

CDTA COMMITTEE AGENDA

Performance Monitoring/Audit Committee Wednesday, August 19, 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, June 17, 2020	Denise Figueroa		
 Consent Agenda Items Approve Contract for Engine Oil Approve Contract for Scheduling Software Maintenance Approve Contract for Protective Barriers Approve Contract for Security Services at RRS Resolution to Accept State Grant for River BRT Resolution to Accept State Funds 	Stacy Sansky Stacy Sansky Stacy Sansky Stacy Sansky Philip Parella Philip Parella		

Audit Committee

• No items scheduled

Investment Committee

• No items scheduled

Administrative Discussion Items

•	Monthly Management Report	Mike Collins
•	Monthly Non-Financial Report	Chris Desany

Executive Session

• No items scheduled

Next Meeting Date: Wednesday, September 23, 2020 at noon via Microsoft Teams and 110 Watervliet Avenue

Adjourn Denise Figueroa

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

Capital District Transportation Authority Performance Monitoring/Audit Committee Meeting Minutes – June 17, 2020 at 12:00 pm; 110 Watervliet Avenue, Albany

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

Meeting Purpose

Regular monthly meeting of the Performance Monitoring/Audit Committee. Denise Figueroa noted that a quorum was present. Minutes from the May 20, 2020 meeting were reviewed and approved.

Audit Committee Items

Approve Contract for Bokland Building Demo

- We have discussed the need for additional facility storage because of upcoming service expansions; and we recently purchased the Bokland property to provide employee parking to accommodate the Albany garage expansion. We received 7 bids for building demolition and construction of a new parking area. New Castle Paving provided the lowest bid. Staff recommends a contract to New Castle Paving of Troy for an amount of \$411,201 with a 20% contingency of \$82,240.
- A contract to New Castle Paving of Troy for an amount not to exceed \$493,441 will be recommended to the board for approval.

Approve the Safety Management System (SMS) Plan

- The FTA requires all transit agencies to adopt a board approved Safety Management System (SMS) plan, otherwise known as an organizational safety plan. This plan builds on our New York State approved safety plan that has been in place for many years. The SMS plan is a data driven approach to mitigate risk. It establishes responsibilities; identifies risks; ensures plan implementation; and promotes safety information. As we begin the implementation phase, the board will be provided periodic information and updates leading to an annual board approval. The plan is included in your packet.
- The implementation of the Safety Management Systems (SMS) plan as required by the Federal Transit Administration will be recommended to the board for approval.

Approve Drug & Alcohol Policy Changes

- The annual review of the Drug and Alcohol Policy is required by federal regulations and our own company standards. There was only one non-regulatory procedural change made to the policy document. The revised policy is included in your packet.
- The revised Drug and Alcohol Policy will be recommended to the board for approval.

Investment Committee Items

• The Investment Committee will meet on June 24th.

Administrative Discussion Items

Accident Review Annual Report

- Rich Cordero gave the annual report on bus accidents. There were 572 accidents this year, an increase of 6% from last year. The accident rate was 5.5 per 100,000 miles. There was 20% increase in preventable accidents, about half were due to construction at the Troy garage.
- Looking forward to FY2021, Rich talked about training for supervisors in identifying aggressive driving habits; new refresher programs and rolling out the new SMS plan. The goal is to reduce accidents by 5% next year.

Workplace Safety Annual Report

- Jack Grogan gave the annual workplace safety report. After several years of decreasing accidents, we saw an increase of 16 workplace accidents. There were 81 workplace accidents.
- The major cost driver of our program is the Maximum Weekly Benefit. The weekly benefit is currently \$934 per week. Luckily, Scheduled Loss of Use awards decreased by \$321,000 over the past two years due to changes in state legislation.
- Recommendations include intensifying claims management and more work in departments to correct environmental factors that may cause unsafe work areas.

Monthly Management Report

• Mike Collins gave the Monthly Management Report. The impact of COVID-19 continues to have a major impact on our budget. Most revenue categories remain under budget, with the exception of MRT which was over budget by 12%. Although we report operating assistance according to budgeted accruals, the state has not made its STOA payment and has not indicated when they plan to. Revenue looks healthy (99% above budget) because we are reporting state assistance based on the NYS budget; we are also including CARES funding as part of operating assistance. Expenses are down by about 14%.

Monthly Non-Financial (performance) Report

• Chris Desany gave the Monthly Non-Financial Report. COVID-19 continues to have a significant impact on ridership. Total ridership is down 58% for the fiscal year; STAR is down 64% for the year. On time performance for fixed route is at 75%; while STAR on-time performance was at 94%.

Executive Session

No items scheduled

Next Meeting

Wednesday, August 19, 2020 at 12:00pm via Microsoft Teams and at 110 Watervliet Ave.

Capital District Transportation Authority Agenda Action Proposal

Subject: Award recommendation for a contract to purchase heavy duty engine oil from Brenntag Lubricants Northeast of Manchester, New Hampshire.

Committee: Performance Monitoring/Audit

Committee Meeting Date: August 19, 2020 **Board Action Date:** August 26, 2020

Background:

Heavy duty engine oil is a high cost fluid used in our fleet of buses. Staff conducts a competitive procurement to ensure availability and price stability. Typically, this item is procured every one (1) or two (2) years because of price volatility.

Purpose:

Heavy Duty Engine Oil is a required fluid for the routine maintenance of CDTA vehicles.

Summary of Proposal:

An Invitation for Bids (IFB) was issued for a firm to provide two types of heavy-duty engine oil for our fleet of vehicles. The IFB also required a price to provide oil testing kits that are utilized as part of the preventative maintenance process.

Three (3) bids were received. Staff recommends a contract for the purchase of heavy-duty engine oil be awarded to Brenntag Lubricants Northeast of Manchester, NH for an estimated year 1 cost of \$92,800. The amount is an estimate based upon actual number of gallons and test kits required during the course of a year. This contract is for one year with one optional renewal year. Renewal year pricing is tied to the Consumer Price Index (CPI) if we choose to exercise that option. This cost represents a 22% price *decrease* from the previous contract.

Upon Board approval this contract will be executed immediately.

Financial Summary and Source of Funds:

The estimated first year cost is \$92,800 and is funded through the FY2021 operating budget. The estimated second year cost is the same without the CPI escalator for a total estimated contract value of \$185,600.

Prepared by:

Stacy Sansky, Director of Procurement

Project Manager:

Lance Zarcone, Vice President of Operations



Memorandum

August 19, 2020

To: Performance Monitoring/Audit Committee

From: Lance Zarcone, Vice President of Operations

Subject: Heavy Duty Engine Oil

An Invitation for Bids (IFB) was issued requesting a firm to provide multi-grade engine oil to be used in CDTA's fleet of buses. In addition, the IFB requires the firm to provide used oil analysis through an independent laboratory.

The used oil analysis is performed every 12k miles during regularly scheduled preventative maintenance inspections. The analysis will help detect premature engine failure and other engine oil abnormalities (fuel, coolant, etc.). We estimate that roughly 19,000 gallons of Multi-Grade Engine oils will be required annually.

Bids were solicited and three bids were received. Maintenance staff reviewed the oil specifications to confirm its compatibility with CDTA's engines.

Staff is requesting a one-year contract with one optional renewal year to be awarded to Brenntag Lubricants Northeast, of Manchester, NH for an amount of \$92,800 per year for a total estimated contract value of \$185,600.

Copy: Chief Executive Officer
Director of Procurement

CAPITAL DISTRICT TRANSPORTATION AUTHORITY Staff Contract Award Certification

1.	TYPE OF CONTRACT (check one):							
	Construction & Maintenance	_ <u>X</u>	Goods, (Bus Purchase
	Services & Consultants			ransporta	ition &	Operation	onal Services	
2.	TERMS OF PERFORMANCE (check one):							
	One-Shot Deal: Complete scope and							
	Fixed Fee For Services: Time and magestate Exclusive Purchase Contract: Fixed of				with in	definite	quantity	
	<u>x</u> Open Purchase Contract: Commitm							
	Change Order: Add on to existing co	ntract						
3.	CONTRACT VALUE:							
	\$185,600 (two years)			fixed	<u>estim</u>	ated_	(circle one)
4.	PROCUREMENT METHOD (check one):							
	Request for Proposals (RFP)	<u>X</u> _	Invitatio	n for Bids	s (IFB)			Other
5.	TYPE OF PROCEDURE USED (check one):			~		_	/ *	
	Micro Purchases (Purchases up to \$2, _x Sealed Bid/Invitation for Bids (IFB)			Sı	nall Pu	rchases	(\$25,000 up to osals (RFP)	\$100,000)
	Professional Services (Over \$25,000)		φ100,000 <i>)</i>				urce (Non-Cor	mpetitive)
6.	SELECTION CRITERION USED:	_						
	Number of Proposals/Bids Solicited #_14 Number of Proposals/Bids Received #_3_		and			Adve	<u>ertised</u>	
		Attac	ch Summar	of Bids/	Proposa	als		
7.	Disadvantaged Business Enterprise (DBE)/M	linority	y/Women's	Busines	s Enter	prise (N	AWBE) involv	ement
	Are there known DBEs/MWBEs that provi	de this	good or sea	vice?	Yes	No		
	Number of DBEs/MWBEs bidding/propositions	ing			0_	_DBE	0 MWBE	
	DBE/MWBE Certification on file?				Yes	No	Not Appli	<u>cable</u>
	Was contract awarded to a DBE/MWBE?				Yes	<u>No</u>		
	Number of DBE/MWBE Subcontractors				0	DBE	0 _MWE	BE
8.	LEGAL NAME and ADDRESS OF CONTRA	ACTO!	R/VENDO	R: <u>Brenr</u>	ntag Lu	bricant	s Northeast	
				<u>1064 (</u>	Goff Fa	lls Road	d	
				Manc	hester,	NH 031	.03	
8.	SOURCE OF FUNDS: _FY2021 Operating B	udget_						
9.	COMPLIANCE WITH STATE AND FEDER	RAL R	ULES:					
	Non-Collusion Affidavit of Bidder							(<u>Yes</u> , No, N/A)
	Disclosure & Certificate of Prior Non-Resp	onsibil	lity Determ	inations				$(\underline{Yes}, No, N/A)$
	Disclosure of Contacts (only RFPs) Certification with FTA's Bus Testing Requ	iiremen	nts					(Yes, No, <u>N/A</u>) (Yes, No, <u>N/A</u>)
	Commencer with FIA's Dus Testing Requ	in Cilicil	1113					(105, 110, <u>11/A</u>)
10	. RESPONSIBLE STAFF CERTIFIES THE I	NTEG	RITY OF	THIS PR	OCUR	EMEN	T/CONTRAC	T:

Stacy Sansky, Director of Procurement DATED: July 30, 2020



Bid Summary



Contract Name: Heavy Duty Engine Oil Contract No: CDTA Maint 153-3000 Date/Time of Opening: July 7, 2020 1:00PM

Bidder Contact Information	Base Bid	Option 1 Prices-	Total Contract Value for 1 Year	DBE/MWBE/SDVOB
		Full Synthetics	(based on estimated usage x base bid)	Status
Name: Dennison Lubricants	Multi-Grade SAE 15W-40 \$5.59/gal	15W-40 \$6.95/gal	15W-40 \$83,850	DBEMBEWBESDVOB
Address: 111 Rhode Island Rd Lakeville, MA 02347	Multi-Grade SAE 5W-20 \$4.49/gal	5W-20 \$6.43/gal	5W-20 \$2,245	DBEMBEWBESDVOB
Contact: Brian Dennison	Multi-Grade 5W-30 \$4.49/gal	5W-30 \$6.43/gal	5W-30 \$6,735	DBEMBEWBESDVOB
Email: briand@denlube.com	Oil Test Kits Yr 1 \$15.95/ea		Total oil cost for 1 year: \$92,830	DBEMBEWBESDVOB
Phone: 508.946.0500	Oil Test Kits Yr 1 \$15.95/ea			DBE MBE WBE SDVOB
Name: United Auto Supply of Syracuse West, Inc.	Multi-Grade SAE 15W-40 \$9.21/gal	15W-40 \$10.21/gal	15W-40 \$138,150	DBEMBEWBESDVOB
Address: 1200 State Fair Blvd Syracuse, NY 13209	Multi-Grade SAE 5W-20 \$10.40/gal	5W-20 \$11.40/gal	5W-20 \$5,200	DBEMBEWBESDVOB
Contact: Jean Witt	Multi-Grade 5W-30 \$10.40/gal	5W-30 \$11.40/gal	5W-30 \$15,600	DBEMBEWBESDVOB
Email: jeanwitt@unitedautosupply.com	Oil Test Kits Yr 1 \$20.00/ea		Total oil cost for 1 year: \$158,950	DBEMBEWBESDVOB
Phone: 800.772.1667	Oil Test Kits Yr 1 \$20.00/ea			DBEMBEWBESDVOB
Name: Brenntag Lubricants Northeast	Multi-Grade SAE 15W-40 \$5.58/gal	15W-40 no bid	15W-40 \$83,700	DBEMBEWBESDVOB
Address: 1064 Goff Falls Road Manchester, NH 03103	Multi-Grade SAE 5W-20 \$4.55/gal	5W-20 \$6.15/gal	5W-20 \$2,275	DBEMBEWBESDVOB
Contact: Bid Coordinator	Multi-Grade 5W-30 \$4.55/gal	5W-30 \$6.15/gal	5W-30 \$6,825	DBEMBEWBESDVOB
Email: blnebids@brenntag.com	Oil Test Kits Yr 1 \$15.00/ea		Total oil cost for 1 year: \$92,800	DBEMBEWBESDVOB
Phone: 603.222.2900	Oil Test Kits Yr 1 \$15.00/ea			DBEMBEWBESDVOB
Name:		Alternate 1:	1	DBEMBEWBESDVOB
Address:	\$		2	DBEMBEWBESDVOB
Contact:		Alternate 2:	3	DBEMBEWBESDVOB
Email:			4	DBEMBEWBESDVOB
Phone:			5	DBEMBEWBESDVOB
I, Carm Basile Chief Executive Officer of The Capital D			•	
the above is a true, complete and accurate record of	the bids received on the date and time listed above			
for this project.		Signature:		

Capital District Transportation Authority Agenda Action Proposal

Subject: Sole source contract award for a scheduling software maintenance contract to GIRO.

Committee: Performance Monitoring/Audit

Committee Meeting Date: August 19, 2020 **Board Action Date:** August 26, 2020

Background:

The current maintenance agreement for this software is set to expire. To allow for continued support a new agreement is required.

Purpose:

The HASTUS software is utilized for a number of tasks, including vehicle assignments, trip planning and scheduling.

Summary of Proposal:

In 2000, CDTA competitively procured a fixed route scheduling system (HASTUS) from GIRO. The software is proprietary in nature, requiring a sole source procurement for a new maintenance contract. The maintenance contract includes software updates, configuration, consulting services and issue resolution that can only be performed by GIRO. Therefore, staff recommends a one-year contract be awarded to GIRO for a maintenance contract for the Scheduling Software System (HASTUS) for an amount not to exceed \$180,203. Staff has reviewed the pricing and finds it to be fair and reasonable.

Financial Summary and Source of Funds:

The \$180,203 (Not to Exceed) will be funded in our FY2021 Operating Budget.

Prepared by:

Stacy Sansky, Director of Procurement

Project Manager:

Christopher Desany, Vice President of Planning and Infrastructure



Memorandum

August 19, 2020

To: Performance Monitoring/Audit Committee

From: Christopher Desany, Vice President of Planning and Infrastructure

Subject: Approve Purchase of Scheduling Software Maintenance Contract

Overview

In 2000, CDTA implemented our fixed route scheduling system (HASTUS) which was competitively procured and provided by GIRO. HASTUS software is used throughout the agency for fixed route scheduling, run cutting, work optimization, mapping, stop information displays, trip planning, stop/route/network development and customer comment tracking, making it one of the most widely used and complex applications in place at CDTA. Upon system acceptance, CDTA entered into a contract for support and maintenance. Over the past year, CDTA has installed a number of new HASTUS software modules for work bidding, daily crewing and vehicle assignments, and other related packages. The support and maintenance agreement is due for renewal and covers existing HASTUS software and 40 days of training and consulting services. Overall, CDTA has been very satisfied with GIRO's performance.

Justification

This recommendation for a sole source renewal of the HASTUS system maintenance agreement is based on a number of important considerations. Most importantly, the HASTUS system is proprietary, which prevents us from pursuing an independent means to cost effectively support the existing system through another vendor. Services include software updates, configuration, and issue resolution that can only be performed by GIRO. Additional reasons to support this sole source recommendation include:

- GIRO is familiar with the many nuances of their system and its relationship to our requirements and therefore has full knowledge of CDTA needs.
- Utilizing this vendor will result in a zero-net increase in vendors at CDTA.
- Utilizing this vendor will require no third-party integration or customization, which reduces the risk inherent in custom third-party vendor development.
- We have documentation on file noting how the cost is justified by GIRO, which confirms
 fair and reasonable pricing for this purchase. Additionally, this is single year renewal and
 next term we will be pursuing a multi-year agreement which will help minimize the annual
 increases.

Recommendation

I am <u>requesting</u> that a one-year sole source maintenance contract be awarded to GIRO of Montréal, Québec, Canada for an amount of \$180,203.

Copy: Chief Executive Officer

Director of Information Technology

CAPITAL DISTRICT TRANSPORTATION AUTHORITY Staff Contract Award Certification

1.	TYPE OF CONTRACT (check one):						
	Construction & Maintenance Services & Consultants	_ <u>X</u> _	Goods, Commo			Supplies Operational Services	Bus Purchase
	Services & Consultants		11anspc	піа	tion &	Operational Services	
2.	TERMS OF PERFORMANCE (check one):	1.6" 1					
	X One-Shot Deal: Complete scope ar Fixed Fee For Services: Time and m						
	Exclusive Purchase Contract: Fixed	cost for	defined commodi				
	Open Purchase Contract: Commitme Change Order: Add on to existing co		pecifications and p	oric	e but n	o obligation to buy	
	Change Order. Add on to existing Co	muaci					
3.	CONTRACT VALUE: \$180,203 fixed estimate	ted	(circle one)				
			(1 1 1 1 1)				
4.	PROCUREMENT METHOD (check one):						
	Request for Proposals (RFP)		_ Invitation for Bio	ds (IFB)	_ `	X Other-
5.	TYPE OF PROCEDURE USED (check one):			_			
	Micro Purchases (Purchases up to \$2, Sealed Bid/Invitation for Bids (IFB) (rchases (\$25,000 up to for Proposals (RFP)	\$100,000)
	Professional Services (Over \$25,000)					Single Source (Non-C	ompetitive)
6.	SELECTION CRITERION USED:						
	Number of Proposals/Bids Solicited #_1_		or			Advertised	
	Number of Proposals/Bids Received #_1_						
		Attac	ch Summary of Bio	ds/I	Proposa	als	
8.	Disadvantaged/Minority Women's Business	Enterp	rise (D/MWBE) i	inv	olvemo	ent	
	Are there known D/MWBEs that provide the	his good	d or service? Yes		<u>No</u>		
	Number of D/MWBEs bidding/proposing			<u>0</u>			
	D/MWBE Certification on file?		Yes		No	Not Applicable	
	Was contract awarded to a D/MWBE?		Yes		<u>No</u>		
	Number of D/MWBE Subcontractors			<u>0</u>			
0		, cmo1					
8.	LEGAL NAME and ADDRESS OF CONTRA	ACTO				rt-Royal Est, bureau 5	 -
						iebec, Canada H3L 3	
8	SOURCE OF FUNDS: FY21 Operating Bu	ıdoet	1410	1111	cai, Ot	icocc, Canada 113L 3	
0.	BOOKEE OF FORDS. F121 Operating Bu	uget					
9.	COMPLIANCE WITH STATE AND FEDER	RAL RI	ULES:				
	Non-Collusion Affidavit of Bidder						$(\underline{Yes}, No, N/A)$
	Disclosure of Contacts (only REPs)	onsibil	ity Determination	S			(<u>Yes</u> , No, N/A) (Yes, No, <u>N/A</u>)
	Disclosure of Contacts (only RFPs) Certification with FTA's Bus Testing Requ	iiremen	ts				(Yes, No, NA) (Yes, No, NA)
	The state of the s						(=, - (0 , <u>- () - ()</u>
10.	RESPONSIBLE STAFF CERTIFIES THE I	NTEG	RITY OF THIS	PR	OCUR	EMENT/CONTRAC	Т:

Stacy Sansky, Director of Procurement DATED: _August 10, 2020_

Capital District Transportation Authority Agenda Action Proposal

Subject: Award recommendation for an emergency purchase of bus driver barriers from Transit Guard of Pagosa Springs, Colorado.

Committee: Performance Monitoring/Audit

Committee Meeting Date: August 19, 2020 **Board Action Date:** August 26, 2020

Background:

Protective driver barriers are being installed in all customer facing vehicles to protect operators and customers due to the COVID-19 (Corona Virus) pandemic. Several types of barriers were evaluated and tested. The Safety and Training Department determined that the barrier selected does not cause any interference with the ability to safely operate our vehicles.

Purpose:

To enhance safety measures on fleet for operators and customers.

Summary of Proposal:

A protective operator barrier is needed to protect and maintain a safe and secure work environment for our operators and customers. We have made this a requirement in order to reinstitute front door operation and fare collection.

Because of the health emergency, an expedited timeline was put in place for project completion and an emergency procurement was deemed necessary for the purchase of these barriers. FTA has made allowances for COVID related emergency purchases and we have been compliant in their purchase requirements. Staff is recommending a sole source emergency purchase of operator barriers to Transit Guard of Pagosa Springs, Colorado for \$480,500 (\$1,747 per bus). Barriers are in the process of being installed now with a goal of completing installation on or about August 19, 2020.

Financial Summary and Source of Funds:

The total cost of these barriers is \$480,500 and will be funded by the CARES Act.

Prepared by:

Stacy Sansky, Director of Procurement

Project Manager:

Lance Zarcone, Vice President of Operations



Memorandum

August 19, 2020

To: Performance Monitoring/Audit Committee

From: Lance Zarcone, Director of Maintenance

Subject: Operator Protection Barrier

Background:

As CDTA continues providing service during the COVID - 19 pandemic, there have been several processes and safety measures put in place to reduce the risk of exposing our bus operators and the general public to this virus. Actions required the mandatory use of personal protective equipment (PPE) such as masks, gloves, and hand sanitizer; other actions taken includes additional bus service to avoid overcrowding which resulted in temporary elimination of front door operation / fare collection in order to reduce close interaction between the operator and rider.

As time goes by we have had the opportunity to supply the employees with better equipment, implemented a cleaning schedule both in the garages and in the field. Additionally, protective barriers are being installed in the operator's compartment, after evaluation and product testing. Over the past weeks we have begun installing these barriers in all divisions. The barrier has proven to give additional space needed and did not cause any interference with the operator's ability to safely operate their vehicle according to the Safety and Training Department. Barriers are being considered for the entire fleet which includes Fixed-Route, STAR and Northway Express (NX) buses. Barriers have been purchased for the STAR and NX fleet separately. All barriers for the fixed route fleet and associated hardware were purchased from Transit Guard, a company based out of Pagosa Spring, Colorado. All vehicle installs will be done in-house by CDTA's body shop technicians.

Justification:

In order to create a safer environment on the bus for our employees and reinstitute front door operation/fare collection, it was determined the timeline for an Invitation for Bid and product development would not be feasible.

Recommendation:

Staff is recommending a sole source emergency purchase of operator barriers to Transit Guard of Pagosa Springs, Colorado for \$480,500 (\$1,747 per bus).

Copy: Chief Executive Officer
Director of Procurement

CAPITAL DISTRICT TRANSPORTATION AUTHORITY Staff Contract Award Certification

1.	. TYPE OF CONTRACT (check one): Construction & Maintenance	x Goods, (Commodities & S	Supplies		Bus Purchase
	Services & Consultants		Transportation &		onal Services	
2.	. TERMS OF PERFORMANCE (check one): One-Shot Deal: Complete scope and fixe Fixed Fee For Services: Time and materi Exclusive Purchase Contract: Fixed cost Open Purchase Contract: Commitment Change Order: Add on to existing contra	ials - open value for defined co on specification	mmodity with in			
3.	. CONTRACT VALUE:	stimated	(circle one)			
4.	PROCUREMENT METHOD (check one): Request for Proposals (RFP)	<u>x</u> Invitatio	n for Bids (IFB)			Other
5.	TYPE OF PROCEDURE USED (check one): Micro Purchases (Purchases up to \$2,499 Sealed Bid/Invitation for Bids (IFB) (Over Professional Services (Over \$25,000)		Request	for Prop	(\$25,000 up to Sosals (RFP) Source (Non-Co	
6.	Number of Proposals/Bids Received #_1 Number of Proposals/Bids Received #_1			Advo	<u>ertised</u>	
	A	ttach Summar	y of Bids/Propos	als		
9.	. Disadvantaged Business Enterprise (DBE)/Mino	rity/Women'	s Business Enter	prise (N	AWBE) involve	ement
	Are there known DBEs/MWBEs that provide to	his good or se	rvice? Yes	No		
	Number of DBEs/MWBEs bidding/proposing		0_	_DBE	0 MWBE	
	DBE/MWBE Certification on file?		Yes	No	Not Applic	<u>able</u>
	Was contract awarded to a DBE/MWBE?		Yes	<u>No</u>		
	Number of DBE/MWBE Subcontractors		0	_DBE	<u></u>	Е
8.	. LEGAL NAME and ADDRESS OF CONTRACT	ΓOR/VENDO	R: <u>Transit Gua</u>	rd Inc		
			PO Box 3771	<u> </u>		
			Pagosa Sprin	ngs, CO	81147	
8.	. SOURCE OF FUNDS: _FY2021 Operating Budg	get_(CARES A	Act)			
9.	. COMPLIANCE WITH STATE AND FEDERAL Non-Collusion Affidavit of Bidder Disclosure & Certificate of Prior Non-Respons Disclosure of Contacts (only RFPs) Certification with FTA's Bus Testing Requiren	sibility Determ	inations			(<u>Yes</u> , No, N/A) (<u>Yes</u> , No, N/A) (Yes, No, <u>N/A</u>) (Yes, No, <u>N/A</u>)
10	0. RESPONSIBLE STAFF CERTIFIES THE INTI	EGRITY OF	THIS PROCUE	REMEN	T/CONTRACT	Γ:

DATED: ___August 10, 2020 _____

Stacy Sansky, Director of Procurement

Capital District Transportation Authority Agenda Action Proposal

Subject: Award recommendation for a contract to provide uniformed security guard services to FBY Security Services of Brooklyn, New York

Committee: Performance Monitoring/Audit

Committee Meeting Date: August 19, 2020 **Board Action Date:** August 26, 2020

Background:

Uniformed security guards are utilized at the Rensselaer Rail Station to maintain safety and security of customers, employees and the facility.

Purpose:

The current contract is set to expire and a new one is needed to maintain services.

Summary of Proposal:

An Invitation for Bids (IFB) was issued for a firm to provide uniformed security guard services from 4:00pm-5:00am daily as well as holiday and special coverage. The IFB outlined what areas of the station and grounds to be monitored by the security guards, as well as the requirements for emergencies and staff training.

Twenty-Four (24) firms downloaded the IFB and nine (9) bids were received. Staff from Facilities and Risk Management verified references and interviewed the low bidder and are satisfied with those results. Staff recommends a one-year contract with four optional renewal years for uniformed security services at the Rensselaer Rain Station be awarded to FBY Security Services (a certified MBE) of Brooklyn, New York for an estimated year 1 cost of \$162,326. This cost represents a 20% price increase from the previous contract.

Upon Board approval this contract will be executed immediately.

Financial Summary and Source of Funds:

The estimated first year cost is \$162,326 and is funded through the FY2021 operating budget. The cost will vary slightly for annual renewals based on need and current prevailing wage rates, but the estimated five-year value is \$811,632.

Prepared by:

Stacy Sansky, Director of Procurement

Project Manager:

Jeremy Smith, Director of Facilities



Memorandum

August 19, 2020

To: Performance Monitoring/Audit Committee

From: Jeremy Smith, Director of Facilities

Subject: Approval of Uniformed Security Contract for Rensselaer Rail Station

Background

Security of the Rensselaer Rail Station is a priority for CDTA. CDTA contracts with a uniformed security agency to provide a safe and reliable facility for the public. The current contract is set to expire in August 2020. Nine bids were received and FBY Security Services Inc. out of Brooklyn New York was the low bidder.

Justification

All bids were reviewed, references were checked for the low bidder and an interview was conducted on July 30, 2020 by Rail Station Manager John Rich, Director of Risk Management Jack Grogan and Director of Facilities Jeremy Smith. All questions were answered satisfactorily.

Recommendation

At this time, I am <u>recommending</u> awarding a contract to FBY Security Services, INC. of Brooklyn, NY based on an hourly rate per uniformed security guard of \$24.21.

Copy: Chief Executive Officer

Director of Procurement

Director of Risk Management

CAPITAL DISTRICT TRANSPORTATION AUTHORITY Staff Contract Award Certification

1.		modities & Supplies Bus Purchase ansportation & Operational Services
2.	TERMS OF PERFORMANCE (check one): One-Shot Deal: Complete scope and fixed value X Fixed Fee For Services: Time and materials - open value Exclusive Purchase Contract: Fixed cost for defined communication of the complete scope of	
3.	CONTRACT VALUE: \$811,632 over five years fixed estimated (circle one)
4.	PROCUREMENT METHOD (check one): Request for Proposals (RFP) x Invitation for the second content of the second content	or Bids (IFB) Other
5.	<u>x</u> _ Sealed Bid/Invitation for Bids (IFB) (Over \$100,000)	Small Purchases (\$25,000 up to \$100,000) Request for Proposals (RFP) Sole or Single Source (Non-Competitive)
6.	SELECTION CRITERION USED: Number of Proposals/Bids Solicited #_24 and Number of Proposals/Bids Received #_9	Advertised
	Attach Summary o	f Bids/Proposals
10.	Disadvantaged Business Enterprise (DBE)/Minority/Women's B	usiness Enterprise (MWBE) involvement
	Are there known DBEs/MWBEs that provide this good or servi-	ce? <u>Yes</u> No
	Number of DBEs/MWBEs bidding/proposing	<u>1</u> _DBE <u>4</u> _MWBE
	DBE/MWBE Certification on file?	Yes No Not Applicable
	Was contract awarded to a DBE/MWBE?	<u>Yes</u> No
	Number of DBE/MWBE Subcontractors	0 _DBE 0 _MWBE
8.	LEGAL NAME and ADDRESS OF CONTRACTOR/VENDOR:	FBY Security Services
		2792 Ocean Ave St LL
		Brooklyn, NY 11229
8.	SOURCE OF FUNDS: _FY2021 Operating Budget	
9.	COMPLIANCE WITH STATE AND FEDERAL RULES: Non-Collusion Affidavit of Bidder Disclosure & Certificate of Prior Non-Responsibility Determina Disclosure of Contacts (only RFPs) Certification with FTA's Bus Testing Requirements	(<u>Yes</u> , No, N/A (<u>Yes</u> , No, N/A (Yes, No, <u>N/A</u> (Yes, No, <u>N/A</u>
10.	RESPONSIBLE STAFF CERTIFIES THE INTEGRITY OF THE	HIS PROCUREMENT/CONTRACT:

DATED: ___July 30, 2020

Stacy Sansky, Director of Procurement



Bid Summary



Date/Time of Contract Name: Uniformed Security Guards Contract No CDTA FAC 171-2000 July 9, 2020 1:00PM Opening: Base Bid/Lump Sum Name: Strategic Security Corp. Alternate 1: DBE__MBE__WBE_X _SDVOB Address: 367 Veterans Memorial Hwy Commack, NY 11725 \$_26.28/hr___ DBE MBE WBE SDVOB Alternate 2: Contact: Joseph Sordi DBE __MBE__WBE__SDVOB_ Email: druhl@sscctu.com DBE __MBE__WBE__SDVOB_ Phone: 646.612.7547 DBE__MBE__WBE__SDVOB_ Alternate 1: Name: Westech Security & Investigations, Inc. DBE MBE WBE SDVOB Address: 3361 ETremont St Bronx, NY 10461 \$_26.50/hr__ DBE__MBE__WBE__SDVOB_ Alternate 2: Contact: William Vassell DBE__MBE__WBE__SDVOB_ Email: druhl@sscctu.com DBE__MBE_WBE_SDVOB Phone: 718.409.6999 DBE__MBE__WBE__SDVOB_ Alternate 1: Name: Platinum Protection Services DBE MBE X WBE SDVOB Address: 150 Motor Pkwy Hauppage, NY 11788 \$ \$27.29/hr DBE MBE WBE SDVOB Contact: Anthony Inigfall Alternate 2: DBE__MBE_WBE_SDVOB_ Email: platinumprotectionservicesinc@gmail.com DBE __MBE__WBE__SDVOB_ Phone: 631.439.6841 DBE MBE WBE SDVOB Name: FBY Security Services Alternate 1: DBE MBEX WBE SDVOB Address: 2792 Ocean Ave StLL Brooklyn, NY 11229 \$_24.21/hr_ DBE __MBE__WBE__SDVOB_ Contact: Babatunde Fadairo Alternate 2: DBE MBE WBE SDVOB Email: bids@fbysecuritysvs.com DBE MBE WBE SDVOB Phone: 833,329,7233 DBE MBE WBE SDVOB Name: Wisdom Protective Services DBE X MBE X WBE SDVOB Address: 837 Old Country Rd Westbury, NY 11590 \$ 24.88/hr DBE MBE WBE SDVOB Contact: Kay Simaren DBE__MBE__WBE__SDVOB_ Email: mrkay@wisdomprotective.com DBE __MBE__WBE__SDVOB_ Phone: 718.766.5392 DBE__MBE__WBE__SDVOB_ Name: Emperor's Security Services, Inc. Alternate 1: DBE MBE X WBE SDVOB Address: 420 Watkins St St.5L Brooklyn, NY 11212 \$ \$24.50/hr DBE__MBE__WBE__SDVOB_ Contact: Naheem Oyebanjo Alternate 2: DBE__MBE__WBE__SDVOB_ Email: emperorssinc@gmail.com DBE MBE WBE SDVOB Phone: 718.415.7203 DBE __MBE__WBE__SDVOB_ Name: Reach 29 Alternate 1: DBE MBE WBE SDVOB Address: PO Box 221824 W Palm Beach, FL 33422 \$_\$52.000/hr_ DBE__MBE__WBE__SDVOB_ Contact: David Diemer Alternate 2: DBE MBE WBE SDVOB Email: david@reach29.com DBE__MBE__WBE__SDVOB_ Phone: 845.430.7309 DBE MBE WBE SDVOB Name: Allied Universal Security Alternate 1: DBE__MBE_WBE_SDVOB Address: 1 Pine West Plaza St 112 Albany, NY 12205 \$_\$26.58/hr_ DBE __MBE__WBE__SDVOB_ Contact: Jill Sausville Alternate 2: DBE__MBE__WBE__SDVOB_ Email: jill.sausville@aus.com DBE MBE WBE SDVOB Phone: 518.724.0526 DBE MBE WBE SDVOB Alternate 1: Name: Souther Tier Security, Inc. DBE__MBE__WBE__SDVOB_X \$_\$39.60/hr_ Address: 125 S Union St Olean, NY 14760 DBE MBE WBE SDVOB Contact: Michael P Schneider Alternate 2: DBE__MBE__WBE__SDVOB_

Capital District Transportation Authority Agenda Action Proposal

Subject: Resolution to accept \$4,435,000 in State Funds

Committee: Performance Monitoring/Audit

Committee Meeting Date: August 19, 2020 **Board Action Date:** August 26, 2020

Background:

This action item summarizes the operating grant we received from New York State for the River BRT line. This grant was discussed during the budget development process for FY2021.

In April 2019, Governor Cuomo announced the availability of \$144 million to support bicycle, pedestrian, and other transportation projects and programs, as well as projects that reduce congestion to meet Clean Air Act requirements. These funds are available to the State through the Federal Highway Administration and administered by the State Department of Transportation (NYSDOT).

We were awarded a grant through this program. Projects were selected through a competitive process and rated on criteria that included public benefit, air quality improvement and innovation. This money will be used for operating expenses (a little out of the ordinary for a competitive grant).

The River Corridor operating budget is estimated to be \$15 million over 5 years. The grant provides \$5.5 million in Federal Highway funds to support the River project. We will receive 80% of this, or \$4,435,000 in funding and will be responsible for a 20% grant match (\$1.1 million).

Purpose:

NYSDOT requires a Board resolution to accept State funding prior to being reimbursed for expenses incurred as part of this agreement.

Summary of Proposal:

The resolution will permit CDTA to execute an agreement with NYSDOT to accept \$4,435,000 to support River BRT.

Financial Summary and Source of Funds:

NYSDOT Agreement, D036422 will provide \$4,435,000 in operating funds for the River BRT.

Prepared by:

Melissa Shanley, Grants Manager

Project Managers:

Ross Farrell, Director of Planning Philip Parella, Jr., Director of Finance Lance Zarcone, Vice President of Operations

Capital District Transportation Authority Agenda Action Proposal

Subject: Resolution to accept \$4,145,423 in State funding.

Committee: Performance Monitoring/Audit

Committee Meeting Date: August 19, 2020 **Board Action Date:** August 26, 2020

Background:

The action items below will allow for state funding reimbursement for activities in our capital program.

New York State supports flexible use of capital funding to address transit system needs through the Transportation Modernization and Enhancement Program (MEP). CDTA was allocated \$3,461,124 in MEP funds. These funds were budgeted in our capital program to support the purchase of 40-foot Gillig buses that were delivered this spring. New York State is supporting 100% of the costs associated with these activities.

CDTA is also apportioned Federal funds on an annual basis to support commuter service between Albany and Ulster County and operated by Adirondack Trailways. CDTA is the pass-through agent for this program. The Federal government supports 80% of the costs associated with these activities. New York State Department of Transportation (NYSDOT), subject to approval of contract K007407, provides 10% or \$684,299 as local match. CDTA's 10% local share is waived in this pass-through arrangement.

Purpose:

NYSDOT requires a Board resolution to accept State funding prior to being reimbursed for expenses incurred as part of this agreement. This is a routine action.

Summary of Proposal:

The resolution will permit CDTA to execute an agreement with NYSDOT to accept \$4,145,423 in funds.

Financial Summary and Source of Funds:

NYSDOT Supplemental Agreement #2, K007407 will fund 100% of the MEP program at \$3,461,124 and 10% of the Adirondack Trailways pass-through program for \$684,299, a total of \$4,145,423.

Prepared by:

Melissa Shanley, Grants Manager

Project Managers:

Lance Zarcone, Vice President of Operations Philip Parella, Jr., Director of Finance



Monthly Management Report - July 2020

Executive Summary - Highlights

						Current Month			Year	to Date
REVENUE		Actual		Budget	(:	\$) Variance	(%) Variance		(\$) Variance	(%) Variance
Mortgage Tax	\$	1,200,125	\$	937,500	\$	262,625	28.01%	\$	369,296	9.85%
Customer Fares	\$	19,576	\$	1,720,972	\$	(1,701,396)	-98.86%	\$	(6,672,195)	-96.92%
RRS & Facilities	\$	80,186	\$	304,303	\$	(224,117)	-73.65%	\$	(949,801)	-78.03%
STOA	\$	3,685,397	\$	3,685,397	\$	-	0.00%	\$	-	0.00%
5307	\$	1,058,417	\$	1,058,417	\$	-	0.00%	\$	-	0.00%
CARES Act	\$	7,177,659			\$	\$ 7,177,659		\$	27,980,358	
									•	
EXPENSES		Actual		Budget	(\$) Variance	(%) Variance		(\$) Variance	(%) Variance
Wages	\$	3,865,280	\$	4,031,423	\$	(166,143)	-4.12%	\$	(790,687)	-4.90%
Workers' Compensation	\$	292,713	\$	219,809	\$	72,904	33.17%	\$	21,610	2.46%
Purchased Transportation	\$	361,085	\$	555,447	\$	(194,362)	-34.99%	\$	(851,555)	-38.33%
Liability - Claims	\$	19,813	\$	30,069	\$	(10,256)	-34.11%	\$	8,199	6.82%
									YTD Revenue	63.51%
YTD Expenses								-11.45%		

Revenue Summary

Mortgage tax continues to be positive with July over budget by 28%. For the year, MRT is 10% over budget. Since April 6th we have not collected fares due to rear door boarding leaving this line close to zero. However, starting August 19th we plan to begin collecting fares again. RRS & Facilities is under budget by 78%, with 92% of the negative variance due to parking revenue. We expect 72% of our quarterly STOA payment by the end of this month, but we have not been able to access 5307 funds as of July. The CARES Act continues to fund our operating budget.

Expense Summary

Wages are under budget by 5% because of reduced service levels, but we do expect wages to increase going forward as we increase service. Workers' Compensation is over budget by 33% this month due to one Scheduled Loss of Use award for \$95,000. Most other expense categories remain under budget due to COVID reasons.

CAPITAL DISTRICT TRANSPORTATION AUTHORITY MONTHLY MANAGEMENT REPORT CONSOLIDATED BALANCE SHEET

		Jul-20	Jul-19
Assets			
	Current Assets:		
	Cash	\$13,895,870	\$12,374,014
	Investments	\$24,685,731	\$19,700,962
	Receivables:	84 000 405	84 005 700
	Mortgage Tax	\$1,200,125	\$1,025,732
	Federal Grants	\$18,992,314 \$7,318,773	\$4,222,600 \$3,626,856
	New York State Operating Assistance Trade and Other	\$1,564,418	\$11,290,917
	Advances to Capital District Transportation Committee	\$1,470,290	\$1,034,747
	Materials, Parts and Supplies	\$4,206,137	\$4,217,778
	Prepaid Expenses	\$639,000	\$477,821
	Sub-Total Current Assets	\$73,972,658	\$57,971,428
	Sub-Total Cultent Assets	\$13,312,000	\$57,571,420
	Noncurrent Assets:		
	Capital Assets, net	\$115,152,342	\$111,611,433
	Deferred outflows of resources:		
	Deferred outflows of resources related to OPEB	\$18,454,673	\$0
	Deferred outflows of resources from pension	\$1,544,989	\$2,608,902
	Sub-Total Deferred outflows of resources:	\$19,999,662	\$2,608,902
Total for Assets		\$209,124,663	\$172,191,763
Total for 703cts		4200,124,000	4112,101,100
Liabilities			
	Current Liabilities:		
	Accounts Payable	\$3,443,258	\$2,574,606
	Accrued Expenses	\$5,062,124	\$5,024,254
	Unearned passenger revenue	\$1,984,832	\$1,865,235
	Line of Credit Sub-Total Current Liabilities	\$8,200,000	\$9,505,108
	Noncurrent Liabilities:	\$16,690,213	\$18,969,202
	Capital Lease Agreement	\$3,933,562	\$5,503,411
	Estimated Provision for Existing Claims and Settlements	\$10,525,863	\$10,360,559
	Other postemployment benefits	\$105,346,823	\$90,160,188
	Net Pension Liability	\$1,616,083	\$735,846
	Sub-Total Noncurrent Liabilities	\$121,422,331	\$106,760,003
	Deferred inflows of resources:		
	Deferred inflows of resources from pension	\$737,493	\$2,535,067
	Deferred inflows of resources from OBEP	\$11.007.730	\$1,872,110
	Sub-Total Deferred inflows of resources	\$11,745,223	\$4,407,177
Total for Liabilities	The rotal belief to minority of resources	\$149,857,768	\$130,136,382
		\$140,001,100	4.50,100,002
Net Position	Net Investment in Capital Assets	\$108,241,228	\$108,241,228
	Unrestricted	(\$48,974,333)	(\$66,185,848)
Total for Net Position		\$59,266,895	\$42,055,380
Total Liabilities and	I Net Position	\$209,124,663	\$172,191,763

CAPITAL DISTRICT TRANSPORTATION AUTHORITY CONSOLIDATED STATEMENT OF OPERATIONS Jul-2020

	To Date Actual	Annual Budget	33%
REVENUE:			
AUTHORITY	\$4,203,720	\$11,455,000	37%
TRANSIT	\$48,196,539	\$81,953,820	59%
ACCESS	\$81,172	\$525,000	15%
CDTA FACILITIES	\$317,557	\$3,769,022	8%
TOTAL REVENUE	\$52,798,989	\$97,702,842	54%
EXPENSE:			
AUTHORITY	\$5,235,706	\$17,028,670	31%
TRANSIT	\$22,744,652	\$77,122,426	29%
ACCESS	\$355,596	\$1,283,750	28%
CDTA FACILITIES	\$419,011	\$2,267,995	18%
TOTAL EXPENSE	\$28,754,965	\$97,702,842	29%
Revenue over (under) Expenses	\$24,044,024		
Depreciation	\$4,600,000		
Excess of Revenue over (under) Expenses	\$19,444,024		
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	(\$7,000,000)		
Transfer to Operating Fund	\$0		
Transfer from Worker's Comp Fund	\$0		
Transfer to Worker's Comp Fund	(\$879.236)		
*Net Excess of Revenue over (under) Expenses *Contribution to required fleet replacement.	\$11,564,788		

	CONSOLIDATED									
BUDGET VARIANCE REPORT		This Mo	onth		Т	Year to Date				
	Actual	Budget	Variance	% Variance		Actual	Budget	Variance	% Variance	Budget
Operating Revenue		_			Г					
Mortgage Tax	\$1,200,125	\$937,500	\$262,625	28.01%		\$4,119,296	\$3,750,000	\$369,296	9.85%	\$11,250,000
Customer Fares	\$19,576	\$1,720,972	(\$1,701,397)	-98.86%		\$211,694	\$6,883,889	(\$6,672,195)	-96.92%	\$20,651,667
Advertising Revenue	\$102,625	\$107,708	(\$5,083)	-4.72%		\$419,500	\$430,833	(\$11,333)	-2.63%	\$1,292,500
RRS & Facilities	\$80,186	\$304,303	(\$224,117)	-73.65%		\$267,410	\$1,217,210	(\$949,801)	-78.03%	\$3,651,631
Interest Income	\$199	\$1,667	(\$1,467)	-88.05%		\$688	\$6,667	(\$5,979)	-89.68%	\$20,000
Misc. Income	\$12,703	\$15,708	(\$3,006)	-19.13%		\$35,527	\$62,833	(\$27,306)	-43.46%	\$188,500
Total Operating Revenue	\$1,415,413	\$3,087,858	(\$1,672,445)	-54.16%		\$5,054,115	\$12,351,433	(\$7,297,318)	-59.08%	\$37,054,298
Operating Assistance										
New York State Aid	\$3,685,397	\$3,685,397	\$0	0.00%		\$14,741,586	\$14,741,586	\$0	0.00%	\$44,224,758
County Aid	\$159,750	\$159,750	\$0	0.00%		\$639,000	\$639,000	\$0	0.00%	\$1,917,000
Federal Preventative Maintenance	\$1,058,417	\$1,058,417	\$0	0.00%		\$4,233,667	\$4,233,667	\$0	0.00%	\$12,701,000
Federal Aid - Cares Act	\$7,177,659	\$0	\$7,177,659			\$27,980,358	\$0	\$27,980,358		\$0
Operating Grants	\$150,482	\$150,482	\$0	0.00%		\$601,929	\$601,929	\$0	0.00%	\$1,805,786
Total Operating Assistance	\$12,231,705	\$5,054,045	\$7,177,659	142.02%		\$48,196,539	\$20,216,181	\$27,980,358	138.41%	\$60,648,544
Total Revenue and Assistance	\$13,647,118	\$8,141,904	\$5,505,215	67.62%		\$53,250,654	\$32,567,614	\$20,683,040	63.51%	\$97,702,842
Expenses										
Salaries and Wages	\$3,865,280	\$4,031,423	(\$166,143)	-4.12%		\$15,335,005	\$16,125,691	(\$790,687)	-4.90%	\$48,377,074
FICA	\$272,244	\$284,972	(\$12,728)	-4.47%		\$1,092,548	\$1,139,888	(\$47,339)	-4.15%	\$3,419,663
Health Benefits	\$863,162	\$887,613	(\$24,451)	-2.75%		\$3,392,056	\$3,550,451	(\$158,395)	-4.46%	\$10,651,352
Workers Compensation	\$292,713	\$219,809	\$72,904	33.17%		\$900,846	\$879,236	\$21,610	2.46%	\$2,637,708
Other Benefits	\$368,394	\$332,395	\$35,999	10.83%		\$1,249,662	\$1,329,580	(\$79,919)	-6.01%	\$3,988,741
Professional Services	\$173,002	\$324,145	(\$151,144)	-46.63%		\$699,663	\$1,296,582	(\$596,919)	-46.04%	\$3,889,745
Materials & Supplies	\$119,233	\$140,529	(\$21,295)	-15.15%		\$461,901	\$562,115	(\$100,214)	-17.83%	\$1,686,346
Miscellaneous	\$85,146	\$61,404	\$23,742	38.66%		\$342,699	\$245,618	\$97,082	39.53%	\$736,853
Purchased Transportation	\$361,085	\$555,447	(\$194,362)	-34.99%		\$1,370,231	\$2,221,786	(\$851,555)	-38.33%	\$6,665,358
Maintenance Services	\$153,284	\$251,272	(\$97,988)	-39.00%		\$772,928	\$1,005,086	(\$232,158)	-23.10%	\$3,015,258
Liability - Claims	\$19,813	\$30,069	(\$10,257)	-34.11%		\$128,477	\$120,278	\$8,199	6.82%	\$360,833
Utilities	\$56,671	\$84,250	(\$27,579)	-32.73%		\$218,118	\$337,000	(\$118,882)	-35.28%	\$1,011,000
Fuel	\$369,873	\$472,426	(\$102,552)	-21.71%		\$1,248,562	\$1,889,703	(\$641,141)	-33.93%	\$5,669,108
Parts, Tires, Oil	\$386,083	\$405,906	(\$19,823)	-4.88%		\$1,372,883	\$1,623,623	(\$250,741)	-15.44%	\$4,870,870
General Insurance	\$64,415	\$60,244	\$4,171	6.92%		\$253,405	\$240,978	\$12,427	5.16%	\$722,933
Total EXPENSES	\$7,450,398	\$8,141,903	(\$691,505)	-8.49%		\$28,838,982	\$32,567,614	(\$3,728,631)	-11.45%	\$97,702,842
Surplus/Deficit	\$6,196,720	\$0	\$6,196,720			\$24,411,672	\$0	\$24,411,672		\$0

	NON-TRANSIT									
BUDGET VARIANCE REPORT			Annual							
	Actual	Budget	Variance	% Variance		Actual	Budget	Variance	% Variance	Budget
Operating Revenue							_			
Mortgage Tax	\$1,200,125	\$937,500	\$262,625	28.01%		\$4,119,296	\$3,750,000	\$369,296	9.85%	\$11,250,000
Interest Income	\$161	\$1,667	(\$1,506)	-90.34%		\$538	\$6,667	(\$6,129)	-91.93%	\$20,000
Interest Inc-Invest/Change in Invest	\$15,521	\$0	\$15,521	0.00%		\$57,220	\$0	\$57,220	0.00%	\$0
Misc. Income - Authority	\$6,250	\$7,083	(\$833)	-11.76%		\$26,667	\$28,332	(\$1,665)	0.00%	\$185,000
Operating Fund	\$0	\$0	\$0	0.00%		\$0	\$0	\$0	0.00%	\$0
Total Operating Revenue	\$1,222,057	\$946,250	\$275,807	29.15%		\$4,203,720	\$3,784,999	\$418,721	11.06%	\$11,455,000
Expenses										
Labor - Authority	\$624,919	\$579,035	\$45,884	7.92%		\$2,360,015	\$2,316,140	\$43,875	1.89%	\$6,948,420
Fringe - Authority	\$411,299	\$389,708	\$21,591	5.54%		\$1,480,659	\$1,558,830	(\$78,171)	-5.01%	\$4,676,491
Materials & Supplies - Authority	\$10,077	\$14,820	(\$4,743)	-32.00%		\$28,321	\$59,279	(\$30,958)	-52.22%	\$177,836
Professional Services - Authority	\$136,337	\$234,695	(\$98,359)	-41.91%		\$577,586	\$938,782	(\$361,196)	-38.47%	\$2,816,345
Other Expenses - Authority	\$165,493	\$200,798	(\$35,305)	-17.58%		\$789,125	\$803,193	(\$14,067)	-1.75%	\$2,409,578
Total Expenses	\$1,348,124	\$1,419,056	(\$70,932)	-5.00%		\$5,235,706	\$5,676,223	(\$440,517)	-7.76%	\$17,028,670
Surplus/(Deficit)	(\$126,068)	(\$472,806)	(\$204,876)			(\$1,031,986)	(\$1,891,225)	\$859,239		(\$5,573,670)

				TR/	NSI	Γ				
BUDGET VARIANCE REPORT		This Mo	onth				Year to	Date		Annual
	Actual	Budget	Variance	% Variance		Actual	Budget	Variance	% Variance	Budget
Operating Revenue										
Passenger Fares-Transit	\$9,959	\$1,158,472	(\$1,148,513)	-99.14%		\$130,524	\$4,633,889	(\$4,503,365)	-97.18%	\$13,901,66
Contracts - Transit	\$0	\$518,750	(\$518,750)	-100.00%		\$0	\$2,075,000	(\$2,075,000)	-100.00%	\$6,225,00
Advertising-Transit	\$90,125	\$97,926	(\$7,801)	-7.97%		\$369,500	\$391,703	(\$22,203)	-5.67%	\$1,175,10
Misc. Income - Transit	\$6,453	\$292	\$6,161	2112.32%		\$8,861	\$1,167	\$7,694	659.49%	\$3,50
Total Operating Revenue	\$106,537	\$1,775,440	(\$1,668,903)	-94.00%		\$508,885	\$7,101,759	(\$6,592,874)	-92.83%	\$21,305,27
Operating Assistance	l .									
State Aid - General	\$159,750	\$159,750	\$0	0.00%		\$639,000	\$639,000	\$0	0.00%	\$1,917,00
State Aid - PBT	\$3,492,313	\$3,492,313	\$0	0.00%		\$13,969,253	\$13,969,253	\$0	0.00%	\$41,907,75
State Aid - Northway Commuter S.	\$33,333	\$33,333	\$0	0.00%		\$133,333	\$133,333	\$0	0.00%	\$400,00
County Aid	\$159,750	\$159,750	\$0	0.00%		\$639,000	\$639,000	\$0	0.00%	\$1,917,00
Federal Aid - Transit	\$1,058,417	\$1,058,417	\$0	0.00%		\$4,233,667	\$4,233,667	\$0	0.00%	\$12,701,00
Federal Aid - Cares Act	\$7,177,659	\$0	\$7,177,659			\$27,980,358	\$0	\$27,980,358		\$
Other Grants - Federal	\$150,482	\$150,482	\$0	0.00%		\$601,929	\$601,929	\$0	0.00%	\$1,805,78
Total Operating Assistance	\$12,231,704	\$5,054,045	\$7,177,660	0.00%		\$48,196,539	\$20,216,181	\$27,980,358	0.00%	\$60,648,54
Total Revenue and Assistance	\$12,338,241	\$6,829,485	\$5,508,757	80.66%		\$48,705,424	\$27,317,940	\$21,387,485	78.29%	\$81,953,82
Expenses	l .									
Labor - Maintenance	\$712,992	\$722,271	(\$9,279)	-1.28%		\$2,940,701	\$2,889,084	\$51,617	1.79%	\$8,667,25
Labor - Transportation	\$2,225,856	\$2,429,255	(\$203,399)	-8.37%		\$8,793,458	\$9,717,018	(\$923,560)	-9.50%	\$29,151,05
Labor - STAR	\$235,387	\$230,230	\$5,157	2.24%		\$971,909	\$920,919	\$50,991	5.54%	\$2,762,75
Fringe	\$1,258,032	\$1,317,774	(\$59,742)	-4.53%		\$4,998,065	\$5,271,096	(\$273,031)	-5.18%	\$15,813,28
Materials & Supplies	\$871,494	\$985,070	(\$113,576)	-11.53%		\$3,108,697	\$3,940,279	(\$831,582)	-21.10%	\$11,820,83
Professional Services	\$55,291	\$75,980	(\$20,689)	-27.23%		\$203,568	\$303,921	(\$100,353)	-33.02%	\$911,76
Other Expenses	\$3,536	\$4,379	(\$843)	-19.25%		\$10,192	\$17,517	(\$7,324)	-41.81%	\$52,55
Purchased Transportation - STAR	\$264,731	\$390,636	(\$125,905)	-32.23%		\$939,018	\$1,562,543	(\$623,525)	-39.90%	\$4,687,63
Liability - Claims	\$19,813	\$30,069	(\$10,257)	-34.11%		\$128,477	\$120,278	\$8,199	6.82%	\$360,83
Liability - Insurance	\$46,874	\$57,503	(\$10,629)	-18.48%		\$153,903	\$230,011	(\$76,108)	-33.09%	\$690,03
Utilities - Transit	\$49,506	\$48,817	\$690	1.41%		\$145,272	\$195,267	(\$49,994)	-25.60%	\$585,80
Mat & Supplies - NX	\$0	\$5,833	(\$5,833)	-100.00%		\$2,322	\$23,333	(\$21,011)		\$70,00
Purchased Transportation - NX	\$86,023	\$129,053	(\$43,030)	-33.34%		\$349,069	\$516,210	(\$167,142)	-32.38%	\$1,548,63
Total Expenses	\$5,829,535	\$6,426,869	(\$597,334)	-9.29%		\$22,744,652	\$25,707,475	(\$2,962,823)	-11.53%	\$77,122,42
Surplus/(Deficit)	\$6,508,706	\$402,616	\$6,106,091			\$25,960,772	\$1,610,465	\$24,350,308		\$4,831,39

				ACC	CESS TRAI	NSI	T SERVICES	3			
BUDGET VARIANCE REP	BUDGET VARIANCE REPORT		This Mo	nth		П	Year to Date				Annual
		Actual	Budget	Variance	% Variance		Actual	Budget	Variance	% Variance	Budget
Operating Revenue	ľ	_	•								
Contracts - Ac	cess	\$9,617	\$39,583	(\$29,967)	-75.71%		\$81,170	\$158,333	(\$77,163)	-48.73%	\$525,000
Interest Incom	е	\$1	\$0	\$1	0.00%		\$3	\$0	\$3	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		\$9,617	\$39,583	(\$29,966)	-75.70%		\$81,172	\$158,333	(\$77,161)	-48.73%	\$525,000
Total Revenue and Assistance		\$9,617	\$39,583	(\$29,966)	-75.70%	П	\$81,172	\$158,333	(\$77,161)	-48.73%	\$525,000
Expenses											
Labor - Acces	S	\$49,384	\$54,722	(\$5,337)	-9.75%		\$204,116	\$218,887	(\$14,772)	-6.75%	\$656,662
Fringe Benefit	s - Access	\$16,300	\$14,652	\$1,648	11.25%		\$62,414	\$58,606	\$3,807	6.50%	\$175,819
Purchased Tra	ansportation	\$10,331	\$33,333	(\$23,002)	-69.01%		\$82,144	\$133,333	(\$51,189)	-38.39%	\$400,000
Professional S	ervices - Access	\$0	\$0	\$0	0.00%		\$0	\$0	\$0	0.00%	\$0
Rent and Utilit	ies - Access	\$1,643	\$1,643	\$0	0.00%		\$6,772	\$6,574	\$198	3.01%	\$19,721
Other Expense	es - Access	\$0	\$2,629	(\$2,629)	-100.00%		\$151	\$10,516	(\$10,365)	-98.56%	\$31,548
Total Expenses		\$77,659	\$106,979	(\$29,320)	-27.41%		\$355,596	\$427,917	(\$72,320)	-16.90%	\$1,283,750
Surplus/(Deficit)		(\$68,042)	(\$67,396)	(\$646)			(\$274,424)	(\$269,583)	(\$4,840)		(\$758,750)

	CDTA FACILITIES									
BUDGET VARIANCE REPORT		This Mo	nth		Year to Date					Annual
	Actual	Budget	Variance	% Variance	-	Actual	Budget	Variance	% Variance	Budget
Operating Revenue						_	_			
RRS Station & Garage	\$59,924	\$68,707	(\$8,782)	-12.78%		\$209,533	\$274,827	(\$65,294)	-23.76%	\$824,481
RRS Parking Revenue	\$11,121	\$223,596	(\$212,475)	-95.03%		\$24,686	\$894,383	(\$869,698)	-97.24%	\$2,683,150
RRS Advertising	\$12,500	\$9,783	\$2,717	27.78%		\$50,000	\$39,130	\$10,870	27.78%	\$117,391
SSTS	\$2,055	\$2,467	(\$412)	-16.70%		\$8,224	\$9,867	(\$1,642)	-16.65%	\$29,600
Greyhound	\$1,033	\$2,500	(\$1,467)	-58.70%		\$1,015	\$10,000	(\$8,985)	-89.85%	\$30,000
85 Watervliet Avenue	\$5,801	\$6,667	(\$866)	-12.99%		\$23,203	\$26,667	(\$3,464)	-12.99%	\$80,000
Interest Income	\$290	\$367	(\$77)	-20.91%		\$896	\$1,467	(\$570)	-38.89%	\$4,400
Total Operating Revenue	\$92,723	\$314,085	(\$221,362)	-70.48%		\$317,557	\$1,256,341	(\$938,783)	-74.72%	\$3,769,022
Expenses										
Labor	\$16,743	\$15,911	\$832	5.23%		\$64,805	\$63,643	\$1,162	1.83%	\$190,930
Fringe-Benefits	\$2,521	\$2,656	(\$135)	-5.08%		\$9,957	\$10,622	(\$665)	-6.26%	\$31,867
Professional Services	\$654	\$10,417	(\$9,763)	-93.72%		\$1,102	\$41,667	(\$40,565)	-97.36%	\$125,000
Insurance	\$2,448	\$2,417	\$31	1.28%		\$7,343	\$9,667	(\$2,324)	-24.04%	\$29,000
Security	\$12,913	\$33,617	(\$20,704)	-61.59%		\$39,180	\$134,467	(\$95,286)	-70.86%	\$403,400
Facilities Upkeep	\$2,307	\$24,542	(\$22,235)	-90.60%		\$42,293	\$98,167	(\$55,874)	-56.92%	\$294,500
Facilities Repairs	\$5,832	\$6,608	(\$776)	-11.75%		\$24,076	\$26,433	(\$2,357)	-8.92%	\$79,300
Utilities	\$2,608	\$28,983	(\$26,375)	-91.00%		\$56,688	\$115,933	(\$59,245)	-51.10%	\$347,800
Materials & Supplies	\$963	\$1,250	(\$287)	-22.95%		\$7,869	\$5,000	\$2,869	57.38%	\$15,000
Parking Garage	\$23,683	\$40,833	(\$17,150)	-42.00%		\$97,781	\$163,333	(\$65,552)	-40.13%	\$490,000
Greyhound	\$0	\$667	(\$667)	-100.00%		\$0	\$2,667	(\$2,667)	-100.00%	\$8,000
85 Watervliet Avenue	\$11,950	\$8,342	\$3,608	43.25%		\$33,530	\$33,367	\$164	0.49%	\$100,100
SSTS	\$4,097	\$12,758	(\$8,661)	-67.89%		\$34,386	\$51,033	(\$16,647)	-32.62%	\$153,100
Total Expenses	\$86,718	\$189,000	(\$102,281)	-54.12%		\$419,011	\$755,999	(\$336,988)	-44.58%	\$2,267,997
Surplus/(Deficit)	\$6,005	\$125,085	(\$119,080)			(\$101,454)	\$500,342	(\$601,796)		\$1,501,025

AGING OF ACCOUNTS RECEIVABLE

Jul-20					
	Amount	% of Total			
Current	\$615,156	39.32%			
31 - 60	\$74,386	4.75%			
61 - 90	\$7,653	0.49%			
91 - 120	\$42,289	2.70%			
Over 120	\$824,934	52.73%			
Total Accounts Receivable	\$1,564,418	100.00%			

Jun-20					
	Amount	% of To	tal		
Current	\$234,	971	11.98%		
31 - 60	\$9,	321	0.48%		
61 - 90	\$64,	082	3.27%		
91 - 120	\$1,178,	614	60.07%		
Over 120	\$475,	036	24.21%		
Total Accounts Receivable	\$1,962,	024	100.00%		

AGING OF ACCOUNTS PAYABLE

Jul-20						
	Amount	% of Total				
Current	\$2,362,017	68.60%				
31 - 60	\$321,807	9.35%				
61 - 90	\$634,461	18.43%				
90 & Over	\$124,974	3.63%				
Total Accounts Payable	\$3,443,258	100.00%				

Jul-20 Receivables over 120 days: \$824.934

oui-20 receivables over 120 days.	Ψ024,554
Breakdown of outstanding receivables over 120 days.	
\$114,143 ADVANTAGE TRANSIT GROUP, INC.	
\$112,500 CITY OF ALBANY	
\$66,414 NYS DEPT. OF TRANSPORTATION	
\$65,816 PROCTOR'S THEATER	
\$44,557 MEDICAL ANSWERING SERVICES, LLC	
\$421,504 OTHER	
\$824,934	

ADDITIONAL INFORMATION

MORTGAGE RECORDING TAX	Current Month				ECORDING TAX Current Month Fiscal Year to Date					
	Jul-20	Jul-19	Difference	%	2021	2020	Difference	%		
Albany	\$397,772	\$309,558	\$88,214	28.50%	\$1,404,869	\$1,258,262	\$146,607	11.65%		
Rensselaer	\$130,000	\$176,600	(\$46,600)	-26.39%	\$523,568	\$572,989	(\$49,421)	-8.63%		
Saratoga	\$480,415	\$473,194	\$7,221	1.53%	\$1,582,723	\$1,446,310	\$136,413	9.43%		
Schenectady	\$191,938	\$66,381	\$125,556	189.14%	\$608,135	\$400,086	\$208,049	52.00%		
Total	\$1,200,125	\$1,025,734	\$174,391	17.00%	\$4,119,296	\$3,677,648	\$441,648	12.01%		

 Current Month
 Year To Date

 FY 2020
 \$1,200,125
 \$4,119,296

 FY 2019
 \$1,025,734
 \$3,677,648

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 July 31, 2020

RESTRICTED INVESTMENTS	Fund Balances	Current Obligations
Risk Management Account (Self-Insured)	\$3,825,277	\$1,969,216
Workers' Comp. Account (Self-Insured)	\$8,408,658	\$8,556,647
Operating Account	\$8,962,974	
Current Operating Reserve Obligations		
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 Gateway		\$115,154 \$182,460
Bus Shelter Program		\$102,400
Bus cheller i rogium		\$355,415
		•
Current Capital Reserve Obligations	\$2,540,210	
Computer Aided Dispatch/Automatic Vehicle Locator (CAD/AVL) System Upgrade		\$931,231
		\$931,231

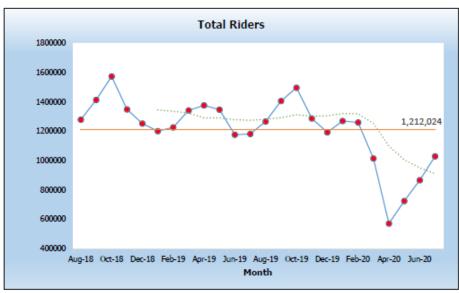
Current Vehicle Replacement Reserve Obligations	\$948,611	604.047
Paratransit Fleet Replacement (6)		\$61,817
		\$61,817
All Investment Accounts are reviewed qu	uarterly.	
Average annual returns:		
Risk Management	1.75%	
Workers' Compensation	1.24%	
Operating Fund	0.67%	
Vehicle Replacement Fund	0.89%	
Capital Project	1.31%	

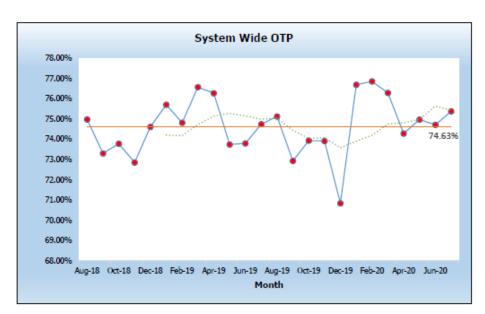
^{*} CDTA self insures the first two million of loss per occurrence of any lawsuit in addition to the current obligations and we reserve enough to cover one full loss.

Meeting: August 2020

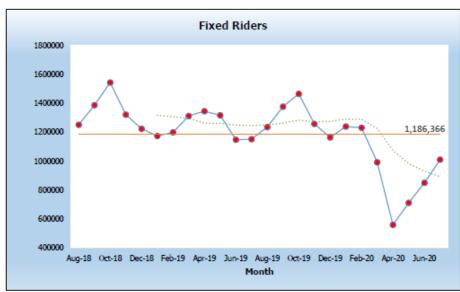


Patronage/Mobility





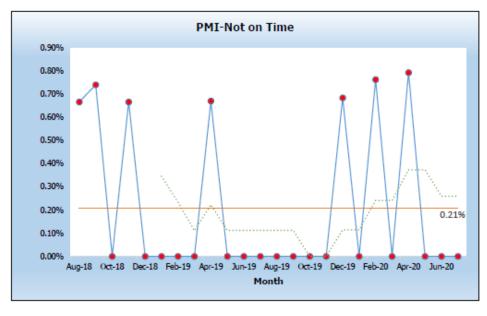
Previous: 74.74% Current: 75.38%

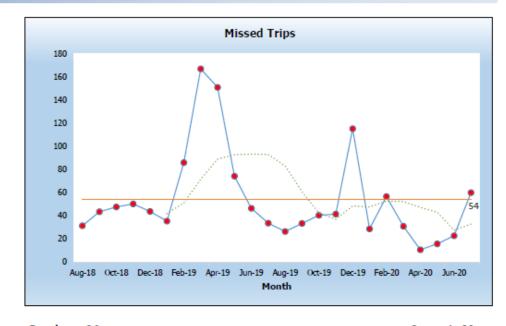


Meeting: August 2020



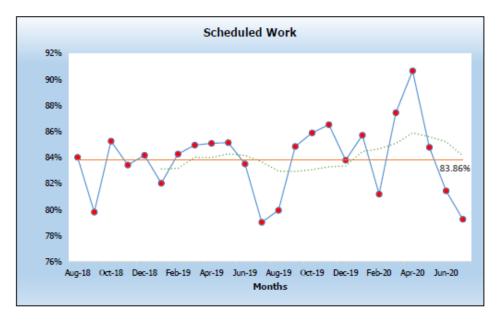
Reliability





Previous: 0.00% Current: 0.00%





MDBSI

70000

60000

40000

20000

10000

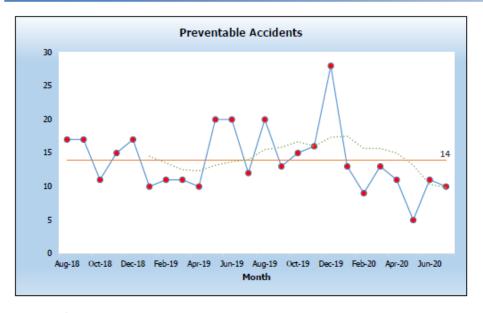
Aug-18 Oct-18 Dec-18 Feb-19 Apr-19 Jun-19 Aug-19 Oct-19 Dec-19 Feb-20 Apr-20 Jun-20 Month

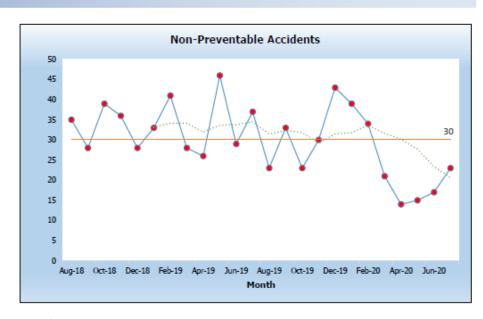
Previous: 79.05% Current: 79.28% Previous: 25,919 Current: 13,617

Meeting: August 2020



Safety

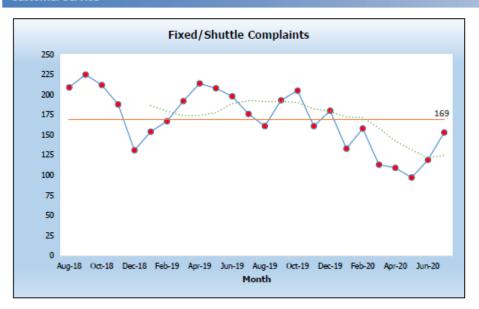


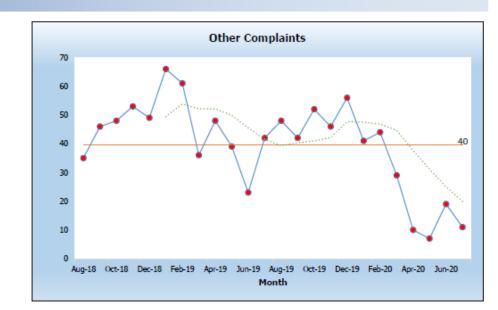


Previous: 12 Current: 10

Previous: 37 Current: 23

Customer Service

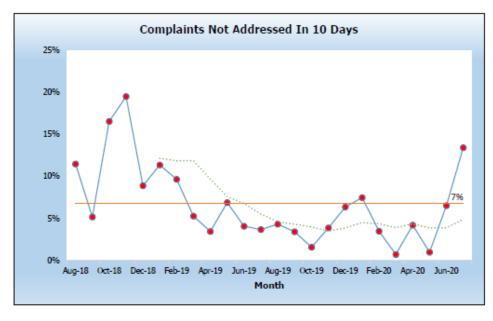


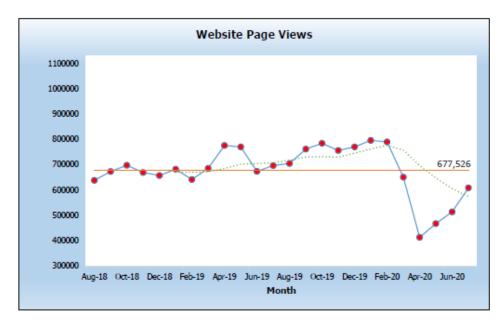


Previous: 176 Current: 153 Previous: 42 Current: 11

Meeting: August 2020





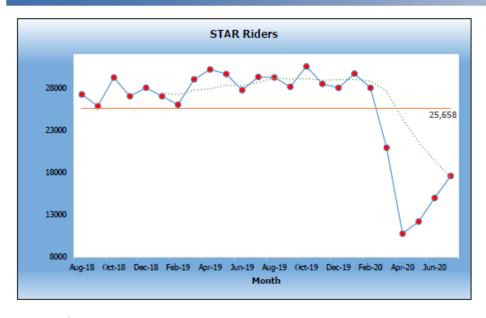


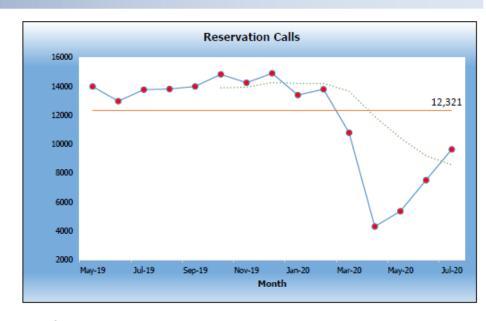
Previous: 4% Current: 13% Previous: 696,001 Current: 607,816

Meeting: August 2020

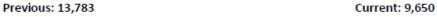


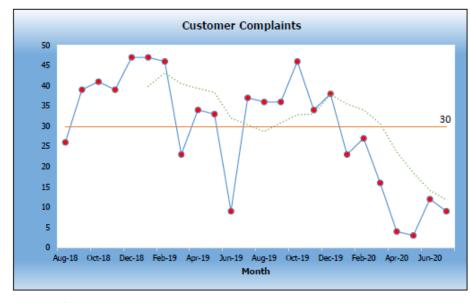
STAR Service

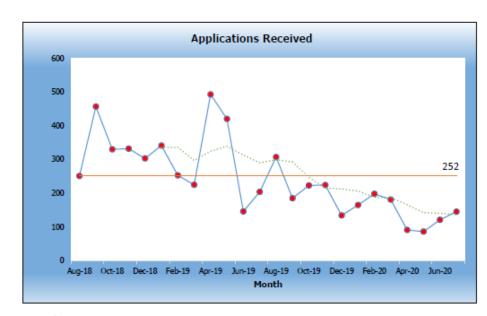




Previous: 29,355 Current: 17,609



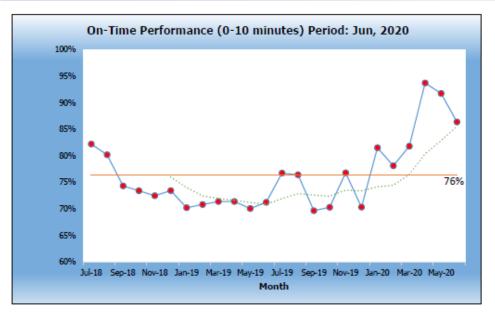


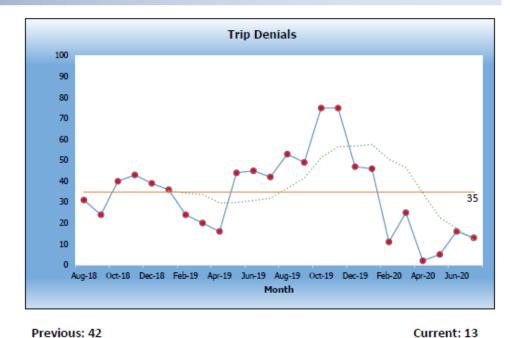


Previous: 37 Current: 9 Previous: 204 Current: 145

Meeting: August 2020

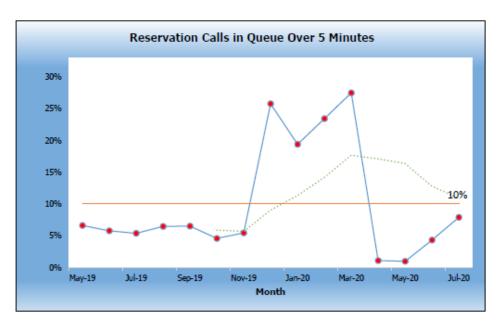
STAR Service Quality and ADA Compliance





Previous: 71% Current: 86%

Previous. 42 Current. 13



Previous: 5% Current: 8%

Monthly Performance Report

Period: July 2020

Meeting: August 2020



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 radio of scheduled work to unscheduled work.

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

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

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

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.