



## CDTA COMMITTEE AGENDA

### Performance Monitoring/Audit Committee

Wednesday, January 22, 2020 | 12:00 pm | 110 Watervliet Avenue, Albany

<b>Committee Item</b>	<b>Responsibility</b>
Call to Order	Denise Figueroa
Ascertain Quorum	Denise Figueroa
Agenda Approval	Denise Figueroa
Approve Minutes of Wednesday, December 11, 2019	Denise Figueroa
<b>Consent Agenda Items</b>	
• Annual Procurement Report	Stacy Sansky
• Approve Bus Wash Soap	Stacy Sansky
• Approve Fiber Optic Service	Stacy Sansky
• Approve Legal Services Contract	Stacy Sansky
<b>Audit Committee</b>	
• Annual Independent & Objectivity Statement	Sarah Matrose
• Internal Audit Quarterly Report	Sarah Matrose
<b>Investment Committee</b>	
• No items scheduled	
<b>Administrative Discussion Items</b>	
• Fleet Inspection Annual Report	Lance Zarcone
• Monthly Management Report *	Mike Collins
• Monthly Non-Financial Report	Chris Desany
<b>Executive Session</b>	
• No items scheduled	
Next Meeting Date: Wednesday, February 19, 2020 at noon at 110 Watervliet Ave., Albany	
Adjourn	Denise Figueroa

*\* Indicates Material (Or Additional Material) Will Be Provided at Meeting*

# Capital District Transportation Authority

## Performance Monitoring/Audit Committee

Meeting Minutes – December 11, 2019 at 12:00 pm; 110 Watervliet Avenue, Albany

In Attendance: Denise Figueroa, Jayme Lahut, Carm Basile, Amanda Avery, Mike Collins, Chris Desany, Lance Zarcone, Phil Parella, Thomas Guggisberg, Rich Cordero, Jaime Watson, Ross Farrell, Stacy Sansky, Jeremy Smith, Kelli Schreivogl Jon Scherzer, Vanessa Salamy

### Meeting Purpose

Regular monthly meeting of the Performance Monitoring/Audit Committee. Denise Figueroa noted that a quorum was present. Minutes from the October 23, 2019 meeting were reviewed and approved.

### Consent Agenda Items

#### Approve Microsoft Enterprise Software Contract

- Our contract with Microsoft enterprise services is expiring. This software allows us to store data and access programs over the internet versus hosting them at CDTA.
- Dell Marketing holds the contract with NYS OGS for Microsoft Software. We have verified that the state contract price is less expensive than attempting our competitive bid process. Staff recommends awarding a Microsoft Enterprise Software Contract through NYS OGS's contract with Dell Marketing.
- A three-year contract to Dell Marketing, LP through NYS OGS for \$327,421 will be recommended to the Board for approval.

#### Approve Amendment for Woodlawn Park & Ride Lease Contract

- Our agreement with Golden Gate Parking Associates for parking spaces at the Woodlawn Park & Ride expires this month. Golden Gate Associates has agreed to provide an additional 30 parking places to allow for expanded CDTA services for another 10 years at the same rate; we currently have 70 spaces.
- Staff recommends amending the Woodlawn Park & Ride agreement for 100 parking places for ten years for a total cost of \$250,000.
- A 10-year lease agreement for Woodlawn Park & Ride with Golden Gate Associates, LLC of Albany New York at a total cost of \$250,000 will be recommended to the Board for approval.

#### Approve Parking Increase at Rensselaer Rail Station

- It has been several years since we raised parking rates at the Rensselaer Rail Station. After researching rates at similar facilities, analyzing customer and revenue impacts, staff is recommending a change to parking rates.
- We propose to consolidate outdoor parking rates into one maximum daily rate and to keep one maximum daily rate for the garage. The maximum outdoor rates will increase to \$10 per day, and the garage rate will increase to a maximum of \$14 per day. This action requires a public hearing and board approval. We anticipate a rate increase on or about April 1, 2020.
- An increase in parking rates at the Rensselaer Rail Station to \$10 per day for the outdoor lots and \$14 per day in the garage will be recommended to the Board for Approval. Final approval will take place after the public hearing process.

### **Audit Committee Items**

- No items scheduled

### **Investment Committee Items**

- No items scheduled

### **Administrative Discussion Items**

#### **New FTA Safety Rules**

- Rich Cordero provided an overview of the FTA Safety Regulations that go into effect on July 20, 2020. All public transit agencies will be required to have a documented Safety Management System Plan, referred to as SMS. These new regulations will enhance our safety program.
- SMS consists of four components; a Safety Management Policy; Safety Risk Management; Safety Assurance; and Safety Promotion and Communication. The final SMS Safety Plan will be provided for board review and approval in late spring 2020. The board needs to approve our safety program on an annual basis.

#### **Monthly Management Report**

- Mike Collins gave the Monthly Management Report for October and November. We continue to be on solid financial footing through November. MRT is \$930,000 over budget for the year; Customer Fares are exceeding budget by 3% for the year; and Facility Advertising is up 38% for the year. Wages are over budget by 2% for the year; Health care is under budget by 11%; and Workers' Compensation is under budget by 23%.
- Total Revenue is up 3.2% for the year and expenses are down 3%.

#### **Monthly Non-Financial (performance) Report**

- Chris Desany gave the Monthly Non-Financial Report for October. Total ridership for the month was down 5% and down 1% for the year; STAR ridership was up 5% for the month and 11% for the year; Preventable accidents are at 15 and Non-preventable accidents are at 23; On-time performance was at 74%.

### **Executive Session**

- No items scheduled

### **Next Meeting**

Wednesday, January 22, 2020 at 12:00pm at 110 Watervliet Avenue, Albany

## Memorandum

January 17, 2020

To: Members, Performance Monitoring/Audit Committee

From: Stacy Sansky, Director of Procurement

Subject: Calendar Year 2019 Procurement Report Summary

This is the annual report on procurement activities. This report reviews the procurement process for: surplus sale; change orders; sole source contracts; our Minority/Women Business Enterprise (MWBE); and our Service-Disabled Veteran Owned Business (SDVOB) programs.

### **Surplus Sale**

A surplus sale is a method for staff to dispose of equipment, vehicles and parts that have surpassed their useful life. Items are disposed through recycling, donation and sale through eBay and employee auction. Sales tax is collected for applicable transactions.

The 2019 proceeds from surplus sales is \$48,717. These funds have been returned to the operating budget. For comparison purposes, in 2018 the surplus sale proceeds were \$40,683.

The Agenda Action Proposal is attached for the 2019 Surplus Sales.

### **Change Orders**

A change order is work that is added to or deleted from the original scope of a contract, which alters the original contract amount and/or completion date. Change orders that exceed 20% of the original contract value or \$100,000 (whichever is greater) require Board approval. There were no change orders that required board action.

For informational purposes, there were seven change orders that fell under the Board approval threshold for the past year. All were less than a 10% increase to the original contract value. Each change order was reviewed with the project manager and they were all deemed to be fair and reasonable in justification and price.

### **Sole Source Contracts**

Sole source contracts are used when no competition is available or when there is an emergency procurement. All sole source contracts valued at \$25,000 or more that are not on New York State Contract require Board approval. Sole source agreements are closely monitored and minimized whenever possible. During 2019 there was one sole source contracts executed under the Board approval threshold valued at \$4,000.

### **Minority/Women's Business Enterprise (MWBE)**

The Minority/Women's Business Enterprise (MWBE) program is a state required initiative to level the playing field for qualified minority/women owned businesses in the state.



We continue to improve MWBE participation to meet the state mandated goal of 30%. Our MWBE participation rate in CY2019 was 37%. For reference previous year participation was: CY2018 was 33%; CY2017 was 37%; CY2016 was 34%.

In addition to the current contracts with MWBE firms, the following contracts were issued to MWBE firms during CY2019:

- Snow Plowing at Rensselaer Rail Station (MBE)
- Snow Plowing at Bus Shelters (WBE)
- Electrical Work at Bus Shelters (WBE)
- Bus Batteries (WBE)

### **Service-Disabled Veteran Owned Business (SDVOB)**

The Service-Disabled Veteran Owned Business (SDVOB) program is a newer state required initiative with the aim of fostering business opportunities between state agencies and authorities and Service-Disabled Veterans.

We have an ambitious goal of 6% for this program and there are currently 574 firms certified as SDVOB doing business in New York (this is up from 406 at the beginning of 2018).

As the number of available firms continues to grow CDTA will be able to increase utilization. Participation is steady at 1% for 2019.

Contracts and purchases from SDVOB during CY2019:

- Bus Wash Soap (multi-year contract)
- Facilities Equipment & Supplies
- Print & Copy Services
- Background Checks for Pre-Employment

Cc: Mike Collins, Vice President of Finance & Administration

## **Capital District Transportation Authority Agenda Action Proposal**

**Subject:** Summary of vehicles, equipment and parts disposed of in 2019.

**Committee:** Performance Monitoring/Audit

**Committee Meeting Date:** January 22, 2020

**Board Action Date:** January 29, 2020

**Background:**

The Board passed Resolution 05-2005 to allow staff to dispose of equipment, vehicles and parts that have surpassed their useful life and then report these disposals on an annual basis. CDTA disposes of items in the best way possible, through recycling, donation and sale through eBay auction. CDTA collects sales tax for applicable transactions.

**Purpose:**

Surplus sale allows staff to remove items from physical inventory that are past its useful life, no longer needed, or not working properly and require replacement.

**Summary of Proposal:**

Vehicles were auctioned to the highest bidder on eBay. If no bid was received, the vehicle was sold for scrap metal value. A few cell phones and accessories were auctioned to employees. The remaining items had little or no value on the open market and were either recycled or disposed of in the most environmentally friendly way possible.

**Financial Summary and Source of Funds:**

A total of \$48,717 was returned to the operating budget as proceeds from the disposition of surplus materials in 2019.

**Prepared by:**

Stacy Sansky, Director of Procurement

**Project Manager:**

Stacy Sansky, Director of Procurement

Surplus Asset Distribution

Part/Bus/Tag #	Description	Mileage/Serial #	Sold To	Amount	Date
249	2012 FORD E-350 Bus	328,252.00	RENSELAER IRON & STEEL, INC	\$ 568.10	1/10/2019
239	2009 FORD E-350 Bus	331,343.00	DEPARTMENT OF HOMELAND SECURITY	\$ 1.00	2/14/2019
240	2009 FORD E-350 Bus	336,474.00	RENSELAER IRON & STEEL, INC	\$ 588.90	1/11/2019
316	2002 MCI D4500	796,279.00	FIVE STAR EQUIPMEN T LEASING LLC	\$ 9,825.00	2/1/2019
317	2002 MCI D4500	725,799.00	FIVE STAR EQUIPMEN T LEASING LLC	\$ 9,825.00	2/1/2019
246	2012 FORD E-350 Bus	318,515.00	RENSELAER IRON & STEEL, INC	\$ 551.20	1/28/2019
A96	2007 TOYOTA HYBRID	155,787.00	MARK ANDERSON	\$ 1,550.00	1/28/2019
A94	2008 FORD ESCAPE	171,909.00	FRED NEUMANN	\$ 702.00	1/31/2019
A101	2008 FORD ESCAPE HYBRID	149,575.00	JAMES HOFFMAN	\$ 750.00	1/31/2019
A99	2008 FORD ESCAPE HYBRID	168,932.00	MICHAEL FALZO	\$ 1,031.08	1/25/2019
A106	2011 FORD E-150	205,476.00	NAVJOT SINGH	\$ 2,760.00	1/22/2019
A110	2011 GMC VAN	178,687.00	STEPHEN GRACE	\$ 3,257.00	1/22/2019
9917	1999 NOVA LFS	536,528.00	RENSELAER IRON & STEEL, INC	\$ 2,071.80	2/26/2019
9913	1999 NOVA LFS	581,420.00	RENSELAER IRON & STEEL, INC	\$ 2,258.00	3/21/2019
243	2012 FORD E-350 Bus	300,825.00	RENSELAER IRON & STEEL, INC	\$ 728.00	3/22/2019
A97	2007 Toyota Prius Hybrid	66,639.00	Fernando Palacios	\$ 3,151.00	9/16/2019
A98	2007 Toyota Prius Hybrid	138,527.00	Sean C McMahon	\$ 2,533.68	9/20/2019
T86	2006 Dodge 1500 PICKUP	187,941.00	MICHAEL FALZO	\$ 1,242.00	9/16/2019
A93	Ford E-350 VAN 2006	162,540.00	Elijah Brister	\$ 561.00	11/18/2019
A95	Ford ESCAPE HYBRID 2008	129,405.00	Sean C McMahon	\$ 680.40	11/25/2019
T46	Ford F80 1998	44,774.00	Juan Perdomo	\$ 545.00	11/25/2019
T74	International 4700 2002	216,636.00	Michael Ratigan	\$ 687.00	11/18/2019
A102	Ford ESCAPE HYBRID 2008	198,304.00	James Hoffman	\$ 690.00	11/18/2019
A103	Ford ESCAPE HYBRID 2008	111,974.00	Frederick W Neumann	\$ 810.00	11/25/2019
NA	Samsung Galaxy S7 Phone	NA	Joseph Cole	\$50.00	
NA	Samsung Galaxy S7 Phone	NA	Joseph Cole	\$50.00	
NA	Samsung Galaxy S7 Edge	NA	Ed Butler	\$64.09	
NA	Samsung Galaxy S6	NA	Ed Butler	\$23.00	
NA	iPhone 7 Black	NA	Michael Rafferty	\$105.02	
NA	iPhone 7 Black	NA	Michael Rafferty	\$105.02	
NA	iPhone 7 Plus Pink	NA	Claire Miller	\$205.00	
NA	Samsung Galaxy S7	NA	Claire Miller	\$60.00	
NA	iPhone 7 Silver	NA	Joe Landy	\$93.00	
NA	Otterbox iPhone 7 Commuter Case	NA	Brian Gariepy	\$15.00	
NA	Samsung Galaxy S7	NA	Brian Gariepy	\$40.00	
NA	iPhone 6S Silver	NA	Alton Ming	\$60.00	
NA	iPhone 6 Silver	NA	Alton Ming	\$55.00	
NA	Sony Xperia Z2 Tablets (Qty of 17)	NA	CDTA Employees	\$425.00	(25/EA)
			<b>TOTAL</b>	<b>\$ 48,717.29</b>	

<b>Items Disposed of at Authority's Expense:</b>		
<b>Item Description</b>	<b>Item Location</b>	<b>Disposal dated</b>
Elite 8300 Computer	IT Inventory	2/28/2019
Elite 8300 Computer	IT Inventory	2/28/2019
EliteDesk 800 G1 Computer	IT Inventory	2/28/2019
Elite 8300 Computer	IT Inventory	2/28/2019
Elite 8300 Computer	IT Inventory	2/28/2019
Elite 8300 Computer	IT Inventory	2/28/2019
Elite 8300 Computer	IT Inventory	2/28/2019
Elite 8300 Computer	IT Inventory	2/28/2019
Elite 8300 Computer	IT Inventory	2/28/2019
Elite 8300 Computer	IT Inventory	2/28/2019
Brother 4750e Fax	IT Inventory	2/28/2019
Small UPS x3	IT Inventory	2/28/2019
KVM Console	IT Inventory	2/28/2019
KVM Switch	IT Inventory	2/28/2019
Elite 8300 Computer	IT Inventory	2/28/2019
Point of Sale system	IT Inventory	2/28/2019
HP 1702 Monitor	IT Inventory	2/28/2019
ViewSonicVa2702w Monitor	IT Inventory	2/28/2019
Avaya Phone	IT Inventory	2/28/2019
Power Strips x10	IT Inventory	2/28/2019
Cable Rack x2	IT Inventory	2/28/2019
Radio Charging Station	IT Inventory	2/28/2019
Juniper SA 700	IT Inventory	2/28/2019
Schneider APC	IT Inventory	2/28/2019
Hewlett-Packard Server x2	IT Inventory	2/28/2019

	IT Inventory	2/28/2019
Hauppauge! x2	IT Inventory	2/28/2019
Four Winds Computer	IT Inventory	2/28/2019
Four Winds Computer	IT Inventory	2/28/2019
Four WInds Computer	IT Inventory	2/28/2019
Four Winds Computer	IT Inventory	2/28/2019
Elite 8300 Computer	IT Inventory	2/28/2019
NEC TV V552	IT Inventory	2/28/2019
Book Case	IT Inventory	2/28/2019
File Cabinet	IT Inventory	2/28/2019
Z600 Computer	IT Inventory	2/28/2019
Z600 Computer	IT Inventory	2/28/2019
ProBook 650 G1	IT Inventory	2/28/2019
HP Elite 8300 SFF	IT Inventory	5/1/2019
HP Elite 8300 SFF	IT Inventory	5/1/2019
HP Elite 8300 SFF	IT Inventory	5/1/2019
HP Elite 8300 SFF	IT Inventory	5/1/2019
HP Elite 8300 SFF	IT Inventory	5/1/2019
HP Elite 8300 SFF	IT Inventory	5/1/2019
HP PROBOOK 650 G2	IT Inventory	5/1/2019
HP PROBOOK 6570B	IT Inventory	5/1/2019
HP PROBOOK 6460B	IT Inventory	5/1/2019
HP PROBOOK 6450B	IT Inventory	5/1/2019
HP Elite 820-0 SFF	IT Inventory	5/1/2019
HP Elite 830-0 SFF	IT Inventory	5/1/2019
HP Elite 830-0 SFF	IT Inventory	5/1/2019



Cisco WS-C3550-24WR	IT Inventory	5/1/2019
HP Elite 830-0 SFF	IT Inventory	5/1/2019
HP Elite 830-0 SFF	IT Inventory	5/1/2019
HP Elitebook 840 G3	IT Inventory	5/1/2019
HP Compaq 2006x	IT Inventory	5/1/2019
HP L1750	IT Inventory	5/1/2019
HP TFT 1501	IT Inventory	5/1/2019
HP 1702	IT Inventory	5/1/2019
HP Laser Jet 2300	IT Inventory	5/1/2019
Smart UPS-3000	IT Inventory	5/1/2019
Avaya 4625SW Phone	IT Inventory	5/1/2019
HP Elite 830-0 SFF	IT Inventory	8/20/2019
HP Elite 830-0 SFF	IT Inventory	8/20/2019
HP Elite 8300 SFF	IT Inventory	8/20/2019
HP Elite 830-0 SFF	IT Inventory	8/20/2019
HP Elite 830-0 SFF	IT Inventory	8/20/2019
HP Elite 830-0 SFF	IT Inventory	8/20/2019
HP Elite 830-0 SFF	IT Inventory	8/20/2019
HP Elite 830-0 SFF	IT Inventory	8/20/2019
HP Elite 830-0 SFF	IT Inventory	8/20/2019
HP Elite 8300 SFF	IT Inventory	8/20/2019
HP Elite 8300 SFF	IT Inventory	8/20/2019
HP Elite 8300 SFF	IT Inventory	8/20/2019
HP Elite 8300 SFF	IT Inventory	8/20/2019
HP Elite 8300 SFF	IT Inventory	8/20/2019
HP Elite 8300 SFF	IT Inventory	8/20/2019
HP Elite 8300 SFF	IT Inventory	8/20/2019
HP Elite 8300 SFF	IT Inventory	8/20/2019
HP Elite 8300 SFF	IT Inventory	8/20/2019
HP Elite 8300 SFF	IT Inventory	8/20/2019

HP Elite 8300 SFF	IT Inventory	8/20/2019
HP Elite 8300 SFF	IT Inventory	8/20/2019
HP Elite 8300 SFF	IT Inventory	8/20/2019
HP Elite 8300 SFF	IT Inventory	8/20/2019
HP Elite 8300 SFF	IT Inventory	8/20/2019
HP Elite 8300 SFF	IT Inventory	8/20/2019
HP Elite 8300 SFF	IT Inventory	8/20/2019
HP ProBook6460b	IT Inventory	8/20/2019
HP EliteBook 8570w	IT Inventory	8/20/2019
Verizon MiFi 7730L	IT Inventory	8/20/2019
Verizon MiFi 7730L	IT Inventory	8/20/2019
HP Docking Station	IT Inventory	8/20/2019
HP Server	IT Inventory	8/20/2019
HP Ultra Slip Docking Station	IT Inventory	8/20/2019
Brother Intellifax 4750e	IT Inventory	8/20/2019
Avaya 4625 IP Phone	IT Inventory	8/20/2019
Barracuda ES 750 GB	IT Inventory	8/20/2019
Barracuda ES 750 GB	IT Inventory	8/20/2019
Brother MFC 9450 CDN Printer	IT Inventory	8/20/2019
Cannon FaxPhone L100	IT Inventory	8/20/2019
Brother Intellifax 4100e	IT Inventory	8/20/2019
Brother Intellifax 4750e	IT Inventory	8/20/2019
HP 1050 Fax	IT Inventory	8/20/2019
HP LaserJet Pro 400	IT Inventory	8/20/2019

## **Capital District Transportation Authority Agenda Action Proposal**

**Subject:** Contract award for bus wash soap to Dynasty Chemical Corp of Albany, New York.

**Committee:** Performance Monitoring/Audit

**Committee Meeting Date:** January 22, 2020

**Board Action Date:** January 29, 2020

**Background:**

The current contract for bus wash soap is set to expire and a new one is required.

**Purpose:**

Bus wash soap is utilized in the maintenance of a clean fleet of vehicles.

**Summary of Proposal:**

An Invitation for Bids (IFB) was issued for the purchase of bus wash soap for use in the bus wash racks at all three maintenance facilities. The scope of work specified the requirements to ensure compatibility with equipment and that it would not damage the vehicles.

Twenty-two (22) firms downloaded the IFB and one bid was received. A survey of the bid list found that for the most part either firms could not provide soap that met CDTA's needs or in the quantities required. Historically, CDTA has generally not received many bids for this contract. Additionally, the IFB was advertised in numerous local and state-wide publications per standard practice.

Based on all this data staff does not think that the scope of work was too restrictive or not made available widely. Therefore, staff is recommending that a contract be awarded to Dynasty Chemical Corp of Albany, New York for the provision of bus wash soap for a term of three years. Upon Board approval a contract will be executed to commence on February 20, 2020.

**Financial Summary and Source of Funds:**

Total Not to Exceed \$50,209 over three years

Year 1: \$16,445

Year 2: \$16,790

Year 3: \$16,974

This will be funded starting with the FY2020 Operating Budget.

**Prepared by:**

Stacy Sansky, Director of Procurement

**Project Manager:**

Lance Zarcone, Vice President of Operations

**Memorandum**

January 22, 2020

To: Performance Monitoring/Audit Committee  
From: Lance Zarcone, Vice President of Operations  
Subject: Bus Wash Soap

**Background:**

CDTA recently solicited an Invitation for Bid (IFB) asking a firm to provide bus soap to be used in CDTA’s bus wash racks in its three maintenance facilities. CDTA bus wash racks utilize a concentrated liquid mix to effectively clean the exterior of the bus without damaging the painted surface. Buses are washed daily at all divisions.

**Justification:**

Invitation for Bids were solicited, and twenty-two bids were downloaded. Only one bid was received. The qualified bidder is Dynasty Chemical Corp of Albany, New York.

**Recommendation:**

Staff recommends a contract award for Bus Wash Soap to Dynasty Chemical Corp of Albany, New York for a total amount not to exceed \$50,209 over three years.

**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:**

\$50,209 (three years) NTE 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 Solicited # 22 and Advertised  
Number of Proposals/Bids Received # 1

Attach Summary of Bids/Proposals

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

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

8. **LEGAL NAME and ADDRESS OF CONTRACTOR/VENDOR:** Dynasty Chemical Corp  
444 North Pearl Street  
Albany, NY 12204

8. **SOURCE OF FUNDS:** This will be funded starting with the FY2020 Operating Budget.

9. **COMPLIANCE WITH STATE AND FEDERAL RULES:**

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

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

Stacy Sansky, Director of Procurement      DATED: January 13, 2020

**BID SUMMARY**  
**CDTA-Maintenance 144-3000**

**BUS WASH SOAP**

12/16/19  
1:00PM

Bidder	Item	Total
Dynasty Chemical Corp 444 North Pearl Street Albany, NY 12204 518.463.1146 <a href="mailto:mjwaldman@dynastychemical.com">mjwaldman@dynastychemical.com</a> <a href="#">Michael Waldman</a>	Year One	\$715.00
	Year Two	\$730.00
	Year Three	\$738.00

I, Carm Basile, 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 by the Capital District Transportation Authority for the Authority's project CDTA-Maintenance 144-3000, which bids were opened the 16th day of December 2019.

\_\_\_\_\_  
Carm Basile

## **Capital District Transportation Authority Agenda Action Proposal**

**Subject:** Contract award for purchase of fiber services from FirstLight Fiber of Albany, NY.

**Committee:** Performance Monitoring/Audit  
**Committee Meeting Date:** January 22, 2020  
**Board Action Date:** January 29, 2020

**Background:**

There is an increased demand for cloud-based solutions and off-site hosting.

**Purpose:**

This contract will provide increased reliability and speed for CDTA Enterprise Applications such as Smart Card, Microsoft Teams and camera systems.

**Summary of Proposal:**

Staff from the Information Technology Department reviewed New York State Office of General Services (NYS OGS) contracts for fiber services and obtained quotes from three vendors including the incumbent provider. As a result of their review staff found that the proposal submitted by FirstLight Fiber was able to provide an improvement in reliability and higher speeds at a lower cost.

Staff recommends a three-year contract be awarded to FirstLight Fiber of Albany, New York for fiber services for a cost not to exceed \$200,000. Board approval is required for NYS OGS contracts valued at \$100,000 or higher.

**Financial Summary and Source of Funds:**

The contract value will not exceed \$200,000 over three years. This will be funded starting in the FY2020 Operating Budget.

**Prepared by:**

Stacy Sansky, Director of Procurement

**Project Manager:**

Christopher Desany, Vice President of Planning & Infrastructure

**Memorandum**

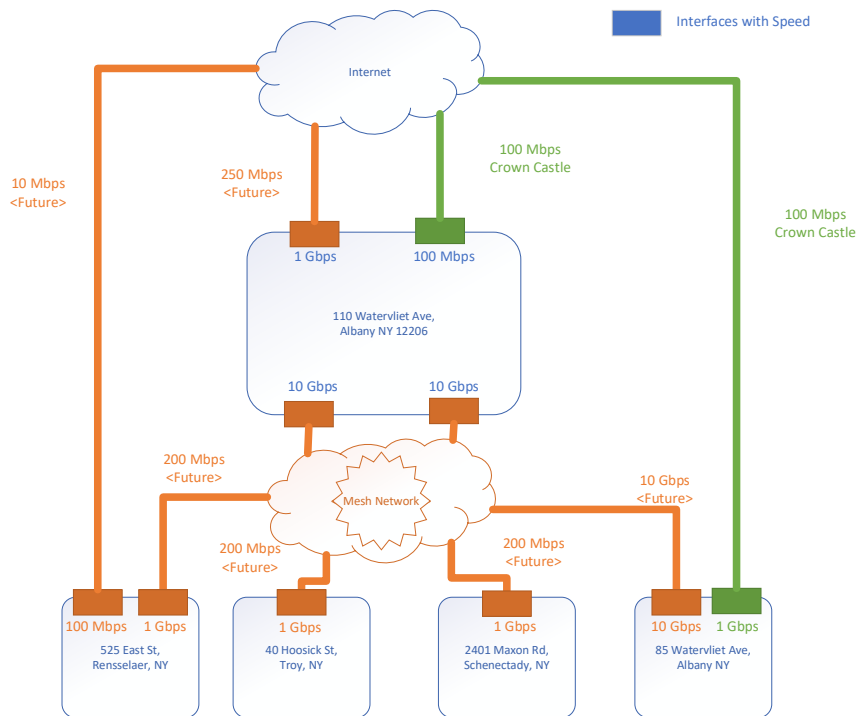
January 22, 2020

To: Performance Monitoring/Audit Committee  
 From: Christopher Desany, Vice President of Planning and Infrastructure  
 Subject: Purchase of Fiber Services

**Background:**

In 2014, CDTA competitively procured and awarded a contract to Level 3 Communications (now CenturyLink) to provide internet service and connectivity across all CDTA facilities. With increased demands for cloud based solutions and off-site hosting, integration among our locations has become a vital component of operations. Enterprise applications that depend on this functionality include:

- Microsoft Teams – cloud-based telephony
- Office 365 – cloud-based email, calendaring and office products
- ITMS – connected vehicles and real time passenger information
- Smart card (Navigator) central data systems and customer service tools
- End point (tablets, phones, PC’s, etc.) management and security
- Disaster recovery infrastructure including replication of data to other sites
- Camera systems in facilities and on buses
- Internal and external web sites and applications



This list continues to grow each year as bandwidth needs increase, and we look to move from maintaining dedicated infrastructure to using commodity services.

The Information Technology department designed a network architecture that would ensure access to these services while improving speed and reliability. This solution will also allow CDTA to room to expand over the next several years.

After a review of the internet providers listed in New York State Office of General Services Contracts PS68696 and PS68694, we received quotes from three of the providers listed. FirstLight submitted the lowest quote, and we have no negative feedback about their ability to provide services and delivery support.

	Current	FirstLight	Crown Castle	CenturyLink
Monthly	\$6,211	\$5,135	\$5,255	\$8,436
Yearly	\$74,535	\$61,620	\$63,060	\$101,234
3 Years	\$223,607	\$184,860	\$189,180	\$303,702
Taxes and Fees	Included	\$4,000	\$4,000	\$4,000
Total (3 year)	\$223,607	\$188,860	\$193,180	\$307,702

**Justification:**

This recommendation to award a contract for fiber services to FirstLight is based on cost effectiveness and ability to deliver satisfactory services and support. Additional reasons to support this recommendation include:

- FirstLight is listed on NYS OGS Contract PS68696.
- FirstLight fiber is physically redundant and on a separate ring from our current provider. This improves network reliability in cases of physical damage or power outages.
- FirstLight fiber terminates in a separate physical location that is sufficiently far enough from other providers which also improves network reliability.
- FirstLight can provide a package that provides for 10x the speeds at a lower cost than what we are currently paying.

The FirstLight pricing is based on government rates provided to New York State agencies including deep discounts and is therefore considered to be fair and reasonable.

**Recommendation:**

I am requesting that a three-year contract for the purchase of fiber services be awarded to FirstLight of Albany, NY for an amount of \$200,000.



**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:**

\$50,209 (three years) NTE fixed estimated (circle one)

4. **PROCUREMENT METHOD (check one):**

Request for Proposals (RFP)       Invitation for Bids (IFB)       Other-NYS OGS

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 # 1 and Advertised  
Number of Proposals/Bids Received # 1

Attach Summary of Bids/Proposals

8. **Disadvantaged Business Enterprise (DBE)/Minority/Women's Business Enterprise (MWBE) involvement**

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

8. **LEGAL NAME and ADDRESS OF CONTRACTOR/VENDOR: FirstLight Fiber**

41 State St Floor 10

Albany, NY 12207

8. **SOURCE OF FUNDS: Funded in operating budgets FY2020, FY2021 and FY2022**

9. **COMPLIANCE WITH STATE AND FEDERAL RULES:**

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

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

Stacy Sansky, Director of Procurement      **DATED:** January 14, 2020

## **Capital District Transportation Authority Agenda Action Proposal**

**Subject:** Award recommendation for Legal Services Panel Counsel to Monaco Cooper Lamme & Carr, PLLC of Albany, New York.

**Committee:** Performance Monitoring/Audit  
**Committee Meeting Date:** January 22, 2020  
**Board Action Date:** January 29, 2020

**Background:**

General Counsel maintains contracts with law firms to assist in a wide variety of specialties on an as-needed basis.

**Purpose:**

Panel Counsel contracts were last awarded on January 25, 2017. Since that time, one of our contracted personal injury firms has dissolved and some of the attorneys have formed a separate law firm. Since it is technically a new entity, a new contract is recommended.

**Summary of Action:**

In 2017, a Request for Proposals (RFP) was issued seeking legal panel counsel to provide specialized services on an as-needed basis. After review, contracts were issued to several firms, including Carter Conboy. This firm has recently dissolved, and a number of attorneys have formed a new firm – Monaco Cooper Lamme & Carr, PLLC. Carter Conboy was assigned several cases that have not been closed, and in order to allow continuation of these cases with the same legal staff, it is recommended we award a sole source contract. Staff has reviewed the hourly rates and find them to be fair and reasonable based on comparison with rates of other panel counsel. There is no change to the remaining existing panel counsel contracts.

Staff recommends a sole source contract for panel counsel be awarded to Monaco Cooper Lamme & Carr, PLLC of Albany, New York for a term of two (2) years for an amount not to exceed \$50,000 per year. (Services will be performed on an as-needed basis at agreed-upon hourly rates. Actual cost is highly variable depending on the nature of the services involved but are anticipated not to exceed \$50,000 to see a case through to trial.)

**Financial Summary and Source of Funds:**

The contract will not exceed \$100,000 over a two-year period and will be funded in the FY2020 and FY2021 Operating Budgets.

**Prepared by:**

Stacy Sansky, Director of Procurement

**Project Manager:**

Amanda Avery, General Counsel

## Memorandum

January 22, 2020

To: Chairman, Performance Monitoring/Audit Committee  
Members, Performance Monitoring/Audit Committee

From: Amanda Avery, General Counsel

Subject: Sole Source Legal Services Panel Counsel

### Background

Through the General Counsel, CDTA's internal legal department provides legal services, risk management and administrative assistance to the Authority.

From time to time, the legal department requires the assistance of outside legal counsel covering certain practice areas, including personal injury defense. As the need for these particular services can be predicted, it is in the best interests of the Authority to enter into term contracts covering certain practice areas. Term contracts allow the legal department to utilize outside firms on an as-needed basis, as matters arise, at specified rates that are agreed upon in advance.

In 2017, after a competitive RFP process, five-year legal services term contracts were awarded to five different firms. Since that time, one of the firms – Carter Conboy – has dissolved, and a number of attorneys have formed a new firm, Monaco, Cooper Lamme & Carr, PLLC. As we wish to continue the contract with the new entity, a sole source contract award is now recommended.

### Recommendation:

I am recommending approval of a two-year sole source Legal Services Panel Counsel contract with Monaco, Cooper Lamme & Carr, PLLC. Services, if any, will be performed at agreed-upon rates and terms.

**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:**

\$100,000 (two years) NTE 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 Solicited # 1 and Advertised  
Number of Proposals/Bids Received # 1

Attach Summary of Bids/Proposals

9. **Disadvantaged Business Enterprise (DBE)/Minority/Women's Business Enterprise (MWBE) involvement**

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

8. **LEGAL NAME and ADDRESS OF CONTRACTOR/VENDOR:** Monaco Cooper Lammee & Carr, PLLC  
1881 Western Ave Suite 200  
Albany, NY 12203

8. **SOURCE OF FUNDS:** FY2020 and FY2021 Operating Budgets

9. **COMPLIANCE WITH STATE AND FEDERAL RULES:**

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

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

Stacy Sansky, Director of Procurement                      **DATED:** January 15, 2020

**Memorandum**

January 22, 2020

To: Audit Committee Members

Chief Executive Officer

From: Sarah Matrose, Internal Audit

Subject: Annual Independence and Objectivity Statement

**Background:**

The *International Standards for the Professional Practice of Internal Auditing* Standard 1100 – Independence and Objectivity requires the internal activity to remain independent, and internal auditors must be objective in performing their work by maintaining an unbiased and independent approach to audits, including reporting any conflict that may arise.

**1110 - Organizational Independence** The chief audit executive must report to a level within the organization that allows the internal audit activity to fulfill its responsibilities. The chief audit executive must confirm to the board, at least annually, the organizational independence of the internal audit activity.

**1110.A1** - The internal audit activity must be free from interference in determining the scope of internal auditing, performing work, and communicating results.

**1111 – Direct Interaction with the Board** The chief audit executive must communicate and interact directly with the board.

**1120 - Individual Objectivity (Standard)** Internal auditors must have an impartial, unbiased attitude and avoid any conflict of interest.

**1130 - Impairment to Independence or Objectivity (Standard)** If independence or objectivity is impaired in fact or appearance, the details of the impairment must be disclosed to appropriate parties. The nature of the disclosure will depend upon the impairment.

**Attestation:**

The CDTA Internal Audit department complies with Standard 1100 in that it remains independent and audits are completed free from interference and with objectivity.

## Memorandum

January 22, 2020

To: Audit Committee Members  
Carm Basile, Chief Executive Officer

From: Sarah Matrose, Internal Auditor

Subject: Quarterly Progress Report – Internal Audit Department

### IA Progress Report:

- Davis-Bacon & Related Acts audit is in progress
- Universal Access Billing wrap-up
- Revenue Audit in the planning stages

### Continuous and Upcoming Audit Items:

- Working with Maintenance to provide efficiency improvements to the warranty process
- Continuing efforts for Standard Operating Procedures, Policies, including a documented process for approval, disseminating, and storage
- Continual work on the KPI Dashboards with Zight and the Business Intelligence Competency Center group
- Participation in on the GIRO Hastus Daily work group sessions
- Reviewing NX mileage reports for consistency, accuracy and adherence to contractual terms
- PCI Self-Assessment Compliance review
- Annual risk assessment meetings with staff will begin shortly to ensure the audit plan is aligned with CDTA's goals and industry emerging risks

### Continuing Education/Maturity Project Items:

- Attended IIA Albany Chapter monthly Board meetings
- Presented at the ISACA Hudson Valley Annual General Meeting
- Joined the Chief Audit Executives of the Albany area Roundtable discussion group
- *Risk 2020: A Guide to Understanding, Aligning, and Optimizing Risk* webinar
- *Blockchain Technology – What Internal Auditors Should Know* webinar
- *Enhancing Internal Audit Effectiveness through the Core Principles* webinar
- *Hottest Transit Trends* webinar
- *Data Ethics* e-learning webinar

## Memorandum

January 22, 2020

To: Chief Executive Officer  
From: Vice President of Operations  
Subject: Annual Fleet Inspection

### Background

We recently conducted our sixteenth annual audit of the fleet, facilities and a review of our compliance to safety regulations and record keeping. The audit is performed by the Transportation Resource Center, based in Oviedo Florida. The audit team is composed of industry experts who are skilled in maintenance systems, standards and vehicle technology. Because of our long-standing relationship, the team is familiar with our operation, our staff and our capabilities. We work with them on a continual basis to improve the audit process, reporting and expectations for our employees. We are one of the few transit systems that engages in an annual self-assessment of our maintenance operation. Because of the longevity and integrity of the program, our employees have embraced it and look at it in a competitive, yet friendly way.

TRC staff inspects 70 buses, or approximately 30% of our fleet. TRC will randomly select buses to ensure that all vehicle types are represented from each of our operating divisions. Bus inspections are completed in accordance with State and Federal standards, recording all defects. A small number of vehicles are selected for a records review. TRC auditors also take note of the condition of our maintenance shops, cleanliness, adherence to safety standards and record management.

The inspection process occurs over a two-week period with buses selected by TRC and assigned to their staff for a predetermined amount of time. Inspections occur on our properties and there is minimal disruption to our operation during the audit period. TRC also inspects our buses that are used for NX service; these are performed on the contractor's property (Upstate Transit).

### Reporting Period

Their report covers findings from the audit conducted from September 30 through October 11, 2019.

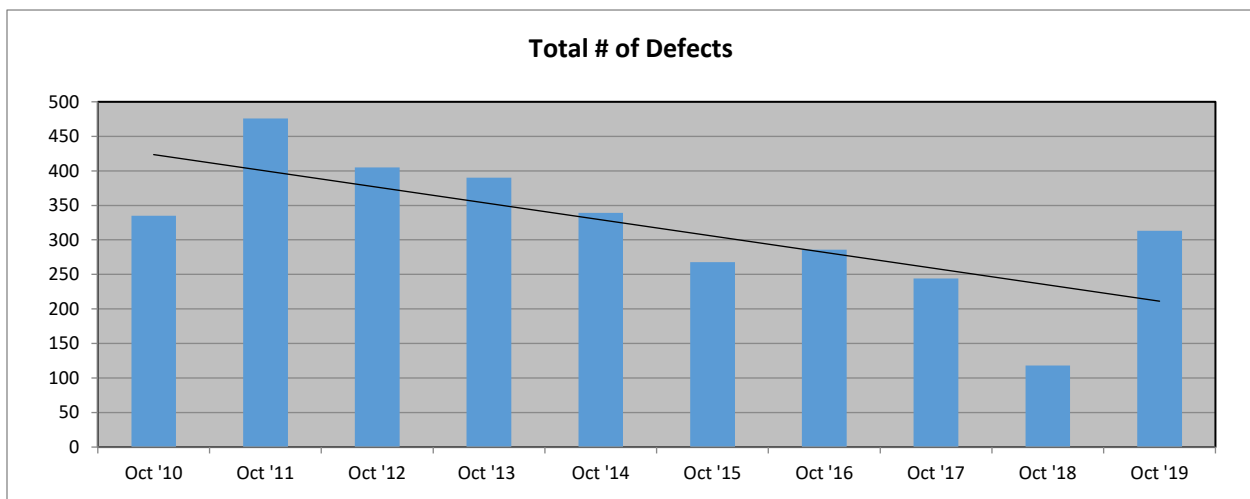
### Methodology

The TRC auditors use an industry accepted process to sample and inspect buses. They perform a full inspection of each vehicle to ascertain its condition and availability for service. They categorize all defects as A-type or B-type. This designation denotes the severity of defects and their impact on service reliability.

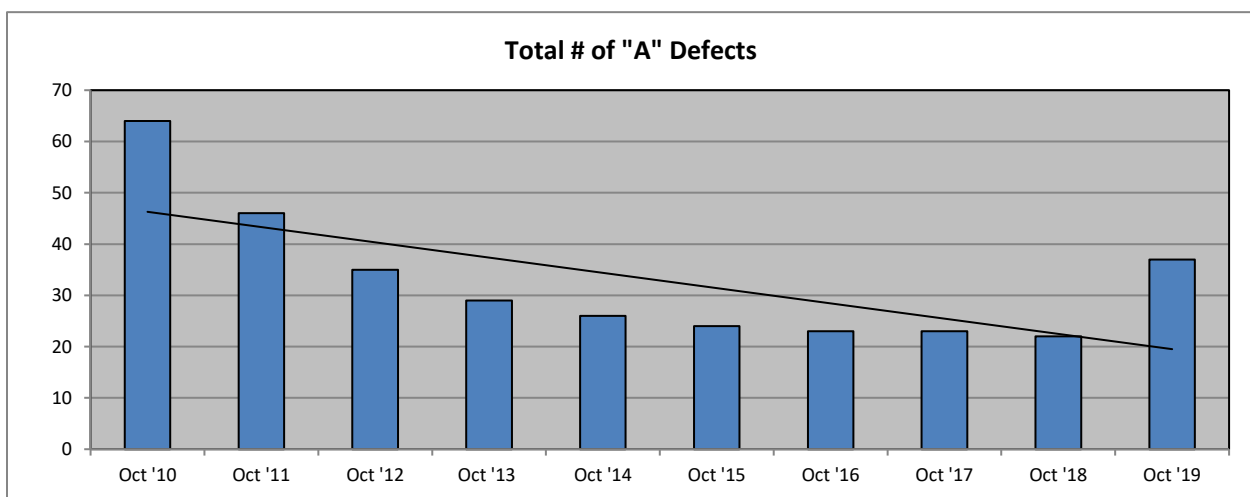
- **A Defect** – An “A” defect requires immediate attention and repair. Once identified, it would keep a bus from returning to service if not corrected. “A” defects include, inadequate brakes and tire tread, non-functioning turn signals and major oil or fuel leaks.
- **B Defect** – A “B” defect requires attention at or before the vehicles’ next service inspection (it would not necessarily require a bus to be held from service). Examples of a B defect include loose grab rails, exterior damage, leaky windows and minor oil leaks.

### Summary of Findings

During this audit cycle, a total of 70 buses were inspected and 313 defects observed and recorded. This is an average of 4.5 defects per bus. Last year, there were a total of 118 defects or 1.7 defects per bus. A total of 37 “A” defects were observed, which is up from the 22 “A” defects found last year. There were no noticeable differences across our facilities in Albany, Troy and Schenectady.



The bulk of the recorded defects are in the “B” category (276). Most “B” defects are interior, exterior and engine compartment issues. A number of these are cosmetic. Many of the cosmetic issues were observed on our older Gillig buses.





TRC staff also reviews our Preventive Maintenance Inspection (PMI) program for timely performance and our level of attention to details. TRC examined the records of 15 buses selected at random to determine if preventive maintenance inspections (PMI's) were completed at the scheduled 6,000-mile interval. The Federal Transit Administration maintenance standards call for a PMI performance expectation of 80%. The audit revealed that 100% of PMI's were completed on-time.

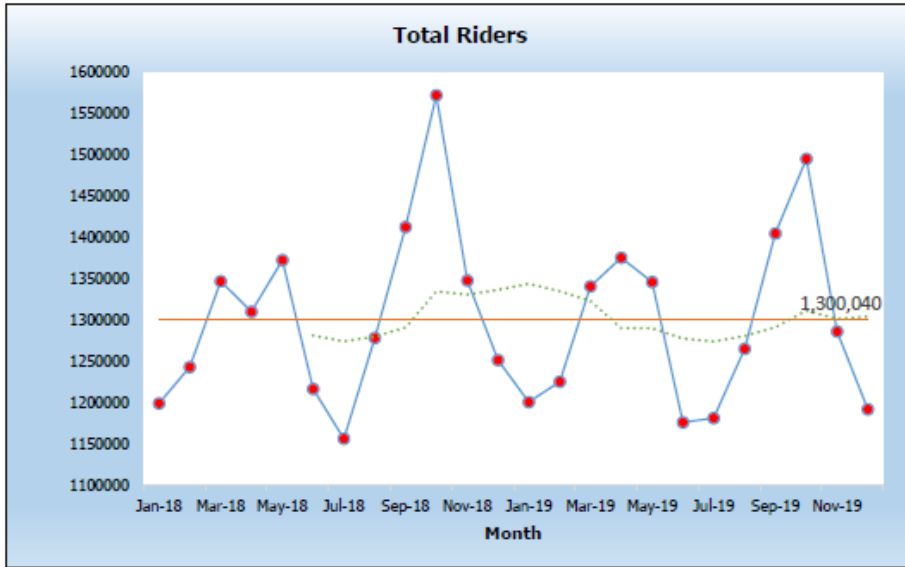
The audit includes inspections of all garages, with an emphasis on their cleanliness, order and adherence to established safety standards. Over the last several years, we have continued to invest in our aging facilities, and it has paid dividends in many areas and that is noted in past audits. All three of our maintenance facilities were found to be in good condition with bright lighting, minimal clutter and a clean work environment noted by the inspectors. The report called attention to the body-paint shop paint mixing room having excessive fumes and a dirty eye wash station. TRC staff did recommended that we look at secondary containment for fluids that are stored in drums like washer fluid, antifreeze and gear lube. We are in the process of looking into that.

This year's TRC audit report indicates a rise in total defects found compared to last year. Although we find a rise in "A" defects, this year's audit helped identify items such as faulty fuel filters. There were several fuel filters found to be leaking at the seam of the filter. We are working with the manufacturer to correct it. B defects are mostly cosmetic in nature, we will continue to work with our body shop to correct these defects in an efficient and timely manner.

### Conclusions and Action Items

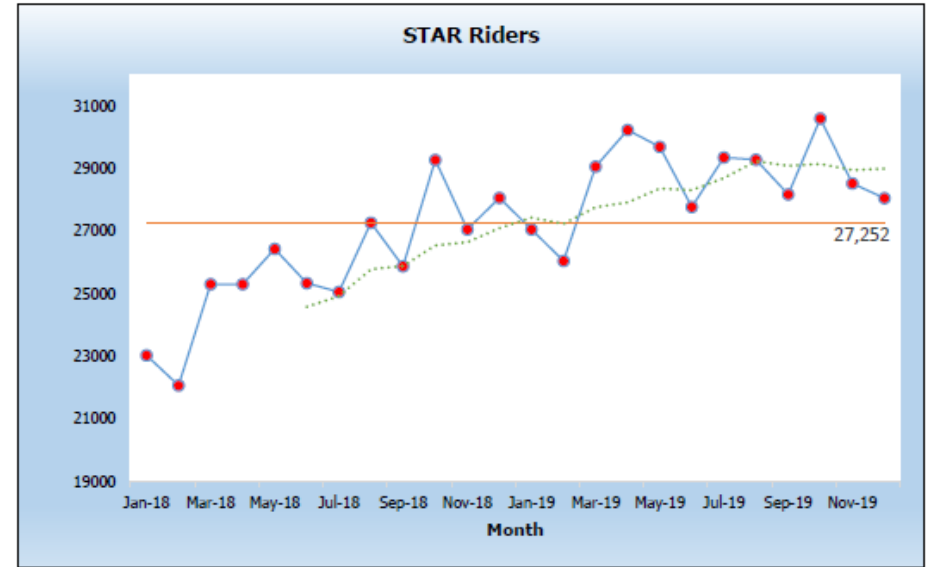
- **Enhance Quality Assurance program.** Quality assurance (QA) is designed to ensure that quality is built into the repair process. We have foreman and trainers performing QA checks on repairs but not all repairs have a QA performed. We will work towards ensuring all repairs are being reviewed by a quality control inspector and corrective action discussed with the technician to help reduce road calls and other unscheduled work.
- **Implement quarterly internal audits of our fleet.** Each quarter we will randomly select a small percentage of our fleet and have the Technical Trainers mirror the annual audit that's performed by TRC.

Patronage/Mobility



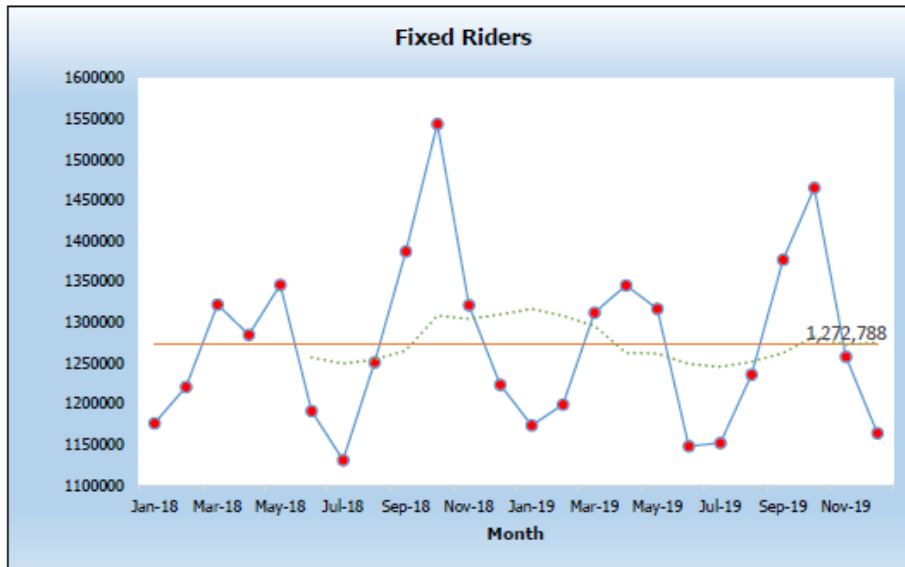
Previous: 1,251,648

Current: 1,192,156



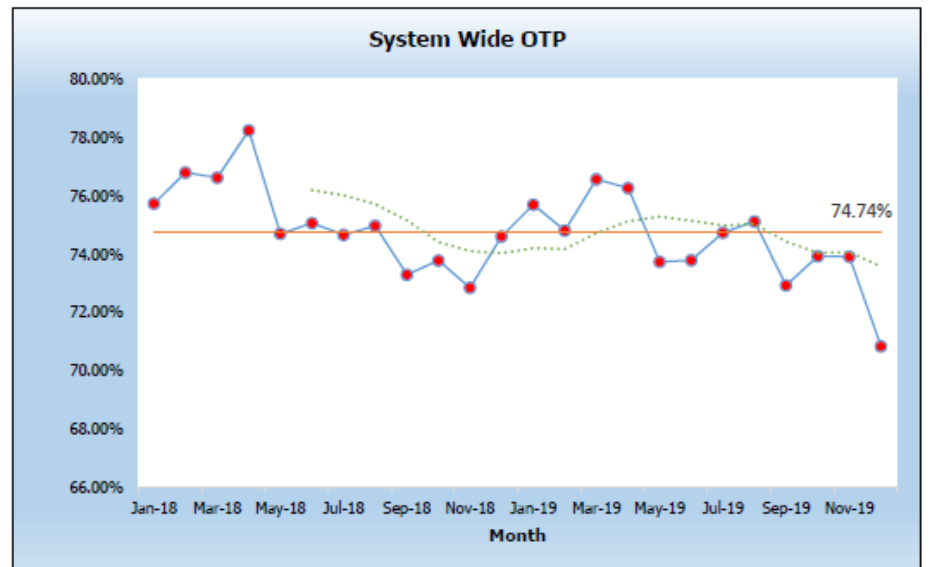
Previous: 28,071

Current: 28,058



Previous: 1,223,577

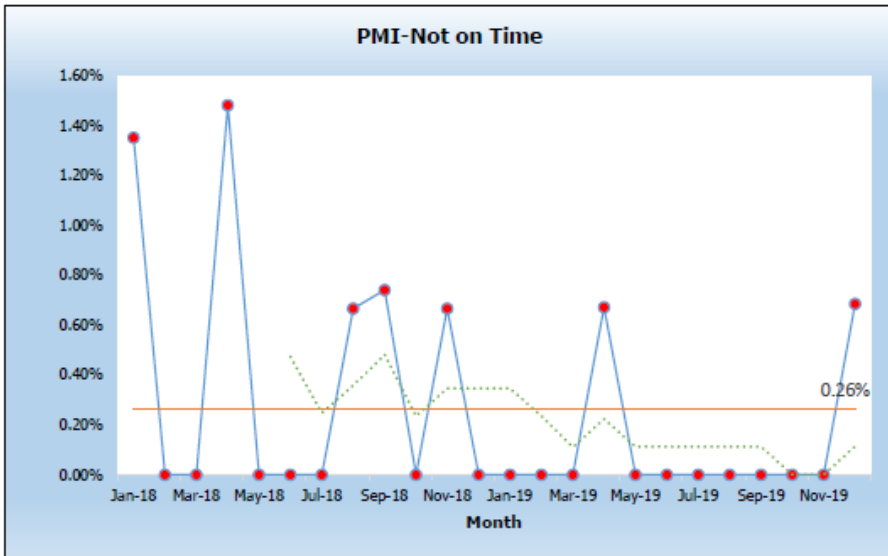
Current: 1,164,098



Previous: 74.61%

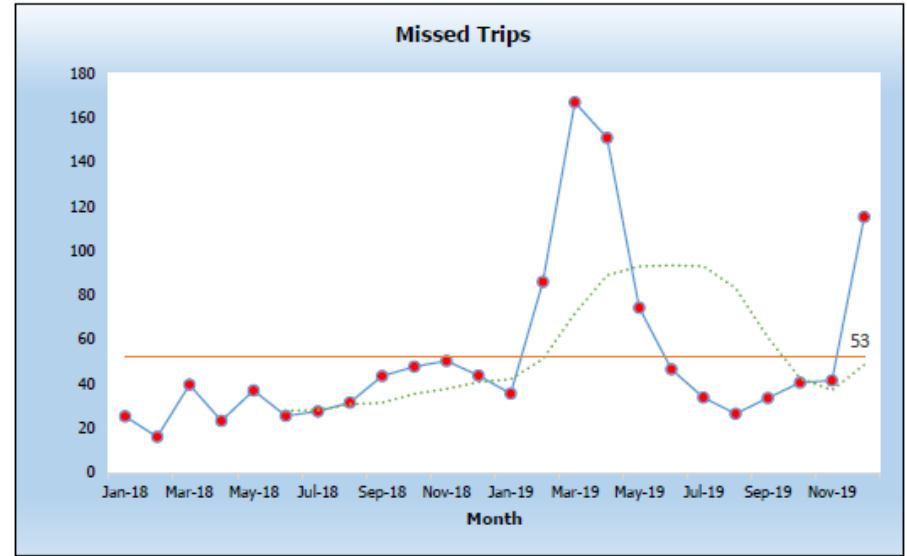
Current: 70.84%

Reliability



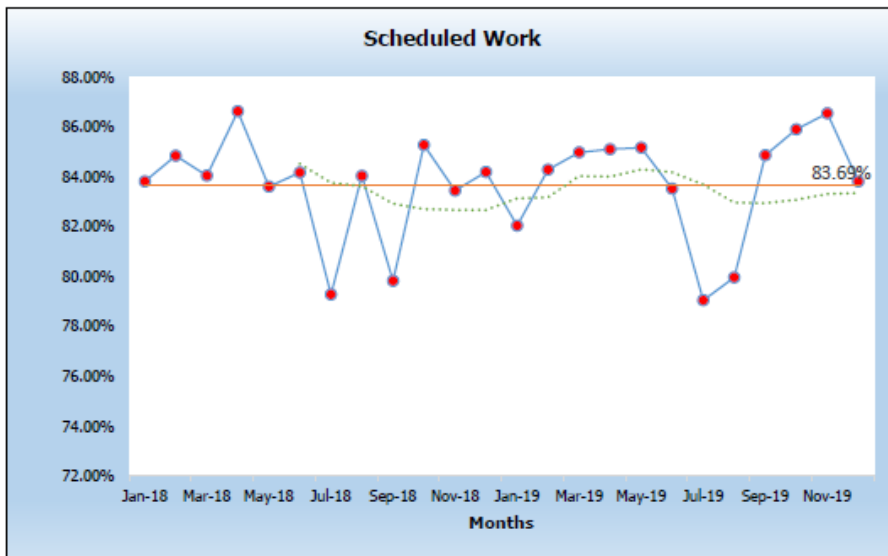
Previous: 0.00%

Current: 0.68%



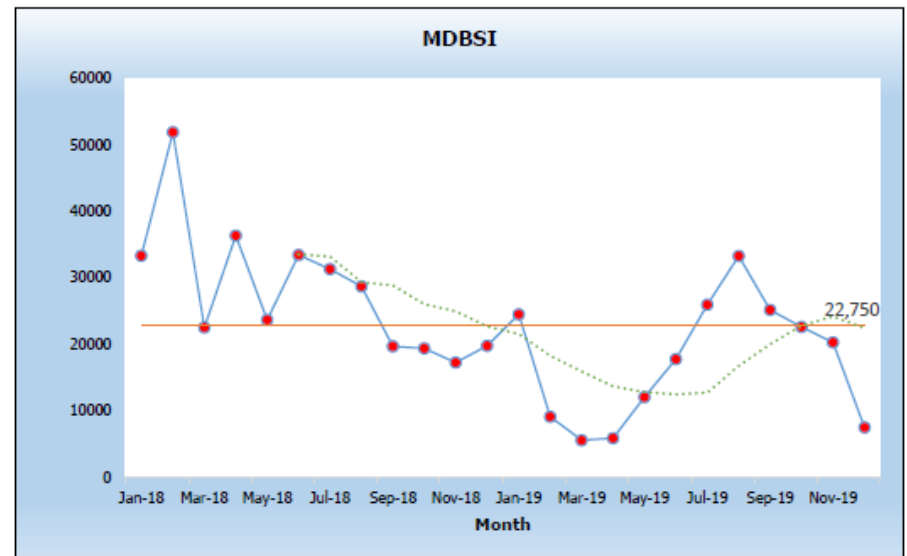
Previous: 44

Current: 115



Previous: 84.20%

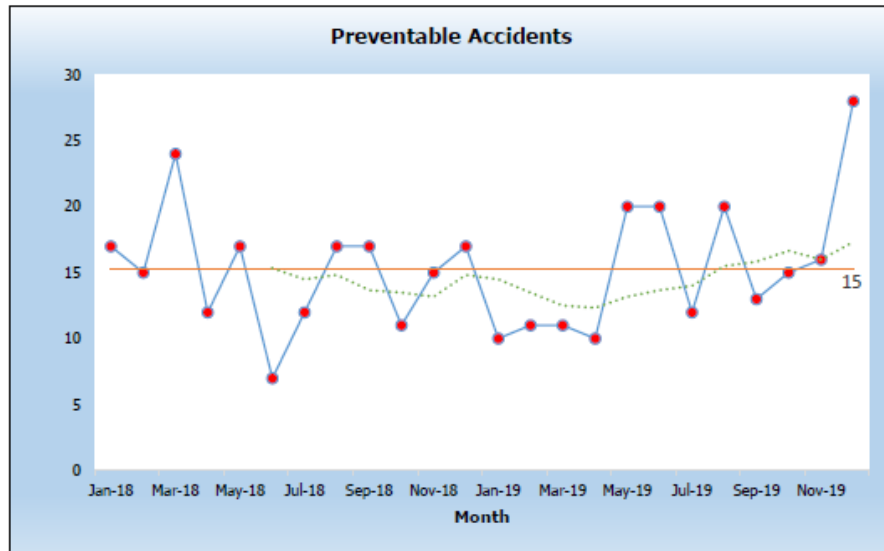
Current: 83.82%



Previous: 19,733

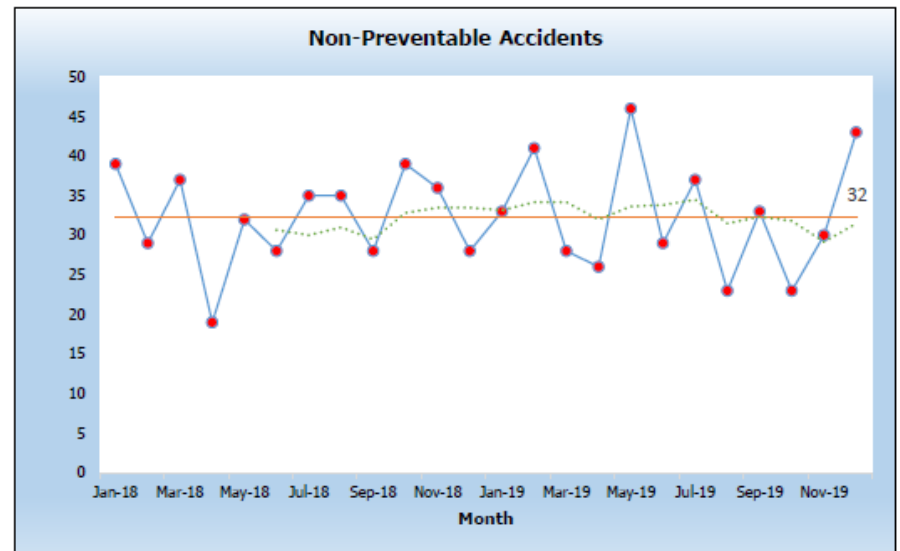
Current: 7,467

Safety



Previous: 17

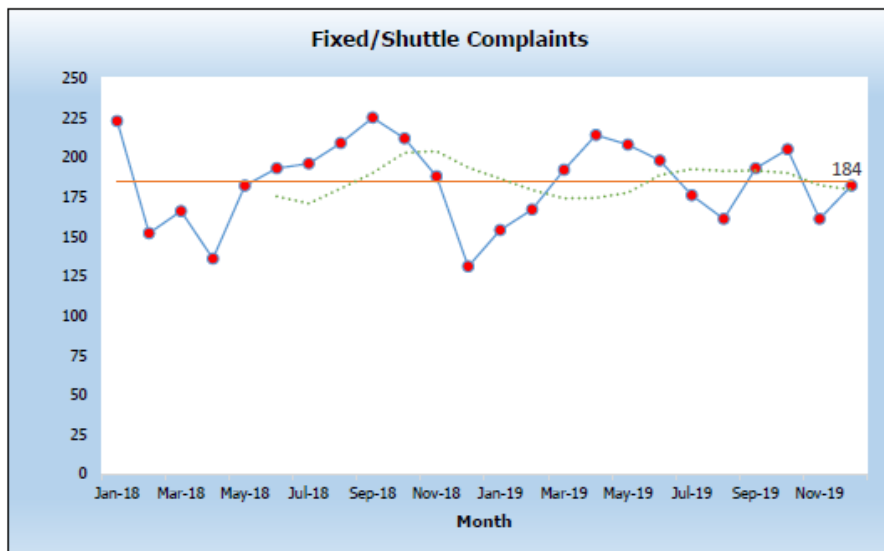
Current: 28



Previous: 28

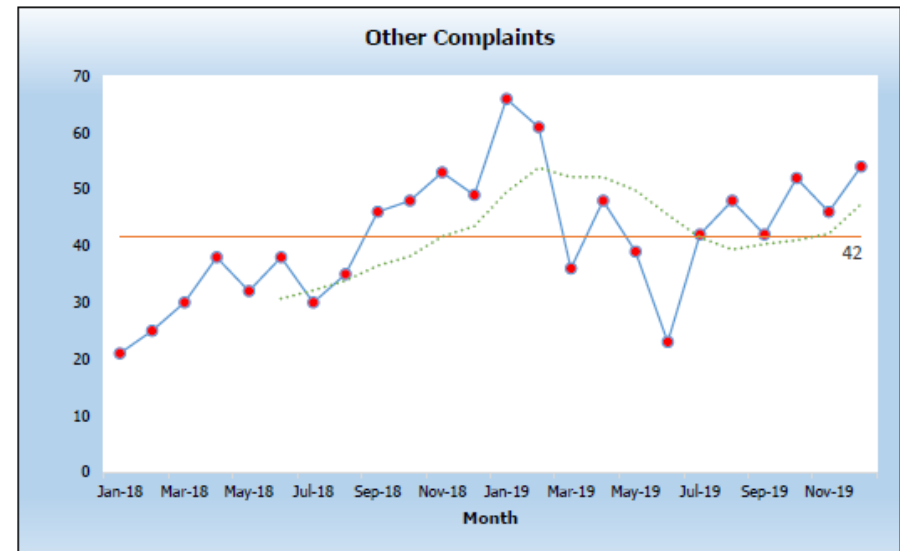
Current: 43

Customer Service



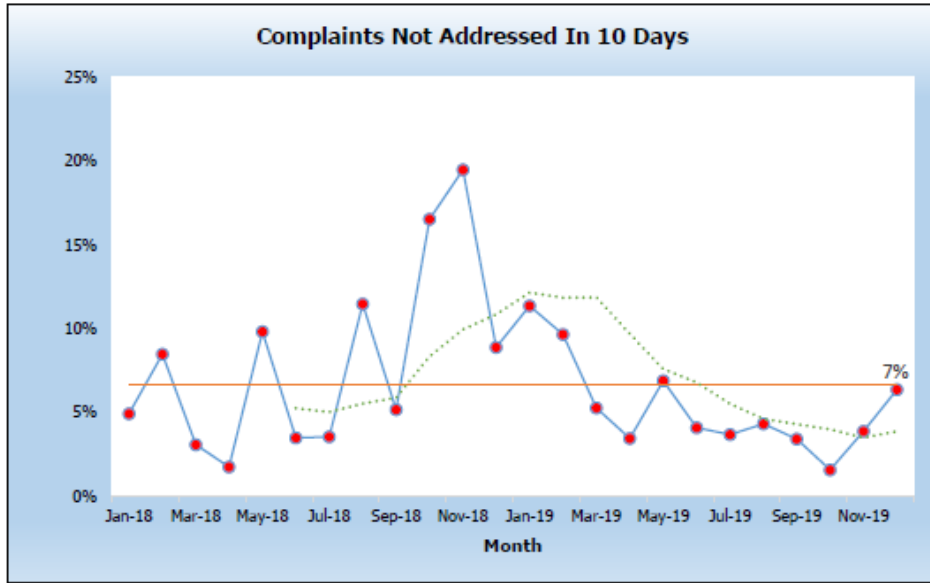
Previous: 131

Current: 182



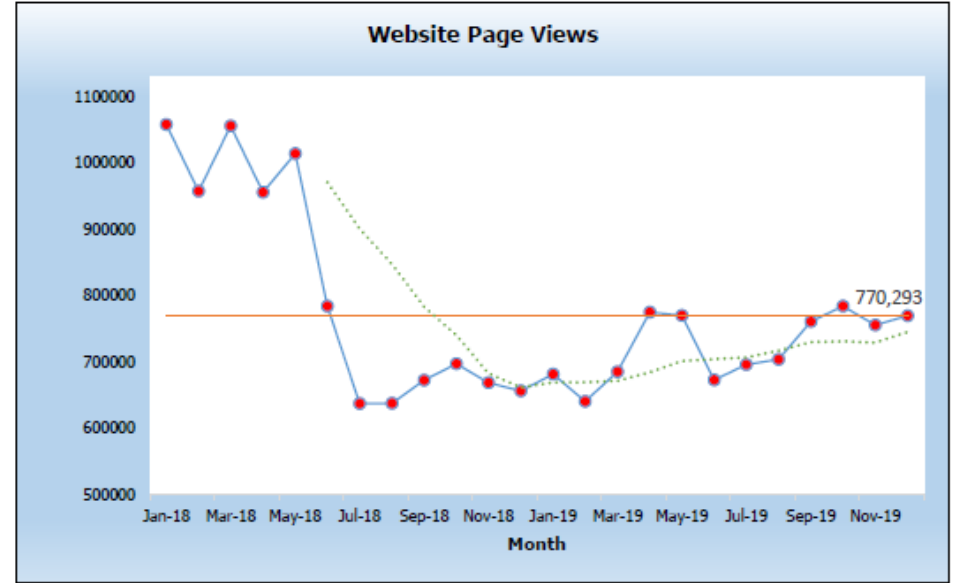
Previous: 49

Current: 54



Previous: 9%

Current: 6%



Previous: 656,395

Current: 769,629

Definitions

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

**STAR Riders** – Actual (not scheduled) ridership, including personal care assistants.

**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. Departures more than 30 minutes late or more than 15 minutes early are excluded. This is calculated across all times points in all routes in the system.

**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.

**Missed Trips** – Collected by dispatchers and aggregated by administration. This includes missed trips due to mechanical issues and operator availability.

**Scheduled Work** – Unscheduled work in 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).

**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 (if requested), 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.