

Authority Mission Statement and Performance Measurements

Name of Public Authority:

Central New York Regional Transportation Authority (CNYRTA)
P.O. Box 820 Syracuse, NY 13205-0820

Public Authority's Mission Statement:

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.

This Mission Statement was first created in 1994 and remains fully applicable to the Authority's legislated purposes: "the continuance, further development and improvement of transportation and other services related thereto within the transportation district". The Mission Statement has been published on the first page of the CNYRTA's Annual Report since 1996, and is contained in the "About Us" section of the CNYRTA's website, www.centro.org.

Date Adopted:

The Mission Statement was finalized in 1995 and affixed to the CNYRTA Board Room wall where it has remained since. It was reaffirmed by unanimous Board Motion on March 26, 2010.

List of Performance Goals:

Among the standards by which the CNYRTA measures itself in relation to its mission are:

- Operating cost per revenue vehicle hour
- Operating cost per passenger
- Passengers per revenue vehicle hour
- % of daily morning peak pull-outs met
- Mean bus distance travelled between service interruption
- Scheduled maintenance cost to total maintenance cost in work order system
- Call-A-Bus (ADA paratransit) ride denials
- Call-A-Bus (ADA paratransit) phone reservation call waiting time
- Preventable accidents per 100,000 miles in revenue vehicle service