



CDTA COMMITTEE AGENDA
Performance Management/Audit Committee
Wednesday, November 19, 2025 | 12:00 PM
Microsoft Teams & 110 Watervliet Ave

Committee Item	Responsibility
Call to Order	Denise Figueroa
Approve Minutes of Thursday, October 23, 2025	Denise Figueroa
Consent Agenda Items	
• Award Contract to Accept State Funding	Melissa Shanley
Administrative Discussion Item	
• Risk Management & Workers' Compensation Quarterly Report	Amanda Avery
• Monthly Management (Financial) Report	Patricia Cooper
• Monthly Non-Financial (Performance) Report	Gary Guy
Next Meeting: Wednesday, January 21, 2026, at 12:00pm via Microsoft Teams and 110 Watervliet Ave.	
Adjourn	Denise Figueroa

Capital District Transportation Authority
Performance Monitoring/Audit Committee
Meeting Minutes – October 23, 2025, at 11:00 am; 110 Watervliet Avenue, Albany

In Attendance: Peter Wohl, Mike Criscione, Denise Figueroa, Pat Lance, 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, Sarah Matrose, Rich Nasso Jr., Kelli Schreivogl, Elide Oyanedel, Emily DeVito, Keosha Miles, Emily Devito, Calvin Young

Meeting Purpose

Regular monthly meeting of the Performance Monitoring/Audit Committee. Committee Chair Peter Wohl noted that a quorum was present. Minutes from September 17, 2025, meeting were reviewed and approved.

Consent Agenda Items

Approve Contract Award for Advocacy Services

- 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.
- 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.
- A resolution to approve a three-year contract with two optional one-year renewals for Advocacy Services to be awarded to Park Strategies, LLC of Albany, NY for an amount not to exceed Annual Cost: \$84,800; Five Year Cost: \$424,000 over the contract term will be recommended to the board.

Approve Contract Award for Auto Physical Damage Insurance Renewal

- Auto Physical Damage provides insurance for vehicles in the event of fire, theft, vandalism, collision and natural perils. It 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 received three proposals with three insurance layers that will, in conjunction, provide \$60 million in coverage
- A resolution to approve a one-year contract to become effective November 10, 2025, will be recommended to the board:
 - Lexington Insurance Company of Boston, MA for the first \$25 million layer for Auto Physical Damage coverage for \$307,030.48.
 - Ascot Insurance Company of New York, NY for the \$15 million excess of \$25 million layer of Auto Physical Damage coverage for \$98,958.00.
 - Starr Surplus Lines Insurance Company of New York, NY for the \$20 million excess of \$35 million layer of Auto Physical Damage coverage for \$75,956.42.

Approve Contract Award for Auto and General Liability Insurance Renewal

- 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.
- A resolution to approve a contract for the first \$5 million layer of excess coverage to American Alternative for \$442,000; a contract for the second layer of excess coverage of \$3 million to Gemini Insurance Company for \$177,308; a contract for the third layer of excess coverage of \$5 million to Allied World Assurance for \$202,312; and a contract for Non-Certified Acts of Terrorism coverage to Lloyds of London Insurance at a cost of \$16,473, will be recommended to the board.

Investment Committee

The Investment Committee met on September 22, 2025, with Graypoint (GP). The Federal Reserve reduced interest rates ¼% in September 2025. Throughout 2025 financial markets have been dealing with uncertainty surrounding the proposed tariffs and their impact on the economy. The Committee agreed and directed GP to act on adjustments to the Risk Management and Workers' Compensation accounts.

Administrative Discussion Items

Monthly Management (Financial) Report: Presented by Patricia Cooper

- MRT is 47% over budget for the month due to \$700k month for Albany. YTD MRT is 23% over budget.
- Customer fares continue to trend under budget. Fares are 6.4% under budget in September which is shorter month and had a holiday. YTD customer fares are 5.7 %
- Facilities Income is over budget 5.7% for the month and 6.9% YTD driven by parking revenue and West Facility rents.
- Wages are under budget 5.75% for the month and 5.96% YTD. Realignment and gained efficiencies are producing the savings.
- Professional services are 13% under budget in September and under budget by 13% YTD.
- Purchased Transportation is 2.36% over budget in August and stayed around 9% over budget YTD.
- Other Benefits are over budget 15% in September due to timing but are only 1.4% over budget YTD.
- Overall, we are in a satisfactory budget position, with a surplus of \$2.4 million.

Monthly Non-Financial (Performance) Report: Presented by Richard Cordero

- 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.

- 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.
- MDBSI (Mean Distance Between Service Interruptions) showed a dramatic improvement, underscoring enhanced fleet performance and maintenance efficiency.
- 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
- Non-preventable accidents increased by YOY and YTD, reflecting rising external risk factors such as traffic congestion, environmental conditions, and other patterns.
- STAR Paratransit ridership grew YOY and YTD, continuing a consistent upward trend in demand for mobility services for seniors and individuals with disabilities
- STAR On-Time Performance improved YOY and YTD, demonstrating strong adherence to scheduling standards.

Internal Audit Update

- Sarah Matrose extended an open invitation for board or management to request follow-up investigations or deep dives. No major updates provided.

Next Meeting

Wednesday, November 19, 2025, at 12:00pm via Microsoft Teams and at 110 Watervliet Ave.

Capital District Transportation Authority Agenda Action Sheet

Subject: Resolution to Accept State Funding
Committee: Performance Monitoring/Audit
Meeting Date: November 19, 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 us to execute an agreement with NYSDOT to accept \$2,920,741.

Summary of Staff Proposal:

CDTA receives Federal Transit Administration (FTA) funds through Section 5307 and Section 5339 programs. Section 5339 funds the purchase of vehicles and lifts; Section 5307 will fund Preventive Maintenance, Shelters, Safety Barriers, Vehicle Maintenance Software, Video Mirrors, and IT Replacements included in the CDTA FY 2026 Capital Plan. The FTA funds 80% of these grants with the remaining 20% split between NYSDOT and CDTA. The NYSDOT 10% match to support 5307/5339 funded projects is \$2,920,741.

Financial Summary and Source of Funds:

NYSDOT Contract K007548 Attachment #2 will fund a total of \$2,920,741.

Proposed Action:

I recommend that we provide a Board resolution to NYSDOT to execute an agreement to accept \$2,920,741 in funding.

Manager:
Melissa Shanley, Grants Manager

Attachment 2 to Schedule A

Dated:

PROJECT DESCRIPTION, FUNDING AND DEVELOPMENT SCHEDULE

Contractor/Grantee:

Capital District Transportation Authority

Comptroller's Contract #: K007548

Contract period: 4/1/2023 to 3/31/2028

AGREEMENT PURPOSE: ☐ Main Agreement ☐ Administrative Correction ☒ Additional Available Funds

GENERAL PROJECT DESCRIPTION

SFY 2324 Urban Master Grant Agreement

PROJECT LOCATION/JURISDICTION or SERVICE AREA

Capital District Transportation District

			DOT	Estimated	Federal	Admin/	*State		Local		Source	Project		
PIN	Project	Award ID:	Rev	Project Cost	Share	Direct - %*	Share	%	Share	%	State Approp	End Date	Useful Life	
1820.48.007	Purchase (4) Replacement (40 Ft) Clean Diesel Buses	NY-2025-036-00	0 - 0	\$528,566	\$422,853	Direct	80	\$52,857	10	\$52,856	10	Omnibus	12/2027	12
1820.48.007	Purchase (4) Replacement (40 Ft) Clean Diesel Buses	NY-2025-036-00	0 - 0	\$893,675	\$714,940	Direct	80	\$89,368	10	\$89,367	10	Omnibus	12/2027	12
1820.48.007	Purchase (4) Replacement (40 Ft) Clean Diesel Buses	NY-2025-036-00	0 - 0	\$1,931,400	\$1,545,120	Direct	80	\$193,140	10	\$193,140	10	Omnibus	12/2027	12
1822.19.003	Preventive Maintenance - Glens Falls	NY-2025-034-00	0 - 0	\$368,897	\$295,118	Direct	80	\$36,890	10	\$36,889	10	Omnibus	12/2026	N/A
1822.19.004	Preventive Maintenance - Glens Falls	NY-2025-050-0	0 - 0	\$2,231,103	\$1,784,882	Direct	80	\$223,111	10	\$223,110	10	Omnibus	10/2027	N/A
1824.95.001	Bus Shelters	NY-2025-050-0	0 - 0	\$250,000	\$200,000	Direct	80	\$25,000	10	\$25,000	10	Omnibus	10/2027	10
1824.97.001	Preventive Maintenance	NY-2025-050-0	0 - 0	\$18,000,000	\$14,400,000	Direct	80	\$1,800,000	10	\$1,800,000	10	Omnibus	10/2027	N/A
1824.98.001	Preventive Maintenance	NY-2025-050-0	0 - 0	\$2,661,000	\$2,128,800	Direct	80	\$266,100	10	\$266,100	10	Omnibus	10/2027	N/A
1825.08.001	Purchase Misc Communication Equip: ITS, APTS, Far	NY-2025-050-0	0 - 0	\$60,000	\$48,000	Direct	80	\$6,000	10	\$6,000	10	Omnibus	10/2027	10
1825.09.001	Purchase (2) Replacement Trolleys (Gas Powered)	NY-2025-036-00	0 - 0	\$430,000	\$344,000	Direct	80	\$43,000	10	\$43,000	10	Omnibus	12/2027	7
1825.10.001	Transit Support Vehicle Replacement (6) Gas	NY-2025-036-00	0 - 0	\$300,000	\$240,000	Direct	80	\$30,000	10	\$30,000	10	Omnibus	12/2027	5
1825.28.001	Bus Shelters	NY-2025-050-0	0 - 0	\$50,000	\$40,000	Direct	80	\$5,000	10	\$5,000	10	Omnibus	10/2027	10
CDTA.10.001	Purchase Bus Operator Safety Barriers	NY-2025-050-0	0 - 0	\$200,000	\$160,000	Direct	80	\$20,000	10	\$20,000	10	Omnibus	10/2026	6
CDTA.11.001	Purchase (3) Replacement Lifts	NY-2025-036-00	0 - 0	\$750,000	\$600,000	Direct	80	\$75,000	10	\$75,000	10	Omnibus	12/2027	5
CDTA.12.001	Purchase: Vehicle Maintenance Software	NY-2025-050-0	0 - 0	\$250,000	\$200,000	Direct	80	\$25,000	10	\$25,000	10	Omnibus	10/2027	7

* With NYSDOT concurrence, the state shares may be interchanged among PINs within the Schedule and total State share

** If DOT-PAY is listed under the Admin/Direct column, then the Federal Dollars for that row is not included in the Federal Share of the Agreement.

Amount of the Grant is for the State share only

Maximum Payable amount for Contract K007548 - \$56,931,559.00

Current Encumbered Amount - \$30,629,977.00

Attachment 2 to Schedule A

Dated:

PROJECT DESCRIPTION, FUNDING AND DEVELOPMENT SCHEDULE

Contractor/Grantee:

Capital District Transportation Authority

Comptroller's Contract #: K007548

Contract period: 4/1/2023 to 3/31/2028

AGREEMENT PURPOSE: ☐ Main Agreement ☐ Administrative Correction ☒ Additional Available Funds

GENERAL PROJECT DESCRIPTION

SFY 2324 Urban Master Grant Agreement

PROJECT LOCATION/JURISDICTION or SERVICE AREA

Capital District Transportation District

PIN	Project	Award ID:	DOT Rev	Estimated Project Cost	Federal Share	Admin/ Direct - %*	*State Share %	Local Share %	Source State Approp	Project End Date	Useful Life
CDTA.13.001	Purchase Bus Support Equip: Video Mirror Implement	NY-2025-050-0	0 - 0	\$302,750	\$242,200	Direct	80 \$30,275	10 \$30,275	10 Omnibus	10/2027	7
Attachment Total:				\$29,207,391	\$23,365,913		\$2,920,741	\$2,920,737			

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Amount of the Grant is for the State share only

Maximum Payable amount for Contract K007548 - \$56,931,559.00

Current Encumbered Amount - \$30,629,977.00

Memorandum

Date: November 15, 2025

To: Performance Monitoring/Audit Committee

From: General Counsel

Subject: Risk Management and Workers Compensation Self-Insurance Accounts,
as of 10/1/25

Our procedures require a quarterly review of the adequacy of the Risk Management Self-Insurance Account and the separate Workers Compensation Self-Insurance Account.

1. Risk Management:

CDTA is self-insured for most liability exposures up to \$2 million. If at all possible, liability and automobile (AL and PD) claims are managed and defended internally. These claims include bodily injury, property damage, and certain other claims including no-fault.

Reasonable prudence dictates that in view of the \$2 million self-insured retention and the volatility of the market, we should be prepared to absorb at least one total loss (preferably two) along with the projected value of incurred losses.

- **Projected Losses** (incurred but unpaid): \$1,458,110
(increase of \$147,900 (+11.29%) for the quarter)
- **Self-Insured Retention** (one) \$2,000,000
- **Market Value of Account:** \$3,655,127
(increase of \$27,904 (+.77%) for the quarter)

2. Workers Compensation:

We have retained an actuary to project monthly expenditures under the self-insurance program for workers' compensation that was initiated on 8/14/02. This formula is based upon actual experience, an annual valuation at the end of the fiscal year, and an annual projection of expenses adjusted for actual expenses in the current year. The projection includes both IBNR and the projected value of claims, expenses and assessment.

- **Projected Claims:** \$8,230,513
(increase of \$197,044 (+2.45%) for the quarter)
- **Market Value of Account:** \$11,579,038
(increase of \$254,655 (+2.25%) for the quarter)

3. Liability/Auto Claims:

As of 10/1/25, we had 49 pending liability claims, 37 of which were in suit. A number of inactive cases have been closed out. The majority of the active claims are in various stages of discovery, while a few have been referred to outside counsel and are nearing trial or other final disposition. As of 10/1/25, CDTA had 8 liability claims with reserves of \$10,000 or more, 5 of which have reserves of \$25,000 or more. It is always our intention to carry adequate funds to cover the aggregate value of anticipated losses.

Conclusion: It is my opinion that the balances of the Risk Management and Workers' Compensation Self-Insurance Accounts are adequate to meet the anticipated needs of CDTA and its subsidiaries at the present time. *Due to the high-risk nature of our operations, we anticipate an increase in claims made against the Authority. Because of our self-insured status, it is prudent to maintain adequate funds to account for the increases in claims.*

Copy: Chairperson, Performance Monitoring Committee
Chief Executive Officer

Monthly Management Report

October 2026



Monthly Management Report (MMR) - October 2025

Executive Summary

				Current Month		Year to Date	
REVENUE		Actual	Budget	(\$)	(%)	(\$)	(%)
1	Mortgage Tax	\$ 1,403,416	\$ 1,054,167	\$ 349,249	33.13%	\$ 1,799,039	24.38%
2	Customer Fares	\$ 1,809,346	\$ 1,809,808	\$ (462)	-0.03%	\$ (621,025)	-4.90%
3	Miscellaneous Income	\$ 185,967	\$ 14,125	\$ 171,842	1216.58%	\$ 246,637	249.44%
EXPENSES		Actual	Budget	(\$)	(%)	(\$)	(%)
4	Wages	\$ 5,754,417	\$ 5,976,923	\$ (222,506)	-3.72%	\$ (2,346,383)	-5.61%
5	Other Benefits	\$ 541,250	\$ 459,374	\$ 81,876	17.82%	\$ 121,112	3.77%
6	Purchased Treansportation	\$ 1,207,663	\$ 1,123,000	\$ 84,663	7.54%	\$ 637,840	8.11%
7	Maintenance Services	\$ 588,123	\$ 454,060	\$ 134,063	29.53%	\$ 306,063	9.63%
						YTD Revenue	0.17%
						YTD Expenses	-3.35%

Revenue Summary

- 1 MRT is 33% over budget for the month and 25% over budget YTD.
- 2 Customer fares are almost right on budget for October due to it being a long month with 23 working days. YTD fares are under budget by 5%.
- 3 Miscellaneous income is significantly over budget in October due to the sale of property in Troy. This income is offset by the reduction of capital assets.

Expense Summary

- 4 Wages are under budget 3.72% in October and 5.61% YTD. We continue to monitor this line closely as we move towards our second service realignment.
- 6 Other Benefits is 17.8% over budget due to an extra pay date in October. This causes an additional week of pension expenses. YTD Other Benefits is over budget 3.8%.
- 7 Purchased Transportation is over budget 7.5% in October and over budget 8.1% YTD.
- 8 Maintenance Services is 29.5% over budget in October due to Maintenance scheduling work with vendors to help address some of the overdue maintenance caused by workforce shortages.

Note Overall, we are in a satisfactory budget position.

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

		Oct-25	Oct-24
Assets			
	Current Assets:		
	Cash	\$23,133,839	\$17,350,806
	Investments	\$40,630,001	\$49,947,475
	Receivables:		
	Mortgage Tax	\$1,520,909	\$988,723
	Federal Grants	\$19,075,538	\$11,689,423
	New York State Operating Assistance	\$6,546,454	\$6,208,302
	Trade and Other	\$9,157,447	\$5,801,386
	Advances to Capital District Transportation Committee	\$2,521,899	\$717,719
	Materials, Parts and Supplies	\$6,964,234	\$5,909,253
	Prepaid Expenses	\$1,418,937	\$1,468,555
	Sub-Total Current Assets	\$110,969,258	\$100,081,644
	Noncurrent Assets:		
	Capital Assets, net	\$148,834,812	\$135,242,512
	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		\$269,929,518	\$248,778,879
Liabilities			
	Current Liabilities:		
	Accounts Payable	\$5,297,196	\$8,434,467
	Accrued Expenses	\$11,709,788	\$6,618,434
	Unearned Revenue	\$3,245,914	\$3,911,498
	Line of Credit	\$0	\$0
	Sub-Total Current Liabilities	\$20,252,898	\$18,964,399
	Noncurrent Liabilities:		
	Capital Lease Agreement	\$15,374,334	\$11,147,266
	Estimated Provision for Existing Claims and Settlements	\$9,584,177	\$9,606,334
	Other postemployment benefits	\$66,811,397	\$68,313,217
	Net Pension Liability	\$3,687,602	\$5,493,758
	Sub-Total Noncurrent Liabilities	\$95,457,510	\$94,560,575
	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		\$157,203,838	\$152,385,649
Net Position			
	Net Investment in Capital Assets	\$108,241,228	\$108,241,228
	Unrestricted	\$4,484,452	(\$11,847,998)
Total for Net Position		\$112,725,680	\$96,393,230
Total Liabilities and Net Position		\$269,929,518	\$248,778,879

CAPITAL DISTRICT TRANSPORTATION AUTHORITY
CONSOLIDATED STATEMENT OF OPERATIONS
Oct-25

	<u>To Date Actual</u>	<u>Annual Budget</u>	58%
REVENUE:			
AUTHORITY	\$10,516,029	\$12,871,000	82%
TRANSIT	\$73,345,551	\$129,342,309	57%
ACCESS	\$433,177	\$630,000	69%
CDTA FACILITIES	\$2,602,003	\$4,186,924	62%
TOTAL REVENUE	<u>\$86,896,760</u>	<u>\$147,030,233</u>	<u>59%</u>
EXPENSE:			
AUTHORITY	\$13,266,974	\$23,698,326	56%
TRANSIT	\$67,619,747	\$119,545,669	57%
ACCESS	\$493,812	\$1,162,721	42%
CDTA FACILITIES	\$1,470,713	\$2,592,516	57%
TOTAL EXPENSE	<u>\$82,851,246</u>	<u>\$146,999,233</u>	<u>56%</u> -3.35%
Revenue over (under) Expenses	\$4,045,514		
Depreciation	<u>\$8,125,000</u>		
Excess of Revenue over (under) Expenses	(\$4,079,486)		
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	\$5,937,515		
Transfer to Operating Fund	\$0		
Transfer from Worker's Comp Fund	\$0		
Transfer to Worker's Comp Fund	<u>\$1,538,663</u>		
*Net Excess of Revenue over (under) Expenses	\$3,396,692		
*Contribution to required fleet replacement.			

CAPITAL DISTRICT TRANSPORTATION AUTHORITY
Oct-25

BUDGET VARIANCE REPORT

CONSOLIDATED									
This Month					Year to Date				Annual
Actual	Budget	Variance	% Variance		Actual	Budget	Variance	% Variance	Budget
Operating Revenue									
Mortgage Tax	\$1,403,416	\$1,054,167	\$349,250	33.13%	\$9,178,206	\$7,379,167	\$1,799,039	24.38%	\$12,650,000
Customer Fares	\$1,809,346	\$1,809,808	(\$462)	-0.03%	\$12,047,632	\$12,668,658	(\$621,025)	-4.90%	\$21,717,699
Advertising Revenue	\$150,000	\$152,083	(\$2,083)	-1.37%	\$1,050,000	\$1,064,583	(\$14,583)	-1.37%	\$1,825,000
Facilities Income	\$364,214	\$336,410	\$27,803	8.26%	\$2,521,763	\$2,354,872	\$166,890	7.09%	\$4,036,924
Interest Income	\$28,037	\$8,333	\$19,704	236.45%	\$213,828	\$58,333	\$155,495	266.56%	\$100,000
Misc. Income	\$185,967	\$14,125	\$171,842	1216.58%	\$345,512	\$98,875	\$246,637	249.44%	\$169,500
Total Operating Revenue	\$3,940,981	\$3,374,927	\$566,054	16.77%	\$25,356,941	\$23,624,488	\$1,732,453	7.33%	\$40,499,123
Operating Assistance									
New York State Aid	\$5,766,267	\$5,992,766	(\$226,499)	-3.78%	\$40,363,869	\$41,949,359	(\$1,585,490)	-3.78%	\$71,913,186
County Aid	\$159,750	\$159,750	\$0	0.00%	\$1,118,251	\$1,118,251	\$0	0.00%	\$1,917,001
Federal Aid	\$2,554,660	\$2,554,660	\$0	0.00%	\$17,882,622	\$17,882,622	\$0	0.00%	\$30,655,923
Operating Grants	\$170,417	\$170,417	\$0	0.00%	\$1,192,917	\$1,192,917	\$0	0.00%	\$2,045,000
Total Operating Assistance	\$8,651,094	\$8,877,593	(\$226,499)	-2.55%	\$60,557,658	\$62,143,148	(\$1,585,490)	-2.55%	\$106,531,110
Total Revenue and Assistance	\$12,592,075	\$12,252,519	\$339,555	2.77%	\$85,914,599	\$85,767,636	\$146,963	0.17%	\$147,030,233
Expenses									
Salaries and Wages	\$5,754,417	\$5,976,923	(\$222,507)	-3.72%	\$39,492,081	\$41,838,464	(\$2,346,383)	-5.61%	\$71,723,081
Payroll Taxes	\$367,137	\$433,327	(\$66,189)	-15.27%	\$2,849,975	\$3,033,288	(\$183,313)	-6.04%	\$5,199,923
Health Benefits	\$990,372	\$1,195,190	(\$204,818)	-17.14%	\$8,049,195	\$8,366,329	(\$317,134)	-3.79%	\$14,342,278
Workers Compensation	\$145,945	\$228,060	(\$82,115)	-36.01%	\$1,190,928	\$1,596,419	(\$405,490)	-25.40%	\$2,736,718
Other Benefits	\$541,250	\$459,374	\$81,876	17.82%	\$3,336,728	\$3,215,616	\$121,112	3.77%	\$5,512,485
Professional Services	\$421,873	\$495,867	(\$73,994)	-14.92%	\$3,005,574	\$3,471,067	(\$465,492)	-13.41%	\$5,950,400
Materials & Supplies	\$164,092	\$183,421	(\$19,329)	-10.54%	\$1,230,066	\$1,283,946	(\$53,880)	-4.20%	\$2,201,050
Miscellaneous	\$125,778	\$108,156	\$17,622	16.29%	\$573,494	\$757,090	(\$183,596)	-24.25%	\$1,297,868
Purchased Transportation	\$1,207,663	\$1,123,000	\$84,663	7.54%	\$8,498,840	\$7,861,000	\$637,840	8.11%	\$13,476,000
Maintenance Services	\$588,123	\$454,060	\$134,063	29.53%	\$3,484,486	\$3,178,423	\$306,063	9.63%	\$5,448,725
Liability - Claims	\$68,875	\$39,583	\$29,292	74.00%	\$410,314	\$277,083	\$133,231	48.08%	\$475,000
Utilities	\$189,177	\$120,375	\$68,802	57.16%	\$900,846	\$842,625	\$58,221	6.91%	\$1,444,500
Fuel	\$540,051	\$669,747	(\$129,696)	-19.36%	\$4,256,198	\$4,688,230	(\$432,032)	-9.22%	\$8,036,966
Parts, Tires, Oil	\$611,267	\$641,917	(\$30,650)	-4.77%	\$4,497,005	\$4,493,417	\$3,588	0.08%	\$7,703,000
General Insurance	\$292,962	\$123,520	\$169,442	137.18%	\$1,116,593	\$864,640	\$251,953	29.14%	\$1,482,240
Total EXPENSES	\$12,008,982	\$12,252,519	(\$243,538)	-1.99%	\$82,892,323	\$85,767,636	(\$2,875,312)	-3.35%	\$147,030,233
Surplus/Deficit	\$583,093	\$0	\$583,092		\$3,022,276	\$0	\$3,022,276		\$0

CAPITAL DISTRICT TRANSPORTATION AUTHORITY
Oct-25

BUDGET VARIANCE REPORT

BUDGET VARIANCE REPORT		NON-TRANSIT								Annual Budget
		This Month				Year to Date				
		Actual	Budget	Variance	% Variance	Actual	Budget	Variance	% Variance	
Operating Revenue										
	Mortgage Tax	\$1,403,416	\$1,054,167	\$349,250	33.13%	\$9,178,206	\$7,379,167	\$1,799,039	24.38%	\$12,650,000
	Interest Income	\$27,830	\$8,333	\$19,497	233.96%	\$212,162	\$58,333	\$153,828	263.71%	\$100,000
	Interest Inc-Invest/Change in Invest	\$109,407	\$0	\$109,407	0.00%	\$982,161	\$0	\$982,161	0.00%	\$0
	Misc. Income - Authority	\$20,500	\$10,083	\$10,417	103.31%	\$143,500	\$70,583	\$72,917	103.31%	\$121,000
Total Operating Revenue		\$1,561,153	\$1,072,583	\$488,570	45.55%	\$10,516,029	\$7,508,083	\$3,007,946	40.06%	\$12,871,000
Expenses										
	Labor - Authority	\$863,022	\$838,923	\$24,098	2.87%	\$5,764,427	\$5,872,463	(\$108,036)	-1.84%	\$10,067,080
	Fringe - Authority	\$494,612	\$483,961	\$10,651	2.20%	\$3,455,134	\$3,387,727	\$67,407	1.99%	\$5,807,532
	Materials & Supplies - Authority	\$11,631	\$15,706	(\$4,075)	-25.94%	\$128,805	\$109,944	\$18,861	17.16%	\$188,475
	Professional Services - Authority	\$275,599	\$269,073	\$6,526	2.43%	\$1,620,846	\$1,883,509	(\$262,663)	-13.95%	\$3,228,873
	Other Expenses - Authority	\$359,395	\$367,197	(\$7,803)	-2.12%	\$2,297,762	\$2,570,381	(\$272,618)	-10.61%	\$4,406,367
Total Expenses		\$2,004,259	\$1,974,861	\$29,399	1.49%	\$13,266,974	\$13,824,024	(\$557,050)	-4.03%	\$23,698,326
Surplus/(Deficit)		(\$443,106)	(\$902,277)	\$459,171	###	(\$2,750,945)	(\$6,315,940)	\$3,564,996		(\$10,827,326)

CAPITAL DISTRICT TRANSPORTATION AUTHORITY
Oct-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	\$1,084,380	\$1,093,137	(\$8,757)	-0.80%		\$6,966,922	\$7,651,958	(\$685,036)	-8.95%	\$13,117,643
	Contracts - Transit	\$664,171	\$664,171	\$0	0.00%		\$4,649,199	\$4,649,199	\$0	0.00%	\$7,970,056
	Advertising-Transit	\$137,500	\$139,583	(\$2,083)	-1.49%		\$962,500	\$977,083	(\$14,583)	-1.49%	\$1,675,000
	Misc. Income - Transit	\$165,467	\$4,042	\$161,426	3994.04%		\$209,272	\$28,292	\$180,981	639.70%	\$48,500
Total Operating Revenue		\$2,051,519	\$1,900,933	\$150,587	7.92%		\$12,787,894	\$13,306,533	(\$518,638)	-3.90%	\$22,811,199
Operating Assistance											
	State Aid	\$5,766,267	\$5,992,766	(\$226,499)	-3.78%		\$40,363,869	\$41,949,359	(\$1,585,490)	-3.78%	\$71,913,186
	County Aid	\$159,750	\$159,750	\$0	0.00%		\$1,118,250	\$1,118,251	\$0	0.00%	\$1,917,001
	Federal Aid - Transit	\$2,554,660	\$2,554,660	\$0	0.00%		\$17,882,622	\$17,882,622	\$0	0.00%	\$30,655,923
	Other Grants - Federal	\$170,417	\$170,417	\$0	0.00%		\$1,192,917	\$1,192,917	\$0	0.00%	\$2,045,000
Total Operating Assistance		\$8,651,094	\$8,877,593	(\$226,499)	-3.78%		\$60,557,657	\$62,143,148	(\$1,585,490)	-3.78%	\$106,531,110
Total Revenue and Assistance		\$10,702,613	\$10,778,526	(\$75,912)	-0.70%		\$73,345,551	\$75,449,680	(\$2,104,127)	-2.79%	\$129,342,309
Expenses											
	Labor - Maintenance	\$1,063,262	\$1,035,853	\$27,409	2.65%	###	\$7,030,617	\$7,250,971	(\$220,354)	-3.04%	\$12,430,236
	Labor - Transportation	\$3,363,896	\$3,614,009	(\$250,113)	-6.92%		\$23,684,391	\$25,298,061	(\$1,613,670)	-6.38%	\$43,368,105
	Labor - STAR	\$428,667	\$422,130	\$6,537	1.55%		\$2,799,617	\$2,954,910	(\$155,293)	-5.26%	\$5,065,560
	Fringe	\$1,483,857	\$1,825,033	(\$341,176)	-18.69%		\$11,845,551	\$12,775,233	(\$929,682)	-7.28%	\$21,900,399
	Materials & Supplies	\$1,318,201	\$1,464,564	(\$146,363)	-9.99%		\$9,979,009	\$10,251,947	(\$272,938)	-2.66%	\$17,574,766
	Professional Services	\$375,737	\$278,711	\$97,026	34.81%		\$2,054,889	\$1,950,974	\$103,915	5.33%	\$3,344,527
	Other Expenses	\$17,492	\$16,132	\$1,361	8.43%		\$115,772	\$112,922	\$2,850	2.52%	\$193,580
	Purchased Transportation - STAR	\$935,357	\$827,083	\$108,273	13.09%		\$6,546,653	\$5,789,583	\$757,070	13.08%	\$9,925,000
	Liability - Claims	\$68,875	\$39,583	\$29,292	74.00%		\$410,314	\$277,083	\$133,231	48.08%	\$475,000
	Liability - Insurance	\$309,549	\$119,125	\$190,424	159.85%		\$961,628	\$833,873	\$127,755	15.32%	\$1,429,497
	Utilities - Transit	\$83,639	\$64,417	\$19,222	29.84%		\$567,372	\$450,917	\$116,455	25.83%	\$773,000
	Mat & Supplies - NX	\$11,770	\$2,083	\$9,687	464.98%		\$26,368	\$14,583	\$11,784	80.81%	\$25,000
	Purchased Transportation - NX	\$137,171	\$178,417	(\$41,246)	-23.12%		\$929,020	\$1,248,917	(\$319,897)	-25.61%	\$2,141,000
	Purchased Transportation - Vanpool	\$0	\$0	\$0	0.00%		\$67,200	\$0	\$67,200	#DIV/0!	\$0
	Purchased Transportation - TX	\$85,189	\$75,000	\$10,189	100.00%		\$601,347	\$525,000	\$76,347	14.54%	\$900,000
Total Expenses		\$9,682,663	\$9,962,139	(\$279,476)	-2.81%		\$67,619,747	\$69,734,974	(\$2,115,227)	-3.03%	\$119,545,669
Surplus/(Deficit)		\$1,019,950	\$816,387	\$203,564			\$5,725,804	\$5,714,707	\$11,099		\$9,796,640

CAPITAL DISTRICT TRANSPORTATION AUTHORITY
Oct-25

BUDGET VARIANCE REPORT

ACCESS TRANSIT SERVICES									
This Month					Year to Date				Annual
Actual	Budget	Variance	% Variance		Actual	Budget	Variance	% Variance	Budget
Operating Revenue									
Contracts - Access	\$60,795	\$52,500	\$8,295	15.80%	\$431,511	\$367,500	\$64,011	17.42%	\$630,000
Interest Income	\$207	\$0	\$207	0.00%	\$1,666	\$0	\$1,666	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	\$61,002	\$52,500	\$8,502	16.19%	\$433,177	\$367,500	\$65,677	17.87%	\$630,000
Total Revenue and Assistance	\$61,002	\$52,500	\$8,502	16.19%	\$433,177	\$367,500	\$65,677	17.87%	\$630,000
Expenses									
Labor - Access	\$11,118	\$48,300	(\$37,182)	-76.98%	\$76,315	\$338,100	(\$261,785)	-77.43%	\$579,600
Fringe Benefits - Access	\$6,730	\$4,200	\$2,530	60.23%	\$44,585	\$29,400	\$15,185	51.65%	\$50,400
Purchased Transportation	\$49,946	\$42,500	\$7,446	17.52%	\$354,620	\$297,500	\$57,120	19.20%	\$510,000
Rent and Utilities - Access	\$1,742	\$1,643	\$100	6.06%	\$12,292	\$11,504	\$788	6.85%	\$19,721
Other Expenses - Access	\$0	\$250	(\$250)	-100.00%	\$6,000	\$1,750	\$4,250	242.86%	\$3,000
Total Expenses	\$69,536	\$96,893	(\$27,357)	-28.23%	\$493,812	\$678,254	(\$184,441)	-27.19%	\$1,162,721
Surplus/(Deficit)	(\$8,534)	(\$44,393)	\$35,859		###	(\$60,635)	(\$310,754)	\$250,118	(\$532,721)

CAPITAL DISTRICT TRANSPORTATION AUTHORITY
Oct-25

BUDGET VARIANCE REPORT		CDTA FACILITIES								Annual Budget
		This Month				Year to Date				
		Actual	Budget	Variance	% Variance	Actual	Budget	Variance	% Variance	
Operating Revenue										
	JLB Station & Garage	\$67,754	\$80,000	(\$12,246)	-15.31%	\$566,165	\$560,000	\$6,165	1.10%	\$960,000
	JLB Parking Revenue	\$241,202	\$213,951	\$27,251	12.74%	\$1,563,089	\$1,497,655	\$65,434	4.37%	\$2,567,408
	JLB Advertising	\$12,500	\$12,500	\$0	0.00%	\$87,500	\$87,500	\$0	0.00%	\$150,000
	SSTS	\$3,021	\$3,458	(\$438)	-12.65%	\$18,030	\$24,208	(\$6,179)	-25.52%	\$41,500
	Greyhound	\$71	\$0	\$71	0.00%	\$510	\$0	\$510	0.00%	\$0
	85 Watervliet Avenue	\$5,801	\$6,250	(\$449)	-7.19%	\$40,605	\$43,750	(\$3,145)	-7.19%	\$75,000
	Interest Income	\$5,070	\$333	\$4,736	1420.90%	\$33,040	\$2,333	\$30,707	1316.01%	\$4,000
	West Facility	\$41,295	\$32,418	\$8,877	100.00%	\$293,064	\$226,926	\$66,138	100.00%	\$389,016
Total Operating Revenue		\$376,714	\$348,910	\$27,803	7.97%	\$2,602,003	\$2,442,372	\$159,630	6.54%	\$4,186,924
Expenses										
	Labor	\$24,112	\$17,625	\$6,487	36.81%	\$135,763	\$123,375	\$12,388	10.04%	\$211,500
	Fringe-Benefits	\$7,282	\$2,756	\$4,526	164.22%	\$41,430	\$19,293	\$22,137	114.74%	\$33,073
	Professional Services	\$9,462	\$8,333	\$1,129	13.55%	\$61,539	\$58,333	\$3,206	5.50%	\$100,000
	Insurance	(\$20,314)	\$4,012	(\$24,326)	-606.29%	\$27,401	\$28,086	(\$685)	-2.44%	\$48,148
	Security	\$25,199	\$16,667	\$8,533	51.20%	\$105,987	\$116,667	(\$10,680)	-9.15%	\$200,000
	Facilities Upkeep	\$1,780	\$22,917	(\$21,137)	-92.23%	\$93,511	\$160,417	(\$66,906)	-41.71%	\$275,000
	Facilities Repairs	\$2,508	\$12,083	(\$9,575)	-79.24%	\$32,871	\$84,583	(\$51,712)	-61.14%	\$145,000
	Utilities	\$109,175	\$28,250	\$80,925	286.46%	\$182,062	\$197,750	(\$15,688)	-7.93%	\$339,000
	Materials & Supplies	\$3,003	\$833	\$2,170	260.38%	\$5,631	\$5,833	(\$202)	-3.47%	\$10,000
	Parking Garage	\$26,822	\$41,667	(\$14,845)	-35.63%	\$325,431	\$291,667	\$33,764	11.58%	\$500,000
	85 Watervliet Avenue	\$6,233	\$8,607	(\$2,374)	-27.58%	\$47,888	\$60,250	(\$12,362)	-20.52%	\$103,286
	SSTS	\$14,931	\$13,126	\$1,805	13.75%	\$94,558	\$91,880	\$2,678	2.91%	\$157,509
	West Facility	(\$10,233)	\$39,167	(\$49,400)	100.00%	\$316,641	\$274,167	\$42,474	100.00%	\$470,000
Total Expenses		\$199,961	\$216,043	(\$16,082)	-7.44%	\$1,470,713	\$1,512,301	(\$41,588)	-2.75%	\$2,592,516
Surplus/(Deficit)		\$176,753	\$132,867	\$43,885		\$1,131,290	\$930,071	\$201,219		\$1,594,408

CAPITAL DISTRICT TRANSPORTATION AUTHORITY MONTHLY MANAGEMENT REPORT

AGING OF ACCOUNTS RECEIVABLE

Oct-25		
	Amount	% of Total
Current	\$1,107,341	33.22%
31 - 60	\$1,578,860	47.37%
61 - 90	\$27,115	0.81%
91 - 120	\$85,933	2.58%
Over 120	\$533,994	16.02%
Total Accounts Receivable	\$3,333,243	100.00%

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%

AGING OF ACCOUNTS PAYABLE

Oct-25		
	Amount	% of Total
Current	\$3,530,071	85.94%
31 - 60	\$391,627	9.53%
61 - 90	\$112,507	2.74%
90 & Over	\$73,561	1.79%
Total Accounts Payable	\$4,107,766	100.00%

Oct-25 Receivables over 120 days: \$533,994

Breakdown of outstanding receivables over 120 days.

\$184,226 NYS DEPT. OF TRANSPORTATION

\$101,545 DROPBIKE CORP

\$87,500 CITY OF ALBANY

\$60,700 OTHER

\$25,000 CITY HALL OF ALBANY II

\$25,000 GREATER GLENS FALLS TRANSIT

\$25,000 CITY OF SCHENECTADY

\$25,000 CITY OF SARATOGA SPRINGS

\$533,971

ADDITIONAL INFORMATION

MORTGAGE RECORDING TAX					Fiscal Year to Date			
	Oct-25	Oct-24	Difference	%	2025	2024	Difference	%
Albany	\$458,540	\$348,604	\$109,937	31.54%	\$2,996,528	\$2,096,295	\$900,233	42.94%
Rensselaer	\$196,498	\$168,153	\$28,345	16.86%	\$1,392,724	\$1,206,711	\$186,013	15.41%
Saratoga	\$382,377	\$317,986	\$64,391	20.25%	\$2,909,202	\$2,551,850	\$357,352	14.00%
Schenectady	\$250,000	\$31,150	\$218,850	702.57%	\$1,230,313	\$829,298	\$401,015	48.36%
Warren	\$116,001	\$75,576	\$40,424	100.00%	\$649,439	\$522,046	\$127,393	100.00%
Total	\$1,403,416	\$941,469	\$461,947	49.07%	\$9,178,206	\$7,206,200	\$1,972,006	27.37%

Current Month Year To Date

FY 2025 \$1,403,416 \$9,178,206

FY 2024 \$941,469 \$7,206,200

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
October 31, 2025**

RESTRICTED INVESTMENTS

Risk Management Account (Self-Insured)
Workers' Comp. Account (Self-Insured)

Fund Balances

\$3,667,951
\$11,576,247

Current Obligations

\$1,458,110
\$8,126,067

Operating Account

\$10,970,720

Current Operating Reserve Obligations

Federal Operating Assistance in FY26

\$6,562,485

Current Capital Reserve Obligations

\$13,348,821

Washington/Western BRT Project Match

\$3,344,205

LowNo Electrification Project Match

\$3,981,039

Redline Upgrade Project Match

\$ (0)

\$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

\$1,066,263

Vehicle Replacement Funds FY25

\$665,011

Vehicle Replacement Funds FY26

\$338,746

All Investment Accounts are reviewed quarterly.

Average annual returns:

Risk Management	3.95%
Workers' Compensation	4.05%
Operating Fund	4.15%
Vehicle Replacement Fund	4.08%
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: Oct'25	Meeting: Nov'25
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S.No	Metrics	Oct-25	Oct-24	YOY % Change	FY26 YTD	FY25 YTD	YTD % Change
1	Total Riders	1,722,130	1,812,503	-5.0%	11,100,470	11,065,764	0.3%
2	System Wide OTP	69.5%	67.6%	2.9%	69.9%	69.5%	0.6%
3	MDBSI	20,259	2,702	649.7%	18,954	4,251	345.9%
4	Preventable Accidents / 100k Miles	1.89	1.79	6.0%	1.89	1.80	5.1%
5	Non Preventable Accidents / 100k Miles	2.07	1.52	36.5%	2.19	1.74	26.0%
6	STAR Riders	36,053	33,776	6.7%	234,863	216,586	8.4%
7	On Time Performance (0-10 Minutes)	72.29%	73.4%	-1.5%	79.5%	77.8%	2.2%
8	Customer Comments	106	80	32.5%	569	351	62.1%

S.No	Key Points
1	Total ridership is 0.3% higher YTD compared to the prior fiscal year, indicating modest but steady systemwide growth.
2	System-wide OTP improved 2.9% year-over-year and 0.6% YTD, driven by recent schedule adjustments and strengthened service monitoring. Follow-Up: Transportation and Scheduling teams will pilot additional runtime adjustments on routes that consistently underperform.
3	MDBSI increased 649.7% YOY and 345.9% YTD, reflecting ongoing service rebalancing efforts. Last October, 391.25 trips were cut due to operator shortages compared to only 38.25 cuts this year, demonstrating improved operator availability. Follow-Up: Continue implementing targeted hiring and retention initiatives to maintain operator availability above 95% and sustain MDBSI gains.
4	Preventable Accidents: Safety is conducting a root-cause analysis of preventable incidents, several of which occurred on property related to construction. (FY26=21 / FY25=20). Follow-Up: Implement corrective action plans, including refresher training for operators assigned to high-risk terminals and active construction areas.
5	Non-preventable accidents increased slightly (FY26=23 / FY25=17)
6	STAR ridership continues upward momentum (+6.7% YOY, +8.4% YTD), reflecting strong demand for paratransit services. Follow-Up: Continue to evaluate capacity planning and scheduling efficiency; explore mobility management options to optimize resources.
7	STAR service on-time performance improved by +2.2% YTD through enhanced dispatch oversight and route adjustments.
8	Customer comments increased (+32.5% YOY), primarily related to operator conduct and service reliability. Key areas of focus include STAR routes and fixed routes—particularly Route 5 Corridor (#1, #355, #905), #100, and #370. Ambassador and supervisory monitoring efforts are ongoing Follow-Up: Reinforce customer service and conduct standards through operator engagement sessions; expand ambassador and supervisory presence at key transfer points during peak hours.

Monthly Performance Report

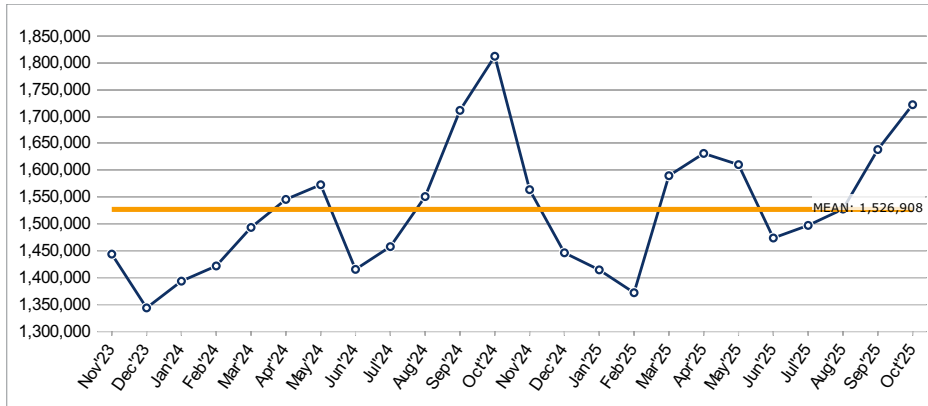
Period: Oct'25

Meeting: Nov'25

Patronage / Mobility

Page 1

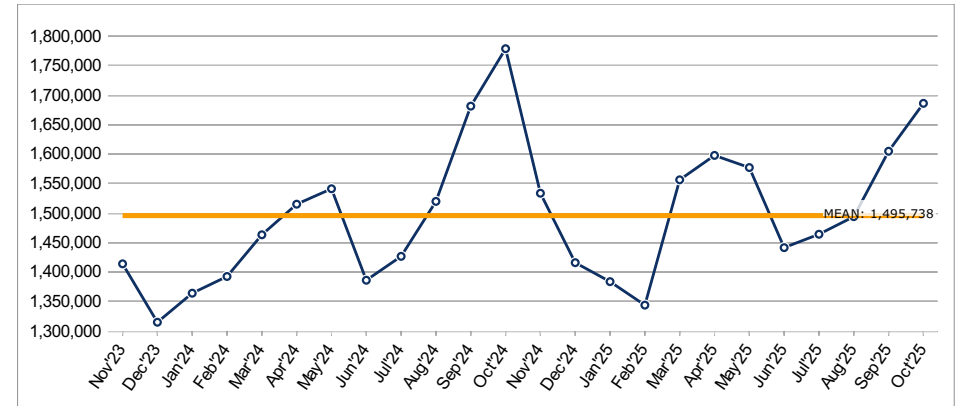
Total Riders



Previous: 1,812,503

Current: 1,722,130

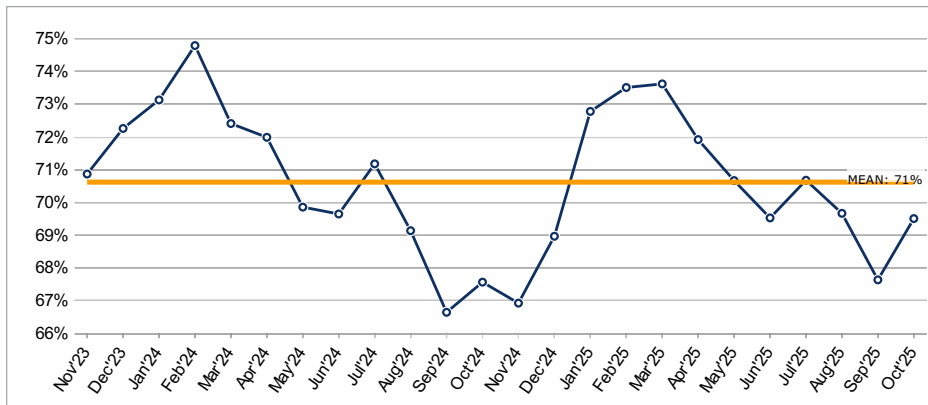
Fixed Riders



Previous: 1,778,727

Current: 1,686,077

System Wide OTP



Previous: 67.57%

Current: 69.51%

Monthly Performance Report

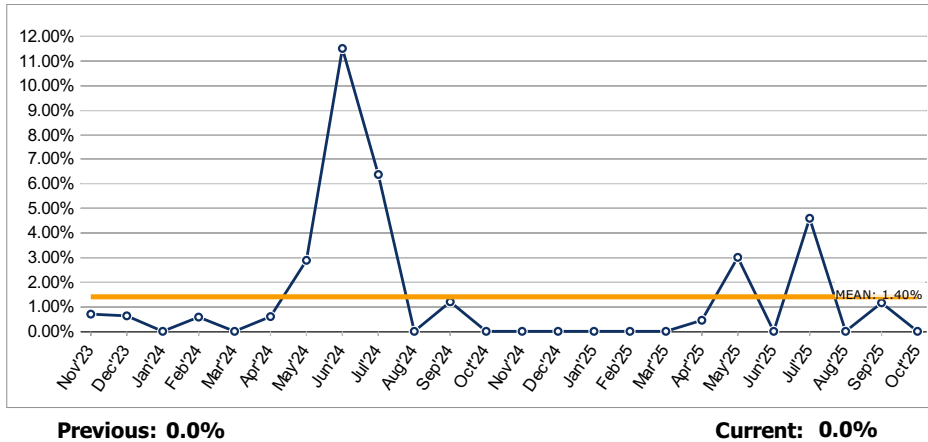
Period: Oct'25

Meeting: Nov'25

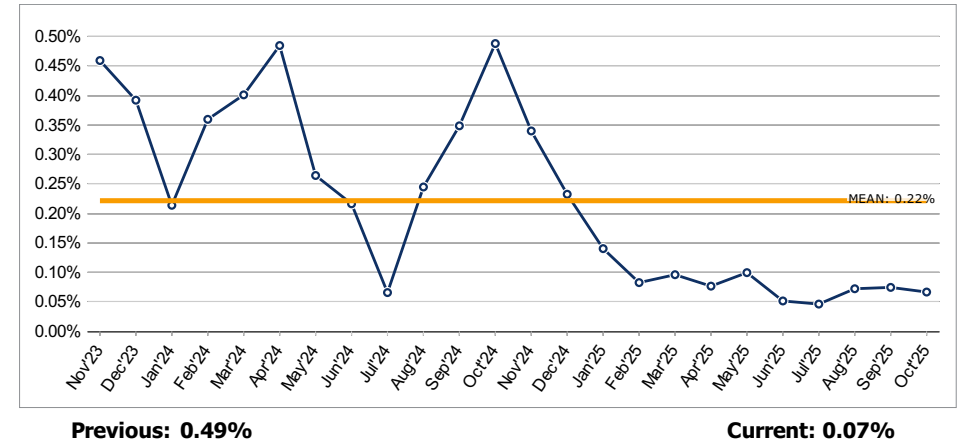
Reliability

Page 2

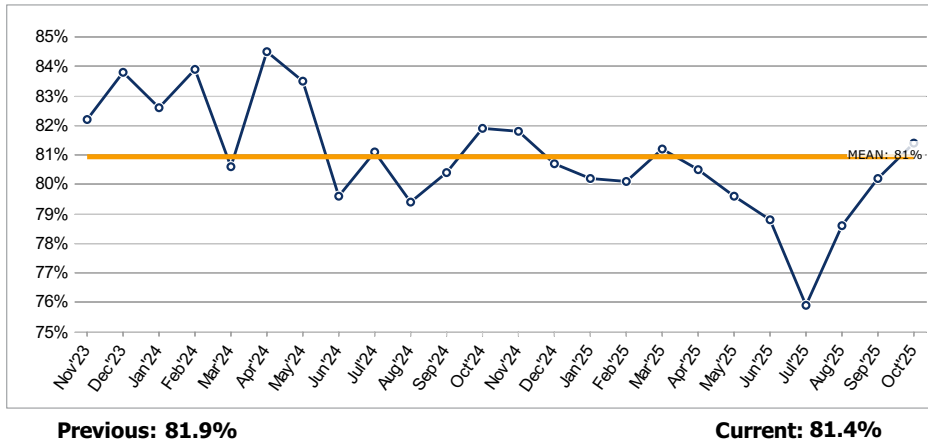
PMI Not On Time



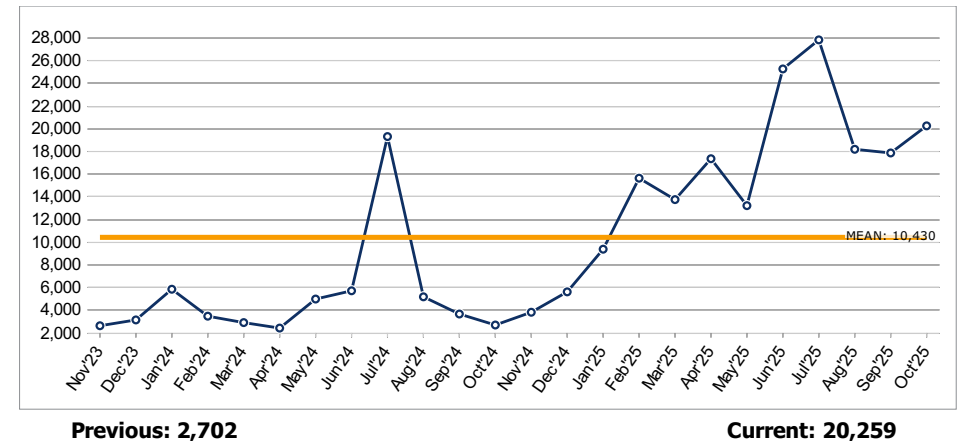
Percent of Trips Missed



Scheduled Work



MDBSI



Monthly Performance Report

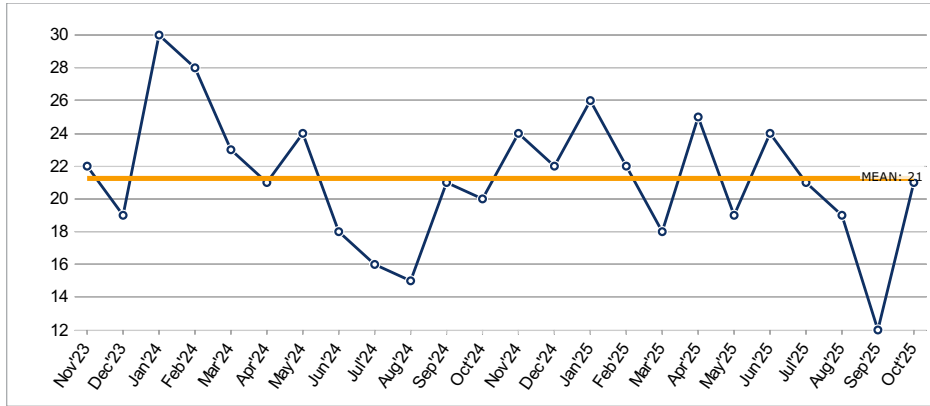
Period: Oct'25

Meeting: Nov'25

Safety

Page 3

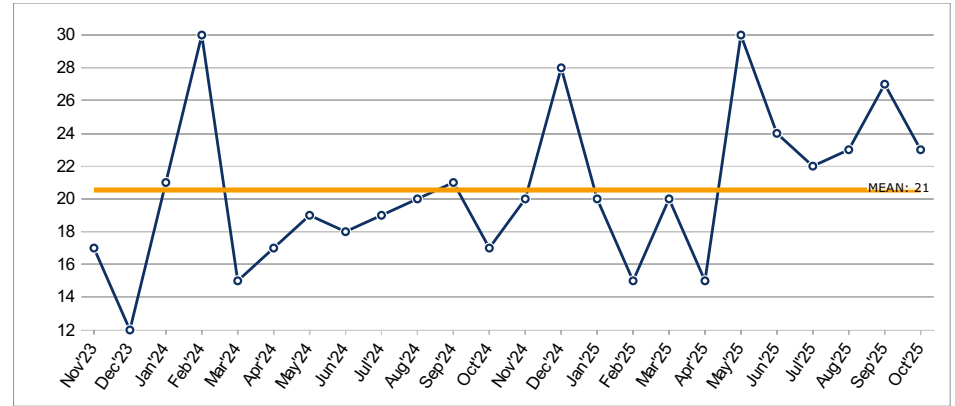
Preventable Accidents



Previous: 20

Current: 21

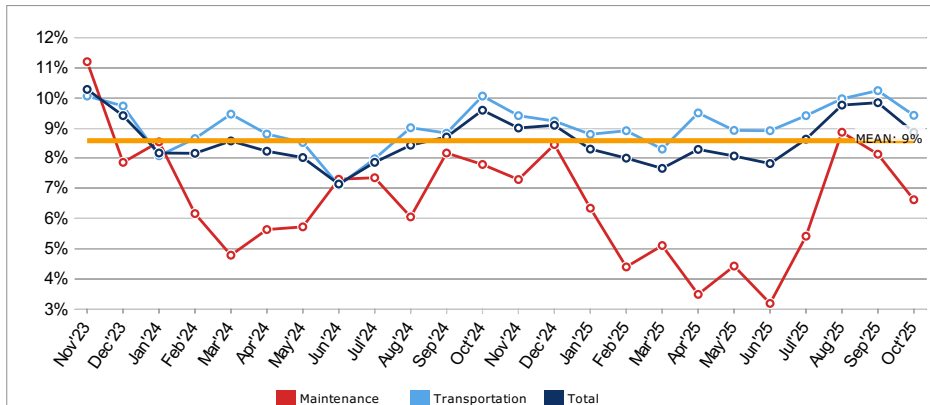
Non-Preventable Accidents



Previous: 17

Current: 23

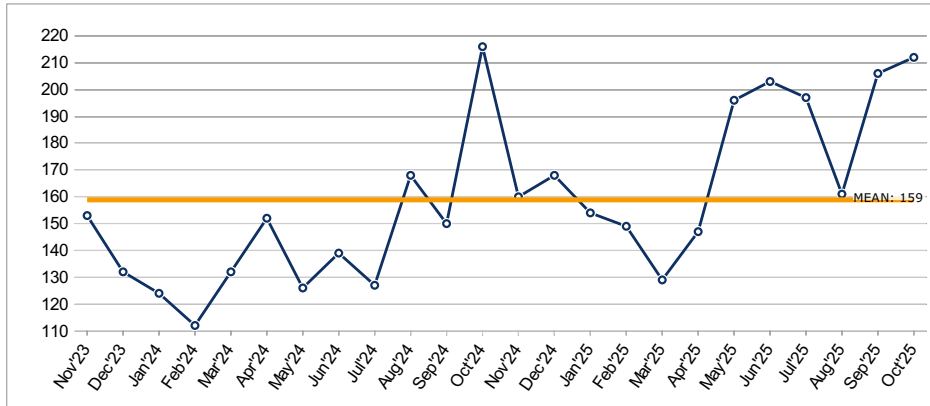
Percent Days Not Worked



Previous: 9.6%

Current: 8.9%

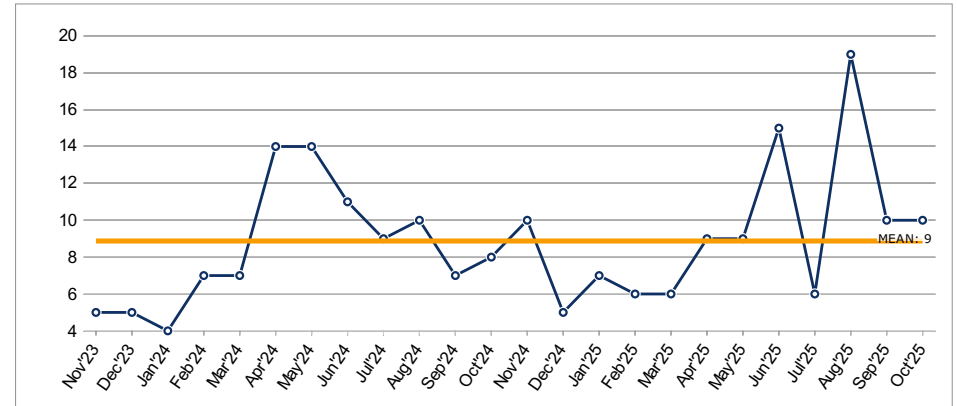
Fixed/Shuttle Complaints



Previous: 216

Current: 212

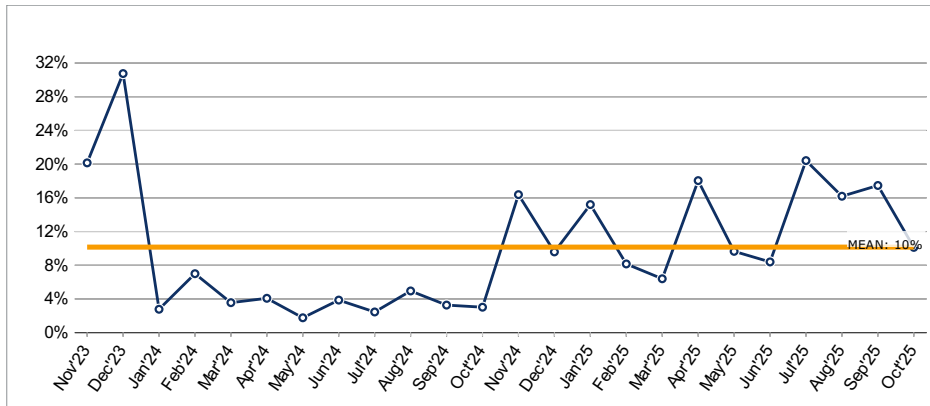
Other Complaints



Previous: 8

Current: 10

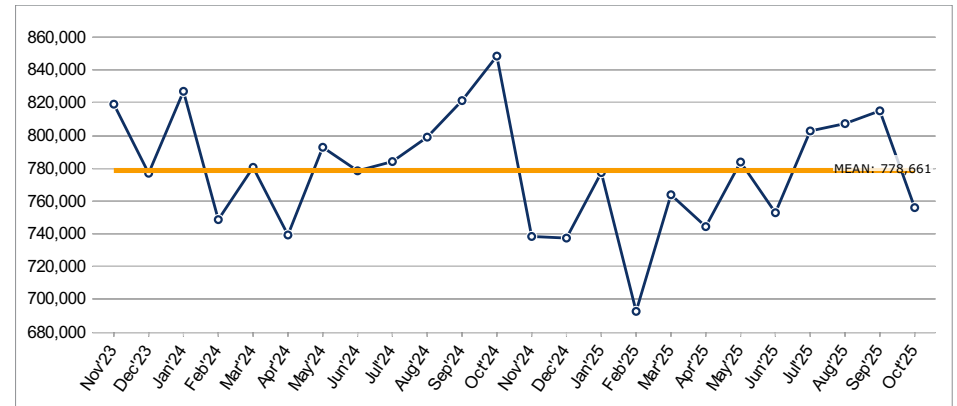
Complaints Not Addressed in Ten Days



Previous: 3.0%

Current: 10.1%

Website Page Views



Previous: 848,484

Current: 756,002

Monthly Performance Report

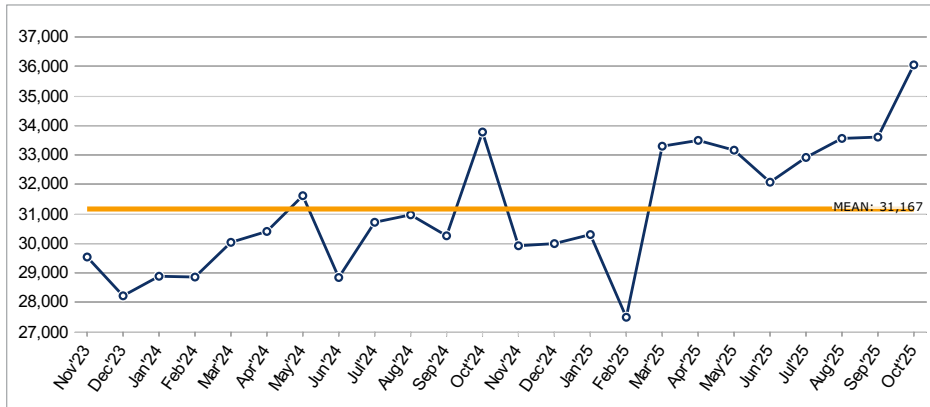
Period: Oct'25

Meeting: Nov'25

STAR Service

Page 5

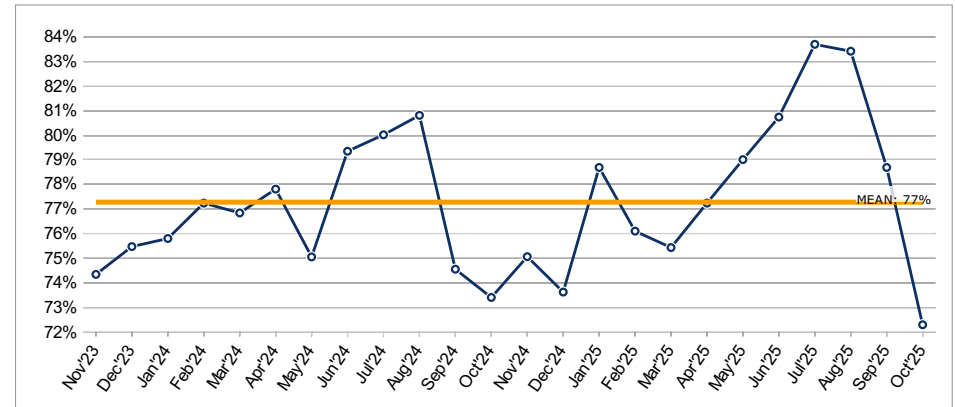
STAR Riders



Previous: 33,776

Current: 36,053

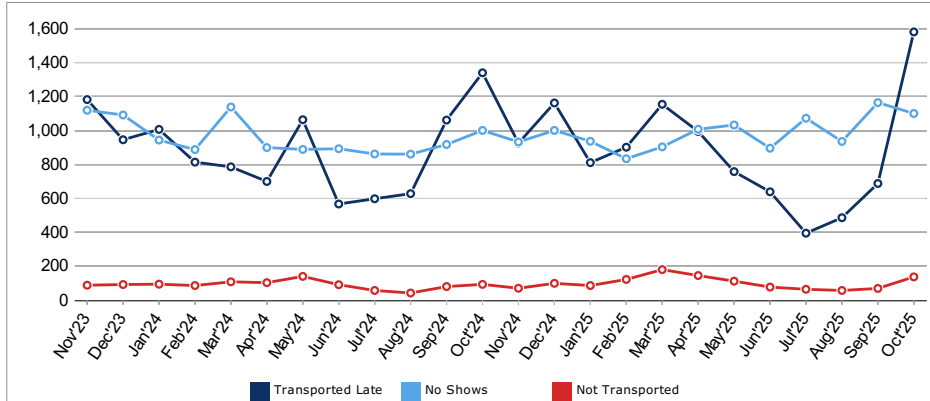
On-Time Performance (0-10 Minutes)



Previous: 73.4%

Current: 72.3%

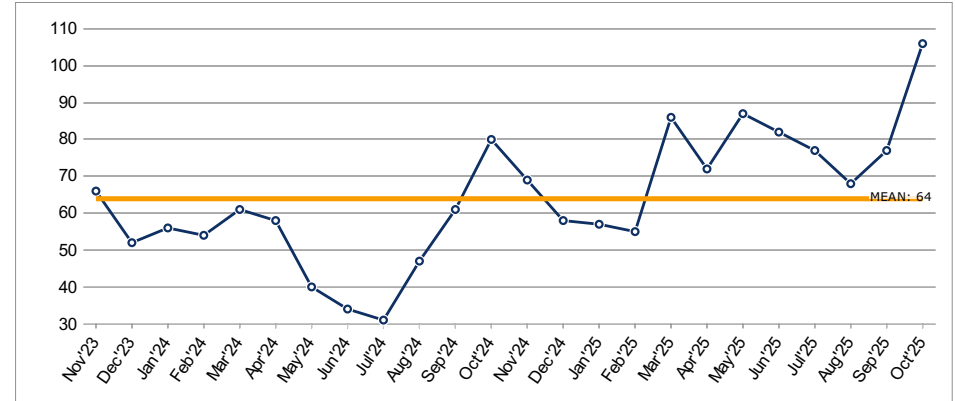
Missed Trips



Previous: 2,435

Current: 2,820

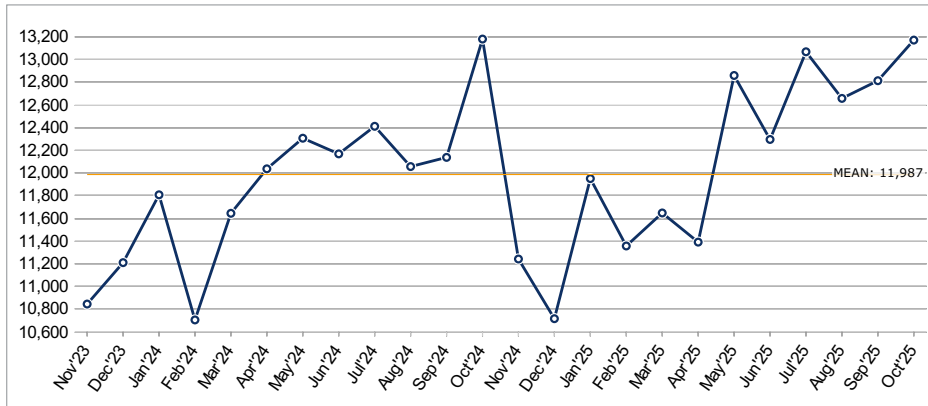
Customer Complaints



Previous: 80

Current: 106

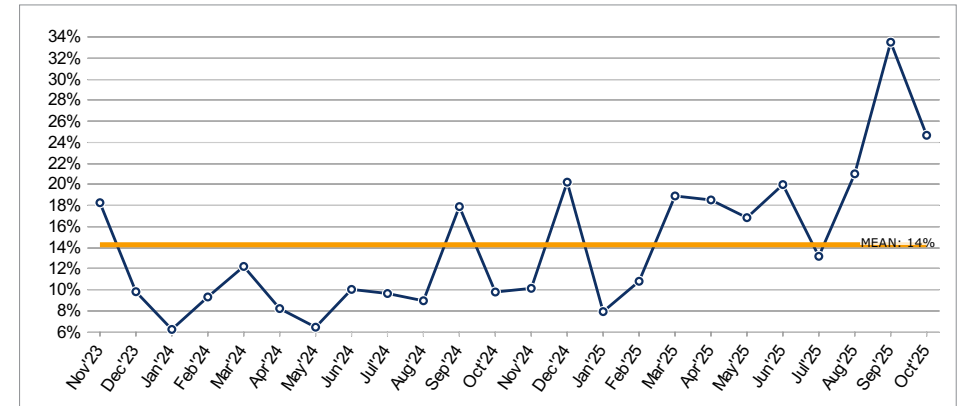
Reservation Calls



Previous: 13,181

Current: 13,172

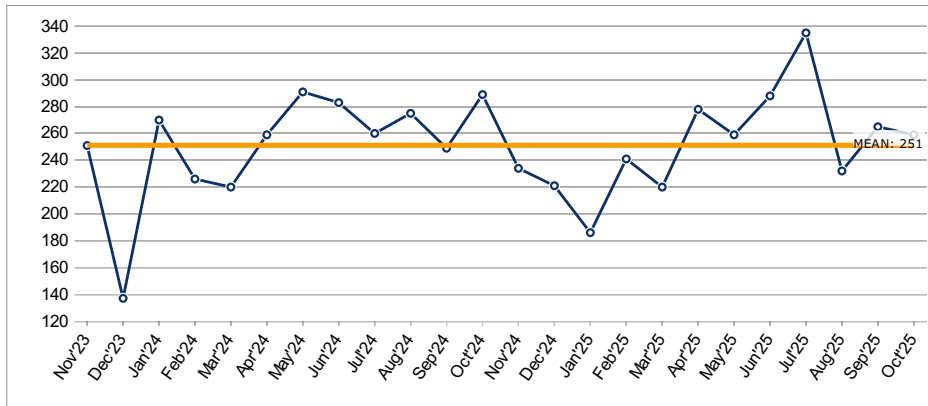
Reservation Calls in Queue Over Five Minutes



Previous: 9.8%

Current: 24.7%

Applications Received



Previous: 289

Current: 259

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.

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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.

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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".

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

Monthly Performance Report

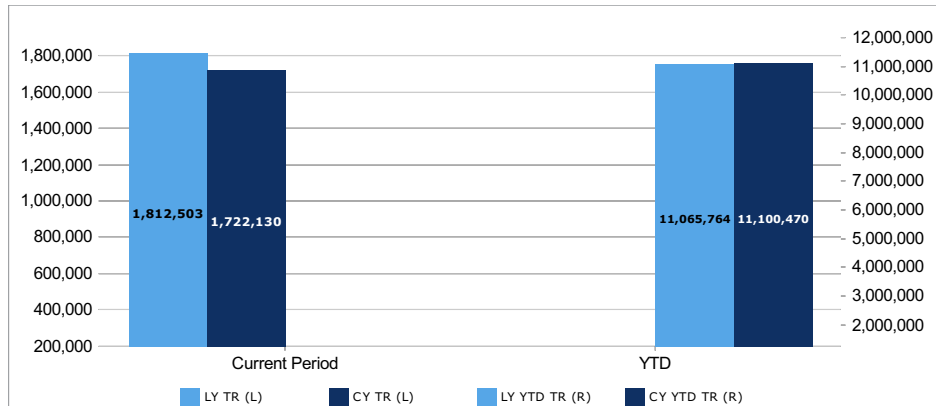
Period: Oct'25

Meeting: Nov'25

Patronage / Mobility

Page 1

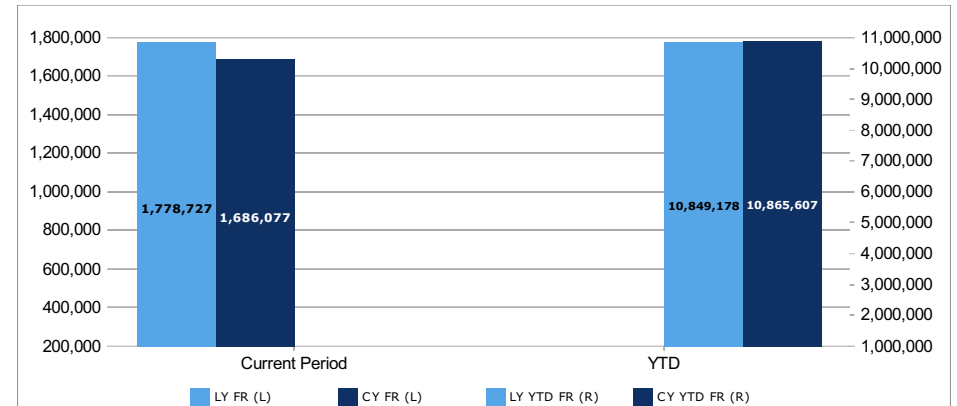
Total Riders



Monthly % Change -5.0%

YTD % Change 0.3%

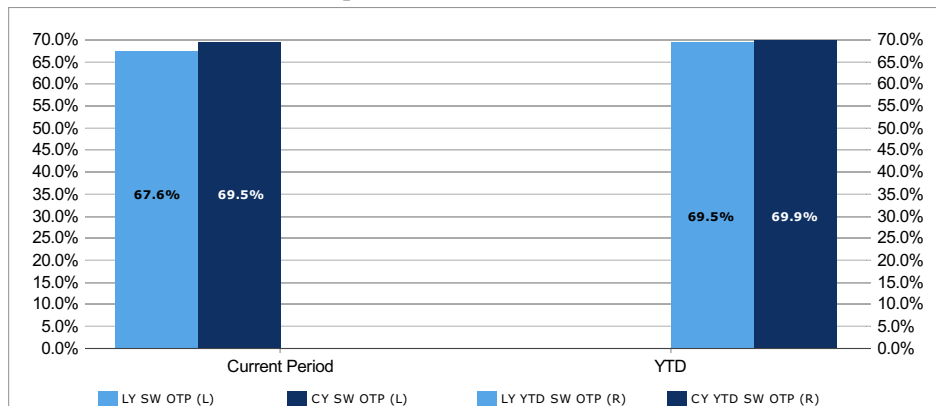
Fixed Riders



Monthly % Change -5.2%

YTD % Change 0.2%

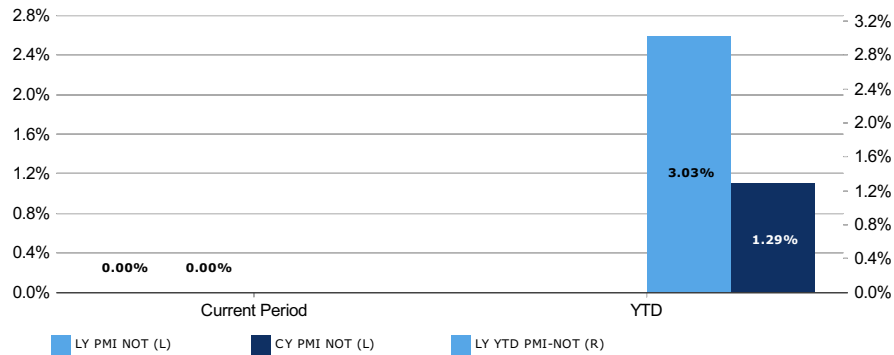
System Wide OTP



Monthly % Change 2.9%

YTD % Change 0.6%

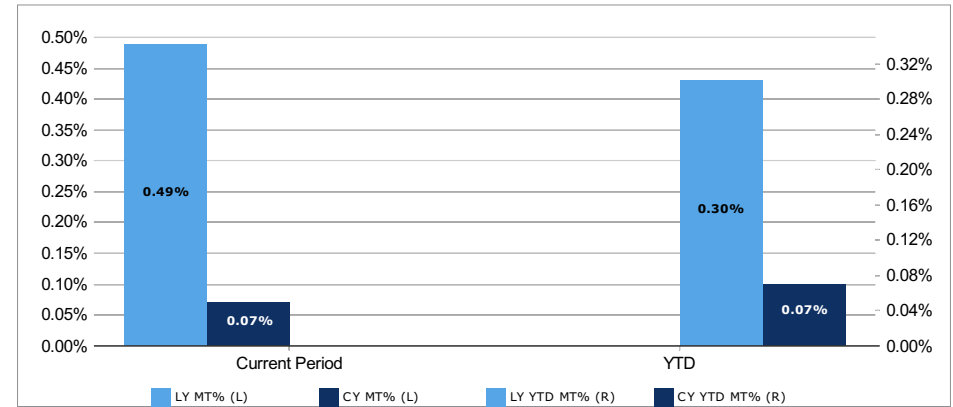
PMI Not On Time



Monthly % Change 0.00%

YTD % Change -57.2%

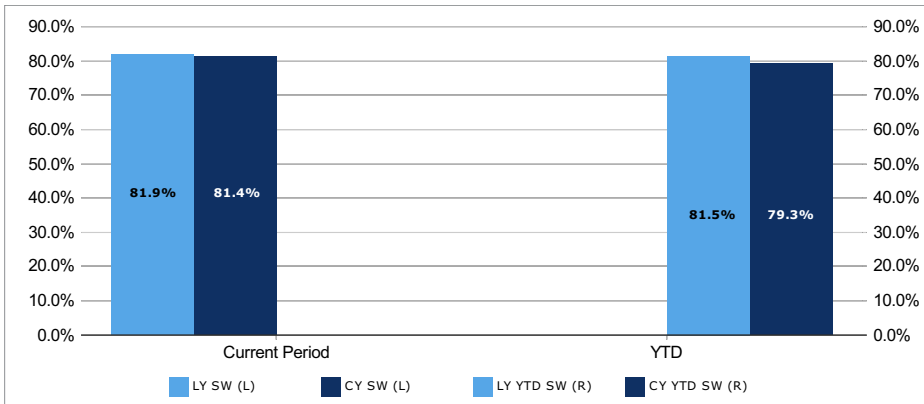
Percent of Trips Missed



Monthly % Change -85.7%

YTD % Change -76.9%

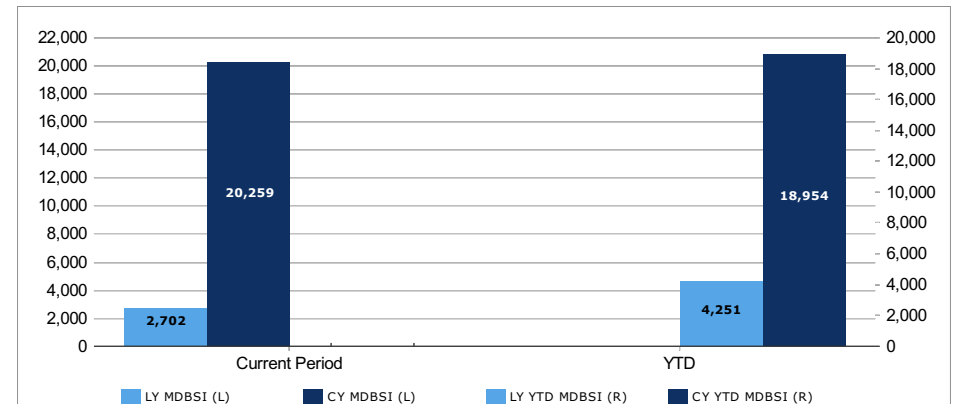
Scheduled Work



Monthly % Change -0.6%

YTD % Change -2.6%

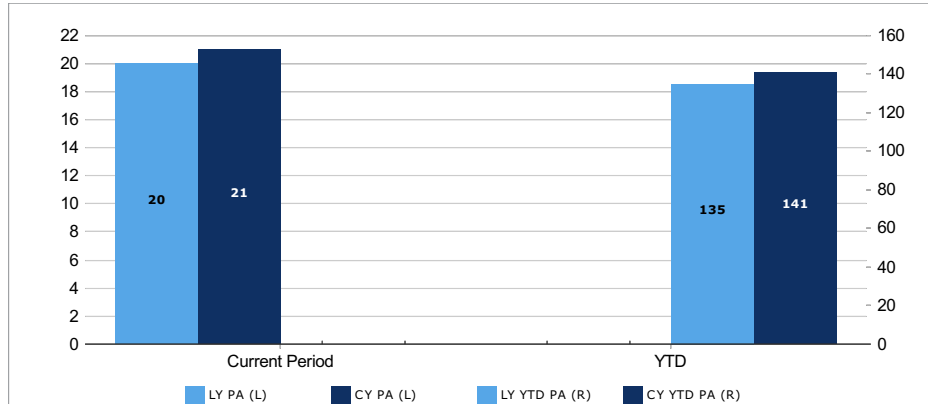
MDBSI



Monthly % Change 649.7%

YTD % Change 345.9%

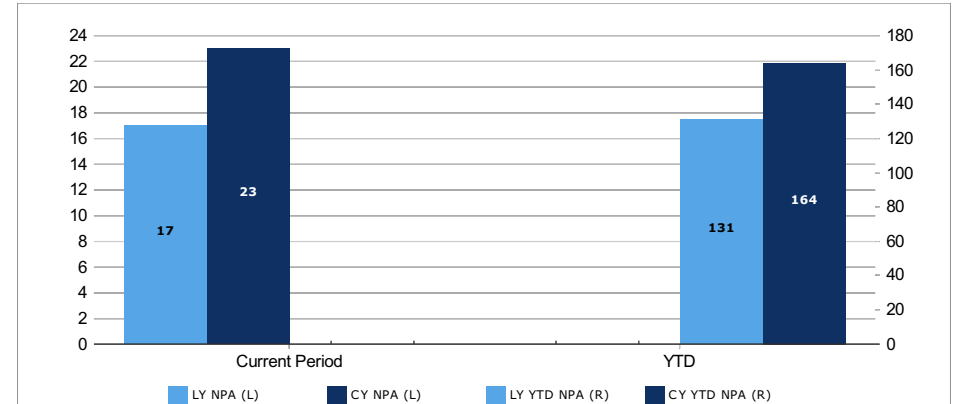
Preventable Accidents



Monthly % Change **5.0%**

YTD % Change **4.4%**

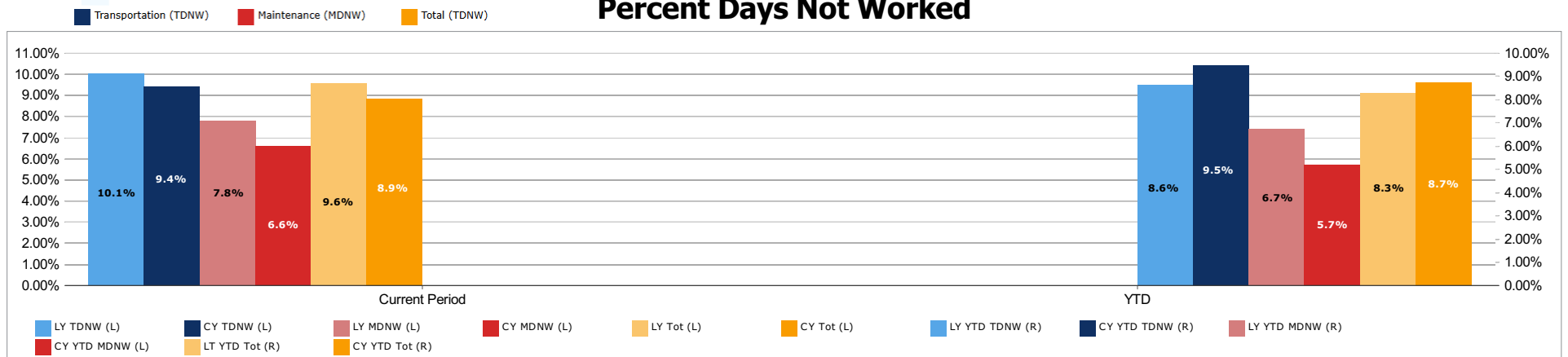
Non-Preventable Accidents



Monthly % Change **35.3%**

YTD % Change **25.2%**

Percent Days Not Worked



Monthly % Change **-6.4%** **-15.0%** **-7.6%**

YTD % Change **9.7%** **-15.4%** **5.6%**

Monthly Performance Report

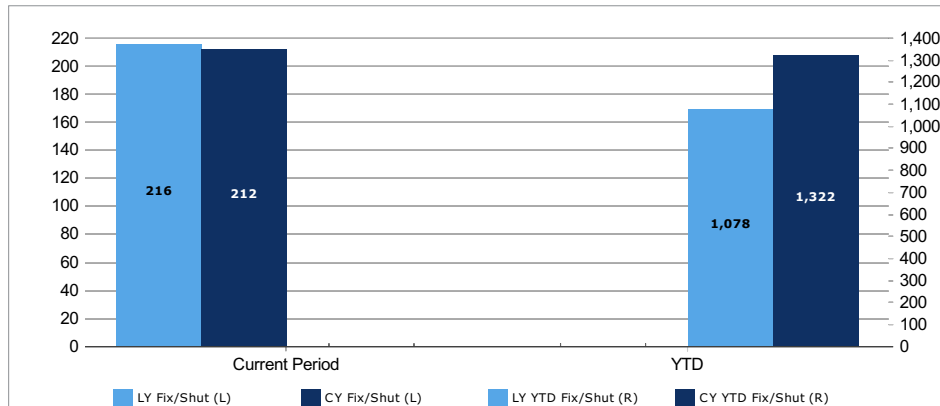
Period: Oct'25

Meeting: Nov'25

Customer Service

Page 4

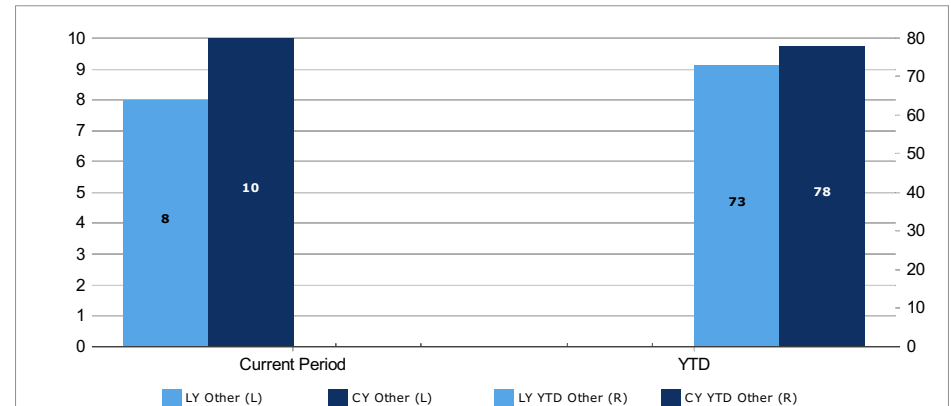
Fixed/Shuttle Complaints



Monthly % Change -1.9%

YTD % Change 22.6%

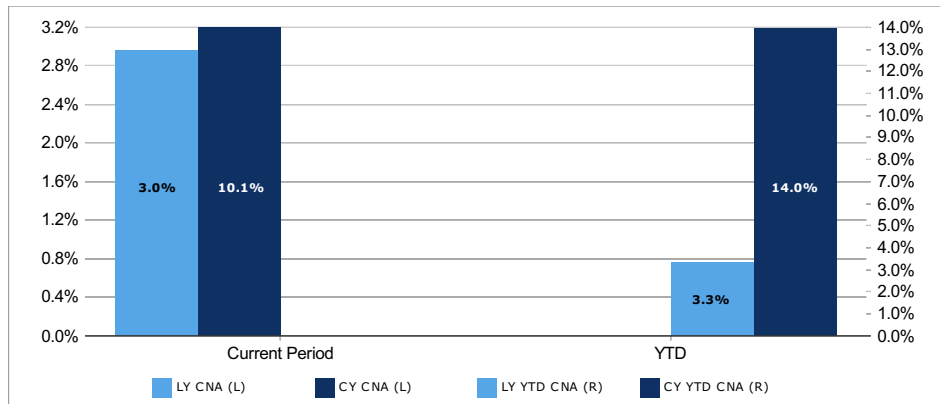
Other Complaints



Monthly % Change 25.0%

YTD % Change 6.8%

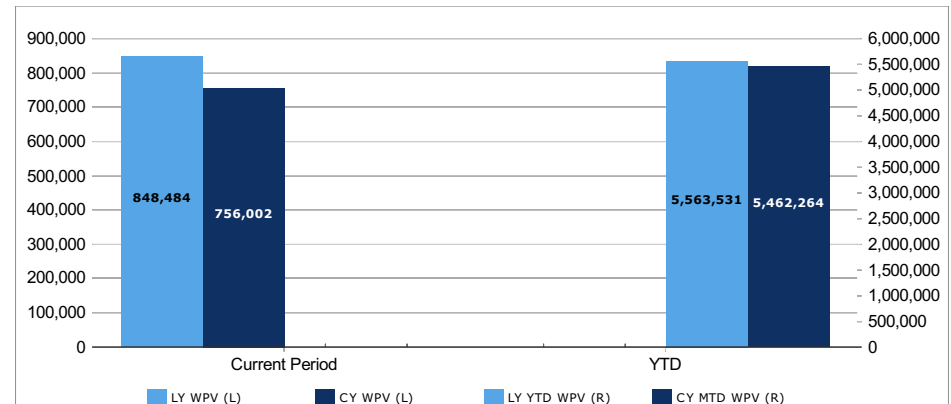
Complaints Not Addressed in Ten Days



Monthly % Change 239.8%

YTD % Change 318.4%

Website Page Views



Monthly % Change -10.9%

YTD % Change -1.8%

Monthly Performance Report

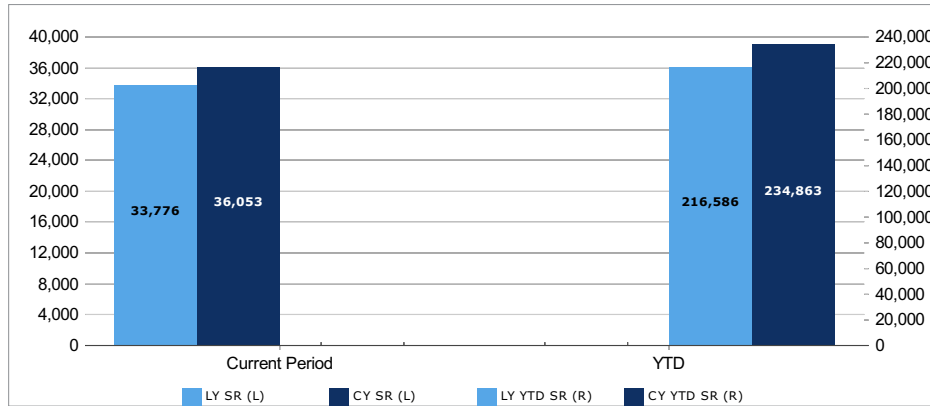
Period: Oct'25

Meeting: Nov'25

STAR Service

Page 5

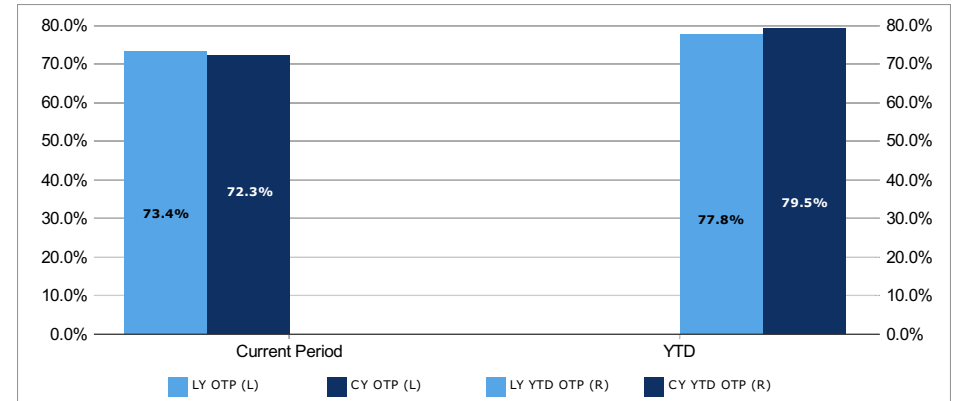
STAR Riders



Monthly % Change **6.7%**

YTD % Change **8.4%**

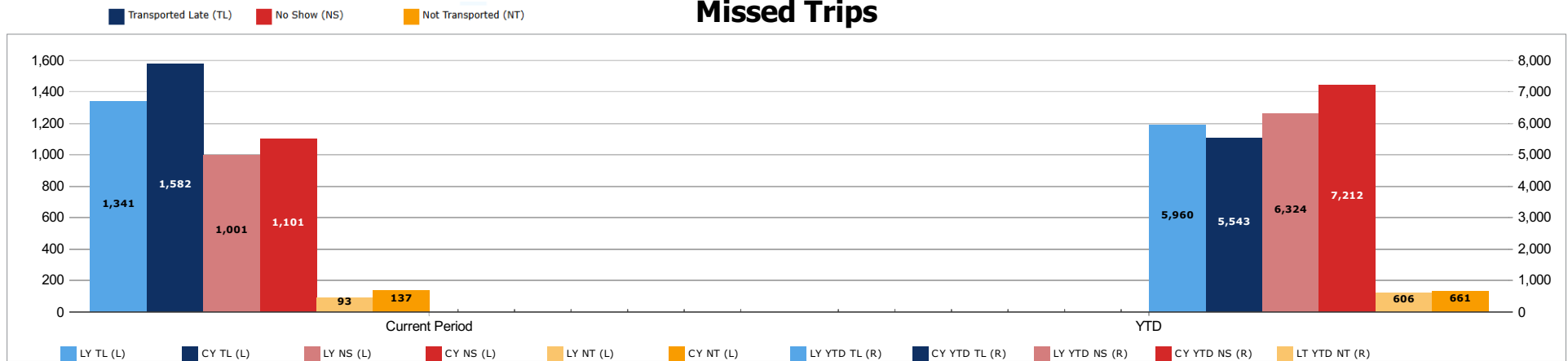
On-Time Performance (0-10 Minutes)



Monthly % Change **-1.5%**

YTD % Change **2.2%**

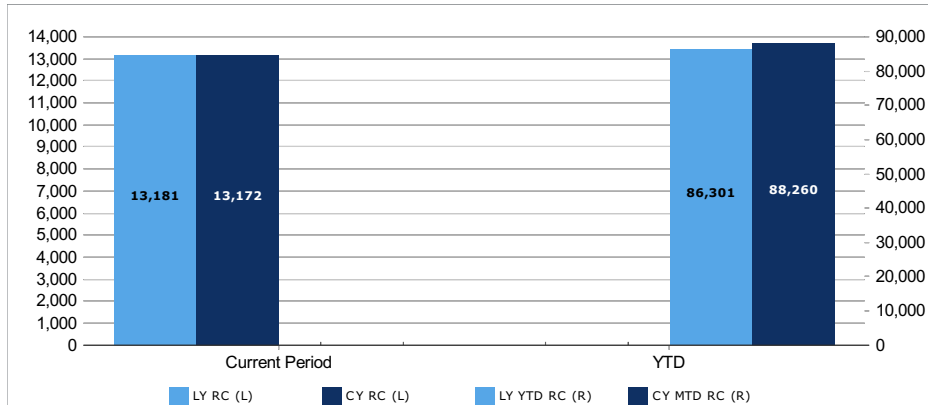
Missed Trips



Monthly % Change **18.0%** **10.0%** **47.3%**

YTD % Change **-7.0%** **14.0%** **9.1%**

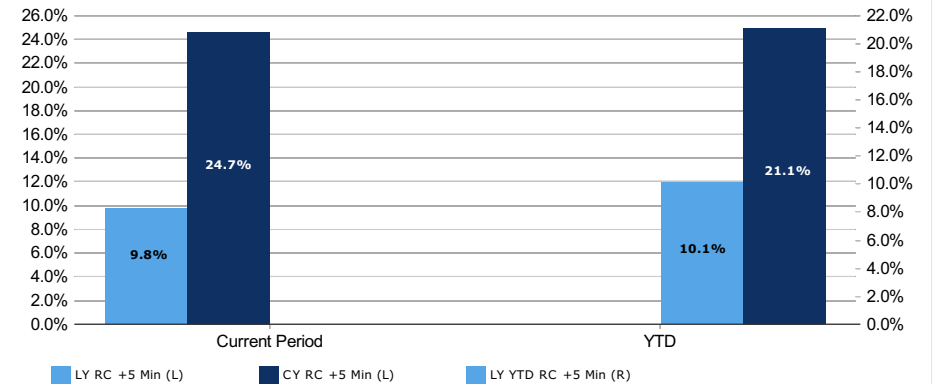
Reservation Calls



Monthly % Change -0.1%

YTD % Change 2.3%

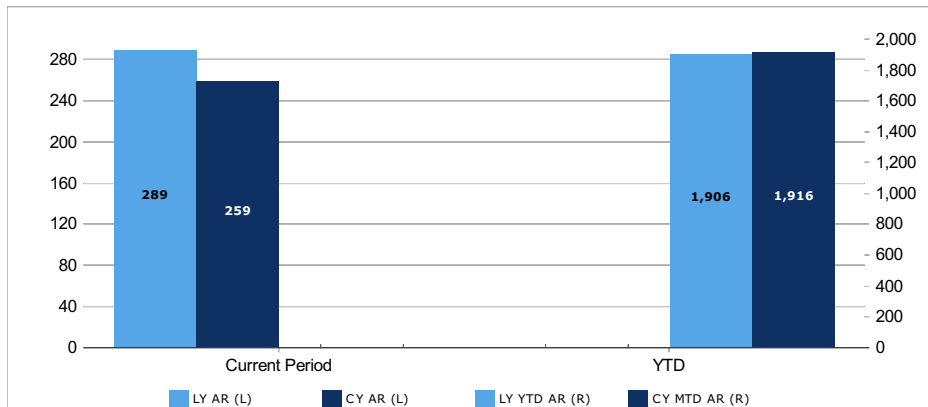
Reservation Calls in Queue Over Five Minutes



Monthly % Change 152.1%

YTD % Change 108.7%

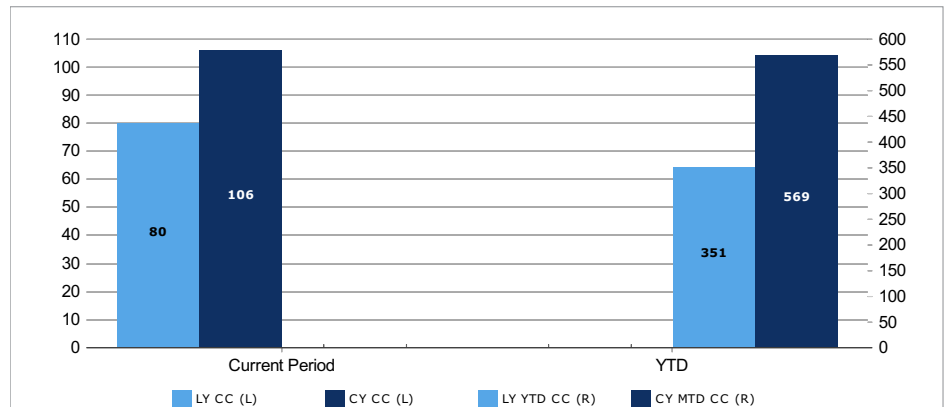
Applications Received



Monthly % Change -10.4%

YTD % Change 0.5%

Customer Complaints



Monthly % Change 32.5%

YTD % Change 62.1%

Monthly Performance Report

Period: Oct'25

Meeting: Nov'25

Definitions

Page 7

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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Percentage Change Calculation: $\text{Percentage Change} = ((\text{Current Year Value} - \text{Last Year Value}) / \text{Last Year Value}) \times 100$