CDTA COMMITTEE AGENDA

Performance Monitoring/Audit Committee

Via Microsoft Teams & 110 Watervliet Ave, Albany

Thursday, September 24, 2026 | 9:00 AM

Committee Item	**Responsibility**
Call to Order	Denise Figueroa
Approve Minutes of Thursday, July 23, 2026	Denise Figueroa

Consent Agenda Items

• Approve Contract for Fleet Fluid Analysis Services	Stacy Sansky
• Approve Contract for Bus Exhaust Extraction System	Stacy Sansky
• Approve Purchase of Battery-Electric Articulated Bus	Stacy Sansky
• Approve Purchase of Database Administration Services	Stacy Sansky

Administrative Discussion Items

• Risk Management & Workers Compensation	Amanda Avery
• Monthly Management (Financial) Report	Patricia Cooper
• Monthly Non-Financial (Performance) Report	Richard Cordero

Next Meeting: Thursday, October 22, 2026, at 9:00am via Microsoft Teams and 110 Watervliet Ave.

Adjourn Denise Figueroa

Capital District Transportation Authority
Performance Monitoring/Audit Committee
Meeting Minutes – July 23, 2026, at 9:00 am; 110 Watervliet Avenue, Albany

In Attendance: Jayme Lahut, Jackie McDonough, Denise Figueroa, Peter Wohl, Jaclyn Falotico, Patrick Lance; Frank Annicaro, Chris Desany, Trish Cooper, Jaime Kazlo, Amanda Avery, Lance Zarcone, Sarah Matrose, Jon Scherzer, Gary Guy, Dave Williams, Jack Grogan, Stacy Sansky, Kelli Schreivogl, Thomas Guggisberg, Steve Wacksman, Meghan Gonyo, Keosha Miles, Calvin Young.

Meeting Purpose

Regular monthly meeting of the Performance Monitoring/Audit Committee. Board member Denise Figueroa noted that a quorum was present. Minutes from June 18, 2026, meeting were reviewed and approved.

Consent Agenda Items

<u>Approve Emergency Chiller Repairs</u>

- In 2015, CDTA awarded a contract to Eckert Mechanical to replace the Albany facility's central chiller plant with a multi-stack chiller system. This system provides cooling for all offices, workspaces, meeting rooms, and common areas at the 110 Watervliet Avenue facility.
- Over the past four years, the multi-stack chiller system has experienced increasing reliability issues, requiring frequent repairs and the replacement of major components to maintain operation.
- Due to the critical nature of this system, the increasing risk of extended cooling outages, and the need to have the equipment operational during the peak summer season, management determined that immediate action was necessary to restore the system to full operational capacity and ensure continued building cooling during peak summer conditions,
- A resolution to approve a contract with HT Lyons to replace a section of the Albany chiller system, and all associated components/work in the amount of $141,410 will be recommended to the board.

<u>Approve Purchase of FLEX Vehicles</u>

- The current fleet replacement plan calls for annual vehicle purchases and the retirement of vehicles that have reached the end of their useful life (5 years/150,000 miles). This procurement supports state-of-good-repair initiatives and planned service expansion, ensuring the fleet remains reliable, safe, and aligned with increasing operational demand.
- In 2025, the Board awarded a five-year contract to Fenton Mobility Products, Inc. for these vehicles. As part of this contract, staff are recommending the purchase of five FLEX On-Demand vehicles for units that have reached the end of their useful life.
- A resolution to approve purchasing five Ford Transit vehicles for our FLEX On-Demand service from Fenton Mobility Products, Inc. of Randolph, New York, for a total amount not to exceed $822,130, inclusive of contingency, will be recommended to the board.

Approve Purchase of Incident Management Platform

- To purchase an incident management platform for use along the Washington-Western Bus Rapid Transit (WWBRT) Purple Line.
- The ELERTS platform combines several advanced intelligent transportation systems technologies in one package by integrating mobile applications with digital video, advanced analytics, and several messaging systems and technologies including email, SMS, QR code, voicemail, and 911. ELERTS is most used by transit agencies to support official "See Something, Say Something" campaigns.
- The primary benefit of this new platform is to allow employees, customers, and community members to quickly and discreetly report issues such as suspicious behavior, medical emergencies, and maintenance or cleanliness issues. All incident reports and related messages are sent directly to CDTA dispatch and security operations to ensure the most immediate response.
- A resolution to approve a one-year contract with ELERTS Inc. of Hingham, Massachusetts for an amount not to exceed $146,989 will be recommended to the board.

Approve Contracts for Term Engineers

- A term agreement establishes a pool of pre-qualified and vetted firms that have demonstrated the technical expertise, experience, and capacity necessary to provide professional services to CDTA on an as-needed basis. The purpose of these agreements is to ensure that CDTA has timely access to qualified consultants who can support the planning, design, engineering, and implementation of capital projects and other organizational initiatives as needs arise.
- Selection under a term agreement does not guarantee that a consultant will receive work, nor does it guarantee an opportunity to compete for any specific assignment.
- The terms of our contracts are for three years with two one-year options and are now up for renewal.
- A resolution to approve awarding term engineer agreements to the following firms: Creighton Manning Engineering of Albany, NY, Weston & Sampson of Albany, NY, LaBella Associates of Latham, NY, Sage Engineering Associates of Albany, NY, Hesnor Engineering of Albany, NY will be recommended to the board.

Administrative Discussion Items

Monthly Management (Financial) Report

- MRT is 20.6% over budget for the month and 6.61% over budget YTD. Saratoga and Albany both had a strong month.
- Customer fares are 12.6% over budget in June and 5.6% over budget YTD
- Facilities income is over budget 12.3% YTD and 13.7% or $48k in June.
- Wages are under budget 0.6% in June and 1.7% YTD. Contracted raises went into effect June 13th.
- YTD Health Benefits are under budget 9.6% and 10.6% in June.
- Purchased Transportation is 7.2% over budget in June and over budget 4.3% YTD.
- Maintenance Services is 8.26% over budget in June but 14% under budget YTD due to timing

- Overall, we are in a satisfactory budget position. of services provided.

<u>Monthly Performance (Non-Financial) Report:</u>

- June ridership increased 1.9% over the prior year, demonstrating continued customer demand and improved system utilization.
- Fiscal year-to-date ridership remains 1.5% below FY2026 but has improved relative to earlier monthly trends.
- Systemwide OTP improved both monthly and year-to-date, continuing a positive trend in service reliability.
- The organization achieved a 3.7% improvement in June and a 4.4% improvement year-to-date,
- MDBSI improved substantially both monthly and year-to-date, indicating fewer service interruptions and stronger fleet performance.
- The 55.2% YTD improvement represents one of the strongest reliability gains among operational performance indicators. Reflecting consistent operational execution.
- June attendance results indicate continued pressure on workforce availability, with both monthly and year-to-date absenteeism rates above prior-year levels. While staffing initiatives and recruitment efforts continue to support operational needs, improving attendance reliability remains essential to reducing overtime exposure, strengthening daily coverage.
- Disability/Workers' Compensation and FMLA continue to represent the largest sources of lost workdays.
- STAR missed trips increased 90.26 YOY and 64.4% YTD. There is a decrease of 1.5% from the month prior. Since making changes to our scheduling, staff are aware that YOY will be higher. Currently, management are focusing on building staffing levels up on the paratransit side.
- STAR ridership increased 1.3% YOY and 0.1 YTD. Ridership has leveled out after several months of growth. With the ridership steady, management can focus on building up staffing to improve our OTP and Missed trips goals.
- STAR On-time performance declined 15.9% YOY as expected. OTP is steady from last month at 67%.
- STAR Customer comments reflect higher service interaction levels, reflecting higher service interaction levels. The YOY and YTD decreased 5.4%, which reflects door to door operator campaign.
- June non-preventable accident rates increased significantly compared with the prior year; however, most of the increase reflects incidents outside the operator's direct control.
- The year-to-date impact remains limited, but continued trend analysis and proactive safety interventions are necessary to prevent external-risk events from impacting overall safety performance.

<u>Next Meeting</u>

Thursday, September 24, 2026, at 9:00 am via Microsoft Teams and at 110 Watervliet Ave.

Capital District Transportation Authority
Agenda Action Sheet

Subject: Award Contract for Fleet Fluid Analysis Services
Committee: Performance Monitoring/Audit
Meeting Date: September 24, 2026

Objective of Purchase or Service:
CDTA's predictive and preventive maintenance program includes the laboratory analysis of engine oil, engine coolant, and transmission fluid to identify developing mechanical issues and fluid-related concerns before they result in component failures, service disruptions, or increased maintenance costs.

This program provides Maintenance staff with timely, accurate, and actionable information to support data-driven preventive maintenance decisions. By identifying emerging issues early, the analysis helps improve fleet reliability, reduce road calls and unscheduled repairs, extend the service life of major components, and enhance overall vehicle performance, contributing to continued improvements in Mean Distance Between Failures (MDBF).

Summary of Staff Proposal:
CDTA issued a Request for Proposals (RFP) for fluid analysis services. An evaluation team comprised of representatives from the Maintenance department conducted a comprehensive review of the proposals received. Each submission was evaluated and scored against established criteria, including the ability to meet CDTA's service and performance requirements, organizational qualifications and relevant experience, reporting platform functionality and data accessibility, and overall cost.

Following the evaluation process and completion of reference checks, staff recommends awarding the contract to Tribologik as the proposer offering the best overall value and program for CDTA. Tribologik demonstrated extensive experience providing services to heavy-duty transit and municipal fleets and operates an ISO/IEC 17025:2017-accredited laboratory. Their program combines predictive maintenance diagnostics, historical trend analysis, severity ratings, technician-focused maintenance recommendations, and a secure web-based reporting platform.

Tribologik's standard turnaround time is typically two business days or less from receipt of a sample, with expedited services available when necessary. The reporting platform will provide staff with access to both current and historical analysis results by vehicle, component type, mileage, and service interval. This capability will enable us to identify trends and emerging conditions earlier, supporting proactive maintenance and repairs before issues develop into major component failures, unscheduled downtime, or in-service road calls.

Financial Summary/Cost:
Based on CDTA's prior-year sampling volumes, the estimated annual cost of the program is as follows:

Description	Unit Cost	Quantity	Extended Cost
Engine Oil Samples	$10.50	4024	$42,252
Engine Coolant Samples	$15.00	1076	$16,140
Transmission Oil Samples	$10.50	508	$5,334
Sampling Kits	$2.00	5608	$11,216
Shipping	$35.00	467	$16,345
Total Cost:			$91,287

This is funded through our operating budget.

Proposed Action:
Staff recommends awarding Tribologik Corporation of Hammond, IN a one-year contract for fleet fluid analysis services, with four optional one-year renewals.

Contract costs will be based on the actual number of samples processed and services utilized during each contract year, allowing us to align expenditures with operational needs while maintaining flexibility in program usage.

Manager:
David Williams, Director of Maintenance

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
   ____ Fixed Fee For Services: Time and materials - open value
   __x_ _ 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:**
   _$456,435 (over 5 years) 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 #_**10**____ or Advertised
   Number of Proposals/Bids Received #_**3**______

Attach Summary of Bids/Proposals

7. **Disadvantaged Business Enterprise (DBE) involvement**

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

8. **LEGAL NAME and ADDRESS OF CONTRACTOR/VENDOR: Tribologik Corp**
   1212 172nd Street
   Hammond, IN 46324

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: __**September 24, 2026** _ _________

Cummulative CDTA Maint 225-3000			
	Cummins-Albany, NY	Tribologik-Hammond, IN	Viswa-Houston, TX
Ability to meet CDTA’s defined Service Levels and Performance Expectations 120 points	72	97	87
Qualifications and Relevant Experience 60 points	45	59	45
Price 60 points	46	59	37
Report Portal/Ease of Use/Access to Data 45 points	27	31	36
MWBE SDVOB 15 points	0	0	0
TOTAL (300 Points)	190	246	205

Completed by:

NOTES:

Capital District Transportation Authority
Agenda Action Sheet

Subject: Award Contract for Bus Exhaust Extraction System
Committee: Performance Monitoring/Audit
Meeting Date: September 24, 2026

Objective of Purchase or Service:
It is important to maintain a safe, healthy, and productive work environment for CDTA employees. By effectively capturing vehicle emissions at the source, an effective exhaust venting system will reduce employee exposure to diesel exhaust, improve indoor air quality, and support compliance with workplace health and safety standards. An overhead reel design also reduces trip hazards, eliminates the need for manual hose handling and storage, and minimizes wear and damage to equipment.

This project will upgrade the bus exhaust extraction system in the Albany maintenance garage by replacing the existing equipment with an electrically operated overhead hose reel system. The upgraded system will improve the efficiency and ease of connecting and disconnecting exhaust hoses during daily maintenance activities while providing more reliable exhaust capture and removal.

Summary of Staff Proposal:
The proposed system will equip 13 maintenance bays with both 6-inch exhaust hoses for engine exhaust and 4-inch hoses for auxiliary equipment, with two additional bays receiving 4-inch hose reels. The motor-driven system includes remote controls, automatic closing valves, high-temperature flexible hose, and associated nozzles and fittings, enabling employees to position exhaust hoses from ground level quickly and efficiently.

This upgrade expands upon the exhaust extraction system installed during the Albany Garage expansion associated with the Washington/Western BRT project. Extending the same technology throughout the remaining maintenance bays will create a standardized system across the facility, improve consistency in operation, simplify training, and reduce long-term maintenance requirements.

The overhead configuration offers significant operational and safety advantages. Because buses are routinely raised and lowered during inspections and repairs, technicians can easily adjust hose height while the system remains securely suspended above the work area. This design minimizes interference with maintenance activities while reducing the risk of detached hoses, equipment damage, trip hazards, and other workplace safety concerns.

Key benefits of the proposed system include:
- Improves employee safety by keeping exhaust hoses elevated and out of work areas.
- Simplifies operation through ground-level, electrically controlled hose reels.
- Accommodates vehicle lifts and varying bus heights during maintenance.
- Reduces manual handling and associated workplace hazards.
- Standardizes exhaust extraction equipment throughout the facility.
- Supports efficient operations and consistent system utilization.

Sole Source Justification:
Staff recommends a sole-source procurement with Total Tool Ltd. for the equipment, installation, and integration services associated with this project.

Total Tool designed and installed the exhaust extraction system as part of the Albany Garage expansion and as a result, possesses extensive knowledge of the facility's existing exhaust infrastructure, structural conditions, vehicle configurations, and operational requirements. This familiarity will reduce implementation risk, streamline installation, and help ensure compatibility with the existing system.

Utilizing Total Tool for this expansion will allow CDTA to maintain a consistent exhaust extraction design throughout the Albany Maintenance Garage rather than introducing a second equipment platform into the facility. Standardizing on a single system provides operational and maintenance advantages, including common controls, uniform employee training, simplified troubleshooting, reduced spare parts inventory requirements, and more efficient long-term maintenance and support.

Financial Summary/Cost:

Description	Extended Cost
13 – 6-inch Motor-Driven Exhaust Hose Reel Systems and Associated Components	$97,117
15 – 4-inch Motor-Driven Exhaust Hose Reel Systems and Associated Components	$79,323
Freight – Hose Reel Equipment	$7,000
Installation Materials, Labor, Equipment Rental and Associated Services	$78,933
Contingency – 3.5% Tariffs	$9,183
Total:	$271,556

This is funded by the Washington/Western BRT grant.

Proposed Action:
I am recommending that a sole-source contract be awarded to Total Tool Ltd. Castleton-On-Hudson, NY for the purchase and installation of the Albany garage bus exhaust extraction system upgrade at a cost not to exceed $271,556.

Manager:
David Williams, Director of Maintenance

CAPITAL DISTRICT TRANSPORTATION AUTHORITY
Staff Contract Award Certification

1. **TYPE OF CONTRACT (check one):**
   __**X** _ Construction & Maintenance   _ ___ Goods, Commodities & Supplies   ____ Bus Purchase
   ___ Services & Consultants   __ __ Transportation & Operational Services

2. **TERMS OF PERFORMANCE (check one):**
   _ **X**_ One-Shot Deal: Complete scope and fixed value
   ____ Fixed Fee For Services: Time and materials - open value
   __**x** _ Exclusive Purchase Contract: Fixed cost for defined commodity with indefinite quantity
   ____ Open Purchase Contract: Commitment on specifications and price but no obligation to buy
   ____ Change Order: Add on to existing contract

3. **CONTRACT VALUE:**
   $271,556 (not to exceed) fixed   **estimated**   (circle one)

4. **PROCUREMENT METHOD (check one):**
   ____ Request for Proposals (RFP)   __ __ Invitation for Bids (IFB)   _X___ Other

5. **TYPE OF PROCEDURE USED (check one):**
   ____ Micro Purchases (Purchases up to $2,499.00)   ____ Small Purchases ($25,000 up to $$100,000)
   __ _ Sealed Bid/Invitation for Bids (IFB) (Over $100,000)   __ __ Request for Proposals (RFP)
   ____ Professional Services (Over $25,000)   ___**X**_ Sole or Single Source (Non-Competitive)

6. **SELECTION CRITERION USED:**
   Number of Proposals/Bids Solicited #_**1**____   or   Advertised
   Number of Proposals/Bids Received #_**1**______

   Attach Summary of Bids/Proposals

7. **Disadvantaged Business Enterprise (DBE) involvement**

   Are there known DBEs that provide this good or service?   Yes   **No**

   Number of DBEs bidding/proposing   ____**0**______

   DBE Certification on file?   Yes   No   **Not Applicable**

   Was contract awarded to a DBE?   Yes   **No**

   Number of DBE Subcontractors   ____**0**______

   DBE Subcontractor Name and Certification Type:

8. **LEGAL NAME and ADDRESS OF CONTRACTOR/VENDOR: Total Tool Ltd.**
   10 Kids Lane
   Castleton, NY 12033

8. **SOURCE OF FUNDS: _Washington/Western BRT Grant**

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: __**September 24, 2026** _ _________

Capital District Transportation Authority
Agenda Action Sheet

Subject: Approve Purchase of One 60-Foot Battery-Electric Articulated Bus
Committee: Performance Monitoring/Audit
Meeting Date: September 24, 2026

Objective of Purchase or Service:
CDTA's fleet replacement program is designed to maintain a safe, reliable, and cost-effective fleet by replacing vehicles that have reached the end of their useful life. Replacing one older 60-foot diesel articulated bus with one New Flyer Xcelsior XE60 battery-electric articulated bus will allow us to maintain fleet balance and reliability while controlling lifecycle costs.

This procurement advances that strategy by transitioning from conventional diesel buses to diesel-electric hybrid buses, aligning with CDTA's long-term sustainability goals while maintaining operational flexibility.

Summary of Staff Proposal:
Staff recommends purchasing one New Flyer Xcelsior XE60 60-foot battery-electric articulated bus through a sole-source piggyback procurement utilizing Commonwealth of Virginia Contract CTR010079.

The recommendation is based on the following considerations:

- **Fleet Reliability and Asset Replacement:** The XE60 will replace an aging articulated bus that has exceeded its useful life. Timely replacement reduces maintenance costs, minimizes service disruptions, and preserves fleet reliability.
- **Advancement of Zero-Emission Technology:** The XE60 is a fully battery-electric transit bus equipped with a 660-kWh energy storage system, regenerative braking, and advanced electric propulsion technology. The vehicle supports CDTA's transition to a lower-emission fleet while reducing diesel fuel consumption and tailpipe emissions.
- **Winter Operating Performance:** The 60-foot articulated platform provides operational advantages in the Capital Region's winter conditions. The vehicle's three-axle configuration, including a powered center axle, improves traction, stability, and grade-climbing capability compared to conventional single-drive-axle buses, supporting reliable service during snow and icy conditions.
- **High-Capacity Service:** Articulated buses are critical to serving CDTA's highest-ridership routes efficiently. Replacing an articulated bus with another 60-foot vehicle preserves passenger capacity and operational flexibility across the system.
- **Fleet Standardization:** CDTA currently operates New Flyer Xcelsior vehicles. Continuing with this platform provides benefits through technician familiarity, established maintenance practices, diagnostic commonality, parts availability, and existing manufacturer support relationships.
- **Leveraging Existing Electric Bus Investments:** CDTA has already invested in the training, maintenance capabilities, charging infrastructure, and operating procedures necessary to support New Flyer battery-electric vehicles. Adding an XE60 builds upon those investments and avoids introducing a new vehicle platform into the fleet.

- **Procurement Efficiency:** Utilizing Commonwealth of Virginia Contract CTR010079 provides an efficient and compliant procurement mechanism while allowing the vehicle to be configured to meet CDTA's operational requirements.

Vehicle Configuration:
The proposed New Flyer XE60 is a 60-foot heavy-duty battery-electric articulated transit bus.

Key features include:

- 60-foot New Flyer Xcelsior articulated platform
- 660-kWh battery energy storage system
- Siemens electric drive propulsion system
- Powered ZF center axle
- Regenerative braking
- 450-kW overhead charging capability
- Dual plug-in charging receptacles
- Electric heating and HVAC systems
- CDTA-specific ITS, communications, fare collection, camera, accessibility, and passenger-service equipment
- Warranty, publications, delivery, and currently identified tariffs included in the proposed vehicle price

The vehicle specification also incorporates components and systems consistent with CDTA's current fleet requirements, including wheelchair accessibility, fire suppression, surveillance equipment, destination signs, communications equipment, and other CDTA-specific features.

Financial Summary/Cost:

Description	Cost
New Flyer Xcelsior XE60, including warranty, publications, and delivery	$2,140,043
Training	$80,500
Luminator color spectrum destination signs	$12,040
Arrow Global MV321 Full Driver Enclosure	$23,115
Contingency for Tariffs: 10%	$214,004
Total:	$2,469,702

This is funded by the FY27 capital budget

Proposed Action:
I recommend purchasing one New Flyer Xcelsior CHARGE NG XE60 60-foot battery-electric articulated bus from New Flyer of America Inc. through Commonwealth of Virginia Contract CTR010079 for an amount not to exceed $2,469,702. Delivery is anticipated for May 2028.

Manager:
David Williams, Director of Maintenance

CAPITAL DISTRICT TRANSPORTATION AUTHORITY
Staff Contract Award Certification

1. **TYPE OF CONTRACT (check one):**
   __ _ Construction & Maintenance   _ _**X**__ Goods, Commodities & Supplies   ____ Bus Purchase
   ____ Services & Consultants   __ __ Transportation & Operational Services

2. **TERMS OF PERFORMANCE (check one):**
   _ _ _ One-Shot Deal: Complete scope and fixed value
   ____ Fixed Fee For Services: Time and materials - open value
   __**X** 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:**
________**$2,469,702**___fixed   estimated   (circle one)

4. **PROCUREMENT METHOD (check one):**
   _ ___ Request for Proposals (RFP)   __ __ Invitation for Bids (IFB)   _**X**___ Other

5. **TYPE OF PROCEDURE USED (check one):**
   ____ Micro Purchases (Purchases up to $2,499.00)   ____ Small Purchases ($25,000 up to $$100,000)
   __ _ Sealed Bid/Invitation for Bids (IFB) (Over $100,000)   __ _ Request for Proposals (RFP)
   ____ Professional Services (Over $25,000)   _**X**___ Sole or Single Source (Non-Competitive)

6. **SELECTION CRITERION USED:**
Number of Proposals/Bids Received #_**1**______

Attach Summary of Bids/Proposals

7. **Disadvantaged Business Enterprise (DBE) involvement**

Are there known DBEs that provide this good or service?	Yes	**No**	
Number of DBEs bidding/proposing	___**0**_______		
DBE Certification on file?	Yes	No	**Not Applicable**
Was contract awarded to a DBE?	Yes	**No**	
Number of DBE Subcontractors	**Transit Vehicle Manufacturers are required to have an approved DBE program on file with FTA.**		

8. **LEGAL NAME and ADDRESS OF CONTRACTOR/VENDOR:** **New Flyer of America, Inc.**
711 Kernaghan Ave
Winnepeg, MB Canada

8. **SOURCE OF FUNDS:** __**FY27 Capital 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: __**September 24, 2026**_________

Capital District Transportation Authority
Agenda Action Sheet

Subject: Approve Purchase of Remote Database Administration Services
Committee: Performance Monitoring/Audit
Meeting Date: September 24, 2026

Objective of Purchase or Service:
To purchase remote and on-call database administration services for CDTA's Oracle and Microsoft SQL Server database environments.

Summary of Staff Proposal:
CDTA's Oracle and Microsoft SQL Server databases provide the data behind our financial, maintenance, scheduling, and reporting systems. These databases run continuously to support our 24-hour transit operation and require specialized database administration skills. Rather than carry these skills in-house, senior-level Oracle and SQL Server remote database administration services are contracted on a retainer basis with around-the-clock on-call coverage that includes monitoring, patching, backup and recovery, performance tuning, security and audit support, and refreshes of non-production environments.

CDTA’s existing database environment is extensive with seven Oracle instances hosting six databases and three Microsoft SQL Server instances hosting approximately forty databases. These systems serve over 120 users across several CDTA operating departments including Transportation, Maintenance, Facilities, Finance, and Planning.

A Request for Proposals was issued specifying a twenty-hour monthly retainer divided evenly between Oracle and SQL Server support with 24x7x365 on-call coverage and defined response targets of two hours for critical incidents, four hours for high severity incidents, and next business day service for routine requests. The RFP also required monthly health and security reporting, an annual baseline assessment, documented disaster recovery testing, and delivery from within the continental United States.

Eight proposals were received and evaluated by personnel from the Information Technology department. The proposals were evaluated against criteria that included technical qualifications of staff, security and compliance approach, relevant experience and references, cost, and DBE participation. After concluding the review, the evaluation team identified OATC, Inc. as having submitted the best overall proposal. OATC has also served as CDTA's incumbent database administration services provider for the past fifteen years and has performed exceptionally well with no service issues.

Financial Summary/Cost:
This purchase is funded through the Information Technology operating budget. A summary of costs over the full 5-year contract term is provided below.

Description	Cost
Oracle DBA Support	$210,000
SQL Server DBA Support	$210,000
Annual Assessment and Performance Baseline Services	$12,500
Ad-Hoc and Project Support Allowance (20%)	$86,500
Total Five-Year Cost:	**$519,000**

Proposed Action:
The evaluation team is requesting that a two-year contract with three optional one-year renewals be awarded to OATC, Inc. of Charlotte, North Carolina for the purchase of remote database administration services for an amount not to exceed $519,000.

Project Manager:
Thomas Guggisberg, Senior Director of Information Technology

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

3. **CONTRACT VALUE:**
   $519,000(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 #_77____ or **Advertised**
   Number of Proposals/Bids Received #_8______

Attach Summary of Bids/Proposals

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

Are there known D/MWBEs that provide this good or service?	**Yes**	No	
Number of D/MWBEs bidding/proposing	__2_______		
D/MWBE Certification on file?	Yes	No	**Not Applicable**
Was contract awarded to a /MWDBE?	Yes	**No**	
Number of D/MWBE Subcontractors	___0_______		

8. **LEGAL NAME and ADDRESS OF CONTRACTOR/VENDOR: OATC, Inc.**
   418 Wingrave Drive
   Charlotte, North Carolina 28270

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: __ _**September 24, 2026** _________

Cummulative Scorecard for CDTA IT 128-1000

	Amberstone-Niskayuna, NY	**Consultadd-New York, NY**	**CyFi-Washington, DC**	**Enterprise People-Germantown, MD**	**OATC-Charlotte, NC**	**Samara Tech-Gaithersburg, MD**	**SMACTWorks-Dublin, OH**	**Sede IT Consulting-McDonough, GA**
Technical Qualifcations & Staff 70 Points	64	54	59	67	70	57	67	54
Security Compliance Approach 30 Points	29	29	29	29	29	24	29	24
Relevant Experience/References 50 Points	40	41	35	42	50	42	42	36
Cost 40 Points	18	30	32	37	32	30	37	30
MWBE/SDVOB Participation 10 Points	10	10	0	0	0	0	0	0
TOTAL 200 Points	161	164	155	175	181	153	175	144

Memorandum

Date: September 21, 2026

To: Performance Monitoring/Audit Committee

From: General Counsel

Subject: Risk Management and Workers Compensation Self-Insurance Accounts, **as of 7/1/26**

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): $3,364,200
  (increase of $255,000 (+8.2%) for the quarter)
- **Self-Insured Retention** (one) $2,000,000
- **Market Value of Account**: $4,360,205
  (increase of $640,551 (+17.2%) 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**: $8,557,691
  (increase of $131,660 (+15.6%) for the quarter)

- **Market Value of Account**: $11,877,029
  (decrease of $337,601 (-2.76%) for the quarter)

3. Liability/Auto Claims:

As of 7/1/26, we had 52 pending liability claims, 30 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 7/1/26, CDTA had 21 liability claims with reserves of $10,000 or more, 10 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

August 2026

Monthly Management Report (MMR) - August 2026

Executive Summary

				Current Month		Year to Date	
	REVENUE	**Actual**	**Budget**	**($) Variance**	**(%) Variance**	**($) Variance**	**(%) Variance**
1	Mortgage Tax	$ 1,324,645	$ 1,137,500	$ 187,145	16.45%	$ 558,882	9.83%
2	Customer Fares	$ 1,825,618	$ 1,684,808	$ 140,810	8.36%	$ 395,326	4.69%
3	Facilities Income	$ 371,587	$ 353,231	$ 18,356	5.20%	$ 163,015	9.23%

	EXPENSES	**Actual**	**Budget**	**($) Variance**	**(%) Variance**	**($) Variance**	**(%) Variance**
4	Wages	$ 5,306,892	$ 5,491,290	$ (184,398)	-3.36%	$ (110,906)	-0.40%
5	Workers Compensation	$ 274,120	$ 205,254	$ 68,866	33.55%	$ 7,165	0.70%
6	Materials and Supplies	$ 242,266	$ 183,421	$ 58,845	32.08%	$ 330,487	36.04%
7	Purchased Transportation	$ 1,287,825	$ 1,183,833	$ 103,992	8.78%	$ 400,460	6.77%

YTD Revenue	2.13%
YTD Expenses	-2.39%

Revenue Summary

1 MRT is 16.5% over budget for the month and 9.8% over budget YTD.

2 Customer fares continue to trend over budget; 8.4% in August and 4.7% over budget YTD.

3 Facilities income is over budget 5.2% for the month and 9.2% or $163k YTD.

Expense Summary

4 Wages are under budget 3.36% in August and 0.4% YTD. The last phase of the realignment of service happened at the end of August.

6 Workers compensation is 33.6% over budget in August due to a scheduled award payment . YTD we are 0.7% over budget.

7 Materials & Supplies are 32% over budget in August and 36% YTD.

8 Purchased Transportation is 8.8% over budget in August and 6.8% over budget YTD.

Note Overall, we are in a satisfactory budget position.

CAPITAL DISTRICT TRANSPORTATION AUTHORITY
MONTHLY MANAGEMENT REPORT
CONSOLIDATED BALANCE SHEET

		Aug-26	Aug-25
Assets			
	Current Assets:		
	Cash	$28,239,726	$19,662,991
	Investments	$40,401,329	$42,453,792
	Receivables:		
	Mortgage Tax	$1,452,988	$1,162,144
	Federal Grants	$9,749,760	$13,625,385
	New York State Operating Assistance	$0	$0
	Trade and Other	$13,106,549	$9,317,351
	Advances to Capital District Transportation Committee	$654,341	$2,194,550
	Materials, Parts and Supplies	$7,301,264	$6,768,926
	Prepaid Expenses	$2,269,788	$2,035,636
	Sub-Total Current Assets	***$103,175,744***	***$97,220,775***
	Noncurrent Assets:		
	Capital Assets, net	$160,262,528	$152,084,812
	Deferred outflows of resources:		
	Deferred outflows of resources related to OPEB	$2,748,231	$6,404,604
	Deferred outflows of resources from pension	$3,595,469	$3,720,844
	Sub-Total Deferred outflows of resources:	**$6,343,700**	**$10,125,448**
Total for Assets		**$269,781,972**	**$259,431,035**
Liabilities			
	Current Liabilities:		
	Accounts Payable	$6,933,723	$5,555,286
	Accrued Expenses	$11,572,110	$11,605,183
	Unearned Revenue	$7,502,638	$7,117,695
	Line of Credit	$0	$0
	Sub-Total Current Liabilities	***$26,008,470***	***$24,278,164***
	Noncurrent Liabilities:		
	Capital Lease Agreement	$12,980,725	$15,374,334
	Estimated Provision for Existing Claims and Settlements	$13,164,841	$9,362,819
	Other postemployment benefits	$69,076,391	$66,811,397
	Net Pension Liability	$4,117,203	$3,687,602
	Sub-Total Noncurrent Liabilities	***$99,339,160***	***$95,236,152***
	Deferred inflows of resources:		
	Deferred inflows of resources from pension	$360,116	$2,176,474
	Deferred inflows of resources from OBEP	$32,172,430	$39,316,956
	Sub-Total Deferred inflows of resources	**$32,532,546**	**$41,493,430**
Total for Liabilities		**$157,880,177**	**$161,007,746**
Net Position			
	Net Investment in Capital Assets	$108,241,228	$108,241,228
	Unrestricted	$3,660,567	($9,817,939)
Total for Net Position		**$111,901,795**	**$98,423,289**
Total Liabilities and Net Position		**$269,781,972**	**$259,431,035**

CAPITAL DISTRICT TRANSPORTATION AUTHORITY
CONSOLIDATED STATEMENT OF OPERATIONS
Aug-26

	To Date Actual	Annual Budget	42%
REVENUE:			
AUTHORITY	$6,454,690	$13,971,000	46%
TRANSIT	$51,947,983	$124,486,838	42%
ACCESS	$323,650	$630,000	51%
CDTA FACILITIES	$1,991,669	$4,388,770	45%
TOTAL REVENUE	$60,717,993	$143,476,608	42%
EXPENSE:			
AUTHORITY	$9,796,164	$22,601,600	43%
TRANSIT	$47,550,145	$117,088,862	41%
ACCESS	$373,777	$784,896	48%
CDTA FACILITIES	$1,168,270	$3,000,751	39%
TOTAL EXPENSE	$58,888,356	$143,476,109	41%
Revenue over (under) Expenses	$1,829,637		
Depreciation	$8,125,000		
Excess of Revenue over (under) Expenses	($6,295,363)		
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	$0		
Transfer to Operating Fund	$0		
Transfer from Worker's Comp Fund	$0		
Transfer to Worker's Comp Fund	$1,099,045		
*Net Excess of Revenue over (under) Expenses	($5,196,318)		

*Contribution to required fleet replacement.

CAPITAL DISTRICT TRANSPORTATION AUTHORITY
Aug-26

BUDGET VARIANCE REPORT	CONSOLIDATED								
	This Month				Year to Date				Annual
	Actual	Budget	Variance	% Variance	Actual	Budget	Variance	% Variance	Budget
Operating Revenue									
Mortgage Tax	$1,324,645	$1,137,500	$187,145	16.45%	$6,246,382	$5,687,500	$558,882	9.83%	$13,650,000
Customer Fares	$1,825,618	$1,684,808	$140,810	8.36%	$8,819,364	$8,424,041	$395,323	4.69%	$20,217,699
Advertising Revenue	$152,083	$156,250	($4,167)	-2.67%	$760,417	$781,250	($20,833)	-2.67%	$1,875,000
Facilities Income	$371,587	$353,231	$18,356	5.20%	$1,929,169	$1,766,154	$163,015	9.23%	$4,238,770
Interest Income	$30,212	$16,667	$13,545	81.27%	$143,248	$83,333	$59,915	71.90%	$200,000
Misc. Income	$267,966	$264,125	$3,841	1.45%	$1,335,905	$1,320,625	$15,280	1.16%	$3,169,500
Total Operating Revenue	$3,972,111	$3,612,581	$359,530	9.95%	$19,234,485	$18,062,904	$1,171,581	6.49%	$43,350,969
Operating Assistance									
New York State Aid	$6,180,467	$6,227,568	($47,101)	-0.76%	$30,902,333	$31,137,840	($235,507)	-0.76%	$74,730,816
County Aid	$166,283	$166,283	$0	0.00%	$831,417	$831,417	$0	0.00%	$1,995,400
Federal Aid	$1,866,619	$1,866,619	$0	0.00%	$9,333,093	$9,333,093	$0	0.00%	$22,399,423
Operating Grants	$83,333	$83,333	$0	0.00%	$416,667	$416,667	$0	0.00%	$1,000,000
Total Operating Assistance	$8,296,702	$8,343,803	($47,101)	-0.56%	$41,483,510	$41,719,016	($235,507)	-0.56%	$100,125,639
Total Revenue and Assistance	**$12,268,813**	**$11,956,384**	**$312,429**	**2.61%**	**$60,717,994**	**$59,781,920**	**$936,074**	**1.57%**	**$143,476,608**
Expenses									
Salaries and Wages	$5,306,892	$5,491,290	($184,398)	-3.36%	$27,345,545	$27,456,451	($110,906)	-0.40%	$65,895,484
Payroll Taxes	$394,880	$398,119	($3,238)	-0.81%	$1,937,633	$1,990,593	($52,960)	-2.66%	$4,777,423
Health Benefits	$1,304,571	$1,350,936	($46,365)	-3.43%	$6,149,549	$6,754,680	($605,131)	-8.96%	$16,211,232
Workers Compensation	$274,120	$205,254	$68,866	33.55%	$1,033,434	$1,026,269	$7,165	0.70%	$2,463,046
Other Benefits	$475,781	$476,040	($259)	-0.05%	$2,503,734	$2,380,202	$123,532	5.19%	$5,712,485
Professional Services	$473,741	$480,046	($6,305)	-1.31%	$2,117,960	$2,400,229	($282,269)	-11.76%	$5,760,550
Materials & Supplies	$242,266	$183,421	$58,845	32.08%	$1,247,591	$917,104	$330,487	36.04%	$2,201,050
Miscellaneous	$68,836	$98,027	($29,191)	-29.78%	$434,139	$490,133	($55,994)	-11.42%	$1,176,319
Purchased Transportation	$1,287,825	$1,183,833	$103,992	8.78%	$6,319,627	$5,919,167	$400,460	6.77%	$14,206,000
Maintenance Services	$423,255	$539,707	($116,452)	-21.58%	$2,248,409	$2,698,537	($450,128)	-16.68%	$6,476,489
Liability - Claims	$21,428	$56,250	($34,822)	-61.91%	$291,578	$281,250	$10,328	3.67%	$675,000
Utilities	$105,655	$129,708	($24,053)	-18.54%	$609,811	$648,542	($38,731)	-5.97%	$1,556,500
Fuel	$603,847	$621,381	($17,534)	-2.82%	$2,931,314	$3,106,903	($175,589)	-5.65%	$7,456,566
Parts, Tires, Oil	$567,661	$606,500	($38,839)	-6.40%	$3,064,866	$3,032,500	$32,366	1.07%	$7,278,000
General Insurance	$120,042	$135,872	($15,830)	-11.65%	$653,165	$679,360	($26,195)	-3.86%	$1,630,464
Total EXPENSES	**$11,670,801**	**$11,956,384**	**($285,583)**	**-2.39%**	**$58,888,356**	**$59,781,920**	**($893,564)**	**-1.49%**	**$143,476,608**
Surplus/Deficit	$598,013	$0	$598,013		$1,829,639	$0	$1,829,639		$0

CAPITAL DISTRICT TRANSPORTATION AUTHORITY
Aug-26

BUDGET VARIANCE REPORT

	NON-TRANSIT								Annual
	This Month				Year to Date				
	Actual	Budget	Variance	% Variance	Actual	Budget	Variance	% Variance	Budget
Operating Revenue									
Mortgage Tax	$1,324,645	$1,137,500	$187,145	16.45%	$6,246,382	$5,687,500	$558,882	9.83%	$13,650,000
Interest Income	$30,047	$16,667	$13,381	80.28%	$142,353	$83,333	$59,020	70.82%	$200,000
Interest Inc-Invest/Change in Invest	$0	$0	$0	0.00%	$0	$0	$0	0.00%	$0
Misc. Income - Authority	$10,833	$10,083	$750	7.44%	$65,955	$50,417	$15,539	30.82%	$121,000
Total Operating Revenue	$1,365,526	$1,164,250	$201,276	17.29%	$6,454,690	$5,821,250	$633,441	10.88%	$13,971,000
Expenses									
Labor - Authority	$827,678	$874,221	($46,543)	-5.32%	$4,340,613	$4,371,107	($30,494)	-0.70%	$10,490,656
Fringe - Authority	$515,465	$355,563	$159,901	44.97%	$2,613,522	$1,777,817	$835,705	47.01%	$4,266,760
Materials & Supplies - Authority	$8,877	$13,940	($5,062)	-36.32%	$36,135	$69,698	($33,563)	-48.15%	$167,275
Professional Services - Authority	$286,526	$251,042	$35,484	14.13%	$1,203,239	$1,255,208	($51,969)	-4.14%	$3,012,500
Other Expenses - Authority	$331,278	$388,701	($57,423)	-14.77%	$1,602,655	$1,943,504	($340,849)	-17.54%	$4,664,409
Total Expenses	$1,969,823	$1,883,467	$86,357	4.58%	$9,796,164	$9,417,333	$378,831	4.02%	$22,601,600
Surplus/(Deficit)	($604,298)	($719,217)	$114,919		($3,341,474)	($3,596,083)	$254,610		($8,630,600)

CAPITAL DISTRICT TRANSPORTATION AUTHORITY
Aug-26

BUDGET VARIANCE REPORT	TRANSIT								Annual
	This Month				Year to Date				
	Actual	Budget	Variance	% Variance	Actual	Budget	Variance	% Variance	Budget
Operating Revenue									
Passenger Fares-Transit	$1,040,724	$968,137	$72,587	7.50%	$5,175,752	$4,840,685	$335,067	6.92%	$11,617,643
Contracts - Transit	$664,171	$664,171	$0	0.00%	$3,320,857	$3,320,857	$0	0.00%	$7,970,056
Advertising-Transit	$139,583	$143,750	($4,166)	-2.90%	$697,917	$718,750	($20,833)	-2.90%	$1,725,000
Misc. Income - Transit	$257,132	$254,042	$3,091	1.22%	$1,269,950	$1,270,208	($259)	-0.02%	$3,048,500
Total Operating Revenue	$2,101,611	$2,030,100	$71,512	3.52%	$10,464,475	$10,150,500	$313,976	3.09%	$24,361,199
Operating Assistance									
State Aid	$6,180,466	$6,227,568	($47,102)	-0.76%	$30,902,332	$31,137,840	($235,508)	-0.76%	$74,730,816
County Aid	$166,283	$166,283	$0	0.00%	$831,417	$831,417	$0	0.00%	$1,995,400
Federal Aid - Transit	$1,866,619	$1,866,619	$0	0.00%	$9,333,093	$9,333,093	$0	0.00%	$22,399,423
Other Grants - Federal	$83,333	$83,333	$0	0.00%	$416,667	$416,667	$0	0.00%	$1,000,000
Total Operating Assistance	$8,296,702	$8,343,803	($47,101)	-0.76%	$41,483,508	$41,719,016	$235,508	-0.76%	$100,125,639
Total Revenue and Assistance	$10,398,312	$10,373,903	$24,411	0.24%	$51,947,983	$51,869,516	$549,485	1.06%	$124,486,838
Expenses									
Labor - Maintenance	$1,009,172	$1,165,616	($156,443)	-13.42%	$5,263,272	$5,828,078	($564,806)	-9.69%	$13,987,388
Labor - Transportation	$3,030,988	$3,003,622	$27,366	0.91%	$15,477,884	$15,018,109	$459,774	3.06%	$36,043,463
Labor - STAR	$411,694	$419,706	($8,013)	-1.91%	$2,138,426	$2,098,532	$39,894	1.90%	$5,036,477
Fringe	$1,920,683	$2,064,595	($143,912)	-6.97%	$8,951,748	$10,322,977	($1,371,229)	-13.28%	$24,775,145
Materials & Supplies	$1,369,382	$1,383,381	($13,999)	-1.01%	$7,011,247	$6,916,903	$94,345	1.36%	$16,600,566
Professional Services	$221,434	$303,088	($81,653)	-26.94%	$1,300,652	$1,515,438	($214,786)	-14.17%	$3,637,050
Other Expenses	$15,732	$15,923	($192)	-1.20%	$78,548	$79,617	($1,069)	-1.34%	$191,080
Purchased Transportation - STAR	$1,032,717	$937,487	$95,230	10.16%	$5,101,126	$4,687,433	$413,693	8.83%	$11,249,838
Liability - Claims	$21,428	$56,250	($34,822)	-61.91%	$291,578	$281,250	$10,328	3.67%	$675,000
Liability - Insurance	$109,448	$131,686	($22,238)	-16.89%	$537,436	$658,428	($120,992)	-18.38%	$1,580,227
Utilities - Transit	$40,356	$74,583	($34,228)	-45.89%	$363,985	$372,917	($8,932)	-2.40%	$895,000
Mat & Supplies - NX	$0	$2,083	($2,083)	-100.00%	$52,432	$10,417	$42,015	403.35%	$25,000
Purchased Transportation - NX	$135,033	$141,667	($6,634)	-4.68%	$688,024	$708,333	($20,309)	-2.87%	$1,700,000
Purchased Transportation - TX	$57,719	$57,719	$0	0.00%	$293,788	$288,595	$5,193	1.80%	$692,628
Total Expenses	$9,375,784	$9,757,405	($381,621)	-3.91%	$47,550,145	$48,787,026	($1,236,881)	-2.54%	$117,088,862
Surplus/(Deficit)	$1,022,528	$616,498	$406,032		$4,397,838	$3,082,490	$1,786,365		$7,397,976

CAPITAL DISTRICT TRANSPORTATION AUTHORITY
Aug-26

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	$63,550	$52,500	$11,050	21.05%	$322,755	$262,500	$60,255	22.95%	$630,000
Interest Income	$165	$0	$165	0.00%	$895	$0	$895	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	$63,715	$52,500	$11,215	21.36%	$323,650	$262,500	$61,150	23.30%	$630,000
Total Revenue and Assistance	$63,715	$52,500	$11,215	21.36%	$323,650	$262,500	$61,150	23.30%	$630,000
Expenses									
Labor - Access	$9,957	$10,417	($459)	-4.41%	$54,692	$52,083	$2,609	5.01%	$125,000
Fringe Benefits - Access	$6,687	$6,137	$550	8.97%	$35,077	$30,684	$4,393	14.32%	$73,641
Purchased Transportation	$62,357	$46,961	$15,395	32.78%	$236,689	$234,806	$1,883	0.80%	$563,534
Rent and Utilities - Access	$1,643	$1,643	$0	0.00%	$6,819	$8,217	($1,398)	-17.01%	$19,721
Other Expenses - Access	$0	$250	($250)	-100.00%	$40,500	$1,250	$39,250	3140.00%	$3,000
Total Expenses	$80,645	$65,408	$15,237	23.29%	$373,777	$327,040	$46,738	14.29%	$784,896
Surplus/(Deficit)	($16,929)	($12,908)	($4,021)		($50,127)	($64,540)	$14,413		($154,896)

CAPITAL DISTRICT TRANSPORTATION AUTHORITY
Aug-26

BUDGET VARIANCE REPORT	CDTA FACILITIES								Annual
	This Month				Year to Date				
	Actual	Budget	Variance	% Variance	Actual	Budget	Variance	% Variance	Budget
Operating Revenue									
JLB Station & Garage	$75,339	$108,251	($32,912)	-30.40%	$454,656	$541,257	($86,601)	-16.00%	$1,299,016
JLB Parking Revenue	$230,474	$213,951	$16,523	7.72%	$1,169,361	$1,069,753	$99,608	9.31%	$2,567,408
JLB Advertising	$12,500	$12,500	$0	0.00%	$62,500	$62,500	$0	0.00%	$150,000
SSTS	$2,626	$3,458	($833)	-24.08%	$14,108	$17,292	($3,184)	-18.41%	$41,500
Greyhound	$126	$0	$126	0.00%	$401	$0	$401	0.00%	$0
85 Watervliet Avenue	$5,801	$6,250	($449)	-7.19%	$29,004	$31,250	($2,246)	-7.19%	$75,000
Interest Income	$5,998	$333	$5,665	1699.43%	$27,313	$1,667	$25,647	1538.80%	$4,000
West Facility	$51,223	$20,987	$30,236	100.00%	$234,327	$104,936	$129,391	100.00%	$251,846
Total Operating Revenue	$384,087	$365,731	$18,356	5.02%	$1,991,669	$1,828,654	$163,015	8.91%	$4,388,770
Expenses									
Labor	$17,175	$17,625	($450)	-2.55%	$69,518	$88,125	($18,607)	-21.11%	$211,500
Fringe-Benefits	$6,746	$4,053	$2,692	66.42%	$25,145	$20,267	$4,878	24.07%	$48,641
Professional Services	$12,620	$9,583	$3,037	31.69%	$73,918	$47,917	$26,002	54.26%	$115,000
Insurance	$3,719	$3,812	($93)	-2.44%	$18,595	$19,060	($465)	-2.44%	$45,744
Security	$27,560	$21,833	$5,726	26.23%	$70,636	$109,167	($38,531)	-35.30%	$262,000
Facilities Upkeep	$1,703	$22,917	($21,214)	-92.57%	$76,206	$114,583	($38,377)	-33.49%	$275,000
Facilities Repairs	$6,153	$10,417	($4,264)	-40.93%	$34,116	$52,083	($17,968)	-34.50%	$125,000
Utilities	$29,694	$23,667	$6,027	25.47%	$109,055	$118,333	($9,278)	-7.84%	$284,000
Materials & Supplies	$0	$2,083	($2,083)	-100.00%	$3,992	$10,417	($6,424)	-61.67%	$25,000
Parking Garage	$45,895	$41,667	$4,229	10.15%	$237,794	$208,333	$29,460	14.14%	$500,000
85 Watervliet Avenue	$17,341	$9,832	$7,509	76.38%	$61,650	$49,159	$12,491	25.41%	$117,981
SSTS	$20,258	$12,668	$7,590	59.92%	$89,173	$63,338	$25,835	40.79%	$152,011
West Facility	$55,685	$69,864	($14,180)	-20.30%	$298,472	$349,322	($50,850)	100.00%	$838,373
Total Expenses	$244,548	$250,063	($5,514)	-2.21%	$1,168,270	$1,250,313	($82,043)	-6.56%	$3,000,751
Surplus/(Deficit)	$139,538	$115,668	$23,870		$823,400	$578,341	$245,058		$1,388,019

CAPITAL DISTRICT TRANSPORTATION AUTHORITY MONTHLY MANAGEMENT REPORT

AGING OF ACCOUNTS RECEIVABLE

Aug-26		
	Amount	% of Total
Current	$528,746	17.07%
31 - 60	$140,911	4.55%
61 - 90	$378,900	12.23%
91 - 120	$78,805	2.54%
Over 120	$1,970,209	63.60%
Total Accounts Receivable	$3,097,571	100.00%

Jul-26		
	Amount	% of Total
Current	$521,797	16.91%
31 - 60	$462,186	14.98%
61 - 90	$97,598	3.16%
91 - 120	$35,193	1.14%
Over 120	$1,969,175	63.81%
Total Accounts Receivable	$3,085,949	100.00%

AGING OF ACCOUNTS PAYABLE

Aug-26		
	Amount	% of Total
Current	$3,770,513	57.79%
31 - 60	$1,517,600	23.26%
61 - 90	$9,168	0.14%
90 & Over	$1,227,510	18.81%
Total Accounts Payable	$6,524,791	100.00%

Aug-26 Receivables over 120 days: $1,970,209

Breakdown of outstanding receivables over 120 days.	
$1,580,313	NYS DEPT. OF TRANSPORTATION
$229,315	ALBANY SCHOOL DISTRICT
$85,499	OTHER
$50,000	CAPITAL REGION GAMING, LLC.
$25,060	US POST OFFICE
$1,970,187	

ADDITIONAL INFORMATION

MORTGAGE RECORDING TAX					Fiscal Year to Date			
	Aug-26	Aug-25	Difference	%	2027	2026	Difference	%
Albany	$410,712	$348,270	$62,442	17.93%	$1,820,965	$1,845,065	($24,100)	-1.31%
Rensselaer	$170,790	$195,140	($24,350)	-12.48%	$844,299	$1,021,007	($176,708)	-17.31%
Saratoga	$413,514	$389,391	$24,124	6.20%	$2,024,682	$2,162,948	($138,266)	-6.39%
Schenectady	$186,363	$140,000	$46,363	33.12%	$917,529	$775,343	$142,186	18.34%
Warren	$143,266	$89,342	$53,924	60.36%	$638,906	$415,947	$222,960	53.60%
Total	$1,324,645	$1,162,143	$162,502	13.98%	$6,246,382	$6,220,309	$26,072	0.42%

	Current Month	Year To Date
FY 2027	$1,324,645	$6,246,382
FY 2026	$1,162,143	$6,220,309

Mortgage tax is unpredictable. Average annual receipts over the past 20 years were **$12.5** million with an annual low of **$8.5** million and an annual high of **$17.5** million.

Highlight Summary
August 31, 2026

RESTRICTED INVESTMENTS	**Fund Balances**	**Current Obligations**
Risk Management Account (Self-Insured)	$4,733,117	$4,607,150
Workers' Comp. Account (Self-Insured)	$11,766,855	$8,557,691
Operating Account	$9,118,261	
Current Operating Reserve Obligations		
Current Capital Reserve Obligations	$13,695,446	
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 Streeets for All Match		$1,323,600
FY26 5339 & 5307 Capital Match		$341,775
Current Vehicle Replacement Reserve Obligations	$1,087,649	
Vehicle Replacement Funds FY26		$338,746
Vehicle Replacement Funds FY27		$443,470

All Investment Accounts are reviewed quarterly.

Average annual returns:	
Risk Management	3.82%
Workers' Compensation	3.83%
Operating Fund	3.73%
Vehicle Replacement Fund	3.69%
Capital Project	3.69%

* 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: Aug'26   Meeting: Sep'26

S.No	Metrics	Aug-26	Aug-25	YOY % Change	FY27 YTD	FY26 YTD	YTD % Change
1	Total Riders	1,483,944	1,527,553	-2.9%	7,559,714	7,739,862	-2.3%
2	System Wide OTP	73.4%	69.7%	5.3%	73.8%	70.5%	4.7%
3	MDBSI	15,615	18,194	-14.2%	21,032	18,927	11.1%
4	Total Days Not Worked	7.92%	9.76%	-18.8%	8.63%	8.51%	1.5%
5	STAR Missed Trips	2,551	1,479	72.5%	14,155	8,674	63.2%
6	STAR Riders	33,561	33,560	0.0%	165,654	165,205	0.3%
7	On Time Performance (0-10 Minutes)	71.3%	83.4%	-14.6%	69.7%	81.1%	-14.1%
8	STAR Customer Comments	67	68	-1.5%	358	386	-7.3%

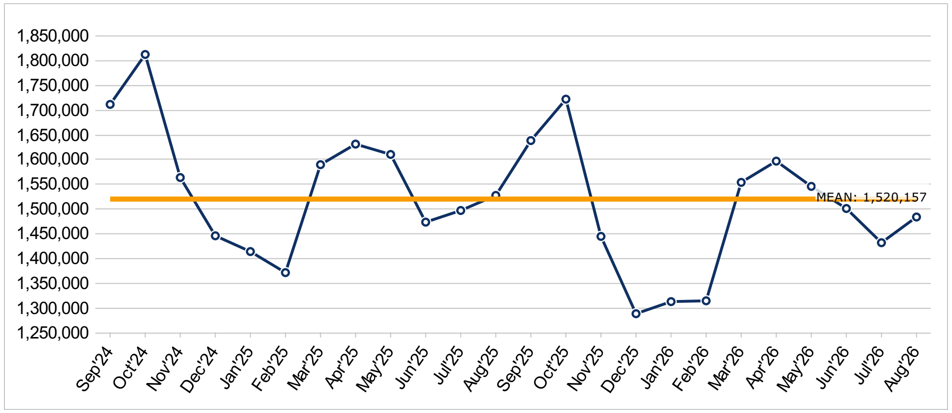
S.No	Key Points
1	**Total Riders:** Ridership is down 2.9% for the current reporting period and 2.3% YTD. While the YTD decline remains modest relative to the current-month variance, the trend warrants continued route-level and operational analysis to identify the underlying. **Action:** Continue monthly PMA monitoring. Analyze ridership by time period and day type. Develop targeted recovery strategies
2	**System Wide OTP:** On-Time Performance improved to 73.4%, compared with 69.7% in the prior-year period, representing a 3.7 percentage-point improvement or 5.3% relative increase. Year-to-date OTP is 73.8%, compared with 70.5% last year, an improvement of 3.3 percentage points or 4.7% relative increase. **Action:** Continue monthly PMA tracking. Correlate OTP with operator availability and trip-cut data. Focus corrective action on consistently underperforming routes.
3	**MDBSI:** MDBSI presents a mixed performance picture: current-period performance declined 14.2%, while YTD performance improved 11.1% over the prior year. The YTD result demonstrates continued improvement in overall service reliability, but the current-period decline warrants a focused root-cause review and continued monitoring to determine whether the variance is temporary or indicative of an emerging trend.
4	**Total Days Not Worked:** Improved during the current reporting period, declining year over year. YTD performance remains slightly above the prior year at 8.63%, a 1.5% increase. The immediate improvement is encouraging, but sustained attention to attendance trends is necessary to translate the monthly gain into improved YTD workforce availability. **Action:** Continue proactive attendance-management practices. Analyze the primary absence categories and trends. Evaluate divisional and workforce-segment performance.
5	**STAR Missed Trips:** Missed trips increased 72.5% YOY and 63.2% YTD. We have seen an increase of 11% from the month prior. Takeaway: Since making changes to our scheduling we are aware that YOY will be higher. **Action:** We are focusing on building staffing levels.
6	**STAR Riders:** STAR ridership remains steady compared to FY25. Ridership has leveled out after several months of growth. Takeaway: With the ridership steady, we can focus on building up staffing to improve on our OTP and Missed trips goals. **Action:** Continue to make adjustments to our software and efficiencies to get maximum use out of each vehicle.
7	**STAR OTP:** On-time performance declined 14.6% YOY as expected still hitting 71.3% at 10 minutes. we were 93.1% using the 25 minute window. Takeaway: Since making changes to our scheduling we are aware that YOY will be higher. We are seeing improvents with changes being made to the schedule. **Action:** Continue schedule optimization and real-time oversight to strengthen on-time performance.
8	**STAR Customer Comments:** Although several changes have been made to how we report OTP and missed trips, we are seeing an overall 7.3% year-to-date decrease in customer comments for FY2027.

Monthly Performance Report

Period: Aug'26 **Meeting: Sep'26**

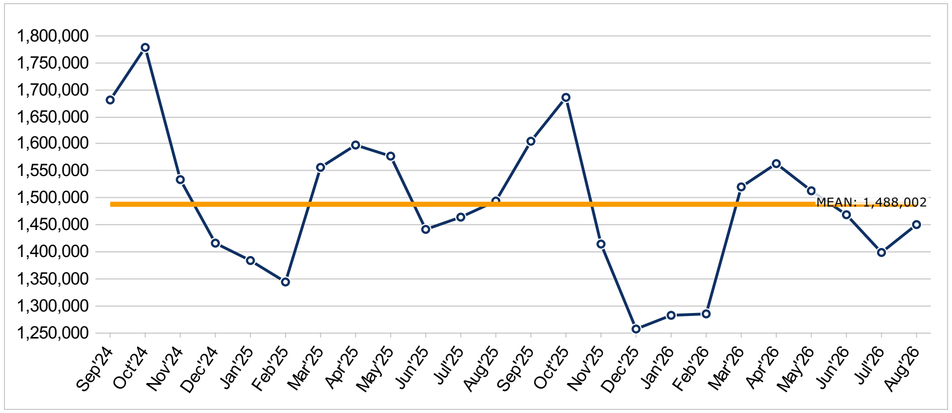
Patronage / Mobility

Total Riders



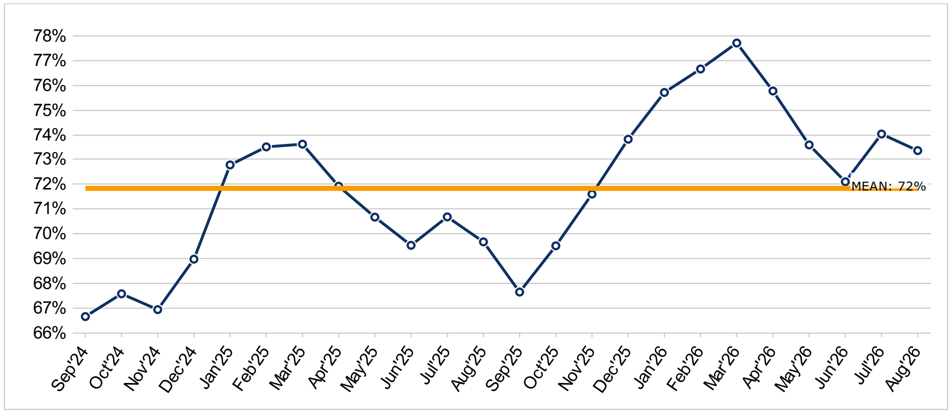
Previous: 1,527,553 **Current:** 1,483,944

Fixed Riders



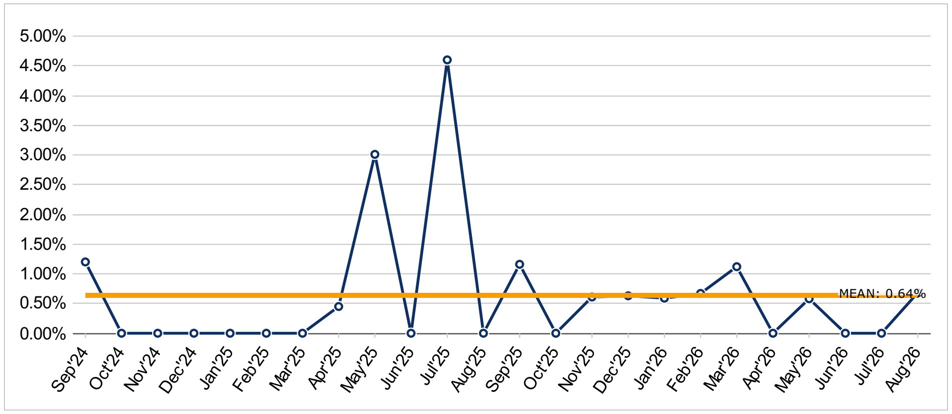
Previous: 1,493,993 **Current:** 1,450,383

System Wide OTP



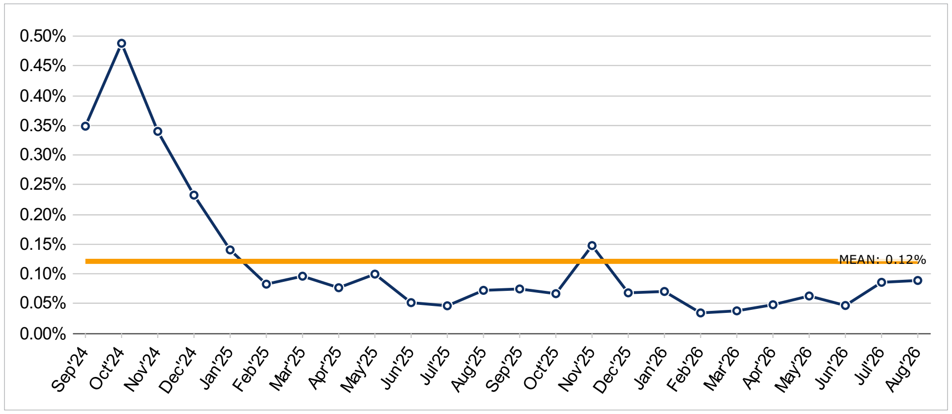
Previous: 69.67% **Current:** 73.36%

PMI Not On Time



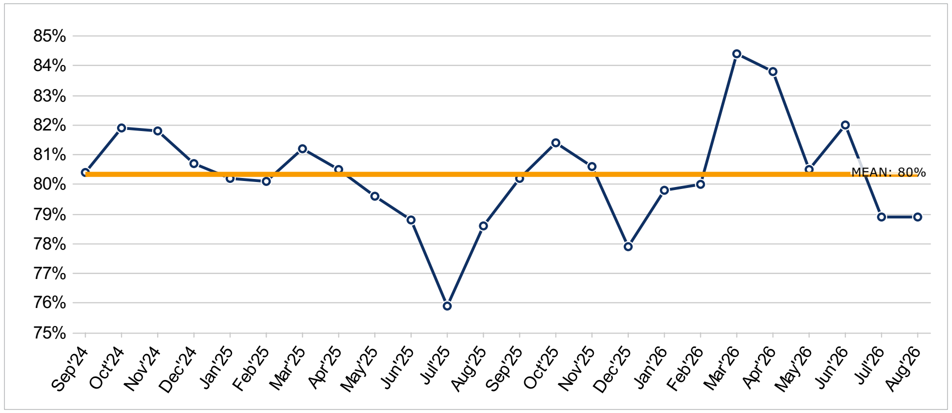
Previous: **0.0%** **Current:** **0.7%**

Percent of Trips Missed



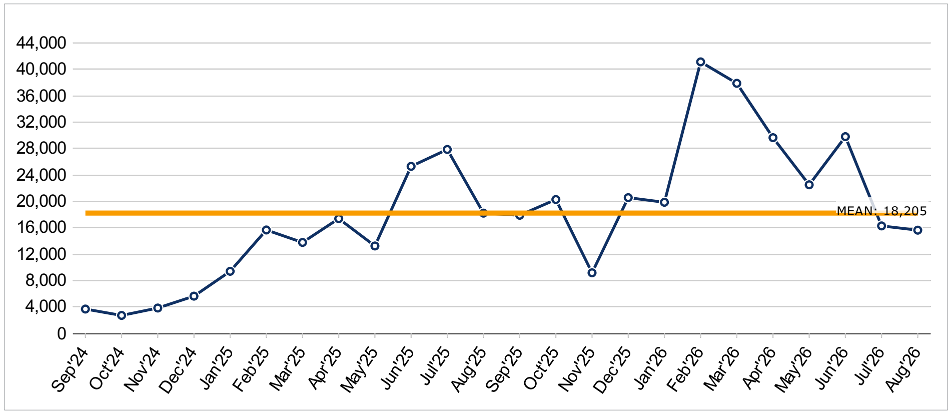
Previous: **0.07%** **Current:** **0.09%**

Scheduled Work



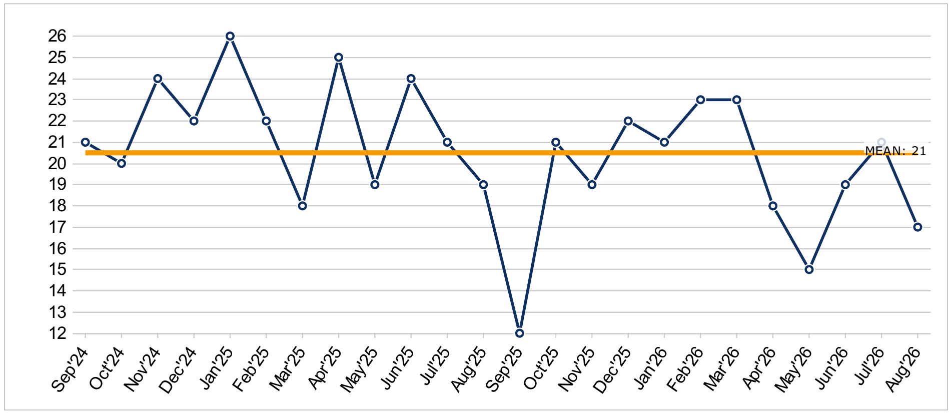
Previous: **78.6%** **Current:** **78.9%**

MDBSI



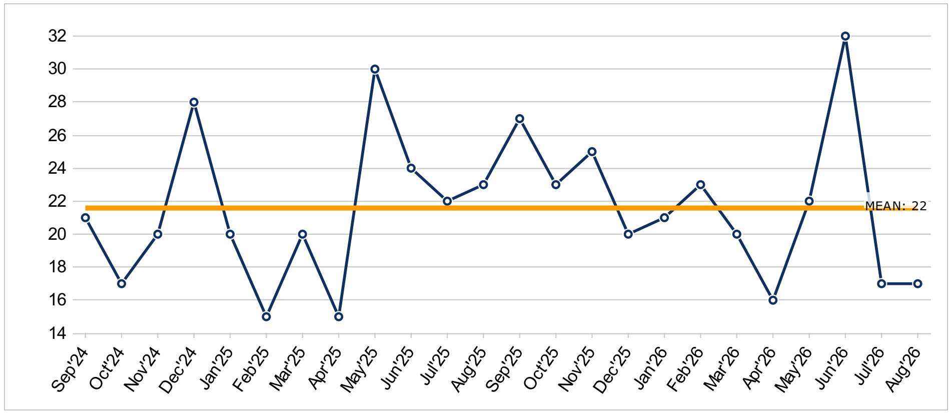
Previous: **18,194** **Current:** **15,615**

Preventable Accidents



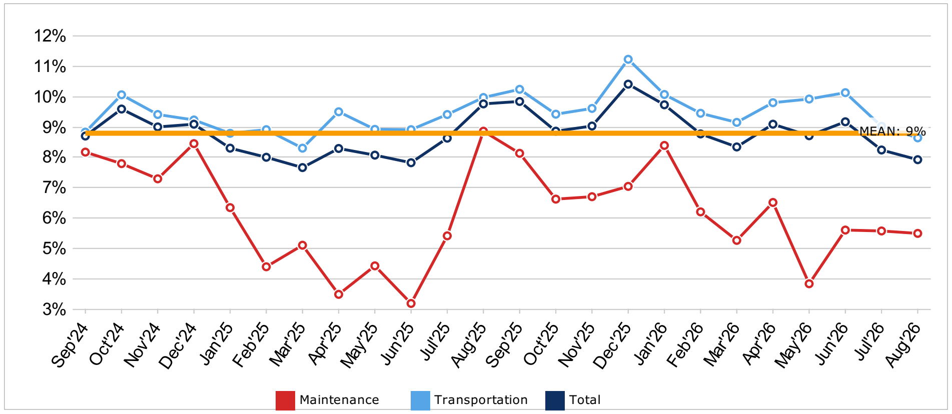
Previous: 19 **Current: 17**

Non-Preventable Accidents



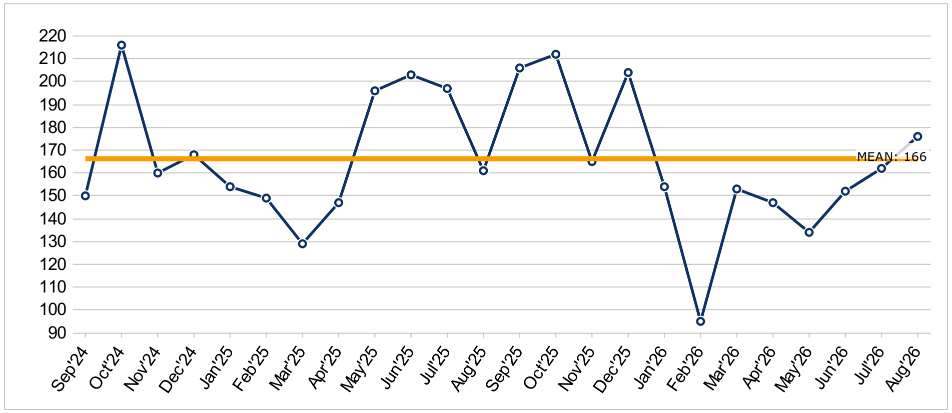
Previous: 23 **Current: 17**

Percent Days Not Worked



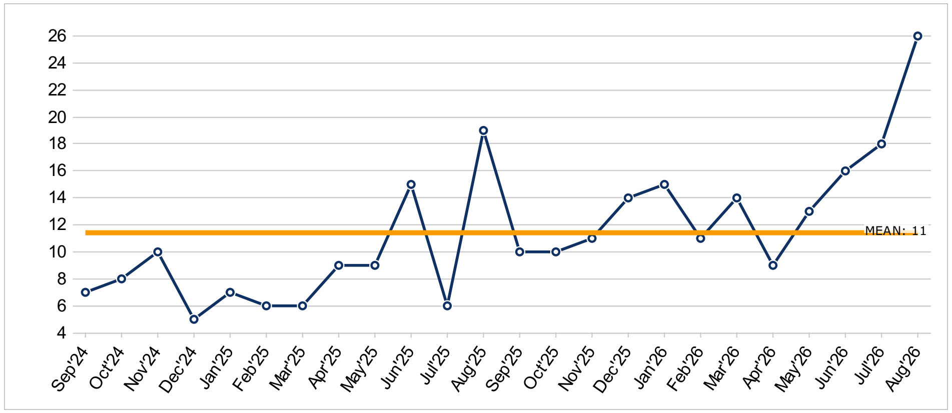
Previous: 9.8% **Current: 7.9%**

Fixed/Shuttle Complaints



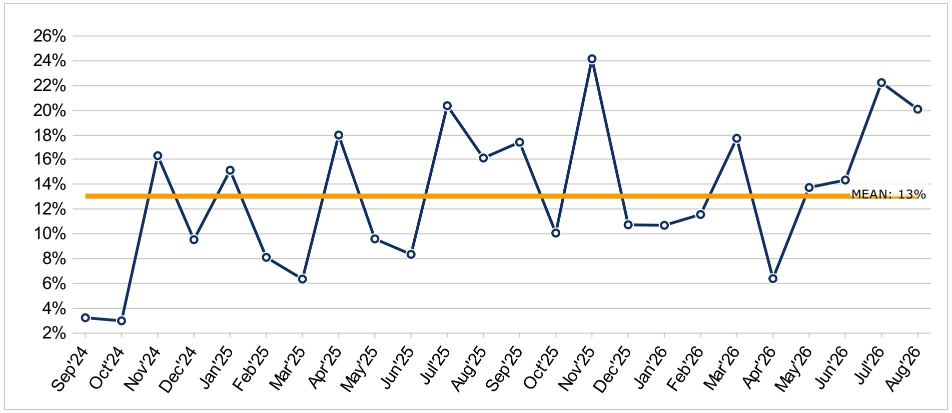
Previous: 161 **Current:** 176

Other Complaints



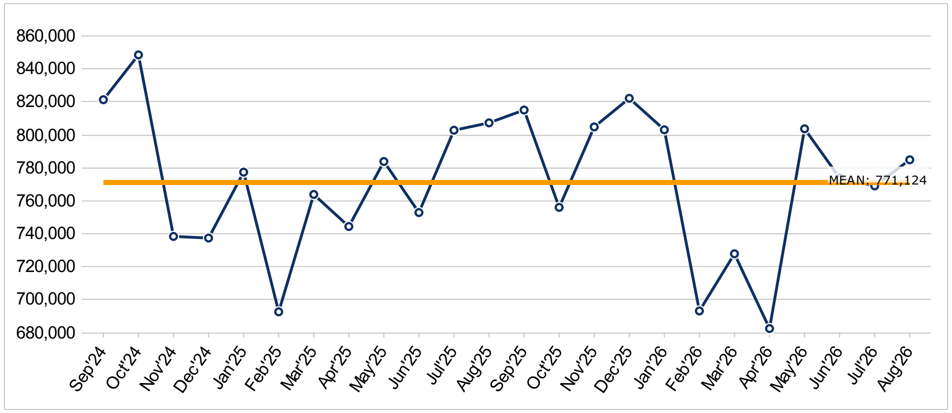
Previous: 19 **Current:** 26

Complaints Not Addressed in Ten Days



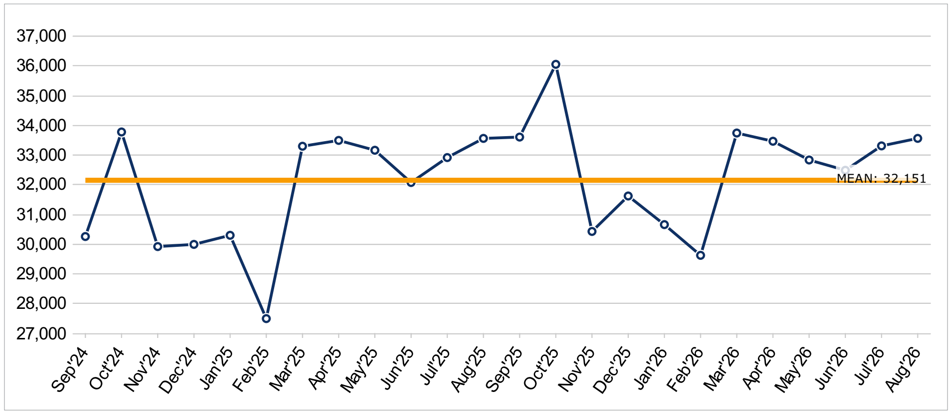
Previous: 16.1% **Current:** 20.1%

Website Page Views



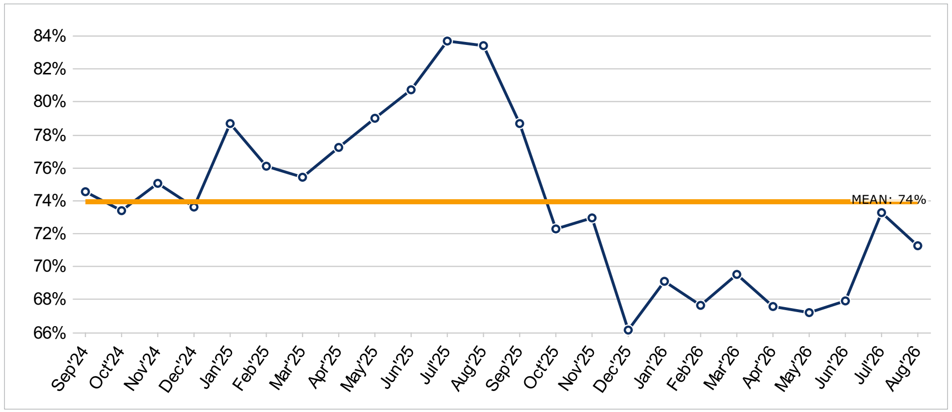
Previous: 807,275 **Current:** 784,865

STAR Riders



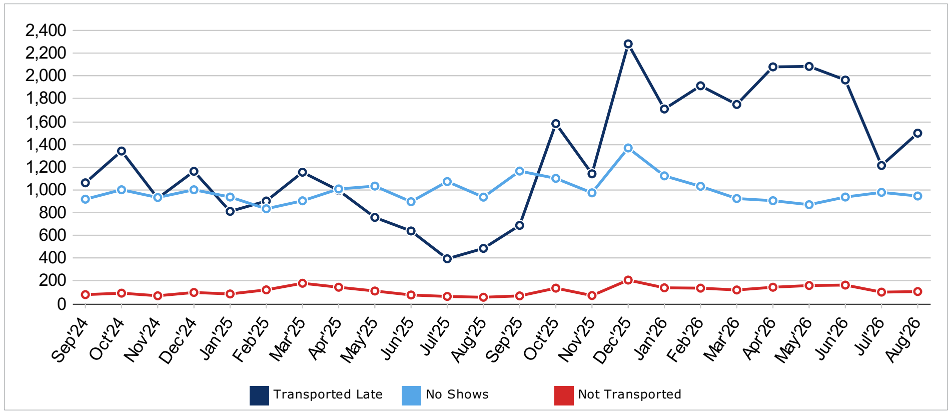
Previous: 33,560 **Current:** 33,561

On-Time Performance (0-10 Minutes)



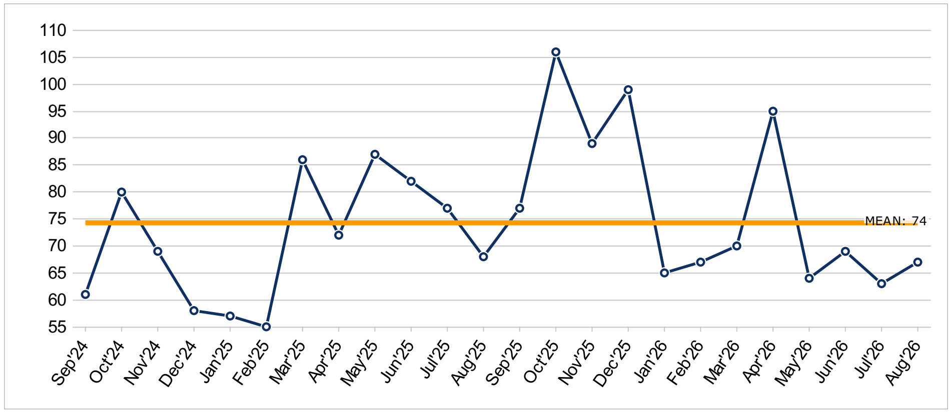
Previous: 83.4% **Current:** 71.3%

Missed Trips



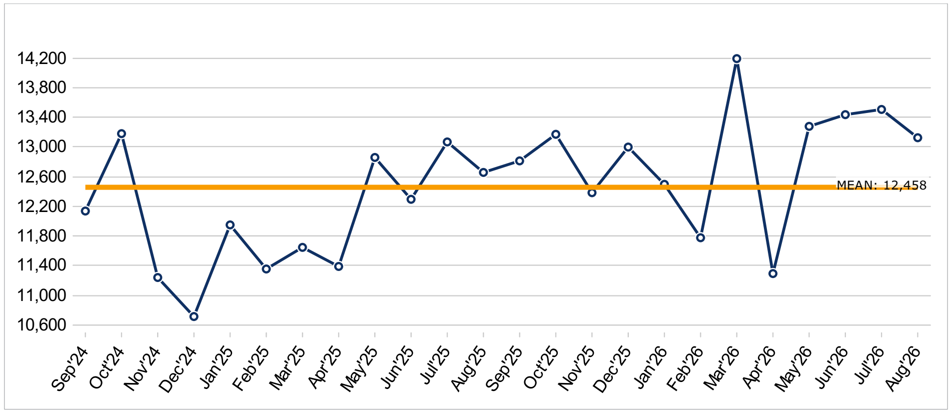
Previous: 1,479 **Current:** 2,551

Customer Complaints



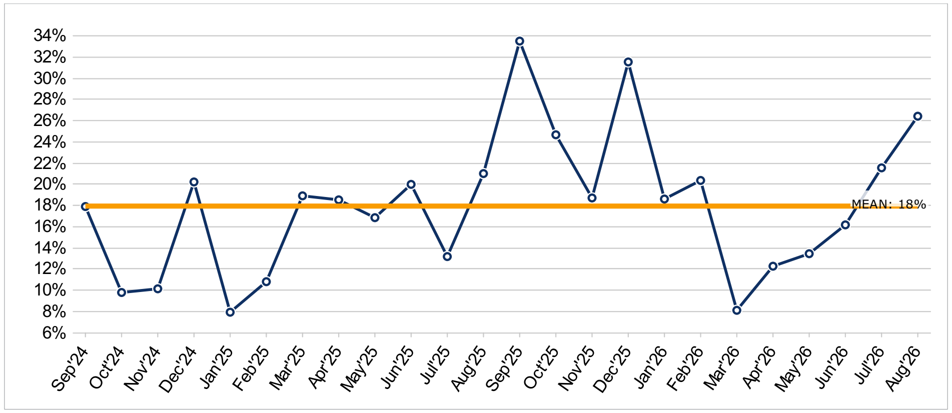
Previous: 68 **Current:** 67

Reservation Calls



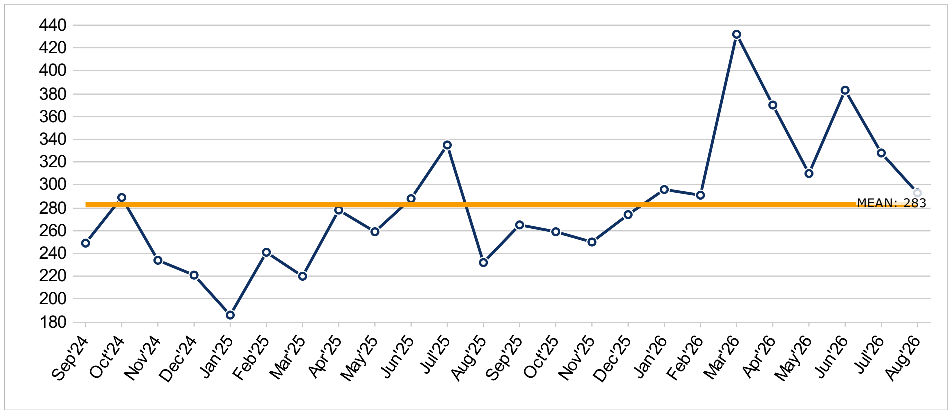
Previous: 12,658 **Current: 13,126**

Reservation Calls in Queue Over Five Minutes



Previous: 21.0% **Current: 26.4%**

Applications Received



Previous: 232 **Current: 293**

Definitions

Total Riders – Includes fixed route, STAR, NX, cash fare, Navigator, contracts (primarily UA), employees, and special events/trolley.
Fixed Riders – Includes fixed route, NX, cash fare, Navigator, contracts (primarily UA), employees, and special events/trolley.
System Wide OTP % – On-time performance: The percentage of departures that occurred between 5 minutes late and 1 minute early. This is calculated across all time points in all routes in the system except at the last time point of a route, which calculates On-Time as between 5 minutes late and 15 minutes early. Departures more than 30 minutes late or more than 15 minutes early are excluded along with School Trips, Shopping Trips, and NX routes.
PMI – Not on Time – A Preventive Maintenance Inspection (PMI) is a routine (periodic) service and examination of the vehicle to identify potential defects before they fail. This measure is the work orders completed within 500 miles before and 500 miles after the scheduled mileage (6,000), divided by the number of PMI's done for the month.
Percent of Trips Missed – Missed trips collected by dispatchers divided by total trips planned. Missed trips include those due to mechanical issues and operator availability.
Scheduled Work – Unscheduled work is anything identified during a driver vehicle inspection, or caused by a breakdown. Scheduled work is anything else (primarily as a result of a PMI). This metric is the radio of scheduled work to unscheduled work.
MDBSI – Mean distance between service interruptions: Total Miles Operated divided by number of service interruptions. A service interruption is defined as Incident, accident, operator running late, traffic delays, tire issues, etc., causing a service interruption (delay) of 5 minutes or more.
Preventable Accidents – An accident is considered preventable if it is due to an operator's failure to drive in a safe and professional manner. Accident categorizations may experience minor fluctuations after the fact for the prior month (after this report is generated).
Non-Preventable Accidents – An accident is considered non-preventable if the operator did everything that is reasonably expected of a defensive driver to avoid the accident. Accident categorizations may experience minor fluctuations after the fact for the prior month (after this report is generated).
Percent Days Not Worked – Total workdays scheduled in the Maintenance and Transportation departments divided by the total number of days not worked. Days not worked can be due to disability/workman's compensation, disqualification, excused time, FMLA, leave of absence, missed/late time, sick leave, suspension, or unexcused absence.
Fixed/Shuttle Complaints – Any comments/complaints related to our regular route network, including the Northway Xpress. These are generally related to the on-street service expectations of our customers, from operator conduct to on time performance.
Other Complaints – This category is for comments tied to any claims, service requests, fare disputes, or anything related to STAR.
Complaints Not Addressed in 10 Days – Comments are submitted, reviewed, assigned and investigated by division. Once investigation is complete and customer is contacted, complaint is "addressed".
Website Page Views – This measures how many times someone has viewed an entire page including all text, images, etc. Alternatively, visits are defined as a series of hits from any particular address (source location). If any two hits are separated by 30 minutes or more, typically two visitors are counted.

Definitions (STAR)

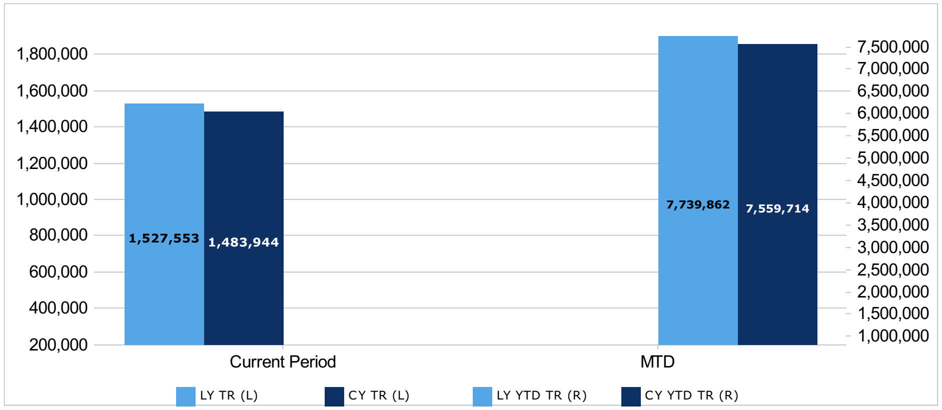
STAR Riders – Actual (not scheduled) ridership, including personal care assistants and other passengers.
STAR On-Time Performance - Percentage of bookings which were on-time for both their pick-up and, where applicable, their drop-off. A pick-up is considered on-time if the vehicle arrived no more than 10 minutes after the pick-up scheduled time. If the booking has a drop-off scheduled time (such as in the case of a doctor appointment), the vehicle must also arrive at the drop-off no later than that scheduled time to be considered on-time. If the booking has no drop-off scheduled time, then the drop-off is not considered for on-time performance. In instances where the vehicle arrived at the pick-up but the client did not take the trip (such as no-shows, missed trips and cancels-at-door), on-time performance is only judged by pick-up arrival time since the drop-off cannot be performed. Only considers trips for which data entry is complete and has passed a quality check. This data is one month behind all other data.
STAR Missed Trips - Count of monthly STAR trips where the client was transported late outside of the 25-minute window, did not take the trip and also did not cancel, or the client was not transported because STAR was too late.
STAR Reservation Calls in Queue Over 5 Minutes - Count of times customers had to wait for over five minutes before being connected with a STAR reservationist after selecting to do so.
STAR Customer Comments/Complaints - Number of comments or complaints related to STAR service.
STAR Applications Received - Counts every client whose application has been received and entered in Trapeze.

Monthly Performance Report

Period: Aug'26 **Meeting: Sep'26**

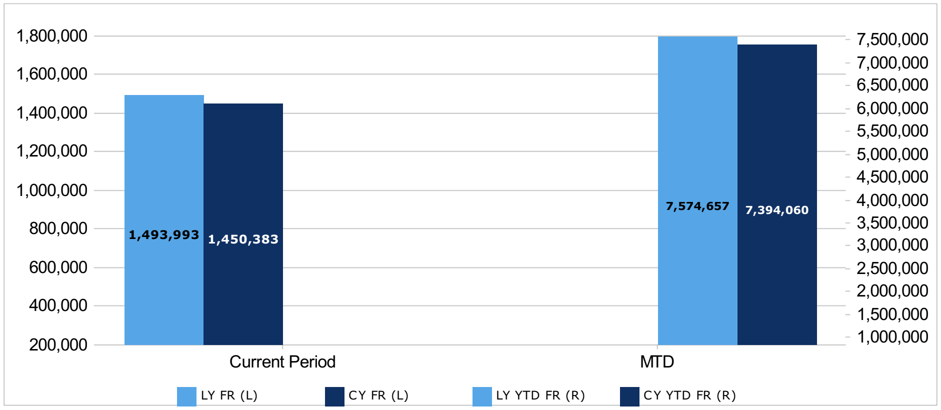
Patronage / Mobility

Total Riders



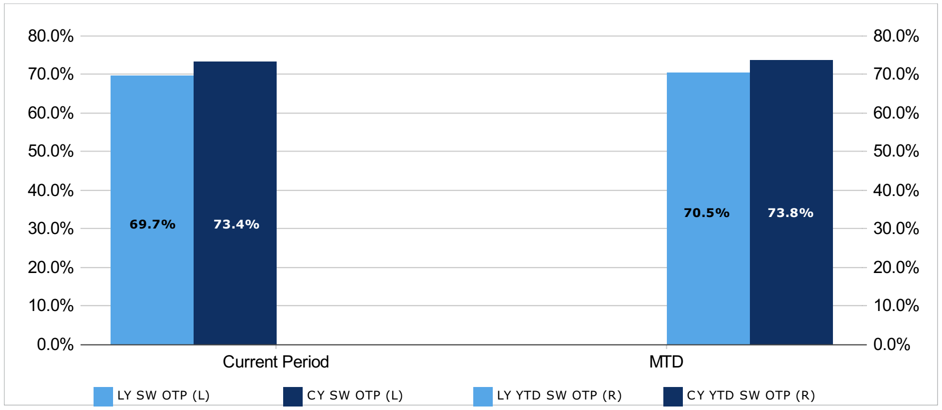
Monthly % Change -2.9% **YTD % Change** -2.3%

Fixed Riders



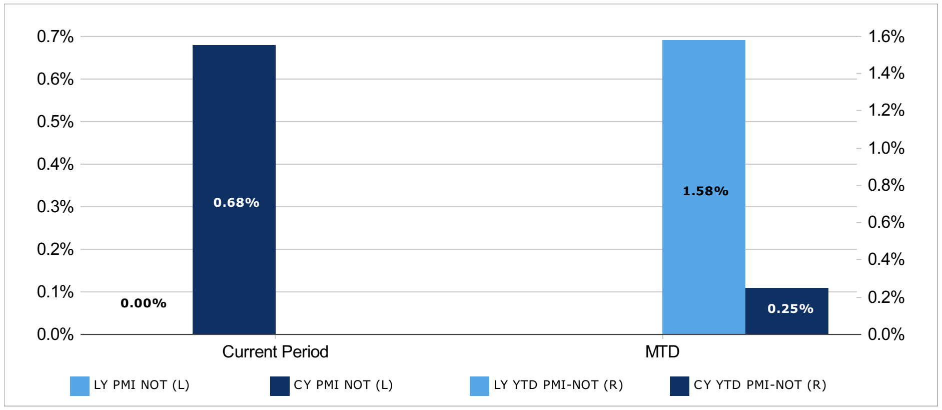
Monthly % Change -2.9% **YTD % Change** -2.4%

System Wide OTP



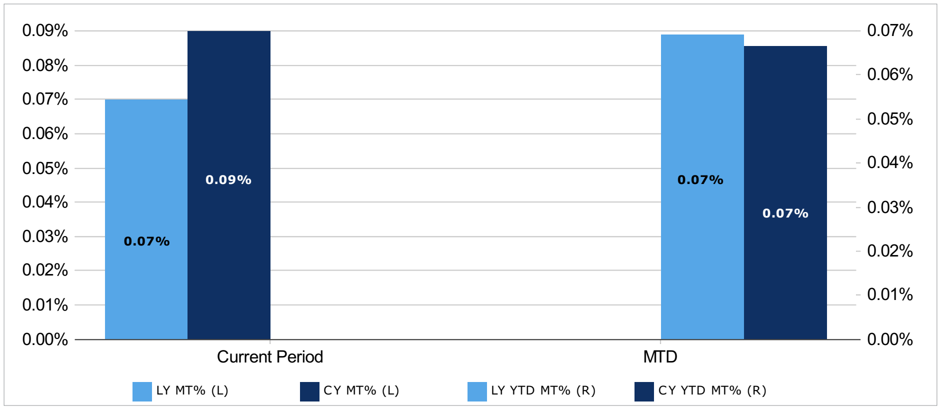
Monthly % Change 5.3% **YTD % Change** 4.7%

PMI Not On Time



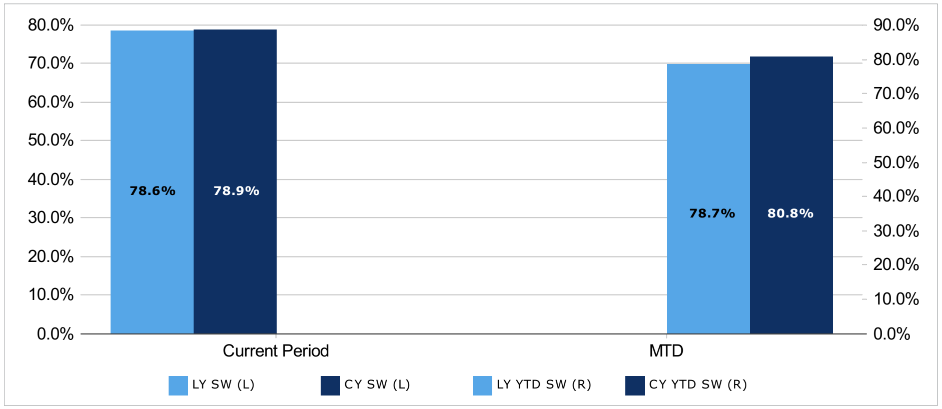
Monthly % Change **0.7%** **YTD % Change** **-84.3%**

Percent of Trips Missed



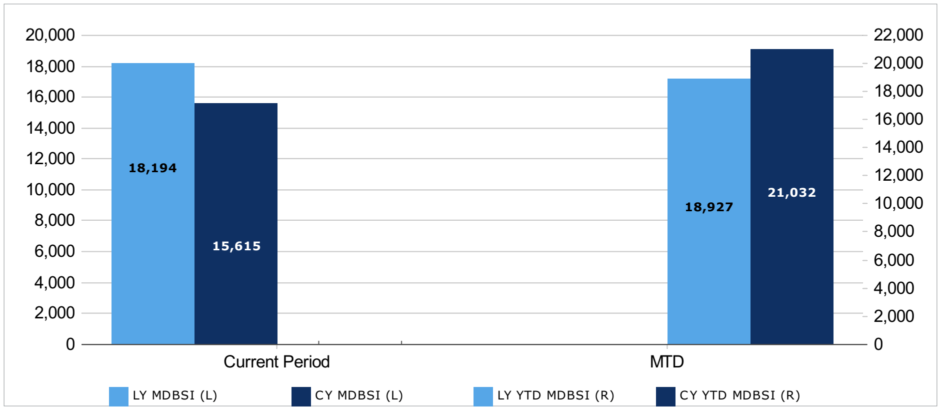
Monthly % Change **28.6%** **YTD % Change** **-3.8%**

Scheduled Work



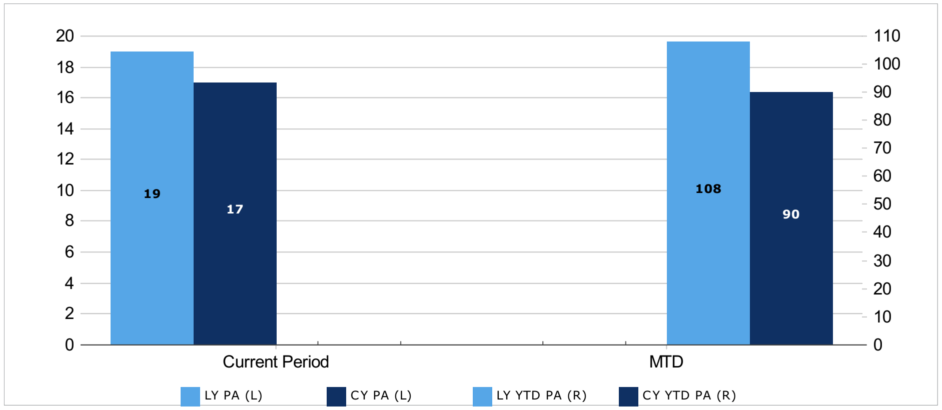
Monthly % Change **0.4%** **YTD % Change** **2.7%**

MDBSI



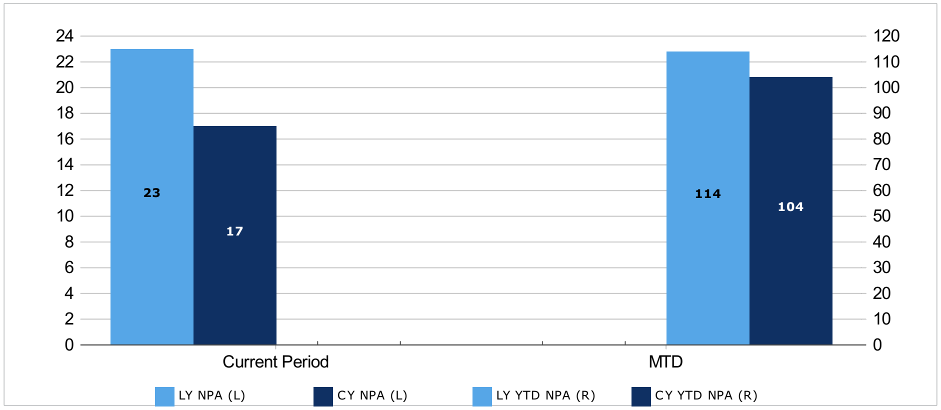
Monthly % Change **-14.2%** **YTD % Change** **11.1%**

Preventable Accidents



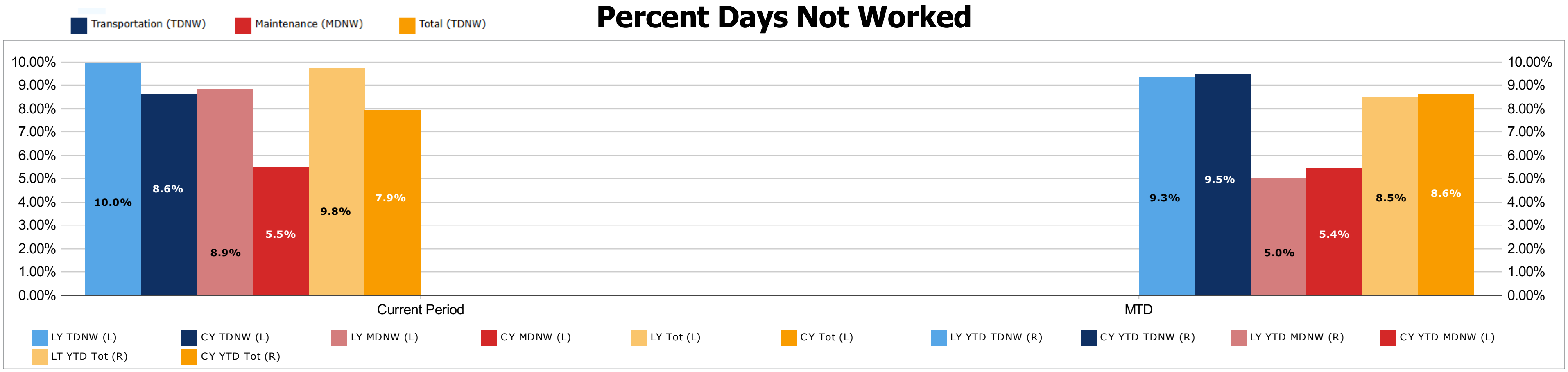
Monthly % Change -10.5% **YTD % Change** -16.7%

Non-Preventable Accidents



Monthly % Change -26.1% **YTD % Change** -8.8%

Percent Days Not Worked



Monthly % Change -13.3% -38.0% -18.9%

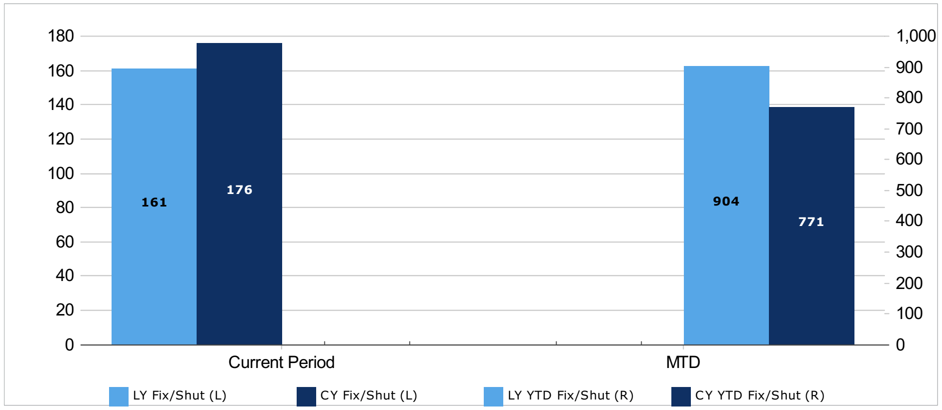
YTD % Change 1.8% 8.4% 1.5%

Monthly Performance Report

Period: Aug'26 **Meeting: Sep'26**

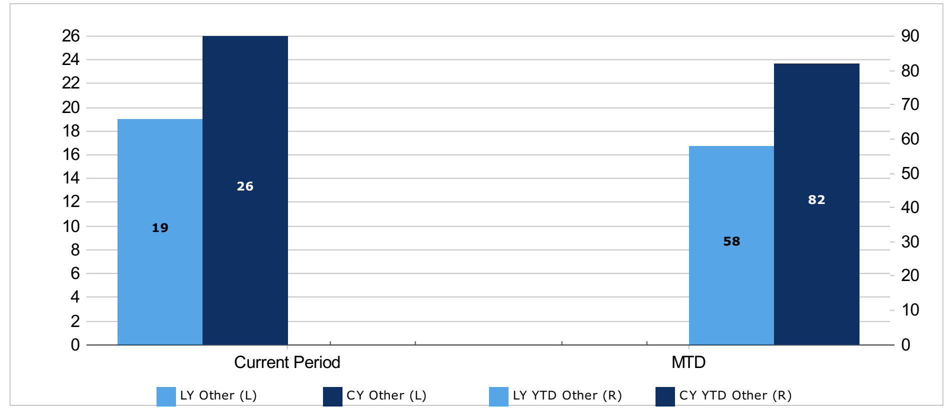
Customer Service

Fixed/Shuttle Complaints



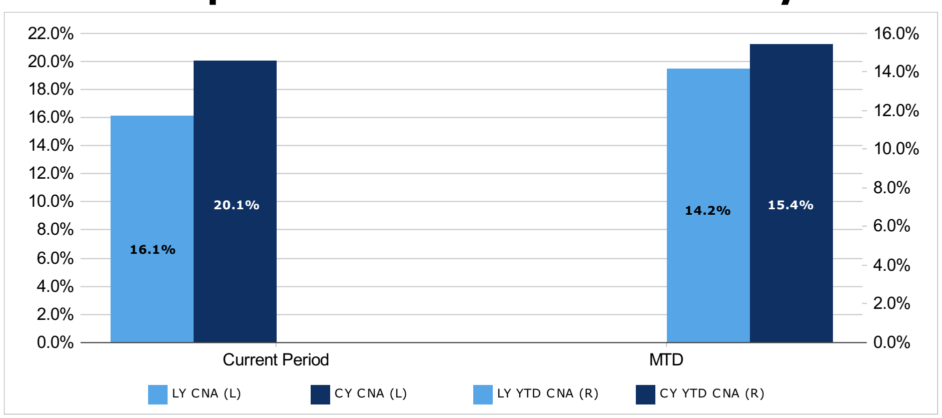
Monthly % Change **9.3%** **YTD % Change** **-14.7%**

Other Complaints



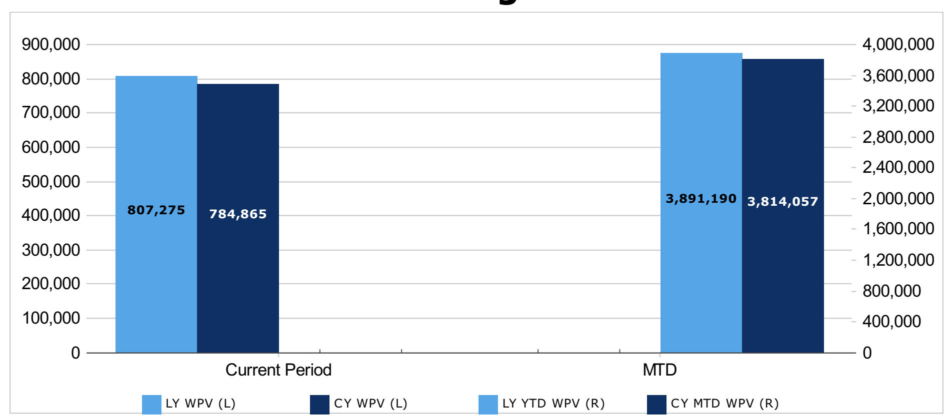
Monthly % Change **36.8%** **YTD % Change** **41.4%**

Complaints Not Addressed in Ten Days



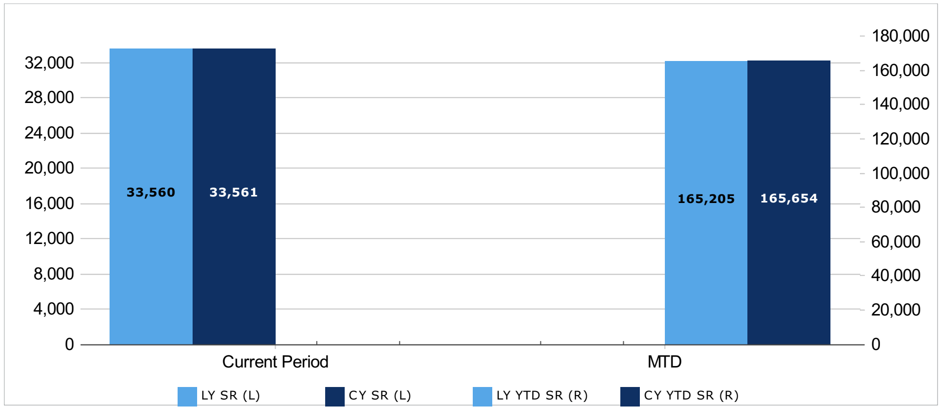
Monthly % Change **24.5%** **YTD % Change** **9.0%**

Website Page Views



Monthly % Change **-2.8%** **YTD % Change** **-2.0%**

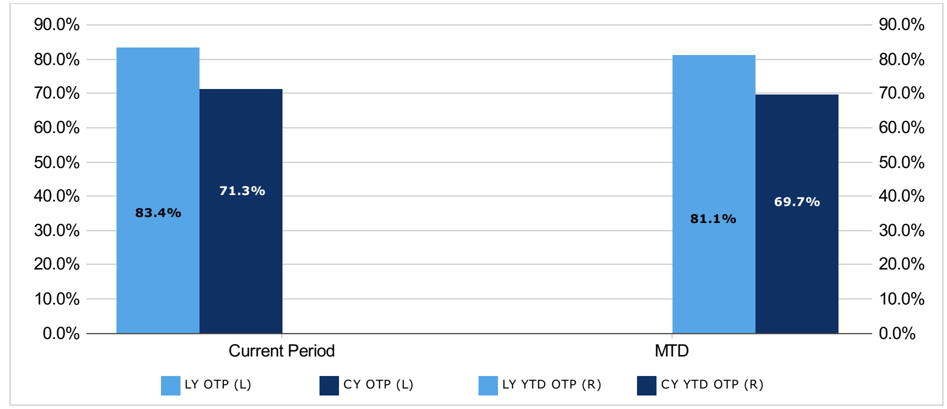
STAR Riders



Monthly % Change **0.0%**

YTD % Change **0.3%**

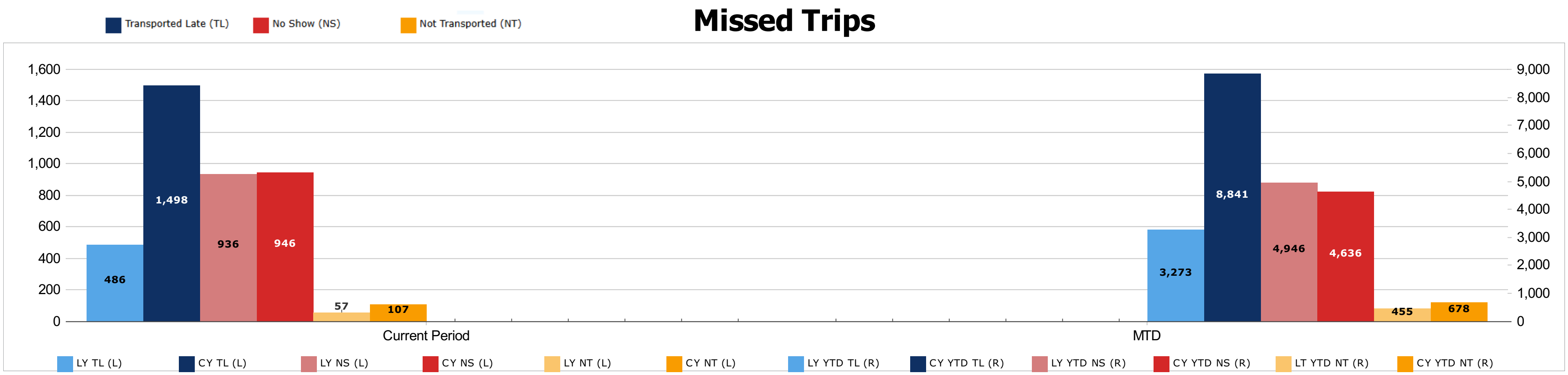
On-Time Performance (0-10 Minutes)



Monthly % Change **-14.6%**

YTD % Change **-14.1%**

Missed Trips



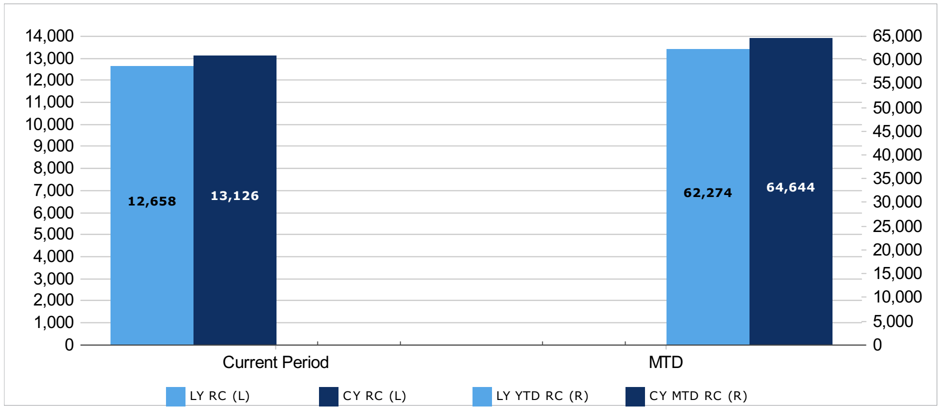
Monthly % Change **208.2%** **1.1%** **87.7%**

YTD % Change **170.1%** **-6.3%** **49.0%**

Monthly Performance Report

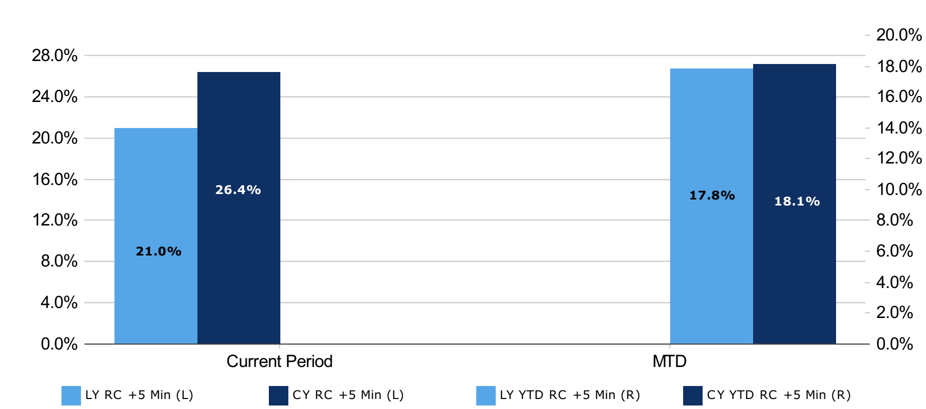
Period: Aug'26 **Meeting: Sep'26**

Reservation Calls



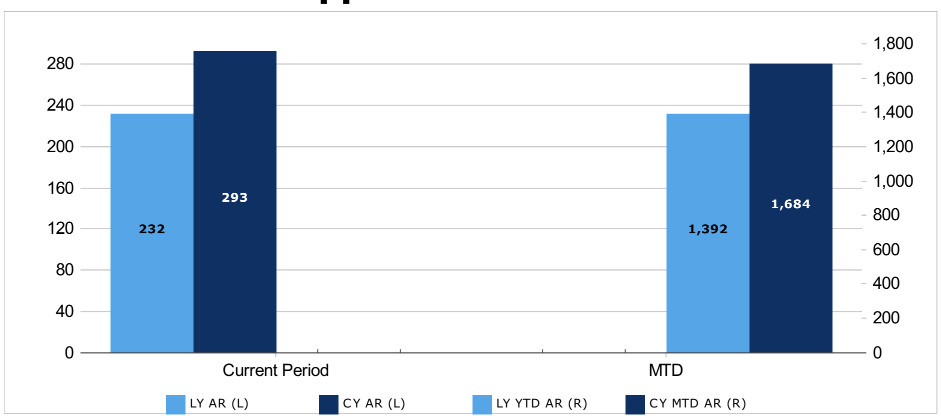
Monthly % Change 3.7% **YTD % Change** 3.8%

Reservation Calls in Queue Over Five Minutes



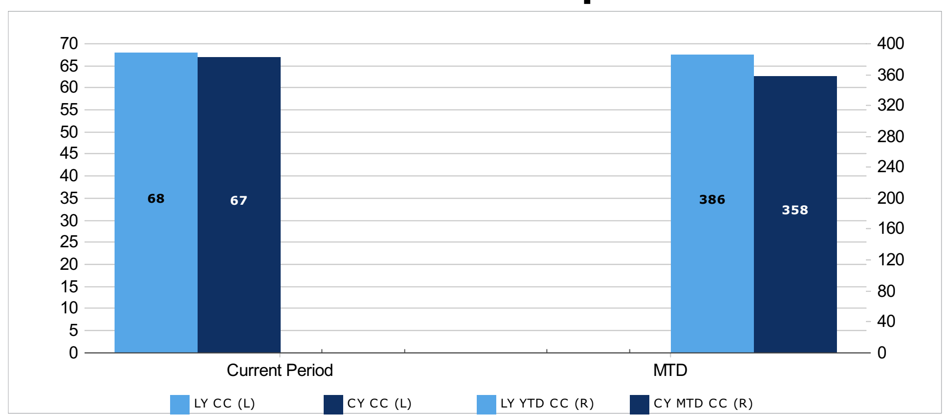
Monthly % Change 25.8% **YTD % Change** 1.6%

Applications Received



Monthly % Change 26.3% **YTD % Change** 21.0%

Customer Complaints



Monthly % Change -1.5% **YTD % Change** -7.3%

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

Total Riders – Includes fixed route, STAR, NX, cash fare, Navigator, contracts (primarily UA), employees, and special events/trolley.
Fixed Riders – Includes fixed route, NX, cash fare, Navigator, contracts (primarily UA), employees, and special events/trolley.
System Wide OTP % – On-time performance: The percentage of departures that occurred between 5 minutes late and 1 minute early. This is calculated across all time points in all routes in the system except at the last time point of a route, which calculates On-Time as between 5 minutes late and 15 minutes early. Departures more than 30 minutes late or more than 15 minutes early are excluded along with School Trips, Shopping Trips, and NX routes.
PMI – Not on Time – A Preventive Maintenance Inspection (PMI) is a routine (periodic) service and examination of the vehicle to identify potential defects before they fail. This measure is the work orders completed within 500 miles before and 500 miles after the scheduled mileage (6,000), divided by the number of PMI's done for the month.
Percent of Trips Missed – Missed trips collected by dispatchers divided by total trips planned. Missed trips include those due to mechanical issues and operator availability.
Scheduled Work – Unscheduled work is anything identified during a driver vehicle inspection, or caused by a breakdown. Scheduled work is anything else (primarily as a result of a PMI). This metric is the radio of scheduled work to unscheduled work.
MDBSI – Mean distance between service interruptions: Total Miles Operated divided by number of service interruptions. A service interruption is defined as Incident, accident, operator running late, traffic delays, tire issues, etc., causing a service interruption (delay) of 5 minutes or more.
Preventable Accidents – An accident is considered preventable if it is due to an operator's failure to drive in a safe and professional manner. Accident categorizations may experience minor fluctuations after the fact for the prior month (after this report is generated).
Non-Preventable Accidents – An accident is considered non-preventable if the operator did everything that is reasonably expected of a defensive driver to avoid the accident. Accident categorizations may experience minor fluctuations after the fact for the prior month (after this report is generated).
Percent Days Not Worked – Total workdays scheduled in the Maintenance and Transportation departments divided by the total number of days not worked. Days not worked can be due to disability/workman's compensation, disqualification, excused time, FMLA, leave of absence, missed/late time, sick leave, suspension, or unexcused absence.
Fixed/Shuttle Complaints – Any comments/complaints related to our regular route network, including the Northway Xpress. These are generally related to the on-street service expectations of our customers, from operator conduct to on time performance.
Other Complaints – This category is for comments tied to any claims, service requests, fare disputes, or anything related to FLEX and any other non-categorized comments.
Complaints Not Addressed in 10 Days – Comments are submitted, reviewed, assigned and investigated by division. Once investigation is complete and customer is contacted, complaint is "addressed".
Website Page Views – This measures how many times someone has viewed an entire page including all text, images, etc. Alternatively, visits are defined as a series of hits from any particular address (source location). If any two hits are separated by 30 minutes or more, typically two visitors are counted.

Definitions (STAR)

STAR Riders – Actual (not scheduled) ridership, including personal care assistants and other passengers.
STAR On-Time Performance - Percentage of bookings which were on-time for both their pick-up and, where applicable, their drop-off. A pick-up is considered on-time if the vehicle arrived no more than 10 minutes after the pick-up scheduled time. If the booking has a drop-off scheduled time (such as in the case of a doctor appointment), the vehicle must also arrive at the drop-off no later than that scheduled time to be considered on-time. If the booking has no drop-off scheduled time, then the drop-off is not considered for on-time performance. In instances where the vehicle arrived at the pick-up but the client did not take the trip (such as no-shows, missed trips and cancels-at-door), on-time performance is only judged by pick-up arrival time since the drop-off cannot be performed. Only considers trips for which data entry is complete and has passed a quality check. This data is one month behind all other data.
STAR Missed Trips - Count of monthly STAR trips where the client was transported late outside of the 25-minute window, did not take the trip and also did not cancel, or the client was not transported because STAR was too late.
STAR Reservation Calls in Queue Over 5 Minutes - Count of times customers had to wait for over five minutes before being connected with a STAR reservationist after selecting to do so.
STAR Customer Comments/Complaints - Number of comments or complaints related to STAR service.
STAR Applications Received - Counts every client whose application has been received and entered in Trapeze.

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