Ride Denials	Number of denied paratransit rides.
14. Call Waiting Time < 2 minutes	Percent of paratransit calls answered within 2 minutes.

All FYE 2024 performance measurements and variations from prior year appear reasonable and in line with expectations.