



CDTA COMMITTEE AGENDA
Performance Monitoring/Audit Committee
Wednesday, May 21, 2025 | 12:00 pm | 110 Watervliet Ave
& Via Microsoft Teams

Committee Item	Responsibility
Call to Order	Peter Wohl
Approve Minutes of Wednesday, April 23, 2025	Peter Wohl
Audit Committee	
• Approve FY2025 Year-End Audit Draft	Mike Collins
Consent Agenda Items	
• Approve Contract for Garage Floor Resurfacing	Stacy Sansky
• Approve Contract for Call Center Software	Stacy Sansky
• Approve Maintenance Contract for Revenue Collection System	Stacy Sansky
• Approve Contract for AI Shelter Maintenance Project	Stacy Sansky
• Approve Purchase of 40' Buses	Stacy Sansky
• Approve Purchase of STAR Buses	Stacy Sansky
• Approve Resolution to Accept State Funding	Melissa Shanley
Administrative Discussion Items	
• Monthly Management Report	Patricia Cooper
• Monthly Non-Financial Report	Chris Desany
Next Meeting: Wednesday, June 18, 2025, at 11 am via Microsoft Teams & 110 Watervliet Ave	
Adjourn	Peter Wohl

Capital District Transportation Authority

Performance Monitoring/Audit Committee

Meeting Minutes – April 23, 2025, at 12:02 PM; 110 Watervliet Avenue, Albany

In Attendance: Peter Wohl, Jayme Lahut, Denise Figueroa, Jackie McDonough; Mike Collins, Chris Desany, Lance Zarcone, Amanda Avery, Jaime Kazlo, Jon Scherzer, Dave Williams, Thomas Guggisberg, Rich Cordero, Trish Cooper, Jeremy Smith, Jack Grogan, Michael Williams, Sarah Matrose, Gary Guy, Lori Ana Valentin, Elide Oyanedel, Emily DeVito

Meeting Purpose

Regular monthly meeting of the Performance Monitoring/Audit Committee. Peter Wohl noted that a quorum was present. Minutes from March 19, 2025, meeting were reviewed and approved.

Consent Agenda Item

Approve Contract for Fuel

- Recently, the market price for diesel fuel dropped, making it attractive to lock in a long-term fuel contract.
- We were able to lock in a price of \$2.39 per gallon, a 30 cent decrease from the contract that expires in August 2026.
- A resolution to approve a six-month contract for diesel fuel to take effect on September 1, 2026, to Mirabito Energy Products of Binghamton, NY for a minimum value of \$2.7 million will be recommended to the board for approval.

Investment Committee

Annual Approval of Investment Policy

- The Public Authorities Law requires an annual review of our investment policy. Our policy explains how we invest, monitor, and report on investments.
- The policy was reviewed by our Investment Manager (Graypoint) and General Counsel for compliance.
- No changes were recommended.
- A resolution to approve the 2025 Investment Policy will be recommended to the board for approval.

Administrative Discussion Items

Fleet Inspection Annual Report

- The Transit Resource Center has completed its annual fleet maintenance audit. Key findings were that “A” defects decreased from 33 to 14, none of which were ADA related.
- Total defects are down from 463 to 373 with a total defect average of 5.3 defects per bus, compared to last year’s 6.6 defects per bus.
- The audit included positive results with facility inspections, and 93% of sampled preventive maintenance inspections were completed on time. Going forward, we will focus our proactive approach to quality assurance inspections, internal audits, training, and exterior conditions.
- The report was accepted by the Committee.

Monthly Management Report

- Patricia Cooper provided the Monthly Management Report for March. Mortgage tax receipts were under budget 3.1%, and customer fares were 4.3% under budget for the year. Facilities revenue outperformed projections by 4% for the year. Interest income was \$328k over budget due to improved cash management and favorable interest rates.
- Wages were over budget 0.5%, and workers compensation was under budget by 32.6% for the year. Other benefits were over budget 8% for the year due to timing issues.
- We ended the year with a 2% variance in our \$139 million budget.

Monthly non-financial (performance) Report

- Chris Desany gave the non-financial report for March.
- Fixed route ridership was up 6.5%; STAR ridership was up 11%; on-time performance for fixed route service was 73.6%; on-time performance in STAR decreased to 75%. We missed 0.1% of all scheduled trips.
- There were 18 preventable accidents and 20 non-preventable accidents.
- We finished the year with an all-time high ridership of 18.5 million.

Next Meeting

Wednesday, May 21, 2025, at 12:00pm via Microsoft Teams and at 110 Watervliet Ave.



CAPITAL DISTRICT TRANSPORTATION AUTHORITY

AUDIT PRESENTATION TO THE
PERFORMANCE MONITORING/AUDIT COMMITTEE
MAY 21, 2025

Seth D. Hennard, CPA
Elizabeth S. Krause, CPA

Lumsden 
McCormick 

CERTIFIED PUBLIC ACCOUNTANTS

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AUDITORS' REPORTS

- Financial audit in accordance with *Government Auditing Standards*
 - Unmodified “clean” opinion
- Federal Single Audit in accordance with the Uniform Guidance
- Data Collection Form
- New York State Single Audit
- Compliance with Investment Guidelines for Public Authorities
- National Transit Database (NTD) Report (October)
- No material weaknesses letter
- Capital Region Transportation Council Financial and Single Audit

REQUIRED COMMUNICATIONS

- Audit performed in accordance with audit plan and historical schedule; PAAA; all deadlines will be met
- No audit difficulties or disagreements
- No audit findings or issues; estimates reasonable
- L&M assists with financial statement preparation and recording and reporting related to
 - Compensated absences (GASB 101)
 - Leases (GASB 87)
 - Retiree health insurance (GASB 75)
 - Pension (GASB 68)

REQUIRED COMMUNICATIONS



- Significant disclosures

- FN 3 Change in Accounting Principle
 - Implementation of GASB 101
- FN 9 OPEB (Other post-employment benefits)
 - Total OPEB liability at March 31, 2025 totaled \$67M; \$68M at March 31, 2024
 - Assumptions consistent with 2024, except discount rate increased from 3.58% to 4.45%

- New pronouncements

- GASB 102 (2026) – *Certain Risk Disclosures*
- GASB 103 (2027) – *Financial Reporting Model Improvements*
- GASB 104 (2027) – *Disclosure of Certain Capital Assets*

AUDIT APPROACH

- Risk based, business approach
 - Communication throughout the year
 - Update understanding of controls, policies and procedures
- Significant audit areas
 - Revenue and related transactions; grants and fare collections
 - Pension, self-insurance, and other postemployment benefits accruals
 - Payroll and related, and transportation expenses
 - Cybersecurity procedures
 - Rotation of other procedures annually based on risk assessment
 - Coordination with the Internal Auditor, as necessary
- Fraud risk
 - Limited fraud procedures; no unusual items noted
 - Financial audit not designated to detect fraud

FINANCIAL SUMMARY

REVENUES & EXPENSES *(in thousands)*



For the years ended March 31,	2025	2024	Variance	
Operating revenues:				
Passenger	\$ 20,743	\$ 20,663	\$ 80	Ridership inc. (12%, 8% excluding contract)
Advertising, parking, and rentals	5,762	5,400	362	Increase from rail stations
Total operating revenues	26,505	26,063	442	
Operating expenses:				
Salaries, payroll taxes, and benefits	90,245	82,501	7,744	\$8.1m increased wages (pay rate and FTE increases in addition to more overtime) \$2.5m decrease pension expense
Other postemployment benefits	144	590	(446)	Per actuarial report
Maintenance, transportation, and ridership	49,189	59,999	(10,810)	Decreased BRT costs
Depreciation and other	30,086	28,478	1,608	Technology and maintenance services
Total operating expenses	169,664	171,568	(1,904)	
Operating loss	(143,159)	(145,505)	2,346	
Non-operating revenues, net:				
CARES, CRSSA, and ARPA	-	345	(345)	Authority's stimulus funds
BRT grants	13,491	25,593	(12,102)	Capital and operating
Other federal grants	32,630	29,428	3,202	Includes FTA, pass-through funds, and capital
State and local governmental funding	72,222	66,141	6,081	Allocated by NYS
Mortgage tax and other	16,109	16,393	(284)	Mortgage recording tax decrease
Total non-operating revenues	134,452	137,900	(3,448)	
Change in net position	\$ (8,707)	\$ (7,605)	\$ (1,102)	

FINANCIAL SUMMARY

BALANCE SHEETS *(in thousands)*

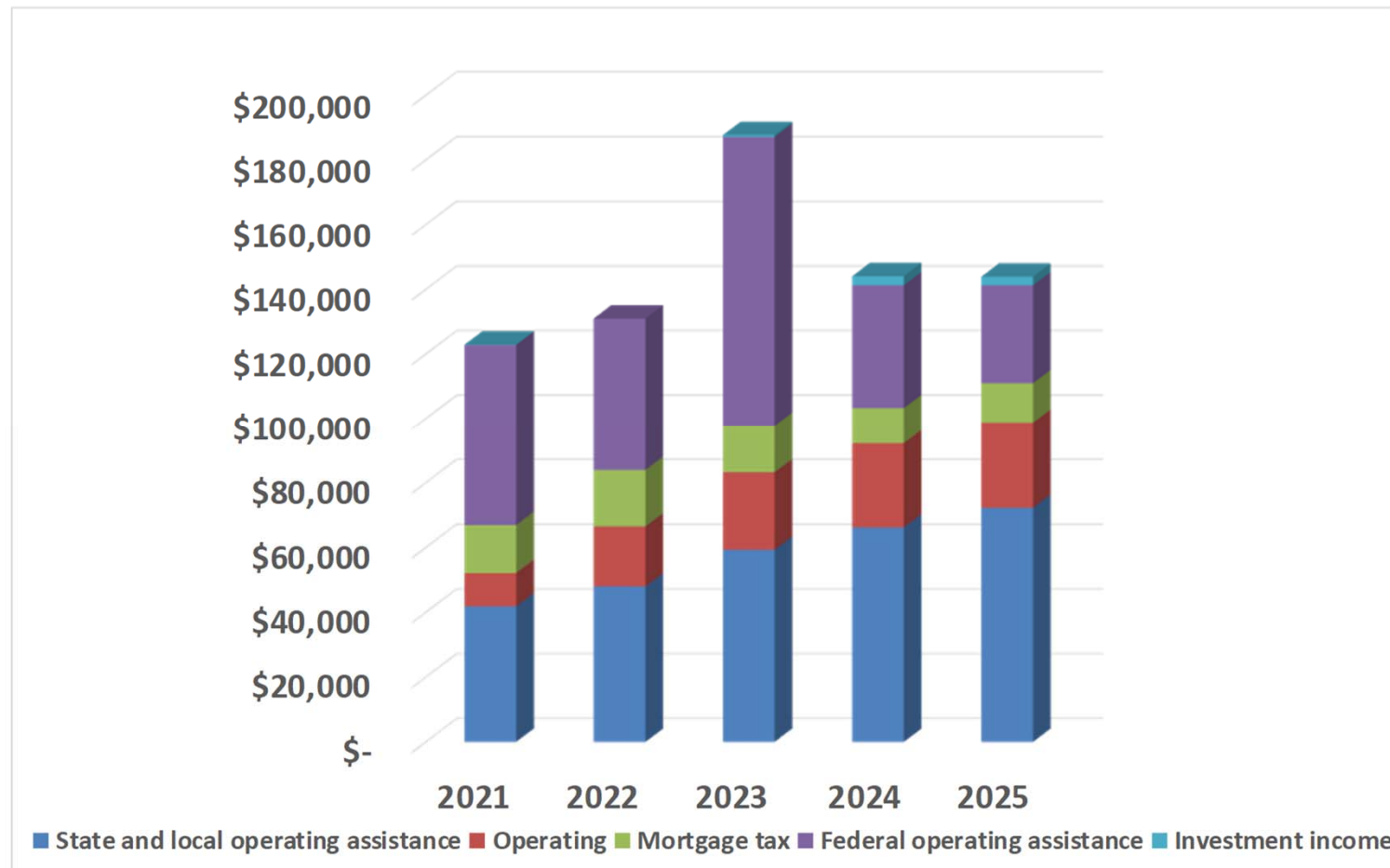


March 31,	2025	2024	
Assets			
Cash and investments	\$ 68,114	\$ 66,863	\$20.6m Cash; \$47.5m Investments
Receivables	22,862	35,074	Federal receivables decreased \$11.3m
Materials, parts, and supplies	6,382	5,939	
Capital assets, net	160,210	158,108	\$22.4m additions; \$20.3m depr.
Total assets	\$ 257,568	\$ 265,984	
Liabilities			
Accounts payable and accrued expenses	\$ 10,338	\$ 10,397	Consistent
Estimated provision for claims and settlements	9,275	10,149	Workers' comp (\$8.2m) and general liab (\$1.1m)
Capital lease obligations and term loan	15,991	11,735	\$10.5m bus lease through 2033; \$5.5m term loan
Compensated absences	8,150	8,150	GASB 101
Deferred inflows of resources related to leases	5,083	5,689	GASB 87 - NPV based on term of agreements
OPEB, net deferred inflows and outflows	94,642	97,478	Per actuary
Pension liability, net deferred inflows and outflows	2,143	1,733	Per actuary
Total liabilities	145,622	145,331	
Net position	111,946	120,653	Effect of GASB 101 - \$3.3M
Total liabilities and net position	\$ 257,568	\$ 265,984	

Capital District Transportation Authority
Five Year Comparison
2021-2025

	2021	2022	2023	2024	2025
State and local operating assistance	\$ 41,851,572	\$ 47,984,882	\$ 59,309,720	\$ 66,141,027	\$ 72,221,454
Operating	10,251,010	18,496,201	23,916,326	26,062,926	26,505,303
Mortgage recording tax	14,811,165	17,460,845	14,491,500	11,029,760	12,261,769
Federal operating assistance	55,932,062	47,037,300	89,398,631	38,023,806	30,268,173
Investment income (loss)	74,509	(412,608)	589,978	2,803,948	2,642,782
Total	\$122,920,318	\$ 130,566,620	\$ 187,706,155	\$ 144,061,467	\$ 143,899,481

Select Revenues (in thousands)

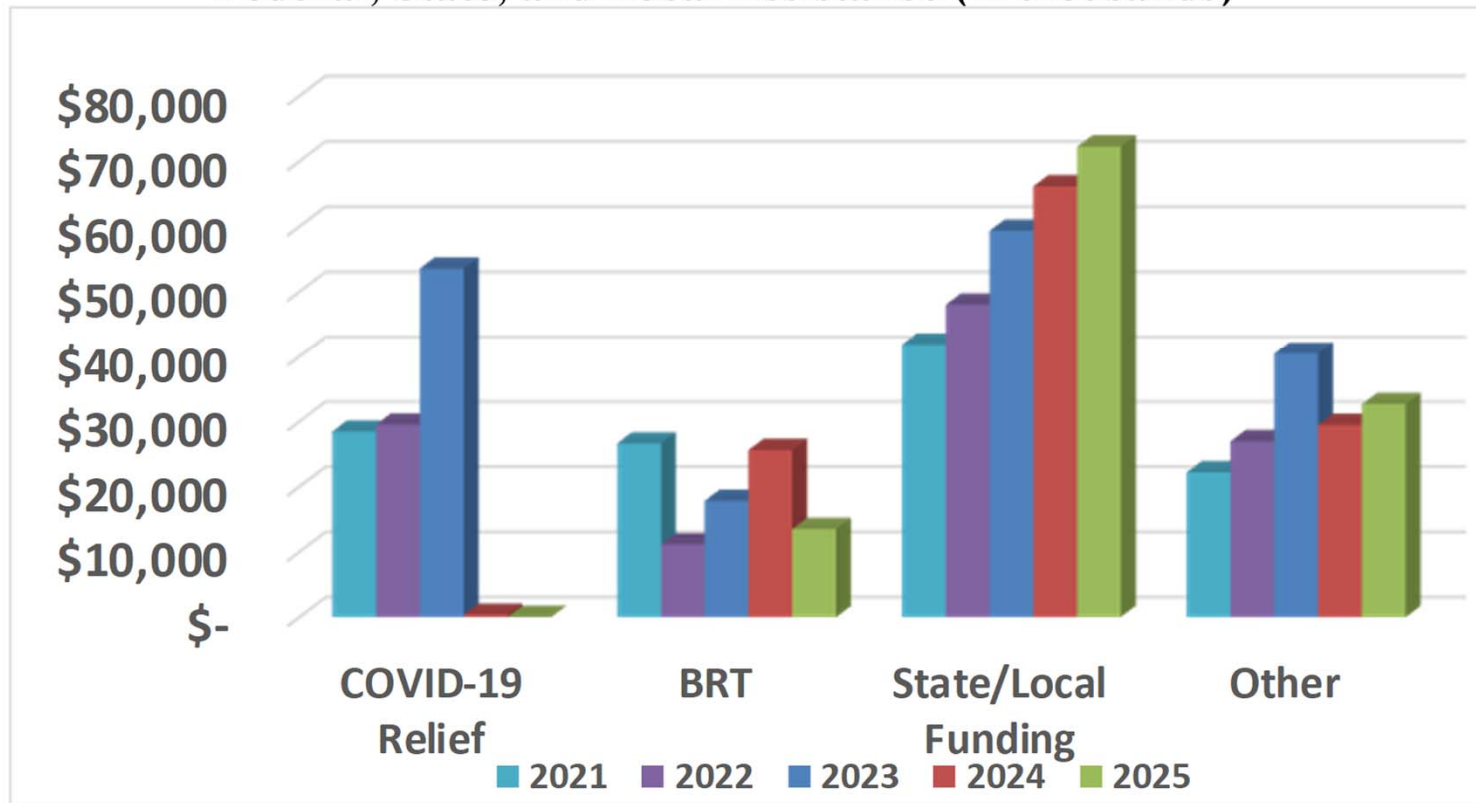


**Capital District Transportation Authority
Five Year Comparison
2021-2025**



	2021	2022	2023	2024	2025
COVID-19 Relief	\$ 28,436,102	\$ 29,514,134	\$ 53,557,681	\$ 344,899	\$ -
BRT	26,604,229	11,150,254	17,797,184	25,592,842	13,490,817
State/Local Funding	41,851,572	47,984,882	59,309,720	66,141,027	72,221,454
Other	22,176,910	26,934,792	40,428,250	29,428,606	32,630,593
Total	\$119,068,813	\$115,584,062	\$171,092,835	\$121,507,374	\$118,342,864

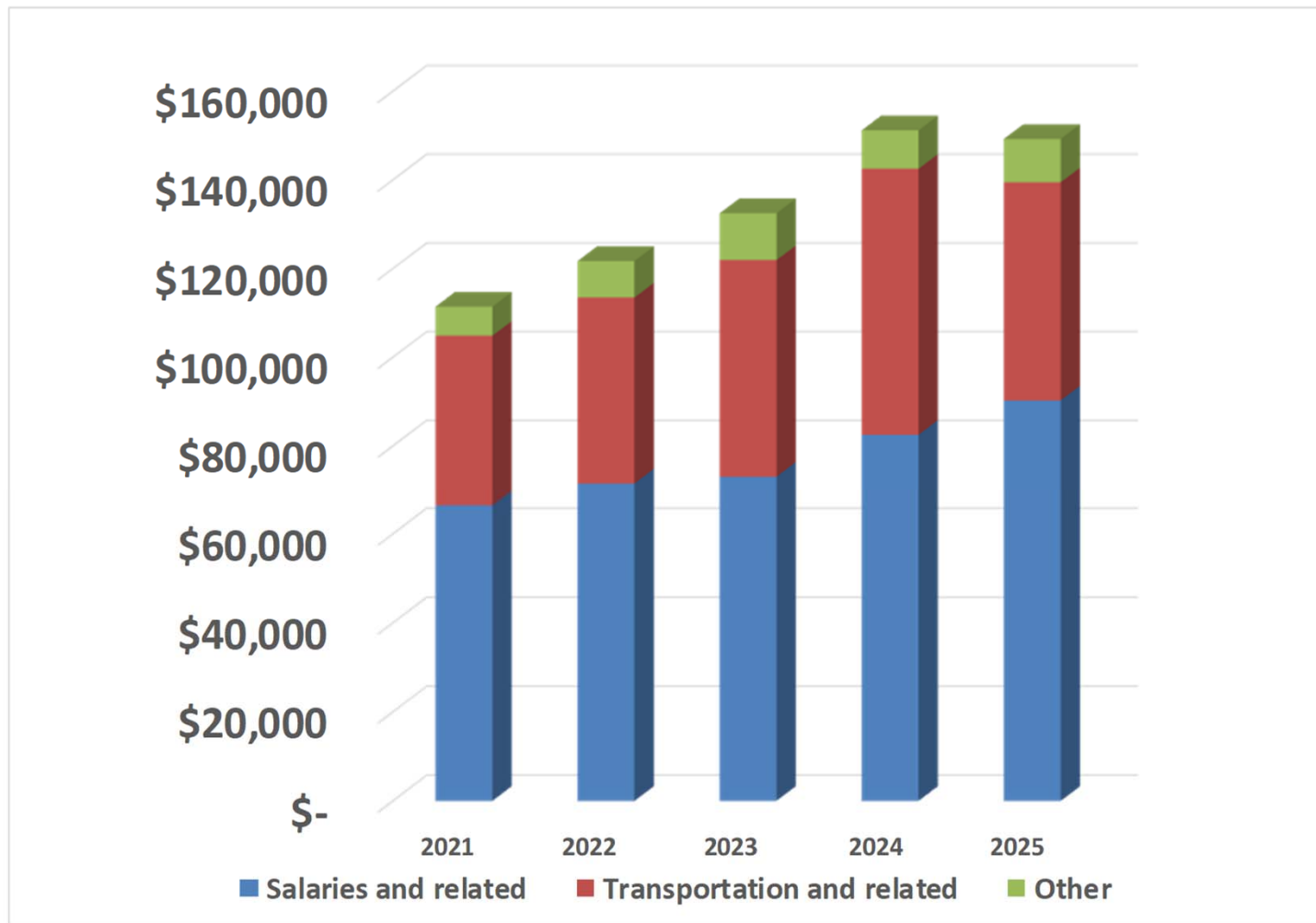
Federal, State, and Local Assistance (in thousands)



Capital District Transportation Authority
Five Year Comparison
2021-2025

	2021	2022	2023	2024	2025
Salaries and related	\$ 66,390,758	\$ 71,504,685	\$ 73,055,521	\$ 82,501,313	\$ 90,245,458
Transportation and related	38,461,186	41,946,666	48,843,664	59,998,604	49,188,397
Other	6,544,329	8,239,470	10,565,200	8,654,494	9,771,999
Total	<u>\$ 111,396,273</u>	<u>\$ 121,690,821</u>	<u>\$ 132,464,385</u>	<u>\$ 151,154,411</u>	<u>\$ 149,205,854</u>

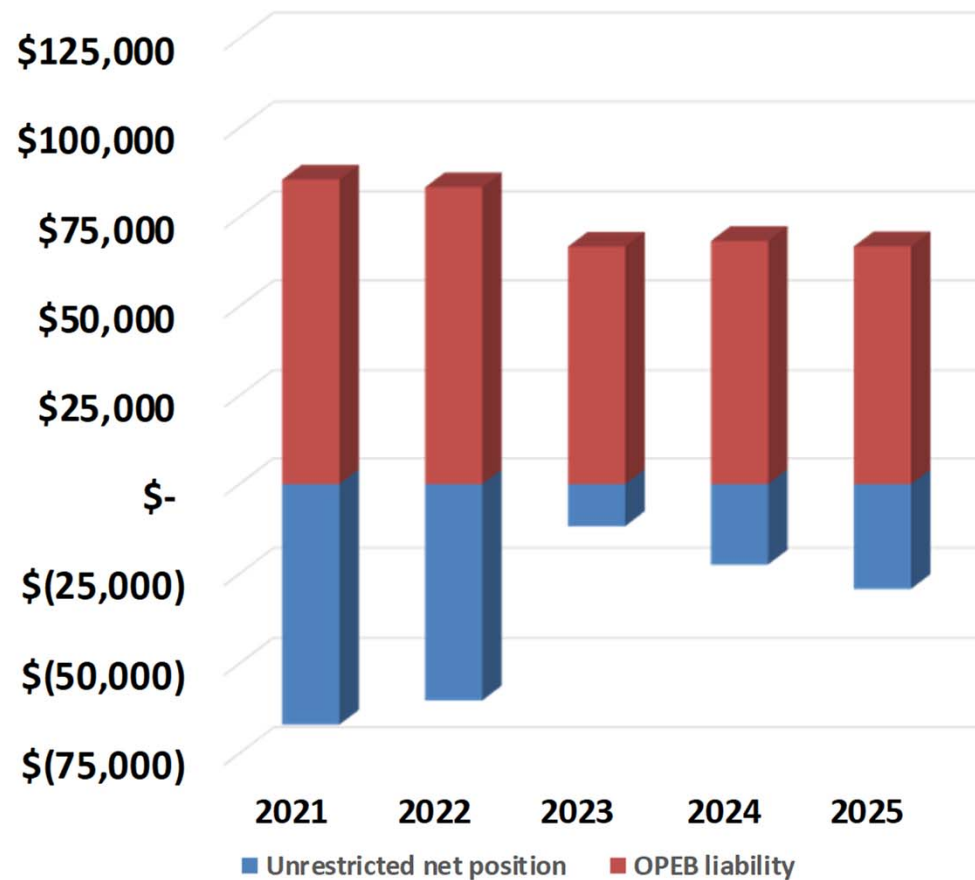
Operating Expenses excluding Other Postemployment Benefits (in thousands)



**Capital District Transportation Authority
Five Year Comparison
2021-2025**

	2021	2022	2023	2024	2025
Unrestricted net position	\$ (66,961,247)	\$ (60,215,633)	\$ (11,669,909)	\$ (22,404,644)	\$ (29,152,436)
Total OPEB liability	85,491,074	83,355,200	66,724,317	68,313,217	66,811,397
Total	\$ 18,529,827	\$ 23,139,567	\$ 55,054,408	\$ 45,908,573	\$ 37,658,961

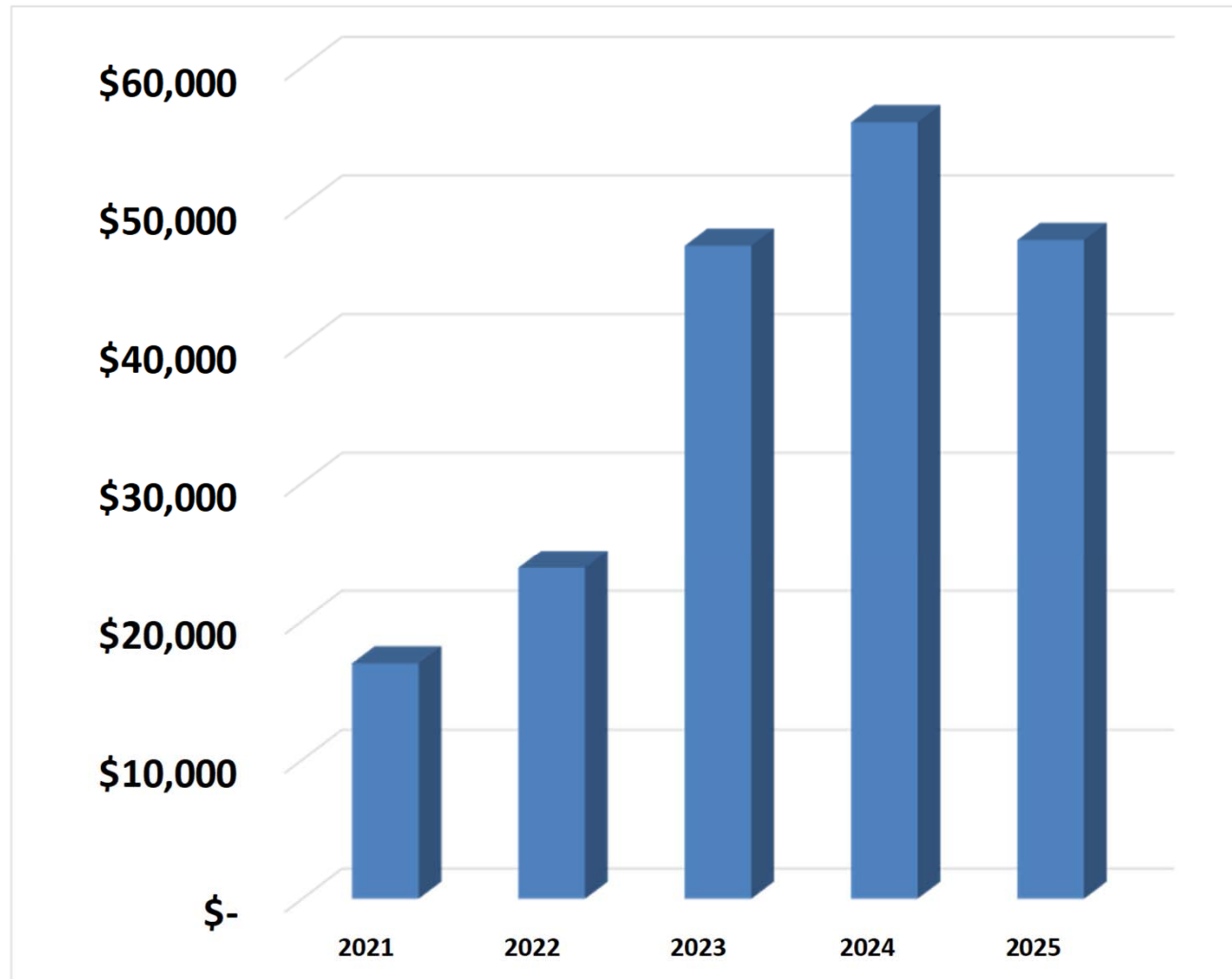
Unrestricted Net Position with OPEB Liability (in thousands)



**Capital District Transportation Authority
Five Year Comparison
2021-2025**

	2021	2022	2023	2024	2025
Investments	\$ 16,938,687	\$ 23,834,232	\$ 47,112,400	\$ 56,013,080	\$ 47,521,597

Investments (in thousands)



QUESTIONS AND DISCUSSION



CERTIFIED PUBLIC ACCOUNTANTS

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Capital District Transportation Authority Agenda Action Sheet

Subject: Storage House Resurfacing
Committee: Performance Monitoring/Audit
Meeting Date: May 21, 2025

Objective of Purchase or Service:

To award a contract for replacing the trench drains and concrete surface in the Albany division bus storage house. This includes “full depth” replacement of the concrete slabs and drains, and a repair to the slab in the bus wash area.

Summary of Staff Proposal:

An Invitation for Bid (IFB) was issued for storage house resurfacing and trench drain replacement. The scope provided for furnishing equipment, materials, and personnel to perform the work. The scope was set up as three different base bids which covered three different ways to replace the concrete and drainage. An alternate was also included to repair a concrete slab in the bus wash area.

In total, 23 vendors downloaded the IFB. We received three bids.

The lowest bidder was LeChase Construction Services, LLC. LeChase previously completed the garage expansion Project at 110 Watervliet Avenue and the Facilities department is very satisfied with the work they performed. Additional references were checked and were satisfactory.

Based on the bids received, we have determined to move forward with base bid #3 and alternate #1, which includes full replacement of the slabs and drainage, and the repair of the bus wash concrete.

Financial Summary/Cost:

The bid for the work is \$2,991,000. This work is part of the Washington Western BRT project and is paid for through the CIG small starts grant.

Proposed Action:

I recommend awarding a one-year contract for bus storage floor resurfacing and trench drain replacement to LeChase Construction Services, LLC of Schenectady, NY for an amount of \$2,991,000 with a 20% contingency for a total not to exceed amount of \$3,589,200.

Manager:

Jeremy Smith, Director of Facilities

Copy: Vice President of Planning and Infrastructure

CAPITAL DISTRICT TRANSPORTATION AUTHORITY
Staff Contract Award Certification

1. TYPE OF CONTRACT (check one):

☒ Construction & Maintenance ☐ Goods, Commodities & Supplies ☐ Bus Purchase
☐ Services & Consultants ☐ Transportation & Operational Services

2. TERMS OF PERFORMANCE (check one):

☒ One-Shot Deal: Complete scope and fixed value
☐ Fixed Fee For Services: Time and materials - open value
☐ Exclusive Purchase Contract: Fixed cost for defined commodity with indefinite quantity
☐ Open Purchase Contract: Commitment on specifications and price but no obligation to buy
☐ Change Order: Add on to existing contract

3. CONTRACT VALUE:

\$3,589,200 (Not to Exceed)

4. PROCUREMENT METHOD (check one):

☐ Request for Proposals (RFP) ☒ Invitation for Bids (IFB) ☐ Other

5. TYPE OF PROCEDURE USED (check one):

☐ Micro Purchases (Purchases up to \$2,499.00) ☐ Small Purchases (\$25,000 up to \$100,000)
☒ Sealed Bid/Invitation for Bids (IFB) (Over \$100,000) ☐ Request for Proposals (RFP)
☐ Professional Services (Over \$25,000) ☐ Sole or Single Source (Non-Competitive)

6. SELECTION CRITERION USED:

Number of Proposals/Bids Solicited # 23 or **Advertised**
Number of Proposals/Bids Received # 3

Attach Summary of Bids/Proposals

7. Disadvantaged/Minority Women's Business Enterprise (D/MWBE) involvement

Are there known D/MWBEs that provide this good or service?	Yes	<u>No</u>
Number of D/MWBEs bidding/proposing		<u>0</u>
D/MWBE Certification on file?	Yes	No <u>Not Applicable</u>
Was contract awarded to a D/MWBE?	Yes	<u>No</u>
Number of D/MWBE Subcontractors		<u>2 WBE, 1 SDVOB</u>

8. LEGAL NAME and ADDRESS OF CONTRACTOR/VENDOR: **LeChase Construction Services, LLC**
220 Harborside Drive Suite 301
Schenectady, NY 12305

8. SOURCE OF FUNDS: **CIG Small Starts Grant**

9. COMPLIANCE WITH STATE AND FEDERAL RULES:

Non-Collusion Affidavit of Bidder	(<u>Yes</u> , No, N/A)
Disclosure & Certificate of Prior Non-Responsibility Determinations	(<u>Yes</u> , No, N/A)
Disclosure of Contacts (only RFPs)	(<u>Yes</u> , No, N/A)
Certification with FTA's Bus Testing Requirements	(Yes, No, <u>N/A</u>)

10. RESPONSIBLE STAFF CERTIFIES THE INTEGRITY OF THIS PROCUREMENT/CONTRACT:

Stacy Sansky, Director of Procurement DATED: **May 21, 2025**



Bid Summary



Contract Name: **Garage Floor Rehabilitation**

Contract No: **CDTA FAC 223-2000A**

Date/Time of
Opening:

April 17, 2025 1:00PM EST

Bidder Contact Information	Base Bid/Lump Sum Price	Bid Alternate- If Applicable	Subcontractors If known/as applicable (Names only)	DBE/MWBE/SDVOB Status
Name: LeChase Construction Services, LLC Address: 220 Harborside Drive Suite 301 Schenectady, NY 12309 Contact: Andrew McKay Email: andrew.mckay@lechase.com Phone: 518.388.9200	See attached price breakdown	Alternate 1: Alternate 2:	1 Cristo Demolition 2 Oggi Concrete Forms 3 Sowinski Steel 4 5	DBE __ MBE __ WBE __ SDVOB __ DBE __ MBE __ WBE __ SDVOB __ DBE __ MBE __ WBE __ SDVOB __ DBE __ MBE __ WBE __ SDVOB __ DBE __ MBE __ WBE __ SDVOB __
Name: Structural Preservation Systems, LLC Address: 39 Utter Ave Hawthorne, NJ 07506 Contact: Jamie Ram Email: msepko@structural.net 410.850.7000	See attached price breakdown	Alternate 1: Alternate 2:	1 Veteran Fencing 2 Stilsing Electric 3 JP Hogan 4 B&T Construction 5	DBE __ MBE __ WBE __ SDVOB __ DBE __ MBE __ WBE __ SDVOB __ DBE __ MBE __ WBE __ SDVOB __ DBE __ MBE __ WBE __ SDVOB __ DBE __ MBE __ WBE __ SDVOB __
Name: Gallo Construction Address: 50 Lincoln Ave Watervliet, NY 12189 Contact: Michael A Gallo Email: lradian@gallogc.com Phone: 518.273.0234	See attached price breakdown	Alternate 1: Alternate 2:	1 2 3 4 5	DBE __ MBE __ WBE __ SDVOB __ DBE __ MBE __ WBE __ SDVOB __ DBE __ MBE __ WBE __ SDVOB __ DBE __ MBE __ WBE __ SDVOB __ DBE __ MBE __ WBE __ SDVOB __
Name: Address: Contact: Email: Phone:	\$ _____ Total w/selected Alternates: \$	Alternate 1: Alternate 2:	1 2 3 4 5	DBE __ MBE __ WBE __ SDVOB __ DBE __ MBE __ WBE __ SDVOB __ DBE __ MBE __ WBE __ SDVOB __ DBE __ MBE __ WBE __ SDVOB __ DBE __ MBE __ WBE __ SDVOB __
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Name: Address: Contact: Email: Phone:	\$ _____ Total w/selected Alternates: \$	Alternate 1: Alternate 2:	1 2 3 4 5	DBE __ MBE __ WBE __ SDVOB __ DBE __ MBE __ WBE __ SDVOB __ DBE __ MBE __ WBE __ SDVOB __ DBE __ MBE __ WBE __ SDVOB __ DBE __ MBE __ WBE __ SDVOB __
I, Michael P. Collins Interim Chief Executive Officer of The Capital District Transportation Authority hereby certify that the above is a true, complete and accurate record of the bids received on the date and time listed above for this project.		Signature: _____		

BID TABULATION– CDTA – GARAGE FLOOR REHAB

ITEM	DESCRIPTION	LeChase	Structural	Gallo
BASE BID 1				
MINOR SLAB REPAIR/OVERLAY AND TRENCH DRAIN COVER REPLACEMENT	Furnish and install all labor, materials, tools, and equipment to completely install Base 1 work per contract plans. Complete Per Lump Sum.*	\$2,692,000/LS	\$4,832,930/LS	\$3,912,000/LS
BASE BID 2				
MINOR SLAB REPAIR/OVERLAY AND NEW TRENCH DRAINS	Furnish and install all labor, materials, tools, and equipment to completely install Base 2 work per contract plans. Complete Per Lump Sum.*	\$3,204,000/LS	\$5,623,311/LS	\$4,361,000/LS
UNIT PRICE WORK*				
PARTIAL DEPTH REPAIRS (<i>EXCLUDING ARMORED JOINT REPLACEMENT</i>)	Partial depth repairs, beyond the quantities shown in the Contract Drawings, per Cubic Yard. (Unit price work applies only to Base 1 and Base 2.)	\$18,700/CY	\$10,500/CY	\$18,500/CY
FULL DEPTH REPAIRS (<i>EXCLUDING TRENCH DRAIN ENCASEMENT</i>)	Full depth repairs, beyond the quantities shown in the Contract Drawings, per Cubic Yard. (Unit price work applies only to Base 1 and Base 2.)	\$7,200/CY	\$7,830/CY	\$7,200/CY
CRACK INJECTION	Prepare surfaces and install crack injections per manufacturer recommendations. (Unit price work applies only to Base 1 and Base 2.)	\$100/LF	NO BID	\$95/LF
BASE BID 3				
FULL SLAB ON GRADE REPLACEMENT AND NEW TRENCH DRAINS	Furnish and install all labor, materials, tools, and equipment to completely install Base 3 work per contract plans. Complete Per Lump Sum.	\$2,805,000/LS	\$4,703,023/LS	\$3,850,400/LS
ALTERNATE 1				
PARTIAL FULL SLAB ON GRADE REPLACEMENT AND NEW TRENCH DRAINS IN BUS WASH	Furnish and install all labor, materials, tools, and equipment to completely install Alternate 1 work per contract plans. Complete Per Lump Sum.	\$186,000/LS	\$207,400/LS	\$500,000LS

Capital District Transportation Authority

Agenda Action Sheet

Subject: Approve Contract for Call Center Software Upgrade and Support
Committee: Performance Monitoring/Audit
Meeting Date: May 21, 2025

Objective of Purchase or Service:

To upgrade to the latest version of our Enghouse call center software, and migrate it from on premises to the cloud to provide better performance and integration with Microsoft Teams. This will also renew our telecommunications support and maintenance agreement with eGroup for a term of three years.

Summary of Staff Proposal:

In 2018, CDTA competitively procured and migrated to Microsoft Teams from Avya for our telecommunications system. The migration was awarded to eGroup (formerly Enabling Technologies) for hardware, setup, and training components of the system. Upon system acceptance, CDTA entered into a contract for support and maintenance of the telecommunication system and call center software. This agreement is now due for renewal.

The Enghouse call center software will also be upgraded to the latest version and migrated to the cloud as a Software as a Service application. This will allow for better integration with Microsoft Teams and better system performance for in-office and work-from-home customer service agents. The migration to the cloud also allows for integration with services such as Artificial Intelligence systems and Customer Relationship Management (CRM) systems in the future.

A sole source renewal is recommended due to the proprietary nature of the system and eGroup's familiarity with CDTA's requirements, also resulting in no net increase in vendors.

Financial Summary/Cost:

Phase	Cost
Enghouse Cloud Contact Center Advanced (3 Years)	\$197,500.00
Enghouse Cloud Contact Center AI POC (2 Months)	\$23,757.70
Audiocodes Hardware Support Renewal (3 Years)	\$23,694.72
Microsoft Teams Review and Health Checks (3 Years)	\$26,100.00
Total:	\$ 271,052.42

The software migration and the structural changes in the Audiocodes / Microsoft Teams support allow for an overall 5% year over year decrease in maintenance costs. This savings is locked in for the next three years with no annual increases. This is funded with our capital and operating budgets.

Proposed Action:

I am requesting that a three-year sole source contract be awarded to eGroup, of Mount Pleasant, South Carolina for the renewal of a telecommunications support contract and call center software upgrade for a total cost not to exceed \$271,052.42

Manager:

Richard Fantozzi, Software Architect

Copy: Vice President of Planning and Infrastructure

CAPITAL DISTRICT TRANSPORTATION AUTHORITY
Staff Contract Award Certification

1. TYPE OF CONTRACT (check one):

☐ Construction & Maintenance ☐ Goods, Commodities & Supplies ☐ Bus Purchase
☒ Services & Consultants ☐ Transportation & Operational Services

2. TERMS OF PERFORMANCE (check one):

☒ One-Shot Deal: Complete scope and fixed value
☐ Fixed Fee For Services: Time and materials - open value
☐ Exclusive Purchase Contract: Fixed cost for defined commodity with indefinite quantity
☐ Open Purchase Contract: Commitment on specifications and price but no obligation to buy
☐ Change Order: Add on to existing contract

3. CONTRACT VALUE:

\$271,052.42 (Not to Exceed)

4. PROCUREMENT METHOD (check one):

☐ Request for Proposals (RFP) ☐ Invitation for Bids (IFB) ☒ Other

5. TYPE OF PROCEDURE USED (check one):

☐ Micro Purchases (Purchases up to \$2,499.00) ☐ Small Purchases (\$25,000 up to \$100,000)
☐ Sealed Bid/Invitation for Bids (IFB) (Over \$100,000) ☐ Request for Proposals (RFP)
☐ Professional Services (Over \$25,000) ☒ Sole or Single Source (Non-Competitive)

6. SELECTION CRITERION USED:

Number of Proposals/Bids Solicited # 1 or Advertised
Number of Proposals/Bids Received # 1

Attach Summary of Bids/Proposals

7. Disadvantaged/Minority Women's Business Enterprise (D/MWBE) involvement

Are there known D/MWBEs that provide this good or service?	Yes	<u>No</u>	
Number of D/MWBEs bidding/proposing		<u>0</u>	
D/MWBE Certification on file?	Yes	No	<u>Not Applicable</u>
Was contract awarded to a D/MWBE?	Yes	<u>No</u>	
Number of D/MWBE Subcontractors			<u> </u>

8. LEGAL NAME and ADDRESS OF CONTRACTOR/VENDOR: eGroup

482 Wando Park Blvd

Mt Pleasant, SC 29464

8. SOURCE OF FUNDS: Capital & Operating Budgets

9. COMPLIANCE WITH STATE AND FEDERAL RULES:

Non-Collusion Affidavit of Bidder	(<u>Yes</u> , No, N/A)
Disclosure & Certificate of Prior Non-Responsibility Determinations	(<u>Yes</u> , No, N/A)
Disclosure of Contacts (only RFPs)	(<u>Yes</u> , No, N/A)
Certification with FTA's Bus Testing Requirements	(Yes, No, <u>N/A</u>)

10. RESPONSIBLE STAFF CERTIFIES THE INTEGRITY OF THIS PROCUREMENT/CONTRACT:

Stacy Sansky, Director of Procurement DATED: May 21, 2025

Capital District Transportation Authority

Agenda Action Sheet

Subject: Approve Purchase of Revenue Collection Software Support/Maintenance
Committee: Performance Monitoring/Audit
Meeting Date: May 21, 2025

Objective of Purchase or Service:

To purchase software, licensing, support, and maintenance services for our revenue collection system (Genfare Link).

Summary of Staff Proposal:

In 2017, CDTA implemented the fare collection system (Genfare Link), which was competitively procured and provided by SPX-Genfare. Genfare Link software is used throughout the agency for Navigator smart card and cash revenue, ridership reporting, smart card media management and distribution, business to business account management, retail and administrative point of sale systems, and CDTA's customer web portals. It is the most highly utilized cloud-based application at CDTA. This purchase includes software licensing, support, and maintenance through 2031. The existing maintenance and support agreement expires in April 2026 and shall be amended to accommodate this renewal upon Board approval. Overall, CDTA has been very satisfied with SPX-Genfare's products and services.

This sole source purchase is based on several important considerations. Most importantly, the Genfare Link system is proprietary, which prevents us from pursuing another means to license, support, and maintain our existing system with another vendor.

Financial Summary/Cost:

A cost summary is provided below with year-over-year pricing through 2031. We have documentation on file that justifies the cost and confirms fair and reasonable pricing for this purchase. Additionally, the pricing represents an average annual increase of 3%, which is more than consistent with industry standards. This will be funded from our operating budget.

Description	2026-27	2027-28	2028-29	2029-30	2030-31
Genfare-Link Software, Licensing, Support, & Maintenance	\$250,074.36	\$257,576.59	\$265,303.89	\$273,263.00	\$281,460.89

Proposed Action:

I am requesting that a five-year contract be awarded to SPX-Genfare of Elk Grove Village, Illinois for the purchase of software licensing, support, and maintenance for an amount not to exceed \$1,327,679.

Manager:

Thomas Guggisberg, Director of Information Technology

Copy: Vice President of Planning and Infrastructure
Vice President of Administration and Finance
Director of Finance

CAPITAL DISTRICT TRANSPORTATION AUTHORITY
Staff Contract Award Certification

1. TYPE OF CONTRACT (check one):

☐ Construction & Maintenance ☐ Goods, Commodities & Supplies ☐ Bus Purchase
☒ Services & Consultants ☐ Transportation & Operational Services

2. TERMS OF PERFORMANCE (check one):

☒ One-Shot Deal: Complete scope and fixed value
☐ Fixed Fee For Services: Time and materials - open value
☐ Exclusive Purchase Contract: Fixed cost for defined commodity with indefinite quantity
☐ Open Purchase Contract: Commitment on specifications and price but no obligation to buy
☐ Change Order: Add on to existing contract

3. CONTRACT VALUE:

\$1,327,679 fixed estimated (circle one)

4. PROCUREMENT METHOD (check one):

☐ Request for Proposals (RFP) ☐ Invitation for Bids (IFB) ☒ Other

5. TYPE OF PROCEDURE USED (check one):

☐ Micro Purchases (Purchases up to \$2,499.00) ☐ Small Purchases (\$25,000 up to \$100,000)
☐ Sealed Bid/Invitation for Bids (IFB) (Over \$100,000) ☐ Request for Proposals (RFP)
☐ Professional Services (Over \$25,000) ☒ Sole or Single Source (Non-Competitive)

6. SELECTION CRITERION USED:

Number of Proposals/Bids Solicited # 1 or Advertised
Number of Proposals/Bids Received # 1

Attach Summary of Bids/Proposals

7. Disadvantaged Business Enterprise (DBE) involvement

Are there known DBEs that provide this good or service? Yes No
Number of DBEs bidding/proposing _____
DBE Certification on file? Yes No Not Applicable
Was contract awarded to a DBE? Yes No
Number of DBE Subcontractors 0
DBE Subcontractor Name and Certification Type:

8. LEGAL NAME and ADDRESS OF CONTRACTOR/VENDOR: SPX Genfare

751 Pratt Boulevard

Elk Grove, IL 60007

8. SOURCE OF FUNDS: Operating Budget

9. COMPLIANCE WITH STATE AND FEDERAL RULES:

Non-Collusion Affidavit of Bidder (Yes, No, N/A)
Disclosure & Certificate of Prior Non-Responsibility Determinations (Yes, No, N/A)
Disclosure of Contacts (only RFPs) (Yes, No, N/A)
Certification with FTA's Bus Testing Requirements (Yes, No, N/A)

10. RESPONSIBLE STAFF CERTIFIES THE INTEGRITY OF THIS PROCUREMENT/CONTRACT:

Stacy Sansky, Director of Procurement DATED: May 21, 2025

Capital District Transportation Authority

Agenda Action Sheet

Subject: Approve Contract for Data Analytics & Computer Vision Follow-On Project
Committee: Performance Monitoring/Audit
Meeting Date: May 21, 2025

Objective of Purchase or Service:

To implement an Artificial Intelligence (AI) based pilot program that aims to improve the efficiency of our shelter crews for the maintenance of some 3,000 stop locations.

Summary of Staff Proposal:

The Center for Technology in Government at the University at Albany (CTG UAlbany) generates knowledge, develops capabilities, and co-creates technology-enabled innovations with government leaders and organizations to address societal challenges and increase public value. In 2024, CDTA piloted CTG's Computer-Vision Analytics Tool (CAT) to capture and classify shelter conditions. The pilot confirmed the technology's value but highlighted three gaps: the need for actionable visualizations, decision-support integration, and higher detection accuracy.

We would like to engage in a nine-month follow-up project that (a) delivers a prototype dashboard and data-driven workflow for scheduling bus shelter maintenance, and (b) refines CDTA's custom AI model for detecting shelter conditions (such as garbage, broken glass, graffiti, and snow) captured by on-bus sensors.

This sole-source contract addresses those gaps:

- Decision-Support & Visualization – CTG UAlbany will interview Facilities staff, develop algorithms that condense multiple sensor inferences into a single confidence score, and build a dashboard that pushes/pulls data at a cadence chosen by CDTA.
- AI Model Enhancement – Two CAT-equipped buses will collect additional imagery; CTG UAlbany will retrain the model on UAlbany servers, returning an improved model and annotated image database.
- Deliverables – Final dashboard prototype (with technical documentation), refined AI model, and a project report outlining findings and next steps.

CTG UAlbany is the only entity with proprietary access to CAT source code and the domain expertise from the initial deployment, making a competitive procurement impractical.

Financial Summary/Cost:

Phase	Cost
Personnel	\$ 96,590
University Overhead (15%)	\$ 17,046
Total:	\$ 113,636

Pricing is based on CTG UAlbany salaries/benefits for staff multiplied by effort (number of hours). This pricing model is used for all state agencies, for example NYS Board of Elections and ITS. These rates have been reviewed and deemed fair and reasonable. The project will be funded through the capital plan.

Proposed Action:

I am requesting that a sole-source contract be awarded to CTG UAlbany of Albany, NY, for data-analytics and computer-vision services in an amount not to exceed \$113,636.

Manager:

Richard Fantozzi, Software Architect

Copy: Vice President of Planning and Infrastructure

CAPITAL DISTRICT TRANSPORTATION AUTHORITY
Staff Contract Award Certification

1. TYPE OF CONTRACT (check one):

☐ Construction & Maintenance ☐ Goods, Commodities & Supplies ☐ Bus Purchase
☒ Services & Consultants ☐ Transportation & Operational Services

2. TERMS OF PERFORMANCE (check one):

☒ One-Shot Deal: Complete scope and fixed value
☐ Fixed Fee For Services: Time and materials - open value
☐ Exclusive Purchase Contract: Fixed cost for defined commodity with indefinite quantity
☐ Open Purchase Contract: Commitment on specifications and price but no obligation to buy
☐ Change Order: Add on to existing contract

3. CONTRACT VALUE:

\$113,636 fixed estimated (circle one)

4. PROCUREMENT METHOD (check one):

☐ Request for Proposals (RFP) ☐ Invitation for Bids (IFB) ☒ Other

5. TYPE OF PROCEDURE USED (check one):

☐ Micro Purchases (Purchases up to \$2,499.00) ☐ Small Purchases (\$25,000 up to \$100,000)
☐ Sealed Bid/Invitation for Bids (IFB) (Over \$100,000) ☐ Request for Proposals (RFP)
☐ Professional Services (Over \$25,000) ☒ Sole or Single Source (Non-Competitive)

6. SELECTION CRITERION USED:

Number of Proposals/Bids Solicited # 1 or Advertised
Number of Proposals/Bids Received # 1

Attach Summary of Bids/Proposals

7. Disadvantaged Business Enterprise (DBE) involvement

Are there known DBEs that provide this good or service? Yes No
Number of DBEs bidding/proposing _____
DBE Certification on file? Yes No Not Applicable
Was contract awarded to a DBE? Yes No
Number of DBE Subcontractors 0
DBE Subcontractor Name and Certification Type:

8. LEGAL NAME and ADDRESS OF CONTRACTOR/VENDOR: University at Albany Center for Technology in Government

1215 Western Ave UAB 120

Albany, NY 12203

8. SOURCE OF FUNDS: Capital Plan

9. COMPLIANCE WITH STATE AND FEDERAL RULES:

Non-Collusion Affidavit of Bidder (Yes, No, N/A)
Disclosure & Certificate of Prior Non-Responsibility Determinations (Yes, No, N/A)
Disclosure of Contacts (only RFPs) (Yes, No, N/A)
Certification with FTA's Bus Testing Requirements (Yes, No, N/A)

10. RESPONSIBLE STAFF CERTIFIES THE INTEGRITY OF THIS PROCUREMENT/CONTRACT:

Stacy Sansky, Director of Procurement DATED: May 21, 2025

Capital District Transportation Authority

Agenda Action Sheet

Subject: Purchase of 40-foot buses
Committee: Performance Monitoring/Audit
Meeting Date: May 21, 2025

Objective of Purchase or Service:

The current fleet replacement plan calls for annual vehicle purchases and disposal of vehicles that have reached the end of their useful life.

Summary of Staff Proposal:

In 2022, the Board awarded Gillig, LLC, a five-year contract to purchase forty-foot diesel buses, understanding that future purchases will require Board approval. We recommend the purchase of 14, 40-foot diesel buses. This purchase is consistent with our purchasing plans and service needs, which aim to balance fleet age and maintenance requirements, while providing predictable costs for purchase and annual maintenance expenses.

These vehicles will have operator barriers, air filtration systems, and Motorola radios. This price also includes an extended warranty for engines.

The price represents a 5.2% increase in vehicle costs from last year. Gillig notified CDTA that there may be a cost increase due to impending tariffs. As the situation is changing, they will not be able to pinpoint the exact increase until parts are ordered. Therefore, a 10% contingency per vehicle has been added to account for potential tariffs.

Upon Board approval, a purchase order will be issued immediately with delivery anticipated for late summer of 2026.

Financial Summary/Cost:

Description	Unit Cost	Quantity	Extended Cost
Base Bus	\$647,349	14	\$9,062,886
Contingency for Tariffs (10%)	\$64,735	14	\$906,290
Total Cost:			\$9,969,172

Proposed Action:

I recommend purchasing 14 40-foot diesel buses from Gillig, LLC, for a total not to exceed \$9,969,172.

Manager:

David Williams, Director of Maintenance

Capital District Transportation Authority

Agenda Action Sheet

Subject: Purchase of Paratransit Buses
Committee: Performance Monitoring/Audit
Meeting Date: May 21, 2025

Objective of Purchase or Service:

The current fleet replacement plan calls for annual vehicle purchases and disposal of vehicles that have reached the end of their useful life. (The life cycle of a paratransit vehicle is 5 years/150,000 miles.)

Summary of Staff Proposal:

In 2022, the Board awarded a five-year contract to purchase paratransit buses from Coach and Equipment with the understanding that future purchases will require Board approval. We recommend the purchase of six gas-powered paratransit buses. These vehicles can carry four wheelchair passengers and 12 ambulatory passengers. This purchase is consistent with our purchasing plans and service needs, which aim to balance fleet age and maintenance requirements, while providing predictable costs for purchase and annual maintenance expenses.

These vehicles will come with cameras, air purification systems, and wheelchair securement systems installed. The quoted price is \$149,653 per bus and includes delivery.

The price represents a 5% increase in vehicle cost from last year.

Upon Board approval, a purchase order will be issued immediately with delivery anticipated for April 2026.

Financial Summary/Cost:

The vehicle price per unit is $\$149,653.03 \times 6 = \$897,918.18$.

This purchase is funded through the FY2026 Capital Plan.

Proposed Action:

I recommend purchasing vehicles for our paratransit service from Coach and Equipment Bus Sales of Penn Yan, New York, for a total of not more than \$897,918.

Manager:

David Williams, Director of Maintenance

Capital District Transportation Authority Agenda Action Sheet

Subject: Resolution to Accept State Funding
Committee: Performance Monitoring/Audit
Meeting Date: May 21, 2025

Objective of Purchase or Service:

New York State Department of Transportation (NYSDOT) requires a CDTA Board resolution prior to being reimbursed for expenses incurred as part of this agreement. The resolution allows CDTA to execute an agreement with NYSDOT to accept \$1,000,000.

Summary of Staff Proposal:

CDTA was awarded Innovative Transit Mobility Pilot Program funding for on-demand microtransit service. The Innovative Transit Mobility funds support 100% of the project cost with no required local match. The total project cost is \$1,000,000.

Financial Summary and Source of Funds:

NYSDOT Contract K007417 will fund a total of \$1,000,000

Proposed Action:

I recommend providing a Board resolution to NYSDOT to execute an agreement to accept \$1,000,000 in funding.

Manager:

Melissa Shanley, Grants Manager

Monthly Management Report

April 2026



Monthly Management Report (MMR) - April 2025

Executive Summary

			Current Month		Year to Date			
	REVENUE	Actual	Budget	(\$ Variance	(%) Variance	(\$ Variance	(%) Variance	
1	Mortgage Tax	\$ 1,385,389	\$ 1,054,167	\$ 331,222	31.42%	\$ 331,222	31.42%	
2	Customer Fares	\$ 1,619,570	\$ 1,809,808	\$ (190,238)	-10.51%	\$ (190,238)	-10.51%	
3	Interest Income	\$ 34,202	\$ 8,333	\$ 25,869	310.44%	\$ 25,869	310.44%	
	EXPENSES	Actual	Budget	(\$ Variance	(%) Variance	(\$ Variance	(%) Variance	
4	Wages	\$ 5,657,266	\$ 5,976,923	\$ (319,657)	-5.35%	\$ (319,657)	-5.35%	
5	Workers Compensation	\$ 338,807	\$ 228,060	\$ 110,747	48.56%	\$ 110,747	48.56%	
6	Professional Services	\$ 310,999	\$ 495,867	\$ (184,868)	-37.28%	\$ (184,868)	-37.28%	
7	Purchased Transportation	\$ 1,224,399	\$ 1,123,000	\$ 101,399	9.03%	\$ 101,399	9.03%	
8	Parts, Tires, Oil	\$ 735,136	\$ 641,917	\$ 93,219	14.52%	\$ 93,219	14.52%	
							YTD Revenue	1.48%
							YTD Expenses	-4.24%

Revenue Summary

- 1 MRT is 31.4% over budget in April due to an unprecedented \$706,226 from Saratoga County.
- 2 Customer fares are 10.5% under budget. Each type of fare has lower revenue than April 2024 except STAR, ticketed rides, and Cycle!
- 3 Interest income is over budget 310% despite us raising the budget for FY26. Our cash flow management allows us to benefit from current interest rates.

Expense Summary

- 4 Wages are 5.4% under budget in April primarily due to fact that Union staff pay raises do not take effect until mid June.
- 5 Workers Compensation is 43.2% over budget this month due to lump sum payments of \$73k and \$128k. These closeouts lower our workers' compensation liability.
- 6 Professional services are 37.3% under budget for the month due to timing.
- 7 Purchased Transportation is 9% over budget in April due to our STAR vendors providing 10% more hours than they have in the each of the past three months.
- 8 Parts, Tires, and Oil is over budget 14.5% due to several significant engine component failures.

Note Overall, we are in a satisfactory budget position.

**CAPITAL DISTRICT TRANSPORTATION AUTHORITY
MONTHLY MANAGEMENT REPORT
CONSOLIDATED BALANCE SHEET**

		Apr-25	Apr-24
Assets			
	Current Assets:		
	Cash	\$15,644,205	\$13,103,904
	Investments	\$43,803,027	\$52,152,289
	Receivables:		
	Mortgage Tax	\$1,461,929	\$731,382
	Federal Grants	\$2,725,077	\$2,602,369
	New York State Operating Assistance	\$6,750,903	\$6,057,408
	Trade and Other	\$11,161,242	\$18,894,915
	Advances to Capital District Transportation Committee	\$1,377,584	\$927,266
	Materials, Parts and Supplies	\$6,453,755	\$5,672,775
	Prepaid Expenses	\$1,947,097	\$2,314,686
	Sub-Total Current Assets	\$91,324,819	\$102,456,993
	Noncurrent Assets:		
	Capital Assets, net	\$158,584,812	\$154,843,694
	Deferred outflows of resources:		
	Deferred outflows of resources related to OPEB	\$9,213,739	\$9,213,739
	Deferred outflows of resources from pension	\$4,240,984	\$4,240,984
	Sub-Total Deferred outflows of resources:	\$13,454,723	\$13,454,723
Total for Assets		\$263,364,354	\$270,755,410
Liabilities			
	Current Liabilities:		
	Accounts Payable	\$4,898,850	\$7,430,548
	Accrued Expenses	\$6,846,613	\$7,146,734
	Unearned Revenue	\$3,160,192	\$3,436,714
	Line of Credit	\$0	\$0
	Sub-Total Current Liabilities	\$14,905,655	\$18,013,996
	Noncurrent Liabilities:		
	Capital Lease Agreement	\$15,991,522	\$11,734,214
	Estimated Provision for Existing Claims and Settlements	\$9,671,421	\$10,148,796
	Other postemployment benefits	\$68,313,217	\$68,313,217
	Net Pension Liability	\$5,493,758	\$5,493,758
	Sub-Total Noncurrent Liabilities	\$99,469,918	\$95,689,986
	Deferred inflows of resources:		
	Deferred inflows of resources from pension	\$480,710	\$480,710
	Deferred inflows of resources from OBEP	\$38,379,964	\$38,379,964
	Sub-Total Deferred inflows of resources	\$38,860,674	\$38,860,674
Total for Liabilities		\$153,236,247	\$152,564,656
Net Position			
	Net Investment in Capital Assets	\$108,241,228	\$108,241,228
	Unrestricted	\$1,886,880	\$9,949,526
Total for Net Position		\$110,128,107	\$118,190,754
Total Liabilities and Net Position		\$263,364,354	\$270,755,410

CAPITAL DISTRICT TRANSPORTATION AUTHORITY
CONSOLIDATED STATEMENT OF OPERATIONS
Apr-25

	<u>To Date Actual</u>	<u>Annual Budget</u>	8%
REVENUE:			
AUTHORITY	\$1,574,736	\$12,871,000	12%
TRANSIT	\$10,583,046	\$129,342,309	8%
ACCESS	\$66,369	\$630,000	11%
CDTA FACILITIES	\$355,242	\$4,186,924	8%
TOTAL REVENUE	<u>\$12,579,393</u>	<u>\$147,030,233</u>	<u>9%</u>
EXPENSE:			
AUTHORITY	\$1,791,822	\$23,698,326	8%
TRANSIT	\$9,617,697	\$119,545,669	8%
ACCESS	\$74,274	\$1,162,721	6%
CDTA FACILITIES	\$90,750	\$2,622,516	3%
TOTAL EXPENSE	<u>\$11,574,543</u>	<u>\$147,029,233</u>	<u>8%</u>
 Revenue over (under) Expenses	 \$1,004,849		
Depreciation	<u>\$1,625,000</u>		
Excess of Revenue over (under) Expenses	(\$620,151)		
Transfer from Capital Project Fund	\$0		
Transfer to Risk Mngt Fund	\$0		
Transfer from Risk Mngt Fund	\$0		
Transfer from Vehicle Replacement	\$0		
Transfer to Vehicle Replacement	\$0		
Transfer to Capital Projects Fund	\$0		
Transfer from Operating Fund	\$3,750,000		
Transfer to Operating Fund	\$0		
Transfer from Worker's Comp Fund	\$0		
Transfer to Worker's Comp Fund	<u>(\$219,809)</u>		
 *Net Excess of Revenue over (under) Expenses	 \$2,910,040		
*Contribution to required fleet replacement.			

CAPITAL DISTRICT TRANSPORTATION AUTHORITY
Apr-25

BUDGET VARIANCE REPORT

CONSOLIDATED									
This Month					Year to Date				Annual
Actual	Budget	Variance	% Variance		Actual	Budget	Variance	% Variance	Budget
Operating Revenue									
Mortgage Tax	\$1,385,389	\$1,054,167	\$331,222	31.42%	\$1,385,389	\$1,054,167	\$331,222	31.42%	\$12,650,000
Customer Fares	\$1,619,570	\$1,809,808	(\$190,238)	-10.51%	\$1,619,570	\$1,809,808	(\$190,238)	-10.51%	\$21,717,699
Advertising Revenue	\$150,000	\$152,083	(\$2,083)	-1.37%	\$150,000	\$152,083	(\$2,083)	-1.37%	\$1,825,000
RRS & Facilities	\$342,742	\$336,410	\$6,332	1.88%	\$342,742	\$336,410	\$6,332	1.88%	\$4,036,924
Interest Income	\$34,202	\$8,333	\$25,869	310.42%	\$34,202	\$8,333	\$25,869	310.42%	\$100,000
Misc. Income	\$24,615	\$14,125	\$10,490	74.27%	\$24,615	\$14,125	\$10,490	74.27%	\$169,500
Total Operating Revenue	\$3,556,518	\$3,374,927	\$181,592	5.38%	\$3,556,518	\$3,374,927	\$181,592	5.38%	\$40,499,123
Operating Assistance									
New York State Aid	\$5,992,766	\$5,992,766	\$0	0.00%	\$5,992,766	\$5,992,766	\$0	0.00%	\$71,913,186
County Aid	\$159,750	\$159,750	\$0	0.00%	\$159,750	\$159,750	\$0	0.00%	\$1,917,001
Federal Aid	\$2,554,660	\$2,554,660	\$0	0.00%	\$2,554,660	\$2,554,660	\$0	0.00%	\$30,655,923
Operating Grants	\$170,417	\$170,417	\$0	0.00%	\$170,417	\$170,417	\$0	0.00%	\$2,045,000
Total Operating Assistance	\$8,877,593	\$8,877,593	\$0	0.00%	\$8,877,593	\$8,877,593	\$0	0.00%	\$106,531,110
Total Revenue and Assistance	\$12,434,111	\$12,252,519	\$181,592	1.48%	\$12,434,111	\$12,252,519	\$181,592	1.48%	\$147,030,233
Expenses									
Salaries and Wages	\$5,657,266	\$5,976,923	(\$319,657)	-5.35%	\$5,657,266	\$5,976,923	(\$319,657)	-5.35%	\$71,723,081
Payroll Taxes	\$407,390	\$433,327	(\$25,937)	-5.99%	\$407,390	\$433,327	(\$25,937)	-5.99%	\$5,199,923
Health Benefits	\$1,091,483	\$1,195,190	(\$103,707)	-8.68%	\$1,091,483	\$1,195,190	(\$103,707)	-8.68%	\$14,342,278
Workers Compensation	\$338,807	\$228,060	\$110,747	48.56%	\$338,807	\$228,060	\$110,747	48.56%	\$2,736,718
Other Benefits	\$392,672	\$459,374	(\$66,702)	-14.52%	\$392,672	\$459,374	(\$66,702)	-14.52%	\$5,512,485
Professional Services	\$310,999	\$495,867	(\$184,868)	-37.28%	\$310,999	\$495,867	(\$184,868)	-37.28%	\$5,950,400
Materials & Supplies	\$169,209	\$183,421	(\$14,212)	-7.75%	\$169,209	\$183,421	(\$14,212)	-7.75%	\$2,201,050
Miscellaneous	\$78,434	\$108,156	(\$29,722)	-27.48%	\$78,434	\$108,156	(\$29,722)	-27.48%	\$1,297,868
Purchased Transportation	\$1,224,399	\$1,123,000	\$101,399	9.03%	\$1,224,399	\$1,123,000	\$101,399	9.03%	\$13,476,000
Maintenance Services	\$455,751	\$454,060	\$1,691	0.37%	\$455,751	\$454,060	\$1,691	0.37%	\$5,448,725
Liability - Claims	\$28,209	\$39,583	(\$11,374)	-28.74%	\$28,209	\$39,583	(\$11,374)	-28.74%	\$475,000
Utilities	\$91,000	\$120,375	(\$29,375)	-24.40%	\$91,000	\$120,375	(\$29,375)	-24.40%	\$1,444,500
Fuel	\$622,805	\$669,747	(\$46,942)	-7.01%	\$622,805	\$669,747	(\$46,942)	-7.01%	\$8,036,966
Parts, Tires, Oil	\$735,136	\$641,917	\$93,219	14.52%	\$735,136	\$641,917	\$93,219	14.52%	\$7,703,000
General Insurance	\$130,020	\$123,520	\$6,500	5.26%	\$130,020	\$123,520	\$6,500	5.26%	\$1,482,240
Total EXPENSES	\$11,733,580	\$12,252,519	(\$518,939)	-4.24%	\$11,733,580	\$12,252,519	(\$518,939)	-4.24%	\$147,030,233
Surplus/Deficit	\$700,530	\$0	\$700,530		\$700,530	\$1	\$700,531		\$0

CAPITAL DISTRICT TRANSPORTATION AUTHORITY
Apr-25

BUDGET VARIANCE REPORT		NON-TRANSIT								Annual Budget
		This Month				Year to Date				
		Actual	Budget	Variance	% Variance	Actual	Budget	Variance	% Variance	
Operating Revenue										
	Mortgage Tax	\$1,385,389	\$1,054,167	\$331,222	31.42%	\$1,385,389	\$1,054,167	\$331,222	31.42%	\$12,650,000
	Interest Income	\$33,981	\$8,333	\$25,648	307.77%	\$33,981	\$8,333	\$25,648	307.77%	\$100,000
	Interest Inc-Invest/Change in Invest	\$145,283	\$0	\$145,283	0.00%	\$145,283	\$0	\$145,283	0.00%	\$0
	Misc. Income - Authority	\$10,083	\$10,083	\$0	0.00%	\$10,083	\$10,083	\$0	0.00%	\$121,000
Total Operating Revenue		\$1,574,737	\$1,072,583	\$502,153	46.82%	\$1,574,736	\$1,072,583	\$502,153	46.82%	\$12,871,000
Expenses										
	Labor - Authority	\$798,060	\$838,923	(\$40,863)	-4.87%	\$798,060	\$838,923	(\$40,863)	-4.87%	\$10,067,080
	Fringe - Authority	\$449,004	\$483,961	(\$34,957)	-7.22%	\$449,004	\$483,961	(\$34,957)	-7.22%	\$5,807,532
	Materials & Supplies - Authority	\$21,268	\$15,706	\$5,562	35.41%	\$21,268	\$15,706	\$5,562	35.41%	\$188,475
	Professional Services - Authority	\$191,338	\$269,073	(\$77,735)	-28.89%	\$191,338	\$269,073	(\$77,735)	-28.89%	\$3,228,873
	Other Expenses - Authority	\$332,152	\$367,197	(\$35,045)	-9.54%	\$332,152	\$367,197	(\$35,045)	-9.54%	\$4,406,367
Total Expenses		\$1,791,822	\$1,974,861	(\$183,039)	-9.27%	\$1,791,822	\$1,974,861	(\$183,039)	-9.27%	\$23,698,326
Surplus/(Deficit)		(\$217,085)	(\$902,277)	\$685,192		(\$217,086)	(\$902,277)	\$685,192		(\$10,827,326)

CAPITAL DISTRICT TRANSPORTATION AUTHORITY

Apr-25

BUDGET VARIANCE REPORT		TRANSIT								Annual Budget
		This Month				Year to Date				
		Actual	Budget	Variance	% Variance	Actual	Budget	Variance	% Variance	
Operating Revenue										
	Passenger Fares-Transit	\$889,251	\$1,093,137	(\$203,886)	-18.65%	\$889,251	\$1,093,137	(\$203,886)	-18.65%	\$13,117,643
	Contracts - Transit	\$664,171	\$664,171	\$0	0.00%	\$664,171	\$664,171	\$0	0.00%	\$7,970,056
	Advertising-Transit	\$137,500	\$139,583	(\$2,083)	-1.49%	\$137,500	\$139,583	(\$2,083)	-1.49%	\$1,675,000
	Misc. Income - Transit	\$14,531	\$4,042	\$10,490	259.53%	\$14,531	\$4,042	\$10,490	259.53%	\$48,500
Total Operating Revenue		\$1,705,453	\$1,900,933	(\$195,479)	-10.28%	\$1,705,453	\$1,900,933	(\$195,479)	-10.28%	\$22,811,199
Operating Assistance										
	State Aid - General	\$5,799,682	\$5,799,682	\$0	0.00%	\$5,799,682	\$5,799,682	\$0	0.00%	\$69,596,186
	State Aid - PBT	\$159,750	\$159,750	\$0	0.00%	\$159,750	\$159,750	\$0	0.00%	\$1,917,000
	State Aid - Northway Commuter S.	\$33,333	\$33,333	\$0	0.00%	\$33,333	\$33,333	\$0	0.00%	\$400,000
	County Aid	\$159,750	\$159,750	\$0	0.00%	\$159,750	\$159,750	\$0	0.00%	\$1,917,001
	Federal Aid - Transit	\$2,554,660	\$2,554,660	\$0	0.00%	\$2,554,660	\$2,554,660	\$0	0.00%	\$30,655,923
	Other Grants - Federal	\$170,417	\$170,417	\$0	0.00%	\$170,417	\$170,417	\$0	0.00%	\$2,045,000
Total Operating Assistance		\$8,877,592	\$8,877,593	(\$0)	0.00%	\$8,877,593	\$8,877,593	\$0	0.00%	\$106,531,110
Total Revenue and Assistance		\$10,583,045	\$10,778,526	(\$195,480)	-1.81%	\$10,583,046	\$10,778,526	(\$195,479)	-1.81%	\$129,342,309
Expenses										
	Labor - Maintenance	\$1,044,341	\$1,035,853	\$8,488	0.82%	\$1,044,341	\$1,035,853	\$8,488	0.82%	\$12,430,236
	Labor - Transportation	\$3,388,180	\$3,614,009	(\$225,828)	-6.25%	\$3,388,180	\$3,614,009	(\$225,828)	-6.25%	\$43,368,105
	Labor - STAR	\$399,200	\$422,130	(\$22,930)	-5.43%	\$399,200	\$422,130	(\$22,930)	-5.43%	\$5,065,560
	Fringe	\$1,612,506	\$1,825,033	(\$212,527)	-11.65%	\$1,612,506	\$1,825,033	(\$212,527)	-11.65%	\$21,900,399
	Materials & Supplies	\$1,529,011	\$1,464,564	\$64,447	4.40%	\$1,529,011	\$1,464,564	\$64,447	4.40%	\$17,574,766
	Professional Services	\$233,463	\$278,711	(\$45,248)	-16.23%	\$233,463	\$278,711	(\$45,248)	-16.23%	\$3,344,527
	Other Expenses	\$15,242	\$16,132	(\$890)	-5.52%	\$15,242	\$16,132	(\$890)	-5.52%	\$193,580
	Purchased Transportation - STAR	\$924,494	\$827,083	\$97,411	11.78%	\$924,494	\$827,083	\$97,411	11.78%	\$9,925,000
	Liability - Claims	\$28,209	\$39,583	(\$11,374)	-28.73%	\$28,209	\$39,583	(\$11,374)	-28.73%	\$475,000
	Liability - Insurance	\$113,494	\$119,125	(\$5,631)	-4.73%	\$113,494	\$119,125	(\$5,631)	-4.73%	\$1,429,497
	Utilities - Transit	\$85,597	\$64,417	\$21,181	32.88%	\$85,597	\$64,417	\$21,181	32.88%	\$773,000
	Mat & Supplies - NX	\$0	\$2,083	(\$2,083)	-100.00%	\$0	\$2,083	(\$2,083)	-100.00%	\$25,000
	Purchased Transportation - NX	\$137,171	\$178,417	(\$41,246)	-23.12%	\$137,171	\$178,417	(\$41,246)	-23.12%	\$2,141,000
	Purchased Transportation - Vanpool	\$18,000	\$0	\$18,000	0.00%	\$18,000	\$0	\$18,000	#DIV/0!	\$0
	Purchased Transportation - TX	\$88,789	\$75,000	\$13,789	100.00%	\$88,789	\$75,000	\$13,789	18.39%	\$900,000
Total Expenses		\$9,617,697	\$9,962,139	(\$344,442)	-3.46%	\$9,617,697	\$9,962,139	(\$344,442)	-3.46%	\$119,545,669
Surplus/(Deficit)		\$965,348	\$816,387	\$148,962		\$965,348	\$816,387	\$148,963		\$9,796,640

CAPITAL DISTRICT TRANSPORTATION AUTHORITY
Apr-25

BUDGET VARIANCE REPORT		ACCESS TRANSIT SERVICES								Annual Budget
		This Month				Year to Date				
		Actual	Budget	Variance	% Variance	Actual	Budget	Variance	% Variance	
Operating Revenue										
	Contracts - Access	\$66,148	\$52,500	\$13,648	26.00%	\$66,148	\$52,500	\$13,648	26.00%	\$630,000
	Interest Income	\$221	\$0	\$221	0.00%	\$221	\$0	\$221	0.00%	\$0
	Misc. Income	\$0	\$0	\$0	0.00%	\$0	\$0	\$0	0.00%	\$0
	Other Grants - State & Federal	\$0	\$0	\$0	0.00%	\$0	\$0	\$0	0.00%	\$0
Total Operating Revenue		\$66,369	\$52,500	\$13,869	26.42%	\$66,369	\$52,500	\$13,869	26.42%	\$630,000
Total Revenue and Assistance		\$66,369	\$52,500	\$13,869	26.42%	\$66,369	\$52,500	\$13,869	26.42%	\$630,000
Expenses										
	Labor - Access	\$10,628	\$48,300	(\$37,672)	-78.00%	\$10,628	\$48,300	(\$37,672)	-78.00%	\$579,600
	Fringe Benefits - Access	\$6,058	\$4,200	\$1,858	44.24%	\$6,058	\$4,200	\$1,858	44.24%	\$50,400
	Purchased Transportation	\$55,945	\$42,500	\$13,445	31.64%	\$55,945	\$42,500	\$13,445	31.64%	\$510,000
	Rent and Utilities - Access	\$1,643	\$1,643	\$0	0.01%	\$1,643	\$1,643	\$0	0.01%	\$19,721
	Other Expenses - Access	\$0	\$250	(\$250)	-100.00%	\$0	\$250	(\$250)	-100.00%	\$3,000
Total Expenses		\$74,274	\$96,893	(\$22,619)	-23.34%	\$74,274	\$96,893	(\$22,619)	-23.34%	\$1,162,721
Surplus/(Deficit)		(\$7,905)	(\$44,393)	\$36,488		(\$7,905)	(\$44,393)	\$36,488		(\$532,721)

CAPITAL DISTRICT TRANSPORTATION AUTHORITY
Apr-25

BUDGET VARIANCE REPORT

CDTA FACILITIES									
This Month					Year to Date				Annual
Actual	Budget	Variance	% Variance		Actual	Budget	Variance	% Variance	Budget
Operating Revenue									
RRS Station & Garage	\$95,192	\$112,418	(\$17,226)	-15.32%	\$95,192	\$112,418	(\$17,226)	-15.32%	\$1,349,016
RRS Parking Revenue	\$235,144	\$213,951	\$21,193	9.91%	\$235,144	\$213,951	\$21,193	9.91%	\$2,567,408
RRS Advertising	\$12,500	\$12,500	\$0	0.00%	\$12,500	\$12,500	\$0	0.00%	\$150,000
SSTS	\$2,708	\$3,458	(\$751)	-21.71%	\$2,708	\$3,458	(\$751)	-21.71%	\$41,500
Greyhound	\$25	\$0	\$25	0.00%	\$25	\$0	\$25	0.00%	\$0
85 Watervliet Avenue	\$5,801	\$6,250	(\$449)	-7.19%	\$5,801	\$6,250	(\$449)	-7.19%	\$75,000
Interest Income	\$3,874	\$333	\$3,540	1062.06%	\$3,874	\$333	\$3,540	1062.06%	\$4,000
Total Operating Revenue	\$355,242	\$348,910	\$6,332	1.81%	\$355,242	\$348,910	\$6,332	1.81%	\$4,186,924
Expenses									
Labor	\$16,708	\$17,625	(\$917)	-5.20%	\$16,708	\$17,625	(\$917)	-5.20%	\$211,500
Fringe-Benefits	\$3,897	\$2,756	\$1,141	41.38%	\$3,897	\$2,756	\$1,141	41.38%	\$33,073
Professional Services	\$8,651	\$10,833	(\$2,183)	-20.15%	\$8,651	\$10,833	(\$2,183)	-20.15%	\$130,000
Insurance	\$3,914	\$4,012	(\$98)	-2.44%	\$3,914	\$4,012	(\$98)	-2.44%	\$48,148
Security	\$11,511	\$16,667	(\$5,156)	-30.93%	\$11,511	\$16,667	(\$5,156)	-30.93%	\$200,000
Facilities Upkeep	\$377	\$37,875	(\$37,498)	-99.01%	\$377	\$37,875	(\$37,498)	-99.01%	\$454,500
Facilities Repairs	\$5,496	\$12,083	(\$6,588)	-54.52%	\$5,496	\$12,083	(\$6,588)	-54.52%	\$145,000
Utilities	\$2,542	\$51,167	(\$48,625)	-95.03%	\$2,542	\$51,167	(\$48,625)	-95.03%	\$614,000
Materials & Supplies	\$0	\$2,125	(\$2,125)	-100.00%	\$0	\$2,125	(\$2,125)	-100.00%	\$25,500
Parking Garage	\$19,620	\$41,667	(\$22,047)	-52.91%	\$19,620	\$41,667	(\$22,047)	-52.91%	\$500,000
85 Watervliet Avenue	\$5,902	\$8,607	(\$2,705)	-31.43%	\$5,902	\$8,607	(\$2,705)	-31.43%	\$103,286
SSTS	\$12,134	\$13,126	(\$992)	-7.55%	\$12,134	\$13,126	(\$992)	-7.55%	\$157,509
Total Expenses	\$90,750	\$218,543	(\$127,793)	-58.47%	\$90,750	\$218,543	(\$127,793)	-58.47%	\$2,622,516
Surplus/(Deficit)	\$264,492	\$130,367	\$134,125		\$264,492	\$130,367	\$134,125		\$1,564,408

CAPITAL DISTRICT TRANSPORTATION AUTHORITY MONTHLY MANAGEMENT REPORT

AGING OF ACCOUNTS RECEIVABLE

Apr-25		
	Amount	% of Total
Current	\$5,950,216	57.87%
31 - 60	\$434,815	4.23%
61 - 90	\$256,922	2.50%
91 - 120	\$1,819,660	17.70%
Over 120	\$1,819,972	17.70%
Total Accounts Receivable	\$10,281,585	100.00%

Mar-25		
	Amount	% of Total
Current	\$1,290,080	23.23%
31 - 60	\$604,707	10.89%
61 - 90	\$1,843,188	33.19%
91 - 120	\$13,429	0.24%
Over 120	\$1,802,336	32.45%
Total Accounts Receivable	\$5,553,740	100.00%

AGING OF ACCOUNTS PAYABLE

Apr-25		
	Amount	% of Total
Current	\$3,515,293	93.48%
31 - 60	\$100,027	2.66%
61 - 90	\$107,441	2.86%
90 & Over	\$37,590	1.00%
Total Accounts Payable	\$3,760,351	100.00%

Apr-25 Receivables over 120 days: \$1,819,972

Breakdown of outstanding receivables over 120 days.

\$1,574,448 NYS DEPT. OF TRANSPORTATION

\$87,500 CITY OF ALBANY

\$60,000 PLUG POWER

\$48,024 OTHER

\$25,000 GREATER GLENS FALLS TRANSIT

\$25,000 CITY OF SARATOGA SPRINGS

\$1,819,972

ADDITIONAL INFORMATION

MORTGAGE RECORDING TAX					Fiscal Year to Date			
	Apr-25	Apr-24	Difference	%	2025	2024	Difference	%
Albany	\$362,014	\$400,993	(\$38,980)	-9.72%	\$362,014	\$400,993	(\$38,979)	-9.72%
Rensselaer	\$129,815	\$102,829	\$26,986	26.24%	\$129,815	\$102,829	\$26,986	26.24%
Saratoga	\$706,221	\$238,677	\$467,544	195.89%	\$706,221	\$238,677	\$467,544	195.89%
Schenectady	\$117,095	\$77,392	\$39,703	51.30%	\$117,095	\$77,392	\$39,703	51.30%
Warren	\$70,244	\$0	\$70,244	100.00%	\$70,244	\$181,417	(\$111,173)	100.00%
Total	\$1,385,389	\$819,891	\$565,498	68.97%	\$1,385,389	\$1,001,308	\$384,081	38.36%

Current Month Year To Date

FY 2025 \$1,385,389 \$1,385,389

FY 2024 \$819,891 \$1,001,308

Mortgage tax is unpredictable. Average annual receipts over the past 20 years were \$11 million with an annual low of \$6.2 million and an annual high of \$17 million.

**Highlight Summary
April 30, 2025**

RESTRICTED INVESTMENTS

	<u>Fund Balances</u>	<u>Current Obligations</u>
Risk Management Account (Self-Insured)	\$3,590,150	\$1,664,114
Workers' Comp. Account (Self-Insured)	\$10,993,315	\$8,007,306
 Operating Account	 \$15,073,800	
 <u>Current Operating Reserve Obligations</u>		
Federal Operating Assistance in FY26		\$8,750,000
 <u>Current Capital Reserve Obligations</u>	 \$13,099,296	
Washington/Western BRT Project Match		\$3,344,205
LowNo Electrification Project Match		\$3,981,039
Redline Upgrade Project Match		\$1,856,078
Redline Upgrade Safe Streets for All Match		\$1,323,600
FY26 5339 & 5307 Capital Match		\$341,775
 <u>Current Vehicle Replacement Reserve Obligations</u>	 \$1,048,261	
Vehicle Replacement Funds FY25		\$665,011
Vehicle Replacement Funds FY26		\$338,746

All Investment Accounts are reviewed quarterly.

Average annual returns:

Risk Management	4.43%
Workers' Compensation	4.18%
Operating Fund	4.33%
Vehicle Replacement Fund	4.09%
Capital Project	4.23%

* CDTA self insures the first two million of loss per occurrence of any lawsuit in addition to the current obligations and we reserve enough to cover one full loss.

Monthly Performance Report

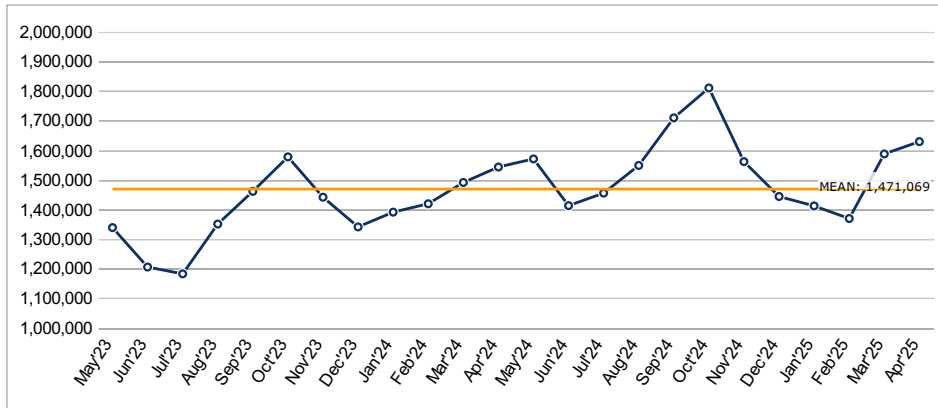
Period: Apr'25

Meeting: May'25

Patronage / Mobility

Page 1

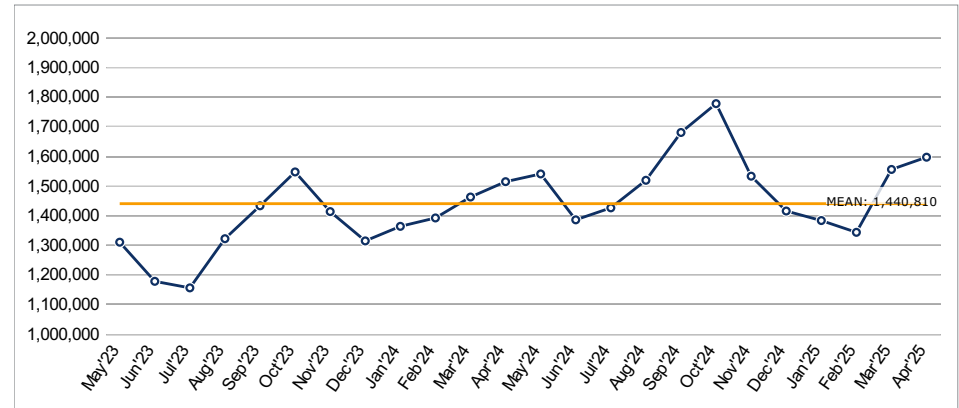
Total Riders



Previous: 1,545,519

Current: 1,631,306

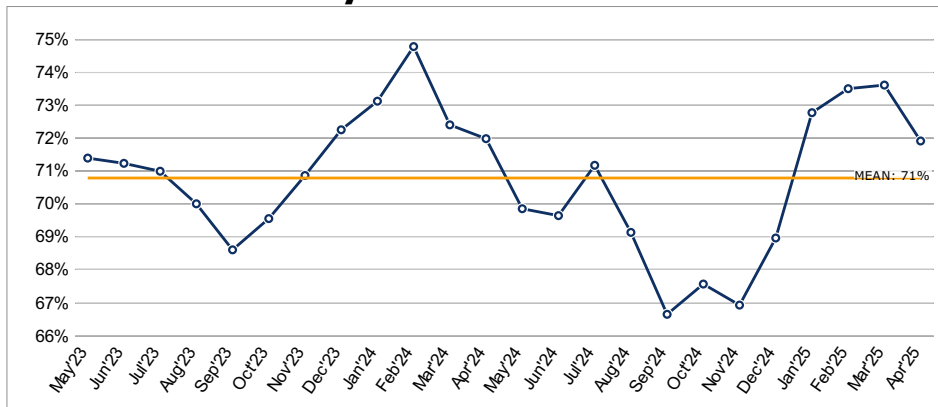
Fixed Riders



Previous: 1,515,113

Current: 1,597,813

System Wide OTP



Previous: 71.99%

Current: 71.92%

Monthly Performance Report

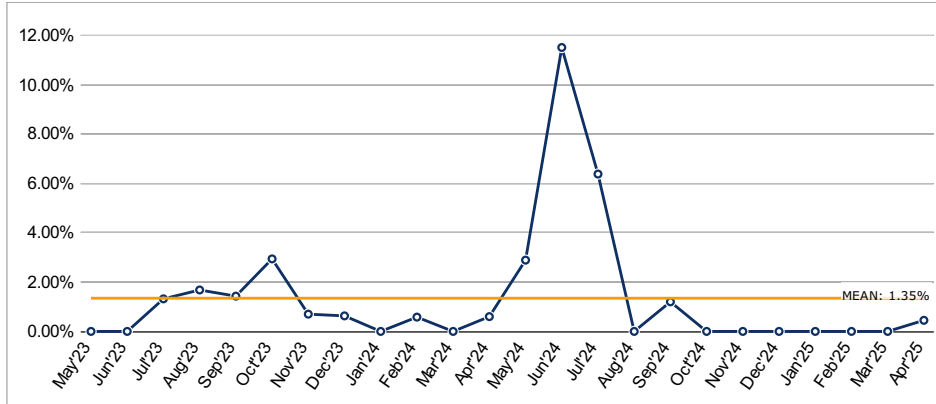
Period: Apr'25

Meeting: May'25

Reliability

Page 2

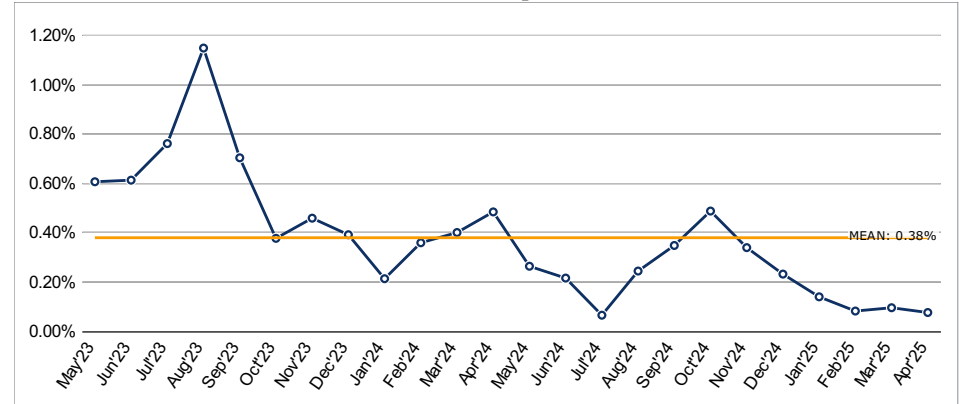
PMI Not On Time



Previous: 0.6%

Current: 0.5%

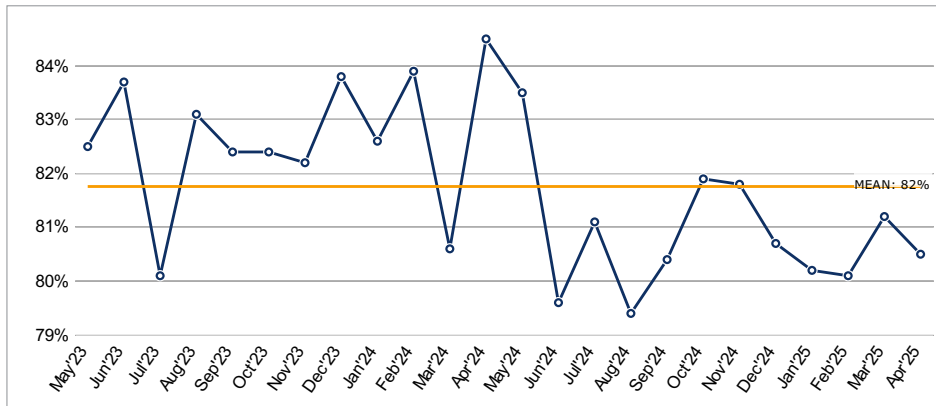
Percent of Trips Missed



Previous: 0.48%

Current: 0.08%

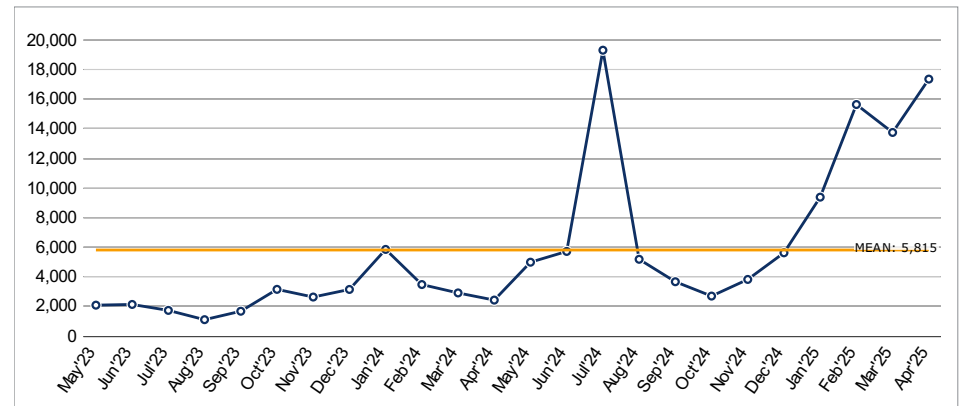
Scheduled Work



Previous: 84.5%

Current: 80.5%

MDBSI



Previous: 2,432

Current: 17,362

Monthly Performance Report

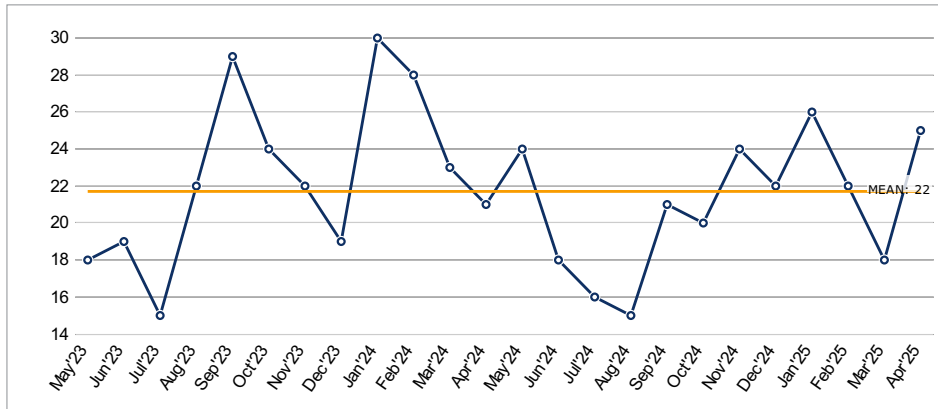
Period: Apr'25

Meeting: May'25

Safety

Page 3

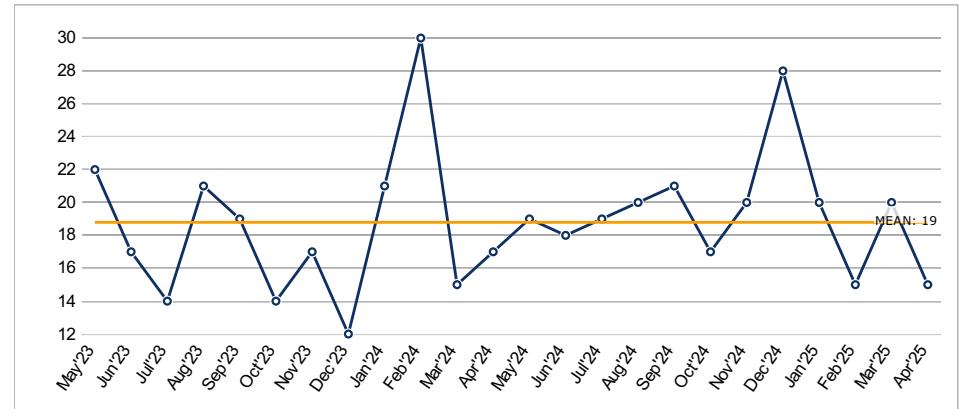
Preventable Accidents



Previous: 21

Current: 25

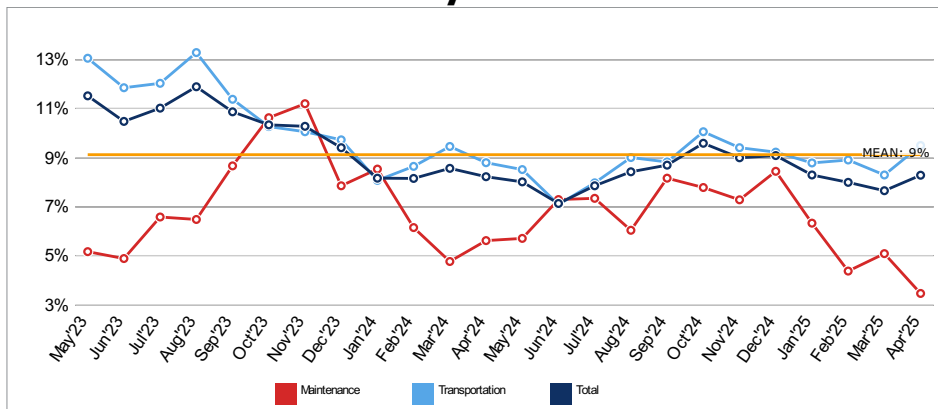
Non-Preventable Accidents



Previous: 17

Current: 15

Percent Days Not Worked



Previous: 8.2%

Current: 8.3%

Monthly Performance Report

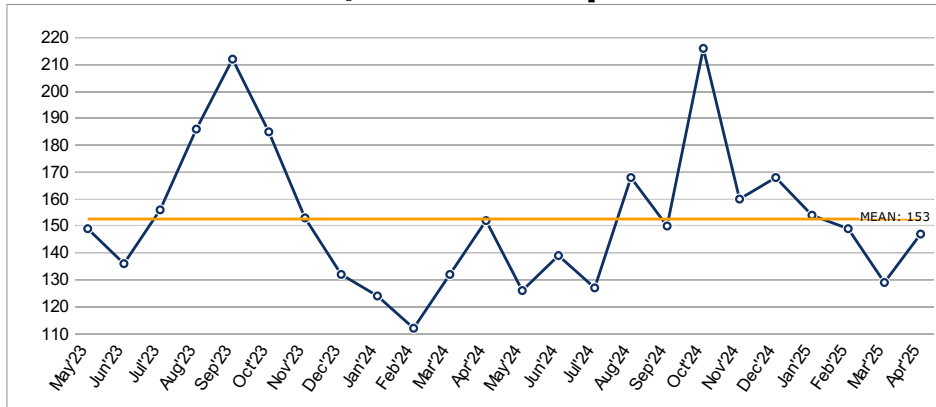
Period: Apr'25

Meeting: May'25

Customer Service

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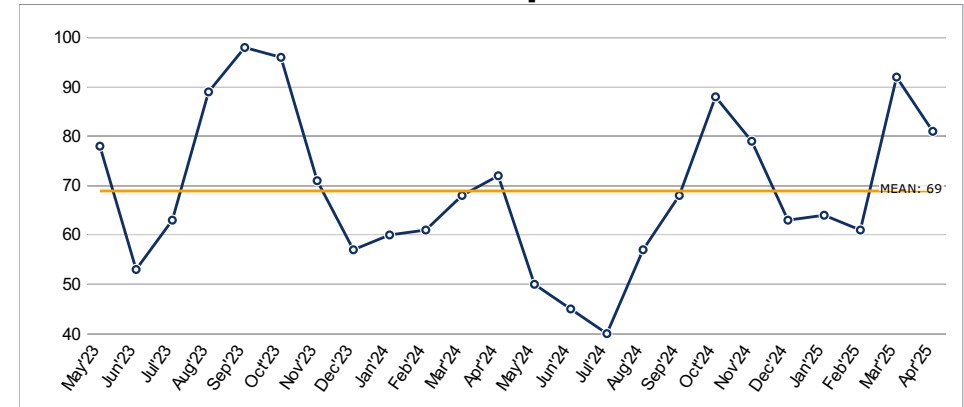
Fixed/Shuttle Complaints



Previous: 152

Current: 147

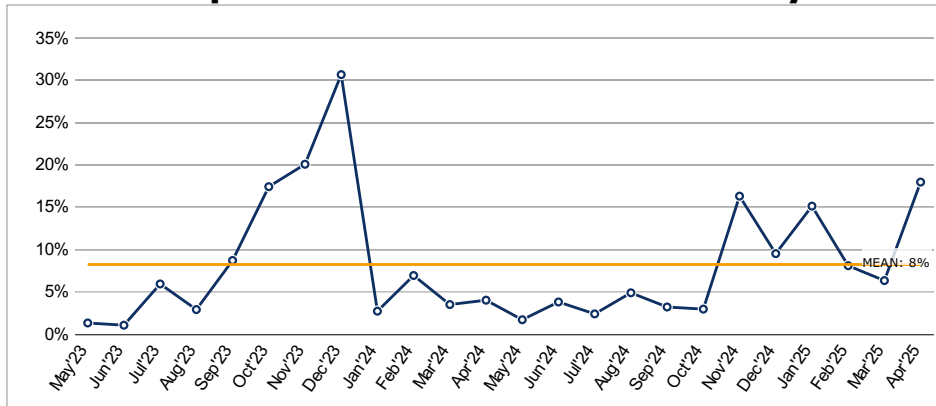
Other Complaints



Previous: 72

Current: 81

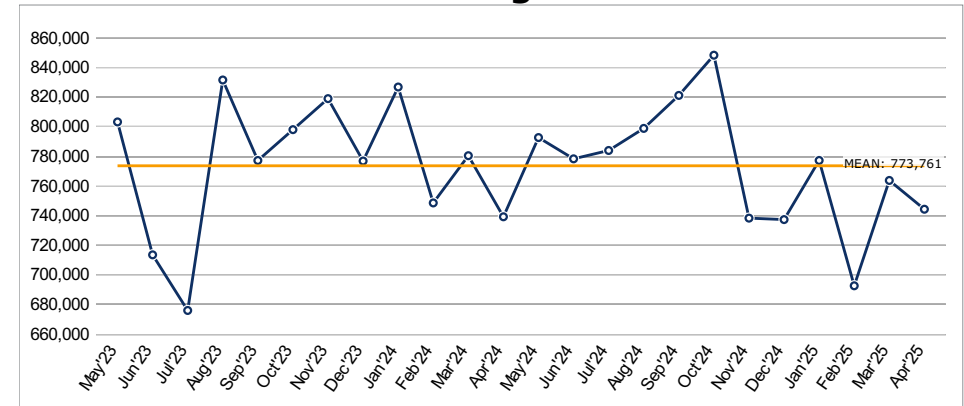
Complaints Not Addressed in Ten Days



Previous: 4.0%

Current: 18.0%

Website Page Views



Previous: 739,308

Current: 744,406

Monthly Performance Report

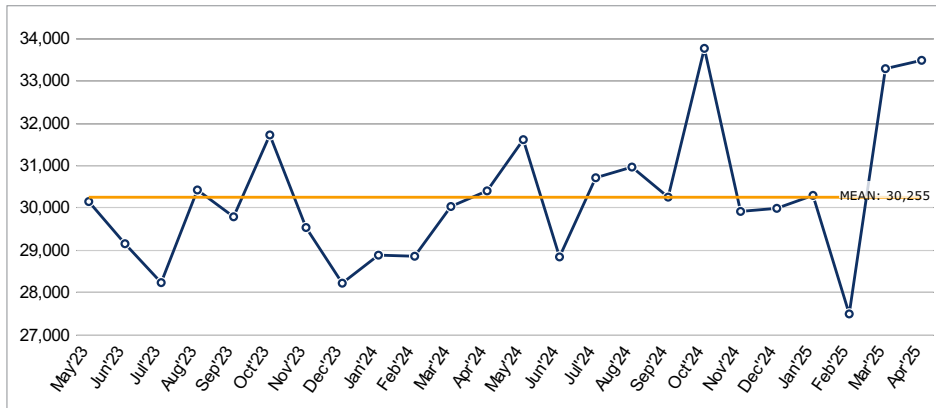
Period: Apr'25

Meeting: May'25

STAR Service

Page 5

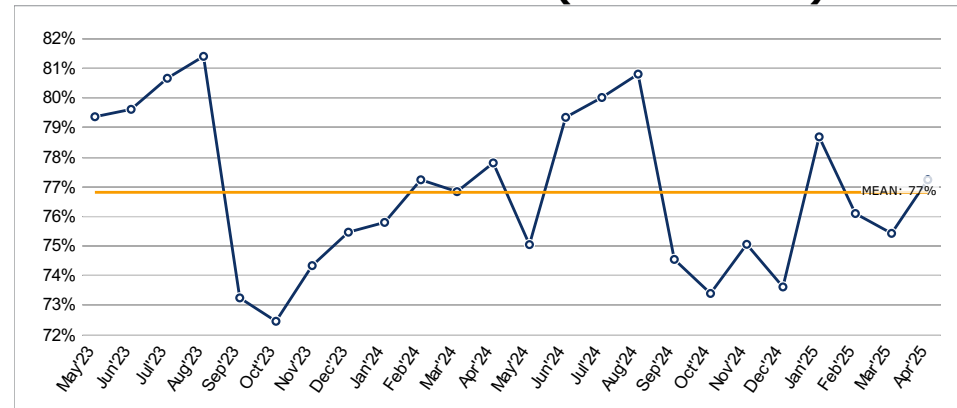
STAR Riders



Previous: 30,406

Current: 33,493

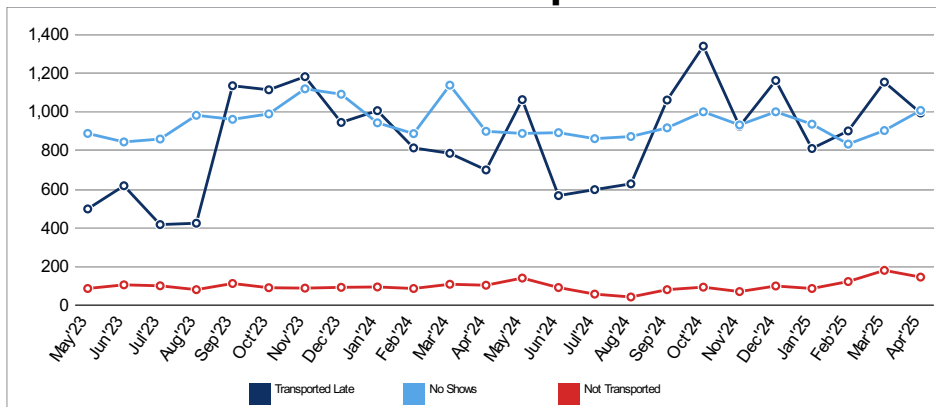
On-Time Performance (0-10 Minutes)



Previous: 77.8%

Current: 77.2%

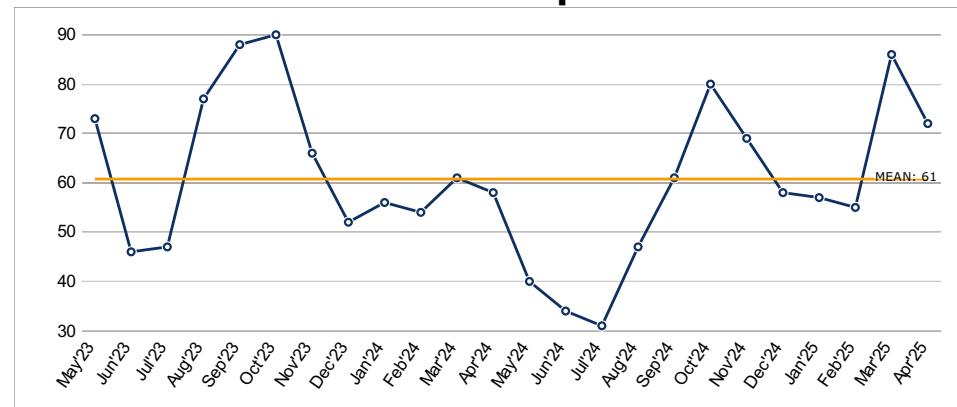
Missed Trips



Previous: 1,703

Current: 2,148

Customer Complaints



Previous: 58

Current: 72

Monthly Performance Report

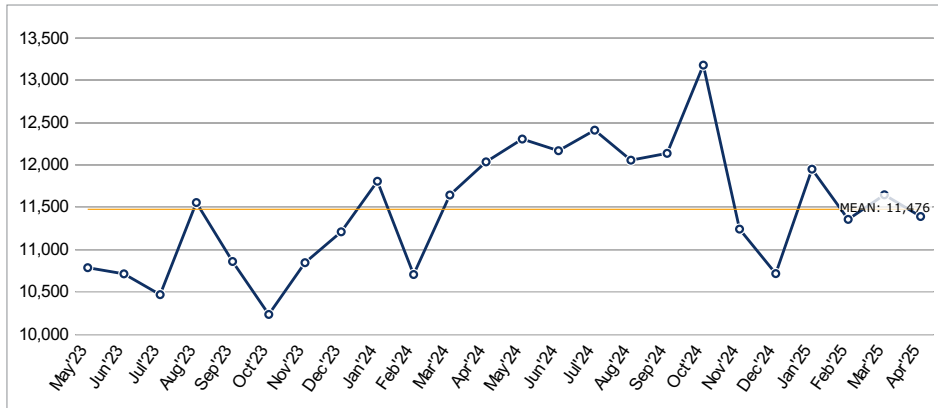
Period: Apr'25

Meeting: May'25

STAR Service

Page 6

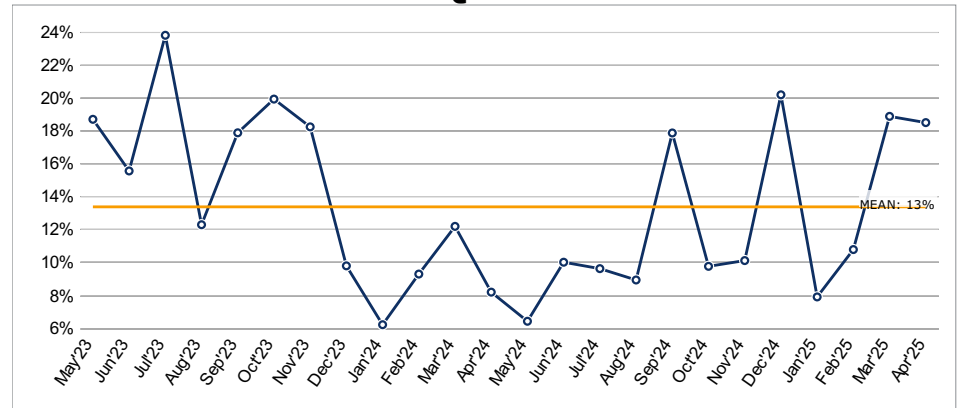
Reservation Calls



Previous: 12,037

Current: 11,391

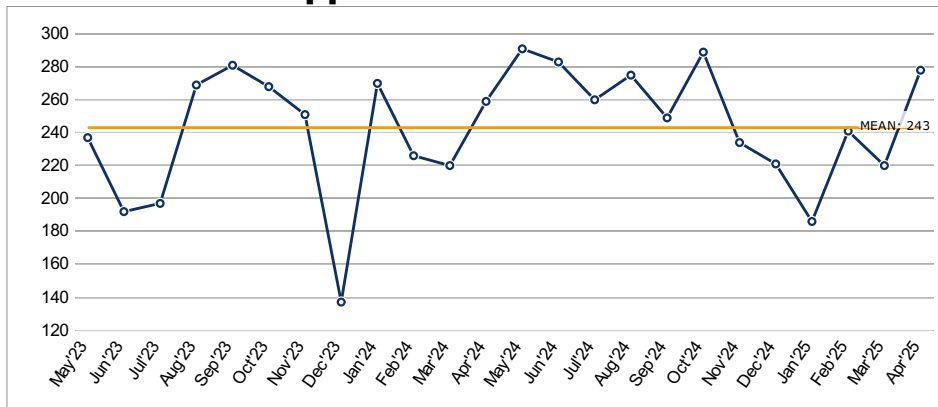
Reservation Calls in Queue Over Five Minutes



Previous: 8.2%

Current: 18.5%

Applications Received



Previous: 259

Current: 278

Total Riders – Includes fixed route, STAR, NX, cash fare, Navigator, contracts (primarily UA), employees, and special events/trolley.

Fixed Riders – Includes fixed route, NX, cash fare, Navigator, contracts (primarily UA), employees, and special events/trolley.

System Wide OTP % – On-time performance: The percentage of departures that occurred between 5 minutes late and 1 minute early. This is calculated across all time points in all routes in the system except at the last time point of a route, which calculates On-Time as between 5 minutes late and 15 minutes early. Departures more than 30 minutes late or more than 15 minutes early are excluded along with School Trips, Shopping Trips, and NX routes.

PMI – Not on Time – A Preventive Maintenance Inspection (PMI) is a routine (periodic) service and examination of the vehicle to identify potential defects before they fail. This measure is the work orders completed within 500 miles before and 500 miles after the scheduled mileage (6,000), divided by the number of PMI's done for the month.

Percent of Trips Missed – Missed trips collected by dispatchers divided by total trips planned. Missed trips include those due to mechanical issues and operator availability.

Scheduled Work – Unscheduled work is anything identified during a driver vehicle inspection, or caused by a breakdown. Scheduled work is anything else (primarily as a result of a PMI). This metric is the ratio of scheduled work to unscheduled work.

MDBSI – Mean distance between service interruptions: Total Miles Operated divided by number of service interruptions. A service interruption is defined as Incident, accident, operator running late, traffic delays, tire issues, etc., causing a service interruption (delay) of 5 minutes or more.

Preventable Accidents – An accident is considered preventable if it is due to an operator's failure to drive in a safe and professional manner. Accident categorizations may experience minor fluctuations after the fact for the prior month (after this report is generated).

Non-Preventable Accidents – An accident is considered non-preventable if the operator did everything that is reasonably expected of a defensive driver to avoid the accident. Accident categorizations may experience minor fluctuations after the fact for the prior month (after this report is generated).

Percent Days Not Worked – Total workdays scheduled in the Maintenance and Transportation departments divided by the total number of days not worked. Days not worked can be due to disability/workman's compensation, disqualification, excused time, FMLA, leave of absence, missed/late time, sick leave, suspension, or unexcused absence.

Fixed/Shuttle Complaints – Any comments/complaints related to our regular route network, including the Northway Xpress. These are generally related to the on-street service expectations of our customers, from operator conduct to on time performance.

Other Complaints – This category is for comments tied to any claims, service requests, fare disputes, or anything related to STAR.

Complaints Not Addressed in 10 Days – Comments are submitted, reviewed, assigned and investigated by division. Once investigation is complete and customer is contacted, complaint is "addressed".

Website Page Views – This measures how many times someone has viewed an entire page including all text, images, etc. Alternatively, visits are defined as a series of hits from any particular address (source location). If any two hits are separated by 30 minutes or more, typically two visitors are counted.

Definitions (STAR)

STAR Riders – Actual (not scheduled) ridership, including personal care assistants and other passengers.

STAR On-Time Performance - Percentage of bookings which were on-time for both their pick-up and, where applicable, their drop-off. A pick-up is considered on-time if the vehicle arrived no more than 10 minutes after the pick-up scheduled time. If the booking has a drop-off scheduled time (such as in the case of a doctor appointment), the vehicle must also arrive at the drop-off no later than that scheduled time to be considered on-time. If the booking has no drop-off scheduled time, then the drop-off is not considered for on-time performance. In instances where the vehicle arrived at the pick-up but the client did not take the trip (such as no-shows, missed trips and cancels-at-door), on-time performance is only judged by pick-up arrival time since the drop-off cannot be performed. Only considers trips for which data entry is complete and has passed a quality check. This data is one month behind all other data.

STAR Missed Trips - Count of monthly STAR trips where the client was transported late outside of the 25-minute window, did not take the trip and also did not cancel, or the client was not transported because STAR was too late.

STAR Reservation Calls in Queue Over 5 Minutes - Count of times customers had to wait for over five minutes before being connected with a STAR reservationist after selecting to do so.

STAR Customer Comments/Complaints - Number of comments or complaints related to STAR service.

STAR Applications Received - Counts every client whose application has been received and entered in Trapeze.