

# Authority Mission Statement and Performance Measurements

**Name of Public Authority:** Rochester Genesee Regional Transportation Authority

## **Public Authority's Mission/Vision Statement:**

### Mission Statement

To provide public transportation services and commit to continuous improvement of such services in the greater Rochester region.

### Vision Statement

RGRTA will become recognized as an industry leader of public transportation assessed by the use of a proactive measurement system.

RGRTA will continue to provide efficient, cost-effective, sustainable public transportation with a commitment to customer satisfaction.

RGRTA will maintain reasonable fares for our customers who depend on upon us for transportation and will create amenities to retain existing customers and attract new customers. RGRTA encourages involvement in creativity from highly trained, skilled and talented employees as a source of new ideas to continuously improve services for our customers.

**Date Re-Adopted:** March 4, 2010

## **List of Performance Goals:**

### **Transit Operating Performance Scorecard (TOPS)**

#### **Long Term Financial Success Metrics (Financial Performance Index – FPI)**

End of Year Net Income (Deficit):	\$(717,000)
Pension Liability Coverage:	100%
Cost Recovery Ratio:	38.1%
Available Unrestricted Net Assets:	\$17,258,000
Multi-Year Budget Projection:	\$(19,988,000)
Operating Revenue per Revenue Mile	
Regional Transit Service:	\$4.56
Lift Line:	\$.23
Batavia Bus Service:	\$1.62
Livingston Area Transportation Service:	\$2.03
Orleans Transit Service:	\$1.25
Seneca Transit Service:	\$1.05
Wayne Area Transportation Service:	\$1.38
Wyoming Transit Service:	\$.89

## **Excellence in Customer Service Metrics (Customer Service Index – CSI)**

### **Regional Transit Service**

Average hold time (seconds):	60.0
On Time Performance:	84.0%
Disabled Buses (average per day):	2.0
Cleanliness of Buses:	50.0%
Passups (avg. per day):	4.5
Missed Trips (avg. per day):	.4
Customer Satisfaction Survey:	68%

### **Lift Line**

Average hold time (seconds):	60.0
Ride Request Satisfaction:	99.9%
On Time Performance:	86.5%
Disabled Buses:	.5
Cleanliness of Buses:	85.0%
Customer Satisfaction Survey:	92.0%

### **Regional Companies**

On Time Performance:	90.0%
Disabled Buses:	1.25
Cleanliness of Buses:	90.0%
Customer Satisfaction Survey:	92.0%

## **Connecting to Communities Metrics (Connecting to Communities -CCI)**

### **Customers Per Revenue Mile**

Regional Transit Service:	3.27
Lift Line:	.12
Batavia Bus Service:	.35
Livingston Area Transportation Service:	.63
Orleans Transit Service:	.31
Seneca Transit Service:	.30
Wayne Area Transportation Service:	.20
Wyoming Transit Service:	.22
% Growth in System Wide Ridership:	-.1%
% of Locally Generated Revenue from Partnership Subsidies:	55.9%
Fare Stability:	\$1.00

## **Employee Success (Employee Success Index – ESI)**

### **Bus Operator Customer Service**

Regional Transit Service:	80.0%
Paratransit & Regional Operations:	90.0%
On Time % Lowest 20 Operators:	60.0%
On Time % Early:	5.5%
Call Center Staff Secret Shopper	
Regional Transit Service:	90.0%
Lift Line:	90.0%
Regional's:	90.0%

% Achievement of incentive opportunities

75.0%