



CDTA COMMITTEE AGENDA
Performance Monitoring/Audit Committee
Wednesday, September 17, 2025 | 12:00 pm | 110 Watervliet Ave
& Via Microsoft Teams

Committee Item	Responsibility
Call to Order	Peter Wohl
Approve Minutes of Wednesday, August 20, 2025	Peter Wohl
Administrative Discussion Items	
• Triennial Review Final Report	Melissa Shanley
• August Realignment Updates	Michael Williams
• Monthly Management Report	Patricia Cooper
• Monthly Non-Financial Report	Gary Guy
Next Meeting: Thursday, October 23, 2025, at 11:00 am via Microsoft Teams & 110 Watervliet Ave	
Adjourn	Peter Wohl

Capital District Transportation Authority

Performance Monitoring/Audit Committee

Meeting Minutes – August 20, 2025 at 12:01 pm; 110 Watervliet Avenue, Albany

In Attendance: Peter Wohl, Jayme Lahut, Denise Figueroa, Jackie McDonough, Georgeanna Nugent; Frank Annicaro, Chris Desany, Lance Zarcone, Amanda Avery, Jaime Kazlo, Jon Scherzer, Dave Williams, Stacy Sansky, Thomas Guggisberg, Rich Cordero, Jeremy Smith, Jack Grogan, Michael Williams, Sarah Matrose, Gary Guy, Kelli Schreivogl, Jeanette Stumbaugh, Elide Oyanedel, Emily DeVito, Keosha Miles, Melissa Shanley

Meeting Purpose

Regular monthly meeting of the Performance Monitoring/Audit Committee. Peter Wohl noted that a quorum was present. Minutes from June 18, 2025, meeting were reviewed and approved.

Consent Agenda Item

Approve Contract for Trolley Purchases

- CDTA issued an RFP for gasoline-powered, trolley-style vehicles tailored for seasonal service in Saratoga and Lake George. We also seek to make an initial purchase of two trolleys totaling \$454,594 (\$227,297 each), a 12% increase from 2024.
- A resolution to approve a 3-year contract (with two 1-year extensions) with Hometown Manufacturing for up to 10 trolleys with an initial purchase of two vehicles for an amount of \$454,594 will be recommended to the board.

Approve Contract for JLB Station Top Deck Maintenance

- An RFP was issued for annual maintenance of the JLB Rail Station garage top deck. Two proposals were received and evaluated based on experience, responsiveness, and cost. PCC Contracting was unanimously selected.
- A resolution to approve a three-year contract (with two one-year options) with PCC Contracting for \$80,000/year, plus 20% contingency, for a total not to exceed \$480,000 will be recommended to the board.

Approve Contract for Purchase of Driver Barriers

- We seek to replace aging operator barriers with new units that maintain better visibility and safety. To ensure fleet consistency, staff recommends a sole source purchase from Metro Transit Sales.
- A resolution to approve the purchase of 150 barriers for an amount not to exceed \$187,480 will be recommended to the board.

Approve Contract for Generators

- To support the new Charge Management Infrastructure System at the Albany garage, backup generators are required. Cummins was selected after a thorough RFP evaluation.
- A resolution to approve a contract with Cummins Inc. for generators and services, not to exceed \$3,201,900 will be recommended to the board.

Approve Purchase of Charge Management Infrastructure System –

- Staff released an RFP expand CDTA's electric bus infrastructure at the Albany facility, supporting up to 60% of the fleet. This includes chargers, software, training, and integration. Guth DeConzo was selected.
- A resolution to approve a two-year contract (with three one-year renewals) with Guth DeConzo for a total not to exceed \$14,105,703 will be recommended to the board.

Approve Procurement Manual Update

- The Procurement Manual is reviewed annually by General Counsel, Internal Audit, Finance and Procurement staff. In March, the Board approval several changes based upon FTA guidance. However, because of the FTA Triennial Review conducted in June, additional changes are required.
- A resolution to approve the revised Procurement Manual will be recommended to the board.

Investment Committee

- Denise Figueroa advised the committee an update will be provided in September.

Administrative Discussion Items

Risk Management and Workers Compensation Report

- Amanda Avery provided the quarterly report. Projected losses are at \$1.3 million; the number of claims is slightly up but offset by market gains. There are 43 pending liability/auto, seven with reserves over \$10k (four over \$25k). Account balances are more than sufficient for current self-insured retention and projected losses.

Universal Access Update

- Jonathan Scherzer provided an update on the Universal Access program looking at trends across ridership, revenue, and its effect on the daily service needs. He reported on high performing agreements, partnership updates, and opportunities to increase both revenue and efficiency through performance management.

Monthly Management Report

- Jeanette Stumbaugh provided the Monthly Management Report for July.
- Mortgage Recording Tax was over budget in July by 37.2%
- Customer Fares were under budget in July by 3.6% and 6.8% under budget YTD
- Expenses: Wages were under budget in July by 2.3%, and 5.3% under for YTD.
- Miscellaneous expenses in July were over budget by 21% due to taxes at the Daily Gazette property.
- Purchased transportation is 14% over budget for July, YTD 10.8% over.

Monthly Non-Financial (performance) Report

- Gary Guy provided the non-financial report for July.
- Fixed Route ridership was up 2.7%; STAR ridership was up 7.2%.
- Missed Trips was 0.05%; On-time performance for Fixed Route was 70%; STAR increased to 83%. PMI on time 95%.

- There were 26 preventable accidents, and 28 non-preventable.
- Percent of days not worked were 9%.
- Total comments for customer service were up to 280, with an 80% closure rate.

Internal Audit Update

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

Next Meeting

Wednesday, September 17, 2025 at 12:00 pm via Microsoft Teams and at 110 Watervliet Ave.

Service Realignment Update

Performance Monitoring / Audit Committee **Sept 17, 2025**



Service Change Summary

The August 2025 service change rebalances service by:

- **Frequency reductions to routes with excess capacity**
 - #10, #12, #114, #910, #87, #190
- **Reducing deviations into Stuyvesant Plaza on Route #10**
- **Reducing low ridership coverage service** (Route #233 in Nassau, #519 in Voorheesville)



Performance Monitoring - Operations

Supervisors were assigned to key hubs from 8/24 to 9/07 (Stuyvesant Plaza, Washington and Lark, Western and Allen, Crossgates, Samaritan Hospital)

Staff performed ride checks and made themselves available to answer questions on the bus

Observations

- No overcrowding, disturbances or customer confusion reported
- Typically 20-35 riders mid-route on Routes #10, #12, and #114
- Stuyvesant Plaza routing issue corrected
- Operators experienced challenges adjusting to new schedules
 - Normal for new drivers during significant service change
- Late departures observed from Broadway and Orange Staging area



Performance Monitoring - Planning

Changed routes were compared to the rest of the system and to the same routes last year, based on ridership, peak load, and OTP. All following analysis compares the first three weeks of the August 2024 pick to that of the August 2025 pick.

Observations

- OTP is down 0.7% compared to 2024
- Peak loads are higher but generally acceptable
 - Route #12 could use more articulated buses
- Ridership is down 8% compared to 2024
- Stuyvesant Plaza ridership is down by half
 - Customers are mostly using the two new stops on Western Avenue

**Labor Day was excluded in both years because of a data issue in 2025*



Ridership

- Overall, ridership on changed routes is down 8%
- Sundays dropped the most, despite greater service changes on weekdays
- Route #10 dropped 36%
- Route #910 unchanged, suggesting some shifting from other routes

Average Daily Ridership				
Route	August '24 Pick	August '25 Pick	Change	Percent Change
10	1,615	1,031	-584	-36%
12	4,064	3,625	-439	-11%
87	1,699	1,664	-35	-2%
114	1,701	1,615	-86	-5%
190	130	143	13	+10%
233	243	228	-15	-6%
405		26		
519	45	33	-12	-27%
713		55		
910	4,470	4,486	16	+0%
Changed Routes	13,909	12,806	-1,103	-8%
Rest of CDTA System	37,990	37,886	-104	0%



Peak Loads

- Average peak loads increased on changed routes
 - To be expected, given reduced frequencies
- Average peak loads are slightly down on other routes
- People mostly have a seat available to them
- Loads above 37 passengers on 40' buses are experienced on Route #12 on roughly nine out of 122 daily weekday trips (7% of trips)

Average Peak Passenger Load Per Trip				
Route	August '24 Pick	August '25 Pick	Change	Percent Change
10	12	14	+2	+13%
12	23	22	-1	-5%
87	13	18	+4	+34%
114	13	13	+1	+7%
190	8	11	+3	+36%
233	13	13	0	+3%
405		4		
519	8	16	+7	+89%
713		5		
910	19	21	+2	+12%
Changed Route Total	16	18	+2	+10%
Rest of CDTA System	13	13	-1	-4%



On Time Performance

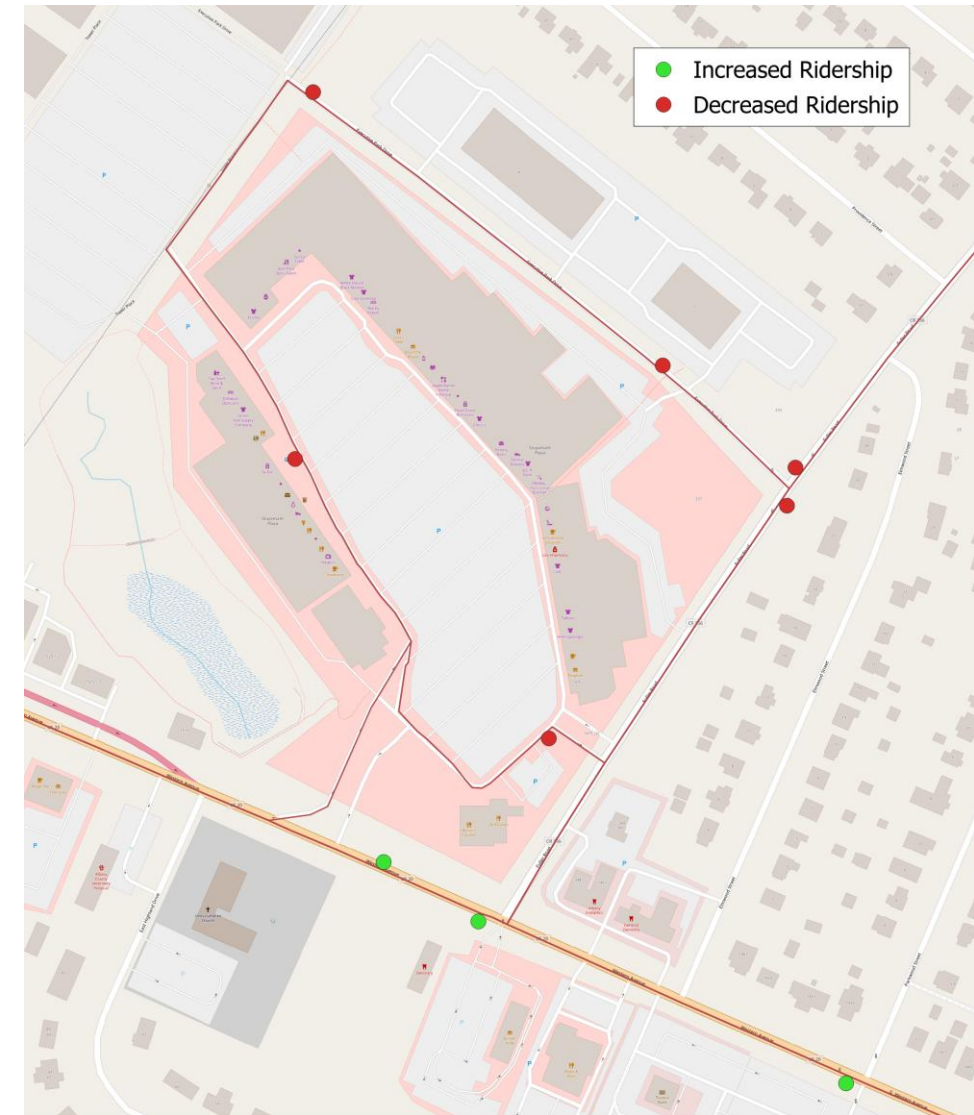
- Minor OTP drop for changed routes from 2024 to 2025
- ~1% increase in lates, ~1% decrease in earlies
- Certain routes did change significantly
 - #233 72% → 82% (Nassau segment cut)
 - #519 69% → 59% (increased passenger loads)
- #12, #114, #519, #910 range from 58-66% on-time
- Busier routes tend to have lower OTP – need to allow more dwell time?
- Frequent driver reassignment during first 2 weeks

On-Time Performance			
Route	August '24 Pick	August '25 Pick	Change
10	70.4%	70.0%	-0.4%
12	63.2%	62.8%	-0.4%
87	70.1%	70.0%	-0.2%
114	64.9%	62.7%	-2.2%
190	79.1%	78.1%	-1.1%
233	71.7%	82.1%	10.4%
405		83.3%	
519	68.9%	58.6%	-10.3%
713		43.3%	
910	66.6%	66.7%	0.2%
Changed Route Total	66.9%	66.1%	-0.7%
Rest of System	66.8%	67.4%	0.6%

Stuyvesant Plaza

- Trips into Stuyvesant Plaza reduced to four a day
- Two new stops added on Western Ave west of Fuller Road
- Bus shelter will be installed at eastbound stop on Western

	August '24 Pick	August '25 Pick	Change in Daily Boardings
Outside Stuyvesant	29	58	+29
Inside Stuyvesant	119	8	-111
Total	148	66	-82





Recommendations

- Recalibrate runtimes
- Use driver reassignments as necessary to keep service on schedule
- More articulated buses on Route #12 when warranted due to high demand
 - Less crowded buses mean less dwell time per customer
- More supervision at Broadway and Orange when warranted to keep blocks on schedule

THANK YOU!

Monthly Management Report

August 2026



Monthly Management Report (MMR) - August 2025

Executive Summary

				Current Month		Year to Date	
REVENUE		Actual	Budget	(\$ Variance	(%) Variance	(\$ Variance	(%) Variance
1	Mortgage Tax	\$ 1,162,143	\$ 1,054,167	\$ 107,976	10.24%	\$ 949,476	18.01%
2	Customer Fares	\$ 1,794,239	\$ 1,809,808	\$ (15,569)	-0.86%	\$ (503,951)	-5.57%
3	Interest Income	\$ 44,881	\$ 8,333	\$ 36,548	438.59%	\$ 122,675	294.42%
EXPENSES		Actual	Budget	(\$ Variance	(%) Variance	(\$ Variance	(%) Variance
4	Wages	\$ 5,454,113	\$ 5,976,923	\$ (522,810)	-8.75%	\$ (1,779,965)	-5.96%
5	Professional Services	\$ 364,523	\$ 495,867	\$ (131,344)	-26.49%	\$ (327,413)	-13.21%
6	Purchased Transportation	\$ 1,149,481	\$ 1,123,000	\$ 26,481	2.36%	\$ 511,660	9.11%
7	Fuel	\$ 629,147	\$ 669,747	\$ (40,600)	-6.06%	\$ (242,068)	-7.23%
						YTD Revenue	-0.69%
						YTD Expenses	-3.47%

Revenue Summary

- 1 MRT is 10.24% over budget for the month and 18.01% over budget YTD.
- 2 Customer fares continue to trend under budget. Fares are less than 1% under budget in August and 5.57% under budget YTD.
- 3 Interest income is over budget 438.57% for the month and 294% or \$122k in YTD.

Expense Summary

- 4 Wages are under budget 8.75% in August and 5.96% YTD. The realignment of service happened the last week of August, which helped reduce expenses.
- 5 Professional services are 26.49% under budget in August and under budget by 13.2% YTD.
- 6 Purchased Transportation is 2.36% over budget in August and stayed around 9% over budget YTD.
- 7 Fuel is under budget 6.06% in August and 7.23% YTD due to a decrease in fuel usage compared to YTD last year.

Note Overall, we are in a satisfactory budget position.

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

		Aug-25	Aug-24
Assets			
	Current Assets:		
	Cash	\$19,441,368	\$9,366,659
	Investments	\$42,453,792	\$44,199,909
	Receivables:		
	Mortgage Tax	\$1,162,144	\$1,181,084
	Federal Grants	\$13,625,385	\$6,484,686
	New York State Operating Assistance	\$0	\$0
	Trade and Other	\$9,547,726	\$19,436,124
	Advances to Capital District Transportation Committee	\$2,194,550	\$635,582
	Materials, Parts and Supplies	\$6,768,926	\$5,582,335
	Prepaid Expenses	\$2,035,636	\$1,839,751
	Sub-Total Current Assets	\$97,229,527	\$88,726,131
	Noncurrent Assets:		
	Capital Assets, net	\$152,084,812	\$141,766,131
	Deferred outflows of resources:		
	Deferred outflows of resources related to OPEB	\$6,404,604	\$9,213,739
	Deferred outflows of resources from pension	\$3,720,844	\$4,240,984
	Sub-Total Deferred outflows of resources:	\$10,125,448	\$13,454,723
Total for Assets		\$259,439,787	\$243,946,985
Liabilities			
	Current Liabilities:		
	Accounts Payable	\$5,583,206	\$5,246,379
	Accrued Expenses	\$11,360,138	\$6,942,942
	Unearned Revenue	\$7,117,333	\$8,814,795
	Line of Credit	\$0	\$0
	Sub-Total Current Liabilities	\$24,060,677	\$21,004,116
	Noncurrent Liabilities:		
	Capital Lease Agreement	\$15,374,334	\$11,147,266
	Estimated Provision for Existing Claims and Settlements	\$9,362,819	\$10,044,546
	Other postemployment benefits	\$66,811,397	\$68,313,217
	Net Pension Liability	\$3,687,602	\$5,493,758
	Sub-Total Noncurrent Liabilities	\$95,236,152	\$94,998,787
	Deferred inflows of resources:		
	Deferred inflows of resources from pension	\$2,176,474	\$480,710
	Deferred inflows of resources from OBEP	\$39,316,956	\$38,379,964
	Sub-Total Deferred inflows of resources	\$41,493,430	\$38,860,674
Total for Liabilities		\$160,790,258	\$154,863,578
Net Position			
	Net Investment in Capital Assets	\$108,241,228	\$108,241,228
	Unrestricted	(\$9,591,699)	(\$19,157,821)
Total for Net Position		\$98,649,529	\$89,083,407
Total Liabilities and Net Position		\$259,439,787	\$243,946,985

CAPITAL DISTRICT TRANSPORTATION AUTHORITY
CONSOLIDATED STATEMENT OF OPERATIONS
Aug-25

	<u>To Date Actual</u>	<u>Annual Budget</u>	42%
REVENUE:			
AUTHORITY	\$7,248,672	\$12,871,000	56%
TRANSIT	\$52,207,479	\$129,342,309	40%
ACCESS	\$317,081	\$630,000	50%
CDTA FACILITIES	\$1,864,506	\$4,186,924	45%
TOTAL REVENUE	<u>\$61,637,739</u>	<u>\$147,030,233</u>	<u>42%</u>
EXPENSE:			
AUTHORITY	\$9,423,960	\$23,698,326	40%
TRANSIT	\$48,191,896	\$119,545,669	40%
ACCESS	\$358,079	\$1,162,721	31%
CDTA FACILITIES	\$1,108,552	\$2,592,516	43%
TOTAL EXPENSE	<u>\$59,082,488</u>	<u>\$146,999,233</u>	<u>40%</u>
 Revenue over (under) Expenses	 \$2,555,251		
Depreciation	<u>\$8,125,000</u>		
Excess of Revenue over (under) Expenses	(\$5,569,749)		
Transfer from Capital Project Fund	\$0		
Transfer to Risk Mngt Fund	\$0		
Transfer from Risk Mngt Fund	\$0		
Transfer from Vehicle Replacement	\$0		
Transfer to Vehicle Replacement	\$0		
Transfer to Capital Projects Fund	\$0		
Transfer from Operating Fund	\$3,750,000		
Transfer to Operating Fund	\$0		
Transfer from Worker's Comp Fund	\$0		
Transfer to Worker's Comp Fund	<u>\$1,099,045</u>		
 *Net Excess of Revenue over (under) Expenses	 (\$720,704)		
*Contribution to required fleet replacement.			

CAPITAL DISTRICT TRANSPORTATION AUTHORITY
Aug-25

BUDGET VARIANCE REPORT

CONSOLIDATED									
This Month					Year to Date				Annual
Actual	Budget	Variance	% Variance		Actual	Budget	Variance	% Variance	Budget
Operating Revenue									
Mortgage Tax	\$1,162,143	\$1,054,167	\$107,976	10.24%	\$6,220,309	\$5,270,833	\$949,476	18.01%	\$12,650,000
Customer Fares	\$1,794,239	\$1,809,808	(\$15,570)	-0.86%	\$8,545,090	\$9,049,041	(\$503,951)	-5.57%	\$21,717,699
Advertising Revenue	\$150,000	\$152,083	(\$2,083)	-1.37%	\$750,000	\$760,417	(\$10,417)	-1.37%	\$1,825,000
Facilities Income	\$339,505	\$336,410	\$3,094	0.92%	\$1,802,006	\$1,682,052	\$119,955	7.13%	\$4,036,924
Interest Income	\$44,881	\$8,333	\$36,548	438.57%	\$164,341	\$41,667	\$122,675	294.42%	\$100,000
Misc. Income	\$22,515	\$14,125	\$8,390	59.40%	\$137,760	\$70,625	\$67,135	95.06%	\$169,500
Total Operating Revenue	\$3,513,283	\$3,374,927	\$138,356	4.10%	\$17,619,507	\$16,874,635	\$744,872	4.41%	\$40,499,123
Operating Assistance									
New York State Aid	\$5,766,267	\$5,992,766	(\$226,499)	-3.78%	\$28,831,333	\$29,963,828	(\$1,132,494)	-3.78%	\$71,913,186
County Aid	\$159,750	\$159,750	\$0	0.00%	\$798,750	\$798,750	\$0	0.00%	\$1,917,001
Federal Aid	\$2,554,660	\$2,554,660	\$0	0.00%	\$12,773,301	\$12,773,301	\$0	0.00%	\$30,655,923
Operating Grants	\$170,417	\$170,417	\$0	0.00%	\$852,083	\$852,083	\$0	0.00%	\$2,045,000
Total Operating Assistance	\$8,651,094	\$8,877,593	(\$226,499)	-2.55%	\$43,255,468	\$44,387,963	(\$1,132,494)	-2.55%	\$106,531,110
Total Revenue and Assistance	\$12,164,377	\$12,252,519	(\$88,142)	-0.72%	\$60,874,975	\$61,262,597	(\$387,622)	-0.63%	\$147,030,233
Expenses									
Salaries and Wages	\$5,454,113	\$5,976,923	(\$522,811)	-8.75%	\$28,104,652	\$29,884,617	(\$1,779,965)	-5.96%	\$71,723,081
Payroll Taxes	\$410,977	\$433,327	(\$22,350)	-5.16%	\$2,056,675	\$2,166,634	(\$109,959)	-5.08%	\$5,199,923
Health Benefits	\$1,130,075	\$1,195,190	(\$65,115)	-5.45%	\$5,913,629	\$5,975,949	(\$62,320)	-1.04%	\$14,342,278
Workers Compensation	\$122,655	\$228,060	(\$105,405)	-46.22%	\$914,011	\$1,140,299	(\$226,288)	-19.84%	\$2,736,718
Other Benefits	\$404,740	\$459,374	(\$54,634)	-11.89%	\$2,265,198	\$2,296,869	(\$31,671)	-1.38%	\$5,512,485
Professional Services	\$364,523	\$495,867	(\$131,343)	-26.49%	\$2,151,921	\$2,479,333	(\$327,413)	-13.21%	\$5,950,400
Materials & Supplies	\$207,440	\$183,421	\$24,020	13.10%	\$901,654	\$917,104	(\$15,450)	-1.68%	\$2,201,050
Miscellaneous	\$55,265	\$108,156	(\$52,891)	-48.90%	\$480,409	\$540,778	(\$60,369)	-11.16%	\$1,297,868
Purchased Transportation	\$1,149,481	\$1,123,000	\$26,481	2.36%	\$6,126,660	\$5,615,000	\$511,660	9.11%	\$13,476,000
Maintenance Services	\$462,023	\$454,060	\$7,962	1.75%	\$2,326,943	\$2,270,302	\$56,641	2.49%	\$5,448,725
Liability - Claims	\$85,017	\$39,583	\$45,433	114.78%	\$288,266	\$197,917	\$90,349	45.65%	\$475,000
Utilities	\$160,259	\$120,375	\$39,884	33.13%	\$590,737	\$601,875	(\$11,138)	-1.85%	\$1,444,500
Fuel	\$629,147	\$669,747	(\$40,601)	-6.06%	\$3,106,668	\$3,348,736	(\$242,068)	-7.23%	\$8,036,966
Parts, Tires, Oil	\$524,531	\$641,917	(\$117,386)	-18.29%	\$3,244,274	\$3,209,583	\$34,690	1.08%	\$7,703,000
General Insurance	\$133,774	\$123,520	\$10,254	8.30%	\$663,799	\$617,600	\$46,199	7.48%	\$1,482,240
Total EXPENSES	\$11,294,018	\$12,252,519	(\$958,501)	-7.82%	\$59,135,495	\$61,262,597	(\$2,127,102)	-3.47%	\$147,030,233
Surplus/Deficit	\$870,359	\$0	\$870,358		\$1,739,481	\$0	\$1,739,481		\$0

CAPITAL DISTRICT TRANSPORTATION AUTHORITY
Aug-25

BUDGET VARIANCE REPORT		NON-TRANSIT								Annual Budget
		This Month				Year to Date				
		Actual	Budget	Variance	% Variance	Actual	Budget	Variance	% Variance	
Operating Revenue										
	Mortgage Tax	\$1,162,143	\$1,054,167	\$107,976	10.24%	\$6,220,309	\$5,270,833	\$949,476	18.01%	\$12,650,000
	Interest Income	\$44,627	\$8,333	\$36,293	435.52%	\$163,099	\$41,667	\$121,432	291.44%	\$100,000
	Interest Inc-Invest/Change in Invest	\$183,146	\$0	\$183,146	0.00%	\$762,764	\$0	\$762,764	0.00%	\$0
	Misc. Income - Authority	\$20,500	\$10,083	\$10,417	103.31%	\$102,500	\$50,417	\$52,084	103.31%	\$121,000
Total Operating Revenue		\$1,410,416	\$1,072,583	\$337,832	31.50%	\$7,248,672	\$5,362,917	\$1,885,756	35.16%	\$12,871,000
Expenses										
	Labor - Authority	\$789,091	\$838,923	(\$49,832)	-5.94%	\$4,075,764	\$4,194,617	(\$118,853)	-2.83%	\$10,067,080
	Fringe - Authority	\$565,700	\$483,961	\$81,739	16.89%	\$2,485,890	\$2,419,805	\$66,085	2.73%	\$5,807,532
	Materials & Supplies - Authority	\$11,980	\$15,706	(\$3,727)	-23.73%	\$110,766	\$78,531	\$32,234	41.05%	\$188,475
	Professional Services - Authority	\$220,666	\$269,073	(\$48,407)	-17.99%	\$1,100,779	\$1,345,364	(\$244,585)	-18.18%	\$3,228,873
	Other Expenses - Authority	\$328,437	\$367,197	(\$38,760)	-10.56%	\$1,650,762	\$1,835,986	(\$185,224)	-10.09%	\$4,406,367
Total Expenses		\$1,915,874	\$1,974,861	(\$58,986)	-2.99%	\$9,423,960	\$9,874,303	(\$450,342)	-4.56%	\$23,698,326
Surplus/(Deficit)		(\$505,458)	(\$902,277)	\$396,819		(\$2,175,288)	(\$4,511,386)	\$2,336,098		(\$10,827,326)

CAPITAL DISTRICT TRANSPORTATION AUTHORITY

Aug-25

BUDGET VARIANCE REPORT

TRANSIT									
This Month					Year to Date				Annual
Actual	Budget	Variance	% Variance		Actual	Budget	Variance	% Variance	Budget
Operating Revenue									
Passenger Fares-Transit	\$1,070,627	\$1,093,137	(\$22,510)	-2.06%	\$4,908,395	\$5,465,685	(\$557,290)	-10.20%	\$13,117,643
Contracts - Transit	\$664,171	\$664,171	\$0	0.00%	\$3,320,857	\$3,320,857	\$0	0.00%	\$7,970,056
Advertising-Transit	\$137,500	\$139,583	(\$2,083)	-1.49%	\$687,500	\$697,917	(\$10,416)	-1.49%	\$1,675,000
Misc. Income - Transit	\$2,015	\$4,042	(\$2,026)	-50.13%	\$35,260	\$20,208	\$15,052	74.48%	\$48,500
Total Operating Revenue	\$1,874,313	\$1,900,933	(\$26,619)	-1.40%	\$8,952,011	\$9,504,666	(\$552,654)	-5.81%	\$22,811,199
Operating Assistance									
State Aid	\$5,766,267	\$5,992,766	(\$226,499)	-3.78%	\$28,831,333	\$29,963,828	(\$1,132,494)	-3.78%	\$71,913,186
County Aid	\$159,750	\$159,750	\$0	0.00%	\$798,750	\$798,750	\$0	0.00%	\$1,917,001
Federal Aid - Transit	\$2,554,660	\$2,554,660	\$0	0.00%	\$12,773,301	\$12,773,301	\$0	0.00%	\$30,655,923
Other Grants - Federal	\$170,417	\$170,417	\$0	0.00%	\$852,083	\$852,083	\$0	0.00%	\$2,045,000
Total Operating Assistance	\$8,651,094	\$8,877,593	(\$226,499)	-3.78%	\$43,255,468	\$44,387,963	(\$1,132,494)	-3.78%	\$106,531,110
Total Revenue and Assistance	\$10,525,407	\$10,778,526	(\$253,118)	-2.35%	\$52,207,479	\$53,892,629	(\$1,685,148)	-3.13%	\$129,342,309
Expenses									
Labor - Maintenance	\$938,569	\$1,035,853	(\$97,284)	-9.39%	\$5,011,332	\$5,179,265	(\$167,933)	-3.24%	\$12,430,236
Labor - Transportation	\$3,317,408	\$3,614,009	(\$296,601)	-8.21%	\$16,898,879	\$18,070,044	(\$1,171,165)	-6.48%	\$43,368,105
Labor - STAR	\$377,543	\$422,130	(\$44,587)	-10.56%	\$1,975,551	\$2,110,650	(\$135,099)	-6.40%	\$5,065,560
Fringe	\$1,610,361	\$1,825,033	(\$214,672)	-11.76%	\$8,551,644	\$9,125,166	(\$573,522)	-6.29%	\$21,900,399
Materials & Supplies	\$1,401,426	\$1,464,564	(\$63,138)	-4.31%	\$7,229,203	\$7,322,819	(\$93,616)	-1.28%	\$17,574,766
Professional Services	\$232,319	\$278,711	(\$46,392)	-16.65%	\$1,394,926	\$1,393,553	\$1,373	0.10%	\$3,344,527
Other Expenses	\$13,592	\$16,132	(\$2,540)	-15.75%	\$75,644	\$80,658	(\$5,014)	-6.22%	\$193,580
Purchased Transportation - STAR	\$884,698	\$827,083	\$57,615	6.97%	\$4,711,511	\$4,135,417	\$576,095	13.93%	\$9,925,000
Liability - Claims	\$85,017	\$39,583	\$45,433	114.78%	\$288,266	\$197,917	\$90,349	45.65%	\$475,000
Liability - Insurance	\$69,531	\$119,125	(\$49,593)	-41.63%	\$533,691	\$595,624	(\$61,932)	-10.40%	\$1,429,497
Utilities - Transit	\$93,497	\$64,417	\$29,080	45.14%	\$350,734	\$322,083	\$28,651	8.90%	\$773,000
Mat & Supplies - NX	\$2,052	\$2,083	(\$31)	-1.50%	\$14,597	\$10,417	\$4,181	40.13%	\$25,000
Purchased Transportation - NX	\$130,936	\$178,417	(\$47,481)	-26.61%	\$660,913	\$892,083	(\$231,170)	-25.91%	\$2,141,000
Purchased Transportation - Vanpool	\$0	\$0	\$0	0.00%	\$67,200	\$0	\$67,200	#DIV/0!	\$0
Purchased Transportation - TX	\$84,754	\$75,000	\$9,754	100.00%	\$427,804	\$375,000	\$52,804	14.08%	\$900,000
Total Expenses	\$9,241,702	\$9,962,139	(\$720,437)	-7.23%	\$48,191,896	\$49,810,696	(\$1,618,799)	-3.25%	\$119,545,669
Surplus/(Deficit)	\$1,283,705	\$816,387	\$467,319		\$4,015,583	\$4,081,933	(\$66,349)		\$9,796,640

CAPITAL DISTRICT TRANSPORTATION AUTHORITY
Aug-25

BUDGET VARIANCE REPORT		ACCESS TRANSIT SERVICES								Annual Budget
		This Month				Year to Date				
		Actual	Budget	Variance	% Variance	Actual	Budget	Variance	% Variance	
Operating Revenue										
	Contracts - Access	\$59,441	\$52,500	\$6,941	13.22%	\$315,838	\$262,500	\$53,338	20.32%	\$630,000
	Interest Income	\$255	\$0	\$255	0.00%	\$1,242	\$0	\$1,242	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		\$59,695	\$52,500	\$7,195	13.71%	\$317,081	\$262,500	\$54,581	20.79%	\$630,000
Total Revenue and Assistance		\$59,695	\$52,500	\$7,195	13.71%	\$317,081	\$262,500	\$54,581	20.79%	\$630,000
Expenses										
	Labor - Access	\$10,351	\$48,300	(\$37,949)	-78.57%	\$54,196	\$241,500	(\$187,304)	-77.56%	\$579,600
	Fringe Benefits - Access	\$6,077	\$4,200	\$1,877	44.69%	\$31,745	\$21,000	\$10,745	51.17%	\$50,400
	Purchased Transportation	\$49,093	\$42,500	\$6,593	15.51%	\$259,231	\$212,500	\$46,731	21.99%	\$510,000
	Rent and Utilities - Access	\$1,643	\$1,643	\$1	0.03%	\$8,906	\$8,217	\$689	8.39%	\$19,721
	Other Expenses - Access	\$2,000	\$250	\$1,750	700.00%	\$4,000	\$1,250	\$2,750	220.00%	\$3,000
Total Expenses		\$69,165	\$96,893	(\$27,728)	-28.62%	\$358,079	\$484,467	(\$126,388)	-26.09%	\$1,162,721
Surplus/(Deficit)		(\$9,470)	(\$44,393)	\$34,923		(\$40,998)	(\$221,967)	\$180,968		(\$532,721)

CAPITAL DISTRICT TRANSPORTATION AUTHORITY
Aug-25

BUDGET VARIANCE REPORT

CDTA FACILITIES									
This Month					Year to Date				Annual
Actual	Budget	Variance	% Variance		Actual	Budget	Variance	% Variance	Budget
Operating Revenue									
JLB Station & Garage	\$72,736	\$80,000	(\$7,264)	-9.08%	\$428,314	\$400,000	\$28,314	7.08%	\$960,000
JLB Parking Revenue	\$201,544	\$213,951	(\$12,406)	-5.80%	\$1,098,031	\$1,069,753	\$28,278	2.64%	\$2,567,408
JLB Advertising	\$12,500	\$12,500	\$0	0.00%	\$62,500	\$62,500	\$0	0.00%	\$150,000
SSTS	\$2,425	\$3,458	(\$1,033)	-29.88%	\$12,638	\$17,292	(\$4,654)	-26.91%	\$41,500
Greyhound	\$83	\$0	\$83	0.00%	\$364	\$0	\$364	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	\$5,309	\$333	\$4,975	1492.58%	\$23,182	\$1,667	\$21,515	1290.90%	\$4,000
West Facility	\$51,607	\$32,418	\$19,189	100.00%	\$210,474	\$162,090	\$48,384	100.00%	\$389,016
Total Operating Revenue	\$352,005	\$348,910	\$3,094	0.89%	\$1,864,506	\$1,744,552	\$119,955	6.88%	\$4,186,924
Expenses									
Labor	\$21,150	\$17,625	\$3,525	20.00%	\$88,587	\$88,125	\$462	0.52%	\$211,500
Fringe-Benefits	\$9,280	\$2,756	\$6,524	236.71%	\$27,570	\$13,780	\$13,789	100.07%	\$33,073
Professional Services	\$7,631	\$8,333	(\$702)	-8.42%	\$43,558	\$41,667	\$1,892	4.54%	\$100,000
Insurance	\$3,914	\$4,012	(\$98)	-2.44%	\$19,572	\$20,062	(\$489)	-2.44%	\$48,148
Security	\$2,288	\$16,667	(\$14,379)	-86.27%	\$79,176	\$83,333	(\$4,157)	-4.99%	\$200,000
Facilities Upkeep	\$10,605	\$22,917	(\$12,312)	-53.72%	\$66,876	\$114,583	(\$47,707)	-41.64%	\$275,000
Facilities Repairs	\$1,401	\$12,083	(\$10,683)	-88.41%	\$18,490	\$60,417	(\$41,926)	-69.40%	\$145,000
Utilities	\$23,988	\$28,250	(\$4,262)	-15.09%	\$112,008	\$141,250	(\$29,242)	-20.70%	\$339,000
Materials & Supplies	\$1,441	\$833	\$607	72.86%	\$1,607	\$4,167	(\$2,560)	-61.44%	\$10,000
Parking Garage	\$42,094	\$41,667	\$428	1.03%	\$256,850	\$208,333	\$48,517	23.29%	\$500,000
85 Watervliet Avenue	\$11,912	\$8,607	\$3,305	38.40%	\$38,563	\$43,036	(\$4,473)	-10.39%	\$103,286
SSTS	\$10,488	\$13,126	(\$2,638)	-20.10%	\$61,627	\$65,629	(\$4,002)	-6.10%	\$157,509
West Facility	\$44,057	\$39,167	\$4,890	100.00%	\$294,067	\$195,833	\$98,234	100.00%	\$470,000
Total Expenses	\$190,249	\$216,043	(\$25,794)	-11.94%	\$1,108,552	\$1,080,215	\$28,337	2.62%	\$2,592,516
Surplus/(Deficit)	\$161,756	\$132,867	\$28,889		\$755,954	\$664,337	\$91,617		\$1,594,408

CAPITAL DISTRICT TRANSPORTATION AUTHORITY MONTHLY MANAGEMENT REPORT

AGING OF ACCOUNTS RECEIVABLE

Aug-25		
	Amount	% of Total
Current	\$659,517	21.84%
31 - 60	\$251,995	8.34%
61 - 90	\$593,115	19.64%
91 - 120	\$41,756	1.38%
Over 120	\$1,473,885	48.80%
Total Accounts Receivable	\$3,020,268	100.00%

Jul-25		
	Amount	% of Total
Current	\$374,322	12.31%
31 - 60	\$841,897	27.68%
61 - 90	\$15,238	0.50%
91 - 120	\$24,017	0.79%
Over 120	\$1,786,119	58.72%
Total Accounts Receivable	\$3,041,593	100.00%

AGING OF ACCOUNTS PAYABLE

Aug-25		
	Amount	% of Total
Current	\$3,410,585	73.83%
31 - 60	\$952,320	20.62%
61 - 90	\$162,273	3.51%
90 & Over	\$94,082	2.04%
Total Accounts Payable	\$4,619,260	100.00%

Jul-25 Receivables over 120 days: \$1,473,885

Breakdown of outstanding receivables over 120 days.

\$1,160,303 NYS DEPT. OF TRANSPORTATION

\$87,500 CITY OF ALBANY

\$73,920 DROPBIKE CORP

\$52,161 OTHER

\$25,000 CITY HALL OF ALBANY

\$25,000 GREATER GLENS FALLS TRANSIT

\$25,000 CITY OF SCHENECTADY

\$25,000 CITY OF SARATOGA SPRINGS

\$1,473,884

ADDITIONAL INFORMATION

MORTGAGE RECORDING TAX					Fiscal Year to Date			
	Aug-25	Aug-24	Difference	%	2025	2024	Difference	%
Albany	\$348,270	\$390,143	(\$41,873)	-10.73%	\$1,845,065	\$1,452,985	\$392,080	26.98%
Rensselaer	\$195,140	\$144,891	\$50,249	34.68%	\$1,021,007	\$859,172	\$161,835	18.84%
Saratoga	\$389,391	\$331,563	\$57,828	17.44%	\$2,162,948	\$1,912,231	\$250,717	13.11%
Schenectady	\$140,000	\$152,076	(\$12,076)	-7.94%	\$775,343	\$698,149	\$77,194	11.06%
Warren	\$89,342	\$79,819	\$9,523	100.00%	\$415,947	\$368,067	\$47,880	100.00%
Total	\$1,162,143	\$1,098,492	\$63,651	5.79%	\$6,220,309	\$5,290,603	\$929,706	17.57%

Current Month Year To Date

FY 2025 \$1,162,143 \$6,220,309

FY 2024 \$1,098,492 \$5,290,603

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

**Highlight Summary
August 31, 2025**

RESTRICTED INVESTMENTS

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

Fund Balances

\$3,626,551
\$11,397,584

Current Obligations

\$1,249,288
\$8,113,530

Operating Account

\$13,126,217

Current Operating Reserve Obligations

Federal Operating Assistance in FY26

\$8,750,000

Current Capital Reserve Obligations

\$13,256,643

Washington/Western BRT Project Match
LowNo Electrification Project Match
Redline Upgrade Project Match
Redline Upgrade Safe Streets for All Match
FY26 5339 & 5307 Capital Match

\$3,344,205
\$3,981,039
\$1,856,078
\$1,323,600
\$341,775

Current Vehicle Replacement Reserve Obligations

\$1,046,799

Vehicle Replacement Funds FY25
Vehicle Replacement Funds FY26

\$665,011
\$338,746

All Investment Accounts are reviewed quarterly.

Average annual returns:

Risk Management	4.43%
Workers' Compensation	4.06%
Operating Fund	4.18%
Vehicle Replacement Fund	4.09%
Capital Project	4.23%

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

Monthly Performance Report Summary

Period: Aug'25

Meeting: Sep'25

S.No	Metrics	Jul-25	Aug-25	Aug-24	YOY % Change	FY26 YTD	FY25 YTD	YTD % Change
1	Total Riders	1,497,078	1,527,553	1,550,818	-1.5%	7,739,862	7,541,686	2.6%
2	System Wide OTP	70.7%	69.7%	69.1%	0.8%	70.5%	70.3%	0.3%
3	MDBSI	27,839	18,194	5,188	250.7%	18,927	5,001	278.5%
4	Preventable Accidents / 100k Miles	1.96	1.74	1.37	27.5%	2.03	1.92	6.0%
5	Non Preventable Accidents / 100k Miles	2.05	2.11	1.82	15.7%	2.15	1.90	13.1%
6	STAR Riders	32,915	33,560	30,969	8.4%	165,205	152,552	8.3%
7	On Time Performance (0-10 Minutes)	83.7%	83.4%	80.8%	3.2%	87.2%	79.1%	10.3%
8	Customer Comments	77	68	47	44.7%	386	210	83.8%

S.No	Key Points
1	Total Riders: Ridership ticked up from July to August '25 (+2.0% MoM). Compared with August '24, ridership is +4.8% YoY. FY26 YTD ridership is +2.6% vs. FY25 YTD, indicating a steady upward trend
2	OTP: On-time performance was essentially flat, with a small -1.0% MoM dip. Versus August '24, OTP is +0.8% YoY, and YTD remains slightly above FY25, suggesting stable performance overall.
3	MDBSI: Mean Distance Between Service Interruptions declined -34.6% MoM, signaling weaker reliability in August. Even so, levels remain far stronger than last year (+250.7% YoY) and well above FY25 on a YTD basis (+278.5%).
4	Preventable Accidents: August recorded 19 preventable accidents. Preventables improved -11.2% MoM, but are +6.0% YTD vs. FY25. Distribution by operator tenure: 0-1 yrs: 3 (16%), 1-2 yrs: 5 (26%), 2-3 yrs: 4 (21%).
5	Non-Preventable Accidents: August recorded 23 Non-Preventable accidents. Non-preventable accident rate increased slightly from July to August '25 (+2.9%), and by 15.7% YOY. YTD performance shows a 13.1% increase in these incidents over FY25.
6	STAR Riders: STAR ridership increased +2.0% MoM, +8.4% YoY, and +8.3% YTD, reflecting steady growth.
7	STAR OTP: Minor decline in STAR OTP from July to August '25 (-0.3%), but still reflects a 3.2% YOY improvement over August '24. YTD STAR OTP remains strong, showing a 10.3% increase over the previous year. Additional resources via trainees utilized to protect and restore OTP.
8	Customer Comments: Slight decline in comments from July to August '25 (-11.7% MoM). However, comments are significantly higher compared to August '24 (+44.7% YOY), and FY26 YTD comments are up 83.8% over FY25—indicating increased customer engagement or concern.

Monthly Performance Report

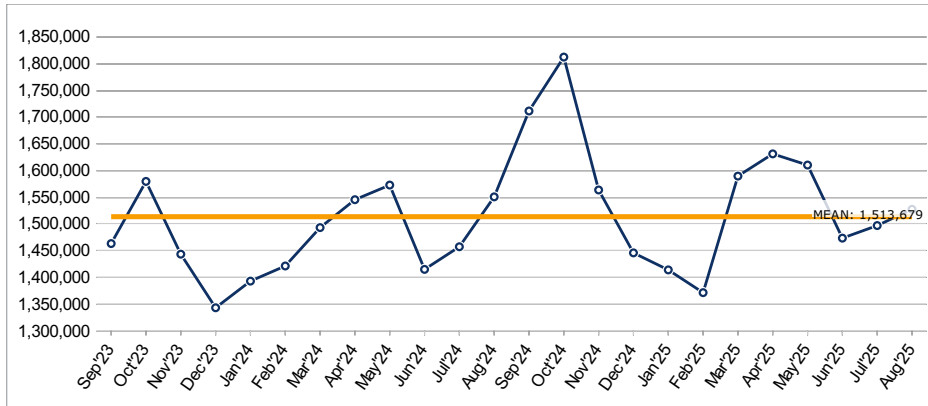
Period: Aug'25

Meeting: Sep'25

Patronage / Mobility

Page 1

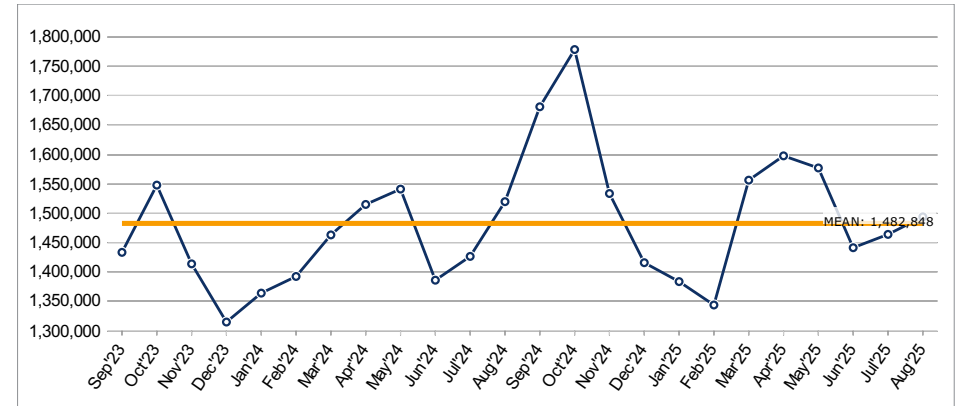
Total Riders



Previous: 1,550,818

Current: 1,527,553

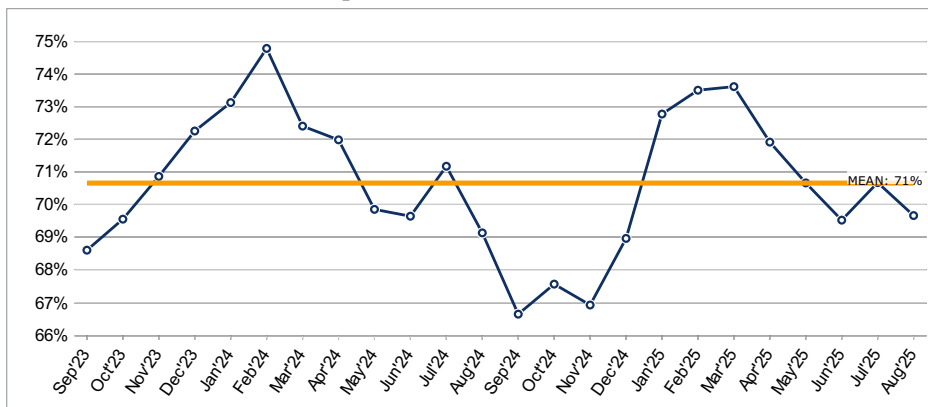
Fixed Riders



Previous: 1,519,849

Current: 1,493,993

System Wide OTP



Previous: 69.14%

Current: 69.67%

Monthly Performance Report

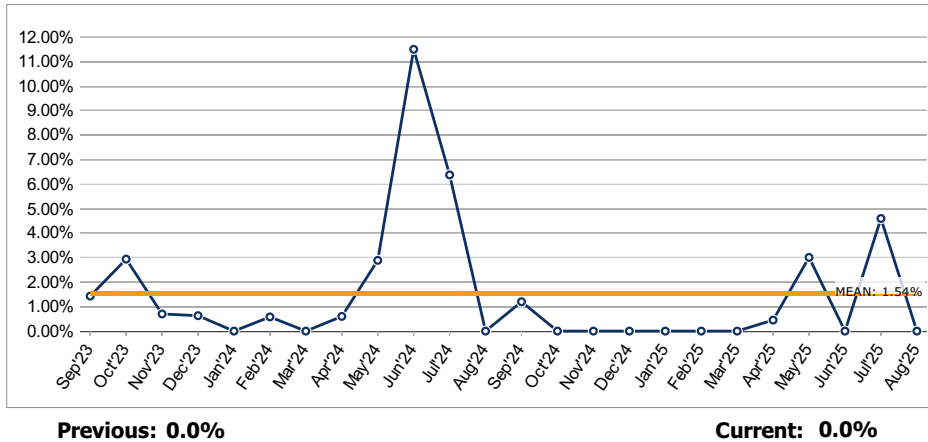
Period: Aug'25

Meeting: Sep'25

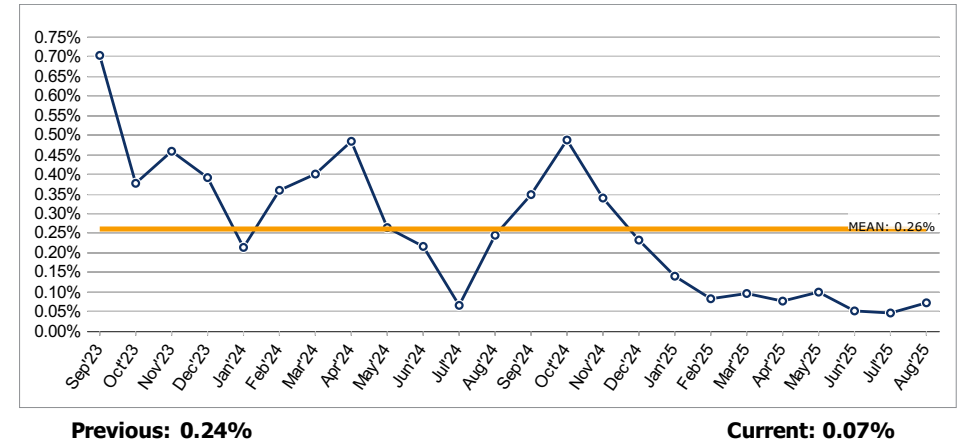
Reliability

Page 2

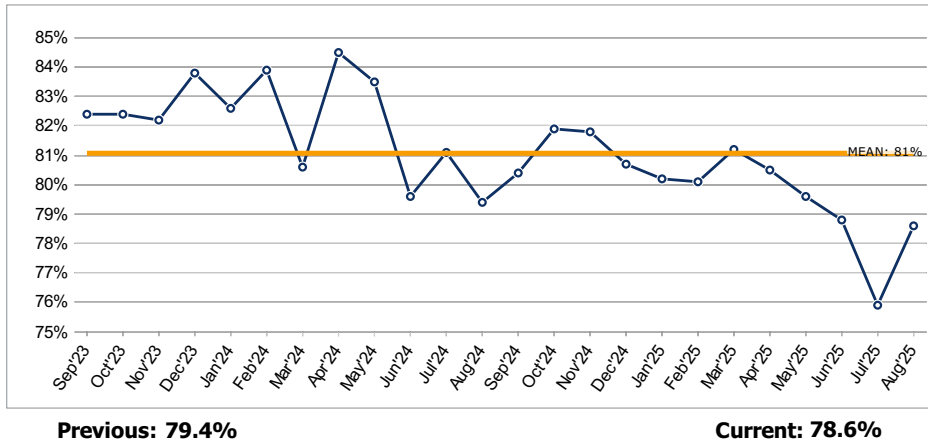
PMI Not On Time



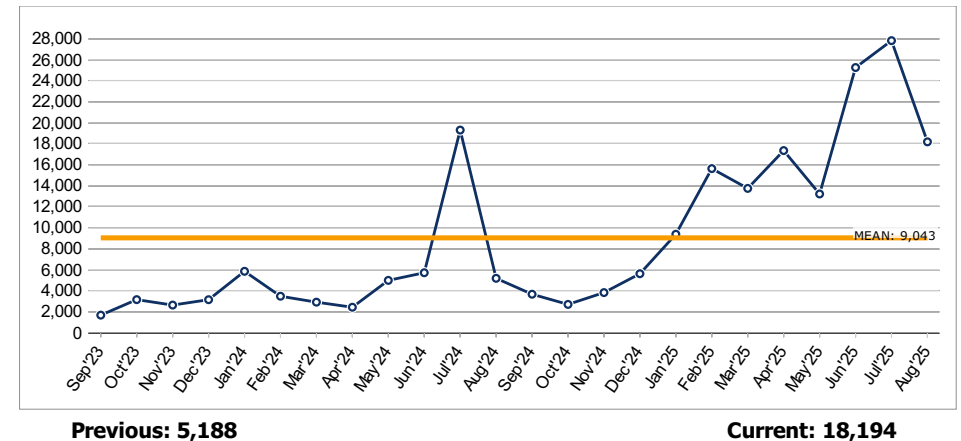
Percent of Trips Missed



Scheduled Work



MDBSI



Monthly Performance Report

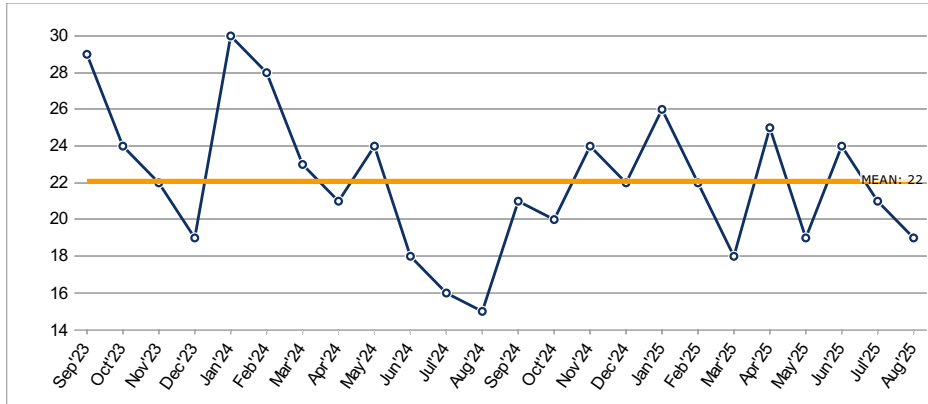
Period: Aug'25

Meeting: Sep'25

Safety

Page 3

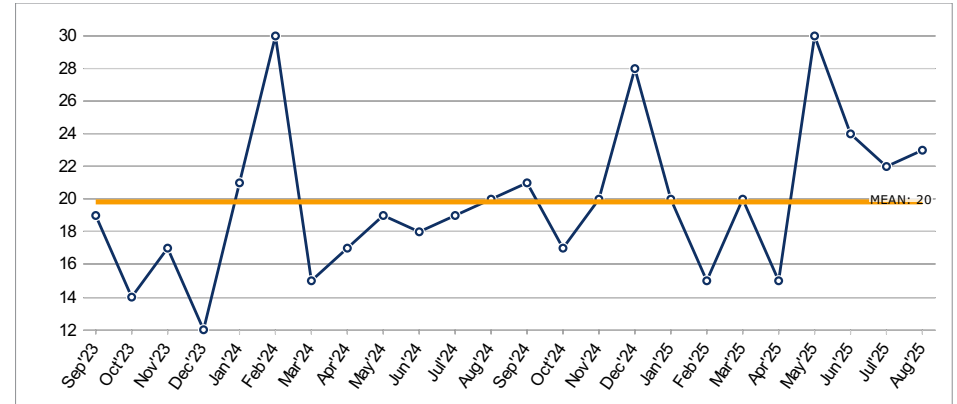
Preventable Accidents



Previous: 15

Current: 19

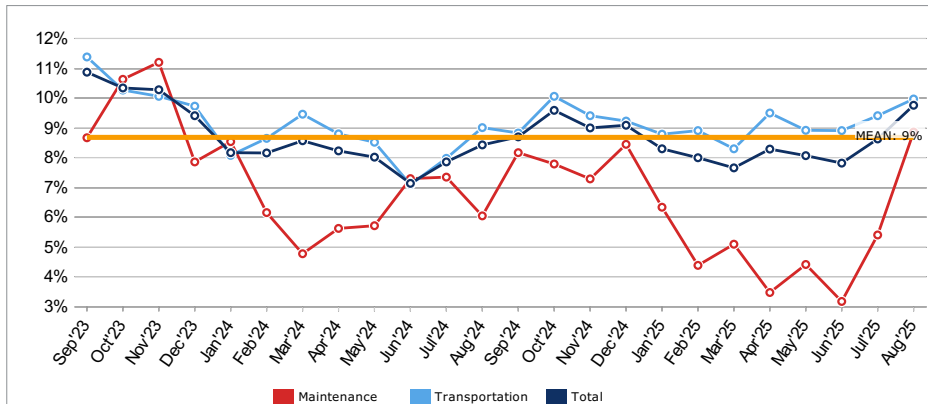
Non-Preventable Accidents



Previous: 20

Current: 23

Percent Days Not Worked



Previous: 8.4%

Current: 9.8%

Monthly Performance Report

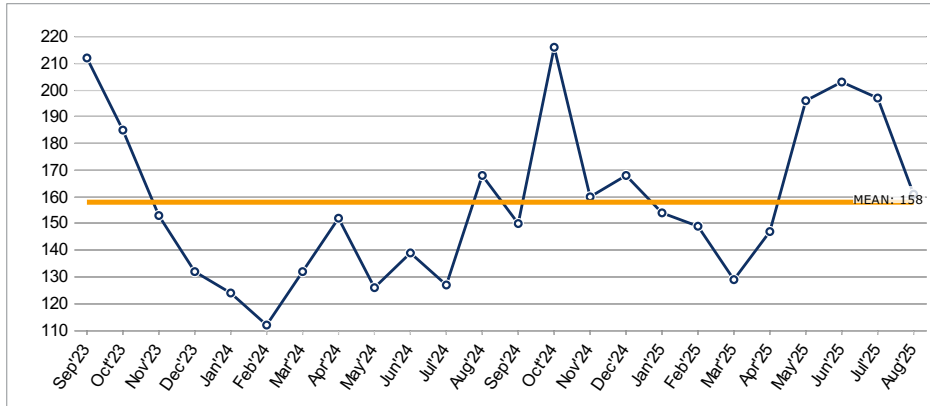
Period: Aug'25

Meeting: Sep'25

Customer Service

Page 4

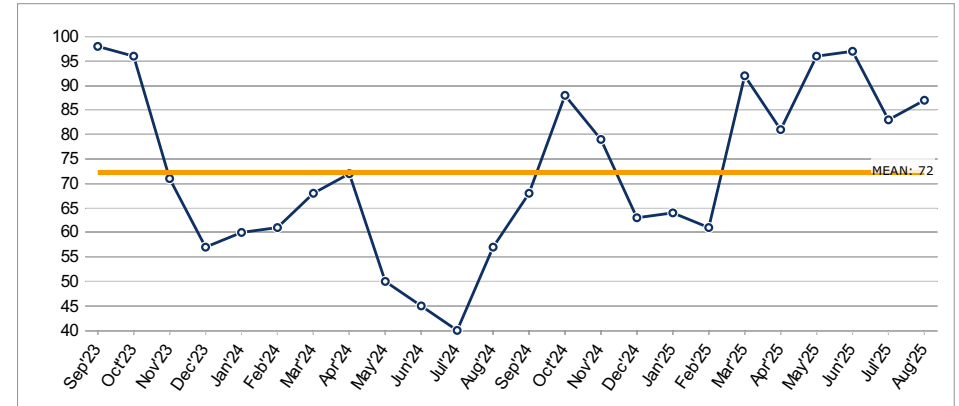
Fixed/Shuttle Complaints



Previous: 168

Current: 161

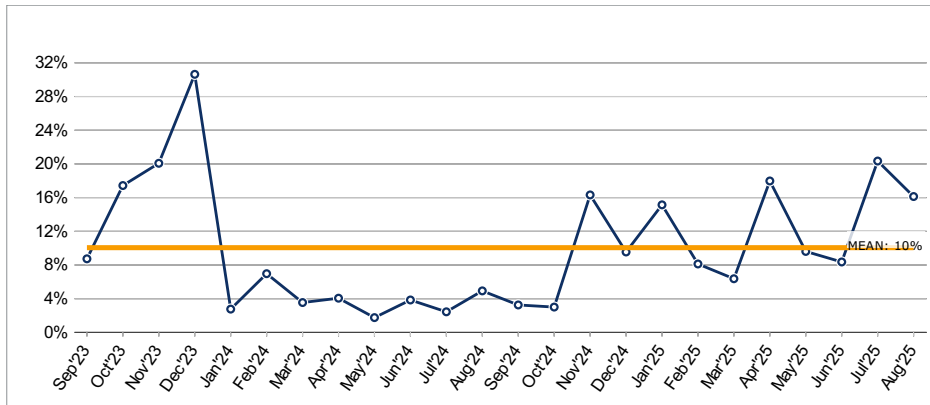
Other Complaints



Previous: 57

Current: 87

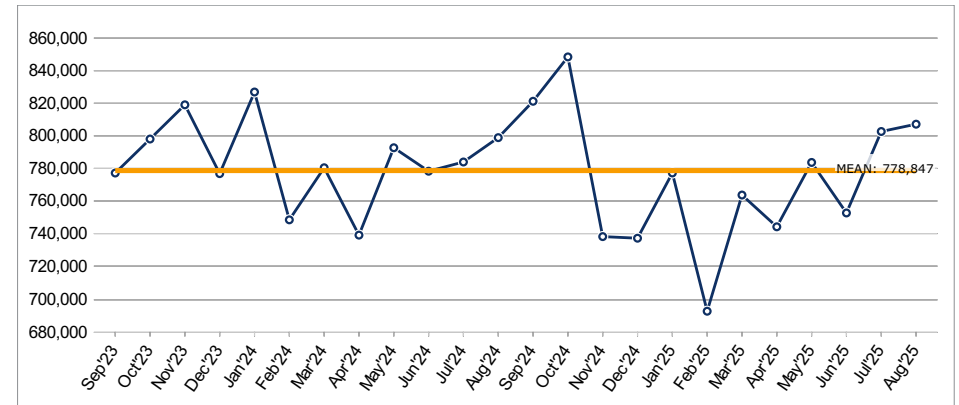
Complaints Not Addressed in Ten Days



Previous: 4.9%

Current: 16.1%

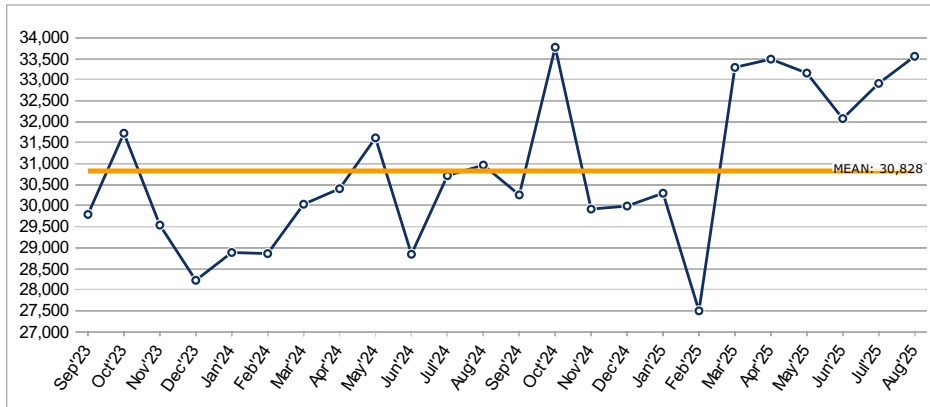
Website Page Views



Previous: 799,025

Current: 807,275

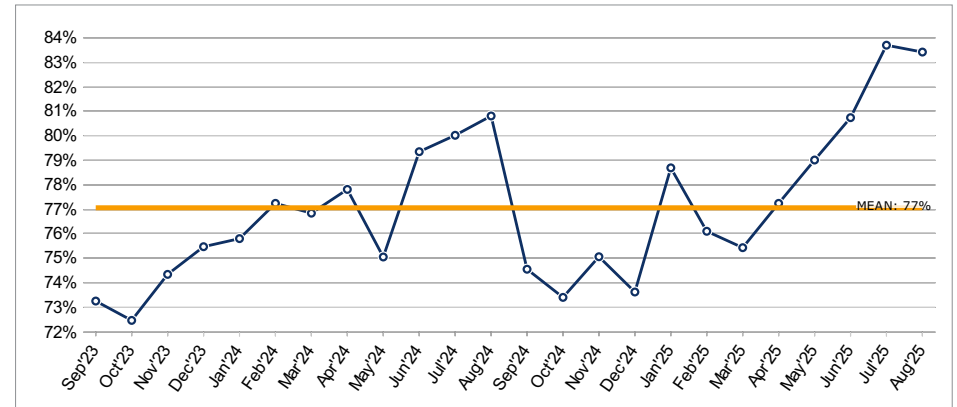
STAR Riders



Previous: 30,969

Current: 33,560

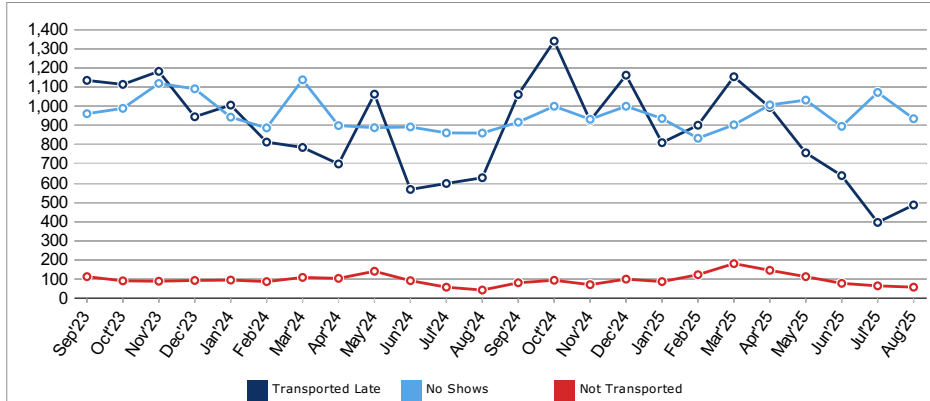
On-Time Performance (0-10 Minutes)



Previous: 80.8%

Current: 83.4%

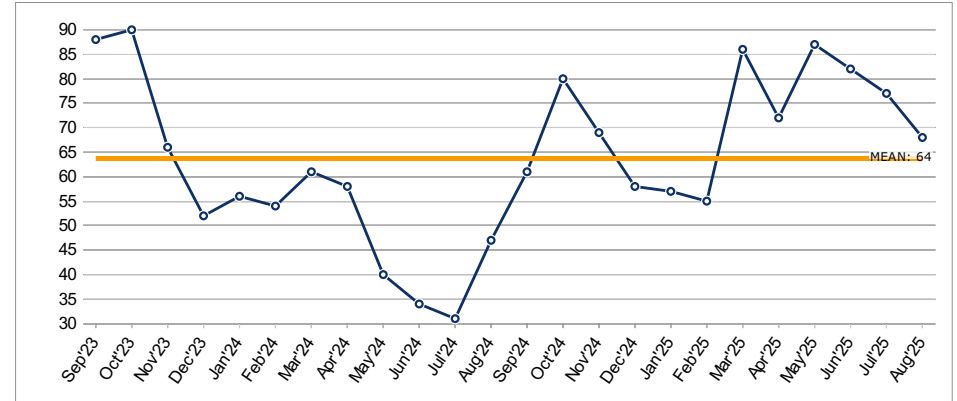
Missed Trips



Previous: 1,543

Current: 1,479

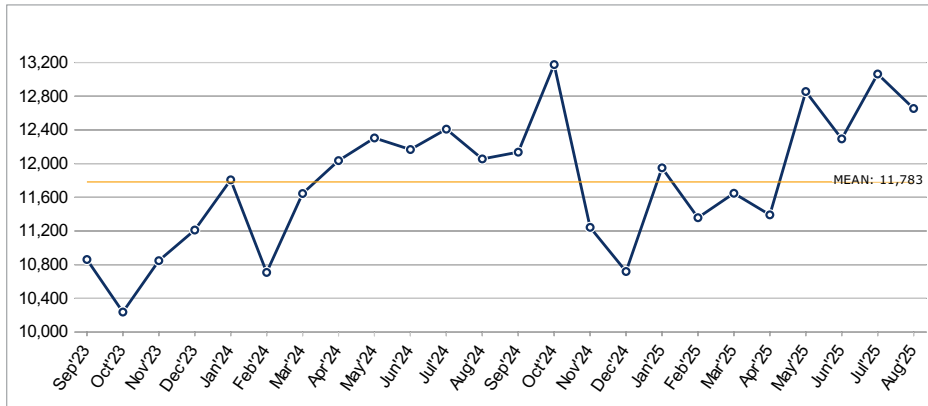
Customer Complaints



Previous: 47

Current: 68

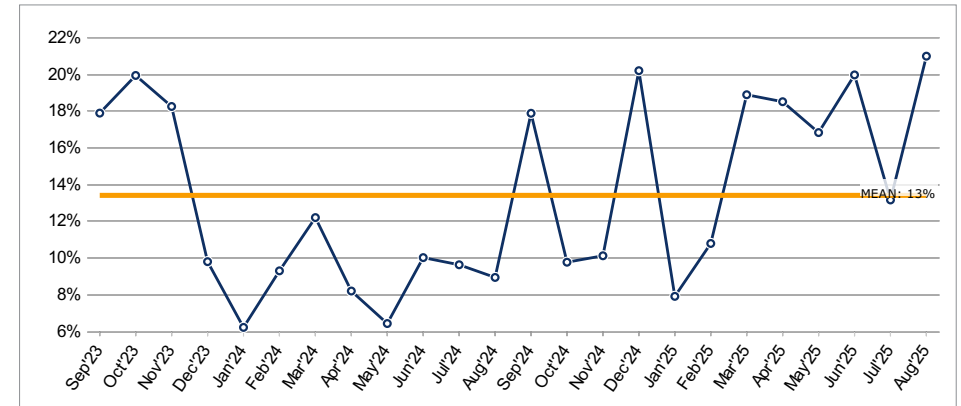
Reservation Calls



Previous: 12,057

Current: 12,658

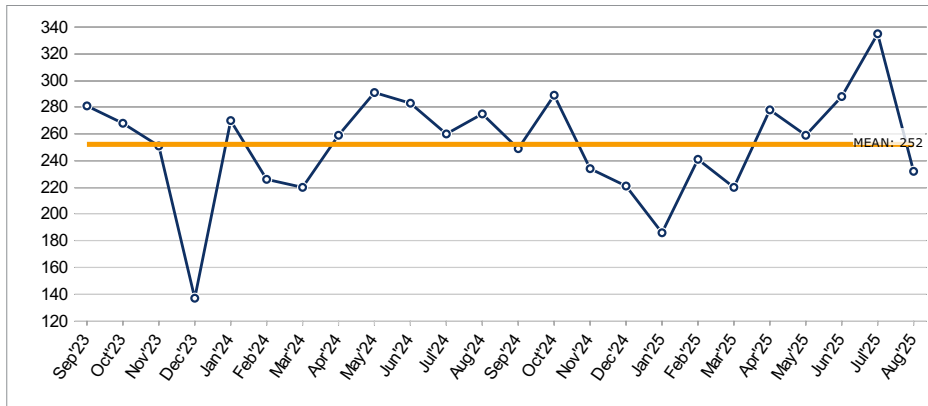
Reservation Calls in Queue Over Five Minutes



Previous: 9.0%

Current: 21.0%

Applications Received



Previous: 275

Current: 232

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.

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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

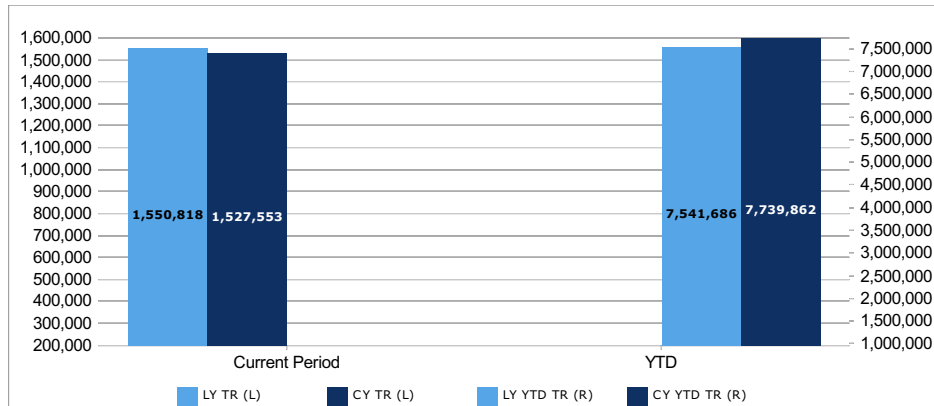
Period: Aug'25

Meeting: Sep'25

Patronage / Mobility

Page 1

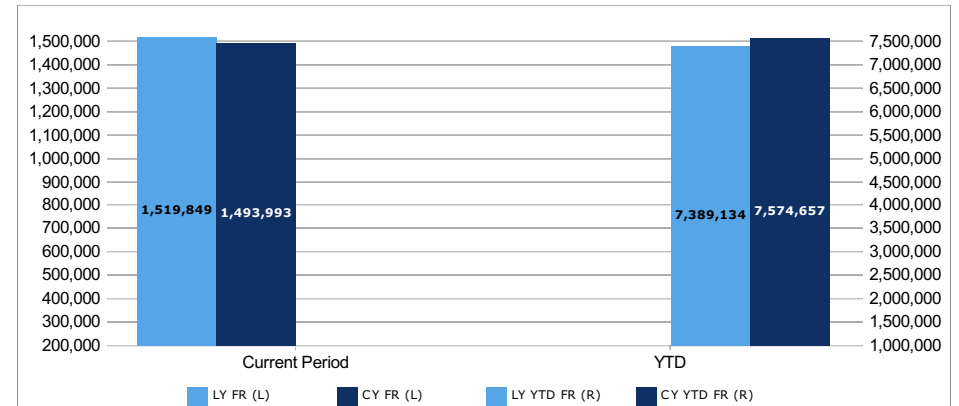
Total Riders



Monthly % Change -1.5%

YTD % Change 2.6%

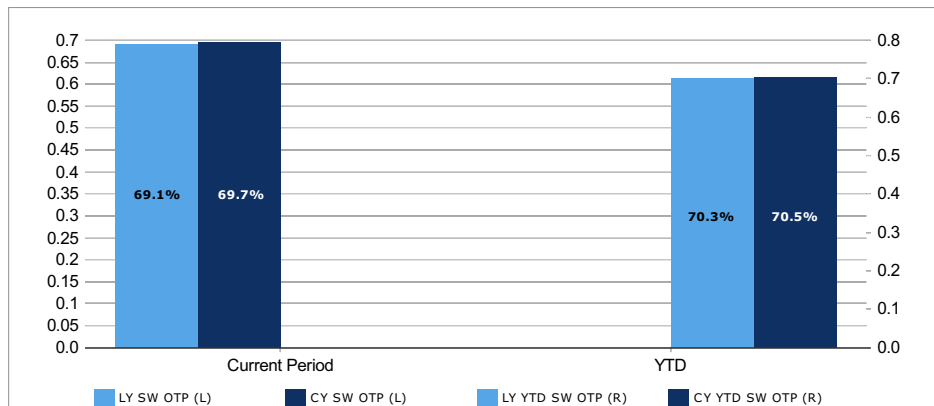
Fixed Riders



Monthly % Change -1.7%

YTD % Change 2.5%

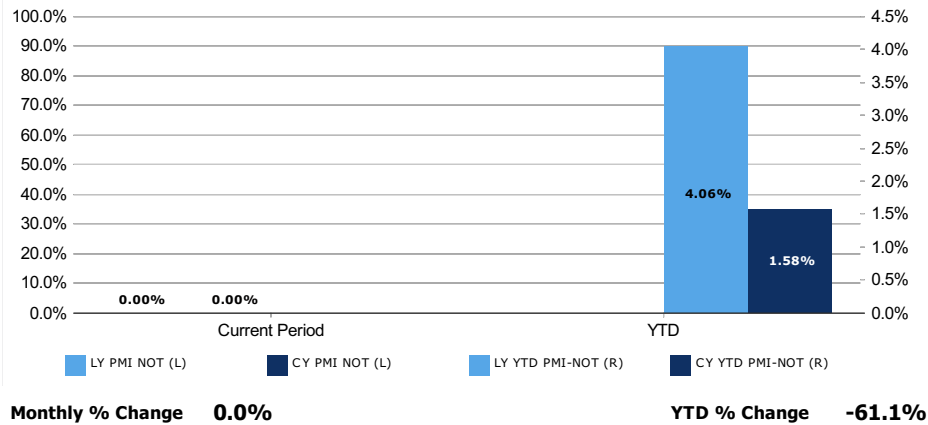
System Wide OTP



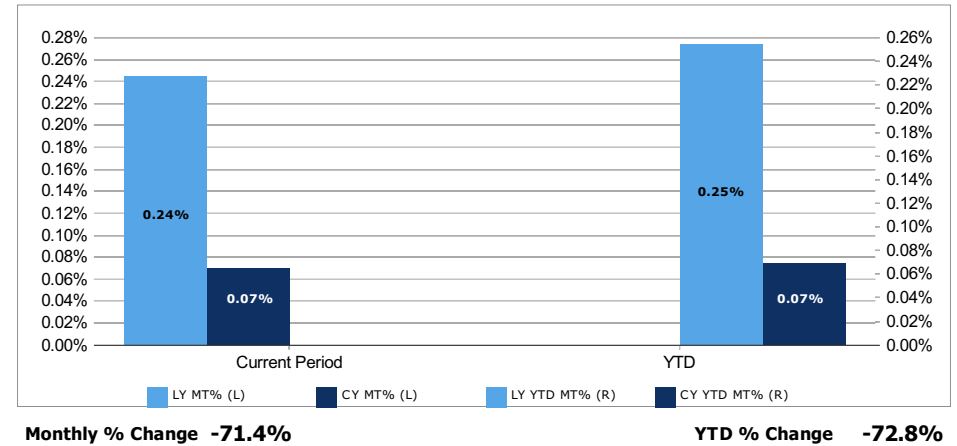
Monthly % Change 0.8%

YTD % Change 0.3%

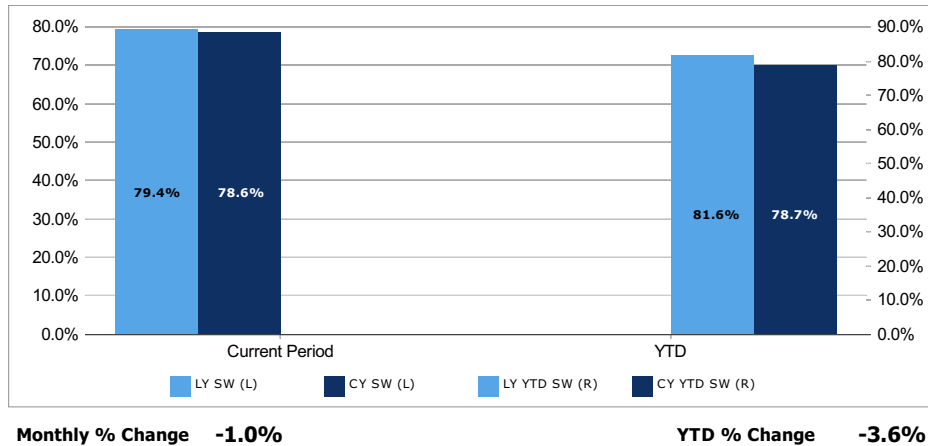
PMI Not On Time



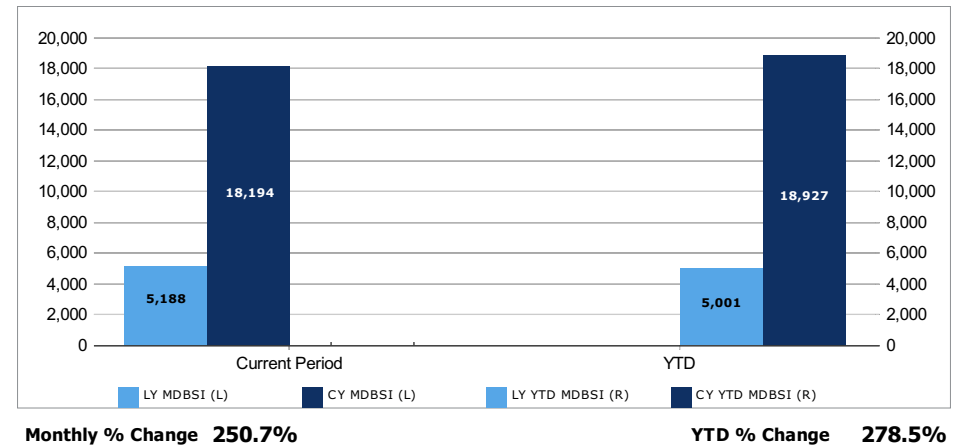
Percent of Trips Missed



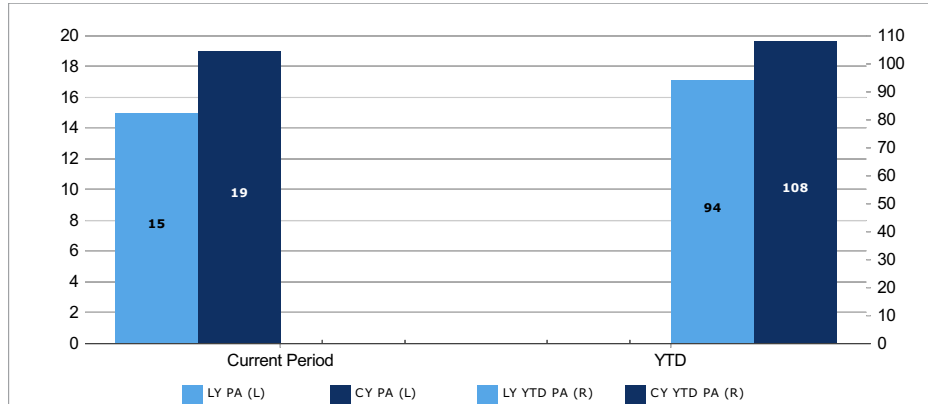
Scheduled Work



MDBSI



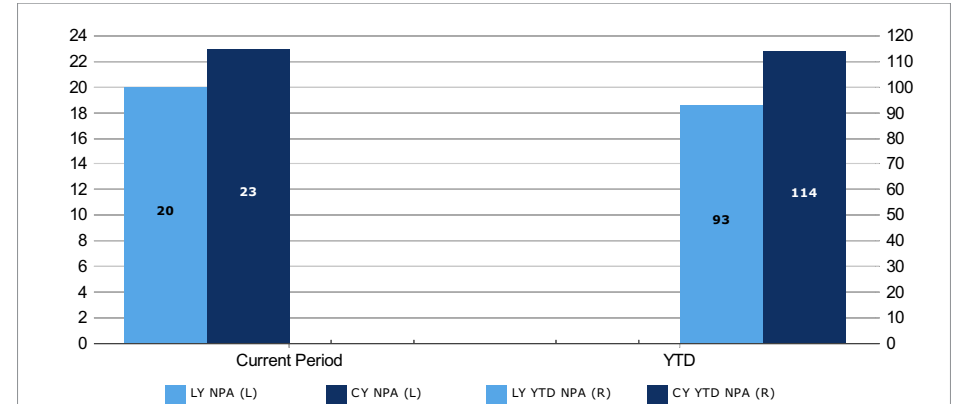
Preventable Accidents



Monthly % Change **26.7%**

YTD % Change **22.6%**

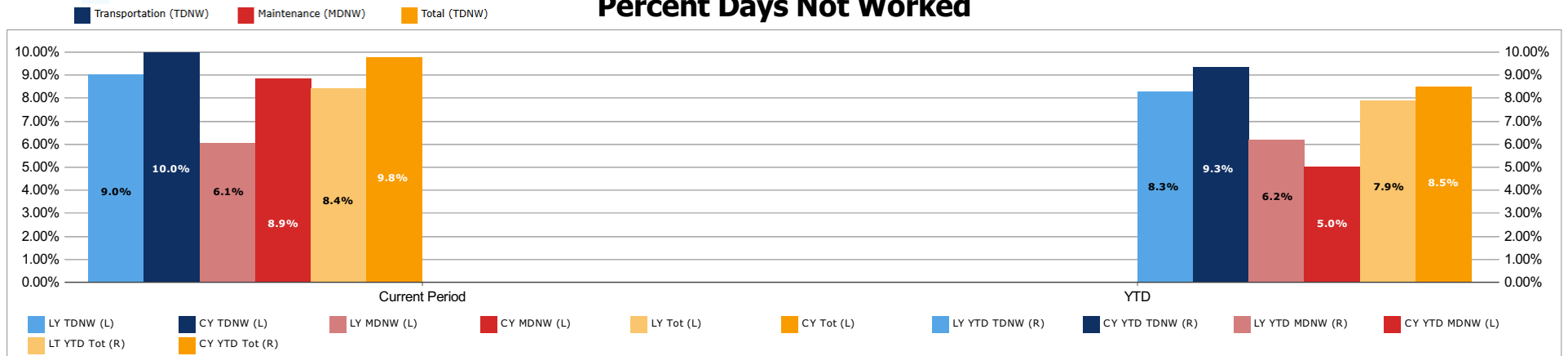
Non-Preventable Accidents



Monthly % Change **15.0%**

YTD % Change **22.6%**

Percent Days Not Worked



Monthly % Change **10.7%** **46.4%** **15.8%**

YTD % Change **12.6%** **-18.8%** **7.6%**

Monthly Performance Report

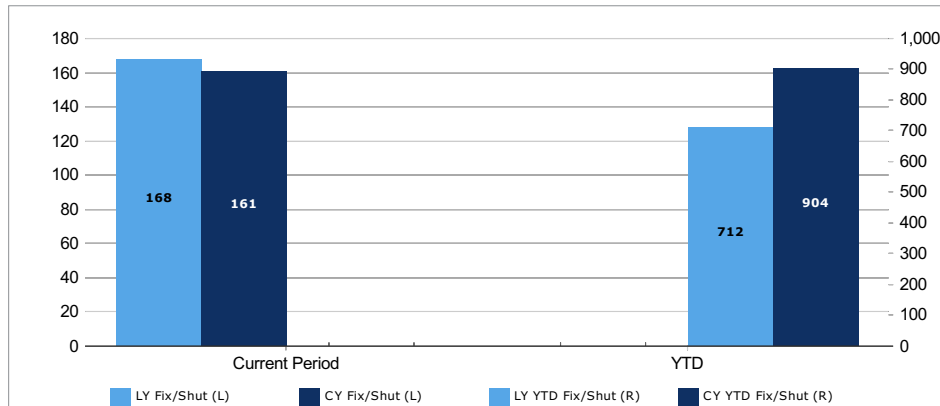
Period: Aug'25

Meeting: Sep'25

Customer Service

Page 4

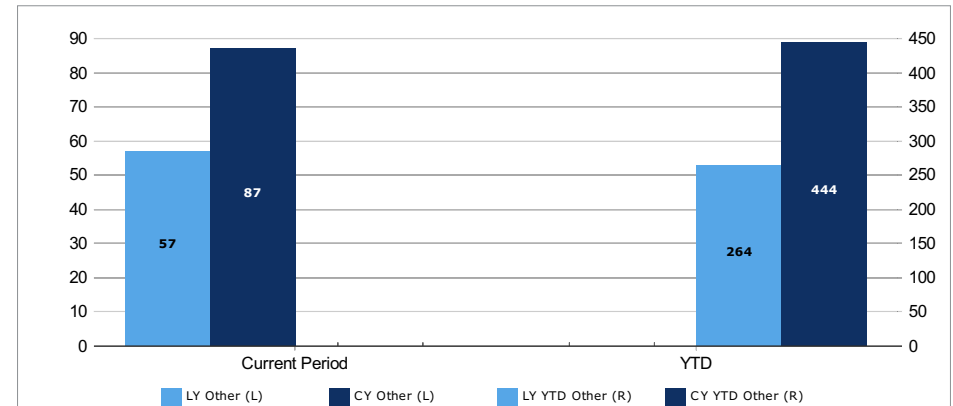
Fixed/Shuttle Complaints



Monthly % Change -4.2%

YTD % Change 27.0%

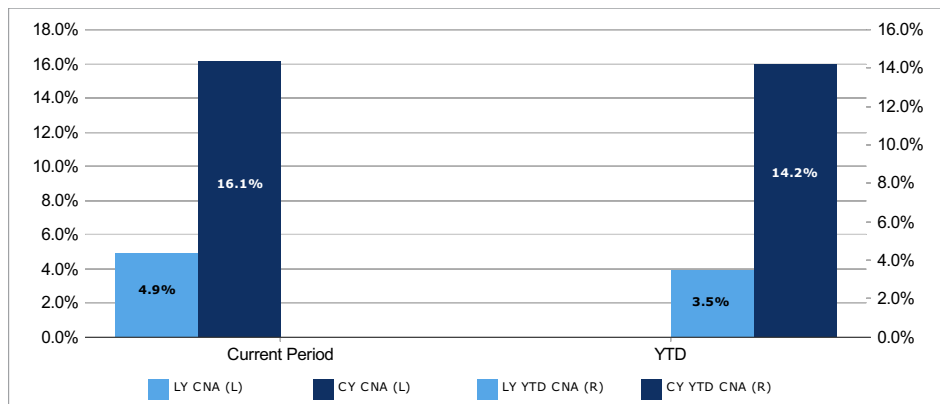
Other Complaints



Monthly % Change 52.6%

YTD % Change 68.2%

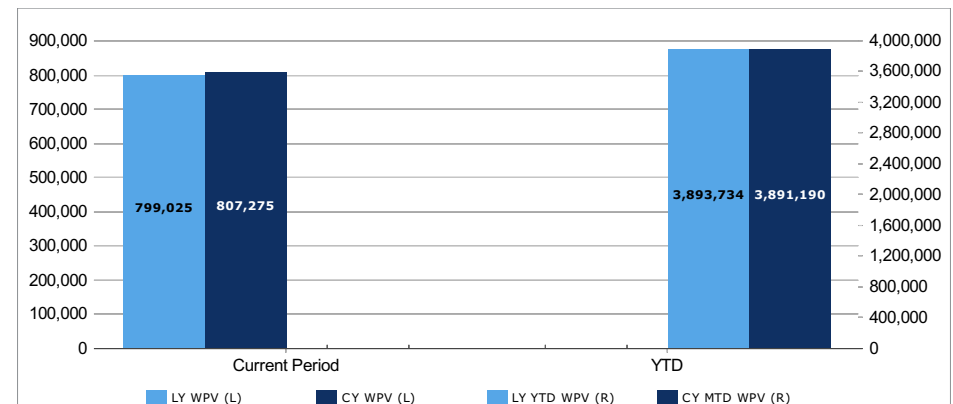
Complaints Not Addressed in Ten Days



Monthly % Change 229.9%

YTD % Change 306.7%

Website Page Views



Monthly % Change 1.0%

YTD % Change -0.1%

Monthly Performance Report

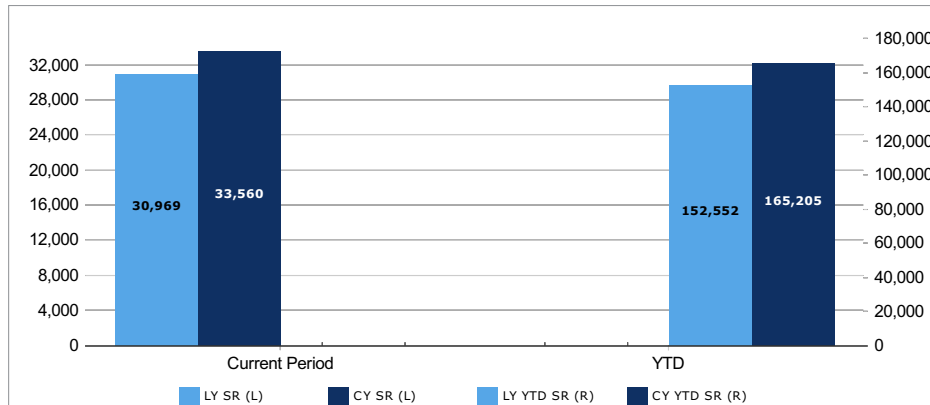
Period: Aug'25

Meeting: Sep'25

STAR Service

Page 5

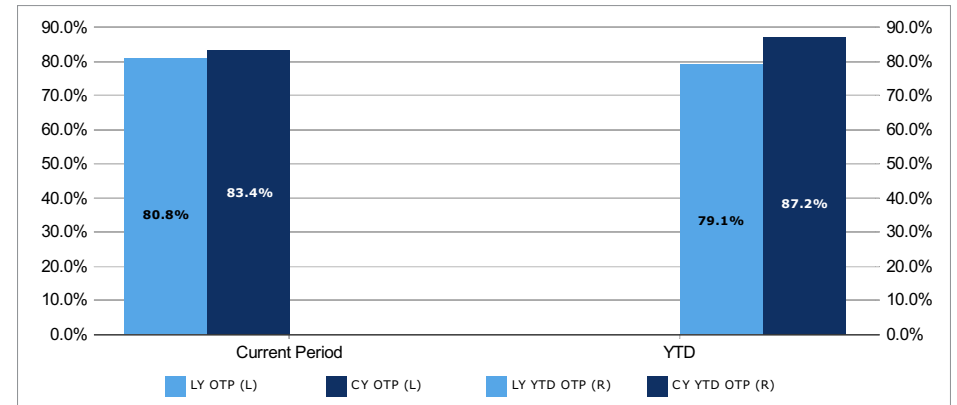
STAR Riders



Monthly % Change 8.4%

YTD % Change 8.3%

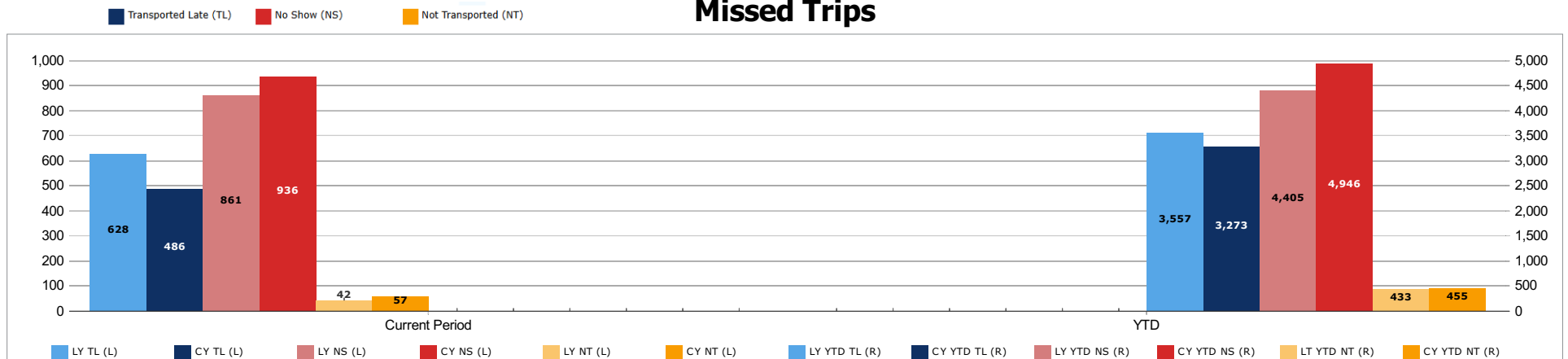
On-Time Performance (0-10 Minutes)



Monthly % Change 229.9%

YTD % Change 306.7%

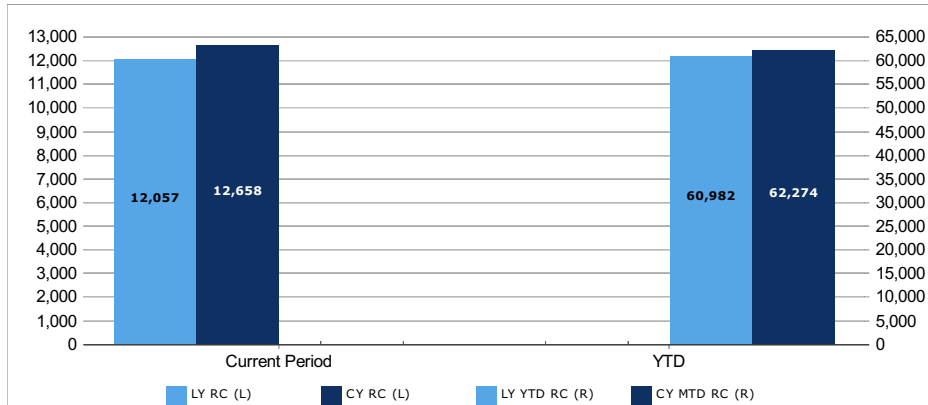
Missed Trips



Monthly % Change -22.6% 8.7% 35.7%

YTD % Change -8.0% 12.3% 5.1%

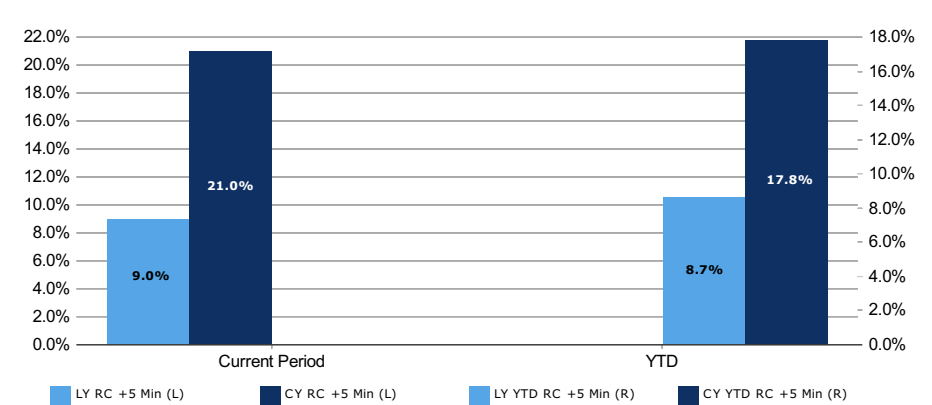
Reservation Calls



Monthly % Change 5.0%

YTD % Change 2.1%

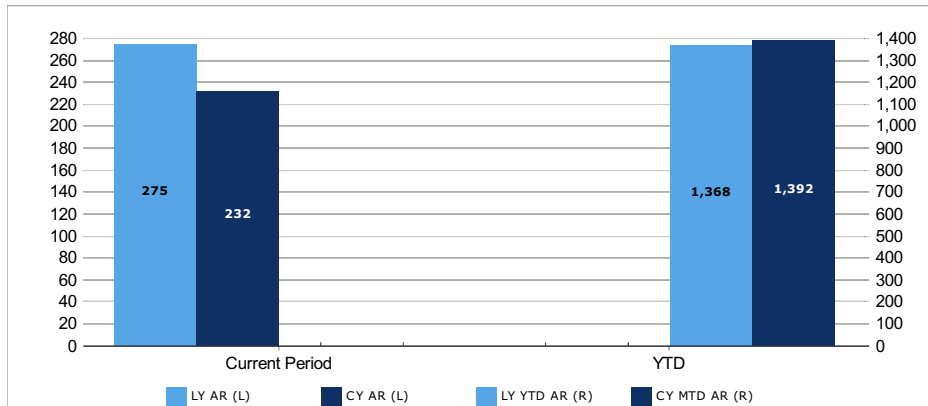
Reservation Calls in Queue Over Five Minutes



Monthly % Change 134.6%

YTD % Change 106.2%

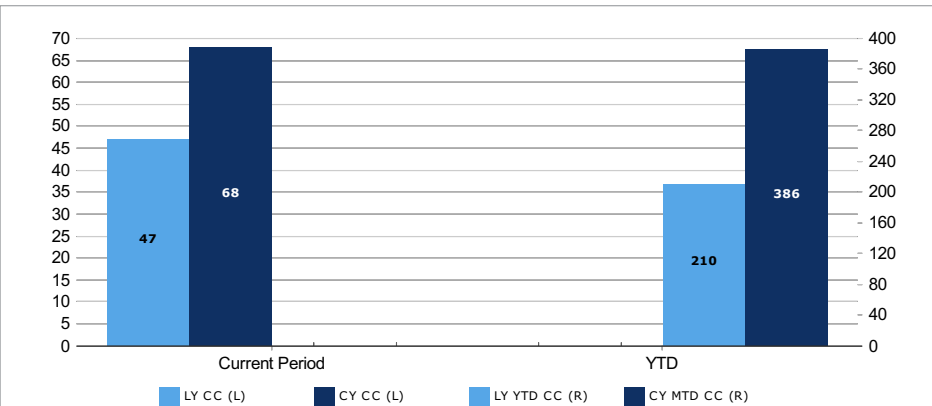
Applications Received



Monthly % Change -15.6%

YTD % Change 1.8%

Customer Complaints



Monthly % Change 44.7%

YTD % Change 83.8%

Monthly Performance Report

Period: Aug'25

Meeting: Sep'25

Definitions

Page 7

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

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