

The Central New York Regional Transportation Authority

Measurement Report Fiscal Year Ending March 31, 2025



June 20, 2025

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 and vision statements - originally developed in 2024, and affirmed by unanimous Board Motion on August 23, 2024 – states:

Mission

“To be a driving force moving communities forward.”

CNYRTA Performance Measurements FYE 2025

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	Cortland	Fixed Consolidated	Call-A-Bus
Total Ridership	7,499,40	5,996,55	786,933	308,17	181,86	284	7,273,81	225,58
1. Passengers Per Revenue Hour	16.16	28.21	10.84	10.99	7.42	4.24	21.54	1.78
2. Operating Costs Per Revenue Vehicle Hour	\$182.18	\$242.59	\$171.22	\$154.0	\$144.2	\$2,733.5	\$213.27	\$99.10
3. Operating Costs Per Passenger	\$11.28	\$8.60	\$15.79	\$14.02	\$19.43	\$644.88	\$9.90	\$55.52
4. Average Fare Per Passenger	\$1.63	\$1.62	\$0.98	\$1.92	\$0.95	\$6.13	\$1.54	\$2.14
5. Subsidy Per Passenger	\$9.65	\$6.98	\$14.81	\$12.09	\$18.48	\$638.76	\$8.36	\$53.38
6. Farebox Recovery Ratio	14.4%	18.8%	6.2%	13.7%	4.9%	1.0%	15.6%	3.9%
7. Complaints Per 1,000 Rides	0.05							
8. Pull Outs Met	99.8%							
9. Scheduled to Unscheduled Maintenance	91.2%							
10. Distance Between Service Interruptions	26,174.9							
11. Preventable Accidents Per 100K miles	3.38							
12. Non-Preventable Accidents Per 100K	3.18							
13. Paratransit Ride Denials	2.00							
14. Paratransit Call Waiting Time	71.42%							

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.

Oneida County:

Ridership in Oneida County is up 12% over last year. Additionally, their passengers per revenue hour have increased by 14% (from 9.44 to 10.84). Both of these increases can be attributed to the redesign of the system in Rome.

Cortland County:

Operations during this period for Cortland County was only one day (March 31, 2025).

All other FYE 2025 performance measurements and variations from prior year appear reasonable and in line with expectations.