

**Central New York Regional Transportation Authority
Measurement Report for FY-2019/20 (year ended 3/31/2020)**

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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 (urbanized areas)
- 5 Mean bus distance between service interruptions (miles)
- 6 Scheduled maintenance costs to total maintenance costs
- 7 Number of 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 operations				
CNY Centro	OSWEGO	CAYUGA	ONEIDA	wt. Avg	CNY Centro	OSWEGO	CAYUGA	ONEIDA	wt. Avg
\$162.32	\$126.73	\$108.51	\$163.34	\$150.91	\$91.90	\$91.02	\$97.40	\$98.67	\$ 97.40
\$5.66	\$6.91	\$10.03	\$11.24	\$6.42	\$50.98	\$100.48	\$55.93	\$60.31	\$53.57
28.7	16.1	10.7	12.6	23.5	1.8	2.5	1.8	2.4	1.82
100.00%			100.00%						

17,375
81%
8
88%
0

Explanation of Measurements

1 and **2** are standard transit measures of system efficiency. Operating costs include a proportional allocation of Authority overhead to each operating entity, but exclude GASB 75 post-retirement benefits, GASB 68 pension benefit 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. [Passenger, miles and hours statistics provided by the Planning Department]

3 is a measure of service effectiveness.

4 is a measure of the integrity of Centro services to the public, reflecting the % of scheduled morning peak bus trips that pulled out of the garages on time (meaning that both driver and bus were available and on time). There were approximately 33,794 morning pullouts in urbanized service in Syracuse and Oneida during the year, with 14 missed.

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 obtained from Maintenance Department using the Centro Maintenance Information System.]

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

7 and **8** are measures considered to be of key importance by the Federal Transit Administration (FTA) associated with paratransit service required by the Americans with Disabilities Act of 1990 (ADA). The fewer ride denials, the better; the higher the % of reservation calls answered within the 2 minute goal, the better. The CNYRTA goal is to answer 85% of the calls within 2 minutes. Total trips scheduled for the combined Call-A-Bus operations during this period were 214,520 for the year ended 3/31/2019. With only 8 denials, the denial rate was 0 or 0%.

9 is a broad measure of system safety, but adheres to a very stringent definition of what is "preventable", in accordance with the Public Transportation Safety Board (PTSB) of New York State. [Miles obtained from Planning Department, preventable accidents provided by Operations Department]