CDTA COMMITTEE AGENDA
Performance Monitoring/Audit Committee
Thursday, October 23, 2025 | 11:00 AM | 110 Watervliet Ave & Via Microsoft Teams

Committee Item	Responsibility
Call to Order	Peter Wohl
Approve Minutes of Wednesday, September 17, 2025	Peter Wohl
Consent Agenda Items	
• Approve Advocacy Services	Stacy Sansky
• Auto Physical Damage Insurance Renewal	Kelli Schreivogl
• Auto and General Liability Insurance Renewal	Kelli Schreivogl
Investment Committee	
• Investment Committee Activity Report	Denise Figueroa
Administrative Discussion Items	
• Monthly Management Report	Patricia Cooper
• Monthly Non-Financial Report	Richard Cordero
• Internal Audit Update	Sarah Matrose

Next Meeting: Wednesday, November 19, 2025, at 12 noon via Microsoft Teams & 110 Watervliet Ave

Adjourn	Peter Wohl

Capital District Transportation Authority
Performance Monitoring/Audit Committee
Meeting Minutes – September 17, 2025, 2025, at 12:05 PM; 110 Watervliet Avenue, Albany

In Attendance: Peter Wohl, Jayme Lahut, Jackie McDonough, Frank Annicaro, Chris Desany, Lance Zarcone, Amanda Avery, Jaime Kazlo, Jon Scherzer, Dave Williams, Stacy Sansky, Thomas Guggisberg, Rich Cordero, Trish Cooper, Jeremy Smith, Jack Grogan, Michael Williams, Sarah Matrose, Gary Guy, Rich Nasso Jr., Kelli Schreivogl, Elide Oyanedel, Emily DeVito, Keosha Miles

Meeting Purpose
Regular monthly meeting of the Performance Monitoring/Audit Committee. Peter Wohl noted that a quorum was present. Minutes from August 20, 2025, meeting were reviewed and approved.

<u>Administrative Discussion Items</u>
August Service Changes

- Chris Desany provided an update on the August Service Realignment.
- Stakeholder outreach was proactive and stop relocations were communicated in advance. Complaints remained low—only 22 in total, with just 12 tied to service changes.
- Field monitoring showed buses operated within capacity, delays were minimal, and increased student demand was handled using articulated buses. On-time performance dipped slightly.
- Looking ahead, schedule adjustments, enhanced operator training, and targeted bus assignments are planned for November. Continued monitoring and engagement will guide the next round of service changes, with Board review scheduled for October.

Triennial Review Update

- Melissa Shanley provided an update on Triennial Review which was conducted by the DMP Group, a federal contractor, following a site visit in June 2025.
- The review covered 23 areas, 20 of which applied to CDTA. Three findings were identified:

  1. Modification needed in FFR reporting for unliquidated obligations.
  2. A separate lease agreement was required for theater service vehicles operated by Upstate Transit.
  3. ADA reporting for equivalent Flex service was incomplete.

- All findings were resolved prior to the final report issued on August 25, 2025.

Monthly Management Report

- Patricia Cooper provided the Monthly Management Report for August.
- Mortgage Recording Tax continued to outperform, up 10% for the month and 18% year-to-date.
- Customer fares were slightly below budget but improving, with August less than 1% under and the year-to-date gap narrowing to 5.6%.
- Investment income exceeded expectations by 24%, supported by effective cash management and updated money market policies.
- On the expense side, wages were 8.75% under budget for August and nearly 6% under year-to-date,
- Purchased transportation was slightly over budget in August (2.36%) but remains 9% under for the year, the strongest performance in recent years.
- Overall, total expenses were 3.4% under budget, generating a $1.7 million year-to-date surplus and $2.1 million in total YTD savings

Monthly Non-Financial (performance) Report

- Gary Guy provided the non-financial report for August.
- Fixed route ridership increased by 2% compared to July, reflecting the seasonal return of school and university populations. Year-to-date ridership is up 2.6% over the prior year.
- **Accident trends** showed 19 preventable accidents in August, a slight decrease from July, but a 6% increase year-to-date. Non-preventable accidents rose to 23, up 13% year-to-date.
- **STAR paratransit services** saw a 2% ridership increase month-over-month and 8.4% growth year-to-date.
- STAR on-time performance dipped slightly by 0.3% in August but remained up 10.3% year-over-year

Next Meeting

Thursday, October 23, 2025, at 11:00AM via Microsoft Teams and at 110 Watervliet Ave.

Capital District Transportation Authority
Agenda Action Sheet

Subject: Contract Award for Advocacy Services
Committee: Performance Monitoring/Audit
Meeting Date: October 23, 2025

Objective of Purchase or Service:
Contract award for advocacy services to Park Strategies, LLC of Albany, New York.

Summary of Staff Proposal: CDTA uses a professional firm to help us advocate at the state level. The current contract is set to expire in November, and a new one is required to maintain services. A Request for Proposals (RFP) was issued outlining CDTA's need for advocacy services and expected outcomes of a partnership with an advocacy firm. The RFP requested firm qualifications including their transportation experience and familiarity with the Capital Region landscape. Two proposals were received, based on proposal reviews, consideration of the work required, and the work of the incumbent, staff recommends that we contract with Park Strategies.

Financial Summary/Cost:
Annual Cost: $84,800
Five Year Cost: $424,000

Proposed Action:
I recommend a three-year contract with two optional one-year renewals for Advocacy Services be awarded to Park Strategies, LLC of Albany, NY for an amount not to exceed $424,000 over the contract term.

Prepared by:
Jaime Kazlo, Chief of Staff

Manager:
Frank Annicaro, Chief Executive Officer

CAPITAL DISTRICT TRANSPORTATION AUTHORITY
Staff Contract Award Certification

1. **TYPE OF CONTRACT (check one):**
   ___ Construction & Maintenance   _ ____Goods, Commodities & Supplies   _____Bus Purchase
   __X__ Services & Consultants   _____Transportation & Operational Services

2. **TERMS OF PERFORMANCE (check one):**
   _ _ _ One-Shot Deal: Complete scope and fixed value
   __X_ 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:**
   __$84,800 Annually (NTE)__   **fixed**   estimated   (circle one)

4. **PROCUREMENT METHOD (check one):**
   _ X___ 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)   _X_ _ Request for Proposals (RFP)
   _____Professional Services (Over $25,000)   _____Sole or Single Source (Non-Competitive)

6. **SELECTION CRITERION USED:**
   Number of Proposals/Bids Solicited #__**26**___   or   **Advertised**
   Number of Proposals/Bids Received #__**2**_____

Attach Summary of Bids/Proposals

7. **Disadvantaged/Minority Womens Business Enterprise (D/MWBE) involvement**

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

8. **LEGAL NAME and ADDRESS OF CONTRACTOR/VENDOR: Park Strategies, LLC**
   111 Washington Ave, Suite 600
   Albany, NY 12210

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: ___**October 22, 2025**___

   ____

Cummulative Scorecard for CDTA Exec 03-12000 Advocacy Services

	Park Strategies, LLC Albany, NY	**Soundwear Streamline LLC Albany, NY**
Qualifications & Experience of Firm (105 points)	105	23
Experience/Knowledge of Mobility & Transportation Issues in Capital Region & New York State (90 points)	90	5
Approach to Scope of Services (45 points)	44	15
Price Proposal (45 points)	43	35
MWBE Participation 15 points	4	9
TOTAL (300 Points)	286	87

CAPITAL DISTRICT TRANSPORTATION AUTHORITY
Agenda Action Proposal

Subject:	Auto Physical Damage Insurance
Committee:	Performance Monitoring/Audit
Committee Meeting Date:	October 23, 2025

Objective of Purchase or Service: Auto Physical Damage provides insurance for vehicles in the event of fire, theft, vandalism, collision and natural perils and is rated and priced based on the dollar value of our fleet. The current value of our fleet is about $96 million with our fleet garaged at four separate locations. We currently have a $60,000,000 per occurrence limit with deductibles ranging from $2,500 dollars for service vehicles to $20,000 for buses.

Summary of Staff Proposal: NFP Property & Casualty Services Corp (NFP) approached several markets and received one proposal from our incumbent, Lexington Insurance, one quote from Ascot Insurance and one quote from Starr Surplus Lines. Exhibit A summarizes the program components.

We received three proposals with three insurance layers that will, in conjunction, provide $60 million in coverage. Lexington Insurance proposed a 4.5% decrease to the rate per $100 of value, from $0.31035 to 0.2965. Lexington's occurrence limit is $25 million for a premium of $307,030.38, which includes the increase in fleet value of +1.5%. Ascot Insurance Company is quoting the $15 million excess of $25 million limit layer for $98,958.00. Starr Surplus Lines Insurance Company has quoted the $20M limit layer excess of $40M limit for $75,956.42.

Finance Summary and Source of Funds: The one-year cost of the Auto Physical Damage Insurance is $481,944.90 and is included in our annual operating budget. This represents a 2.5% decrease and are effective for one year starting on November 10, 2025.

Proposed Action:
I recommend the following one-year contracts to:

1) Lexington Insurance Company of 99 High Street, 23rd Floor - Boston, MA for the first $25 million layer for Auto Physical Damage coverage for $307,030.48 effective November 10, 2025.
2) Ascot Insurance Company of 55 W 46th Street – New York, NY for the $15 million excess of $25 million layer of Auto Physical Damage coverage for $98,958.00 effective November, 10, 2025.
3) Starr Surplus Lines Insurance Company of 399 Park Avenue – New York, NY for the $20 million excess of $35 million layer of Auto Physical Damage coverage for $75,956.42 effective November 10, 2025.

Project Manager:
Kelli Schreivogl

EXHIBIT A
Auto Physical Damage Insurance

2025-26 Lexington Insurance Program
(Insurance Rating A – Non-Admitted)

Program Components	Insurance Coverage
Per Occurrence Limit	$25,000,000
Loss per Vehicle	$980,000
Service Vehicle Deductible	$2,500
Bus Deductible	$20,000
Rate per $100 of Value	$0.2965
Premium	**$307,030.48**

2025-26 Ascot Insurance Company (Part two)
(Insurance Rating A – Admitted)

Program Components	Insurance Coverage
Excess Auto Property Limit	$15,000,000 Excess of $25,000,000
Premium	**$98,958.00**

2025-26 Starr Surplus Lines Insurance Company (Part three)
(Insurance Rating A – Non-Admitted)

Program Components	Insurance Coverage
Excess Auto Property Limit	$20,000,000 Excess of $40,000,000
Premium	**$75,956.42**

Total Premium = $481,944.90

CAPITAL DISTRICT TRANSPORTATION AUTHORITY

Agenda Action Proposal

Subject: Auto & General Liability Insurance
Committee: Performance Monitoring/Audit
Committee Meeting Date: October 23, 2025

Objective of Purchase of Service: Auto & General Liability provides insurance protection for claims of injury and damage to people and property of others caused by the operation of our business. NFP Corp, formally Rose & Kiernan (R&K) pursued several markets to obtain competitive proposals for this insurance. We have a $2 million self-insured retention (SIR) policy with $13 million in excess coverage above our SIR. The SIR is similar to a deductible, and we pay the first $2 million of any claim.

Excess coverage is typically purchased in two layers above our $2 million SIR. The first layer is an excess policy of $8 million and the second layer is a $5 million policy, for total excess coverage of $13 million. This year, however, we are proposing three levels.

Summary of Staff Proposal: NFP approached 33 markets but received only one proposal for our primary excess layer ($5 million), one proposal for second excess layer ($3 million) and one proposal for our third excess layer ($5 million). Our primary excess layer carrier, American Alternative, had a reduction in capacity this year resulting the need for a third layer excess layer to obtain $13 million in limit excess of our $2 million self-insured retention.

American Alternative (incumbent) provided a renewal quote of $442,000 for the first $5 million layer of excess insurance. Last year American Alternative provided the first $8 million layer of excess insurance, however due to change in capacity available they can only offer $5 million. They remain the most competitive carrier for the first layer of excess. Gemini Insurance Company will provide the second layer of excess limit at $3,000,000 for $177,308.75. Allied World Assurance will provide the third layer of excess limit at $5 million for $202,312.50. We also purchase coverage for Non-Certified Acts of Terrorism with Lloyds of London for $16,473.43. This policy covers both the Liability and our Auto Physical Damage insurance program.

Finance Summary and Source of Funds: The one-year cost of the Auto & General Liability Insurance is $838,094.68 and is included in our annual operating budget. The premiums represent an 11% increase and are effective for one year starting on November 10, 2025.

Proposed Action:
I recommend a contract for the first $5 million layer of excess coverage to American Alternative for $442,000.00; a contract for the second layer of excess coverage of $3 million to Gemini Insurance Company for $177,308.75; a contract for the third layer of excess coverage of $5 million to Allied World Assurance for $202,312.50; and a contract for Non-Certified Acts of Terrorism coverage to Lloyds of London Insurance at a cost of $16,473.43.

Project Manager:
Kelli Schreivogl

Note: The insurance carrier’s addresses are on page two.

Carrier Addresses:

Lead Excess Liability - $5,000,000:
American Alternative Insurance Corporation
555 College Road East
Princeton, NJ 08543

Excess Liability - $3,000,000 above the $5,000,000:
Gemini Insurance Company
7233 East Butherus Drive
Scottsdale, Arizona 85260-2410

Excess Liability - $5,000,000 above the $8,000,000:
Allied World National Assurance Company
199 Water Street
New York, New York 10038

Non-Certified Acts of Terrorism – Excess General Liability and Auto Liability:
Lloyd's of London
520 Madison Avenue 32nd Floor
New York, New York 10022

Memorandum

October 7, 2025

To: Performance Monitoring/Audit Committee

From: Denise Figueroa, Chairperson of the Investment Committee

Subject: Quarterly Investment Report – September 2025

I have attached the third quarter 2025 investment report and the actions taken by the investment committee on September 22, 2025. Included is the five-year graphical view of our investment accounts followed by a table showing specific market values for each account as of September 30th of each calendar year.

Please note that there is a lag between the portfolio report used for our investment meeting and the month-end report, which reflects a small difference in market values.

If you have any questions, please let me know.

Copy: Frank Annicaro
Patricia Cooper

Summary of Investment Committee Actions

Meeting date: September 22, 2025

Summary

The Investment Committee met on September 22, 2025, with Bob Hennes and Kim Saba of Graypoint (GP). The Federal Reserve reduced interest rates ¼% in September 2025. The Fed's dual mandate of providing stable prices and an economy at full employment led them to the ¼% cut. Throughout 2025 financial markets have been dealing with uncertainty surrounding the proposed tariffs and their impact on the economy. Inflation is running closer to 3% vs. the Feds target of 2% which have some concerned the Fed is ignoring their mandate. Lately, the Fed has become more focused on the new job numbers, which has shown a slowdown in hiring. The financial markets expect the Fed to make additional interest rate cuts this year and additional cuts next year which has resulted in interest rates moving lower in anticipation of these cuts. GP recommends reinvesting out one year or longer, depending on cashflow needs.

A summary of each investment account and related actions is provided below.

Capital Projects & Local Match

Market Value: $13,359,319

Summary of action: We will reinvest the $2,578,385 currently in the money market into a Treasury Note maturing 3/15/28 at 3.54%, or best available rate. The Committee agreed and directed GP to take such action.

Operating Account

Market Value: $13,142,234

Summary of action: We will reimburse ourselves $2,187,500 as budgeted in our operating plan from a Treasury Bill maturing on 10/02/25. We will invest $361,067, including $90,000 Treasury Note maturing 10/15/25 in a Treasury Note maturing 9/30/27 at 3.58%, or best available rate. The Committee agreed and directed GP to take such action.

Vehicle Replacement Reserve

Market Value: $1,049,087

Summary of action: the $591 in the money market fund will remain there. No action needed at this time.

Risk Management Account

Market Value: $3,653,033

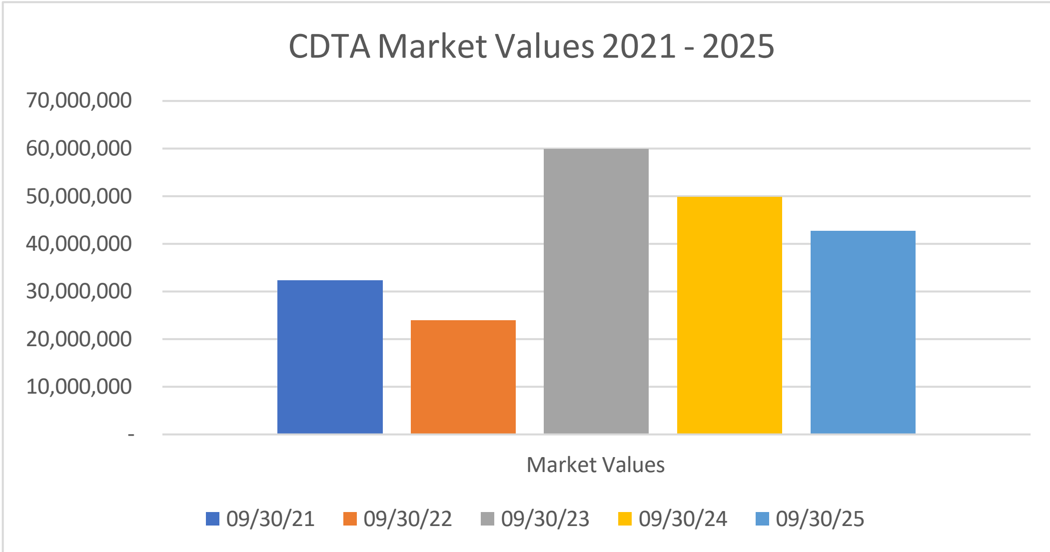
Summary of action: We have $1,058,275 to reinvest from the recent maturity currently in the money market and $250,000 Treasury Note maturing on 10/15/25. We are reinvesting these funds in a one-year Treasury Bill maturing 9/3/26 at 3.6%, or best available rate. The Committee agreed and directed GP to take such action.

Workers' Compensation Account

Market Value: $11,677,845

Summary of action: We have $631,170 to reinvest from a recent maturity and $1,450,000 in a Treasury Note maturing on 11/15/25. We will leave $250,000 in the money market for Workers' Compensation expenses and reinvest $1,826,170 into a Treasury Note maturing on 8/31/29 at 3.63%, or best available rate. The Committee agreed and directed GP to take such action.

Total Market Value of Accounts	**$42,881,518**


CDTA Market Values 2021 - 2025
70,000,000
60,000,000
50,000,000
40,000,000
30,000,000
20,000,000
10,000,000
-
Market Values
09/30/21
09/30/22
09/30/23
09/30/24
09/30/25

	Date	Market Value
Capital Projects &		
Local Match	09/30/21	15,047,880
	09/30/22	7,282,229
	09/30/23	13,226,391
	09/30/24	12,845,841
	09/30/25	13,352,006
Operating Account		
	09/30/21	3,107,665
	09/30/22	3,059,957
	09/30/23	32,367,816
	09/30/24	21,974,086
	09/30/25	13,145,853
Vehicle Replacement		
	09/30/21	951,897
	09/30/22	930,809
	09/30/23	970,348
	09/30/24	1,022,872
	09/30/25	1,049,121
Risk Management		
	09/30/21	3,573,965
	09/30/22	3,252,489
	09/30/23	3,338,629
	09/30/24	3,506,933
	09/30/25	3,655,127
Workers' Compensation		
	09/30/21	9,665,906
	09/30/22	9,433,868
	09/30/23	10,053,271
	09/30/24	10,548,545
	09/30/25	11,579,038
		Market Values
Combined Totals	09/30/21	32,347,313
	09/30/22	23,959,352
	09/30/23	59,956,455
	09/30/24	49,898,278
	09/30/25	42,781,146


Monthly Management
Report
September 2026
CDTA

Monthly Management Report (MMR) - Septembert 2025

Executive Summary

	REVENUE	Actual	Budget	Current Month ($) Variance	Current Month (%) Variance	Year to Date ($) Variance	Year to Date (%) Variance
1	Mortgage Tax	$ 1,554,480	$ 1,054,167	$ 500,313	47.46%	$ 1,449,790	22.92%
2	Customer Fares	$ 1,693,196	$ 1,809,808	$ (116,612)	-6.44%	$ (620,563)	-5.71%
3	Facilities Income	$ 355,543	$ 336,410	$ 19,133	5.69%	$ 139,087	6.89%

	EXPENSES	Actual	Budget	($) Variance	(%) Variance	($) Variance	(%) Variance
4	Wages	$ 5,633,012	$ 5,976,923	$ (343,911)	-5.75%	$ (2,123,876)	-5.96%
5	Professional Services	$ 431,781	$ 495,867	$ (64,086)	-12.92%	$ (391,499)	-13.16%
6	Purchased Transportation	$ 1,164,517	$ 1,123,000	$ 41,517	3.70%	$ 553,177	8.21%
7	Other Benefits	$ 530,280	$ 459,374	$ 70,906	15.44%	$ 39,235	1.42%
						YTD Revenue	-0.26%
						YTD Expenses	-3.58%

Revenue Summary

1 MRT is 47% over budget for the month due to $700k month for Albany. YTD MRT is 23% over budget.

2 Customer fares continue to trend under budget. Fares are 6.4% under budget in September which is a shorter month and had a holiday. YTD customer fares are 5.7%

3 Facilities Income is over budget 5.7% for the month and 6.9% YTD driven by parking revenue and West Facility rents.

Expense Summary

4 Wages are under budget 5.75% for the month and 5.96% YTD. Realignment and gained efficiencies are producing the savings.

5 Professional services are 13% under budget in September and under budget by 13% YTD.

6 Purchased Transportation is 2.36% over budget in August and stayed around 9% over budget YTD.

7 Other Benefits are over budget 15% in September due to timing but are only 1.4% over budget YTD.

Note Overall, we are in a satisfactory budget position, with a surplus of $2.4 million.

CAPITAL DISTRICT TRANSPORTATION AUTHORITY
MONTHLY MANAGEMENT REPORT
CONSOLIDATED BALANCE SHEET

	Sep-25	Sep-24
Assets		
Current Assets:		
Cash	$20,964,100	$25,245,024
Investments	$42,705,315	$49,794,022
Receivables:		
Mortgage Tax	$1,548,649	$974,129
Federal Grants	$16,350,462	$9,087,055
New York State Operating Assistance	$883,532	$0
Trade and Other	$16,356,906	$6,565,546
Advances to Capital District Transportation Committee	$2,333,756	$877,595
Materials, Parts and Supplies	$6,903,305	$5,895,941
Prepaid Expenses	$1,722,283	$1,545,180
Sub-Total Current Assets	***$109,768,307***	***$99,984,491***
Noncurrent Assets:		
Capital Assets, net	$150,459,812	$138,501,923
Deferred outflows of resources:		
Deferred outflows of resources related to OPEB	$6,404,604	$9,213,739
Deferred outflows of resources from pension	$3,720,844	$4,240,984
Sub-Total Deferred outflows of resources:	**$10,125,448**	**$13,454,723**
Total for Assets	**$270,353,568**	**$251,941,137**
Liabilities		
Current Liabilities:		
Accounts Payable	$6,571,849	$5,135,676
Accrued Expenses	$12,467,432	$7,291,812
Unearned Revenue	$3,373,226	$4,528,907
Line of Credit	$0	$0
Sub-Total Current Liabilities	***$22,412,506***	***$16,956,394***
Noncurrent Liabilities:		
Capital Lease Agreement	$15,374,334	$11,147,266
Estimated Provision for Existing Claims and Settlements	$9,452,579	$9,670,414
Other postemployment benefits	$66,811,397	$68,313,217
Net Pension Liability	$3,687,602	$5,493,758
Sub-Total Noncurrent Liabilities	***$95,325,911***	***$94,624,655***
Deferred inflows of resources:		
Deferred inflows of resources from pension	$2,176,474	$480,710
Deferred inflows of resources from OBEP	$39,316,956	$38,379,964
Sub-Total Deferred inflows of resources	**$41,493,430**	**$38,860,674**
Total for Liabilities	**$159,231,848**	**$150,441,724**
Net Position		
Net Investment in Capital Assets	$108,241,228	$108,241,228
Unrestricted	$2,880,492	($6,741,815)
Total for Net Position	**$111,121,720**	**$101,499,413**
Total Liabilities and Net Position	**$270,353,568**	**$251,941,137**

CAPITAL DISTRICT TRANSPORTATION AUTHORITY
CONSOLIDATED STATEMENT OF OPERATIONS
Sep-25

	To Date Actual	Annual Budget	50%
REVENUE:			
AUTHORITY	$8,954,875	$12,871,000	70%
TRANSIT	$62,642,937	$129,342,309	48%
ACCESS	$372,176	$630,000	59%
CDTA FACILITIES	$2,225,289	$4,186,924	53%
TOTAL REVENUE	$74,195,277	$147,030,233	50%
EXPENSE:			
AUTHORITY	$11,262,715	$23,698,326	48%
TRANSIT	$57,937,084	$119,545,669	48%
ACCESS	$424,277	$1,162,721	36%
CDTA FACILITIES	$1,270,752	$2,592,516	49%
TOTAL EXPENSE	$70,894,827	$146,999,233	48%

Revenue over (under) Expenses	$3,300,450
Depreciation	$8,125,000
Excess of Revenue over (under) Expenses	($4,824,550)
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	$1,318,854
*Net Excess of Revenue over (under) Expenses	$244,304

*Contribution to required fleet replacement.

CAPITAL DISTRICT TRANSPORTATION AUTHORITY
Sep-25

BUDGET VARIANCE REPORT

	CONSOLIDATED								
	This Month				Year to Date				Annual
	Actual	Budget	Variance	% Variance	Actual	Budget	Variance	% Variance	Budget
Operating Revenue									
Mortgage Tax	$1,554,480	$1,054,167	$500,314	47.46%	$7,774,790	$6,325,000	$1,449,790	22.92%	$12,650,000
Customer Fares	$1,693,196	$1,809,808	($116,612)	-6.44%	$10,238,286	$10,858,850	($620,563)	-5.71%	$21,717,699
Advertising Revenue	$150,000	$152,083	($2,083)	-1.37%	$900,000	$912,500	($12,500)	-1.37%	$1,825,000
Facilities Income	$355,543	$336,410	$19,132	5.69%	$2,157,549	$2,018,462	$139,087	6.89%	$4,036,924
Interest Income	$21,449	$8,333	$13,116	157.39%	$185,791	$50,000	$135,791	271.58%	$100,000
Misc. Income	$21,785	$14,125	$7,660	54.23%	$159,545	$84,750	$74,795	88.25%	$169,500
Total Operating Revenue	$3,796,454	$3,374,927	$421,527	12.49%	$21,415,961	$20,249,562	$1,166,399	5.76%	$40,499,123
Operating Assistance									
New York State Aid	$5,766,267	$5,992,766	($226,499)	-3.78%	$34,597,600	$35,956,593	($1,358,993)	-3.78%	$71,913,186
County Aid	$159,750	$159,750	$0	0.00%	$958,501	$958,501	$0	0.00%	$1,917,001
Federal Aid	$2,554,660	$2,554,660	$0	0.00%	$15,327,962	$15,327,962	$0	0.00%	$30,655,923
Operating Grants	$170,417	$170,417	$0	0.00%	$1,022,500	$1,022,500	$0	0.00%	$2,045,000
Total Operating Assistance	$8,651,094	$8,877,593	($226,499)	-2.55%	$51,906,562	$53,265,555	($1,358,993)	-2.55%	$106,531,110
Total Revenue and Assistance	**$12,447,548**	**$12,252,519**	**$195,028**	**1.59%**	**$73,322,523**	**$73,515,117**	**($192,594)**	**-0.26%**	**$147,030,233**
Expenses									
Salaries and Wages	$5,633,012	$5,976,923	($343,911)	-5.75%	$33,737,664	$35,861,540	($2,123,876)	-5.92%	$71,723,081
Payroll Taxes	$426,162	$433,327	($7,165)	-1.65%	$2,482,837	$2,599,961	($117,124)	-4.50%	$5,199,923
Health Benefits	$1,145,195	$1,195,190	($49,995)	-4.18%	$7,058,823	$7,171,139	($112,316)	-1.57%	$14,342,278
Workers Compensation	$130,972	$228,060	($97,087)	-42.57%	$1,044,984	$1,368,359	($323,375)	-23.63%	$2,736,718
Other Benefits	$530,280	$459,374	$70,906	15.44%	$2,795,478	$2,756,243	$39,235	1.42%	$5,512,485
Professional Services	$431,781	$495,867	($64,086)	-12.92%	$2,583,701	$2,975,200	($391,499)	-13.16%	$5,950,400
Materials & Supplies	$164,320	$183,421	($19,101)	-10.41%	$1,065,974	$1,100,525	($34,551)	-3.14%	$2,201,050
Miscellaneous	$67,434	$108,156	($40,721)	-37.65%	$447,716	$648,934	($201,218)	-31.01%	$1,297,868
Purchased Transportation	$1,164,517	$1,123,000	$41,517	3.70%	$7,291,177	$6,738,000	$553,177	8.21%	$13,476,000
Maintenance Services	$461,914	$454,060	$7,853	1.73%	$2,896,363	$2,724,363	$172,000	6.31%	$5,448,725
Liability - Claims	$53,174	$39,583	$13,590	34.33%	$341,439	$237,500	$103,939	43.76%	$475,000
Utilities	$120,933	$120,375	$558	0.46%	$711,670	$722,250	($10,580)	-1.46%	$1,444,500
Fuel	$609,479	$669,747	($60,268)	-9.00%	$3,716,147	$4,018,483	($302,336)	-7.52%	$8,036,966
Parts, Tires, Oil	$645,817	$641,917	$3,901	0.61%	$3,885,738	$3,851,500	$34,238	0.89%	$7,703,000
General Insurance	$159,831	$123,520	$36,311	29.40%	$823,630	$741,120	$82,510	11.13%	$1,482,240
Total EXPENSES	**$11,744,821**	**$12,252,519**	**($507,698)**	**-4.14%**	**$70,883,341**	**$73,515,116**	**($2,631,775)**	**-3.58%**	**$147,030,233**
Surplus/Deficit	$702,726	$0	$702,725		$2,439,181	$0	$2,439,181		$0

CAPITAL DISTRICT TRANSPORTATION AUTHORITY
Sep-25

BUDGET VARIANCE REPORT	NON-TRANSIT								
	This Month				Year to Date				Annual
	Actual	Budget	Variance	% Variance	Actual	Budget	Variance	% Variance	Budget
Operating Revenue									
Mortgage Tax	$1,554,480	$1,054,167	$500,314	47.46%	$7,774,790	$6,325,000	$1,449,790	22.92%	$12,650,000
Interest Income	$21,232	$8,333	$12,899	154.79%	$184,331	$50,000	$134,331	268.66%	$100,000
Interest Inc-Invest/Change in Invest	$109,991	$0	$109,991	0.00%	$872,754	$0	$872,754	0.00%	$0
Misc. Income - Authority	$20,500	$10,083	$10,417	103.31%	$123,000	$60,500	$62,500	103.31%	$121,000
Total Operating Revenue	$1,706,203	$1,072,583	$633,620	59.07%	$8,954,875	$6,435,500	$2,519,376	39.15%	$12,871,000
Expenses									
Labor - Authority	$825,641	$838,923	($13,282)	-1.58%	$4,901,405	$5,033,540	($132,135)	-2.63%	$10,067,080
Fringe - Authority	$474,632	$483,961	($9,329)	-1.93%	$2,960,522	$2,903,766	$56,756	1.95%	$5,807,532
Materials & Supplies - Authority	$6,408	$15,706	($9,298)	-59.20%	$117,174	$94,238	$22,936	24.34%	$188,475
Professional Services - Authority	$244,467	$269,073	($24,606)	-9.14%	$1,345,246	$1,614,436	($269,190)	-16.67%	$3,228,873
Other Expenses - Authority	$287,606	$367,197	($79,592)	-21.68%	$1,938,367	$2,203,183	($264,816)	-12.02%	$4,406,367
Total Expenses	$1,838,754	$1,974,861	($136,106)	-6.89%	$11,262,715	$11,849,163	($586,448)	-4.95%	$23,698,326
Surplus/(Deficit)	($132,551)	($902,277)	$769,726		($2,307,839)	($5,413,663)	$3,105,824		($10,827,326)

CAPITAL DISTRICT TRANSPORTATION AUTHORITY
Sep-25

BUDGET VARIANCE REPORT	TRANSIT								Annual
	This Month				Year to Date				
	Actual	Budget	Variance	% Variance	Actual	Budget	Variance	% Variance	Budget
Operating Revenue									
Passenger Fares-Transit	$974,147	$1,093,137	($118,990)	-10.89%	$5,882,542	$6,558,822	($676,280)	-10.31%	$13,117,643
Contracts - Transit	$664,171	$664,171	$0	0.00%	$3,985,028	$3,985,028	$0	0.00%	$7,970,056
Advertising-Transit	$137,500	$139,583	($2,083)	-1.49%	$825,000	$837,500	($12,500)	-1.49%	$1,675,000
Misc. Income - Transit	$8,545	$4,042	$4,503	111.42%	$43,805	$24,250	$19,555	80.64%	$48,500
Total Operating Revenue	$1,784,363	$1,900,933	($116,569)	-6.13%	$10,736,375	$11,405,600	($669,224)	-5.87%	$22,811,199
Operating Assistance									
State Aid	$5,766,267	$5,992,766	($226,499)	-3.78%	$34,597,600	$35,956,593	($1,358,993)	-3.78%	$71,913,186
County Aid	$159,750	$159,750	$0	0.00%	$958,501	$958,501	$0	0.00%	$1,917,001
Federal Aid - Transit	$2,554,660	$2,554,660	$0	0.00%	$15,327,962	$15,327,962	$0	0.00%	$30,655,923
Other Grants - Federal	$170,417	$170,417	$0	0.00%	$1,022,500	$1,022,500	$0	0.00%	$2,045,000
Total Operating Assistance	$8,651,094	$8,877,593	($226,499)	-3.78%	$51,906,563	$53,265,555	($1,358,993)	-3.78%	$106,531,110
Total Revenue and Assistance	$10,435,457	$10,778,526	($343,068)	-3.18%	$62,642,937	$64,671,155	($2,028,217)	-3.14%	$129,342,309
Expenses									
Labor - Maintenance	$956,023	$1,035,853	($79,830)	-7.71%	$5,967,355	$6,215,118	($247,763)	-3.99%	$12,430,236
Labor - Transportation	$3,421,616	$3,614,009	($192,393)	-5.32%	$20,320,495	$21,684,052	($1,363,558)	-6.29%	$43,368,105
Labor - STAR	$395,399	$422,130	($26,731)	-6.33%	$2,370,950	$2,532,780	($161,830)	-6.39%	$5,065,560
Fringe	$1,810,049	$1,825,033	($14,984)	-0.82%	$10,361,693	$10,950,200	($588,507)	-5.37%	$21,900,399
Materials & Supplies	$1,431,605	$1,464,564	($32,959)	-2.25%	$8,660,808	$8,787,383	($126,575)	-1.44%	$17,574,766
Professional Services	$276,846	$278,711	($1,864)	-0.67%	$1,679,151	$1,672,264	$6,888	0.41%	$3,344,527
Other Expenses	$22,635	$16,132	$6,504	40.32%	$98,279	$96,790	$1,489	1.54%	$193,580
Purchased Transportation - STAR	$899,786	$827,083	$72,702	8.79%	$5,611,297	$4,962,500	$648,797	13.07%	$9,925,000
Liability - Claims	$53,174	$39,583	$13,590	34.33%	$341,439	$237,500	$103,939	43.76%	$475,000
Liability - Insurance	$122,741	$119,125	$3,616	3.04%	$652,079	$714,749	($62,669)	-8.77%	$1,429,497
Utilities - Transit	$132,999	$64,417	$68,582	106.47%	$483,733	$386,500	$97,233	25.16%	$773,000
Mat & Supplies - NX	$0	$2,083	($2,083)	-100.00%	$14,597	$12,500	$2,097	16.78%	$25,000
Purchased Transportation - NX	$130,936	$178,417	($47,481)	-26.61%	$791,849	$1,070,500	($278,651)	-26.03%	$2,141,000
Purchased Transportation - Vanpool	$0	$0	$0	0.00%	$67,200	$0	$67,200	#DIV/0	$0
Purchased Transportation - TX	$88,354	$75,000	$13,354	100.00%	$516,157	$450,000	$66,157	14.70%	$900,000
Total Expenses	$9,742,162	$9,962,139	($219,977)	-2.21%	$57,937,084	$59,772,835	($1,835,751)	-3.07%	$119,545,669
Surplus/(Deficit)	$693,295	$816,387	($123,091)		$4,705,854	$4,898,320	($192,466)		$9,796,640

CAPITAL DISTRICT TRANSPORTATION AUTHORITY
Sep-25

ACCESS TRANSIT SERVICES

BUDGET VARIANCE REPORT	This Month				Year to Date				Annual
	Actual	Budget	Variance	% Variance	Actual	Budget	Variance	% Variance	Budget
Operating Revenue									
Contracts - Access	$54,878	$52,500	$2,378	4.53%	$370,716	$315,000	$55,716	17.69%	$630,000
Interest Income	$217	$0	$217	0.00%	$1,459	$0	$1,459	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	$55,095	$52,500	$2,595	4.94%	$372,176	$315,000	$57,176	18.15%	$630,000
Total Revenue and Assistance	$55,095	$52,500	$2,595	4.94%	$372,176	$315,000	$57,176	18.15%	$630,000
Expenses									
Labor - Access	$11,002	$48,300	($37,299)	-77.22%	$65,198	$289,800	($224,602)	-77.50%	$579,600
Fringe Benefits - Access	$6,110	$4,200	$1,910	45.49%	$37,856	$25,200	$12,656	50.22%	$50,400
Purchased Transportation	$45,442	$42,500	$2,942	6.92%	$304,674	$255,000	$49,674	19.48%	$510,000
Rent and Utilities - Access	$1,643	$1,643	$1	0.03%	$10,549	$9,861	$689	6.99%	$19,721
Other Expenses - Access	$2,000	$250	$1,750	700.00%	$6,000	$1,500	$4,500	300.00%	$3,000
Total Expenses	$66,198	$96,893	($30,695)	-31.68%	$424,277	$581,361	($157,083)	-27.02%	$1,162,721
Surplus/(Deficit)	($11,103)	($44,393)	$33,290		($52,101)	($266,361)	$214,259		($532,721)

CAPITAL DISTRICT TRANSPORTATION AUTHORITY
Sep-25

BUDGET VARIANCE REPORT	CDTA FACILITIES								
	This Month				Year to Date				Annual
	Actual	Budget	Variance	% Variance	Actual	Budget	Variance	% Variance	Budget
Operating Revenue									
JLB Station & Garage	$70,097	$80,000	($9,903)	-12.38%	$498,411	$480,000	$18,411	3.84%	$960,000
JLB Parking Revenue	$223,856	$213,951	$9,905	4.63%	$1,321,887	$1,283,704	$38,183	2.97%	$2,567,408
JLB Advertising	$12,500	$12,500	$0	0.00%	$75,000	$75,000	$0	0.00%	$150,000
SSTS	$2,371	$3,458	($1,087)	-31.44%	$15,009	$20,750	($5,741)	-27.67%	$41,500
Greyhound	$75	$0	$75	0.00%	$439	$0	$439	0.00%	$0
85 Watervliet Avenue	$5,801	$6,250	($449)	-7.19%	$34,804	$37,500	($2,696)	-7.19%	$75,000
Interest Income	$4,789	$333	$4,456	1336.69%	$27,971	$2,000	$25,971	1298.53%	$4,000
West Facility	$41,295	$32,418	$8,877	100.00%	$251,769	$194,508	$57,261	100.00%	$389,016
Total Operating Revenue	$360,783	$348,910	$11,872	3.40%	$2,225,289	$2,093,462	$131,827	6.30%	$4,186,924
Expenses									
Labor	$23,064	$17,625	$5,439	30.86%	$111,651	$105,750	$5,901	5.58%	$211,500
Fringe-Benefits	$6,578	$2,756	$3,822	138.66%	$34,147	$16,537	$17,611	106.49%	$33,073
Professional Services	$8,518	$8,333	$185	2.22%	$52,077	$50,000	$2,077	4.15%	$100,000
Insurance	$28,143	$4,012	$24,131	601.41%	$47,715	$24,074	$23,641	98.20%	$48,148
Security	$1,611	$16,667	($15,055)	-90.33%	$80,788	$100,000	($19,212)	-19.21%	$200,000
Facilities Upkeep	$24,855	$22,917	$1,938	8.46%	$91,731	$137,500	($45,769)	-33.29%	$275,000
Facilities Repairs	$11,873	$12,083	($211)	-1.74%	$30,363	$72,500	($42,137)	-58.12%	$145,000
Utilities	($39,122)	$28,250	($67,372)	-238.48%	$72,886	$169,500	($96,614)	-57.00%	$339,000
Materials & Supplies	$1,021	$833	$188	22.52%	$2,628	$5,000	($2,372)	-47.44%	$10,000
Parking Garage	$41,759	$41,667	$92	0.22%	$298,609	$250,000	$48,609	19.44%	$500,000
85 Watervliet Avenue	$3,093	$8,607	($5,514)	-64.07%	$41,656	$51,643	($9,987)	-19.34%	$103,286
SSTS	$18,000	$13,126	$4,874	37.13%	$79,627	$78,755	$872	1.11%	$157,509
West Facility	$32,807	$39,167	($6,360)	100.00%	$326,874	$235,000	$91,874	100.00%	$470,000
Total Expenses	$162,200	$216,043	($53,843)	-24.92%	$1,270,752	$1,296,258	($25,506)	-1.97%	$2,592,516
Surplus/(Deficit)	$198,583	$132,867	$65,715		$954,537	$797,204	$157,333		$1,594,408

CAPITAL DISTRICT TRANSPORTATION AUTHORITY MONTHLY MANAGEMENT REPORT

AGING OF ACCOUNTS RECEIVABLE

Sep-25		
	Amount	% of Total
Current	$10,659,739	91.51%
31 - 60	$139,773	1.20%
61 - 90	$58,110	0.50%
91 - 120	$173,058	1.49%
Over 120	$617,552	5.30%
Total Accounts Receivable	$11,648,232	100.00%

Aug-25		
	Amount	% of Total
Current	$1,090,953	15.33%
31 - 60	$251,962	3.54%
61 - 90	$591,436	8.31%
91 - 120	$64,868	0.91%
Over 120	$5,118,965	71.91%
Total Accounts Receivable	$7,118,184	100.00%

AGING OF ACCOUNTS PAYABLE

Sep-25		
	Amount	% of Total
Current	$4,546,520	85.10%
31 - 60	$571,233	10.69%
61 - 90	$50,391	0.94%
90 & Over	$174,650	3.27%
Total Accounts Payable	$5,342,794	100.00%

Sep-25 Receivables over 120 days: $617,552

Breakdown of outstanding receivables over 120 days.	
$269,231	NYS DEPT. OF TRANSPORTATION
$87,500	CITY OF ALBANY
$73,920	DROPBIKE CORP
$56,900	OTHER
$30,000	GREEN TECH CHARTER SCHOOL
$25,000	CITY HALL OF ALBANY
$25,000	GREATER GLENS FALLS TRANSIT
$25,000	CITY OF SCHENECTADY
$25,000	CITY OF SARATOGA SPRINGS
$617,551	

ADDITIONAL INFORMATION

MORTGAGE RECORDING TAX					Fiscal Year to Date			
	Sep-25	Sep-24	Difference	%	2025	2024	Difference	%
Albany	$692,922	$294,706	$398,216	135.12%	$2,537,988	$1,747,691	$790,296	45.22%
Rensselaer	$175,219	$179,386	($4,167)	-2.32%	$1,196,226	$1,038,558	$157,668	15.18%
Saratoga	$363,876	$321,633	$42,243	13.13%	$2,526,824	$2,233,864	$292,960	13.11%
Schenectady	$204,971	$100,000	$104,971	104.97%	$980,313	$798,149	$182,165	22.82%
Warren	$117,492	$78,403	$39,089	100.00%	$533,439	$446,470	$86,969	100.00%
Total	$1,554,480	$974,128	$580,352	59.58%	$7,774,790	$6,264,731	$1,510,059	24.10%

	Current Month	Year To Date
FY 2025	$1,554,480	$7,774,790
FY 2024	$974,128	$6,264,731

Mortgage tax is unpredictable. Average annual receipts over the past 20 years were **$11.6** million with an annual low of **$6.2** million and an annual high of **$17.5** million.

Highlight Summary
September 30, 2025

RESTRICTED INVESTMENTS	Fund Balances	Current Obligations
Risk Management Account (Self-Insured)	$3,655,127	$1,274,288
Workers' Comp. Account (Self-Insured)	$11,510,554	$8,178,290
Operating Account	$13,141,307	
Current Operating Reserve Obligations		
Federal Operating Assistance in FY26		$8,750,000
Current Capital Reserve Obligations	$13,352,006	
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
Current Vehicle Replacement Reserve Obligations	$1,046,322	
Vehicle Replacement Funds FY25		$665,011
Vehicle Replacement Funds FY26		$338,746

All Investment Accounts are reviewed quarterly.
Average annual returns:

Risk Management	4.00%
Workers' Compensation	4.05%
Operating Fund	4.18%
Vehicle Replacement Fund	4.09%
Capital Project	4.07%

* 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 Summary   Period: Sep'25   Meeting: Oct'25

No	Metrics	Sep-24	Sep-25	YOY % Change	FY25 YTD	FY26 YTD	YTD % Change
1	Total Riders	1,711,575	1,638,478	-4.3%	9,253,261	9,378,340	1.4%
2	System Wide OTP	66.7%	67.6%	1.5%	69.8%	70.0%	0.3%
3	MDBSI	3,672	17,870	386.6%	4,725	18,743	296.7%
4	Preventable Accidents / 100k Miles	2.03	1.14	-44.0%	1.80	1.89	4.9%
5	Non-Preventable Accidents / 100k Miles	2.03	2.56	25.9%	1.78	2.22	24.4%
6	STAR Riders	30,258	33,605	11.1%	182,810	198,810	8.8%
7	On Time Performance (0-10 Minutes)	74.6%	78.7%	5.6%	78.5%	92.9%	18.4%
8	Customer Comments	61	77	26.2%	271	463	70.8%

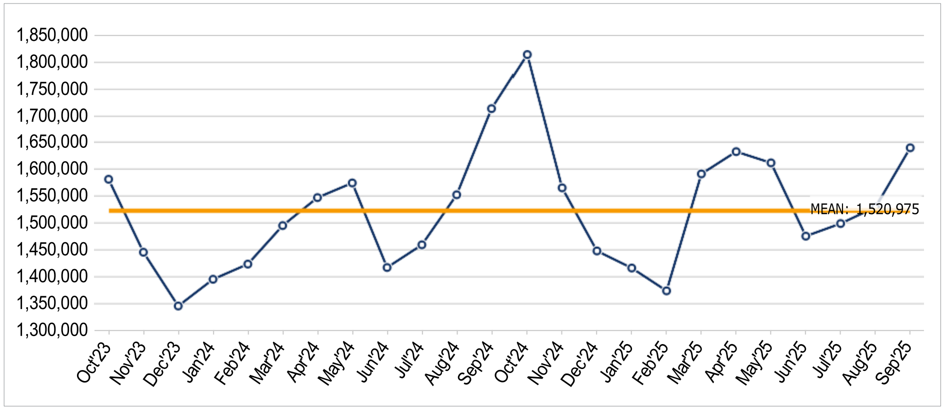
No	Key Points
1	**Overall system performance for September 2025** reflects **steady progress across most key indicators**, supported by **improved reliability, safety, and service consistency**. **Total ridership** is **1.4% higher YTD** than the prior fiscal year, **reflecting modest growth in overall system usage**. ***Continue to closely monitor ridership through planned service realignment campaigns.***
2	**System-wide On-Time Performance** (OTP) improved slightly **(+1.5% YOY, +0.3% YTD),** signaling **continued stability** and **reliable service delivery.** Continue route-level OTP analysis and ***refine scheduling where needed.Continue real-time operational monitoring*** through planned service realignment campaigns.
3	**MDBSI** (Mean Distance Between Service Interruptions) **showed a dramatic improvement, underscoring enhanced fleet performance and maintenance efficiency.** ***Preserve reliability gains through predictive maintenance*** programs
4	**Preventable accidents declined by YOY,** highlighting a **strong commitment to safety**, though the **4.9% YTD increase suggests recent fluctuation that will be monitored closely**. Sustain ***safety improvements with ongoing operator coaching and refresher training***
5	**Non-preventable accidents increased by YOY and YTD**, reflecting **rising external risk factors such as traffic congestion, environmental conditions, and other patterns**. Investigate and ***collaborate with municipalities to address high-risk intersections and identify external hazards***. Continue to reinforce defensive driving techniques through ***refresher training.***
6	**STAR Paratransit ridership grew YOY and YTD, continuing a consistent upward trend in demand for mobility services** for seniors and individuals with disabilities. Ensuring capacity planning aligns with growing demand. ***Explore scheduling optimization tools and staff training enhancements*** to maintain service reliability and customer satisfaction.
7	**STAR On-Time Performance improved YOY and YTD,** demonstrating **strong adherence to scheduling standards.** ***Maintain OTP gains through continued focus on operator and radio controller accountability*** and Trapeze data.
8	**STAR customer comments increased YOY and YTD,** suggesting **higher engagement** and **feedback activity** as **overall ridership levels steadily increased.** Conduct ***trend analysis on comment types to identify recurring service issues***. Strengthening customer relations by ***proactively communicating improvements and closing the feedback loop***.

Monthly Performance Report

Period: Sep'25 **Meeting: Oct'25**

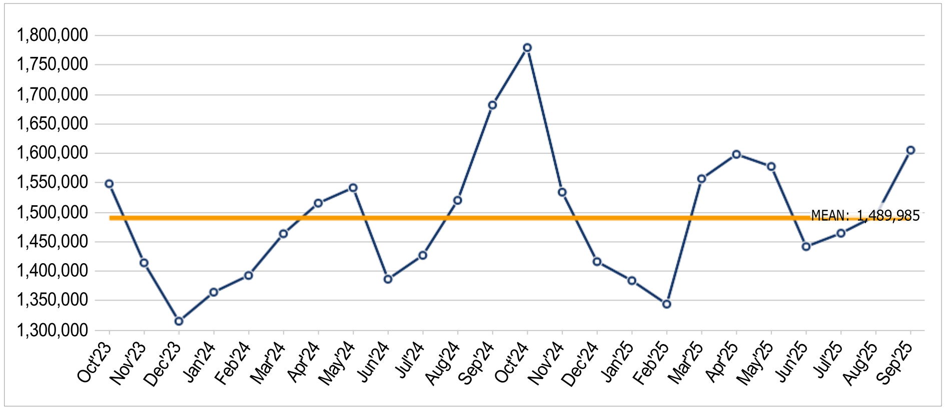
Patronage / Mobility

Total Riders



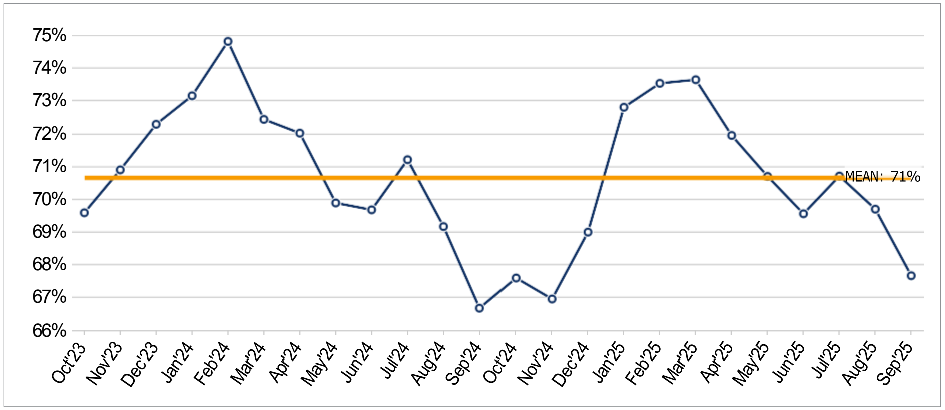
Previous: 1,711,575 **Current: 1,638,478**

Fixed Riders



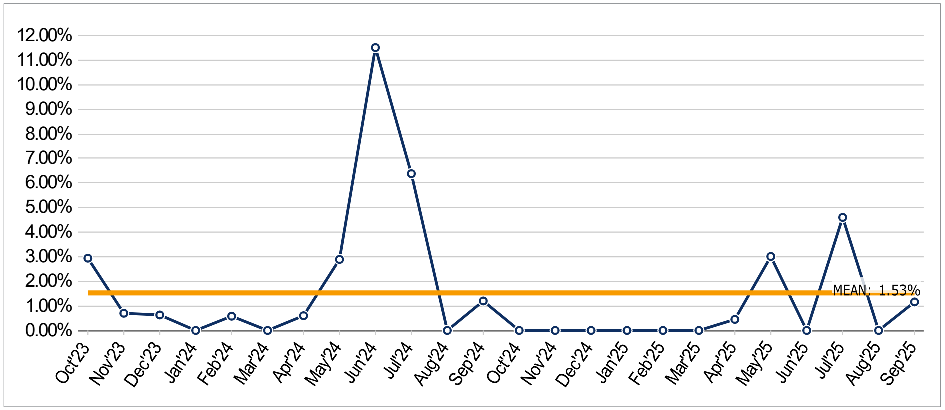
Previous: 1,681,317 **Current: 1,604,873**

System Wide OTP



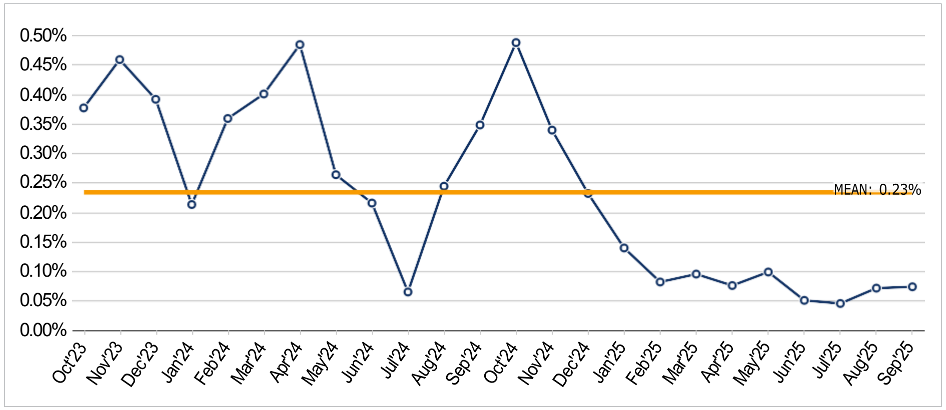
Previous: 66.65% **Current: 67.64%**

PMI Not On Time



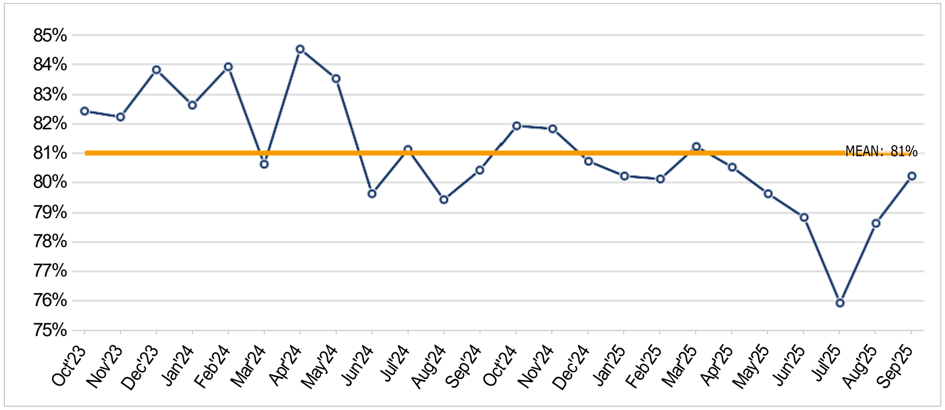
Previous: 1.2% **Current: 1.2%**

Percent of Trips Missed



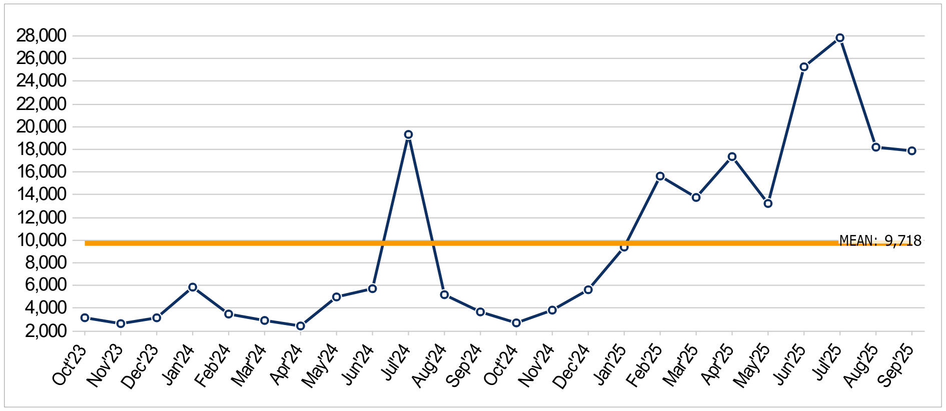
Previous: 0.35% **Current: 0.07%**

Scheduled Work



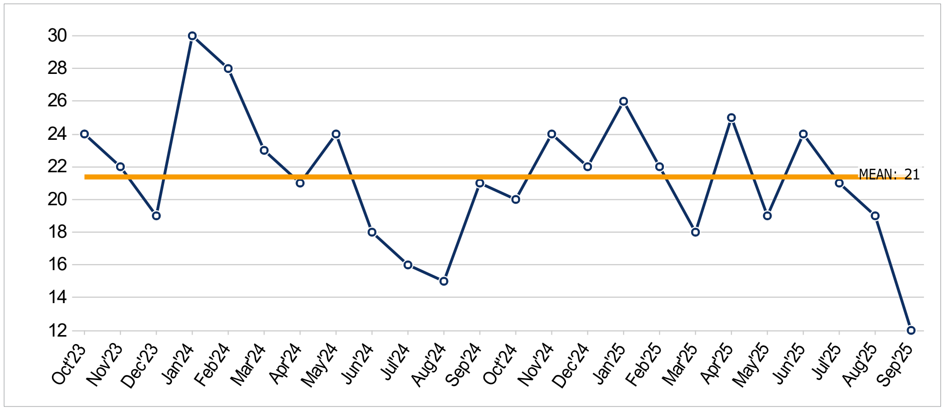
Previous: 80.4% **Current: 80.2%**

MDBSI



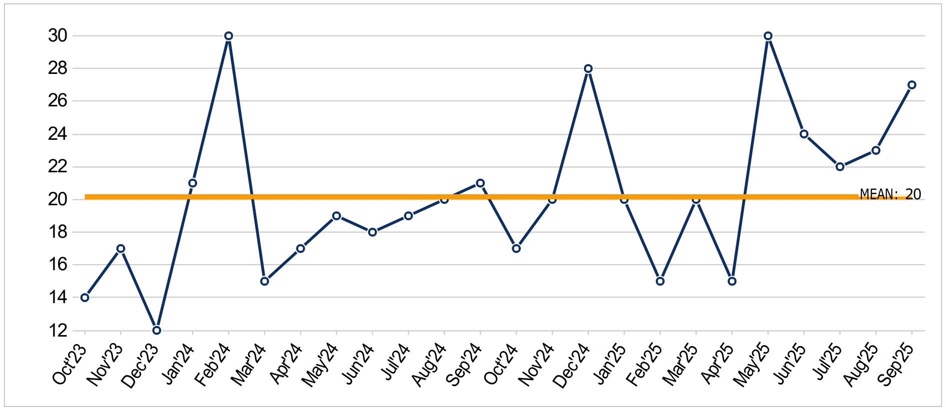
Previous: 3,672 **Current: 17,870**

Preventable Accidents



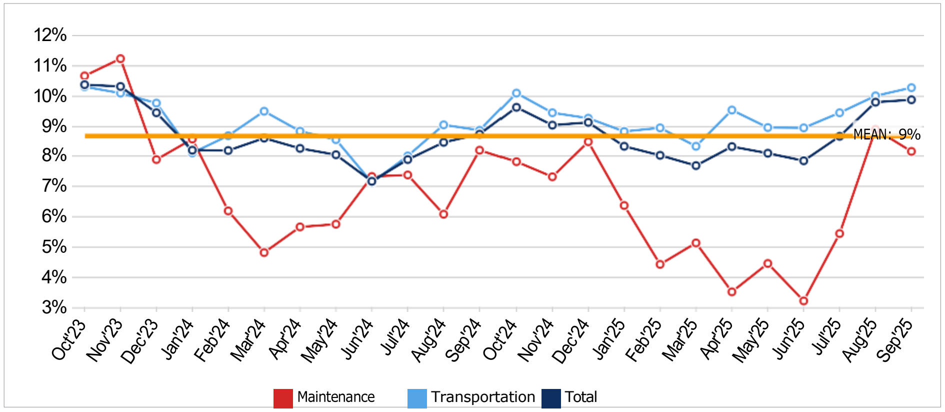
Previous: 21 **Current: 12**

Non-Preventable Accidents



Previous: 21 **Current: 27**

Percent Days Not Worked

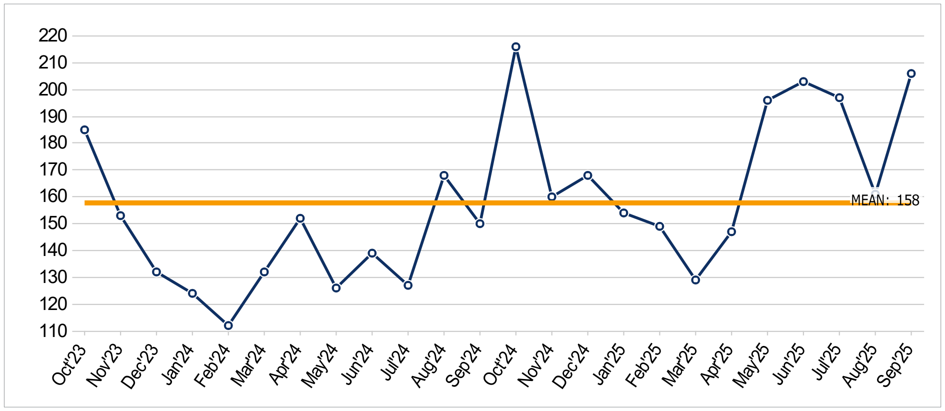


Previous: 8.7% **Current: 9.8%**

Monthly Performance Report   Period: Sep'25   Meeting: Oct'25

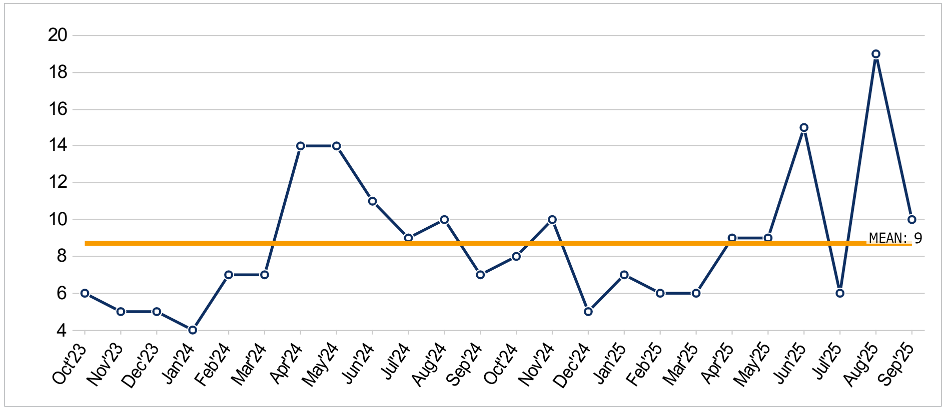
Customer Service

Fixed/Shuttle Complaints



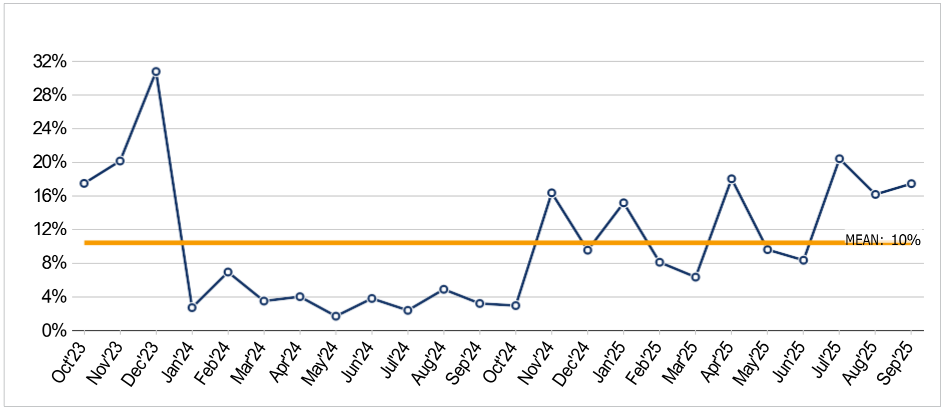
Previous: 150   **Current: 206**

Other Complaints



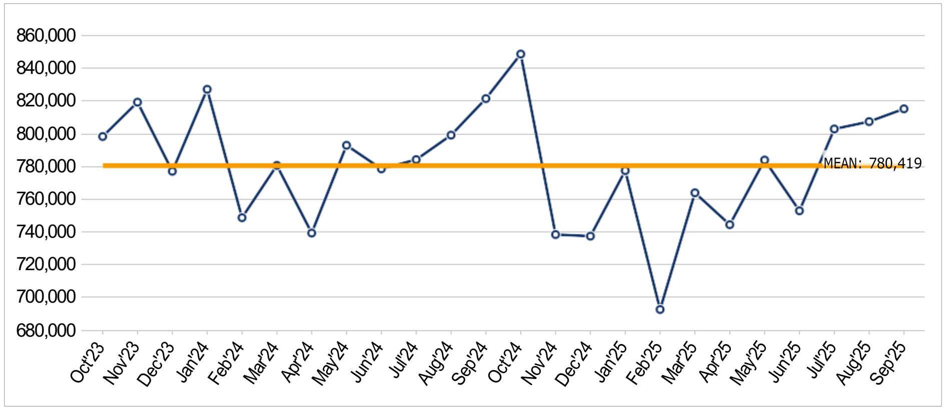
Previous: 7   **Current: 10**

Complaints Not Addressed in Ten Days



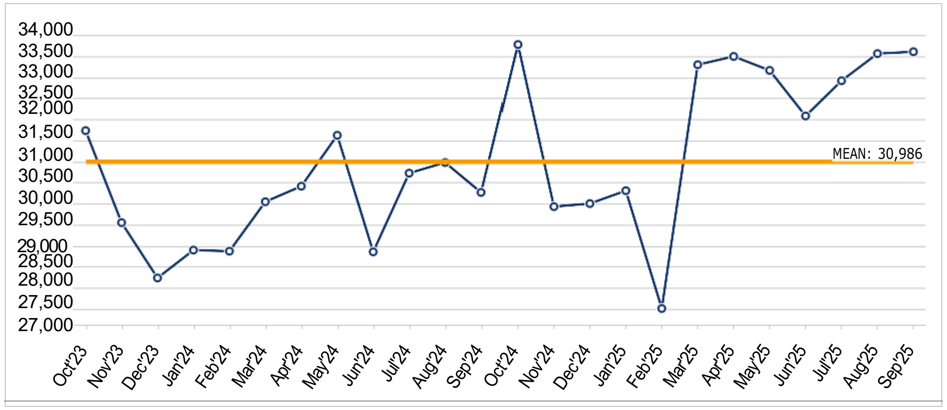
Previous:3.2%   **Current: 17.4%**

Website Page Views



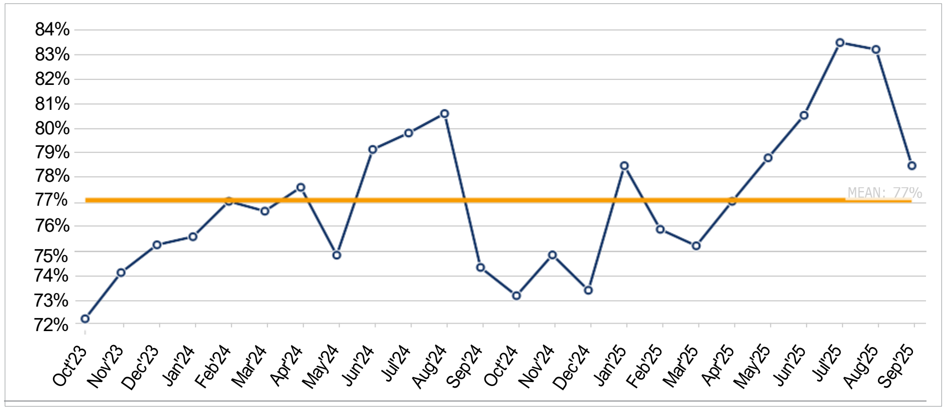
Previous: 821,313   **Current: 815,072**

STAR Riders



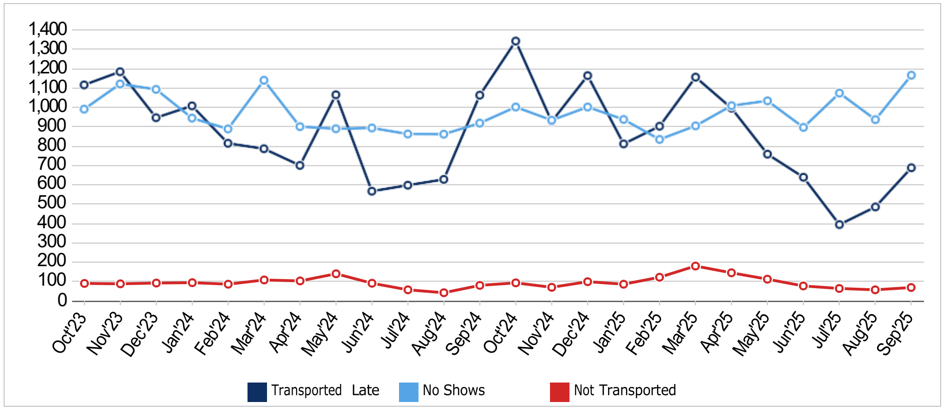
Previous: 30,258 **Current: 33,605**

On-Time Performance (0-10 Minutes)



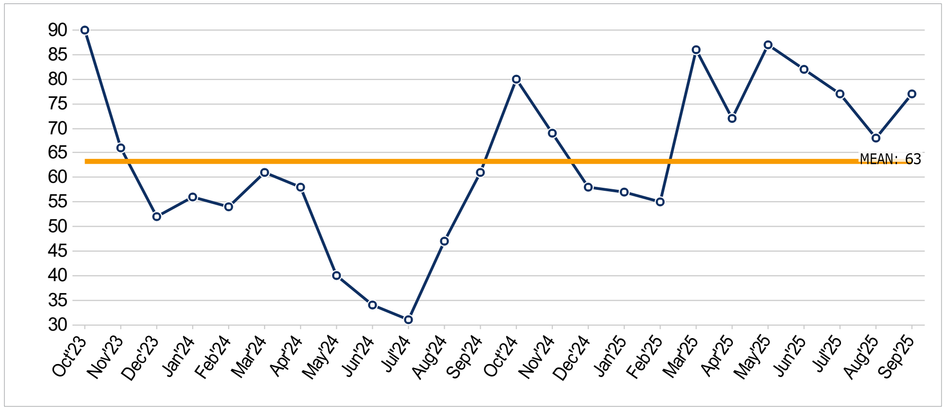
Previous: 74.6% **Current: 78.7%**

Missed Trips



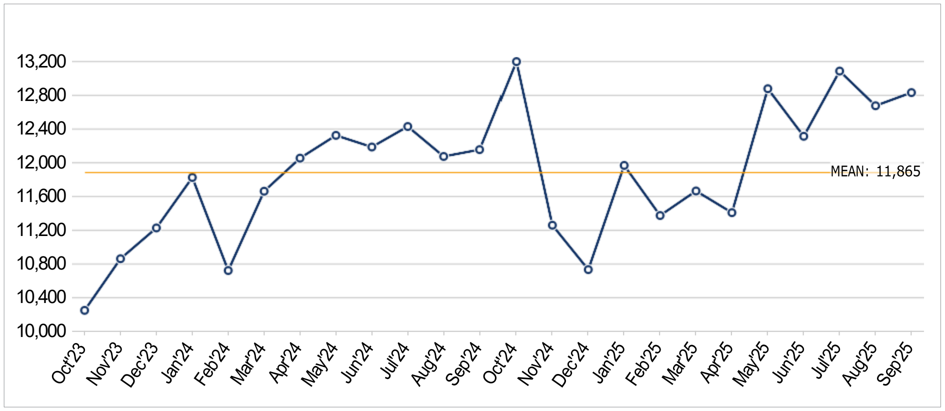
Previous: 2,060 **Current: 1,922**

Customer Complaints



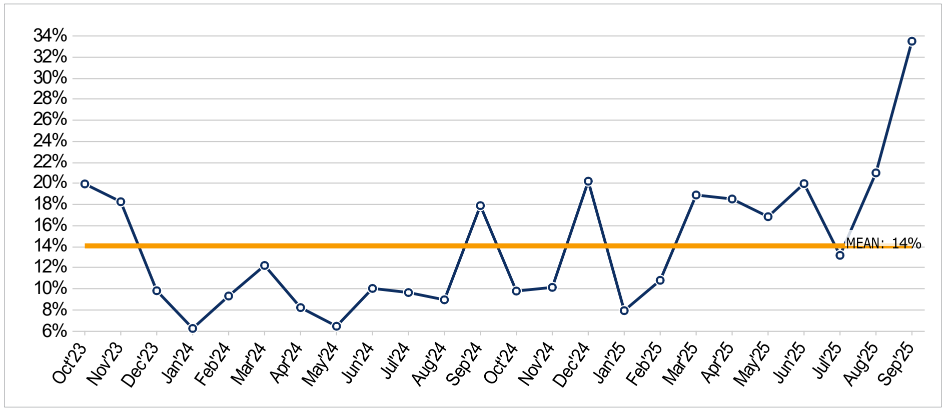
Previous: 61 **Current: 77**

Reservation Calls



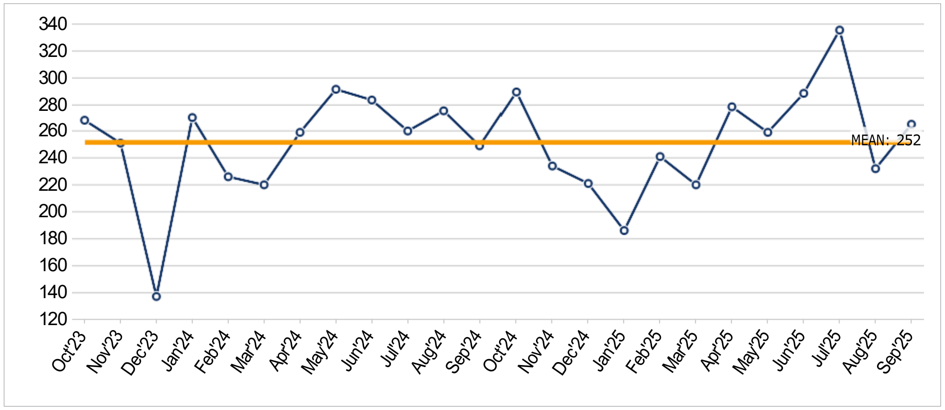
Previous: 12,138 **Current: 12,814**

Reservation Calls in Queue Over Five Minutes



Previous: 17.9% **Current: 33.5%**

Applications Received



Previous: 249 **Current: 265**

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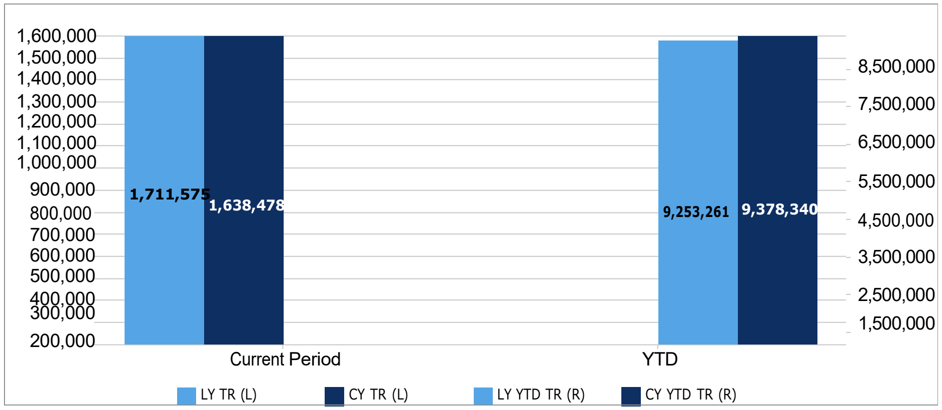
Monthly Performance Report

Period: Sep'25 **Meeting: Oct'25**

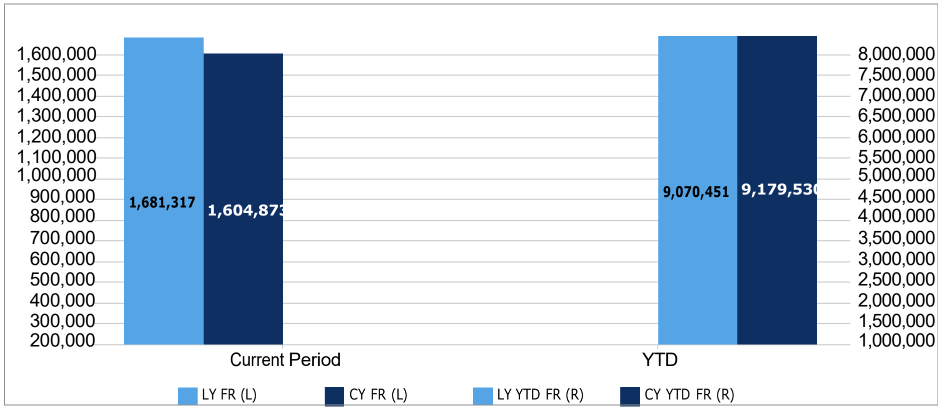
Patronage / Mobility

Total Riders



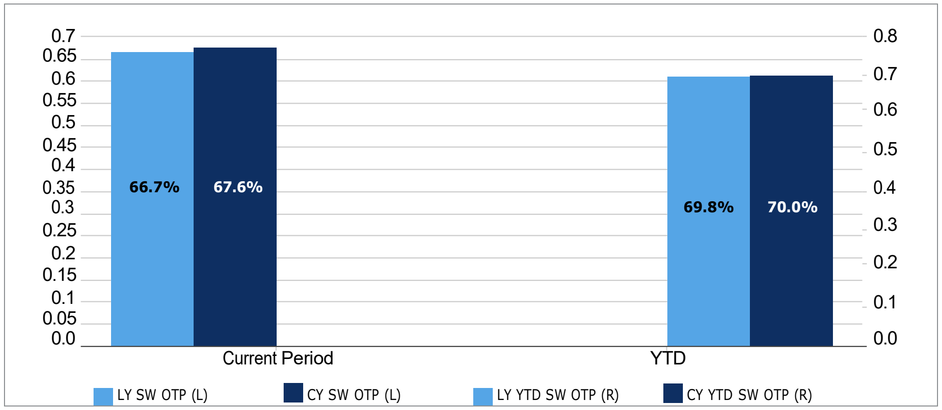
Monthly % Change -4.3% **YTD % Change 1.4%**

Fixed Riders



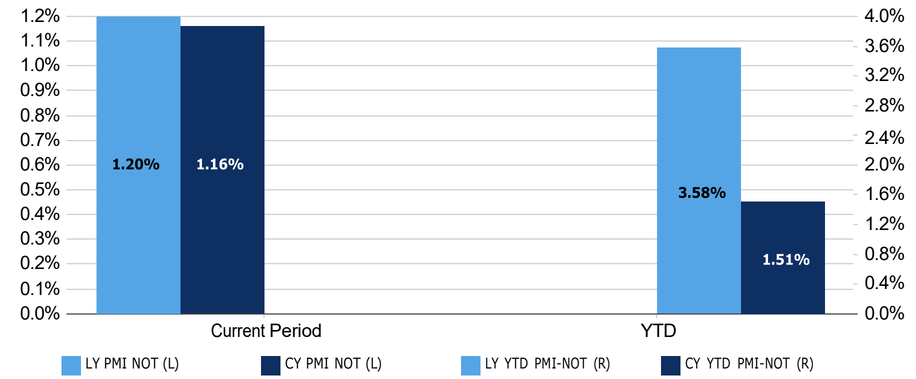
Monthly % Change -4.5% **YTD % Change 1.2%**

System Wide OTP



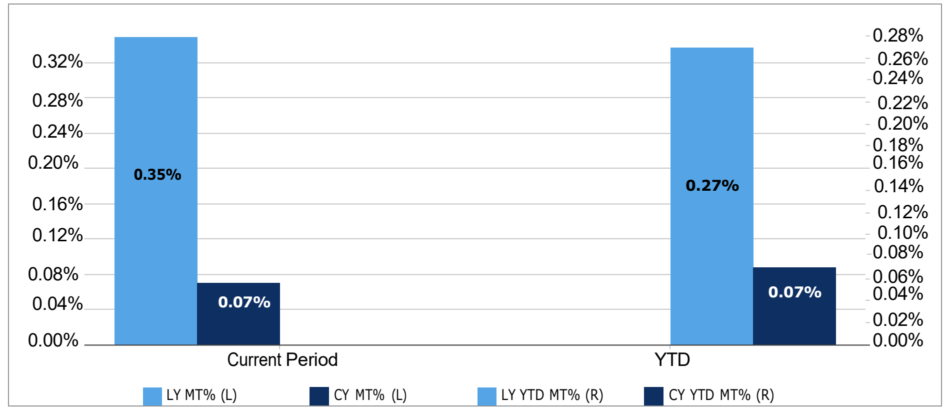
Monthly % Change 1.5% **YTD % Change 0.3%**

PMI Not On Time



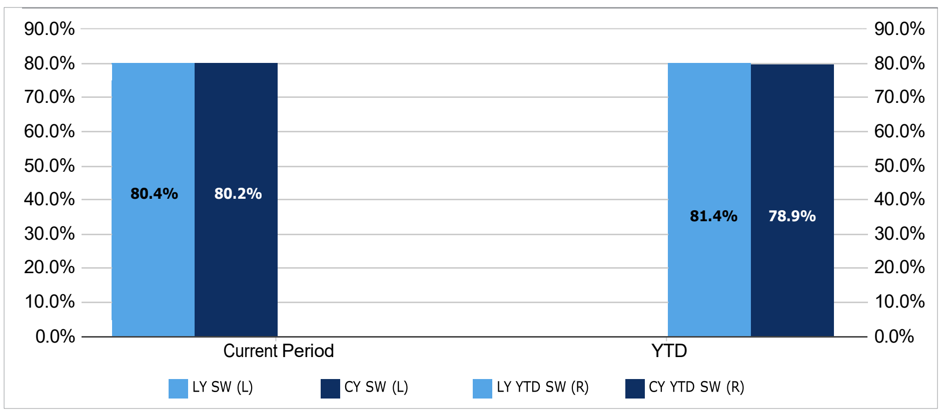
Monthly % Change 1.2% **YTD % Change** -57.8%

Percent of Trips Missed



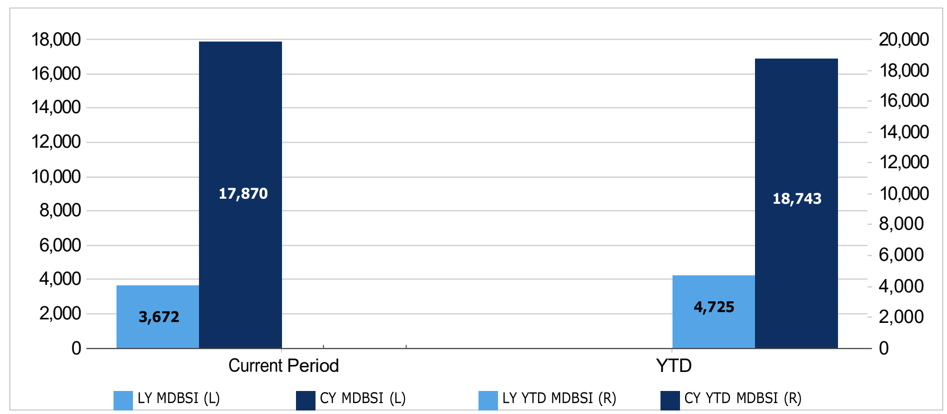
Monthly % Change -79.9% **YTD % Change** -74.0%

Scheduled Work



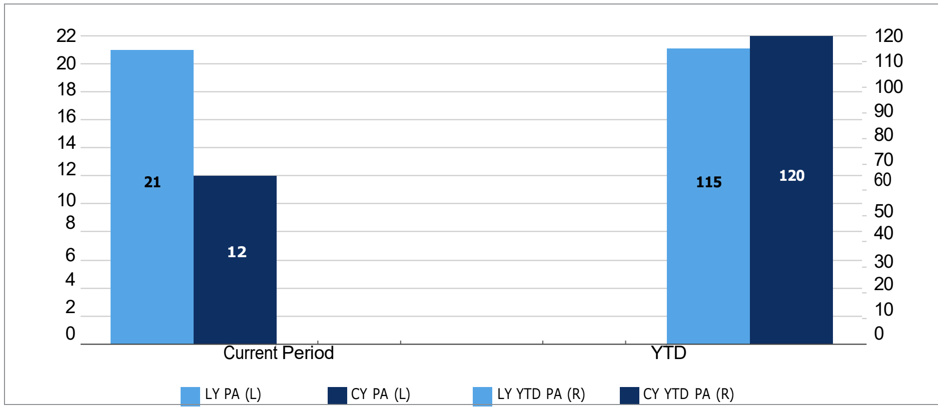
Monthly % Change -0.2% **YTD % Change** -3.0%

MDBSI



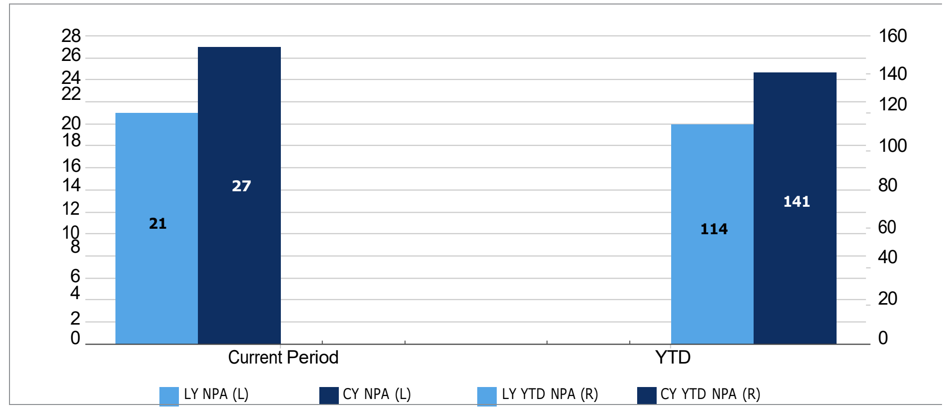
Monthly % Change 386.7% **YTD % Change** 296.7%

Preventable Accidents



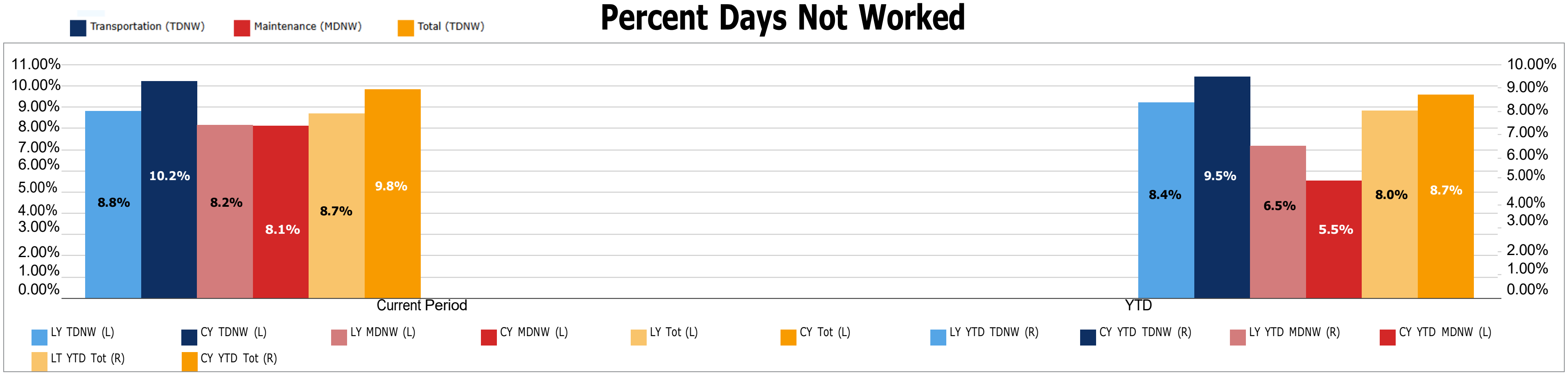
Monthly % Change -42.9% **YTD % Change** 4.3%

Non-Preventable Accidents



Monthly % Change 28.6% **YTD % Change** 23.7%

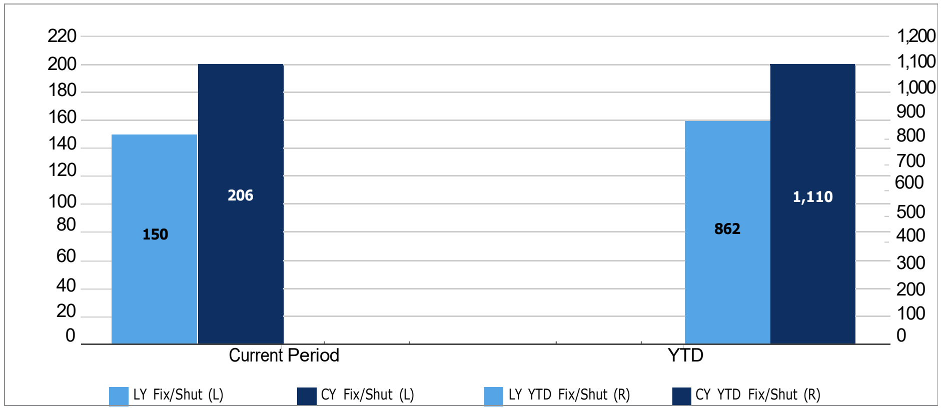
Percent Days Not Worked



Monthly % Change 16.0% -0.5% 13.1%

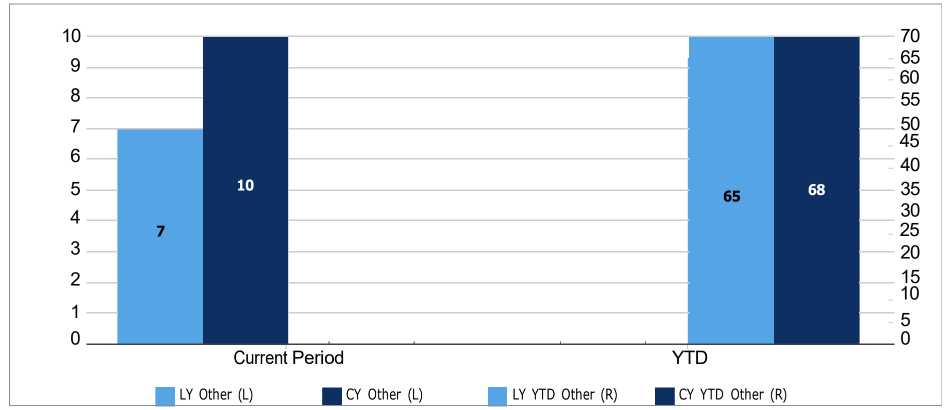
YTD % Change 13.2% -15.2% 8.6%

Fixed/Shuttle Complaints



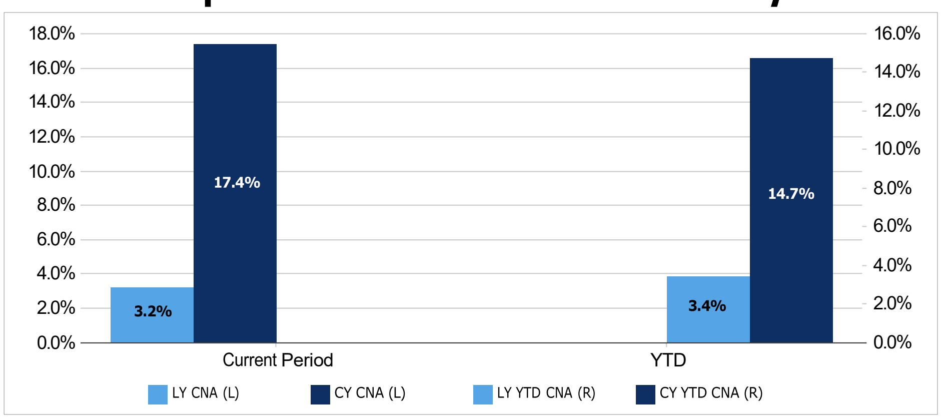
Monthly % Change **37.3%** **YTD % Change** **28.8%**

Other Complaints



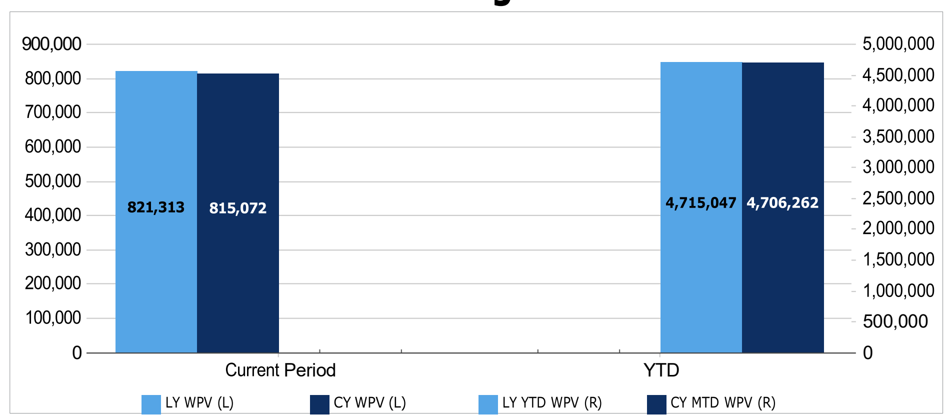
Monthly % Change **42.9%** **YTD % Change** **4.6%**

Complaints Not Addressed in Ten Days



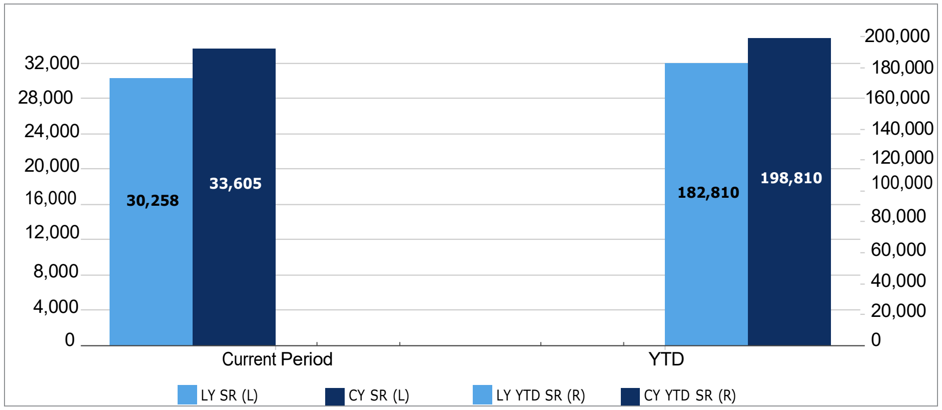
Monthly % Change **442.1%** **YTD % Change** **329.5%**

Website Page Views



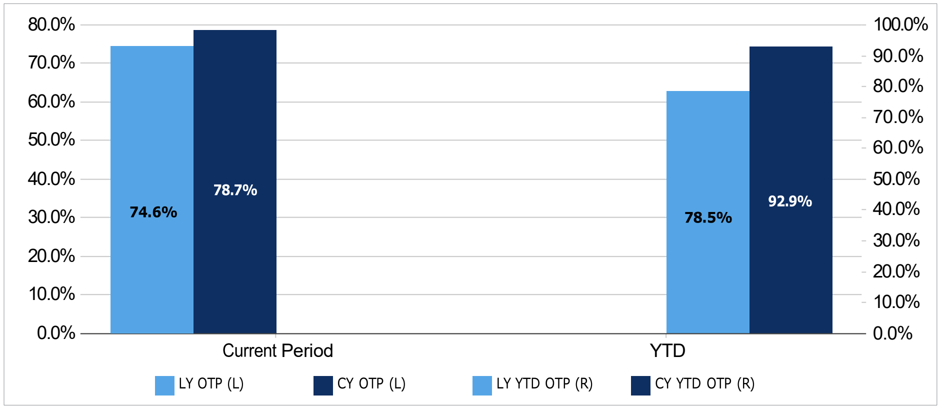
Monthly % Change **-0.8%** **YTD % Change** **-0.2%**

STAR Riders



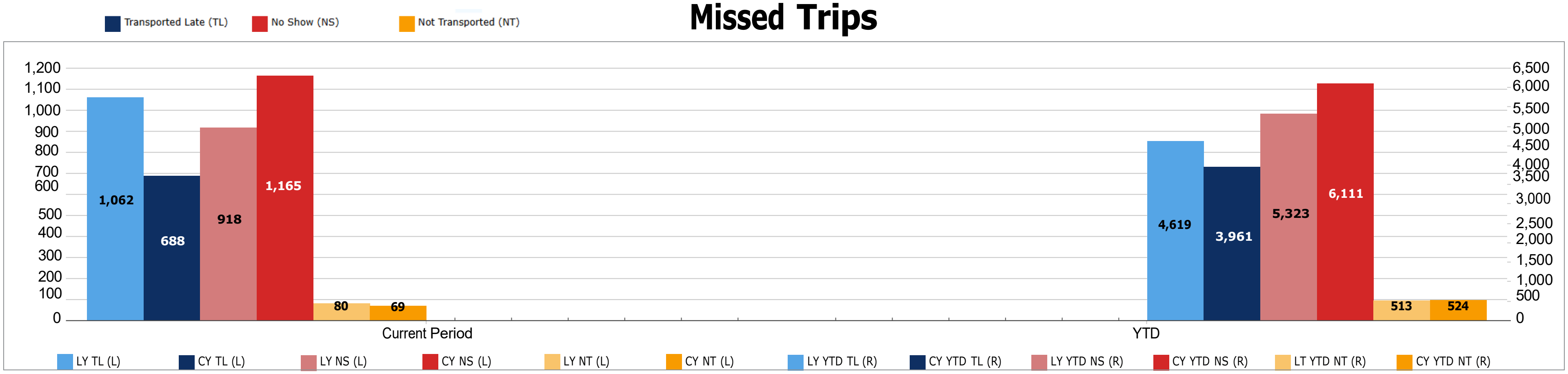
Monthly % Change 11.1% **YTD % Change** 8.8%

On-Time Performance (0-10 Minutes)



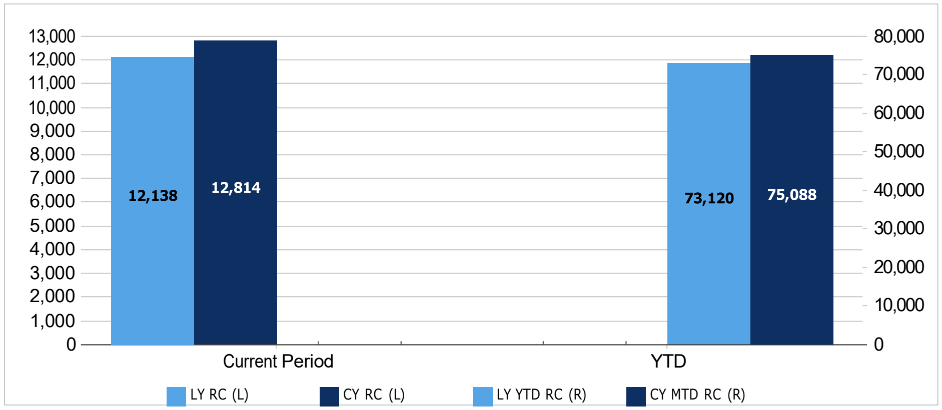
Monthly % Change 5.6% **YTD % Change** 18.4%

Missed Trips



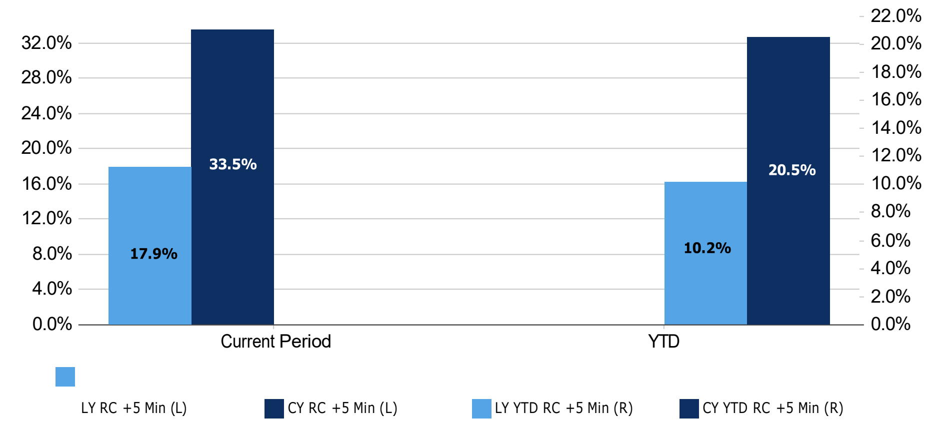
Monthly % Change -35.2% 26.9% -13.8% **YTD % Change** -14.2% 14.8% 2.1%

Reservation Calls



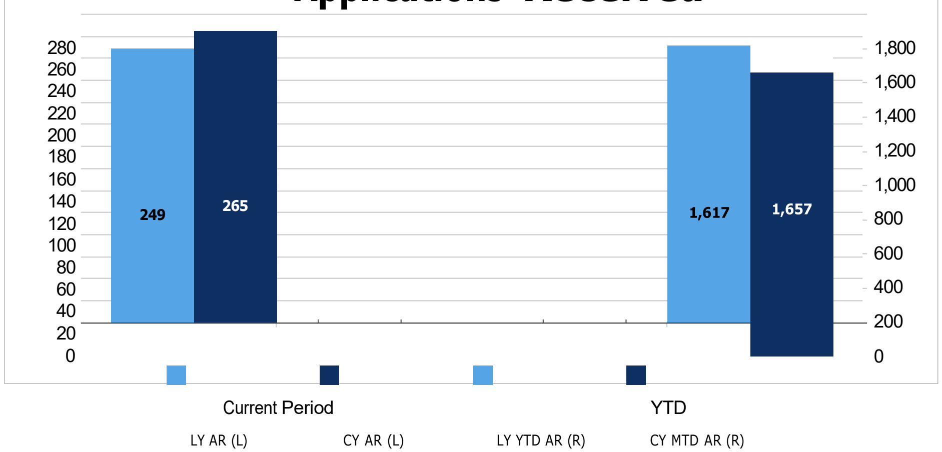
Monthly % Change 5.6% **YTD % Change** 2.7%

Reservation Calls in Queue Over Five Minutes



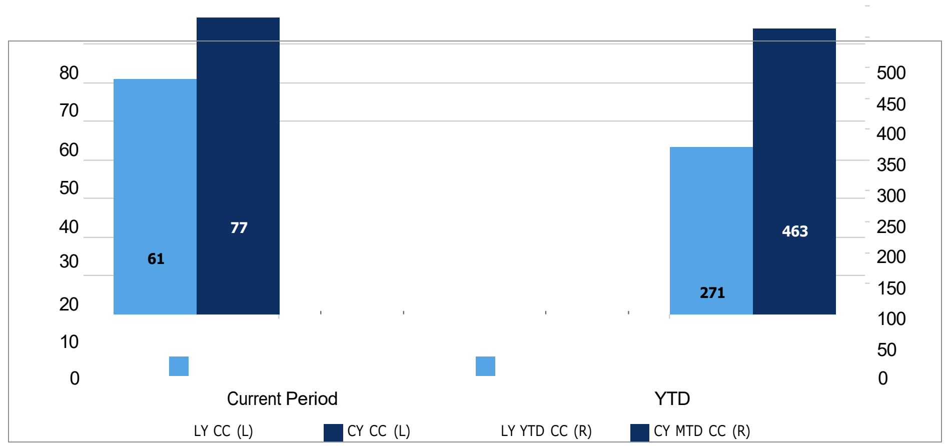
Monthly % Change 87.3% **YTD % Change** 101.4%

Applications Received



Monthly % Change 6.4% **YTD % Change** 2.5%

Customer Complaints



Monthly % Change 26.2% **YTD % Change** 70.8%

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This page provides insights into current month and Year-To-Date (YTD) performance, including percentage changes compared to the same period last year.

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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.

Percentage Change Calculation: Percentage Change = ((Current Year Value – Last Year Value) / Last Year Value) × 100