



CDTA COMMITTEE AGENDA
Performance Monitoring/Audit Committee
Wednesday, May 20, 2020 | 12:00 pm | Microsoft Teams Meeting

Committee Item	Responsibility
Call to Order	Denise Figueroa
Ascertain Quorum	Denise Figueroa
Agenda Approval	Denise Figueroa
Approve Minutes of Wednesday, April 22, 2020	Denise Figueroa
Audit Committee	
• Approve FYE Audit Draft*	Mike Collins
Consent Agenda Items	
• Approve Creighton Manning Sole Source Contract	Stacy Sansky
• Approve Wilton Mall Park and Ride Lease	Stacy Sansky
Investment Committee	
• No items scheduled	
Administrative Discussion Items	
• Risk Management & Worker’s Compensation Quarterly Report	Amanda Avery
• Monthly Management Report	Mike Collins
• Monthly Non-Financial Report	Chris Desany
Executive Session	
• No items scheduled	
Next Meeting Date: Wednesday, June 17, 2020 at noon via Microsoft Teams	
Adjourn	Denise Figueroa

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

Capital District Transportation Authority

Performance Monitoring/Audit Committee

Meeting Minutes – April 22, 2020 at 12:00 pm; 110 Watervliet Avenue, Albany

In Attendance: via MT - Denise Figueroa, Jayme Lahut, Dave Stackrow, Mike Criscione, Georgie Nugent; at 110 - Carm Basile, Amanda Avery, Mike Collins, Chris Desany, Vanessa Salamy; via MT - Stacy Sansky, Lance Zarcone, Phil Parella, Jaime Watson, Jeremy Smith, Jon Scherzer, Sarah Matrose, Thomas Guggisberg

Meeting Purpose

Regular monthly meeting of the Performance Monitoring/Audit Committee. Denise Figueroa noted that a quorum was present. Minutes from the March 18, 2020 meeting were reviewed and approved.

Consent Agenda Items

Approve Contract to Purchase Traffic Signal Priority Equipment

- The committee discussed and recommends a contract to Global Traffic Technologies to deploy traffic signal priority equipment on buses and at intersections that allows our buses to take priority over vehicular traffic for the River BRT.
- Approving a contract to Global Traffic Technologies of Saint Paul, Minnesota for an amount not to exceed \$1,458,055 will be recommended to the Board for approval.

Audit Committee Items

- No items scheduled

Investment Committee Items

Annual Review and Approval of Investment Policy

- The Public Authorities Law requires authorities to annually review and approve their investment policy. The policy details the requirements for investing, monitoring, and reporting of funds. There are no recommended changes to the policy.
- Approving the 2020 Investment Policy will be recommended to the Board for approval.

Administrative Discussion Items

Monthly Management Report

- Mike Collins gave the year end Monthly Management Report. We finished the year strong, exceeding budget expectations by \$2 million. Revenue highlights included MRT exceeding budget by \$900,000 and Customer Revenue by \$90,000, despite the March collapse due to COVID-19. Expense highlights included Health Benefits under budget by \$300,000 and Workers' Compensation under budget by \$700,000. A very good year.

Monthly Non-Financial (performance) Report

- Chris Desany gave the Monthly Non-Financial Report. COVID-19 had a significant impact to ridership in March. Total ridership was down 25% for the month, and down 3% for the year; STAR was down 28% for the month, but “up” 6% for the year. On time performance remained steady at 74%; while preventable accidents were at 13 and non-preventable accidents at 21.

Executive Session

- No items scheduled

Next Meeting

Wednesday, May 20, 2020 at 12:00pm via Microsoft Teams

Approve FYE Audit Draft*

Capital District Transportation Authority Agenda Action Proposal

Subject: Contract award to Creighton Manning Engineering (CME) of Albany, NY for BRT Design and Construction.

Committee: Performance Monitoring/Audit
Committee Meeting Date: May 20, 2020
Board Action Date: May 27, 2020

Background:

We are in the process of constructing the Washington/Western and River Corridor Bus Rapid Transit (BRT) lines, which require services of a design and engineering firm through the end of project implementation.

Purpose:

The current contract for these services with Creighton Manning Engineering (CME) has expired and a new one is required to allow work to continue.

Summary of Proposal:

In 2015 Creighton Manning was awarded the contract for design and engineering services for BRT projects through a competitive procurement process. Work on both BRT projects is ongoing, and Creighton Manning is an integral partner for the implementation of both BRT lines. River BRT is currently under construction and CME is providing construction support services. Washington Western BRT is still going through the FTA approval process which CME is supporting.

Based on cost effectiveness and ability to deliver satisfactory services and support, a sole source contract is recommended for two years with three, optional one-year renewals be awarded to Creighton Manning Engineering of Albany, NY for an amount not to exceed \$8,250,000.

Financial Summary and Source of Funds:

The contract value is for a total not to exceed \$8,250,000. It will be funded through our River Small Starts Grant; BRT Set-aside (Tip #A545), and future Washington/Western Grant.

Prepared by:

Stacy Sansky, Director of Procurement

Project Manager:

Jeremy Smith, Director of Facilities

Memorandum

May 20, 2020

To: Performance Monitoring/Audit Committee

From: Christopher Desany, Vice President of Planning & Infrastructure

Subject: River & Washington-Western BRT Design and Construction Contract Award

Overview

Over the past several years, CDTA has been working on completing final design details, procuring funding, and constructing the River Corridor Bus Rapid Transit (BRT) line. In 2015, awarded funds allowed CDTA to begin initial station construction in advance of Small Starts. Since then, with the announcement of Small Starts funding, we are now finishing construction of the Blue Line. During this same time frame, CDTA began work on design (and some construction) of the Washington-Western BRT line that will run east to west from Downtown Albany to Crossgates Mall.

Implementing two BRT lines does require the services of many subcontractors to complete the work. One such partner would be that of a prime design and engineering firm. In 2015 (after a competitive solicitation process) the Board awarded Creighton Manning Engineering a contract to perform the engineering work on these projects. The scope of services included:

- Environmental clearance
- Funding preparation and budget planning
- Final design and engineering
- Project and risk management planning
- Land acquisition services
- Intelligent transportation systems design and implementation
- Construction support
- Project administration

This contract has expired, and we seek to put a new agreement and place (with a similar scope) so that we may finish the two BRT projects. We are recommending awarding Creighton Manning Engineering a sole source contract for this work.

Justification:

The recommendation to award a sole source contract is based on cost effectiveness and the ability to deliver satisfactory services and support. Additional reasons to support this recommendation include:

- WWBRT has already been submitted to the FTA for rating, and Creighton Manning is deeply engrained in the design nuances for that project. Several components have already been constructed or are in progress and were done so with Creighton Manning as the prime engineering firm.
- River BRT is in the construction phase. Design is completed Creighton Manning is already performing construction support services.

- Creighton Manning has an in-depth knowledge of existing CDTA BRT operations.
- Going back out to RFP would cause a several month delay in the progress of the BRT subprojects.
- CDTA is very satisfied with Creighton Manning's work.
- Pricing has been capped at a 3% increase per year (the same rate increase during the original contract).

Recommendation

I am recommending a two-year sole source contract with three, one-year extensions be awarded to Creighton Manning Engineering of Albany, NY for River and Washington-Western BRT project development/management/engineering services. This contract value is for a total not to exceed \$8,250,000.

Copy: Chief Executive Officer
Director of Procurement
Director of Facilities
Director of Planning
Director of Information Technology

**CAPITAL DISTRICT TRANSPORTATION AUTHORITY
Staff Contract Award Certification**

1. TYPE OF CONTRACT (check one):

Construction & Maintenance Goods, Commodities & Supplies Bus Purchase
 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:

\$8,250,000 (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 or **Advertised**
 Number of Proposals/Bids Received # 1

Attach Summary of Bids/Proposals

7. Disadvantaged Business Enterprise (DBE) involvement

Are there known DBEs that provide this good or service? Yes No
 Number of DBEs bidding/proposing 0
 DBE Certification on file? Yes No **Not Applicable**
 Was contract awarded to a DBE? Yes No
 Number of DBE Subcontractors 1 DWBE

8. LEGAL NAME and ADDRESS OF CONTRACTOR/VENDOR: Creighton Manning Engineering, LLP

2 Winners Circle
Albany, NY 12205

8. SOURCE OF FUNDS: River Corridor Small Starts/ BRT Setaside (Tip #A545) & Future Washington/Western Grant

9. COMPLIANCE WITH STATE AND FEDERAL RULES:

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

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

Stacy Sansky, Director of Procurement DATED: May 12, 2020

Capital District Transportation Authority Agenda Action Proposal

Subject: Contract amendment for park and ride spaces to Wilton Mall, LLC (c/o Macerich) of Santa Monica, California.

Committee: Performance Monitoring/Audit

Committee Meeting Date: May 20, 2020

Board Action Date: May 27, 2020

Background:

CDTA operates 22 park and ride lots throughout our service network. They provide mobility options for people who do not live near a transit route and can also offer a convenient place to meet their vanpool or carpool.

Purpose:

The current contract term for parking spaces at the Wilton Mall Park & Ride Lot is set to expire, and an amendment to the current contract is required for continued access to this parking lot.

Summary of Proposal:

CDTA has had an agreement with Wilton Mall LLC, c/o Macerich for several years. It includes one hundred (100) parking spaces at a cost of \$100 per space with a 2.5% escalator. The amended agreement will provide thirty-five (35) additional spaces for a total of 135 spaces, at a cost of \$94.81 per space with an annual 2.5% cost escalator. The cost per space at this location will now be the lowest we pay for any of our Park & Ride locations. Based on these factors staff finds the pricing and amendment terms to be fair and reasonable.

Staff recommends amending the Wilton Mall Park & Ride agreement with Wilton Mall, LLC c/o Macerich for a total of 135 parking spaces at a cost of \$12,800 per year (\$94.81 per space) plus an annual 2.5% cost escalator for five years. The total cost will be \$67,300. Upon Board approval the amendment will be issued immediately.

Financial Summary and Source of Funds:

The total five-year cost will not exceed \$67,300, and it will be funded starting in the FY2021 Capital Plan.

Prepared by:

Stacy Sansky, Director of Procurement

Project Manager:

Christopher Desany, Vice President of Planning & Infrastructure

Memorandum

May 20, 2020

To: Performance Monitoring/Audit Committee
From: Christopher Desany, Vice President of Planning & Infrastructure
Subject: Amendment to Agreement with Wilton Mall LLC (Wilton Mall Park & Ride)

Overview

CDTA provides for an integrated system of park and ride lots throughout our service network. Park and ride facilities are a great option for people who have a long commute, do not live near a transit route, or need a convenient place to meet their vanpool or carpool. We currently operate 22 park & ride locations.

In September 2010 CDTA entered into an agreement with Wilton Mall LLC, c/o Macerich, for access to a park & ride (known as Wilton Mall Park & Ride). The agreement was for 100 spaces at \$10,000/yr. (\$100/space) for a five-year term, and a 2.5% escalator after the first year.

With the term expiring in May 2020 and the continued increase in ridership and service in the area, it is necessary to continue to lease this location. Furthermore, there may be a future need for more spaces. The location is an NX stop and is expected to garner higher utilization due to the upcoming partnership with OGS.

Justification:

Staff has negotiated with Macerich to increase the number of spaces from 100 to 135 and will continue with the 2.5% escalator starting at \$12,800 in May of 2020 (135 spaces at \$12,800 = \$94.81/space). Of all the CDTA leased park & rides, this will result in the lowest price per space. The funding source for this lease is covered in the capital budget for park & rides.

Recommendation

I am recommending approval of the first amendment to the agreement as a five-year contract beginning at \$12,800 /year with a 2.5% escalator after the first year, for a total amount not to exceed \$67,300. The terms of this agreement have already been agreed to in principle but are subject to final adoption by the Wilton Mall property management company.

Copy: Chief Executive Officer
Director of Procurement
Director of Facilities

Memorandum

May 20, 2020

To: Chairwoman, Performance Monitoring/Audit Committee
From: General Counsel
Subject: Risk Management and Workers Compensation Self-Insurance Accounts,
as of 4/1/20

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

1. Risk Management:

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

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

- **Projected Losses** (incurred but unpaid): \$1,910,026
(increase of \$5,550 (+.29%) for the quarter)
- **Self-Insured Retention** (one) \$2,000,000
- **Market Value of Account:** \$3,808,305
(increase of \$52,474 (+1.4%) for the quarter)

2. Workers Compensation:

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

- **Projected Claims:** \$8,640,664
increase of \$122,578 (+1.4%) for the quarter)
- **Market Value of Account:** \$8,384,816
(increase of \$296,668 (+3.7%) for the quarter)

3. Liability/Auto Claims:

As of 4/1/20, we had 36 pending liability claims, 23 of which were in suit. A number of inactive cases have been closed out. The majority of the active claims are in various stages of discovery, while a few have been referred to outside counsel and are scheduled for trial in the near future. As of 4/1/20, CDTA had 16 liability claims with reserves of \$10,000 or more, including 10 liability claims with reserves of \$25,000 or more. It is always our intention to carry adequate funds to cover the aggregate value of anticipated losses.

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

cc: Chairman, Board of Directors
Vice President of Finance and Administration
Chief Executive Officer

Monthly Management Report

April 2020

The logo for CDTA (California Department of Transportation) is displayed in white on a dark blue background. The letters 'C', 'D', and 'T' are large and bold, with horizontal lines passing through them. The letter 'A' is smaller and positioned to the right of the 'T'.

Monthly Management Report - April 2020

Executive Summary - Highlights

			Current Month/Year to Date	
REVENUE	Actual	Budget	(\$ Variance	(%) Variance
Mortgage Tax	\$ 662,833	\$ 937,500	\$ (274,667)	-29.30%
Customer Fares	\$ 668,214	\$ 1,720,972	\$ (1,052,758)	-61.17%
RRS & Facilities	\$ 78,457	\$ 304,303	\$ (225,846)	-74.22%

EXPENSES	Actual	Budget	(\$ Variance	(%) Variance
Wages	\$ 3,537,386	\$ 4,031,423	\$ (494,037)	-12.25%
Health Benefits	\$ 867,469	\$ 887,613	\$ (20,144)	-2.27%
Workers' Compensation	\$ 211,653	\$ 219,809	\$ (8,156)	-3.71%
Miscellaneous	\$ 93,933	\$ 61,404	\$ 32,529	52.98%
			YTD Revenue	-18.81%
			YTD Expenses	-17.96%

The impact of COVID-19 for the month of April was unprecedented on our FY21 budget. Almost every revenue and expense category was negative for the month. As a result of the current situation, we will be closely monitoring our budget over the next couple of months. We anticipate making a budget revision in early summer after it becomes more clear how NYS will change our STOA allocation, and how our service performs when NYS fully opens.

We have not received our quarterly STOA payment that was due on May 10, 2020. DOT and DOB do not know when, or how much, our STOA amount will be going forward. Fortunately we are now receiving CARES Act funding, up to \$42.8 million, which we are using to fill the STOA budget gap.

Next month we will make a couple of minor changes to the consolidated budget on page 3, which will include a line for the CARES Act funding.

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

		April-2020	April-2019
Assets			
<i>Current Assets:</i>			
Cash		\$8,952,327	\$5,826,996
Investments		\$17,608,718	\$19,332,012
<i>Receivables:</i>			
Mortgage Tax		\$662,833	\$928,048
Federal Grants		\$15,555,394	\$1,055,650
New York State Operating Assistance		\$3,845,147	\$3,599,859
Trade and Other		\$5,631,092	\$2,944,277
Advances to Capital District Transportation Committee		\$1,025,923	\$655,245
Materials, Parts and Supplies		\$4,208,426	\$3,794,116
Prepaid Expenses		\$825,088	\$754,773
<i>Sub-Total Current Assets</i>		\$58,314,947	\$38,890,976
<i>Noncurrent Assets:</i>			
Capital Assets, net		\$118,602,342	\$118,731,854
<i>Deferred outflows of resources:</i>			
Deferred outflows of resources from pension		\$2,608,902	\$2,608,902
Total for Assets		\$179,526,191	\$160,231,732
Liabilities			
<i>Current Liabilities:</i>			
Accounts Payable		\$4,871,782	\$8,532,617
Accrued Expenses		\$4,304,262	\$4,433,376
Unearned passenger revenue		\$2,291,500	\$2,148,617
Line of Credit		\$8,000,000	
<i>Sub-Total Current Liabilities</i>		\$19,467,545	\$15,114,610
<i>Noncurrent Liabilities:</i>			
Capital Lease Agreement		\$4,369,564	\$5,928,923
Estimated Provision for Existing Claims and Settlements		\$10,550,690	\$10,882,595
Other postemployment benefits		\$90,160,188	\$90,160,188
Net Pension Liability		\$735,846	\$735,846
<i>Sub-Total Noncurrent Liabilities</i>		\$105,816,288	\$107,707,552
<i>Deferred inflows of resources:</i>			
Deferred inflows of resources from pension		\$2,535,067	\$2,535,067
Deferred inflows of resources from OBEP		\$1,872,110	\$1,872,110
<i>Sub-Total Deferred inflows of resources</i>		\$4,407,177	\$4,407,177
Total for Liabilities		\$129,691,009	\$127,229,339
Net Position			
Net Investment in Capital Assets		\$108,241,228	\$108,241,228
Unrestricted		(\$58,406,046)	(\$75,238,835)
Total for Net Position		\$49,835,182	\$33,002,393
Total Liabilities and Net Position		\$179,526,191	\$160,231,732

CAPITAL DISTRICT TRANSPORTATION AUTHORITY
CONSOLIDATED STATEMENT OF OPERATIONS
 April-2020

	<u>To Date Actual</u>	<u>Annual Budget</u>	8%
REVENUE:			
AUTHORITY	\$701,322	\$11,455,000	6%
TRANSIT	\$5,769,709	\$81,953,820	7%
ACCESS	\$48,001	\$525,000	9%
CDTA FACILITIES	\$90,994	\$3,769,022	2%
TOTAL REVENUE	\$8,610,025	\$97,702,842	7%
EXPENSE:			
AUTHORITY	\$1,320,032	\$17,028,670	8%
TRANSIT	\$5,164,446	\$77,122,426	7%
ACCESS	\$110,876	\$1,283,750	9%
CDTA FACILITIES	\$89,742	\$2,267,995	4%
TOTAL EXPENSE	\$8,685,096	\$97,702,842	7%
Revenue over (under) Expenses	(\$75,071)		
Depreciation	\$1,150,000		
Excess of Revenue over (under) Expenses	(\$1,225,071)		
Transfer from Project Fund	\$0		
Transfer to Risk Mngt Fund	\$0		
Transfer from Risk Mngt Fund	\$0		
Transfer from Vehicle Replacement	\$0		
Transfer to Vehicle Replacement	\$0		
Transfer to Capital Projects Fund	\$0		
Transfer from Operating Fund	\$0		
Transfer to Operating Fund	\$0		
Transfer from Worker's Comp Fund	\$0		
Transfer to Worker's Comp Fund	(\$219,809)		
*Net Excess of Revenue over (under) Expenses	(\$1,444,880)		
*Contribution to required fleet replacement.			

CAPITAL DISTRICT TRANSPORTATION AUTHORITY
 MONTHLY MANAGEMENT REPORT
 April-20

BUDGET VARIANCE REPORT

	CONSOLIDATED								Annual Budget
	This Month				Year to Date				
	Actual	Budget	Variance	% Variance	Actual	Budget	Variance	% Variance	
Operating Revenue									
Mortgage Tax	\$662,833	\$937,500	(\$274,667)	-29.30%	\$662,833	\$937,500	(\$274,667)	-29.30%	\$11,250,000
Customer Fares	\$668,214	\$1,720,972	(\$1,052,758)	-61.17%	\$668,214	\$1,720,972	(\$1,052,758)	-61.17%	\$20,651,667
Advertising Revenue	\$105,625	\$107,708	(\$2,083)	-1.93%	\$105,625	\$107,708	(\$2,083)	-1.93%	\$1,292,500
RRS & Facilities	\$78,457	\$304,303	(\$225,845)	-74.22%	\$78,457	\$304,303	(\$225,845)	-74.22%	\$3,651,631
Interest Income	\$153	\$1,667	(\$1,513)	-90.81%	\$153	\$1,667	(\$1,513)	-90.81%	\$20,000
Misc. Income	\$9,407	\$15,708	(\$6,301)	-40.11%	\$9,407	\$15,708	(\$6,301)	-40.11%	\$188,500
Total Operating Revenue	\$1,524,690	\$3,087,858	(\$1,563,169)	-50.62%	\$1,524,690	\$3,087,858	(\$1,563,169)	-50.62%	\$37,054,298
Operating Assistance									
New York State Aid	\$3,685,397	\$3,685,397	\$0	0.00%	\$3,685,397	\$3,685,397	\$0	0.00%	\$44,224,758
County Aid	\$159,750	\$159,750	\$0	0.00%	\$159,750	\$159,750	\$0	0.00%	\$1,917,000
Federal Preventative Maintenance	\$1,058,417	\$1,058,417	\$0	0.00%	\$1,058,417	\$1,058,417	\$0	0.00%	\$12,701,000
Operating Grants	\$150,482	\$150,482	\$0	0.00%	\$150,482	\$150,482	\$0	0.00%	\$1,805,786
Total Operating Assistance	\$5,054,045	\$5,054,045	\$0	0.00%	\$5,054,045	\$5,054,045	\$0	0.00%	\$60,648,544
Investment Adjustment	\$31,290	\$0	\$31,290	0.00%	\$31,290	\$0	\$31,290	0.00%	\$0
Total Revenue and Assistance	\$6,610,025	\$8,141,904	(\$1,531,879)	-18.81%	\$6,610,025	\$8,141,904	(\$1,531,879)	-18.81%	\$97,702,842
Expenses									
Salaries and Wages	\$3,537,386	\$4,031,423	(\$494,037)	-12.25%	\$3,537,386	\$4,031,423	(\$494,037)	-12.25%	\$48,377,074
FICA	\$251,539	\$284,972	(\$33,433)	-11.73%	\$251,539	\$284,972	(\$33,433)	-11.73%	\$3,419,663
Health Benefits	\$867,469	\$887,613	(\$20,143)	-2.27%	\$867,469	\$887,613	(\$20,143)	-2.27%	\$10,651,352
Workers Compensation	\$211,653	\$219,809	(\$8,156)	-3.71%	\$211,653	\$219,809	(\$8,156)	-3.71%	\$2,637,708
Other Benefits	\$282,988	\$332,395	(\$49,407)	-14.86%	\$282,988	\$332,395	(\$49,407)	-14.86%	\$3,988,741
Professional Services	\$131,570	\$324,145	(\$192,575)	-59.41%	\$131,570	\$324,145	(\$192,575)	-59.41%	\$3,889,745
Materials & Supplies	\$76,337	\$140,529	(\$64,192)	-45.68%	\$76,337	\$140,529	(\$64,192)	-45.68%	\$1,686,346
Miscellaneous	\$93,933	\$61,404	\$32,528	52.97%	\$93,933	\$61,404	\$32,528	52.97%	\$736,853
Purchased Transportation	\$228,987	\$555,447	(\$326,460)	-58.77%	\$228,987	\$555,447	(\$326,460)	-58.77%	\$6,665,358
Maintenance Services	\$234,416	\$251,272	(\$16,856)	-6.71%	\$234,416	\$251,272	(\$16,856)	-6.71%	\$3,015,258
Liability - Claims	\$28,410	\$30,069	(\$1,659)	-5.52%	\$28,410	\$30,069	(\$1,659)	-5.52%	\$360,833
Utilities	\$50,571	\$84,250	(\$33,679)	-39.98%	\$50,571	\$84,250	(\$33,679)	-39.98%	\$1,011,000
Fuel	\$276,666	\$472,426	(\$195,760)	-41.44%	\$276,666	\$472,426	(\$195,760)	-41.44%	\$5,669,108
Parts, Tires, Oil	\$346,413	\$405,906	(\$59,493)	-14.66%	\$346,413	\$405,906	(\$59,493)	-14.66%	\$4,870,870
General Insurance	\$61,209	\$60,244	\$965	1.60%	\$61,209	\$60,244	\$965	1.60%	\$722,933
SubTotal Expenses	\$6,679,546	\$8,141,903	(\$1,462,358)	-17.96%	\$6,679,546	\$8,141,903	(\$1,462,358)	-17.96%	\$97,702,842
Workers Comp Adjustment	\$0	\$0	\$0		\$0	\$0	\$0		\$0
Claims Adjustment	\$0	\$0	\$0		\$0	\$0	\$0		\$0
Total EXPENSES	\$6,679,546	\$8,141,903	(\$1,462,358)	-17.96%	\$6,679,546	\$8,141,903	(\$1,462,358)	-17.96%	\$97,702,842
Surplus/(Deficit)	(\$69,521)	\$0	(\$69,521)		(\$69,521)	\$0	(\$69,521)		
Transfers									
Transfer Out	(\$219,809)	\$0	(\$219,809)		(\$219,819)	\$0	(\$219,819)		\$0
Transfer In	\$0	\$0	\$0		\$0	\$0	\$0		\$0
Surplus/Deficit after Transfers	(\$289,330)	\$0	(\$289,330)		(\$289,340)	\$0	(\$289,340)		\$0

CAPITAL DISTRICT TRANSPORTATION AUTHORITY
MONTHLY MANAGEMENT REPORT
April-20

BUDGET VARIANCE REPORT

	NON-TRANSIT								Annual Budget
	This Month				Year to Date				
	Actual	Budget	Variance	% Variance	Actual	Budget	Variance	% Variance	
Operating Revenue									
Mortgage Tax	\$662,833	\$937,500	(\$274,667)	-29.30%	\$662,833	\$937,500	(\$274,667)	-29.30%	\$11,250,000
Interest Income	\$116	\$1,667	(\$1,551)	-93.03%	\$116	\$1,667	(\$1,551)	-93.03%	\$20,000
Interest Inc-Invest/Change in Invest	\$31,290	\$0	\$31,290	0.00%	\$31,290	\$0	\$31,290	0.00%	\$0
Misc. Income - Authority	\$7,083	\$7,083	\$0	0.00%	\$7,083	\$7,083	\$0	0.00%	\$185,000
Operating Fund	\$0	\$0	\$0	0.00%	\$0	\$0	\$0	0.00%	\$0
Total Operating Revenue	\$701,322	\$946,250	(\$244,927)	-25.88%	\$701,322	\$946,250	(\$244,927)	-25.88%	\$11,455,000
Expenses									
Labor - Authority	\$550,595	\$579,035	(\$28,440)	-4.91%	\$550,595	\$579,035	(\$28,440)	-4.91%	\$6,948,420
Fringe - Authority	\$372,487	\$389,708	(\$17,221)	-4.42%	\$372,487	\$389,708	(\$17,221)	-4.42%	\$4,676,491
Materials & Supplies - Authority	\$2,261	\$14,820	(\$12,558)	-84.74%	\$2,261	\$14,820	(\$12,558)	-84.74%	\$177,836
Professional Services - Authority	\$130,859	\$234,695	(\$103,837)	-44.24%	\$130,859	\$234,695	(\$103,837)	-44.24%	\$2,816,345
Other Expenses - Authority	\$263,830	\$200,798	\$63,031	31.39%	\$263,830	\$200,798	\$63,031	31.39%	\$2,409,578
Total Expenses	\$1,320,032	\$1,419,056	(\$99,024)	-6.98%	\$1,320,032	\$1,419,056	(\$99,024)	-6.98%	\$17,028,670
Surplus/(Deficit)	(\$618,709)	(\$472,806)	(\$145,903)		(\$618,709)	(\$472,806)	(\$145,903)		(\$5,673,670)
Transfer to Risk Mgmt Fund	\$0	\$0	\$0	0.00%	\$0	\$0	\$0	0.00%	\$0
Transfer from Risk Mgmt Fund	\$0	\$0	\$0	0.00%	\$0	\$0	\$0	0.00%	\$0
Transfer to Capital Projects	\$0	\$0	\$0	0.00%	\$0	\$0	\$0	0.00%	\$0
Transfer to Workers Compensation	(\$219,809)	\$0	(\$219,809)	0.00%	(\$219,809)	\$0	(\$219,809)	0.00%	\$0
Transfer from Workers Compensation	\$0	\$0	\$0	0.00%	\$0	\$0	\$0	0.00%	\$0
Transfer to Vehicle Replacement	\$0	\$0	\$0	0.00%	\$0	\$0	\$0	0.00%	\$0
Transfer from Vehicle Replacement	\$0	\$0	\$0	0.00%	\$0	\$0	\$0	0.00%	\$0
Transfer from Project Fund	\$0	\$0	\$0	0.00%	\$0	\$0	\$0	0.00%	\$0
Transfer from Operating Fund	\$0	\$0	\$0	0.00%	\$0	\$0	\$0	0.00%	\$0
Transfer to Operating Fund	\$0	\$0	\$0	0.00%	\$0	\$0	\$0	0.00%	\$0
Surplus/(Deficit) after Transfers	(\$838,518)	(\$472,806)	(\$365,712)		(\$838,518)	(\$472,806)	(\$365,712)		(\$5,673,670)

CAPITAL DISTRICT TRANSPORTATION AUTHORITY
MONTHLY MANAGEMENT REPORT

April-20

BUDGET VARIANCE REPORT

	TRANSIT								Annual Budget
	This Month				Year to Date				
	Actual	Budget	Variance	% Variance	Actual	Budget	Variance	% Variance	
Operating Revenue									
Passenger Fares-Transit	\$101,514	\$1,158,472	(\$1,056,958)	-91.24%	\$101,514	\$1,158,472	(\$1,056,958)	-91.24%	\$13,901,667
Contracts - Transit	\$518,700	\$518,750	(\$50)	-0.01%	\$518,700	\$518,750	(\$50)	-0.01%	\$6,225,000
Advertising-Transit	\$93,125	\$97,926	(\$4,801)	-4.90%	\$93,125	\$97,926	(\$4,801)	-4.90%	\$1,175,109
Misc. Income - Transit	\$2,324	\$292	\$2,032	696.75%	\$2,324	\$292	\$2,032	696.75%	\$3,500
Total Operating Revenue	\$715,663	\$1,775,440	(\$1,059,776)	-59.69%	\$715,663	\$1,775,440	(\$1,059,776)	-59.69%	\$21,305,276
Operating Assistance									
State Aid - General	\$159,750	\$159,750	\$0	0.00%	\$159,750	\$159,750	\$0	0.00%	\$1,917,000
State Aid - PBT	\$3,492,313	\$3,492,313	\$0	0.00%	\$3,492,313	\$3,492,313	\$0	0.00%	\$41,907,758
State Aid - Northway Commuter S.	\$33,333	\$33,333	\$0	0.00%	\$33,333	\$33,333	\$0	0.00%	\$400,000
County Aid	\$159,750	\$159,750	\$0	0.00%	\$159,750	\$159,750	\$0	0.00%	\$1,917,000
Federal Aid - Transit	\$1,058,417	\$1,058,417	\$0	0.00%	\$1,058,417	\$1,058,417	\$0	0.00%	\$12,701,000
Other Grants - Federal	\$150,482	\$150,482	\$0	0.00%	\$150,482	\$150,482	\$0	0.00%	\$1,805,786
Total Operating Assistance	\$5,054,045	\$5,054,045	\$0	0.00%	\$5,054,045	\$5,054,045	\$0	0.00%	\$60,648,544
Total Revenue and Assistance	\$5,769,709	\$6,829,485	(\$1,059,776)	-15.52%	\$5,769,709	\$6,829,485	(\$1,059,776)	-15.52%	\$81,953,820
Expenses									
Labor - Maintenance	\$684,779	\$722,271	(\$37,492)	-5.19%	\$684,779	\$722,271	(\$37,492)	-5.19%	\$8,667,252
Labor - Transportation	\$2,026,906	\$2,429,255	(\$402,348)	-16.56%	\$2,026,906	\$2,429,255	(\$402,348)	-16.56%	\$29,151,054
Labor - STAR	\$214,419	\$230,230	(\$15,811)	-6.87%	\$214,419	\$230,230	(\$15,811)	-6.87%	\$2,762,756
Fringe	\$1,224,081	\$1,317,774	(\$93,693)	-7.11%	\$1,224,081	\$1,317,774	(\$93,693)	-7.11%	\$15,813,287
Materials & Supplies	\$702,295	\$985,070	(\$282,774)	-28.71%	\$702,295	\$985,070	(\$282,774)	-28.71%	\$11,820,838
Professional Services	\$14,361	\$75,980	(\$61,619)	-81.10%	\$14,361	\$75,980	(\$61,619)	-81.10%	\$911,762
Other Expenses	\$1,602	\$4,379	(\$2,777)	-63.42%	\$1,602	\$4,379	(\$2,777)	-63.42%	\$52,550
Purchased Transportation - STAR	\$137,438	\$390,636	(\$253,198)	-64.82%	\$137,438	\$390,636	(\$253,198)	-64.82%	\$4,687,630
Liability - Claims	\$28,410	\$30,069	(\$1,659)	-5.52%	\$28,410	\$30,069	(\$1,659)	-5.52%	\$360,833
Liability - Insurance	\$52,147	\$57,503	(\$5,355)	-9.31%	\$52,147	\$57,503	(\$5,355)	-9.31%	\$690,033
Claims Paid Accrual Adjustment	\$5,550	\$0	\$5,550	0.00%	\$5,550	\$0	\$5,550	0.00%	\$0
Utilities - Transit	\$26,983	\$48,817	(\$21,834)	-44.77%	\$26,983	\$48,817	(\$21,834)	-44.77%	\$585,800
Mat & Supplies - NX	\$2,322	\$5,833	(\$3,511)	-60.19%	\$2,322	\$5,833	(\$3,511)	-60.19%	\$70,000
Purchased Transportation - NX	\$43,172	\$129,053	(\$85,880)	-66.55%	\$43,172	\$129,053	(\$85,880)	-66.55%	\$1,548,831
Total Expenses	\$5,164,446	\$6,426,869	(\$1,262,423)	-19.64%	\$5,164,446	\$6,426,869	(\$1,262,423)	-19.64%	\$77,122,426
Surplus/(Deficit)	\$605,262	\$402,616	\$202,646		\$605,262	\$402,616	\$202,646		\$4,831,394

CAPITAL DISTRICT TRANSPORTATION AUTHORITY
 MONTHLY MANAGEMENT REPORT
 April-20

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	\$48,000	\$39,583	\$8,417	21.26%	\$48,000	\$39,583	\$8,417	21.26%	\$525,000
Interest Income	\$1	\$0	\$1	0.00%	\$1	\$0	\$1	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	\$48,001	\$39,583	\$8,418	21.27%	\$48,001	\$39,583	\$8,418	21.27%	\$525,000
Total Revenue and Assistance	\$48,001	\$39,583	\$8,418	21.27%	\$48,001	\$39,583	\$8,418	21.27%	\$525,000
Expenses									
Labor - Access	\$46,141	\$54,722	(\$8,581)	-15.68%	\$46,141	\$54,722	(\$8,581)	-15.68%	\$656,662
Fringe Benefits - Access	\$14,715	\$14,652	\$64	0.43%	\$14,715	\$14,652	\$64	0.43%	\$175,819
Purchased Transportation	\$48,376	\$33,333	\$15,043	45.13%	\$48,376	\$33,333	\$15,043	45.13%	\$400,000
Professional Services - Access	\$0	\$0	\$0	0.00%	\$0	\$0	\$0	0.00%	\$0
Rent and Utilities - Access	\$1,643	\$1,643	\$0	0.00%	\$1,643	\$1,643	(\$0)	-0.03%	\$19,721
Other Expenses - Access	\$0	\$2,629	(\$2,629)	-100.00%	\$0	\$2,629	(\$2,629)	-100.00%	\$31,548
Total Expenses	\$110,876	\$106,979	\$3,897	3.64%	\$110,876	\$106,979	\$3,896	3.64%	\$1,283,750
Surplus/(Deficit)	(\$62,875)	(\$67,396)	\$4,521		(\$62,875)	(\$67,396)	\$4,521		(\$758,750)

CAPITAL DISTRICT TRANSPORTATION AUTHORITY
MONTHLY MANAGEMENT REPORT
April-20

BUDGET VARIANCE REPORT

CDTA FACILITIES									
	This Month				Year to Date				Annual Budget
	Actual	Budget	Variance	% Variance	Actual	Budget	Variance	% Variance	
Operating Revenue									
RRS Station & Garage	\$67,896	\$68,707	(\$811)	-1.18%	\$67,896	\$68,707	(\$811)	-1.18%	\$824,481
RRS Parking Revenue	\$2,701	\$223,596	(\$220,895)	-98.79%	\$2,701	\$223,596	(\$220,895)	-98.79%	\$2,683,150
RRS Advertising	\$12,500	\$9,783	\$2,717	27.78%	\$12,500	\$9,783	\$2,717	27.78%	\$117,391
SSTS	\$2,029	\$2,467	(\$438)	-17.74%	\$2,029	\$2,467	(\$438)	-17.74%	\$29,800
Greyhound	\$0	\$2,500	(\$2,500)	-100.00%	\$0	\$2,500	(\$2,500)	-100.00%	\$30,000
85 Watervliet Avenue	\$5,801	\$6,667	(\$866)	-12.99%	\$5,801	\$6,667	(\$866)	-12.99%	\$80,000
Interest Income	\$67	\$367	(\$299)	-81.60%	\$67	\$367	(\$299)	-81.60%	\$4,400
Total Operating Revenue	\$90,994	\$314,085	(\$223,091)	-71.03%	\$90,994	\$314,085	(\$223,091)	-71.03%	\$3,769,022
Expenses									
Labor	\$14,546	\$15,911	(\$1,365)	-8.58%	\$14,546	\$15,911	(\$1,365)	-8.58%	\$190,930
Fringe-Benefits	\$2,365	\$2,656	(\$290)	-10.93%	\$2,365	\$2,656	(\$290)	-10.93%	\$31,867
Professional Services	\$283	\$10,417	(\$10,134)	-97.28%	\$283	\$10,417	(\$10,134)	-97.28%	\$125,000
Insurance	\$0	\$2,417	(\$2,417)	-100.00%	\$0	\$2,417	(\$2,417)	-100.00%	\$29,000
Security	\$14,717	\$33,617	(\$18,899)	-56.22%	\$14,717	\$33,617	(\$18,899)	-56.22%	\$403,400
Facilities Upkeep	\$412	\$24,542	(\$24,130)	-98.32%	\$412	\$24,542	(\$24,130)	-98.32%	\$294,500
Facilities Repairs	\$5,806	\$6,608	(\$803)	-12.15%	\$5,806	\$6,608	(\$803)	-12.15%	\$79,300
Utilities	\$19,570	\$28,983	(\$9,413)	-32.48%	\$19,570	\$28,983	(\$9,413)	-32.48%	\$347,800
Materials & Supplies	\$518	\$1,250	(\$732)	-58.54%	\$518	\$1,250	(\$732)	-58.54%	\$15,000
Parking Garage	\$11,890	\$40,833	(\$28,943)	-70.88%	\$11,890	\$40,833	(\$28,943)	-70.88%	\$490,000
Greyhound	\$0	\$667	(\$667)	-100.00%	\$0	\$667	(\$667)	-100.00%	\$8,000
85 Watervliet Avenue	\$8,895	\$8,342	\$554	6.64%	\$8,895	\$8,342	\$554	6.64%	\$100,100
SSTS	\$10,739	\$12,758	(\$2,019)	-15.83%	\$10,739	\$12,758	(\$2,019)	-15.83%	\$153,100
Total Expenses	\$89,742	\$189,000	(\$99,258)	-52.52%	\$89,742	\$189,000	(\$99,258)	-52.52%	\$2,267,997
Surplus/(Deficit)	\$1,252	\$125,085	(\$123,834)		\$1,252	\$125,085	(\$123,834)		\$1,501,025

CAPITAL DISTRICT TRANSPORTATION AUTHORITY MONTHLY MANAGEMENT REPORT

AGING OF ACCOUNTS RECEIVABLE

Apr-20		
	Amount	% of Total
Current	\$2,591,119	46.69%
31 - 60	\$217,254	3.91%
61 - 90	\$82,797	1.49%
91 - 120	\$801,104	14.43%
Over 120	\$1,857,803	33.47%
Total Accounts Receivable	\$5,550,077	100.00%

Mar-20		
	Amount	% of Total
Current	\$7,419,813	56.73%
31 - 60	\$424,010	3.24%
61 - 90	\$3,375,651	25.81%
91 - 120	\$503,543	3.85%
Over 120	\$1,357,003	10.37%
Total Accounts Receivable	\$13,080,020	100.00%

AGING OF ACCOUNTS PAYABLE

Apr-20		
	Amount	% of Total
Current	\$2,789,137	59.87%
31 - 60	\$1,099,886	23.61%
61 - 90	\$31,541	0.68%
90 & Over	\$738,082	15.84%
Total Accounts Payable	\$4,658,645	100.00%

Apr-20 Receivables over 120 days: \$1,857,803

Breakdown of outstanding receivables over 120 days.	
\$1,528,543	NYS DEPT. OF TRANSPORTATION
\$114,143	ADVANTAGE TRANSIT GROUP, INC.
\$112,500	CITY OF ALBANY
\$102,617	OTHER
\$1,857,803	

ADDITIONAL INFORMATION

MORTGAGE RECORDING TAX	Current Month				Fiscal Year to Date			
	2021	2020	Difference	%	2021	2020	Difference	%
Albany	\$234,704	\$394,706	(\$160,001)	-40.54%	\$234,704	\$394,706	(\$160,002)	-40.54%
Rensselaer	\$60,000	\$104,382	(\$44,382)	-42.52%	\$60,000	\$104,382	(\$44,382)	-42.52%
Saratoga	\$338,128	\$320,225	\$17,903	5.59%	\$338,128	\$320,225	\$17,903	5.59%
Schenectady	\$30,000	\$105,182	(\$75,182)	-71.48%	\$30,000	\$105,182	(\$75,182)	-71.48%
Total	\$662,833	\$924,495	(\$261,662)	-28.30%	\$662,833	\$924,495	(\$261,662)	-28.30%

	<u>Current Month</u>	<u>Year To Date</u>
FY 2020	\$662,833	\$662,833
FY 2019	\$924,495	\$924,495

Mortgage tax is unpredictable. Average annual receipts over the past 20 years were \$10.4 million with an annual low of \$4.7 million and an annual high of \$14.7 million.

Highlight Summary
April 30, 2020

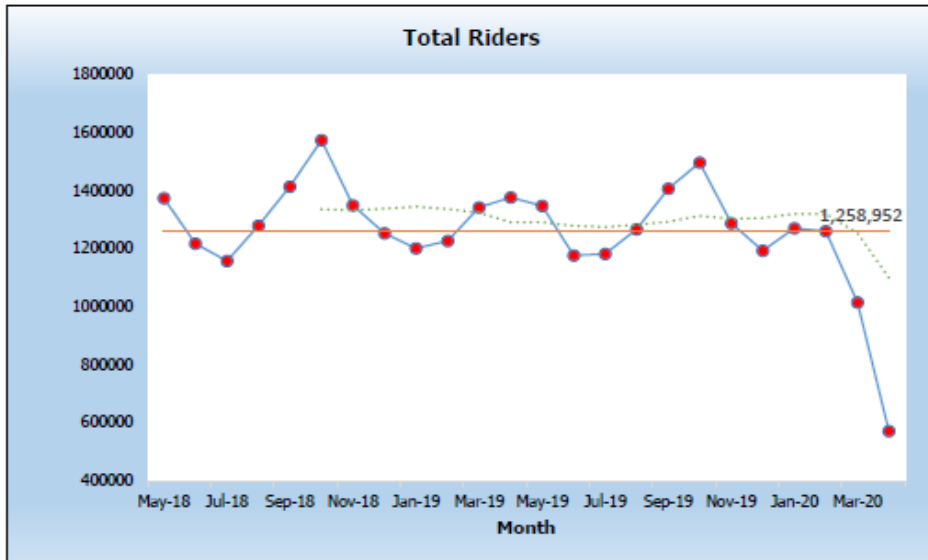
RESTRICTED INVESTMENTS

	<u>Fund Balances</u>	<u>Current Obligations</u>
Risk Management Account (Self-Insured)	\$3,811,871	\$1,910,026
Workers' Comp. Account (Self-Insured)	\$8,360,677	\$8,640,664
Operating Account	\$1,963,640	
<u>Current Operating Reserve Obligations</u>		
Acquire New Fare Collection System		\$22,437
River Corridor BRT Design/Engineering		\$2,271
Multi-Modal (GRH & Vanpool)		\$23,116
Washington/Western BRT Design/Engineering		\$115,154
Gateway		\$182,460
Bus Shelter Program		\$9,979
		\$355,415
<u>Current Capital Reserve Obligations</u>	\$2,534,171	
Computer Aided Dispatch/Automatic Vehicle Locator (CAD/AVL) System Upgrade		\$931,231
		\$931,231
<u>Current Vehicle Replacement Reserve Obligations</u>	\$948,477	
Paratransit Fleet Replacement (6)		\$61,817
		\$61,817

All Investment Accounts are reviewed quarterly.	
Average annual returns:	
Risk Management	2.12%
Workers' Compensation	1.86%
Operating Fund	1.14%
Vehicle Replacement Fund	1.36%
Capital Project	1.52%

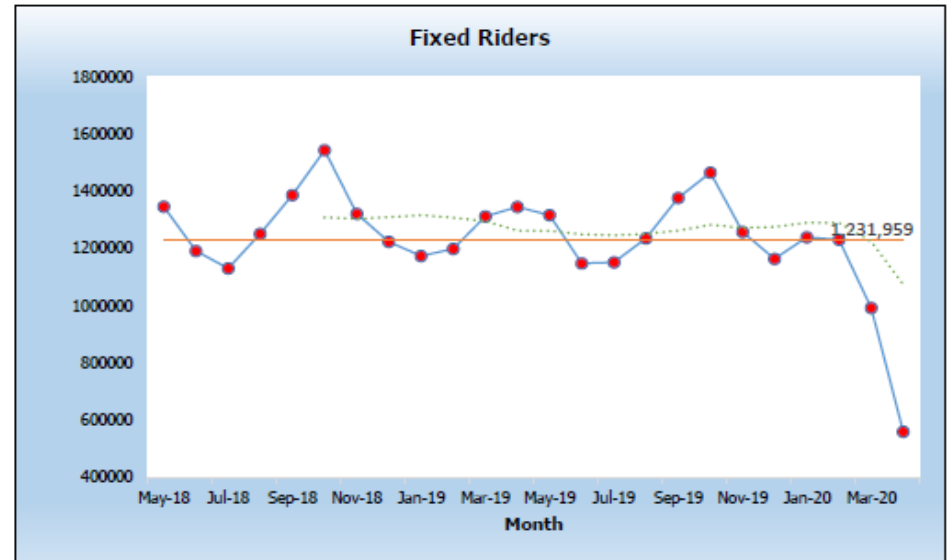
* CDTA self insures the first two million of loss per occurrence of any lawsuit in addition to the current obligations and we reserve enough to cover one full loss.

Patronage/Mobility



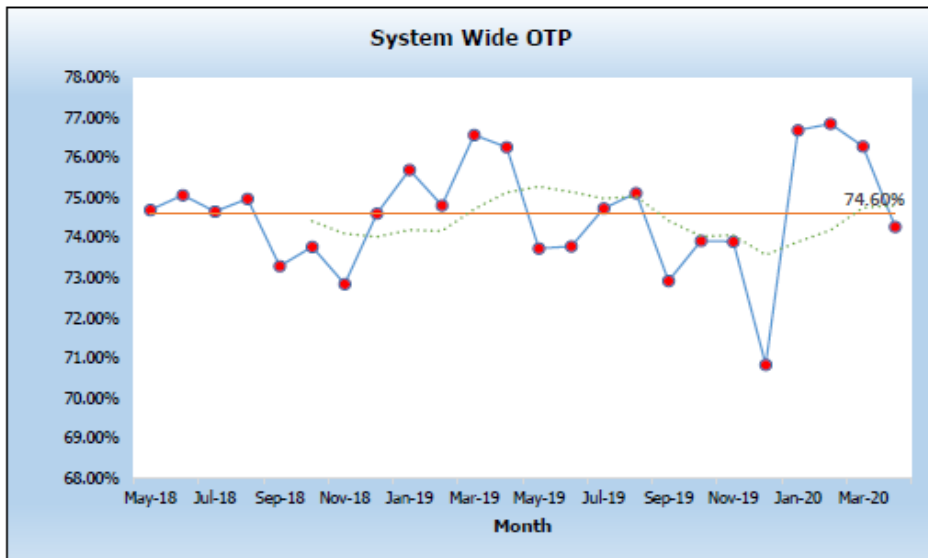
Previous: 1,375,753

Current: 571,167



Previous: 1,345,512

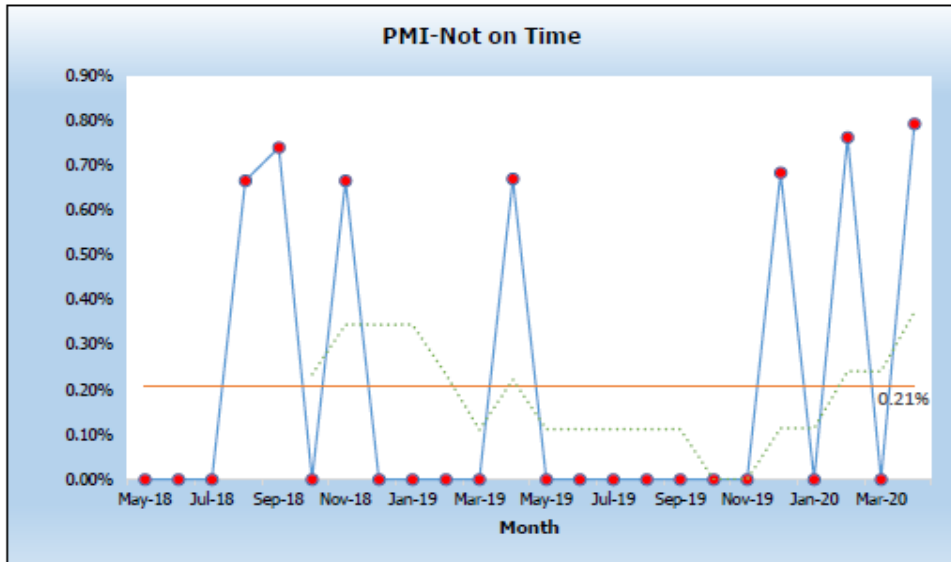
Current: 560,405



Previous: 76.27%

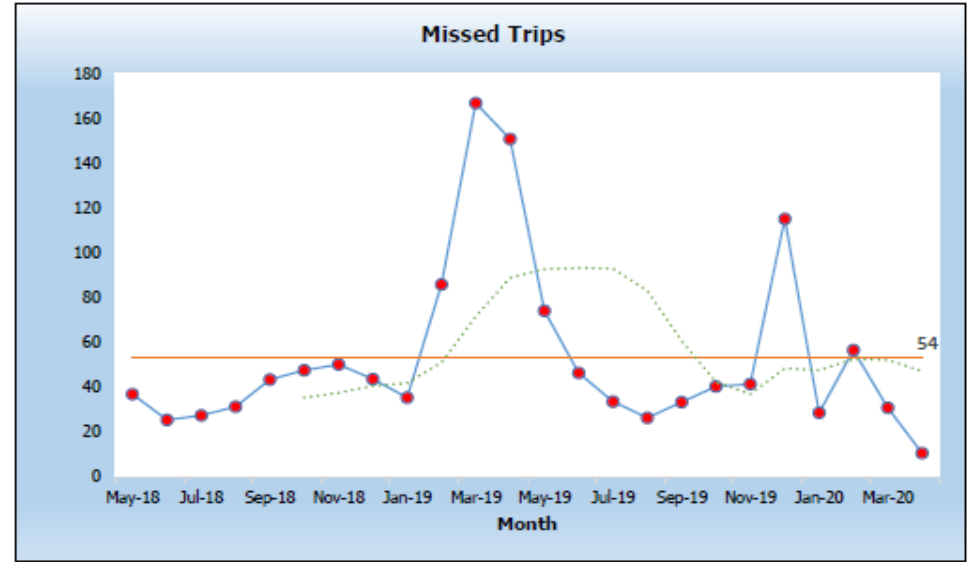
Current: 74.28%

Reliability



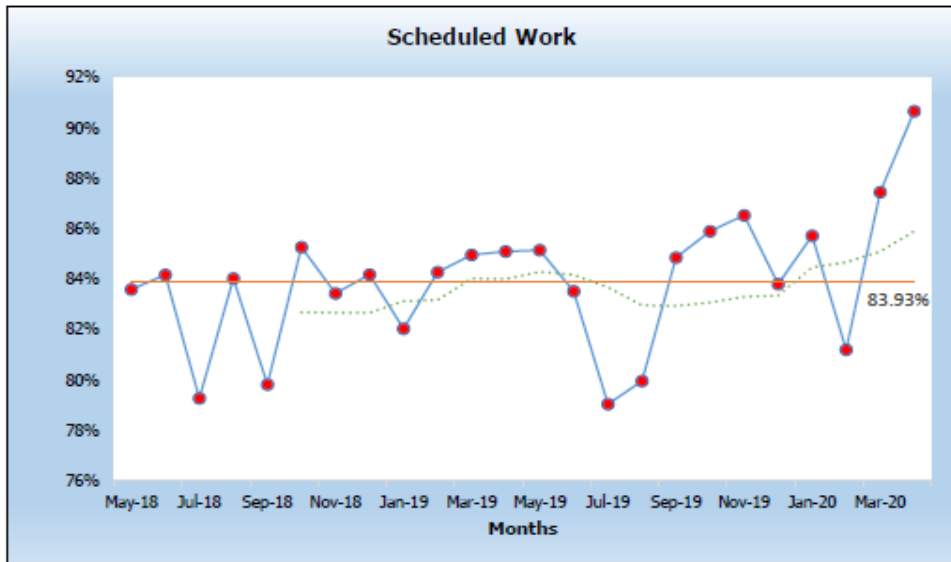
Previous: 0.67%

Current: 0.79%



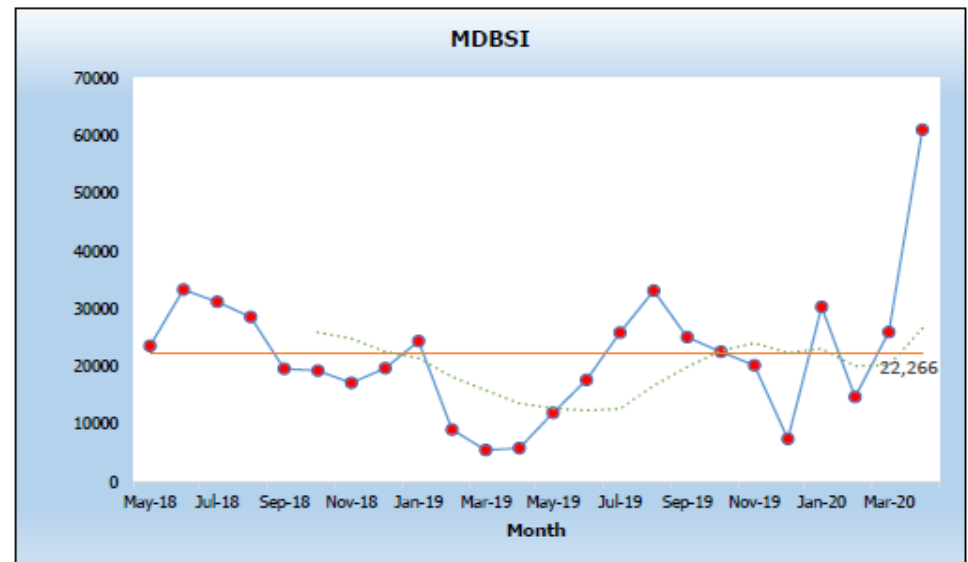
Previous: 151

Current: 11



Previous: 85.11%

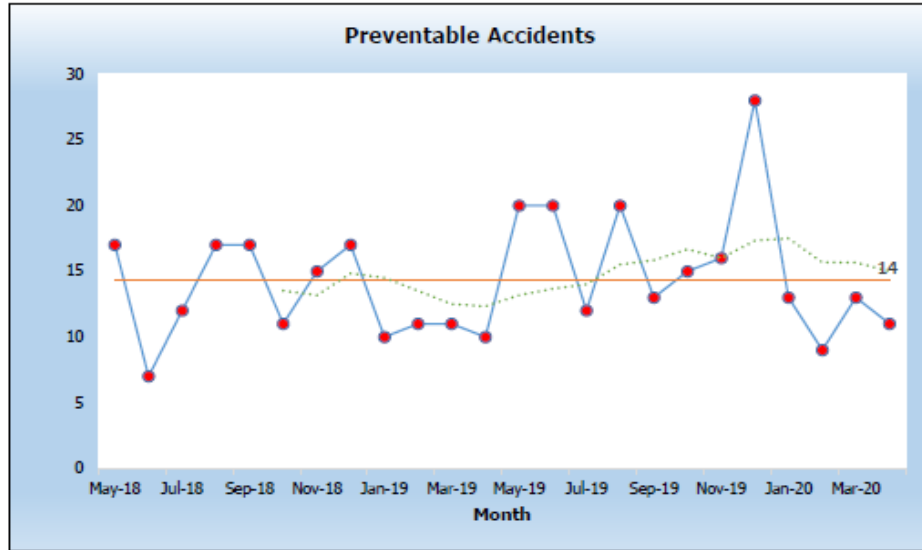
Current: 90.68%



Previous: 5,843

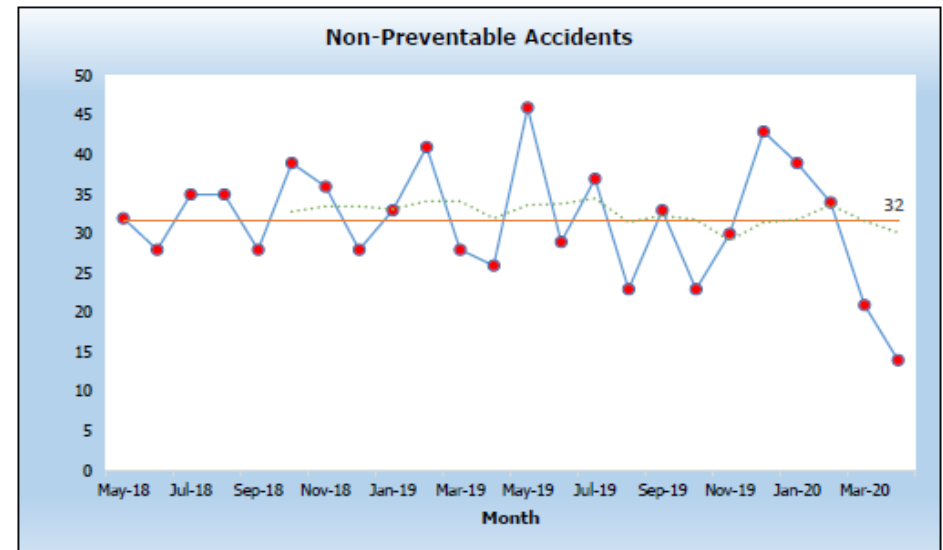
Current: 61,147

Safety



Previous: 10

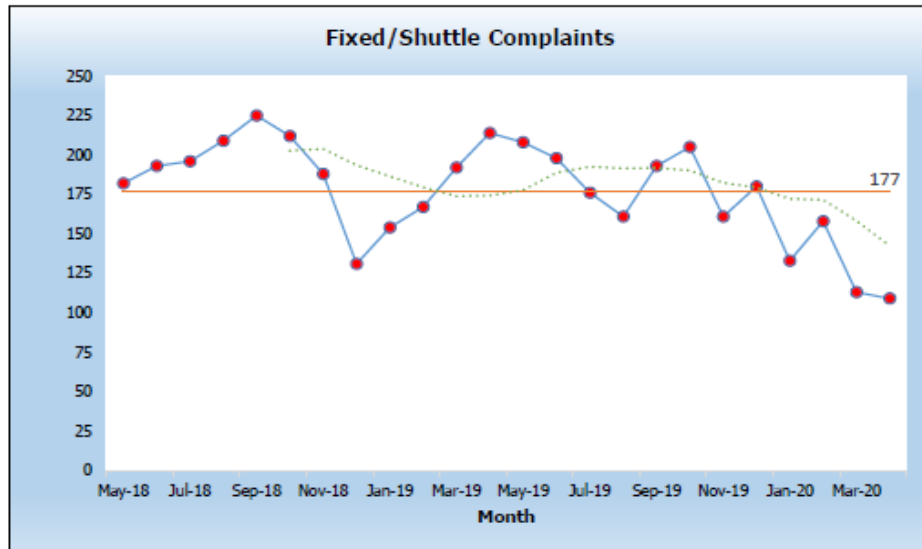
Current: 11



Previous: 26

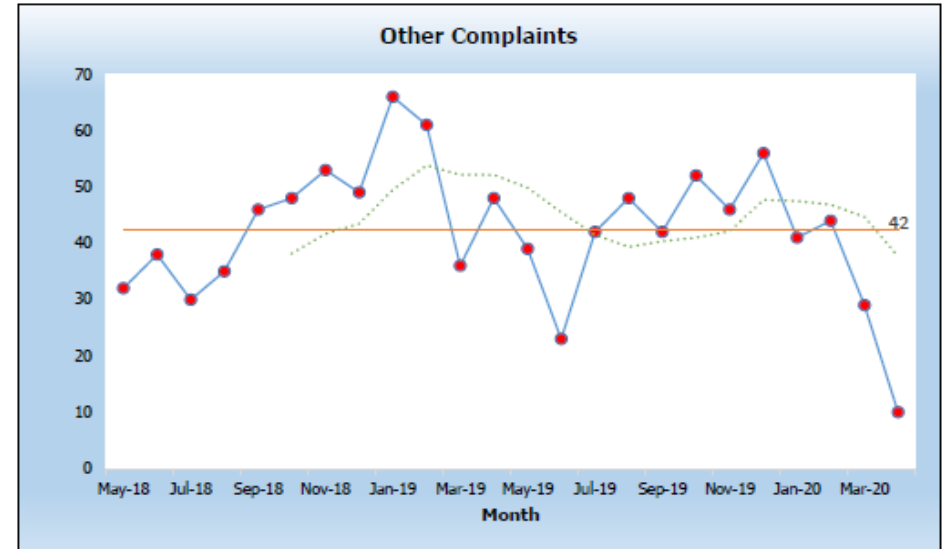
Current: 14

Customer Service



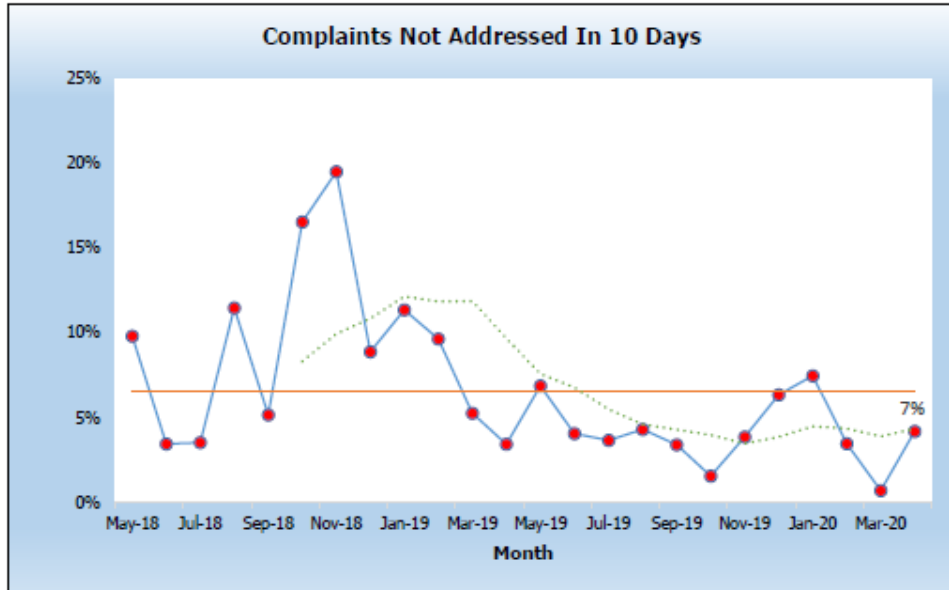
Previous: 214

Current: 109



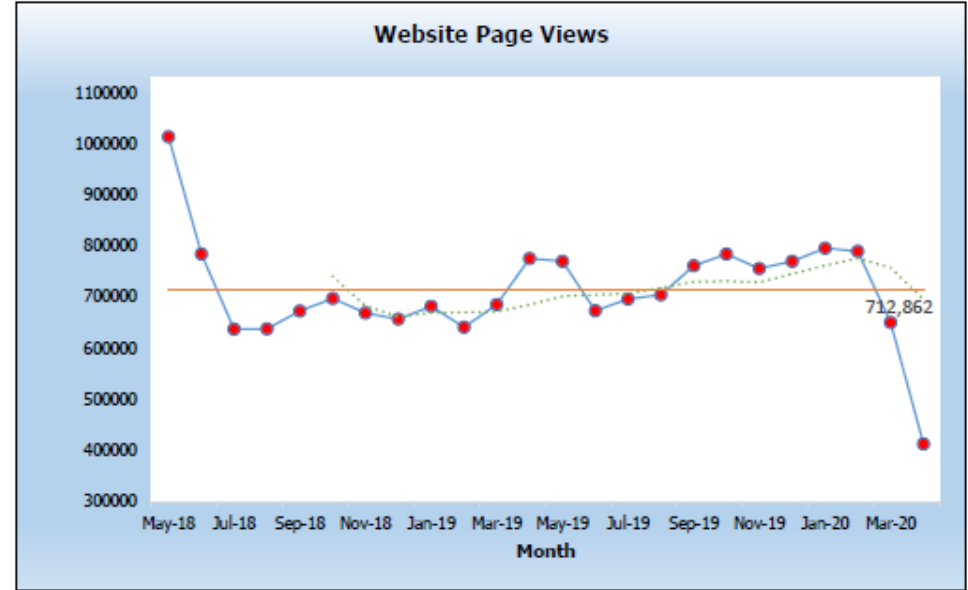
Previous: 48

Current: 10



Previous: 3%

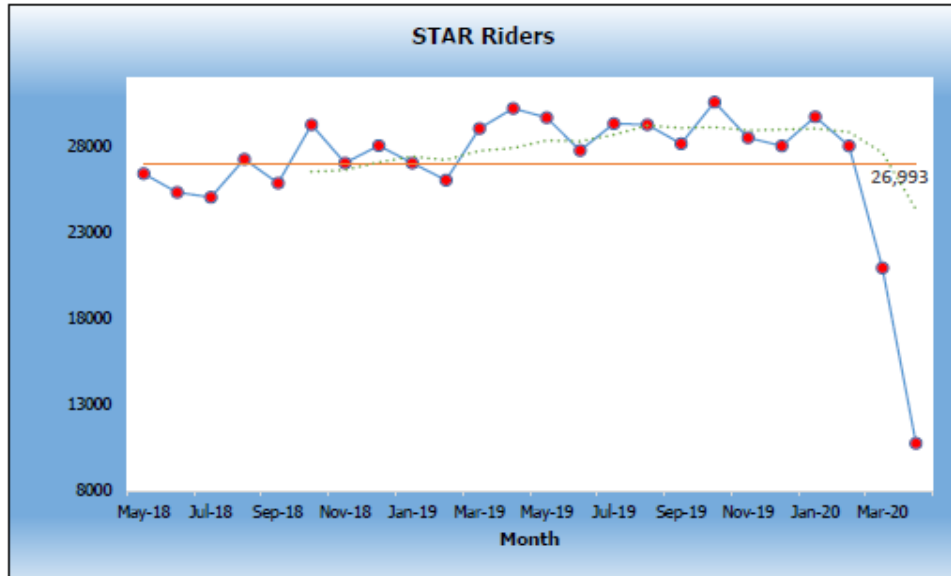
Current: 4%



Previous: 774,978

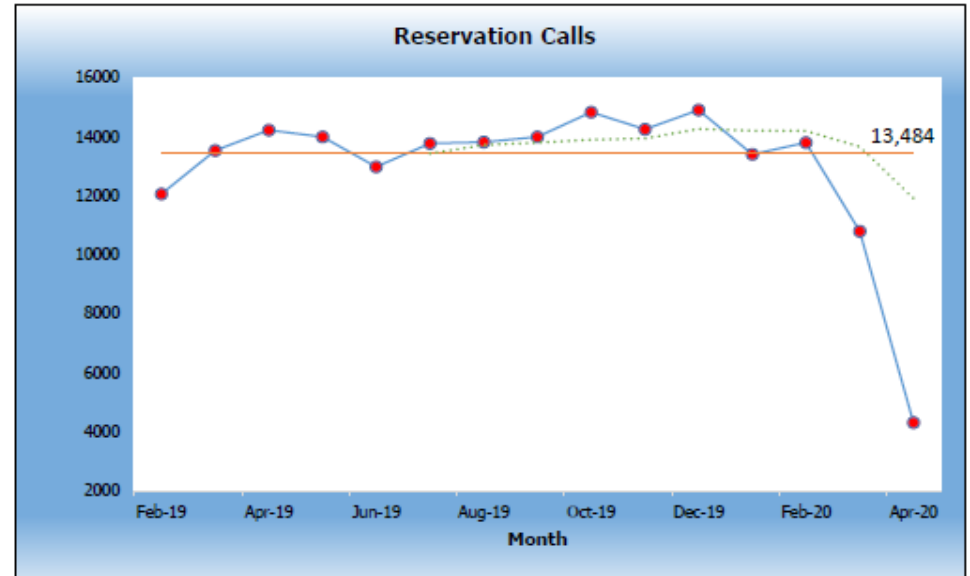
Current: 412,393

STAR Service



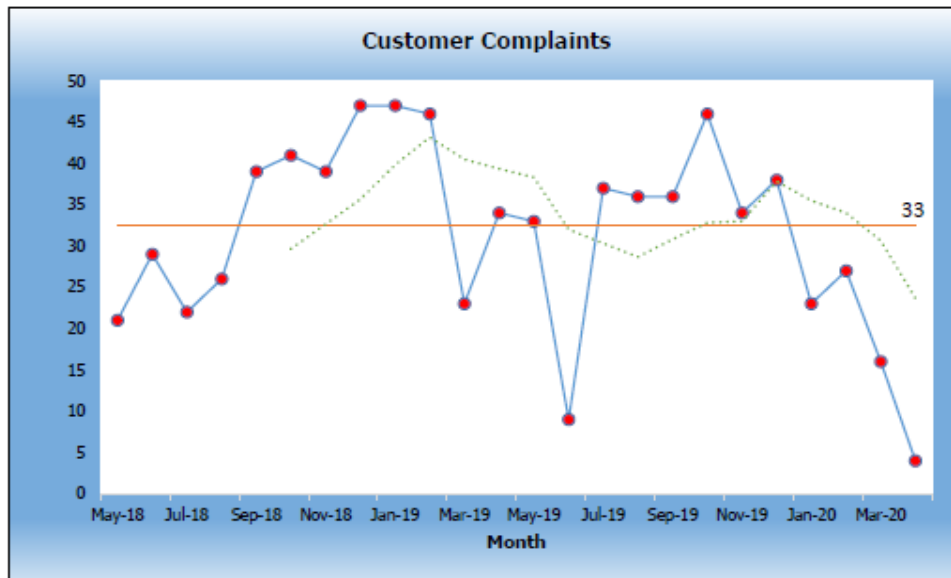
Previous: 30,241

Current: 10,762



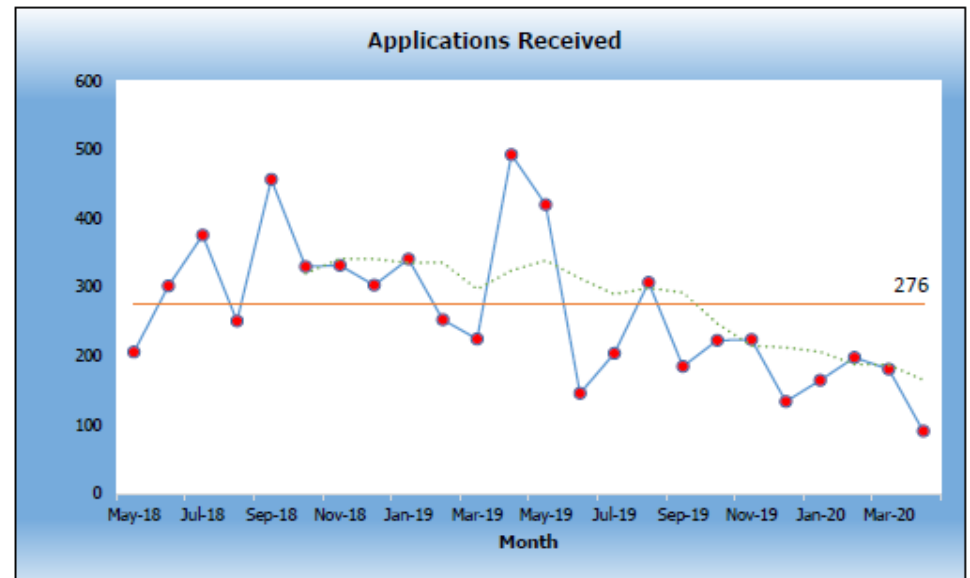
Previous: 14,237

Current: 4,309



Previous: 34

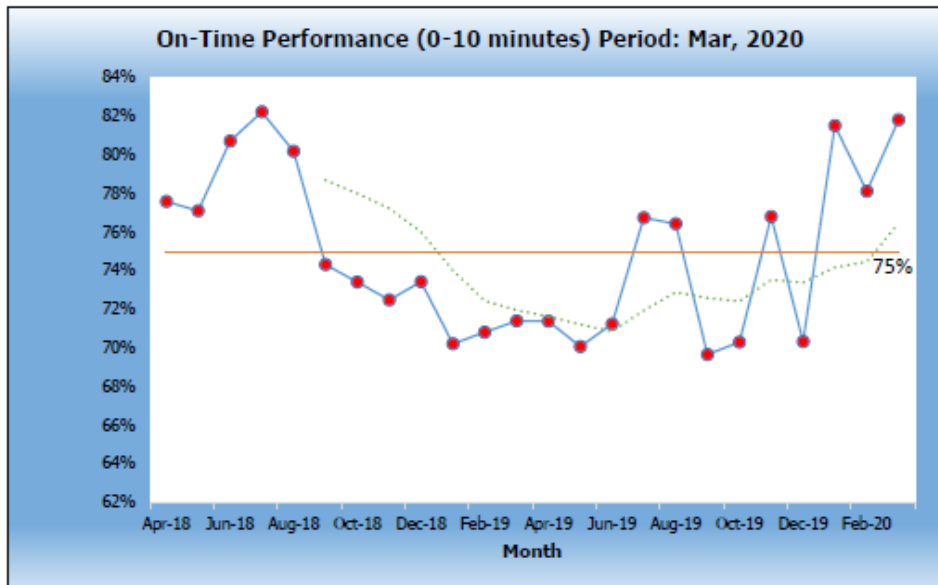
Current: 4



Previous: 493

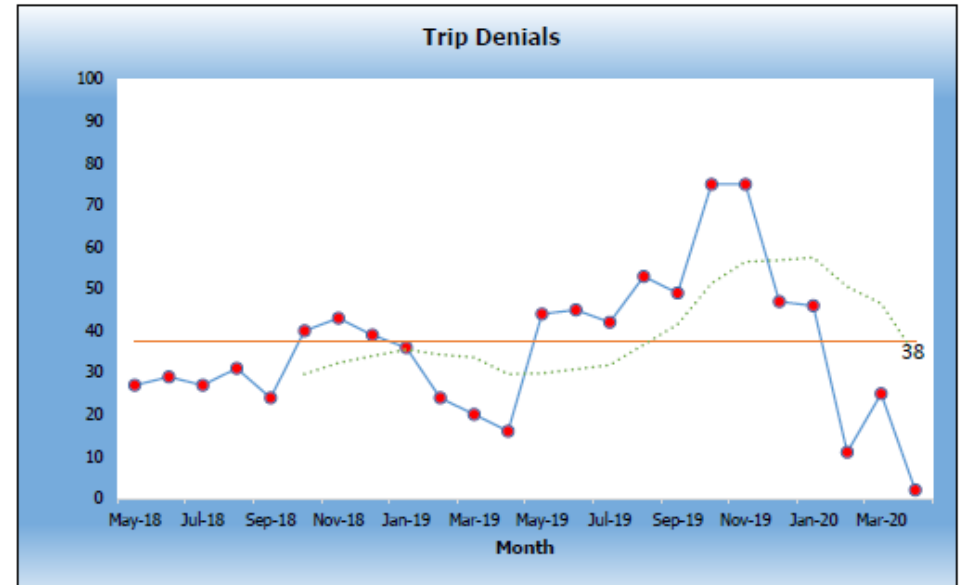
Current: 91

STAR Service Quality and ADA Compliance



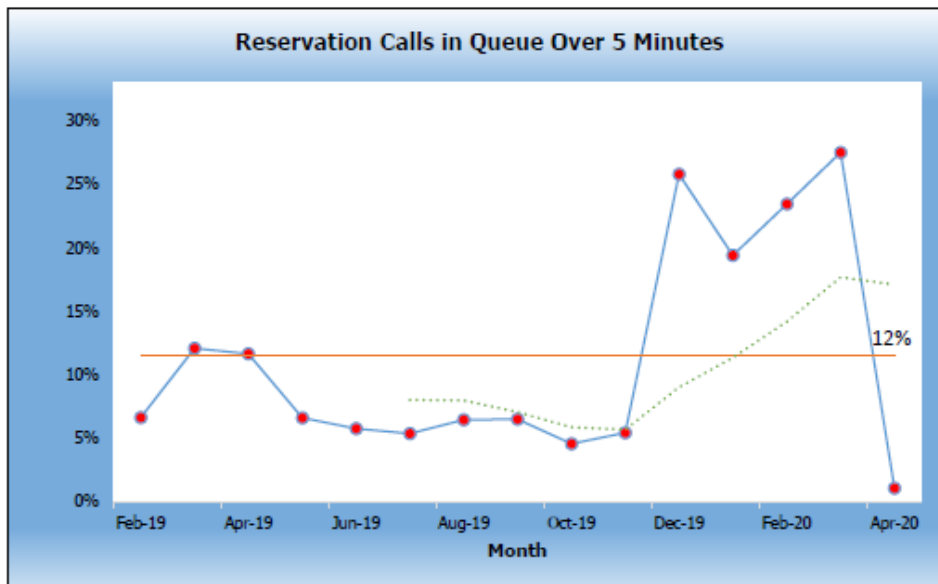
Previous: 71%

Current: 82%



Previous: 16

Current: 2



Previous: 12%

Current: 1%

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. 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.

Definitions (STAR)

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

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

STAR Trip Denials - Trips which meet the FTA definition of a trip denial. This means all trips which were scheduled over an hour before or after the original requested time. Excludes same-day dispatching.

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.