

The Central New York Regional Transportation Authority

Measurement Report Fiscal Year Ending March 31, 2026



May 29, 2026

New York Statutory and Authorities Budget Office Requirements

Public Authorities Law §2824-A and Authorities Budget Office (ABO) Policy Guidance 10-02 require Public Authorities to:

- Adopt a mission statement consistent with their legislated purpose;
- Establish performance measurements to evaluate progress toward achieving that mission; and
- Conduct an annual Board of Members review of the mission statement, performance measures and results.

This report summarizes the CNYRTA's mission, performance measurement framework and performance outcomes for the fiscal year ending 2026.

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."*

In alignment with its legislated purpose, the CNYRTA adopted its current Mission Statement in 2024, affirmed by unanimous Board Motion on August 23, 2024: ***"To be a driving force moving communities forward."***

CNYRTA Performance Measurement Framework

To assess performance in support of its mission, the CNYRTA uses a structured framework of performance measurements organized into three primary categories:

- **Ridership**
- **Service Efficiency**
- **Operating Performance.**

Where applicable, performance metrics are calculated **separately for each operating company**:

- CNY Centro, Inc.
- Centro of Oswego, Inc.
- Centro of Cayuga, Inc.
- Centro of Oneida, Inc.
- Centro of Cortland, Inc.

In addition to analysis by individual operating company, results are also presented:

- On a **consolidated fixed-route basis**; and
- On a **fully consolidated basis**, which includes paratransit service provided by Centro Call-A-Bus, Inc.

All performance measurements are derived from operational data provided by relevant CNYRTA departments. Financial performance metrics are based on current cost data drawn from unaudited financial statements.

Annual Board of Members Review

Consistent with statutory and ABO requirements, this report documents the annual Board of Members review of the CNYRTA mission statement, performance measurement framework and performance results.

CNYRTA Performance Results – Fiscal Year Ending 2026

	Fully Consolidated	Onondaga	Oneida	Oswego	Cayuga	Cortland	Fixed-Route Consolidated	Call-A-Bus
Total Ridership	7,858,198	6,211,365	864,888	285,120	193,748	52,692	7,607,813	250,385
1. Passengers Per Revenue Hour	16.19	28.44	11.63	10.45	7.90	3.11	21.05	2.02
2. Operating Costs Per Revenue Vehicle Hour	\$181.89	\$235.01	\$175.14	\$152.84	\$141.58	\$137.87	\$205.61	\$112.62
3. Operating Costs Per Passenger	\$11.23	\$8.26	\$15.06	\$14.62	\$17.92	\$44.29	\$9.77	\$55.67
4. Average Fare Per Passenger	\$1.73	\$1.76	\$1.04	\$1.85	\$0.96	\$1.36	\$1.66	\$2.11
5. Subsidy Per Passenger	\$9.50	\$6.51	\$14.02	\$12.77	\$16.95	\$42.93	\$8.11	\$53.56
6. Farebox Recovery Ratio	15.4%	21.3%	6.9%	12.6%	5.4%	3.1%	16.9%	3.8%
7. Complaints Per 1,000 Rides	0.07							
8. Percentage of Pull-Outs Made	99.9%							
9. Scheduled to Unscheduled Maintenance Costs	92.9%							
10. Mean Distance Between Service Interruptions	29,167.96							
11. Preventable Accidents Per 100K miles	3.46							
12. Non-Preventable Accidents Per 100K miles	3.73							
13. Paratransit Ride Denials	0.00							
14. % Paratransit Call Waiting Times < 2 minutes	77.58%							

Measurement Definitions

Service Efficiency	
1. Passengers Per Revenue Hour	Average number of passengers for every hour the vehicle is in active service.
2. Operating Costs per Revenue Vehicle Hour	Operating expenses divided by the total number of vehicle revenue hours.
3. Operating Costs per Passenger	Operating expenses divided by the total number of passengers. <i>Both include all costs less depreciation and GASB 68 pension entries.</i>
4. Average Fare Per Passenger	Average fare revenue collected per passenger. <i>Includes contracts, fares, and directly generated revenues.</i>
5. Subsidy per Passenger	Average funding, not covered by the fare, required per passenger.
6. Farebox Recovery Ratio	Percentage of total operating expenses recovered through directly generated revenues (contracts, fares and advertising).
Operating Performance	
7. Complaints per 1,000 Rides	Number of valid customer complaints received for every 1,000 rides.
8. Percentage of Pull-Outs Made	Percentage of successful vehicle pull-outs compared to the total scheduled.
9. Percentage of Scheduled to Unscheduled Maintenance Costs	Percentage of scheduled preventative maintenance costs compared to unscheduled emergency or breakdown repair maintenance costs.
10. Mean Distance between Service Interruptions	Average distance in miles traveled between major service interruptions due to a mechanical or component failure.
11. Preventable Accidents per 100K miles	Average rate of preventable accident per 100K miles in revenue service.
12. Non-Preventable Accidents per 100K miles	Average rate of non-preventable accidents per 100K miles in revenue service. <i>Both per PTSB & NTD definitions.</i>
13. Paratransit Ride Denials	Number of requested paratransit rides not provided or scheduled.
14. % Paratransit Call Waiting Times < 2 minutes	Percentage of incoming paratransit calls answered within 2 minutes.

Variances and Explanations

Onondaga County:

Strong improvements were noted across almost all metrics.

Oneida County:

Ridership increased by 10% over the prior year. Productivity improved, costs per passenger decreased and a slight improvement was noted in farebox recovery.

Oswego County:

While a decrease in ridership was noted due to SUNY Oswego contract changes, city service increased overall due to the system redesign.

Cayuga County:

Ridership increased and productivity improved.

Cortland County:

Performance metrics for the current year more accurately reflect the service provided, as the system has completed a full year of operations.

Call-A-Bus:

Ridership increased and productivity improved. Service quality improved with zero ride denials this year and an 8.7% improvement in call wait time compliance over the prior year.

Fixed Route Consolidated:

Ridership increased, and both the cost per passenger and farebox recovery improved.

Fully Consolidated:

Ridership increased by 4.8% over the prior year. Improvements were also noted in the operating cost per passenger and financial performance.

Systemwide performance reflects several positive trends. Ridership increased across most systems. This growth, combined with stronger cost management, resulted in enhanced operating efficiency and improved farebox recovery. The fixed-route network is getting stronger, with Onondaga County demonstrating significant performance gains. In general, the FYE 2026 performance measurements and variations from prior year appear reasonable and in line with expectations.