



## CDTA COMMITTEE AGENDA

### Performance Monitoring/Audit Committee

Thursday, November 12, 2020 | 12:00 pm | Microsoft Teams Meeting

<b>Committee Item</b>	<b>Responsibility</b>
Call to Order	Denise Figueroa
Ascertain Quorum	Denise Figueroa
Agenda Approval	Denise Figueroa
Approve Minutes of Wednesday, October 21, 2020	Denise Figueroa
<b>Consent Agenda Items</b>	
<ul style="list-style-type: none"><li>• Approve Contract for Advocacy Service</li></ul>	Stacy Sansky
<b>Audit Committee</b>	
<ul style="list-style-type: none"><li>• No items scheduled.</li></ul>	
<b>Investment Committee</b>	
<ul style="list-style-type: none"><li>• No items scheduled.</li></ul>	
<b>Administrative Discussion Items</b>	
<ul style="list-style-type: none"><li>• Monthly Management Report*</li><li>• Monthly Non-Financial Report</li></ul>	Mike Collins Chris Desany
<b>Executive Session</b>	
<ul style="list-style-type: none"><li>• No items scheduled</li></ul>	
Next Meeting: Wednesday, December 16, 2020 at noon via Microsoft Teams and 110 Watervliet Avenue	
Adjourn	Denise Figueroa

*\* Indicates Material (Or Additional Material) Will Be Provided Via Email or At Meeting*

**Capital District Transportation Authority**  
**Performance Monitoring/Audit Committee**  
**Meeting Minutes – October 21, 2020 at 12:00 pm; 110 Watervliet Avenue, Albany**

In Attendance: via MT - Denise Figueroa; at 110 – Jayme Lahut, Dave Stackrow, Mike Criscione, Carm Basile, Amanda Avery, Mike Collins, Lance Zarcone, Phil Parella, Jack Grogan, Vanessa Salamy; via MT - Stacy Sansky, Jeremy Smith, Jon Scherzer, Sarah Matrose, Rich Cordero, Jaime Watson

**Meeting Purpose**

Regular monthly meeting of the Performance Monitoring/Audit Committee. Denise Figueroa noted that a quorum was present. Minutes from the September 23, 2020 meeting were reviewed and approved.

**Consent Agenda Items**

**Approve Purchase for Auto and General Liability Insurance**

- Auto and General Liability Insurance provides protection against claims for injury and damage to people and property caused by our operation. We are self-insured for \$2 million, with excess insurance coverage of \$8 million and \$5 million, for total coverage of \$13 million. We received one proposal for each layer. We have seen in an increase in premiums and reduced market options this year because of industry insurance claims over the past two years.
- The proposals we received are from a good firm and they have met all our criteria.
- A one-year \$8 million excess policy with American Alternative Insurance Company of Princeton, NJ; a \$5 million excess policy with Allied World National Assurance Company of NY, and a Non-Certified Acts of Terrorism policy with Lloyds of London in NY with the total one-year premium cost of \$447,723, will be recommended to the board for approval.

**Approve Purchase of Auto Physical Damage Insurance**

- Auto Physical Damage insures our vehicles in the event of fire, theft, and collision. The insurance is priced based on the value of our fleet. Our fleet value increased \$5 million this year.
- We received one proposal from our incumbent carrier Lexington Insurance. Because of market losses and capacity restrictions, our \$30 million program was reduced to \$25 million. We received a \$5 million excess proposal from Homeland Insurance to keep the structure of our program the same.
- A one-year contract to Lexington Insurance of Boston, MA and Homeland Insurance of Plymouth, Minnesota for \$289,723 will be recommended to the board for approval.

**Approve Purchase for Workers' Compensation Excess Insurance**

- Workers' Compensation Excess Insurance provides protection against large claims for employee injuries occurring on the job that exceed \$750,000. CDTA is self-insured for the first \$750,000.
- The incumbent has left the market; our broker received several quotes with different program options from 3 carriers. Staff recommends increasing our self-insured retention level to \$1 million. This will reduce the premium increase due to losses in the excess insurance market.
- A one-year contract to ACE/CHUBB insurance company of 436 Walnut Street, Philadelphia, PA for \$265,668 will be recommended to the board for approval.

**Approve Contract of Articulated Bus Purchase**

- Our current contract for articulated buses is expiring, and an RFP process was conducted. We received 1 proposal for a new five-year contract. Stacy Sansky provided a detailed summary of the procurement process, including the technical and price review method.

- New Flyer, the incumbent, provided a Best and Final Offer of \$806,990 (only 1% more than the last price we paid for this type of vehicle). Staff recommends a five-year contract with New Flyer.
- A five-year contract with New Flyer of America, Winnipeg, Canada at a cost of \$806,990 per bus plus selected options will be recommended to the board for approval.

#### Audit Committee Items

- No items scheduled.

#### Investment Committee Items

- No items scheduled.

#### Administrative Discussion Items

##### Monthly Management Report

- Mike Collins gave the Monthly Management Report. After the first six months of the year, MRT is 18% more than budget estimates; we had our first full month of customer revenue, which is good to see. Although we record STOA at 100%, we only receiving 70% of what was passed in the state budget; and, our 5307 grant is available for us to draw from. Total revenue is 40% above budget for the year.
- On the expense side, wages are 5.6% under budget for the year; health benefits are 5% under budget; materials and supplies are 45% over budget, most of this is for purchase of protective barriers for bus operators. Expenses are 8.5% under budget for the year.
- Our financial picture remains strong because of the CARES Act and the continued payouts of STOA by the state. We are projecting to end the fiscal year within budget.

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

- Mike Collins gave the Monthly Non-Financial Report. Total ridership is down 34% year-to-date. STAR boardings are down 48% for the year. Fixed route on-time performance is 74%; STAR on-time performance is at 86%. There were 15 preventable accidents and 22 non preventable accidents this month, well within our normal expectations.

#### Executive Session

- No items scheduled

#### Next Meeting

Thursday, November 12, 2020 at 12:00pm via Microsoft Teams and at 110 Watervliet Ave



## Memorandum

November 10, 2020

**To:** Chairman, Performance Monitoring Committee  
Performance Monitoring Members

**From:** Chief Executive Officer

**Subject:** Recommendation for Advocacy Services

### Recommendation

Staff recommends award of a 3-year contract with 2 one-year renewal options for advocacy services to Park Strategies of Albany, New York. Park Strategies is one of the leading government relations firms in Albany. They focus on legislative and government strategy, regulatory monitoring, and budget analysis. They are the incumbent provider of this service.

### Background

We use a professional firm to help us advocate at the state level. They work with elected officials (and staff), and provide a coordinated strategy with state associations, trade groups, customer groups and others to insure transportation funding and policy development. We have been very successful with this work over the past several years. Our relationship at the Capitol and throughout the region is strong as we highlight the need for more and better mobility, and the funding required to do this.

We have contracted with Lisa Marrello and Park Strategies to do this work for the last 5 years (note that Ms. Marrello was previously at the Jackson Lewis firm). She has done excellent work and has matured our advocacy efforts and visibility with state and regional leaders. We have seen increases in state operating assistance, capital assistance and specific grant awards. Ms. Marrello is a trusted advisor to our staff and board members. She and her associates are well versed in CDTA issues and have a thorough understanding of what we do. They have invested the time and effort to learn about CDTA, the work we do and the opportunities we want to develop.

### Process

We issued a Request for Proposals in accordance with CDTA procurement procedures. We received proposals from – O'Donnell & Associates, Park Strategies, Shenker, Russo & Clark and Tress Capitol Advisors. Based on proposal reviews, consideration of the work required, and the work of the incumbent, staff recommends that we contract with Park Strategies.

### Principals

Lisa Marrello is the Managing Director at Park. She has spent more than 25 years representing clients at the state, federal and local level. She will be assisted by Jay Bove and Kevin Bronner (note that this team has been together for the past five years).

### Fees

The Park Strategies fee is \$7,067 monthly. It is the same fee that we have paid for the last two years. This is in our annual budget (in the Executive Department).

Copy: Vice President of Finance and Administration

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

**Subject:** Contract award for advocacy services to Park Strategies, LLC of Albany, New York.

**Committee:** Performance Monitoring/Audit

**Committee Meeting Date:** November 12, 2020

**Board Action Date:** November 18, 2020

**Background:**

We use a professional firm to help us advocate at the state level.

**Purpose:**

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

**Summary of Proposal:**

A Request for Proposals (RFP) was issued outlining CDTA's need for advocacy services and expected outcomes of a partnership with an advocacy firm. The RFP requested firm qualifications including their transportation experience and familiarity with the Capital Region landscape. Four proposals were received, based on proposal reviews, consideration of the work required, and the work of the incumbent, staff recommends that we contract with Park Strategies.

Staff recommends a three-year contract with two optional one-year renewals for Advocacy Services be awarded to Park Strategies, LLC of Albany, NY for an amount not to exceed \$424,020 over the contract term.

**Financial Summary and Source of Funds:**

Annual Cost: \$84,804

Five Year Cost: \$424,020

**Fund Source:** Annual Operating Budget (Executive Office)

**Prepared by:**

Stacy Sansky, Director of Procurement

**Project Manager:** Carm Basile, Chief Executive Officer

**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:**

\$84,804 Annually (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 # 13                      or                      Advertised  
Number of Proposals/Bids Received # 4

Attach Summary of Bids/Proposals

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

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

**8. LEGAL NAME and ADDRESS OF CONTRACTOR/VENDOR:** Park Strategies, LLC  
111 Washington Ave, Suite 600  
Albany, NY 12210

**8. SOURCE OF FUNDS:** Annual Operating Budget, Executive Office

**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: November 9, 2020

# Monthly Management Report

October 2020



## Monthly Management Report - October 2020

### Executive Summary

		Current Month			Year to Date	
REVENUE	Actual	Budget	(\$) Variance	(%) Variance	(\$) Variance	(%) Variance
1 Mortgage Tax	\$ 1,100,000	\$ 937,500	\$ 162,500	17.33%	\$ 1,189,440	18.12%
2 Customer Fares	\$ 884,337	\$ 1,720,972	\$ (836,635)	-48.61%	\$ 9,414,713	-78.15%
3 RRS & Facilities	\$ 84,135	\$ 304,303	\$ (220,168)	-72.35%	\$ (1,612,386)	-75.69%
4 STOA	\$ 3,685,397	\$ 3,685,397	\$ -	0.00%	\$ -	0.00%
5 5307	\$ 1,058,417	\$ 1,058,417	\$ -	0.00%	\$ -	0.00%
<b>EXPENSES</b>						
	Actual	Budget	(\$) Variance	(%) Variance	(\$) Variance	(%) Variance
6 Wages	\$ 4,020,535	\$ 4,031,423	\$ (10,888)	-0.27%	\$ (1,351,454)	-4.79%
7 Workers' Compensation	\$ 402,835	\$ 219,809	\$ 183,026	83.27%	\$ 174,357	11.33%
8 Liability Claims	\$ 45,411	\$ 30,069	\$ 15,342	51.02%	\$ (1,268)	-0.60%
9 Utilities	\$ 54,511	\$ 84,250	\$ (29,739)	-35.30%	\$ (179,768)	-30.48%
					<b>YTD Revenue</b>	<b>32.57%</b>
					<b>YTD Expenses</b>	<b>-7.93%</b>

#### *Revenue Summary*

- 1 We estimated October MRT to be 17% over budget based on prior amounts. For the year, we are exceeding budget by 17%.
- 2 October is the second full month we collected fares and we are under budget by 48%. Very similar to last month. The three largest revenue categories performed as follows; Cash = \$330,749; Navigator = \$296,235; UA Contracts = \$196,875 (this is an accrued amount). For the year, we are 78% under budget, or \$9.4 million.
- 3 RRS & Facilities is under budget 72% for the month and 76% YTD. Most of the variance is due to the lack of parking revenue.
- 4 We continue to accrue STOA at 100%, but we are actually receiving about 30% less.
- 5 Our 5307 grant is available, but we have yet to access these funds.

#### *Expense Summary*

- 6 Wages are slightly under budget this month and 4.8% for the year. Quarterly attendance bonuses were paid this month.
  - 7 We had two large scheduled loss of use awards this month (shoulder & head) and a quarterly Workers' Compensation Board assessment that accounted for about \$200,000 of the variance. We are now over budget by 11% for the year.
  - 8 Liability Claims saw a 50% increase in activity due to some older claims and an insurance settlement. However, for the year we remain slightly under budget.
  - 9 Utilities are 35% under budget for the month, and 30% for the year.
- Note:** Due to the short report month, some of this report was developed using estimates, and as such there may be adjustments made in November. We are in a satisfactory budget position through seven months due to the CARES Act. However, we still remain concerned about future customer revenue; RRS parking revenue and State Operating Assistance (STOA).



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

	Oct-20	Oct-19
<b>Assets</b>		
<b>Current Assets:</b>		
Cash	\$9,085,735	\$7,230,891
Investments	\$28,067,773	\$19,311,528
Receivables:		
Mortgage Tax	\$1,100,000	\$1,062,958
Federal Grants	\$9,150,287	\$2,989,550
New York State Operating Assistance	\$10,517,062	\$3,730,890
Trade and Other	\$5,603,990	\$3,823,597
Advances to Capital District Transportation Committee	\$671,097	\$1,429,868
Materials, Parts and Supplies	\$4,198,375	\$4,226,932
Prepaid Expenses	\$405,243	\$361,832
<b>Sub-Total Current Assets</b>	<b>\$68,799,562</b>	<b>\$44,167,640</b>
<b>Noncurrent Assets:</b>		
Capital Assets, net	\$111,702,342	\$104,490,492
<b>Deferred outflows of resources:</b>		
Deferred outflows of resources related to OPEB	\$18,454,673	\$0
Deferred outflows of resources from pension	\$1,544,989	\$2,608,902
<b>Sub-Total Deferred outflows of resources:</b>	<b>\$19,999,662</b>	<b>\$2,608,902</b>
<b>Total for Assets</b>	<b>\$200,501,566</b>	<b>\$151,267,034</b>
<b>Liabilities</b>		
<b>Current Liabilities:</b>		
Accounts Payable	\$16,560,065	\$4,271,552
Accrued Expenses	\$5,905,583	\$4,596,408
Unearned passenger revenue	\$1,727,471	\$2,423,537
Line of Credit	\$0	\$4,000,000
<b>Sub-Total Current Liabilities</b>	<b>\$24,193,119</b>	<b>\$15,291,497</b>
<b>Noncurrent Liabilities:</b>		
Capital Lease Agreement	\$3,575,846	\$4,723,161
Estimated Provision for Existing Claims and Settlements	\$10,234,751	\$10,278,710
Other postemployment benefits	\$105,346,823	\$90,160,188
Net Pension Liability	\$1,616,083	\$735,846
<b>Sub-Total Noncurrent Liabilities</b>	<b>\$120,773,503</b>	<b>\$105,897,905</b>
<b>Deferred inflows of resources:</b>		
Deferred inflows of resources from pension	\$737,493	\$2,535,067
Deferred inflows of resources from OBEP	\$11,007,730	\$1,872,110
<b>Sub-Total Deferred inflows of resources</b>	<b>\$11,745,223</b>	<b>\$4,407,177</b>
<b>Total for Liabilities</b>	<b>\$156,711,845</b>	<b>\$125,596,579</b>
<b>Net Position</b>		
Net Investment in Capital Assets	\$108,241,228	\$108,241,228
Unrestricted	(\$64,451,507)	(\$82,570,773)
<b>Total for Net Position</b>	<b>\$43,789,721</b>	<b>\$25,670,455</b>
<b>Total Liabilities and Net Position</b>	<b>\$200,501,566</b>	<b>\$151,267,034</b>

**CAPITAL DISTRICT TRANSPORTATION AUTHORITY  
CONSOLIDATED STATEMENT OF OPERATIONS  
Oct-20**

	<u>To Date Actual</u>	<u>Annual Budget</u>	<b>58%</b>
<b>REVENUE:</b>			
AUTHORITY	\$7,865,931	\$11,455,000	69%
TRANSIT	\$63,814,419	\$81,953,820	78%
ACCESS	\$142,359	\$525,000	27%
CDTA FACILITIES	\$605,481	\$3,769,022	16%
<b>TOTAL REVENUE</b>	<b>\$72,428,191</b>	<b>\$97,702,842</b>	<b>74%</b>
<b>EXPENSE:</b>			
AUTHORITY	\$9,179,035	\$17,028,670	54%
TRANSIT	\$41,627,243	\$77,122,426	54%
ACCESS	\$619,341	\$1,283,750	48%
CDTA FACILITIES	\$775,697	\$2,267,995	34%
<b>TOTAL EXPENSE</b>	<b>\$52,201,317</b>	<b>\$97,702,842</b>	<b>53%</b>
Revenue over (under) Expenses	\$20,226,874		
Depreciation	\$7,700,000		
Excess of Revenue over (under) Expenses	\$12,526,874		
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	(\$10,500,000)		
Transfer from Worker's Comp Fund	\$0		
Transfer to Worker's Comp Fund	(\$1,538,663)		
*Net Excess of Revenue over (under) Expenses	\$488,211		
*Contribution to required fleet replacement.			

**CAPITAL DISTRICT TRANSPORTATION AUTHORITY**  
**MONTHLY MANAGEMENT REPORT**  
**Oct-20**

**BUDGET VARIANCE REPORT**

	<b>CONSOLIDATED</b>								<b>Annual Budget</b>
	<b>This Month</b>				<b>Year to Date</b>				
	<b>Actual</b>	<b>Budget</b>	<b>Variance</b>	<b>% Variance</b>	<b>Actual</b>	<b>Budget</b>	<b>Variance</b>	<b>% Variance</b>	
<b>Operating Revenue</b>									
Mortgage Tax	\$1,100,000	\$937,500	\$162,500	17.33%	\$7,751,940	\$6,562,500	\$1,189,440	18.12%	\$11,250,000
Customer Fares	\$884,337	\$1,720,972	(\$836,635)	-48.61%	\$2,632,092	\$12,046,806	(\$9,414,713)	-78.15%	\$20,651,667
Advertising Revenue	\$105,625	\$107,708	(\$2,083)	-1.93%	\$736,375	\$753,958	(\$17,583)	-2.33%	\$1,292,500
RRS & Facilities	\$84,135	\$304,303	(\$220,168)	-72.35%	\$517,732	\$2,130,118	(\$1,612,386)	-75.69%	\$3,651,631
Interest Income	\$164	\$1,667	(\$1,503)	-90.18%	\$1,180	\$11,667	(\$10,487)	-89.89%	\$20,000
Misc. Income	\$14,456	\$15,708	(\$1,252)	-7.97%	\$103,436	\$109,958	(\$6,522)	-5.93%	\$188,500
<b>Total Operating Revenue</b>	<b>\$2,188,717</b>	<b>\$3,087,858</b>	<b>(\$899,142)</b>	<b>-29.12%</b>	<b>\$11,742,755</b>	<b>\$21,615,007</b>	<b>(\$9,872,252)</b>	<b>-45.67%</b>	<b>\$37,054,298</b>
<b>Operating Assistance</b>									
New York State Aid	\$3,685,397	\$3,685,397	\$0	0.00%	\$25,797,776	\$25,797,776	\$0	0.00%	\$44,224,758
County Aid	\$159,750	\$159,750	\$0	0.00%	\$1,118,250	\$1,118,250	\$0	0.00%	\$1,917,000
Federal Preventative Maintenance	\$1,058,417	\$1,058,417	\$0	0.00%	\$7,408,917	\$7,408,917	\$0	0.00%	\$12,701,000
Federal Aid - Cares Act	\$0	\$0	\$0		\$28,436,102	\$0	\$28,436,102		\$0
Operating Grants	\$150,482	\$150,482	\$0	0.00%	\$1,053,375	\$1,053,375	\$0	0.00%	\$1,805,786
<b>Total Operating Assistance</b>	<b>\$5,054,046</b>	<b>\$5,054,045</b>	<b>\$0</b>	<b>0.00%</b>	<b>\$63,814,419</b>	<b>\$35,378,317</b>	<b>\$28,436,102</b>	<b>80.38%</b>	<b>\$60,648,544</b>
<b>Total Revenue and Assistance</b>	<b>\$7,242,763</b>	<b>\$8,141,904</b>	<b>(\$899,141)</b>	<b>-11.04%</b>	<b>\$75,557,175</b>	<b>\$56,993,325</b>	<b>\$18,563,850</b>	<b>32.57%</b>	<b>\$97,702,842</b>
<b>Expenses</b>									
Salaries and Wages	\$4,020,535	\$4,031,423	(\$10,888)	-0.27%	\$26,868,506	\$28,219,960	(\$1,351,454)	-4.79%	\$48,377,074
FICA	\$286,801	\$284,972	\$1,829	0.64%	\$1,913,304	\$1,994,803	(\$81,500)	-4.09%	\$3,419,663
Health Benefits	\$881,415	\$887,613	(\$6,198)	-0.70%	\$5,942,432	\$6,213,289	(\$270,857)	-4.36%	\$10,651,352
Workers Compensation	\$402,835	\$219,809	\$183,026	83.27%	\$1,713,020	\$1,538,663	\$174,357	11.33%	\$2,637,708
Other Benefits	\$297,440	\$332,395	(\$34,955)	-10.52%	\$2,136,158	\$2,326,766	(\$190,607)	-8.19%	\$3,988,741
Professional Services	\$263,111	\$324,145	(\$61,034)	-18.83%	\$1,574,871	\$2,269,018	(\$694,147)	-30.59%	\$3,889,745
Materials & Supplies	\$107,536	\$140,529	(\$32,993)	-23.48%	\$1,335,158	\$983,702	\$351,456	35.73%	\$1,686,346
Miscellaneous	\$24,516	\$61,404	(\$36,888)	-60.07%	\$500,355	\$429,831	\$70,524	16.41%	\$736,853
Purchased Transportation	\$364,763	\$555,447	(\$190,684)	-34.33%	\$2,561,196	\$3,888,126	(\$1,326,930)	-34.13%	\$6,665,358
Maintenance Services	\$181,882	\$251,272	(\$69,390)	-27.62%	\$1,504,959	\$1,758,901	(\$253,942)	-14.44%	\$3,015,258
Liability - Claims	\$45,411	\$30,069	\$15,342	51.02%	\$209,218	\$210,486	(\$1,268)	-0.60%	\$360,833
Utilities	\$54,511	\$84,250	(\$29,739)	-35.30%	\$409,982	\$589,750	(\$179,768)	-30.48%	\$1,011,000
Fuel	\$365,211	\$472,426	(\$107,215)	-22.69%	\$2,556,445	\$3,306,980	(\$750,535)	-22.70%	\$5,669,108
Parts, Tires, Oil	\$442,048	\$405,906	\$36,142	8.90%	\$2,800,915	\$2,841,341	(\$40,426)	-1.42%	\$4,870,870
General Insurance	\$63,890	\$60,244	\$3,646	6.05%	\$445,075	\$421,711	\$23,365	5.54%	\$722,933
<b>Total EXPENSES</b>	<b>\$7,801,905</b>	<b>\$8,141,903</b>	<b>(\$339,999)</b>	<b>-4.18%</b>	<b>\$52,471,591</b>	<b>\$56,993,324</b>	<b>(\$4,521,733)</b>	<b>-7.93%</b>	<b>\$97,702,842</b>
<b>Surplus/Deficit</b>	<b>(\$559,142)</b>	<b>\$0</b>	<b>(\$559,142)</b>		<b>\$23,085,584</b>	<b>\$0</b>	<b>\$23,085,583</b>		<b>\$0</b>

CAPITAL DISTRICT TRANSPORTATION AUTHORITY  
 MONTHLY MANAGEMENT REPORT  
 Oct-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	\$1,100,000	\$937,500	\$162,500	17.33%	\$7,751,940	\$6,562,500	\$1,189,440	18.12%	\$11,250,000
Interest Income	\$129	\$1,667	(\$1,537)	-92.24%	\$926	\$11,667	(\$10,740)	-92.06%	\$20,000
Interest Inc-Invest/Change in Invest	\$1,717	\$0	\$1,717	0.00%	\$67,648	\$0	\$67,648	0.00%	\$0
Misc. Income - Authority	\$6,250	\$7,083	(\$833)	-11.76%	\$45,417	\$49,581	(\$4,164)	0.00%	\$185,000
Operating Fund	\$0	\$0	\$0	0.00%	\$0	\$0	\$0	0.00%	\$0
Total Operating Revenue	\$1,108,097	\$946,250	\$161,847	17.10%	\$7,865,931	\$6,623,748	\$1,242,184	18.75%	\$11,455,000
Expenses									
Labor - Authority	\$580,968	\$579,035	\$1,933	0.33%	\$4,043,199	\$4,053,245	(\$10,046)	-0.25%	\$6,948,420
Fringe - Authority	\$399,692	\$389,708	\$9,984	2.56%	\$2,578,612	\$2,727,953	(\$149,341)	-5.47%	\$4,676,491
Materials & Supplies - Authority	\$6,201	\$14,820	(\$8,618)	-58.15%	\$77,054	\$103,738	(\$26,683)	-25.72%	\$177,836
Professional Services - Authority	\$176,574	\$234,695	(\$58,121)	-24.76%	\$1,045,608	\$1,642,868	(\$597,260)	-36.35%	\$2,816,345
Other Expenses - Authority	\$123,248	\$200,798	(\$77,550)	-38.62%	\$1,434,562	\$1,405,587	\$28,975	2.06%	\$2,409,578
Total Expenses	\$1,286,684	\$1,419,056	(\$132,372)	-9.33%	\$9,179,035	\$9,933,391	(\$754,356)	-7.59%	\$17,028,670
Surplus/(Deficit)	(\$178,588)	(\$472,806)	(\$29,475)		(\$1,313,104)	(\$3,309,643)	\$1,996,539		(\$5,573,670)



**CAPITAL DISTRICT TRANSPORTATION AUTHORITY**  
**MONTHLY MANAGEMENT REPORT**  
**Oct-20**

**BUDGET VARIANCE REPORT**

	<b>TRANSIT</b>								<b>Annual Budget</b>
	<b>This Month</b>				<b>Year to Date</b>				
	<b>Actual</b>	<b>Budget</b>	<b>Variance</b>	<b>% Variance</b>	<b>Actual</b>	<b>Budget</b>	<b>Variance</b>	<b>% Variance</b>	
<b>Operating Revenue</b>									
Passenger Fares-Transit	\$668,035	\$1,158,472	(\$490,437)	-42.33%	\$1,899,112	\$8,109,306	(\$6,210,193)	-76.58%	\$13,901,667
Contracts - Transit	\$196,875	\$518,750	(\$321,875)	-62.05%	\$590,625	\$3,631,250	(\$3,040,625)	-83.73%	\$6,225,000
Advertising-Transit	\$93,125	\$97,926	(\$4,801)	-4.90%	\$648,875	\$685,480	(\$36,605)	-5.34%	\$1,175,109
Misc. Income - Transit	\$8,206	\$292	\$7,915	2713.62%	\$58,019	\$2,042	\$55,978	2741.76%	\$3,500
<b>Total Operating Revenue</b>	<b>\$966,242</b>	<b>\$1,775,440</b>	<b>(\$809,198)</b>	<b>-45.58%</b>	<b>\$3,196,632</b>	<b>\$12,428,077</b>	<b>(\$9,231,446)</b>	<b>-74.28%</b>	<b>\$21,305,276</b>
<b>Operating Assistance</b>									
State Aid - General	\$159,750	\$159,750	\$0	0.00%	\$1,118,250	\$1,118,250	\$0	0.00%	\$1,917,000
State Aid - PBT	\$3,492,313	\$3,492,313	\$0	0.00%	\$24,446,192	\$24,446,192	\$0	0.00%	\$41,907,758
State Aid - Northway Commuter S.	\$33,333	\$33,333	\$0	0.00%	\$233,333	\$233,333	\$0	0.00%	\$400,000
County Aid	\$159,750	\$159,750	\$0	0.00%	\$1,118,250	\$1,118,250	\$0	0.00%	\$1,917,000
Federal Aid - Transit	\$1,058,417	\$1,058,417	\$0	0.00%	\$7,408,917	\$7,408,917	\$0	0.00%	\$12,701,000
Federal Aid - Cares Act	\$0	\$0	\$0		\$28,436,102	\$0	\$28,436,102		\$0
Other Grants - Federal	\$150,482	\$150,482	\$0	0.00%	\$1,053,375	\$1,053,375	\$0	0.00%	\$1,805,786
<b>Total Operating Assistance</b>	<b>\$5,054,045</b>	<b>\$5,054,045</b>	<b>\$1</b>	<b>0.00%</b>	<b>\$63,814,419</b>	<b>\$35,378,317</b>	<b>\$28,436,102</b>	<b>0.00%</b>	<b>\$60,648,544</b>
<b>Total Revenue and Assistance</b>	<b>\$6,020,287</b>	<b>\$6,829,485</b>	<b>(\$809,197)</b>	<b>-11.85%</b>	<b>\$67,011,051</b>	<b>\$47,806,395</b>	<b>\$19,204,656</b>	<b>40.17%</b>	<b>\$81,953,820</b>
<b>Expenses</b>									
Labor - Maintenance	\$740,411	\$722,271	\$18,140	2.51%	\$5,019,062	\$5,055,897	(\$36,835)	-0.73%	\$8,667,252
Labor - Transportation	\$2,402,695	\$2,429,255	(\$26,560)	-1.09%	\$15,717,391	\$17,004,782	(\$1,287,390)	-7.57%	\$29,151,054
Labor - STAR	\$232,524	\$230,230	\$2,294	1.00%	\$1,636,096	\$1,611,608	\$24,488	1.52%	\$2,762,756
Fringe	\$1,256,958	\$1,317,774	(\$60,816)	-4.62%	\$8,732,407	\$9,224,418	(\$492,010)	-5.33%	\$15,813,287
Materials & Supplies	\$908,068	\$985,070	(\$77,001)	-7.82%	\$6,678,445	\$6,895,489	(\$217,043)	-3.15%	\$11,820,838
Professional Services	\$104,833	\$75,980	\$28,853	37.97%	\$650,077	\$531,861	\$118,216	22.23%	\$911,762
Other Expenses	\$2,833	\$4,379	(\$1,546)	-35.31%	\$21,317	\$30,654	(\$9,337)	-30.46%	\$52,550
Purchased Transportation - STAR	\$279,584	\$390,636	(\$111,052)	-28.43%	\$1,849,280	\$2,734,451	(\$885,171)	-32.37%	\$4,687,630
Liability - Claims	\$45,411	\$30,069	\$15,342	51.02%	\$209,218	\$210,486	(\$1,268)	-0.60%	\$360,833
Liability - Insurance	\$50,860	\$57,503	(\$6,643)	-11.55%	\$313,233	\$402,519	(\$89,286)	-22.18%	\$690,033
Utilities - Transit	\$28,392	\$48,817	(\$20,424)	-41.84%	\$235,144	\$341,717	(\$106,572)	-31.19%	\$585,800
Mat & Supplies - NX	\$0	\$5,833	(\$5,833)	-100.00%	\$4,141	\$40,833	(\$36,693)	-89.86%	\$70,000
Purchased Transportation - NX	\$65,052	\$129,053	(\$64,001)	-49.59%	\$561,432	\$903,368	(\$341,937)	-37.85%	\$1,548,631
<b>Total Expenses</b>	<b>\$6,117,621</b>	<b>\$6,426,869</b>	<b>(\$309,248)</b>	<b>-4.81%</b>	<b>\$41,627,243</b>	<b>\$44,988,082</b>	<b>(\$3,360,839)</b>	<b>-7.47%</b>	<b>\$77,122,426</b>
<b>Surplus/(Deficit)</b>	<b>(\$97,334)</b>	<b>\$402,616</b>	<b>(\$499,949)</b>		<b>\$25,383,808</b>	<b>\$2,818,313</b>	<b>\$22,565,495</b>		<b>\$4,831,394</b>

**CAPITAL DISTRICT TRANSPORTATION AUTHORITY**  
**MONTHLY MANAGEMENT REPORT**  
**Oct-20**

**BUDGET VARIANCE REPORT**

	<b>ACCESS TRANSIT SERVICES</b>								<b>Annual Budget</b>
	<b>This Month</b>				<b>Year to Date</b>				
	<b>Actual</b>	<b>Budget</b>	<b>Variance</b>	<b>% Variance</b>	<b>Actual</b>	<b>Budget</b>	<b>Variance</b>	<b>% Variance</b>	
<b>Operating Revenue</b>									
Contracts - Access	\$19,426	\$43,750	(\$24,324)	-55.60%	\$142,355	\$306,250	(\$163,895)	-53.52%	\$525,000
Interest Income	\$0	\$0	\$0	0.00%	\$4	\$0	\$4	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
<b>Total Operating Revenue</b>	<b>\$19,426</b>	<b>\$43,750</b>	<b>(\$24,324)</b>	<b>-55.60%</b>	<b>\$142,359</b>	<b>\$306,250</b>	<b>(\$163,891)</b>	<b>-53.52%</b>	<b>\$525,000</b>
<b>Total Revenue and Assistance</b>	<b>\$19,426</b>	<b>\$43,750</b>	<b>(\$24,324)</b>	<b>-55.60%</b>	<b>\$142,359</b>	<b>\$306,250</b>	<b>(\$163,891)</b>	<b>-53.52%</b>	<b>\$525,000</b>
<b>Expenses</b>									
Labor - Access	\$49,843	\$54,722	(\$4,879)	-8.92%	\$346,168	\$383,053	(\$36,884)	-9.63%	\$656,662
Fringe Benefits - Access	\$14,937	\$14,652	\$285	1.95%	\$106,727	\$102,561	\$4,166	4.06%	\$175,819
Purchased Transportation	\$20,127	\$33,333	(\$13,206)	-39.62%	\$150,484	\$233,333	(\$82,849)	-35.51%	\$400,000
Professional Services - Access	\$0	\$0	\$0	0.00%	\$0	\$0	\$0	0.00%	\$0
Rent and Utilities - Access	\$1,752	\$1,643	\$109	6.60%	\$11,811	\$11,504	\$307	2.67%	\$19,721
Other Expenses - Access	\$0	\$2,629	(\$2,629)	-100.00%	\$4,151	\$18,403	(\$14,252)	-77.44%	\$31,548
<b>Total Expenses</b>	<b>\$86,659</b>	<b>\$106,979</b>	<b>(\$20,320)</b>	<b>-18.99%</b>	<b>\$619,341</b>	<b>\$748,854</b>	<b>(\$129,513)</b>	<b>-17.29%</b>	<b>\$1,283,750</b>
<b>Surplus/(Deficit)</b>	<b>(\$67,233)</b>	<b>(\$63,229)</b>	<b>(\$4,004)</b>		<b>(\$476,982)</b>	<b>(\$442,604)</b>	<b>(\$34,378)</b>		<b>(\$758,750)</b>

**CAPITAL DISTRICT TRANSPORTATION AUTHORITY**  
**MONTHLY MANAGEMENT REPORT**  
**Oct-20**

**BUDGET VARIANCE REPORT**

		<b>CDTA FACILITIES</b>								
		<b>This Month</b>				<b>Year to Date</b>				<b>Annual</b>
		<b>Actual</b>	<b>Budget</b>	<b>Variance</b>	<b>% Variance</b>	<b>Actual</b>	<b>Budget</b>	<b>Variance</b>	<b>% Variance</b>	<b>Budget</b>
<b>Operating Revenue</b>										
	RRS Station & Garage	\$53,317	\$68,707	(\$15,390)	-22.40%	\$378,115	\$480,947	(\$102,832)	-21.38%	\$824,481
	RRS Parking Revenue	\$22,757	\$223,596	(\$200,838)	-89.82%	\$82,136	\$1,565,171	(\$1,483,035)	-94.75%	\$2,683,150
	RRS Advertising	\$12,500	\$9,783	\$2,717	27.78%	\$87,500	\$68,478	\$19,022	27.78%	\$117,391
	SSTS	\$2,032	\$2,467	(\$434)	-17.61%	\$14,423	\$17,267	(\$2,844)	-16.47%	\$29,600
	Greyhound	\$0	\$2,500	(\$2,500)	-100.00%	\$1,015	\$17,500	(\$16,485)	-94.20%	\$30,000
	85 Watervliet Avenue	\$5,801	\$6,667	(\$866)	-12.99%	\$40,605	\$46,667	(\$6,062)	-12.99%	\$80,000
	Interest Income	\$261	\$367	(\$105)	-28.73%	\$1,688	\$2,567	(\$878)	-34.22%	\$4,400
	<b>Total Operating Revenue</b>	<b>\$96,669</b>	<b>\$314,085</b>	<b>(\$217,416)</b>	<b>-69.22%</b>	<b>\$605,481</b>	<b>\$2,198,596</b>	<b>(\$1,593,115)</b>	<b>-72.46%</b>	<b>\$3,769,022</b>
<b>Expenses</b>										
	Labor	\$14,093	\$15,911	(\$1,817)	-11.42%	\$106,589	\$111,376	(\$4,786)	-4.30%	\$190,930
	Fringe-Benefits	\$2,320	\$2,656	(\$335)	-12.62%	\$16,893	\$18,589	(\$1,696)	-9.12%	\$31,867
	Professional Services	\$838	\$10,417	(\$9,579)	-91.95%	\$3,344	\$72,917	(\$69,573)	-95.41%	\$125,000
	Insurance	\$2,448	\$2,417	\$31	1.28%	\$14,686	\$16,917	(\$2,231)	-13.19%	\$29,000
	Security	\$12,452	\$33,617	(\$21,165)	-62.96%	\$71,789	\$235,317	(\$163,528)	-69.49%	\$403,400
	Facilities Upkeep	\$11,155	\$24,542	(\$13,387)	-54.55%	\$88,458	\$171,792	(\$83,333)	-48.51%	\$294,500
	Facilities Repairs	\$9,820	\$6,608	\$3,212	48.60%	\$45,466	\$46,258	(\$792)	-1.71%	\$79,300
	Utilities	\$22,133	\$28,983	(\$6,851)	-23.64%	\$146,200	\$202,883	(\$56,684)	-27.94%	\$347,800
	Materials & Supplies	\$4,825	\$1,250	\$3,575	285.97%	\$15,152	\$8,750	\$6,402	73.17%	\$15,000
	Parking Garage	\$19,988	\$40,833	(\$20,845)	-51.05%	\$161,154	\$285,833	(\$124,679)	-43.62%	\$490,000
	Greyhound	\$0	\$667	(\$667)	-100.00%	\$0	\$4,667	(\$4,667)	-100.00%	\$8,000
	85 Watervliet Avenue	\$10,433	\$8,342	\$2,091	25.07%	\$55,273	\$58,392	(\$3,119)	-5.34%	\$100,100
	SSTS	\$5,853	\$12,758	(\$6,906)	-54.13%	\$50,692	\$89,308	(\$38,616)	-43.24%	\$153,100
	<b>Total Expenses</b>	<b>\$116,357</b>	<b>\$189,000</b>	<b>(\$72,643)</b>	<b>-38.44%</b>	<b>\$775,697</b>	<b>\$1,322,998</b>	<b>(\$547,301)</b>	<b>-41.37%</b>	<b>\$2,267,997</b>
	<b>Surplus/(Deficit)</b>	<b>(\$19,688)</b>	<b>\$125,085</b>	<b>(\$144,773)</b>		<b>(\$170,216)</b>	<b>\$875,598</b>	<b>(\$1,045,814)</b>		<b>\$1,501,025</b>

# CAPITAL DISTRICT TRANSPORTATION AUTHORITY MONTHLY MANAGEMENT REPORT

## AGING OF ACCOUNTS RECEIVABLE

Oct-20		
	Amount	% of Total
Current	\$291,543	5.07%
31 - 60	\$3,301,890	57.43%
61 - 90	\$704,295	12.25%
91 - 120	\$147,724	2.57%
Over 120	\$1,304,462	22.69%
<b>Total Accounts Receivable</b>	<b>\$5,749,914</b>	<b>100.00%</b>

Sep-20		
	Amount	% of Total
Current	\$3,797,372	66.81%
31 - 60	\$300,222	5.28%
61 - 90	\$146,925	2.59%
91 - 120	\$13,697	0.24%
Over 120	\$1,425,385	25.08%
<b>Total Accounts Receivable</b>	<b>\$5,683,601</b>	<b>100.00%</b>

## AGING OF ACCOUNTS PAYABLE

Oct-20		
	Amount	% of Total
Current	\$2,827,214	16.89%
31 - 60	\$9,309,885	55.60%
61 - 90	\$4,532,203	27.07%
90 & Over	\$73,734	0.44%
<b>Total Accounts Payable</b>	<b>\$16,743,036</b>	<b>100.00%</b>

Oct-20 Receivables over 120 days: \$1,304,462

Breakdown of outstanding receivables over 120 days.	
\$939,775	NYS DEPT. OF TRANSPORTATION
\$114,143	ADVANTAGE TRANSIT GROUP, INC.
\$112,500	CITY OF ALBANY
\$138,044	OTHER
<b>\$1,304,462</b>	

## ADDITIONAL INFORMATION

MORTGAGE RECORDING TAX	Current Month				Fiscal Year to Date			
	Oct-20	Oct-19	Difference	%	2021	2020	Difference	%
Albany	\$402,401	\$647,110	(\$244,709)	-37.82%	\$2,647,988	\$2,647,255	\$733	0.03%
Rensselaer	\$182,599	\$344,941	(\$162,342)	-47.06%	\$1,042,064	\$1,236,388	(\$194,324)	-15.72%
Saratoga	\$400,000	\$405,601	(\$5,601)	-1.38%	\$3,023,389	\$2,831,058	\$192,331	6.79%
Schenectady	\$115,000	\$143,933	(\$28,933)	-20.10%	\$1,038,500	\$823,305	\$215,195	26.14%
<b>Total</b>	<b>\$1,100,000</b>	<b>\$1,541,585</b>	<b>(\$441,585)</b>	<b>-28.64%</b>	<b>\$7,751,940</b>	<b>\$7,538,006</b>	<b>\$213,934</b>	<b>2.84%</b>

	<u>Current Month</u>	<u>Year To Date</u>
FY 2021	\$1,100,000	\$7,751,940
FY 2020	\$1,541,585	\$7,538,006

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  
September 30, 2020**

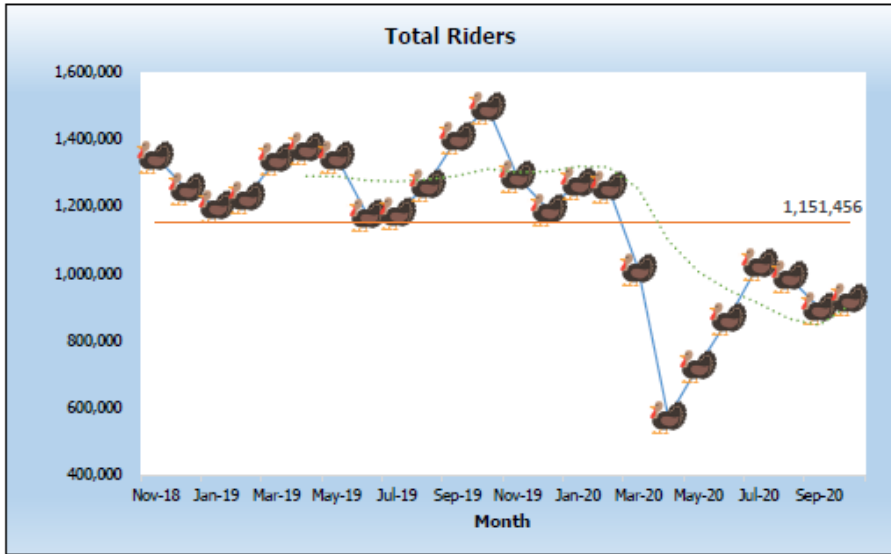
**RESTRICTED INVESTMENTS**

	<u>Fund Balances</u>	<u>Current Obligations</u>
Risk Management Account (Self-Insured)	\$3,811,864	\$1,864,361
Workers' Comp. Account (Self-Insured)	\$8,295,347	\$8,370,390
Operating Account	\$12,469,932	
 <b><u>Current Operating Reserve Obligations</u></b>		
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
 <b><u>Current Capital Reserve Obligations</u></b>		
Computer Aided Dispatch/Automatic Vehicle Locator (CAD/AVL) System Upgrade	\$2,537,895	
		\$931,231
		\$931,231
 <b><u>Current Vehicle Replacement Reserve Obligations</u></b>		
Paratransit Fleet Replacement (6)	\$952,736	
		\$61,817
		\$61,817

All Investment Accounts are reviewed quarterly.	
Average annual returns:	
Risk Management	1.46%
Workers' Compensation	1.08%
Operating Fund	0.14%
Vehicle Replacement Fund	0.30%
Capital Project	0.92%

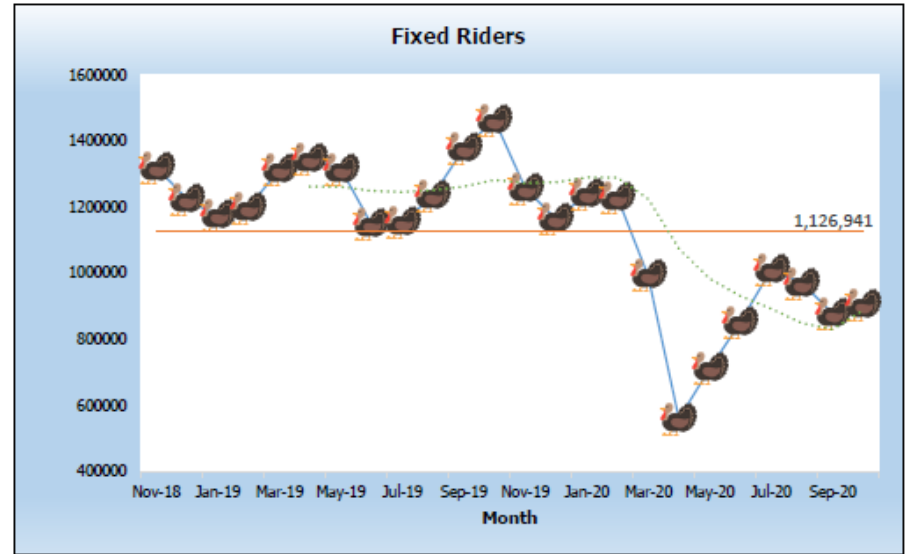
\* CDTA self insures the first two million of loss per occurrence of any lawsuit in addition to the current obligations and we reserve enough to cover one full loss.

Patronage/Mobility



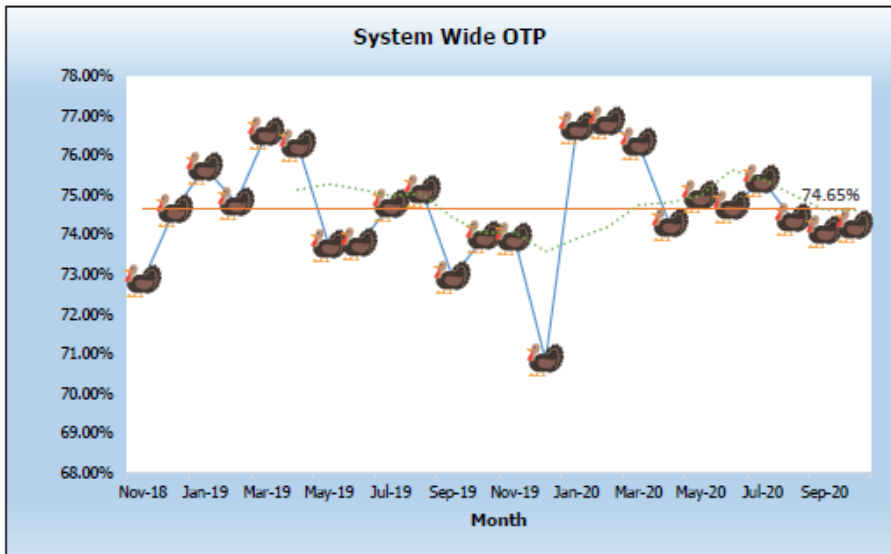
Previous: 1,495,651

Current: 924,103



Previous: 1,465,051

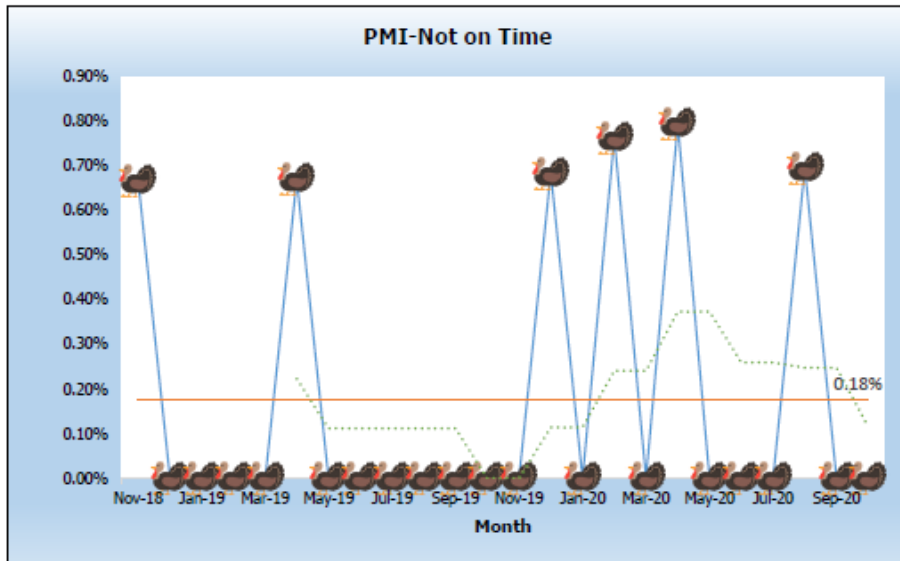
Current: 905,172



Previous: 73.93%

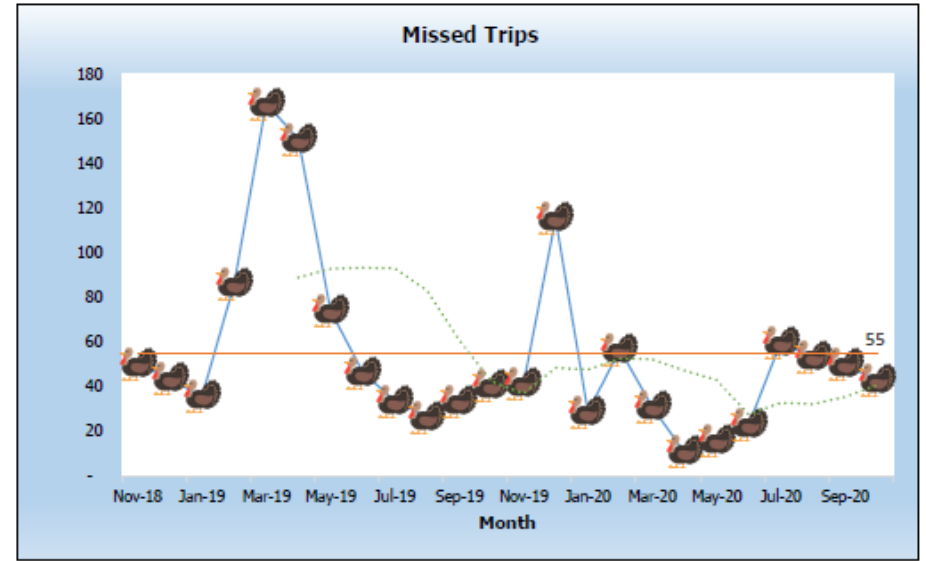
Current: 74.20%

Reliability



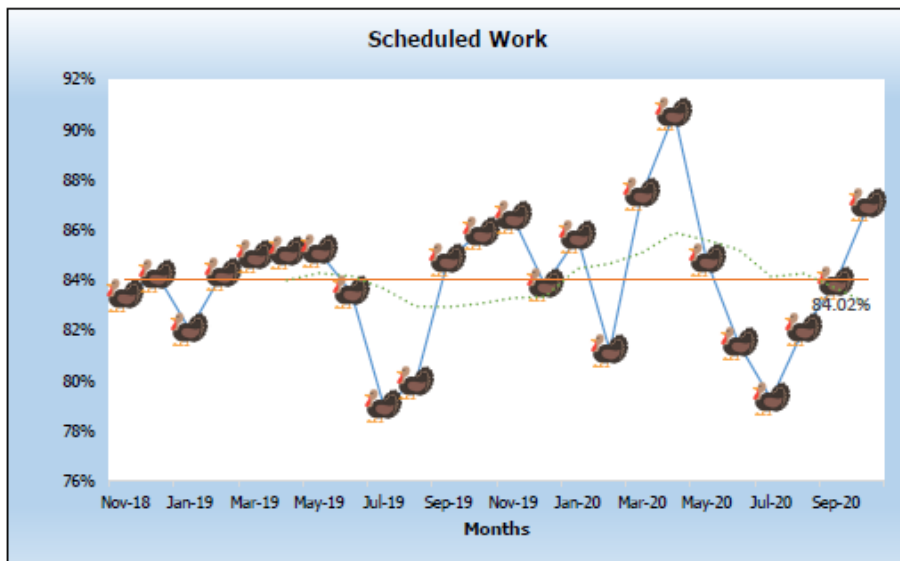
Previous: 0.00%

Current: 0.00%



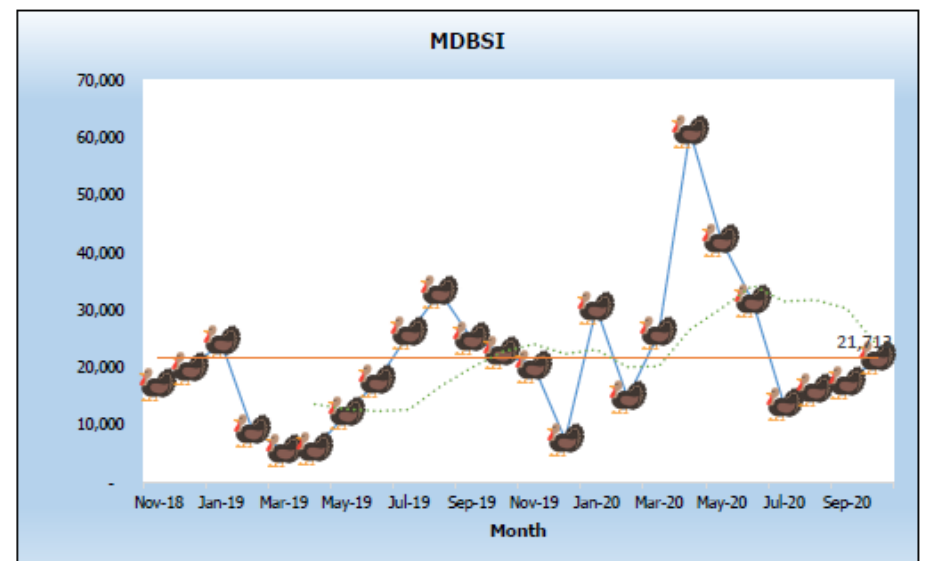
Previous: 41

Current: 43



Previous: 85.91%

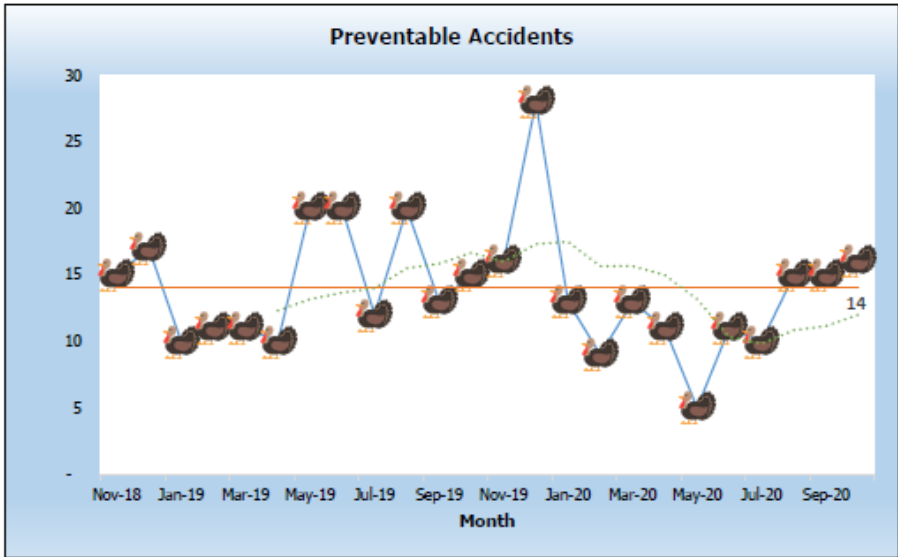
Current: 87.00%



Previous: 22,579

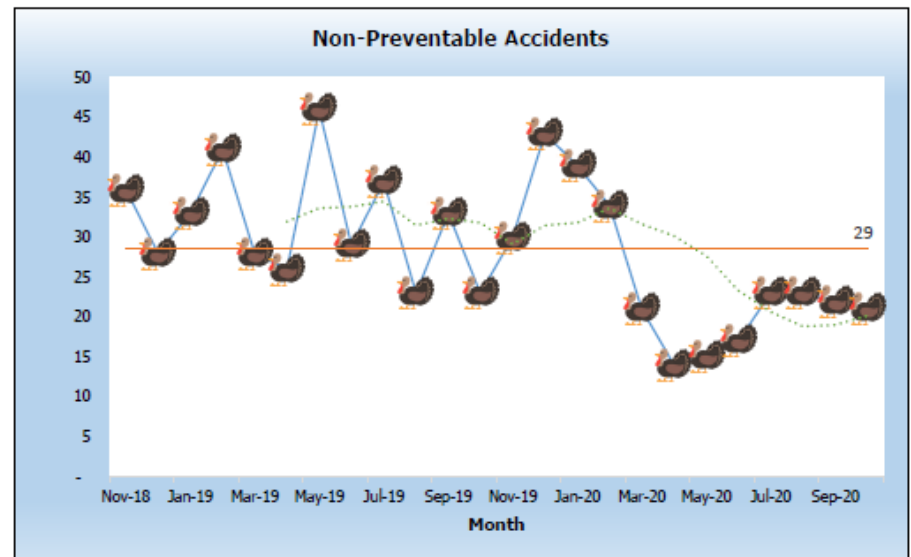
Current: 21,736

Safety



Previous: 15

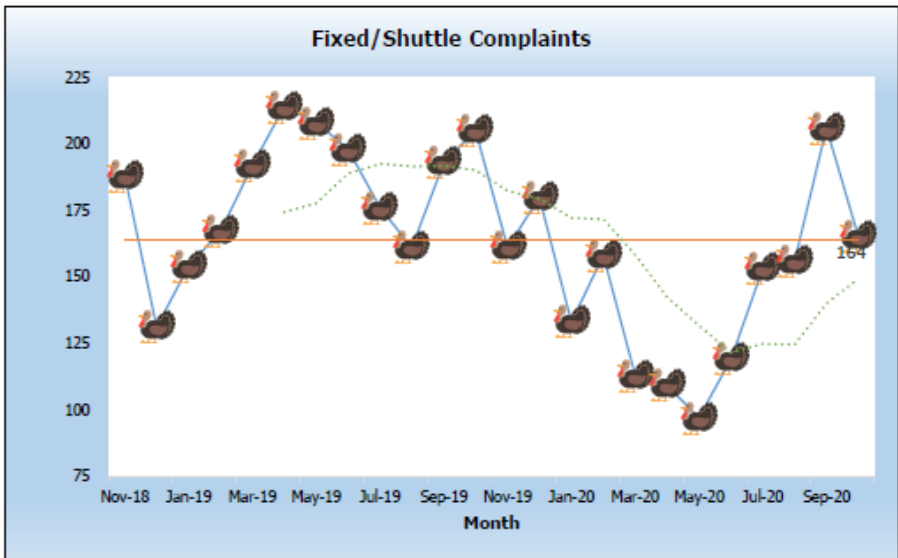
Current: 16



Previous: 23

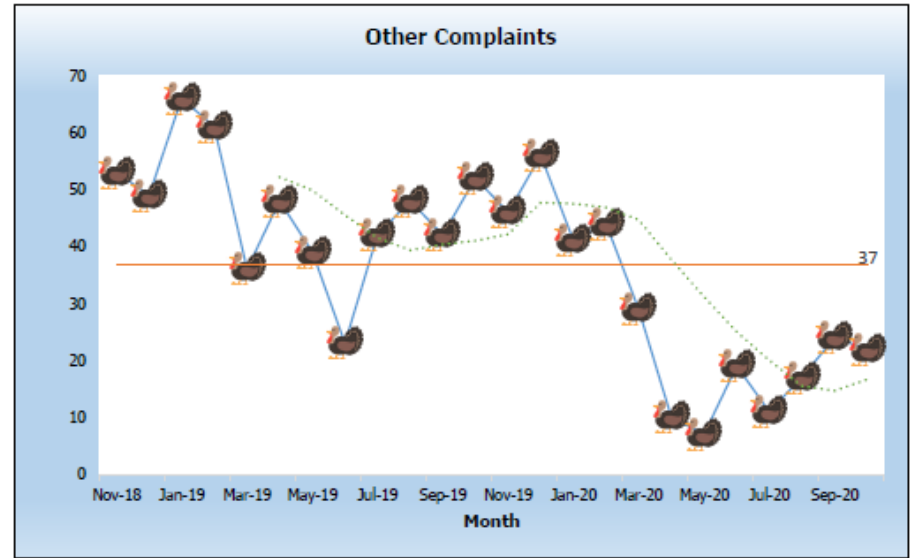
Current: 21

Customer Service



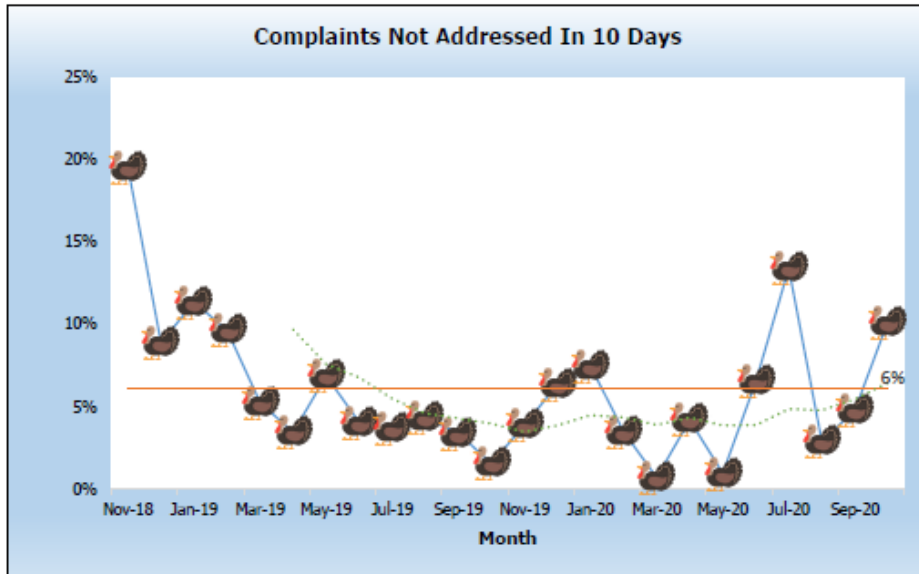
Previous: 205

Current: 165



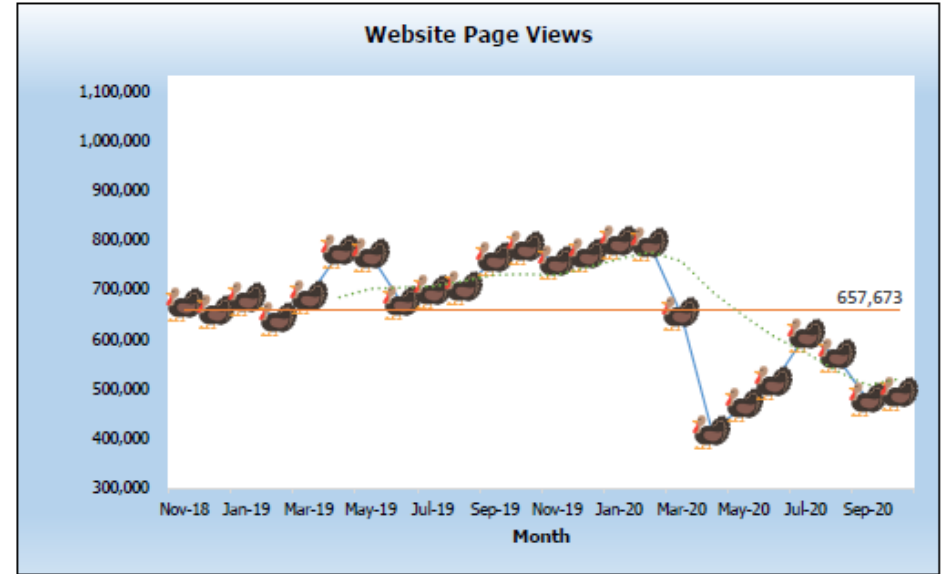
Previous: 52

Current: 22



Previous: 2%

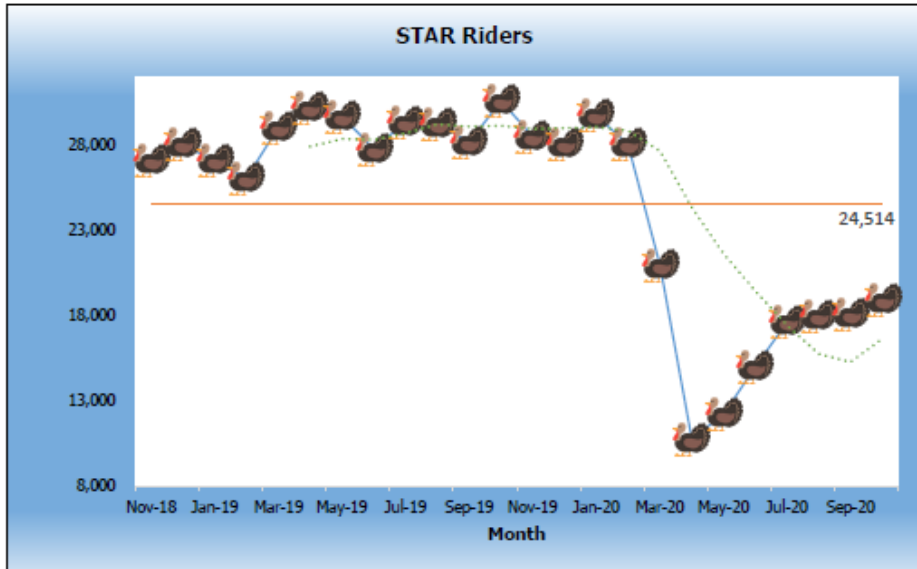
Current: 10%



Previous: 783,867

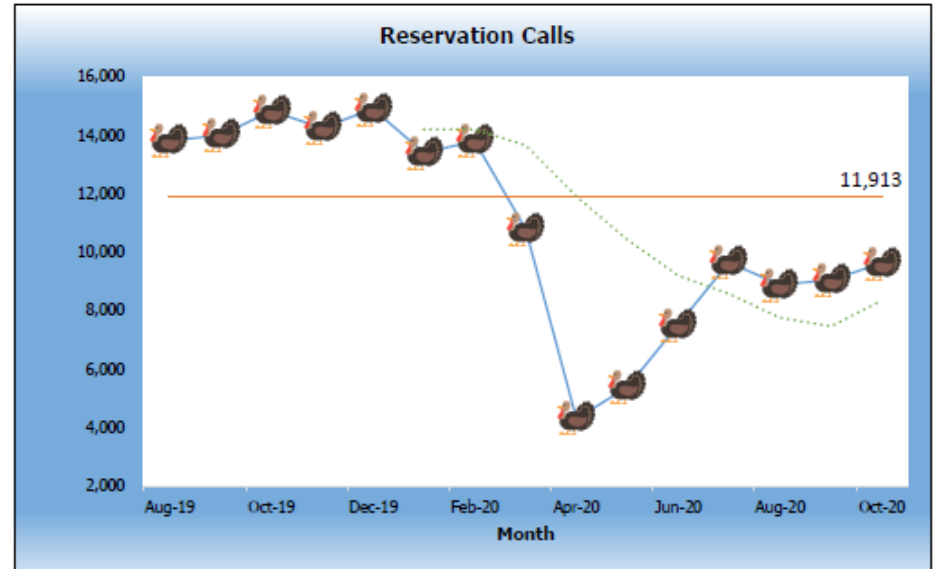
Current: 487,993

STAR Service



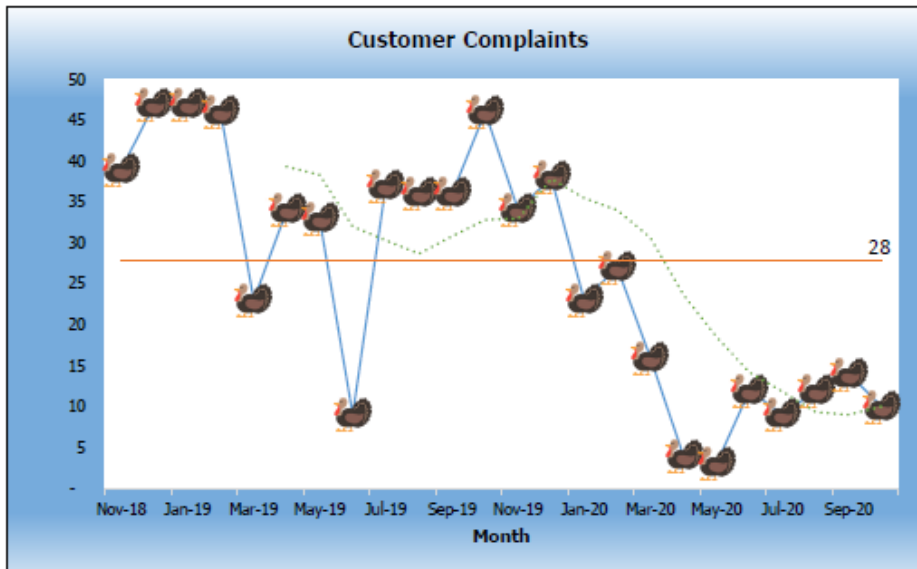
Previous: 30,600

Current: 18,931



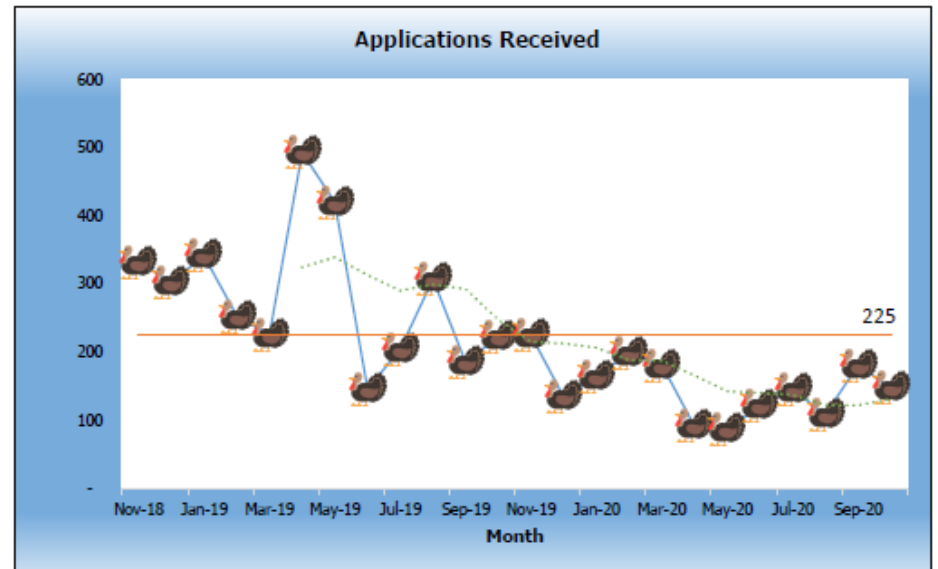
Previous: 14,841

Current: 9,632



Previous: 46

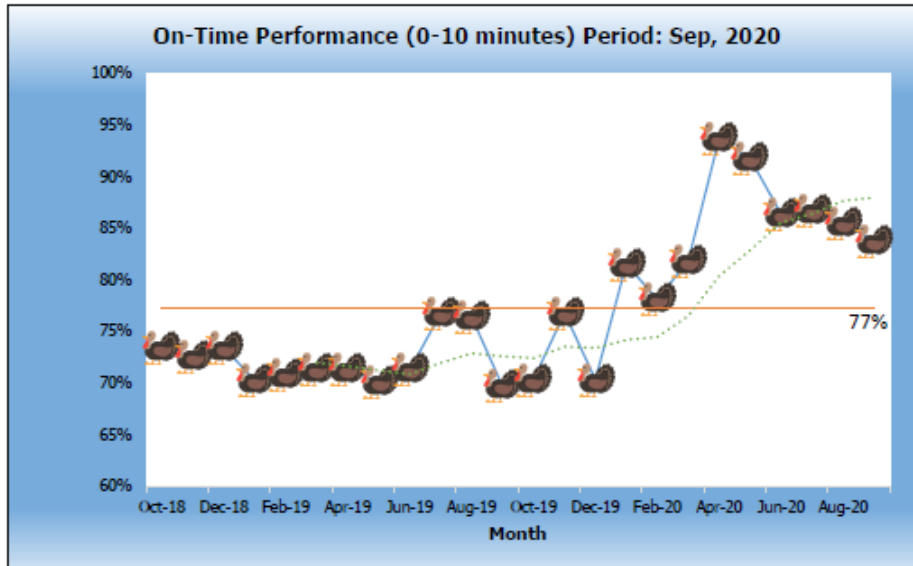
Current: 10



Previous: 223

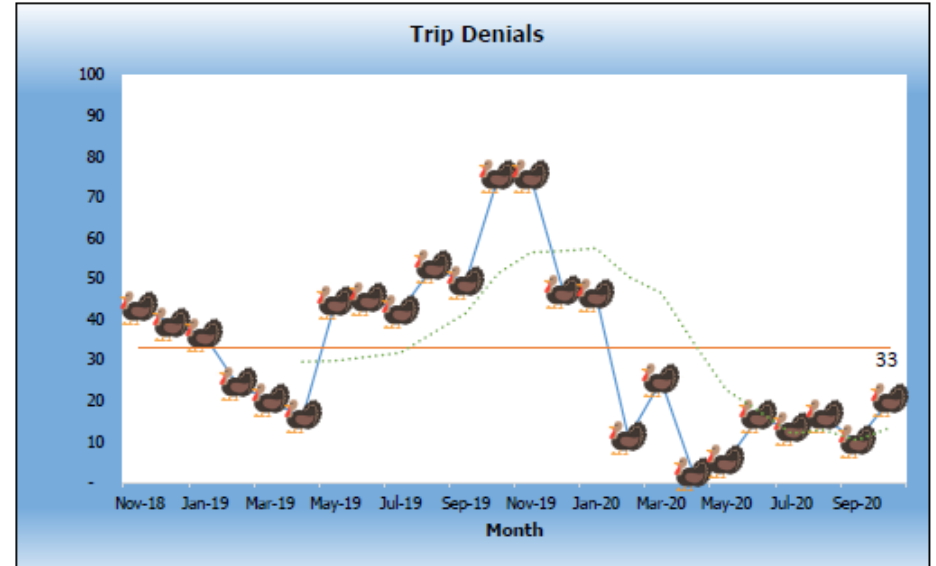
Current: 147

STAR Service Quality and ADA Compliance



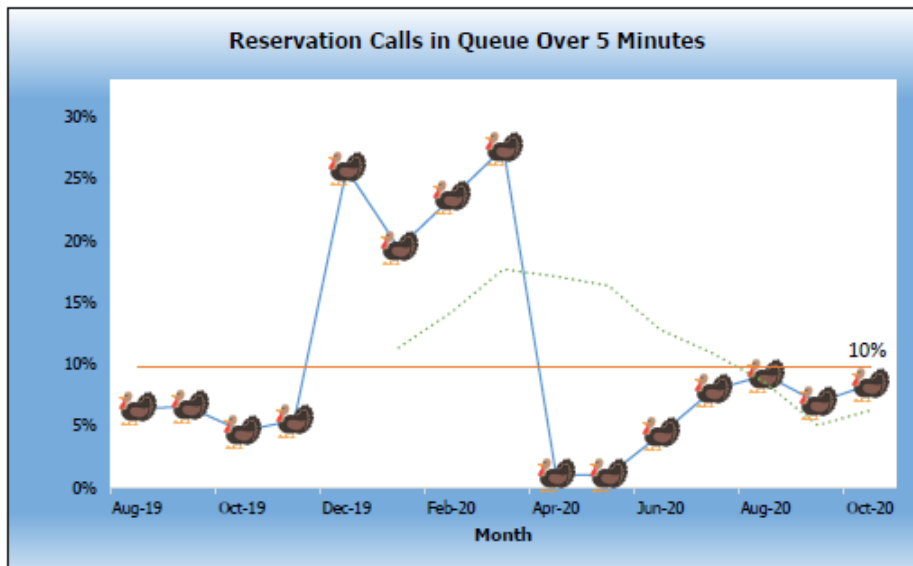
Previous: 70%

Current: 84%



Previous: 75

Current: 20



Previous: 5%

Current: 8%



**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.



