



CDTA COMMITTEE AGENDA
Performance Monitoring/Audit Committee
Via Microsoft Teams & 110 Watervliet Ave, Albany
Thursday, October 22, 2026 | 9:00 AM

Committee Item

Responsibility

Call to Order

Denise Figueroa

Approve Minutes of Thursday, September 24, 2026

Denise Figueroa

Consent Agenda Items

- Approve Contract for New Flyer Tools
- Approve TTC Renovation
- Approve Lobby/ Command Center Renovation
- Approve Auto Physical Damage Insurance Renewal
- Approve Auto & General Liability Insurance Renewal

Stacy Sansky
Stacy Sansky
Stacy Sansky
Meredith Redcross
Meredith Redcross

Administrative Discussion Items

- Monthly Management (Financial) Report
- Monthly Non-Financial (Performance) Report

Patricia Cooper
Gary Guy

Next Meeting: Thursday, December 10, 2026, at 9:00am via Microsoft Teams and 110 Watervliet Ave.

Adjourn

Denise Figueroa

Capital District Transportation Authority

Performance Monitoring/Audit Committee

Meeting Minutes – September 24, 2026, at 9:00 am; 110 Watervliet Avenue, Albany

In Attendance: Jayme Lahut, Jackie McDonough, Denise Figueroa, Peter Wohl, Jaclyn Falotico, Mike Criscione, Patrick Lance; Frank Annicaro, Chris Desany, Trish Cooper, Jaime Kazlo, Amanda Avery, Lance Zarcone, Sarah Matrose, Emily DeVito, Dave Williams, Jack Grogan, Richard Cordero, Steve Wacksman, Meghan Gonyo, Josh Abreu, Jeanette Stumbaugh

Meeting Purpose

Regular monthly meeting of the Performance Monitoring/Audit Committee. Board member Denise Figueroa noted that a quorum was present. Minutes from July 23, 2026, meeting were reviewed and approved.

Consent Agenda Items

Approve Contract for Fleet Fluid Analysis Services

- CDTA's predictive and preventive maintenance program uses laboratory analysis of engine oil, coolant, and transmission fluid to identify developing mechanical and fluid-related issues before they result in component failures, service disruptions, or increased maintenance costs. Following an RFP process, proposal evaluation, and reference checks, staff recommend Tribologik Corporation based on the overall value and quality of its proposed program.
- A resolution to approve the contract awarded to Tribologik Corporation of Hammond, IN for a one-year contract for fleet fluid analysis services, with four optional one-year renewals with an estimated annual cost of \$91,287, will be recommended to the board.

Approve Contract for Bus Exhaust Extraction System

- CDTA will upgrade the Albany maintenance garage exhaust extraction system by replacing existing equipment with electrically operated overhead hose reels. The project will improve the efficiency, reliability, and ease of exhaust capture during daily maintenance activities.
- A resolution to approve a sole-source contract 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, will be recommended to the board.

Approve Purchase of Battery-Electric Articulated Bus

- As part of CDTA's fleet replacement strategy, the purchase of one 60-foot battery-electric articulated bus will replace an older diesel articulated bus and support continued fleet reliability while managing lifecycle costs. The New Flyer Xcelsior CHARGE NG XE60 will also advance CDTA's transition toward lower-emission propulsion technologies and support the Authority's long-term sustainability objectives while maintaining operational flexibility.
- A resolution to approve 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, will be recommended to the board.

Approve Purchase of Remote Database Administration Services

- CDTA's Oracle and Microsoft SQL Server databases support critical financial, maintenance, scheduling, and reporting systems across the Authority's 24-hour operation. Given the size and complexity of the environment, specialized database administration and continuous on-call support are required. Following an RFP process, staff recommend a contract with OATC, Inc. that provides dedicated monthly Oracle and SQL Server support, 24x7x365 emergency coverage, defined incident-response targets, security and system health reporting, annual assessment, and disaster recovery testing.
- A resolution to approve two-year contracts with three optional one-year renewals to 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, will be recommended to the board.

Administrative Discussion Items

Risk Management & Workers Compensation Report

- CDTA conducts a quarterly review of its Risk Management and Workers' Compensation Self-Insurance Accounts to ensure adequate funding for anticipated claims and related expenditures. CDTA remains self-insured for most liability exposures up to \$2 million and continues to manage and defend liability and automobile claims internally when practicable.
- Based on current claims experience, actuarial projections, and available account balances, the Risk Management and Workers' Compensation Self-Insurance Accounts are considered adequate to meet the anticipated needs of CDTA and its subsidiaries at this time.

Monthly Management (Financial) Report

Revenue Summary

- MRT is 16.5% over budget for the month and 9.8% over budget YTD.
- Customer fares continue to trend over budget; 8.4% in August and 4.7% over budget YTD.
- Facilities income is over budget 5.2% for the month and 9.2% YTD.

Expense Summary

- Wages are under budget 3.36% in August and 0.4% YTD.
- Workers' compensation is 33.6% over budget in August due to a scheduled award payment. YTD we are 0.7% over budget.
- Materials & Supplies are 32% over budget in August and 36% YTD.
- Purchased Transportation is 8.8% over budget in August and 6.8% over budget YTD.

Monthly Performance (Non-Financial) Report:

- Fixed-route ridership declined 2.9% for the current period and 2.3% year-to-date, while system-wide on-time performance continued to improve, reaching 73.4% for the month and 73.8% YTD. Fleet reliability remained strong overall, with MDBSI improving 11.1% year-to-date despite a decline during the current period. Employee attendance also improved during the month, although Days Not Worked remained above last year's level.
- STAR ridership remained stable compared with FY2025, and customer comments decreased 7.3% year-to-date. STAR on-time performance was 71.3% within 10 minutes and 93.1% within 25 minutes, with recent schedule adjustments showing progress. Missed trips remain an area of focus, increasing 72.5% year-over-year and 63.2% year-to-date. Overall, efforts remain focused on improving reliability, attendance, and customer service while supporting ridership growth.

Next Meeting

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

Capital District Transportation Authority

Agenda Action Sheet

Subject: New Flyer Axle Specialty Tooling
Committee: Performance Monitoring/Audit
Meeting Date: October 22, 2026

Objective of Purchase or Service:

To procure New Flyer specialty tooling required to properly diagnose, service, repair, and overhaul axle and brake components installed on CDTA's New Flyer bus fleet.

Summary of Staff Proposal:

Axles are one of the most critical mechanical systems on a transit bus. In addition to supporting the full weight of the vehicle, axle assemblies contain many of the components responsible for steering, wheel-end performance, braking, suspension, and the safe transfer of power to the roadway. Because these components are subjected to significant loads, vibration, and operating stresses throughout their service lives, axle maintenance and repair activities are a routine and essential responsibility of CDTA's Maintenance Department.

All New Flyer buses operated by CDTA are equipped with axle systems manufactured by ZF, a leading supplier of heavy-duty transit vehicle components. Many maintenance procedures associated with these axle assemblies require specialized tools that are specifically designed and approved by the manufacturer. Unlike common shop tools, these specialty tools allow technicians to safely inspect, diagnose, repair, and overhaul axle and brake components while ensuring repairs are performed in accordance with manufacturer specifications.

This purchase will establish a centralized inventory of manufacturer-specified ZF axle specialty tooling for use across CDTA's New Flyer fleet. The tooling package includes pullers, presses, adapters, measuring equipment, torque devices, brake service tools, bearing and hub service equipment, and other components required to perform axle maintenance and repair activities.

Providing Maintenance personnel with immediate access to the proper specialty tools will improve repair quality, support standardized maintenance practices, reduce vehicle downtime, and increase technician efficiency. The investment will also reduce the potential for component damage caused by improvised repair methods and support CDTA's efforts to improve fleet reliability, vehicle availability, and Mean Distance Between Failures (MDBF).

Sole Source Justification

New Flyer is the sole provider of the ZF axle specialty tooling specified for the axle configurations installed on CDTA's New Flyer buses. These tools are manufacturer-specified for maintenance and repair procedures associated with the ZF axle assemblies and are not interchangeable with standard commercially available shop tools. Procuring the tooling directly through New Flyer ensures that CDTA receives the correct tools required to perform maintenance activities in accordance with established manufacturer repair procedures.

In addition, standardizing specialty tooling through New Flyer provides operational benefits by creating a complete and consistent tooling inventory that can be shared across maintenance facilities and vehicle series. This approach improves technician productivity, supports consistent repair practices, reduces repair delays, and protects CDTA's investment in its New Flyer fleet.

Because New Flyer is the sole provider of the specified tooling, competitive pricing for identical manufacturer-approved equipment is not available. I believe the proposed cost is fair and reasonable based on the specialized nature of the equipment, its fleet-wide application, and the long-term operational benefits associated with improved maintenance efficiency, repair quality, and vehicle reliability.

Financial Summary/Cost:

Category	Cost
Torque, Wrench, Socket and Fastening Tools	\$23,739
Pressing, Installation and Removal Tools	\$19,899
Adapters, Fixtures, Supports and General Accessories	\$17,483
Brake, Hub, Bearing and Wheel-End Service Tools	\$13,416
Pulling, Extraction and Separation Tools	\$7,022
Measurement, Inspection and Alignment Tools	\$6,949
Total:	\$88,508

The source of funds is the WWBRT grant.

Proposed Action:

I recommend the purchase of New Flyer axle specialty tooling from New Flyer of America Inc at a cost not to exceed \$88,508.

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
☐ Services & Consultants ☐ Transportation & Operational Services

2. TERMS OF PERFORMANCE (check one):

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

3. CONTRACT VALUE:

\$88,508 fixed estimated (circle one)

4. PROCUREMENT METHOD (check one):

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

5. TYPE OF PROCEDURE USED (check one):

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

6. SELECTION CRITERION USED:

Number of Proposals/Bids Received # 1

Attach Summary of Bids/Proposals

7. Disadvantaged Business Enterprise (DBE) involvement

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

8. LEGAL NAME and ADDRESS OF CONTRACTOR/VENDOR: New Flyer of America, Inc.

711 Kernaghan Ave

Winnipeg, MB Canada

8. SOURCE OF FUNDS: Washington Western BRT Grant

9. COMPLIANCE WITH STATE AND FEDERAL RULES:

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

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

Stacy Sansky, Director of Procurement DATED: October 22, 2026

Capital District Transportation Authority Agenda Action Sheet

Subject: Technical Training Center Upgrades
Committee: Performance Monitoring/Audit
Meeting Date: October 22, 2026

Objective of Purchase or Service:

The maintenance department currently lacks dedicated training space to support growing workforce development needs. This limitation restricts technical training opportunities, extends onboarding timelines, contributes to skill gaps, and reduces opportunities for employee development and succession planning. This procurement will address these challenges.

Summary of Staff Proposal:

This project will renovate and upgrade existing facilities to establish a dedicated technical training center that supports structured classroom instruction, hands-on learning, equipment demonstrations, safety training, and ongoing workforce development. The improvements will provide maintenance personnel with the knowledge and skills necessary to support increasingly complex operations while enhancing employee onboarding, skill development, and succession planning.

The project also includes the creation of dedicated workspace for Information Technology Services (ITS) technicians with direct access to maintenance operations, a climate-controlled employee break area, and additional office space to improve staff efficiency and support training program administration.

Approval of this contract will allow for the facility upgrades necessary to support the Authority's long-term workforce development and operational readiness objectives.

An Invitation for Bids (IFB) was issued for the Technical Training Center (TTC) renovations. The scope included dedicated office space, a modern comfortable training facility, and a breakroom. Three bids were received and a formal bid analysis was completed by Hesnor Engineering Associates. Based on the evaluation, LeChase Construction Services was identified as the lowest responsive and responsible bidder. LeChase has committed to utilization MWBE subcontractors for 4.5% of the work.

Financial Summary/Cost:

Base Bid:	\$955,000
20% Contingency:	\$191,000
Total Cost:	\$1,146,000

Funded through the Washington Western BRT Grant

Proposed Action:

I recommend awarding a contract for Technical Training Center Renovations to LeChase Construction Services, of Schenectady, NY as the lowest responsive and responsible bidder, in an amount not to exceed \$955,000 plus a 20% contingency, for a total authorized amount of \$1,146,000. This is subject to final contract execution and compliance with all insurance and bonding requirements.

Manager:

Steve Wacksman, Director of Facilities

CAPITAL DISTRICT TRANSPORTATION AUTHORITY
Staff Contract Award Certification

1. TYPE OF CONTRACT (check one):

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

2. TERMS OF PERFORMANCE (check one):

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

3. CONTRACT VALUE:

\$1,146,000 (Not to Exceed)

4. PROCUREMENT METHOD (check one):

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

5. TYPE OF PROCEDURE USED (check one):

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

6. SELECTION CRITERION USED:

Number of Proposals/Bids Solicited # 27 or **Advertised**
Number of Proposals/Bids Received # 3

Attach Summary of Bids/Proposals

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

Are there known D/MWBEs that provide this good or service?	Yes	<u>No</u>
Number of D/MWBEs bidding/proposing		<u>0</u>
D/MWBE Certification on file?	Yes	No <u>Not Applicable</u>
Was contract awarded to a D/MWBE?	Yes	<u>No</u>
Number of D/MWBE Subcontractors		<u>TBD-will have 4.5% MWBE Participation</u>

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

8. SOURCE OF FUNDS: **WWBRT**

9. COMPLIANCE WITH STATE AND FEDERAL RULES:

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

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

Stacy Sansky, Director of Procurement DATED: **October 22, 2026**



Bid Summary



Contract Name: Technical Training Center Renovations

Contract No: CDTA FAC 235-2000

Date/Time of
Opening:

October 7, 2026 1:00PM EST

Bidder Contact Information	Base Bid/Lump Sum Price	Bid Alternate- If Applicable	Subcontractors If known/as applicable (Names only)	DBE/MWBE/SDVOB Status
Name: Bonaquisti Brothers Construction Address: 20 Center St Suite 1 Albany, NY 12204 Contact: Paul Bonacquisti Email: caitlinb@bonbroconst.com Phone: 518.238.2115	Base Bid: \$980,000	Alternate 1: Alternate 2:	1 2 3 4 5	DBE __ MBE __ WBE __ SDVOB __ DBE __ MBE __ WBE __ SDVOB __ DBE __ MBE __ WBE __ SDVOB __ DBE __ MBE __ WBE __ SDVOB __ DBE __ MBE __ WBE __ SDVOB __
Name: LeChase Construction Services, LLC Address: 205 Indigo Creek Dr Rochester, NY 14626 Contact: Daniel Poole Email: daniel.poole@lechase.com Phone: 585.254.3510	Base Bid: \$955,000	Alternate 1: Alternate 2:	1 2 3 4 5	DBE __ MBE __ WBE __ SDVOB __ DBE __ MBE __ WBE __ SDVOB __ DBE __ MBE __ WBE __ SDVOB __ DBE __ MBE __ WBE __ SDVOB __ DBE __ MBE __ WBE __ SDVOB __
Name: Gallo Construction Corp. Address: 1400 2nd Ave Watervliet, NY 12189 Contact: Karen Gallo Email: lradigan@gallogc.com Phone: 518.273.0234	Base Bid: \$1,444,100	Alternate 1: Alternate 2:	1 2 3 4 5	DBE __ MBE __ WBE __ SDVOB __ DBE __ MBE __ WBE __ SDVOB __ DBE __ MBE __ WBE __ SDVOB __ DBE __ MBE __ WBE __ SDVOB __ DBE __ MBE __ WBE __ SDVOB __
Name: Address: Contact: Email: Phone:	Year 1 Lump Sum Price:	Alternate 1: Alternate 2:	1 2 3 4 5	DBE __ MBE __ WBE __ SDVOB __ DBE __ MBE __ WBE __ SDVOB __ DBE __ MBE __ WBE __ SDVOB __ DBE __ MBE __ WBE __ SDVOB __ DBE __ MBE __ WBE __ SDVOB __
Name: Address: Contact: Email: Phone:		Alternate 1: Alternate 2:	1 2 3 4 5	DBE __ MBE __ WBE __ SDVOB __ DBE __ MBE __ WBE __ SDVOB __ DBE __ MBE __ WBE __ SDVOB __ DBE __ MBE __ WBE __ SDVOB __ DBE __ MBE __ WBE __ SDVOB __
Name: Address: Contact: Email: Phone:		Alternate 1: Alternate 2:	1 2 3 4 5	DBE __ MBE __ WBE __ SDVOB __ DBE __ MBE __ WBE __ SDVOB __ DBE __ MBE __ WBE __ SDVOB __ DBE __ MBE __ WBE __ SDVOB __ DBE __ MBE __ WBE __ SDVOB __
I, Frank Annicaro, Chief Executive Officer of The Capital District Transportation Authority hereby certify that the above is a true, complete and accurate record of the bids received on the date and time listed above for this project.		Signature: _____		

Capital District Transportation Authority Agenda Action Sheet

Subject: Command Center, Lobby, and Building Renovations
Committee: Performance Monitoring/Audit
Meeting Date: October 22, 2026

Objective of Purchase or Service:

The existing Command Center was constructed in 2015 as part of the Intelligent Transportation Management System (ITMS) project. It is a mission-critical facility supported by redundant power, communications, security, and backup systems to maintain uninterrupted 24/7 transit operations.

Summary of Staff Proposal:

The Command Center currently has five dispatcher workstations supporting fixed-route transit, STAR paratransit, and FLEX services. Additional capacity is needed to meet growing service, operational, and technology demands.

This project will expand the Command Center through the addition of two dispatch console workstations, related facility enhancements, and an expanded state-of-the-art video wall to strengthen real-time system monitoring and decision-making. The improvements will preserve the facility's existing resiliency and security systems while strengthening CDTA's ability to manage service delivery, respond to incidents, and support future operational growth.

The project also includes modernization of the lobby at 110 Watervliet Avenue with a new reception area, updated finishes, a mounted bus-front display, and digital monitors promoting CDTA services. Additional areas of the building will receive new flooring and paint.

CDTA issued an Invitation for Bids (IFB) for the Command Center, Lobby, and Building Renovations project and received one bid from LeChase Construction Services. Staff determined that the bid meets all material specifications and contractual requirements. Other initially interested contractors cited scheduling and staffing limitations as the primary reasons for not submitting bids.

Financial Summary/Cost:

Base Bid: \$846,000
20% Contingency: \$169,200
Total Cost: \$1,015,200

Funded through the Washington Western BRT Grant

Proposed Action:

I recommend awarding a contract for the Command Center, Lobby, and Building Renovations to LeChase Construction Services, of Schenectady, NY, as the lowest responsive and responsible bidder, in an amount not to exceed \$846,000 plus a 20% contingency, for a total authorized amount of \$1,015,200. LeChase has committed to utilizing MWBE subcontractors for 4.4% of the work. This is subject to final contract execution and compliance with all insurance and bonding requirements.

Manager:

Steve Wacksman, Director of Facilities

CAPITAL DISTRICT TRANSPORTATION AUTHORITY
Staff Contract Award Certification

1. TYPE OF CONTRACT (check one):

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

2. TERMS OF PERFORMANCE (check one):

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

3. CONTRACT VALUE:

\$1,015,200 (Not to Exceed)

4. PROCUREMENT METHOD (check one):

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

5. TYPE OF PROCEDURE USED (check one):

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

6. SELECTION CRITERION USED:

Number of Proposals/Bids Solicited # 20 or **Advertised**
Number of Proposals/Bids Received # 1

Attach Summary of Bids/Proposals

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

Are there known D/MWBEs that provide this good or service?	Yes	<u>No</u>
Number of D/MWBEs bidding/proposing		<u>0</u>
D/MWBE Certification on file?	Yes	No <u>Not Applicable</u>
Was contract awarded to a D/MWBE?	Yes	<u>No</u>
Number of D/MWBE Subcontractors		<u>TBD-will have 4.4% MWBE Participation</u>

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

8. SOURCE OF FUNDS: **WWBRT**

9. COMPLIANCE WITH STATE AND FEDERAL RULES:

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

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

Stacy Sansky, Director of Procurement DATED: **October 22, 2026**

CDTA FAC 250-2000 Bid List			
field_company	field_contact_name	field_phone	mail
AOW Construction, LLC	Courtney Vrabel	518-512-5476	Cvrabel@aowconstruction.com
Atlantic Testing Laboratories, Limited	Eric M. Van Alstyne, CET	518-383-9144	evanalstyne@atlantictesting.com
Blackridge Research & consulting	Venkatesh Siva	917 993 7467	venkatesh@blackridgeresearch.com
Christie Digital	Nino Fusaro	9735807244	nino.fusaro@christiedigital.com
CTI	Jonathan Codi	5186905188	jcodi@buildcti.com
Eastern Heating & Cooling	Brian Johnson	518-470-6831	bjohnson@ehchvac.com
erepublic	cdg research	916-932-1300	bidwatch@centerdigitalgov.com
Gallo Construction Corp.	Karen Gallo	(518)273-0234	kgallo@gallogc.com
HM Plumbing Group, LLC	Nicole Werner	518-423-2481	nw@hmplbg.com
Iron Sword Enterprises, LLC	Ben Baker	8458631788	bid@ironswordllc.com
KASSELMAN ELECTRIC CO INC	Kyle Rose	5184654795	kyler@kasselmanelectric.com
LaCorte Co.	Aron Blais	5188182677	ablais@lacorte.com
LeChase Construction	Daniel Poole	5189256451	daniel.poole@lechase.com
Mid-State Industires, LTD	Dillon Wachter	5183741461	Dillon@MidStateLTD.com
MJG Construction Group, LLC	Micah Henzel	5187280439	micah@mjggroupllc.com
Presentation Concepts Corporation	Tom Hayes	3154371314	thayes@pccav.com
Redwood Landscape SDVOB	Mike Robichaud	518.410.0820	MROBICHAUD@REDWOODLANDSCAPENY.COM
SDVOSB Materials Technology & Supply LLC	Harrison Kendall	9172169400	Harrison.Kendall@SDVOSBmaterials.com
Sierra Contractors Corp	Gursher Bajwa	5167571831	SIERRACONTRACTORSCORP@GMAIL.COM
Technogym USA Corp	Daniel Philipp	7133974332	dphilipp@technogym.com
Turner Construction Company	Tara Collins	518-432-0277	tacollins@tcco.com

CAPITAL DISTRICT TRANSPORTATION AUTHORITY
Agenda Action Proposal

Subject: Auto Physical Damage Insurance
Committee: Performance Monitoring/Audit
Committee Meeting Date: October 21, 2026

Objective of Purchase or Service: Auto Physical Damage provides insurance for vehicles in the event of fire, theft, vandalism, collision and natural perils and is rated and priced based on the dollar value of our fleet. The current value of our fleet is about \$94 million with our fleet garaged at five (5) separate locations. We currently have a \$60,000,000 per occurrence limit with deductibles ranging from \$2,500 dollars for service vehicles to \$20,000 for buses.

Summary of Staff Proposal: Our expiring program consisted of three carriers making up the \$60 million occurrence limit: 1. Lexington first layer of \$25 million 2. Ascot second layer of \$15 million and 3. Starr third layer of \$20 million. NFP, an Aon Company, approached several markets and received a few proposals including one from Lexington Insurance quoting the full \$60 million occurrence limit.

Proposal #1: Lexington Insurance (An A rated company) has proposed a \$60 million occurrence limit for a total premium of \$427,529.88. The overall rate decreased from \$0.4973 to \$0.4239 per \$100 in value.

The \$60M occurrence limit is more than enough to cover the fleet value at our largest location in Albany. We recommend this proposal with Lexington Insurance.

Finance Summary and Source of Funds: The one-year cost of the Auto Physical Damage Insurance is \$427,529.88 and it is budgeted in our annual operating budget.

Proposed Action:

I recommend the following one-year contract to:

- 1) Lexington Insurance Company of 99 High Street, 23rd Floor - Boston, MA for the \$60 million occurrence limit of Auto Physical Damage coverage for \$427,529.88 effective November 10, 2026.

Project Manager:

Kelli Schreivogl

EXHIBIT A
Auto Physical Damage Insurance

2026-27 Lexington Insurance Program
(Insurance Rating A – Non-Admitted)

Program Components	Insurance Coverage
Per Occurrence Limit	\$60,000,000
Loss per Vehicle	\$1,850,000
Service Vehicle Deductible	\$2,500
Bus Deductible	\$20,000
Rate per \$100 of Value	\$0.4239
Premium	\$427,529.88

Total Premium = \$427,529.88

CAPITAL DISTRICT TRANSPORTATION AUTHORITY
Agenda Action Proposal

Subject: Auto & General Liability Insurance
Committee: Performance Monitoring/Audit
Committee Meeting Date: October 21, 2026

Objective of Purchase of Service: Auto & General Liability provides insurance protection for claims of injury and damage to people and property of others caused by the operation of our business. NFP, an Aon Company, 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.

Summary of Staff Proposal: NFP approached 27 markets but received only one proposal for our primary excess layer (\$5 million), one proposal for second excess layer (\$3 million) and one proposal for our third excess layer (\$5 million). The premium cost is up compared to last year primarily due to an increase in revenue miles which carriers consider in their pricing (12,000,000 miles expiring vs. 13,379,711 miles renewal).

American Alternative (incumbent) provided a renewal quote of \$486,200.00 for the first \$5 million layer of excess insurance. They remain the most competitive carrier for the first layer of excess. Gemini Insurance Company (incumbent) will provide the second layer of excess limit at \$3 million for \$179,383.75. Allied World Assurance (incumbent) will provide the third layer of excess limit at \$5 million for \$211,624.06. We also purchase coverage for Non-Certified Acts of Terrorism with Lloyds of London for \$10,375.00. This policy covers both the Liability and our Auto Physical Damage insurance program.

Finance Summary and Source of Funds: The one-year cost for Auto & General Liability Insurance is not to exceed \$887,582.81 and is funded in the annual operating budget. These premiums are effective for one-year starting on November 10, 2026.

Proposed Action:

I recommend a contract to American Alternative for the first \$5 million layer of excess coverage for \$486,200.00; a contract for the second layer of excess coverage of \$3 million to Gemini Insurance Company for \$179,383.75; a contract for the third layer of excess coverage of \$5 million to Allied World Assurance Company for \$211,624.06, and a contract for Non-Certified Acts of Terrorism coverage to Lloyds of London Insurance at a cost of \$10,375.00.

Project Manager:
Kelli Schreivogl

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

Carrier Addresses:

Lead Excess Liability - \$5,000,000:

American Alternative Insurance Corporation
555 College Road East
Princeton, NJ 08543

Excess Liability - \$3,000,000 above the \$3,000,000:

Gemini Insurance Company
7233 East Butherus Drive
Scottsdale, Arizona 85260-2410

Excess Liability - \$5,000,000 above the \$8,000,000:

Allied World Assurance Company
199 Water Street
New York, New York 10038

Non-Certified Acts of Terrorism – Excess General Liability and Auto Liability:

Lloyd's of London
520 Madison Avenue 32nd Floor
New York, New York 10022

Monthly Management Report

September 2026



Monthly Management Report (MMR) - September 2026

Executive Summary

				Current Month		Year to Date	
REVENUE		Actual	Budget	(\$ Variance	(%) Variance	(\$ Variance	(%) Variance
1	Mortgage Tax	\$ 1,475,649	\$ 1,137,500	\$ 338,149	29.73%	\$ 897,031	13.14%
2	Customer Fares	\$ 1,777,251	\$ 1,684,808	\$ 92,443	5.49%	\$ 544,938	5.39%
3	Facilities Income	\$ 382,921	\$ 353,231	\$ 29,690	8.41%	\$ 192,705	9.09%
EXPENSES		Actual	Budget	(\$ Variance	(%) Variance	(\$ Variance	(%) Variance
4	Wages	\$ 5,652,717	\$ 5,491,290	\$ 161,427	2.94%	\$ 50,521	0.15%
5	Health Benefits	\$ 1,259,202	\$ 1,350,936	\$ (91,734)	-6.79%	\$ (969,865)	-8.60%
6	Fuel	\$ 580,774	\$ 621,381	\$ (40,607)	-6.53%	\$ (216,195)	-5.80%
7	Purchased Transportation	\$ 1,272,150	\$ 1,183,833	\$ 88,317	7.46%	\$ 488,777	6.88%
						YTD Revenue	1.98%
						YTD Expenses	-1.31%

Revenue Summary

- 1 MRT is 30% over budget for the month due to \$574k month for Saratoga. YTD MRT is 13% over budget.
- 2 Customer fares continue to trend over budget; 5.5% in September and 5.4% over budget YTD.
- 3 Facilities income is over budget 8.4% for the month and 9.1% YTD.

Expense Summary

- 4 Wages are over budget 2.9% in September and 0.15% YTD. September was the first full month with Phase 4 realignment service.
- 6 Health Benefits are under budget 6.8% for the month and 8.6% YTD.
- 7 Fuel is under budget 6.5% in September and 5.8% YTD. The budgeted fuel amount is 190k gallons per month while usage has been only about 180k gallons.
- 8 Purchased Transportation is 7.5% over budget in September 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**

		Sep-26	Sep-25
Assets			
	Current Assets:		
	Cash	\$20,973,756	\$22,123,708
	Investments	\$40,874,468	\$42,705,315
	Receivables:		
	Mortgage Tax	\$1,618,915	\$1,548,649
	Federal Grants	\$11,699,711	\$16,350,462
	New York State Operating Assistance	\$565,756	\$613,904
	Trade and Other	\$14,739,081	\$17,897,948
	Advances to Capital District Transportation Committee	\$796,975	\$2,333,756
	Materials, Parts and Supplies	\$7,235,421	\$6,903,305
	Prepaid Expenses	\$1,999,274	\$1,722,283
	Sub-Total Current Assets	\$100,503,357	\$112,199,328
	Noncurrent Assets:		
	Capital Assets, net	\$158,637,528	\$150,459,812
	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		\$265,484,585	\$272,784,589
Liabilities			
	Current Liabilities:		
	Accounts Payable	\$4,825,824	\$6,895,179
	Accrued Expenses	\$11,969,862	\$12,385,801
	Unearned Revenue	\$3,706,020	\$3,373,589
	Line of Credit	\$0	\$0
	Sub-Total Current Liabilities	\$20,501,706	\$22,654,569
	Noncurrent Liabilities:		
	Capital Lease Agreement	\$12,980,725	\$15,374,334
	Estimated Provision for Existing Claims and Settlements	\$13,144,515	\$9,452,579
	Other postemployment benefits	\$69,076,391	\$66,811,397
	Net Pension Liability	\$4,117,203	\$3,687,602
	Sub-Total Noncurrent Liabilities	\$99,318,835	\$95,325,911
	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		\$152,353,086	\$159,473,910
Net Position			
	Net Investment in Capital Assets	\$108,241,228	\$108,241,228
	Unrestricted	\$4,890,271	\$5,069,450
Total for Net Position		\$113,131,499	\$113,310,678
Total Liabilities and Net Position		\$265,484,585	\$272,784,589

CAPITAL DISTRICT TRANSPORTATION AUTHORITY
CONSOLIDATED STATEMENT OF OPERATIONS
Sep-26

	<u>To Date Actual</u>	<u>Annual Budget</u>	50%
REVENUE:			
AUTHORITY	\$7,963,065	\$13,971,000	57%
TRANSIT	\$62,432,479	\$124,486,838	50%
ACCESS	\$382,823	\$630,000	61%
CDTA FACILITIES	\$2,379,830	\$4,388,770	54%
TOTAL REVENUE	<u>\$73,158,197</u>	<u>\$143,476,608</u>	<u>51%</u>
EXPENSE:			
AUTHORITY	\$11,835,139	\$23,762,100	50%
TRANSIT	\$57,054,165	\$117,088,862	49%
ACCESS	\$453,947	\$784,896	58%
CDTA FACILITIES	\$1,452,774	\$3,000,751	48%
TOTAL EXPENSE	<u>\$70,796,025</u>	<u>\$144,636,609</u>	<u>49%</u>
 Revenue over (under) Expenses	 \$2,362,172		
Depreciation	<u>\$9,750,000</u>		
Excess of Revenue over (under) Expenses	(\$7,387,828)		
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	<u>\$1,318,854</u>		
 *Net Excess of Revenue over (under) Expenses	 (\$6,068,974)		
*Contribution to required fleet replacement.			

CAPITAL DISTRICT TRANSPORTATION AUTHORITY
Sep-26

BUDGET VARIANCE REPORT

CONSOLIDATED									
This Month					Year to Date				Annual
Actual	Budget	Variance	% Variance		Actual	Budget	Variance	% Variance	Budget
Operating Revenue									
Mortgage Tax	\$1,475,649	\$1,137,500	\$338,149	29.73%	\$7,722,031	\$6,825,000	\$897,031	13.14%	\$13,650,000
Customer Fares	\$1,777,251	\$1,684,808	\$92,443	5.49%	\$10,653,788	\$10,108,850	\$544,938	5.39%	\$20,217,699
Advertising Revenue	\$152,083	\$156,250	(\$4,167)	-2.67%	\$912,500	\$937,500	(\$25,000)	-2.67%	\$1,875,000
Facilities Income	\$382,921	\$353,231	\$29,690	8.41%	\$2,312,090	\$2,119,385	\$192,705	9.09%	\$4,238,770
Interest Income	\$22,054	\$16,667	\$5,387	32.32%	\$165,302	\$100,000	\$65,302	65.30%	\$200,000
Misc. Income	\$276,373	\$264,125	\$12,248	4.64%	\$1,612,277	\$1,584,750	\$27,527	1.74%	\$3,169,500
Total Operating Revenue	\$4,086,330	\$3,612,581	\$473,749	13.11%	\$23,377,988	\$21,675,485	\$1,702,503	7.85%	\$43,350,969
Operating Assistance									
New York State Aid	\$6,180,467	\$6,227,568	(\$47,101)	-0.76%	\$37,082,800	\$37,365,408	(\$282,608)	-0.76%	\$74,730,816
County Aid	\$166,283	\$166,283	\$0	0.00%	\$997,700	\$997,700	\$0	0.00%	\$1,995,400
Federal Aid	\$1,866,619	\$1,866,619	\$0	0.00%	\$11,199,711	\$11,199,712	\$0	0.00%	\$22,399,423
Operating Grants	\$83,333	\$83,333	\$0	0.00%	\$500,000	\$500,000	\$0	0.00%	\$1,000,000
Total Operating Assistance	\$8,296,702	\$8,343,803	(\$47,101)	-0.56%	\$49,780,211	\$50,062,819	(\$282,608)	-0.56%	\$100,125,639
Total Revenue and Assistance	\$12,383,032	\$11,956,384	\$426,648	3.57%	\$73,158,199	\$71,738,304	\$1,419,895	1.98%	\$143,476,608
Expenses									
Salaries and Wages	\$5,652,717	\$5,491,290	\$161,427	2.94%	\$32,998,263	\$32,947,742	\$50,521	0.15%	\$65,895,484
Payroll Taxes	\$421,953	\$398,119	\$23,834	5.99%	\$2,359,586	\$2,388,711	(\$29,126)	-1.22%	\$4,777,423
Health Benefits	\$1,259,202	\$1,350,936	(\$91,734)	-6.79%	\$7,408,751	\$8,105,616	(\$696,865)	-8.60%	\$16,211,232
Workers Compensation	\$113,264	\$205,254	(\$91,990)	-44.82%	\$1,146,698	\$1,231,523	(\$84,825)	-6.89%	\$2,463,046
Other Benefits	\$548,244	\$476,040	\$72,204	15.17%	\$3,051,978	\$2,856,243	\$195,736	6.85%	\$5,712,485
Professional Services	\$365,605	\$480,046	(\$114,441)	-23.84%	\$2,489,736	\$2,880,275	(\$390,539)	-13.56%	\$5,760,550
Materials & Supplies	\$197,839	\$183,421	\$14,418	7.86%	\$1,445,768	\$1,100,525	\$345,243	31.37%	\$2,201,050
Miscellaneous	\$107,028	\$98,027	\$9,001	9.18%	\$541,167	\$588,160	(\$46,993)	-7.99%	\$1,176,319
Purchased Transportation	\$1,272,150	\$1,183,833	\$88,317	7.46%	\$7,591,777	\$7,103,000	\$488,777	6.88%	\$14,206,000
Maintenance Services	\$513,020	\$539,707	(\$26,688)	-4.94%	\$2,763,429	\$3,238,245	(\$474,815)	-14.66%	\$6,476,489
Liability - Claims	\$27,312	\$56,250	(\$28,938)	-51.45%	\$318,890	\$337,500	(\$18,610)	-5.51%	\$675,000
Utilities	\$168,022	\$129,708	\$38,314	29.54%	\$777,833	\$778,250	(\$417)	-0.05%	\$1,556,500
Fuel	\$580,774	\$621,381	(\$40,606)	-6.53%	\$3,512,088	\$3,728,283	(\$216,195)	-5.80%	\$7,456,566
Parts, Tires, Oil	\$516,072	\$606,500	(\$90,428)	-14.91%	\$3,580,938	\$3,639,000	(\$58,062)	-1.60%	\$7,278,000
General Insurance	\$155,958	\$135,872	\$20,086	14.78%	\$809,123	\$815,232	(\$6,109)	-0.75%	\$1,630,464
Total EXPENSES	\$11,899,161	\$11,956,384	(\$57,223)	-0.48%	\$70,796,026	\$71,738,304	(\$942,278)	-1.31%	\$143,476,608
Surplus/Deficit	\$483,871	\$0	\$483,871		\$2,362,173	\$0	\$2,362,173		\$0

CAPITAL DISTRICT TRANSPORTATION AUTHORITY

Sep-26

BUDGET VARIANCE REPORT

NON-TRANSIT									
This Month					Year to Date				Annual
Actual	Budget	Variance	% Variance		Actual	Budget	Variance	% Variance	Budget
Operating Revenue									
Mortgage Tax	\$1,475,649	\$1,137,500	\$338,149	29.73%	\$7,722,031	\$6,825,000	\$897,031	13.14%	\$13,650,000
Interest Income	\$21,893	\$16,667	\$5,226	31.36%	\$164,246	\$100,000	\$64,246	64.25%	\$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%	\$76,788	\$60,500	\$16,289	26.92%	\$121,000
Total Operating Revenue	\$1,508,375	\$1,164,250	\$344,125	29.56%	\$7,963,065	\$6,985,500	\$977,565	13.99%	\$13,971,000
Expenses									
Labor - Authority	\$938,602	\$874,221	\$64,381	7.36%	\$5,279,215	\$5,245,328	\$33,887	0.65%	\$10,490,656
Fringe - Authority	\$527,169	\$452,272	\$74,898	16.56%	\$3,140,691	\$2,713,630	\$427,061	15.74%	\$5,427,260
Materials & Supplies - Authority	\$5,989	\$13,940	(\$7,951)	-57.04%	\$42,124	\$83,638	(\$41,514)	-49.64%	\$167,275
Professional Services - Authority	\$151,806	\$251,042	(\$99,236)	-39.53%	\$1,355,045	\$1,506,250	(\$151,205)	-10.04%	\$3,012,500
Other Expenses - Authority	\$415,409	\$388,701	\$26,709	6.87%	\$2,018,065	\$2,332,205	(\$314,140)	-13.47%	\$4,664,409
Total Expenses	\$2,038,975	\$1,980,175	\$58,800	2.97%	\$11,835,139	\$11,881,050	(\$45,911)	-0.39%	\$23,762,100
Surplus/(Deficit)	(\$530,601)	(\$815,925)	\$285,324		(\$3,872,074)	(\$4,895,550)	\$1,023,476		(\$9,791,100)

CAPITAL DISTRICT TRANSPORTATION AUTHORITY

Sep-26

BUDGET VARIANCE REPORT

TRANSIT									
This Month					Year to Date				Annual
Actual	Budget	Variance	% Variance		Actual	Budget	Variance	% Variance	Budget
Operating Revenue									
Passenger Fares-Transit	\$1,054,068	\$968,137	\$85,931	8.88%	\$6,286,992	\$5,808,822	\$478,171	8.23%	\$11,617,643
Contracts - Transit	\$664,171	\$664,171	\$0	0.00%	\$3,985,028	\$3,985,028	\$0	0.00%	\$7,970,056
Advertising-Transit	\$139,583	\$143,750	(\$4,166)	-2.90%	\$837,500	\$862,500	(\$25,000)	-2.90%	\$1,725,000
Misc. Income - Transit	\$272,799	\$254,042	\$18,758	7.38%	\$1,542,749	\$1,524,250	\$18,499	1.21%	\$3,048,500
Total Operating Revenue	\$2,130,622	\$2,030,100	\$100,523	4.95%	\$12,652,269	\$12,180,600	\$471,671	3.87%	\$24,361,199
Operating Assistance									
State Aid	\$6,180,466	\$6,227,568	(\$47,102)	-0.76%	\$37,082,798	\$37,365,408	(\$282,610)	-0.76%	\$74,730,816
County Aid	\$166,283	\$166,283	\$0	0.00%	\$997,700	\$997,700	\$0	0.00%	\$1,995,400
Federal Aid - Transit	\$1,866,619	\$1,866,619	\$0	0.00%	\$11,199,711	\$11,199,712	\$0	0.00%	\$22,399,423
Other Grants - Federal	\$83,333	\$83,333	\$0	0.00%	\$500,000	\$500,000	\$0	0.00%	\$1,000,000
Total Operating Assistance	\$8,296,702	\$8,343,803	(\$47,101)	-0.76%	\$49,780,210	\$50,062,820	\$282,610	-0.76%	\$100,125,639
Total Revenue and Assistance	\$10,427,323	\$10,373,903	\$53,422	0.51%	\$62,432,479	\$62,243,419	\$754,280	1.21%	\$124,486,838
Expenses									
Labor - Maintenance	\$1,054,682	\$1,165,616	(\$110,934)	-9.52%	\$6,317,954	\$6,993,694	(\$675,740)	-9.66%	\$13,987,388
Labor - Transportation	\$3,206,993	\$3,003,622	\$203,371	6.77%	\$18,684,877	\$18,021,731	\$663,145	3.68%	\$36,043,463
Labor - STAR	\$420,963	\$419,706	\$1,257	0.30%	\$2,559,389	\$2,518,239	\$41,151	1.63%	\$5,036,477
Fringe	\$1,802,238	\$2,064,595	(\$262,357)	-12.71%	\$10,753,985	\$12,387,572	(\$1,633,587)	-13.19%	\$24,775,145
Materials & Supplies	\$1,298,065	\$1,383,381	(\$85,315)	-6.17%	\$8,309,312	\$8,300,283	\$9,029	0.11%	\$16,600,566
Professional Services	\$235,066	\$303,088	(\$68,022)	-22.44%	\$1,541,888	\$1,818,525	(\$276,637)	-15.21%	\$3,637,050
Other Expenses	\$15,967	\$15,923	\$44	0.28%	\$94,515	\$95,540	(\$1,025)	-1.07%	\$191,080
Purchased Transportation - STAR	\$1,021,366	\$937,487	\$83,880	8.95%	\$6,122,492	\$5,624,919	\$497,573	8.85%	\$11,249,838
Liability - Claims	\$27,312	\$56,250	(\$28,938)	-51.45%	\$318,890	\$337,500	(\$18,610)	-5.51%	\$675,000
Liability - Insurance	\$141,587	\$131,686	\$9,902	7.52%	\$679,023	\$790,114	(\$111,090)	-14.06%	\$1,580,227
Utilities - Transit	\$81,155	\$74,583	\$6,572	8.81%	\$445,140	\$447,500	(\$2,360)	-0.53%	\$895,000
Mat & Supplies - NX	\$0	\$2,083	(\$2,083)	-100.00%	\$52,432	\$12,500	\$39,932	319.46%	\$25,000
Purchased Transportation - NX	\$135,033	\$141,667	(\$6,634)	-4.68%	\$823,057	\$850,000	(\$26,943)	-3.17%	\$1,700,000
Purchased Transportation - TX	\$57,423	\$57,719	(\$296)	-0.51%	\$351,211	\$346,314	\$4,897	1.41%	\$692,628
Total Expenses	\$9,497,851	\$9,757,405	(\$259,554)	-2.66%	\$57,054,165	\$58,544,431	(\$1,490,266)	-2.55%	\$117,088,862
Surplus/(Deficit)	\$929,473	\$616,498	\$312,976		\$5,378,314	\$3,698,988	\$2,244,546		\$7,397,976

CAPITAL DISTRICT TRANSPORTATION AUTHORITY
Sep-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	\$59,012	\$52,500	\$6,512	12.40%	\$381,767	\$315,000	\$66,767	21.20%	\$630,000
Interest Income	\$161	\$0	\$161	0.00%	\$1,056	\$0	\$1,056	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	\$59,173	\$52,500	\$6,673	12.71%	\$382,823	\$315,000	\$67,823	21.53%	\$630,000
Total Revenue and Assistance	\$59,173	\$52,500	\$6,673	12.71%	\$382,823	\$315,000	\$67,823	21.53%	\$630,000
Expenses									
Labor - Access	\$11,451	\$10,417	\$1,034	9.93%	\$66,143	\$62,500	\$3,643	5.83%	\$125,000
Fringe Benefits - Access	\$6,747	\$6,137	\$611	9.95%	\$41,824	\$36,820	\$5,004	13.59%	\$73,641
Purchased Transportation	\$58,328	\$46,961	\$11,367	24.21%	\$295,017	\$281,767	\$13,250	4.70%	\$563,534
Rent and Utilities - Access	\$1,643	\$1,643	(\$0)	-0.01%	\$8,462	\$9,861	(\$1,398)	-14.18%	\$19,721
Other Expenses - Access	\$2,000	\$250	\$1,750	700.00%	\$42,500	\$1,500	\$41,000	2733.33%	\$3,000
Total Expenses	\$80,170	\$65,408	\$14,762	22.57%	\$453,947	\$392,448	\$61,500	15.67%	\$784,896
Surplus/(Deficit)	(\$20,997)	(\$12,908)	(\$8,089)		(\$71,124)	(\$77,448)	\$6,324		(\$154,896)

CAPITAL DISTRICT TRANSPORTATION AUTHORITY
Sep-26

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	\$69,776	\$108,251	(\$38,476)	-35.54%	\$524,431	\$649,508	(\$125,077)	-19.26%	\$1,299,016
	JLB Parking Revenue	\$239,639	\$213,951	\$25,688	12.01%	\$1,409,000	\$1,283,704	\$125,296	9.76%	\$2,567,408
	JLB Advertising	\$12,500	\$12,500	\$0	0.00%	\$75,000	\$75,000	\$0	0.00%	\$150,000
	SSTS	\$3,110	\$3,458	(\$348)	-10.07%	\$17,218	\$20,750	(\$3,532)	-17.02%	\$41,500
	Greyhound	\$29	\$0	\$29	0.00%	\$430	\$0	\$430	0.00%	\$0
	85 Watervliet Avenue	\$5,801	\$6,250	(\$449)	-7.19%	\$34,804	\$37,500	(\$2,696)	-7.19%	\$75,000
	Interest Income	\$6,084	\$333	\$5,750	1725.05%	\$33,397	\$2,000	\$31,397	1569.84%	\$4,000
	West Facility	\$51,223	\$20,987	\$30,236	100.00%	\$285,550	\$125,923	\$159,627	100.00%	\$251,846
Total Operating Revenue		\$388,161	\$365,731	\$22,430	6.13%	\$2,379,830	\$2,194,385	\$185,445	8.45%	\$4,388,770
Expenses										
	Labor	\$19,751	\$17,625	\$2,126	12.06%	\$89,269	\$105,750	(\$16,481)	-15.59%	\$211,500
	Fringe-Benefits	\$6,783	\$4,053	\$2,729	67.33%	\$31,928	\$24,320	\$7,608	31.28%	\$48,641
	Professional Services	\$12,631	\$9,583	\$3,048	31.81%	\$86,550	\$57,500	\$29,050	50.52%	\$115,000
	Insurance	\$3,719	\$3,812	(\$93)	-2.44%	\$22,314	\$22,872	(\$558)	-2.44%	\$45,744
	Security	\$61,783	\$21,833	\$39,950	182.98%	\$132,419	\$131,000	\$1,419	1.08%	\$262,000
	Facilities Upkeep	\$18,316	\$22,917	(\$4,601)	-20.08%	\$94,522	\$137,500	(\$42,978)	-31.26%	\$275,000
	Facilities Repairs	\$9,863	\$10,417	(\$554)	-5.32%	\$43,978	\$62,500	(\$18,522)	-29.63%	\$125,000
	Utilities	\$32,134	\$23,667	\$8,467	35.78%	\$141,189	\$142,000	(\$811)	-0.57%	\$284,000
	Materials & Supplies	\$299	\$2,083	(\$1,785)	-85.66%	\$4,291	\$12,500	(\$8,209)	-65.67%	\$25,000
	Parking Garage	\$31,665	\$41,667	(\$10,002)	-24.00%	\$269,459	\$250,000	\$19,459	7.78%	\$500,000
	85 Watervliet Avenue	\$8,093	\$9,832	(\$1,739)	-17.69%	\$72,081	\$58,991	\$13,090	22.19%	\$117,981
	SSTS	\$8,849	\$12,668	(\$3,819)	-30.14%	\$98,022	\$76,006	\$22,016	28.97%	\$152,011
	West Facility	\$68,280	\$69,864	(\$1,585)	-2.27%	\$366,751	\$419,187	(\$52,435)	100.00%	\$838,373
Total Expenses		\$282,165	\$250,063	\$32,103	12.84%	\$1,452,774	\$1,500,375	(\$47,602)	-3.17%	\$3,000,751
Surplus/(Deficit)		\$105,995	\$115,668	(\$9,673)		\$927,057	\$694,010	\$233,047		\$1,388,019

CAPITAL DISTRICT TRANSPORTATION AUTHORITY MONTHLY MANAGEMENT REPORT

AGING OF ACCOUNTS RECEIVABLE

Sep-26		
	Amount	% of Total
Current	\$2,068,536	47.90%
31 - 60	\$103,418	2.39%
61 - 90	\$123,434	2.86%
91 - 120	\$247,163	5.72%
Over 120	\$1,776,344	41.13%
Total Accounts Receivable	\$4,318,895	100.00%

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%

AGING OF ACCOUNTS PAYABLE

Sep-26		
	Amount	% of Total
Current	\$3,964,671	80.06%
31 - 60	\$913,471	18.45%
61 - 90	\$29,926	0.60%
90 & Over	\$44,180	0.89%
Total Accounts Payable	\$4,952,248	100.00%

Sep-26 Receivables over 120 days: \$1,776,344

Breakdown of outstanding receivables over 120 days.
\$1,410,956 NYS DEPT. OF TRANSPORTATION
\$229,315 ALBANY SCHOOL DISTRICT
\$108,702 OTHER
\$27,349 US POST OFFICE
<u>\$1,776,322</u>

ADDITIONAL INFORMATION

MORTGAGE RECORDING TAX					Fiscal Year to Date			
	Sep-26	Sep-25	Difference	%	2027	2026	Difference	%
Albany	\$335,822	\$692,922	(\$357,101)	-51.54%	\$2,156,787	\$2,537,988	(\$381,201)	-15.02%
Rensselaer	\$182,208	\$175,219	\$6,989	3.99%	\$1,026,507	\$1,196,226	(\$169,719)	-14.19%
Saratoga	\$574,525	\$363,876	\$210,649	57.89%	\$2,599,208	\$2,526,824	\$72,384	2.86%
Schenectady	\$187,000	\$204,971	(\$17,971)	-8.77%	\$1,104,529	\$980,313	\$124,216	12.67%
Warren	\$196,093	\$117,492	\$78,601	66.90%	\$139,243	\$533,439	(\$394,196)	-73.90%
Total	\$1,475,648	\$1,554,480	(\$78,832)	-5.07%	\$7,026,274	\$7,774,790	(\$748,516)	-9.63%

Current Month Year To Date

FY 2027	\$1,475,648	\$7,026,274
FY 2026	\$1,554,480	\$7,774,790

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
September 30, 2026**

RESTRICTED INVESTMENTS

	<u>Fund Balances</u>	<u>Current Obligations</u>
Risk Management Account (Self-Insured)	\$4,742,597	\$4,612,650
Workers' Comp. Account (Self-Insured)	\$11,797,799	\$8,531,865
 Operating Account	 \$9,155,989	

Current Operating Reserve Obligations

Current Capital Reserve Obligations

	\$14,089,943	
Washington/Western BRT Project Match		\$3,344,205
LowNo Electrification Project Match		\$3,981,039
Redline Upgrade Project Match		\$1,856,078
Redline Upgrade Safe Streets for All Match		\$1,323,600
FY26 5339 & 5307 Capital Match		\$341,775

Current Vehicle Replacement Reserve Obligations

	\$1,088,140	
Vehicle Replacement Funds FY26		\$338,746
Vehicle Replacement Funds FY27		\$443,470

All Investment Accounts are reviewed quarterly.		
Average annual returns:		
Risk Management		4.07%
Workers' Compensation		3.85%
Operating Fund		3.75%
Vehicle Replacement Fund		3.69%
Capital Project		3.83%

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

Monthly Performance Report Summary				Period: Sep'26		Meeting: Oct'26	
S.No	Metrics	Sep-26	Sep-25	YOY % Change	FY27 YTD	FY26 YTD	YTD % Change
1	Total Riders	1,662,694	1,638,478	1.5%	9,222,408	9,378,340	-1.7%
2	System Wide OTP	73.2%	67.6%	8.2%	73.7%	70.0%	5.2%
3	STAR Ridership	34,023	33,605	1.2%	199,677	198,810	0.4%
4	STAR OTP	68.8%	78.7%	-12.6%	69.0%	80.8%	-14.5%
5	Comments FR	222	206	7.8%	993	1,110	-10.5%
6	Website Page Views	754,559	815,072	-7.4%	4,568,616	4,706,262	-2.9%
7	Non-Preventable Accidents Per 100K Miles	2.48	2.56	-3.0%	2.15	2.22	-3.1%
8	Total Days Not Worked	7.2%	9.8%	-26.5%	8.4%	8.7%	-3.7%
9	MDBSI	14,871	17,870	-16.8%	19,708	18,743	5.1%

S.No	Key Points
1	Total Riders: September ridership rose 1.5% to approximately 1.66 million trips, adding about 24,200 trips year over year. FYTD ridership remains 1% below last year.
2	System Wide OTP: September on-time performance improved to 73%, up from 67% last year. FYTD performance also improved to 73%, reinforcing progress in service reliability.
3	STAR Ridership: September trips increased 1% to approximately 34,000. FYTD ridership is up 0.4% compared with last year.
4	STAR OTP: September performance declined to 68% from 78%, with FYTD at 69% versus 80%. Scheduling adjustments affect year-over-year comparisons, and improving dispatch and service reliability remains a priority.
5	Comments Fixed Route: September comments increased 7% to 222 from 206. FYTD comments remain 10% below last year.
6	Website Page Views: September page views declined 7% to approximately 755,000, while FYTD views decreased 2%. Digital engagement and access to service information remain under review.
7	Non-Preventable Accidents Per 100K Miles: The September rate improved 3% with the FYTD rate improving 3%.
8a	Total Days Not Worked: September days not worked declined to 7% from 9% a year ago, with FYTD improving to 8.4% from 8.7%. Staffing vacancies and extended absences continue to affect workforce availability.
9	MDBSI: September mean distance between service interruptions declined 16.8% to approximately 14,900 miles from 17,900 last year. FYTD reliability remains 5% higher, and reducing repeat failures remains a priority.
C	September showed gains in ridership, systemwide OTP, attendance and FYTD vehicle reliability, while STAR OTP and September MDBSI remain concerns. Priorities include restoring service reliability, addressing staffing gaps and reducing preventable incidents.

Monthly Performance Report

Period: Sep'26

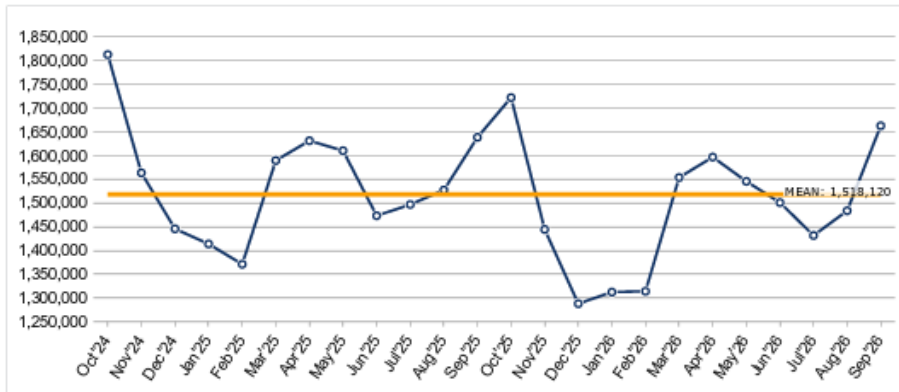
Meeting: Oct'26

Patronage / Mobility

Page 1



Total Riders

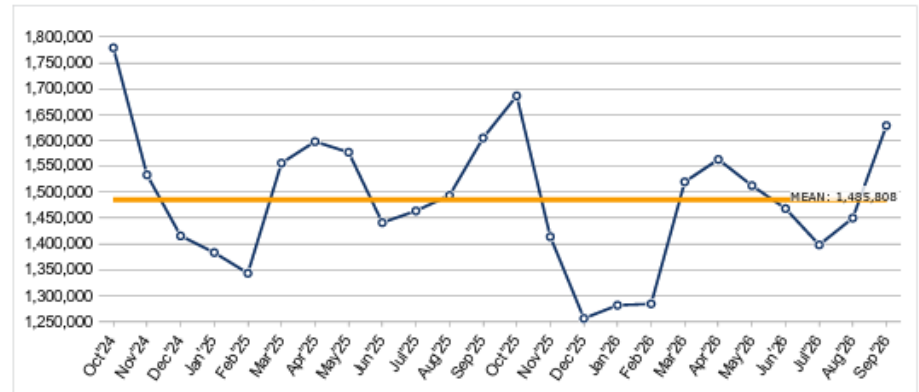


Previous: 1,638,478

Current: 1,662,694



Fixed Riders

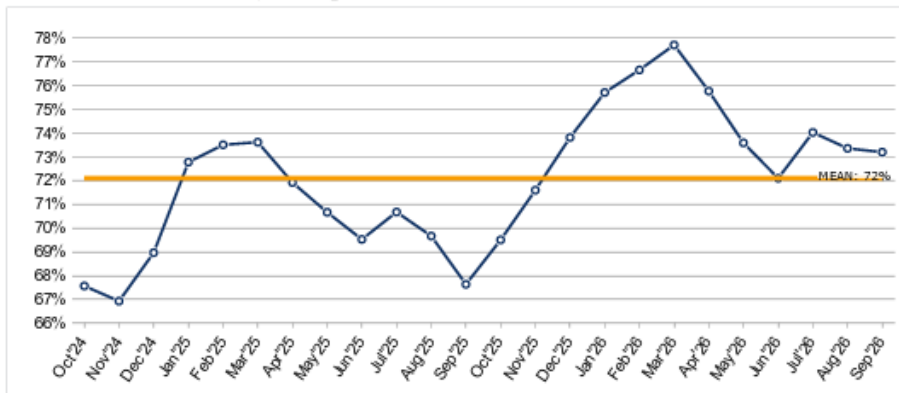


Previous: 1,604,873

Current: 1,628,671



System Wide OTP



Previous: 67.64%

Current: 73.20%

Monthly Performance Report

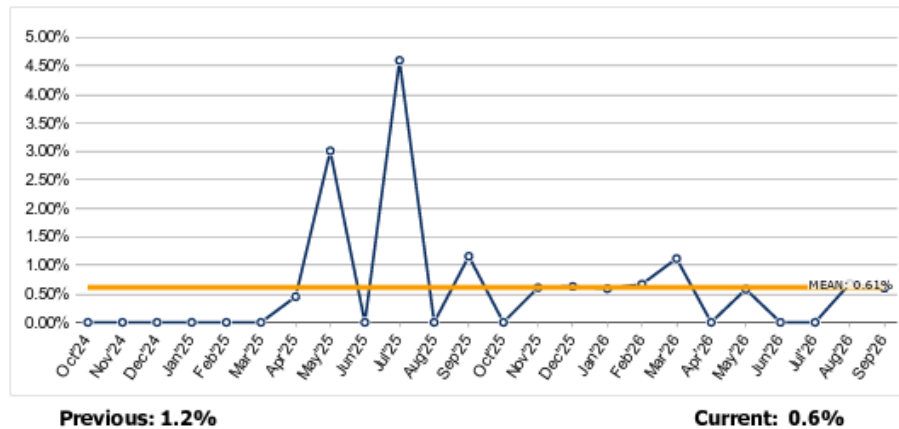
Period: Sep'26

Meeting: Oct'26

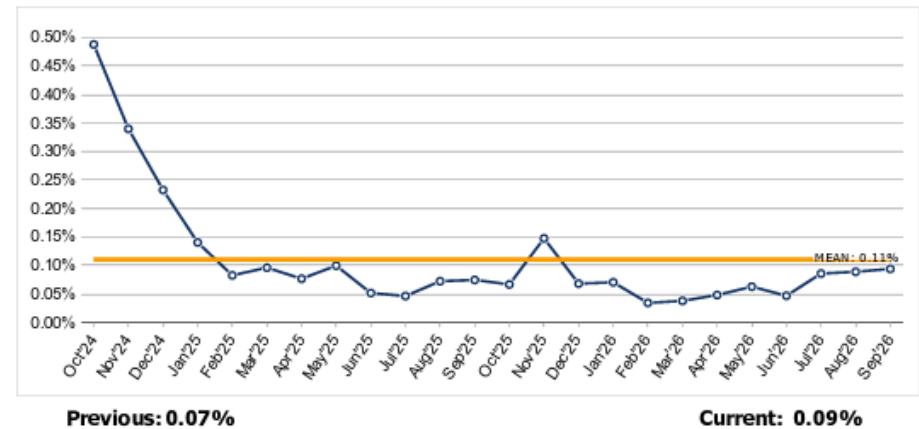
Reliability

Page 2

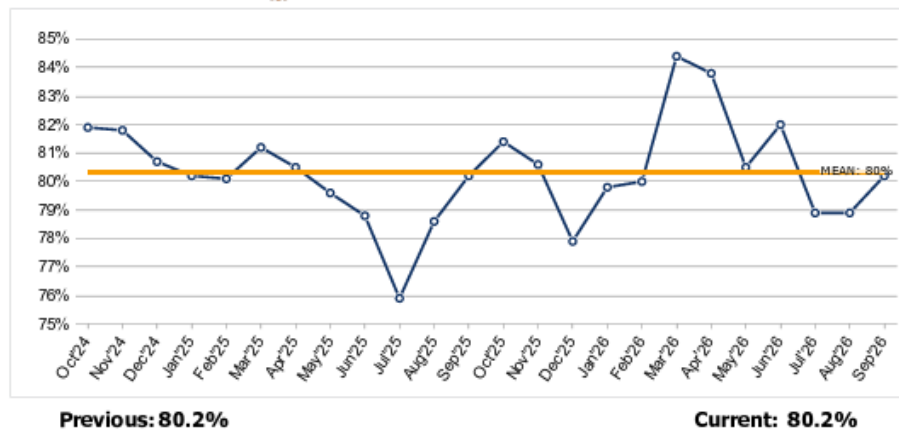
PMI Not On Time



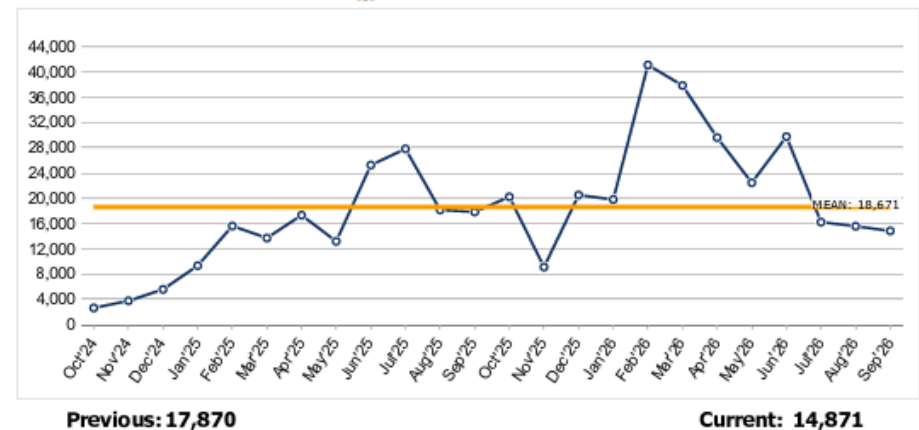
Percent of Trips Missed



Scheduled Work



MDBSI



Monthly Performance Report

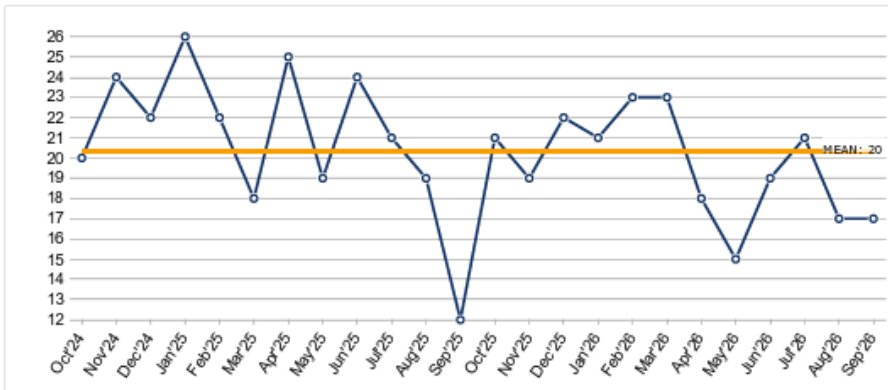
Period: Sep'26

Meeting: Oct'26

Safety

Page 3

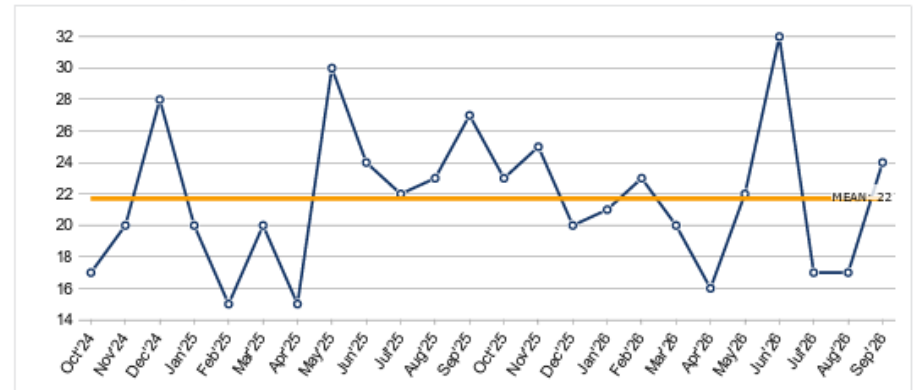
🎃 Preventable Accidents



Previous: 12

Current: 17

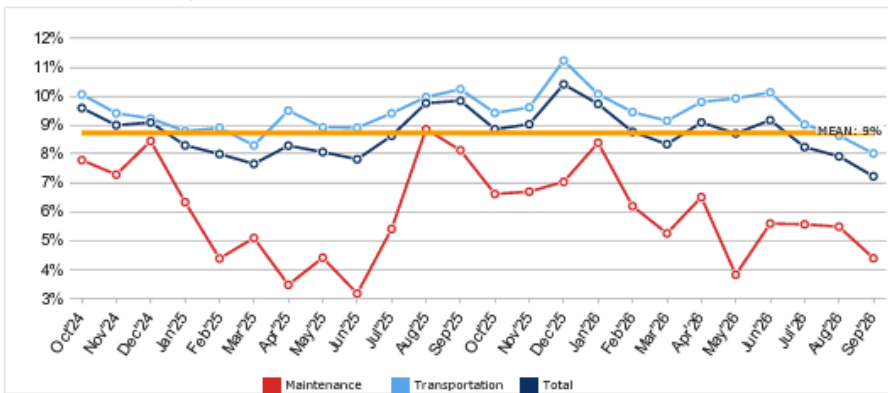
🎃 Non-Preventable Accidents



Previous: 27

Current: 24

🎃 Percent Days Not Worked



Previous: 9.8%

Current: 7.2%

Monthly Performance Report

Period: Sep'26

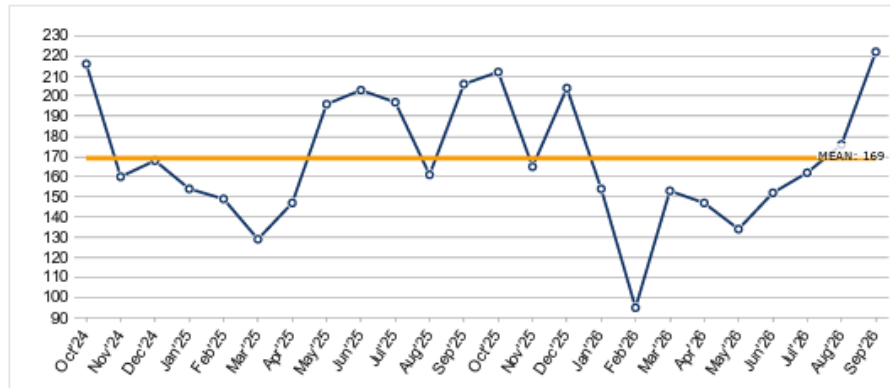
Meeting: Oct'26

Customer Service

Page 4



Fixed/Shuttle Complaints

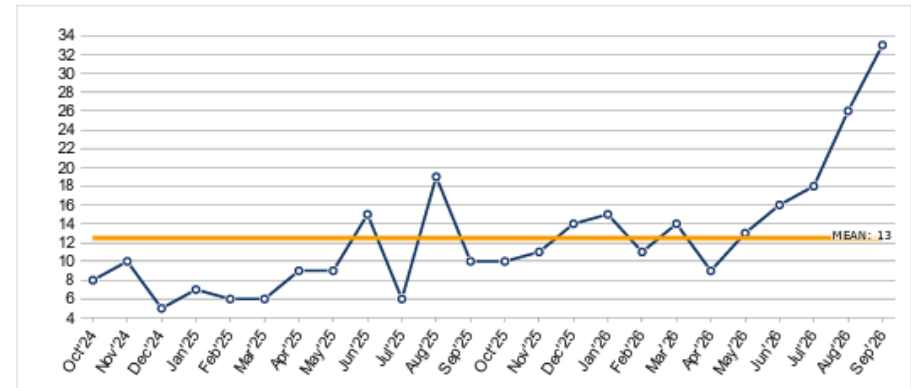


Previous: 206

Current: 222



Other Complaints

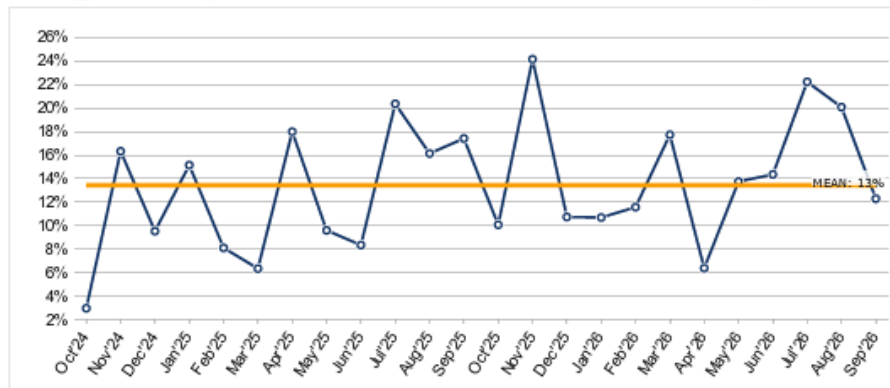


Previous: 10

Current: 33



Complaints Not Addressed in Ten Days

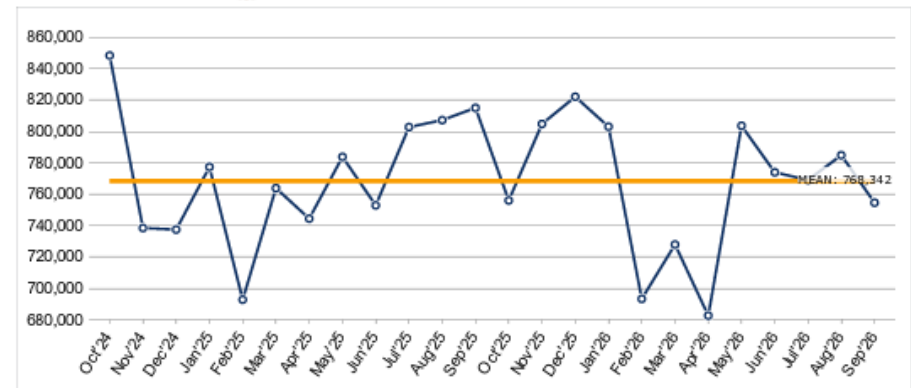


Previous: 17.4%

Current: 12.3%



Website Page Views



Previous: 815,072

Current: 754,559

Monthly Performance Report

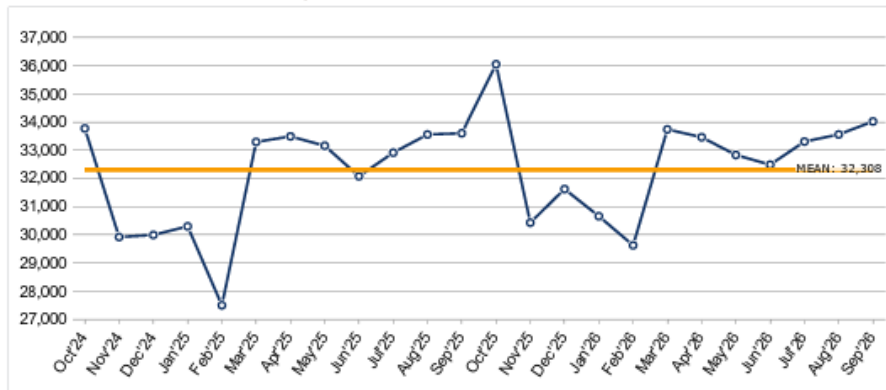
STAR Service

Period: Sep'26

Meeting: Oct'26

Page 5

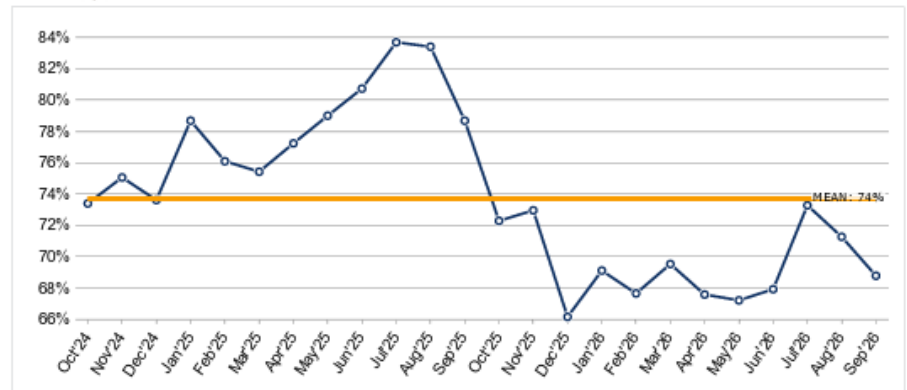
🎃 STAR Riders



Previous: 33,605

Current: 34,023

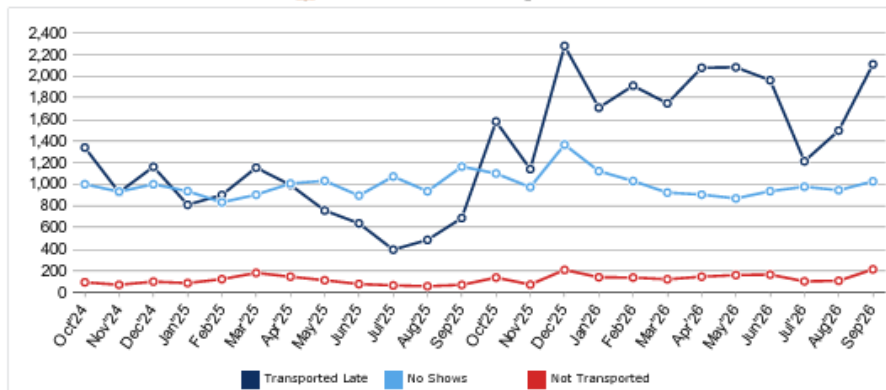
🎃 On-Time Performance (0-10 Minutes)



Previous: 78.7%

Current: 68.8%

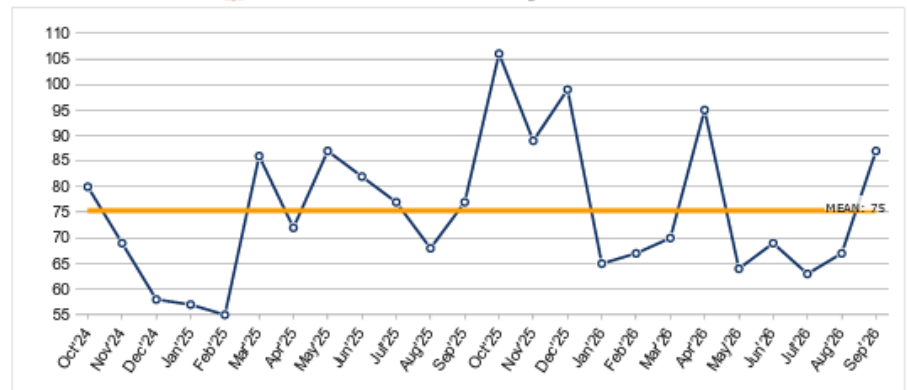
🎃 Missed Trips



Previous: 1,922

Current: 3,353

🎃 Customer Complaints



Previous: 77

Current: 87

Monthly Performance Report

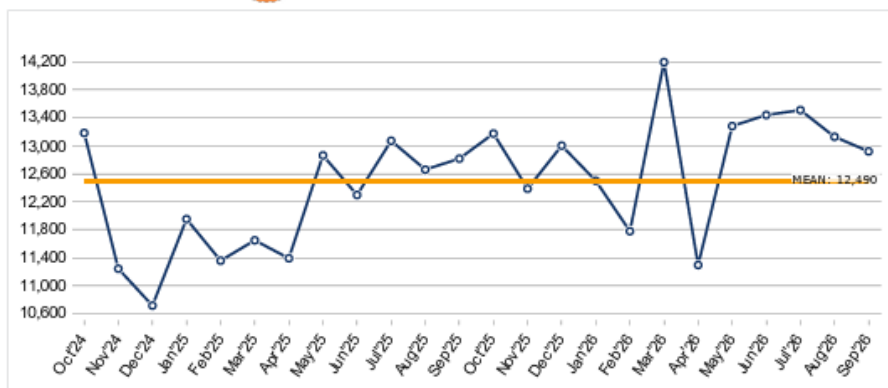
Period: Sep'26

Meeting: Oct'26

STAR Service

Page 6

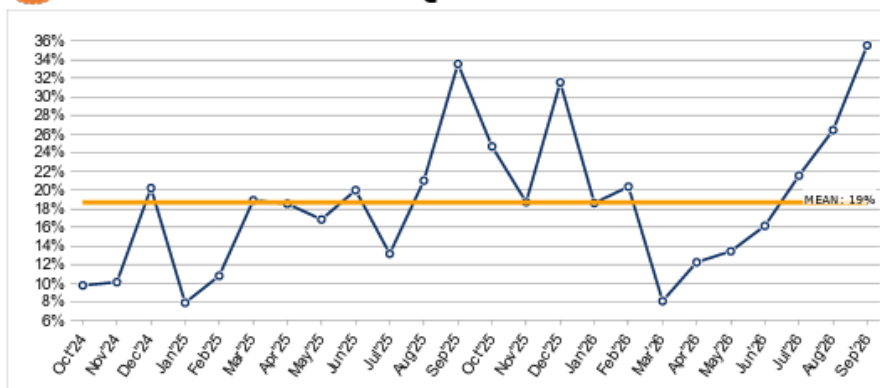
🎃 Reservation Calls



Previous: 12,814

Current: 12,918

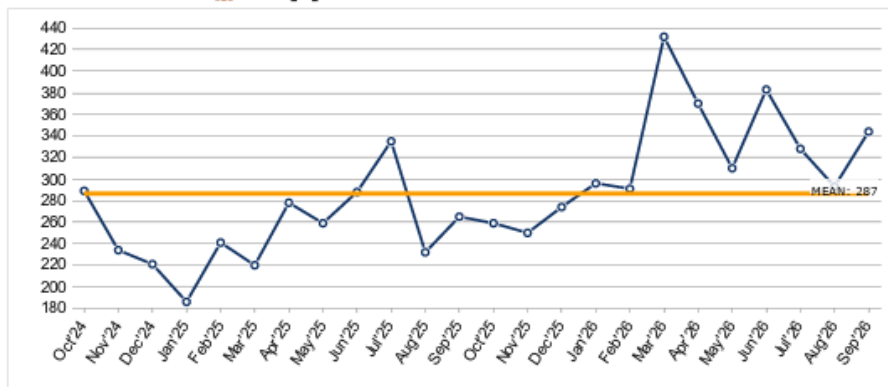
🎃 Reservation Calls in Queue Over Five Minutes



Previous: 33.5%

Current: 35.5%

🎃 Applications Received



Previous: 265

Current: 344

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Definitions (STAR)

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

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

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

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

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

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

Monthly Performance Report

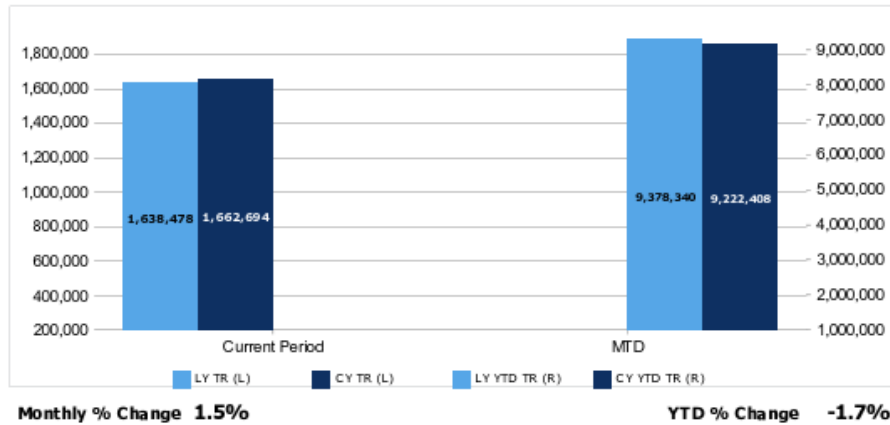
Period: Sep'26

Meeting: Oct'26

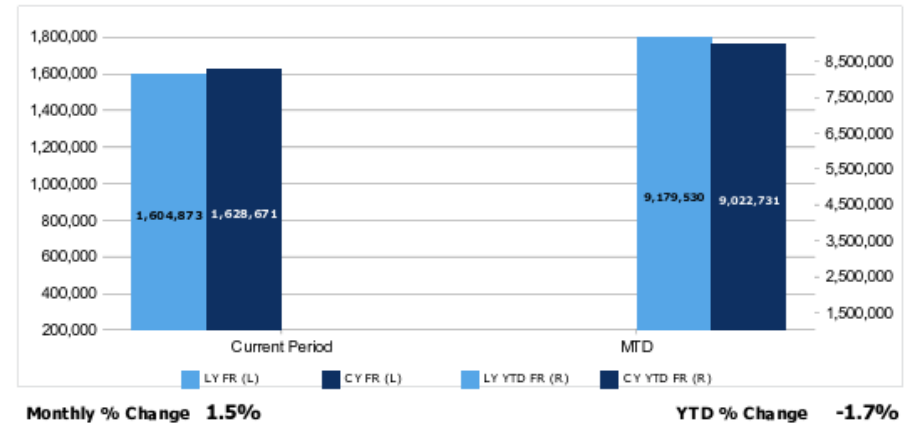
Patronage / Mobility

Page 1

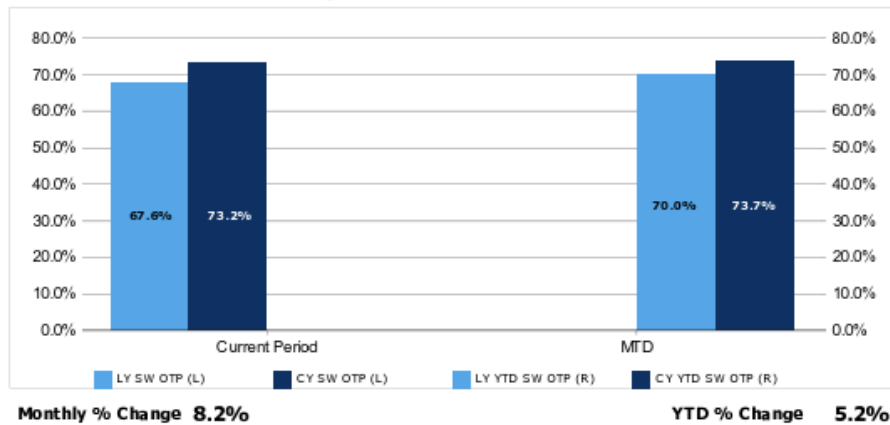
Total Riders



Fixed Riders



System Wide OTP



Monthly Performance Report

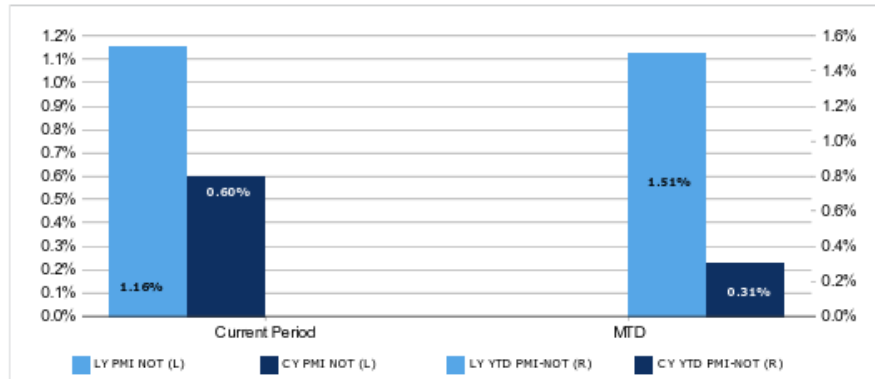
Period: Sep'26

Meeting: Oct'26

Reliability

Page 2

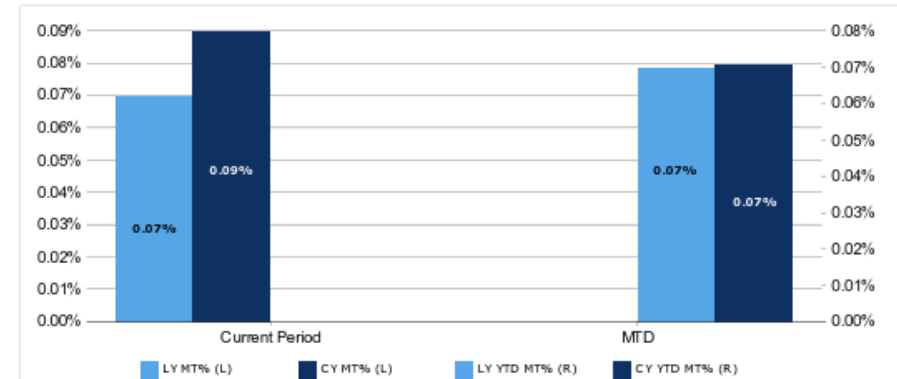
🎃 PMI Not On Time



Monthly % Change 0.6%

YTD % Change -79.6%

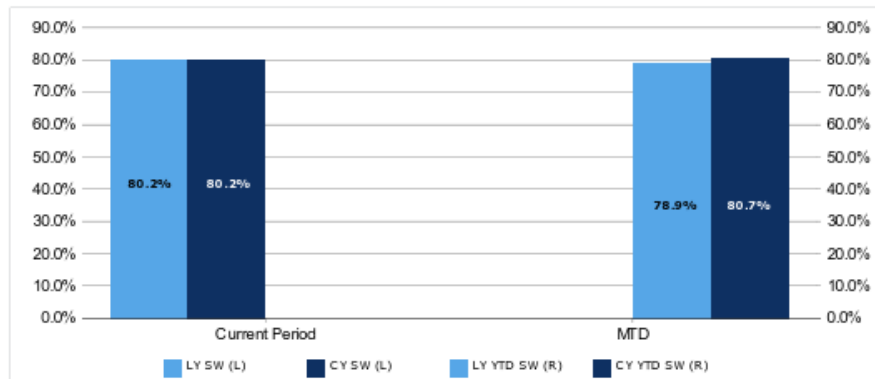
🎃 Percent of Trips Missed



Monthly % Change 28.6%

YTD % Change 1.3%

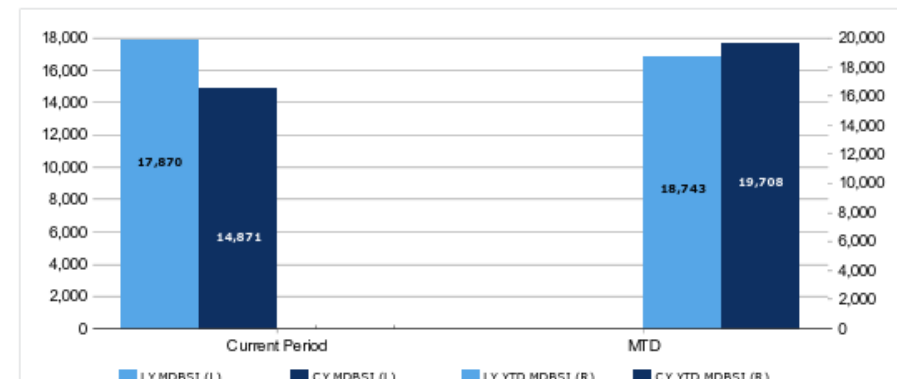
🎃 Scheduled Work



Monthly % Change 0.0%

YTD % Change 2.3%

🎃 MDBSI



Monthly % Change -16.8%

YTD % Change 5.1%

Monthly Performance Report

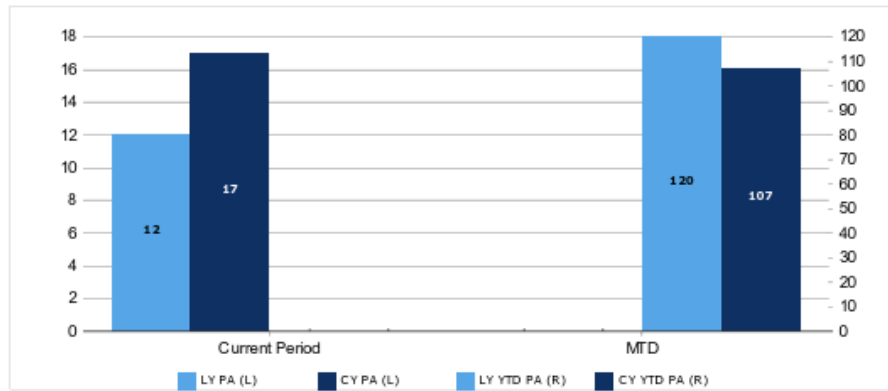
Period: Sep'26

Meeting: Oct'26

Safety

Page 3

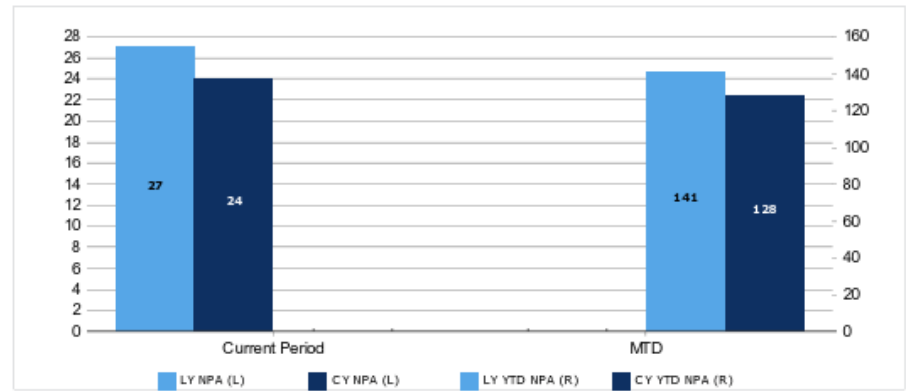
Preventable Accidents



Monthly % Change **41.7%**

YTD % Change **-10.8%**

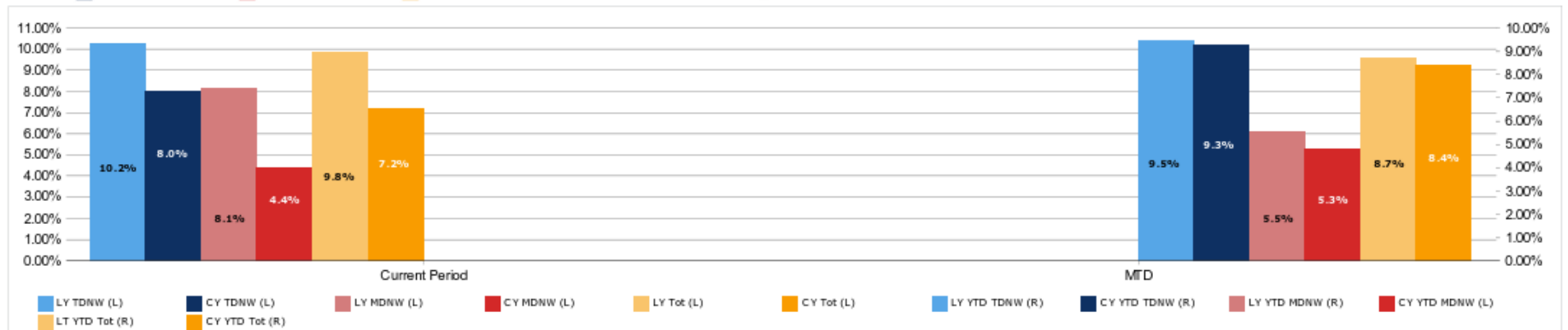
Non-Preventable Accidents



Monthly % Change **-11.1%**

YTD % Change **-9.2%**

Percent Days Not Worked



Monthly % Change **-21.7%** **-45.9%** **-26.5%**

YTD % Change **-2.3%** **-4.8%** **-3.7%**

Monthly Performance Report

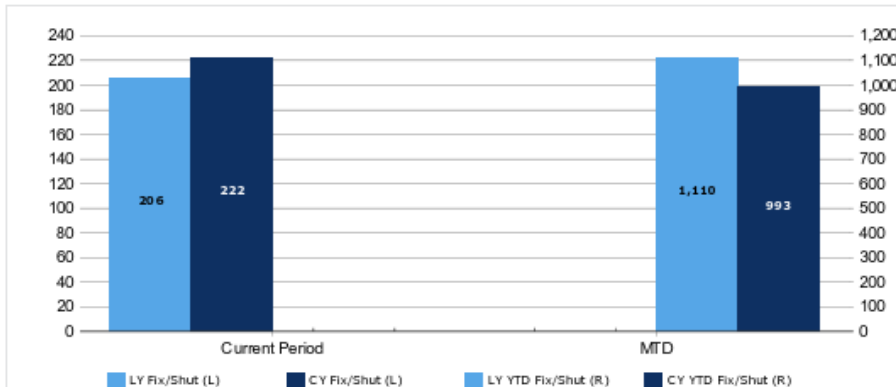
Period: Sep'26

Meeting: Oct'26

Customer Service

Page 4

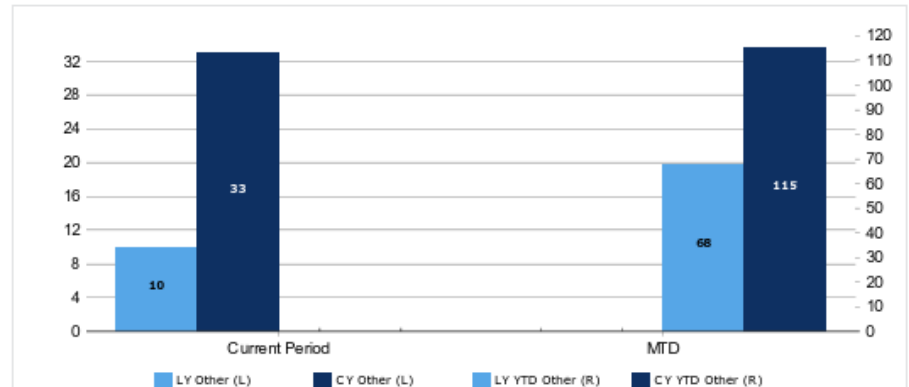
🎃 Fixed/Shuttle Complaints



Monthly % Change 7.8%

YTD % Change -10.5%

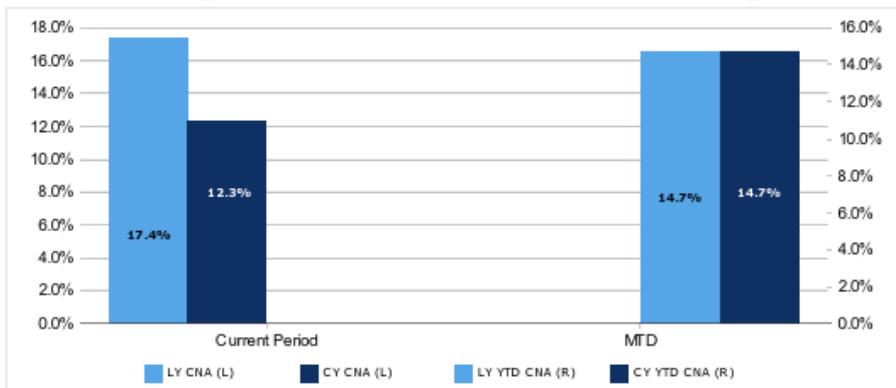
🎃 Other Complaints



Monthly % Change 230.0%

YTD % Change 69.1%

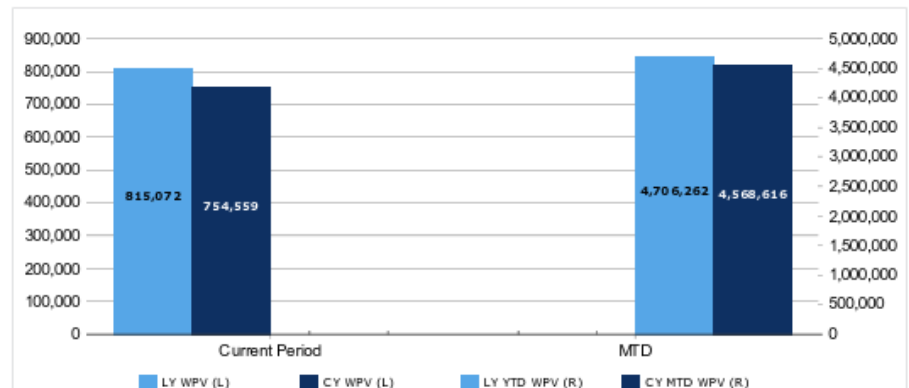
🎃 Complaints Not Addressed in Ten Days



Monthly % Change -29.4%

YTD % Change -0.0%

🎃 Website Page Views



Monthly % Change -7.4%

YTD % Change -2.9%

Monthly Performance Report

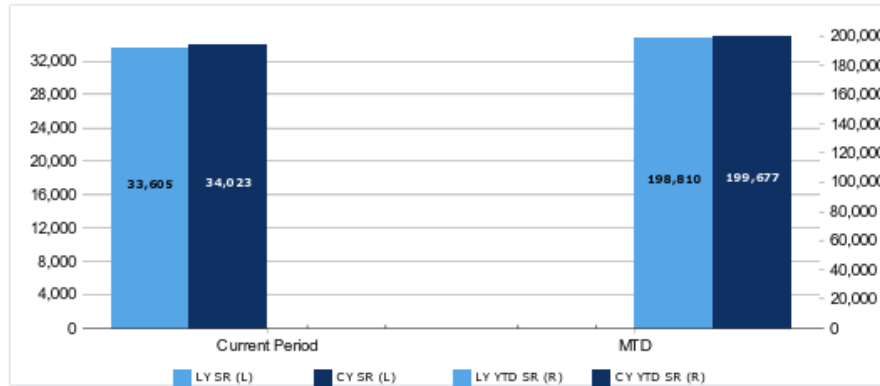
Period: Sep'26

Meeting: Oct'26

STAR Service

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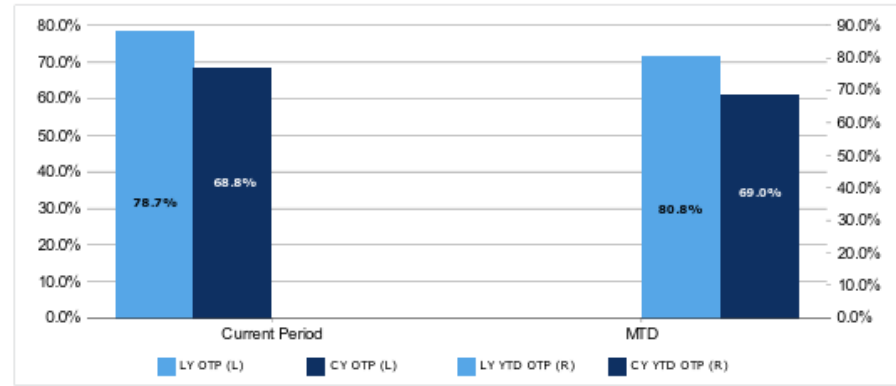
🎃 STAR Riders



Monthly % Change 1.2%

YTD % Change 0.4%

🎃 On-Time Performance (0-10 Minutes)

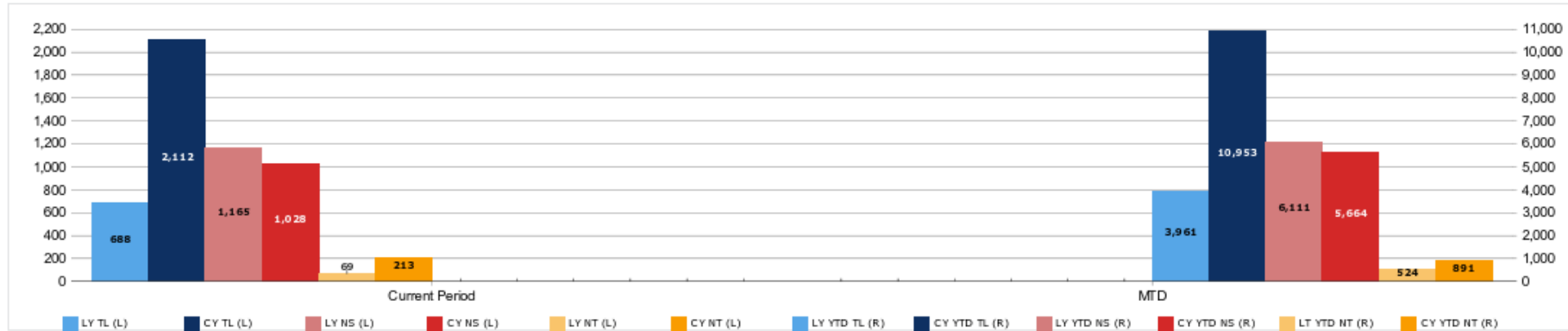


Monthly % Change -12.6%

YTD % Change -14.5%

Transported Late (TL) No Show (NS) Not Transported (NT)

🎃 Missed Trips



Monthly % Change 207.0% -11.8% 208.7%

YTD % Change 176.5% -7.3% 70.0%

Monthly Performance Report

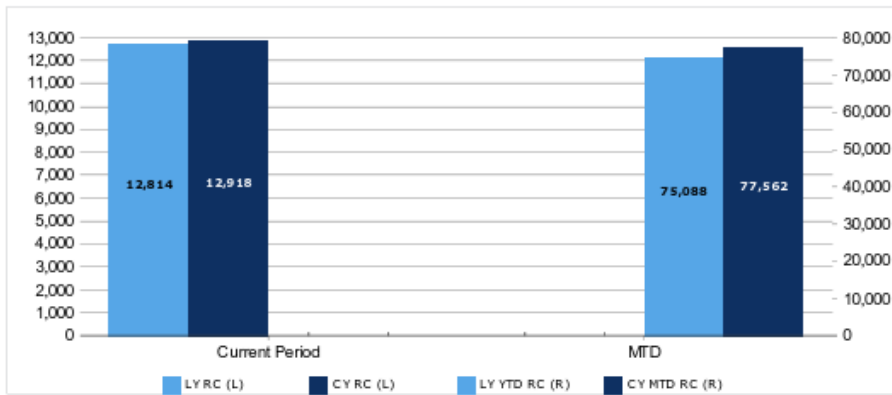
Period: Sep'26

Meeting: Oct'26

STAR Service

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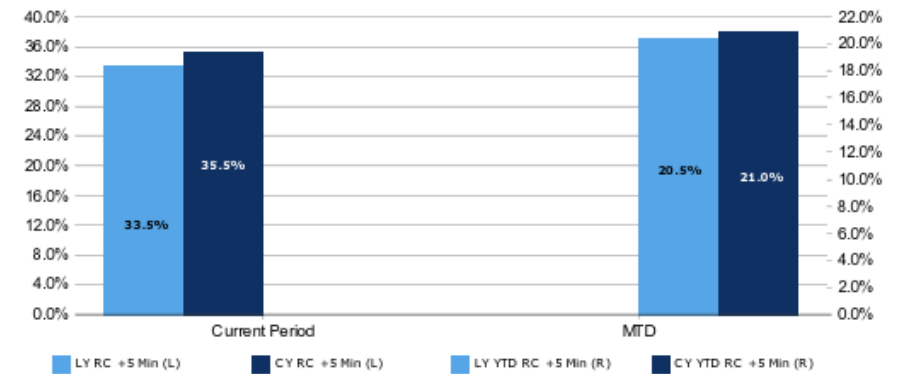
🎃 Reservation Calls



Monthly % Change 0.8%

YTD % Change 3.3%

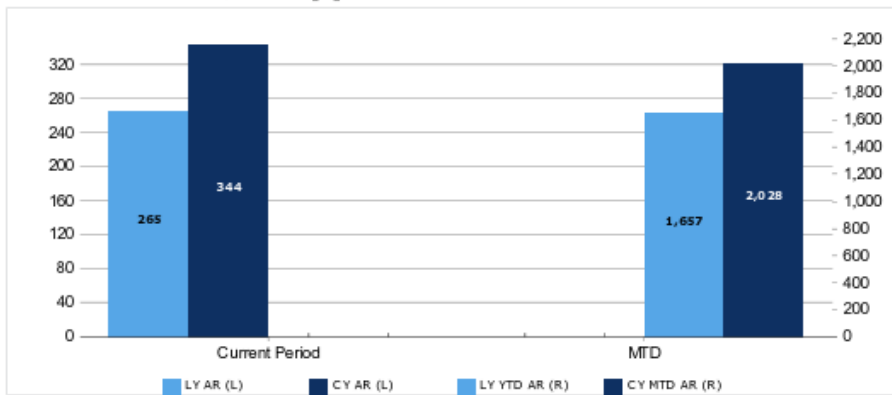
🎃 Reservation Calls in Queue Over Five Minutes



Monthly % Change 5.9%

YTD % Change 2.4%

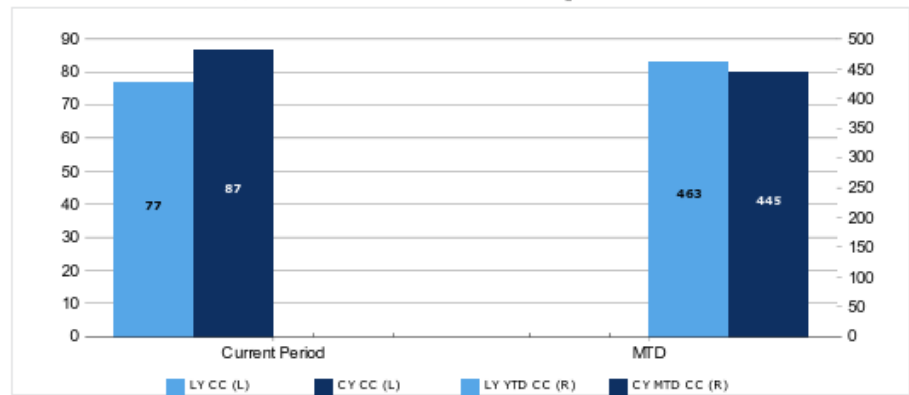
🎃 Applications Received



Monthly % Change 29.8%

YTD % Change 22.4%

🎃 Customer Complaints



Monthly % Change 13.0%

YTD % Change -3.9%

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 ratio of scheduled work to unscheduled work.

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

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

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

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

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

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