



## CDTA COMMITTEE AGENDA

### Performance Monitoring/Audit Committee

Wednesday, December 16, 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 Thursday, November 12, 2020	Denise Figueroa
<b>Consent Agenda Items</b>	
• Approve Fuel Contract	Stacy Sansky
• Approve Contract for Bus Filters	Stacy Sansky
• Approve Purchase of Paratransit Vehicle	Stacy Sansky
<b>Investment Committee</b>	
• Update on Committee Activity/Reports	Denise Figueroa
<b>Administrative Discussion Items</b>	
• Risk Management and Workers' Compensation Report	Amanda Avery
• Monthly Management Report	Mike Collins
• Monthly Non-Financial Report	Chris Desany
Next Meeting: Wednesday, January 20, 2021 at noon via Microsoft Teams and 110 Watervliet Avenue	
Adjourn	Denise Figueroa

# **Capital District Transportation Authority**

## **Performance Monitoring/Audit Committee**

**Meeting Minutes – November 12, 2020 at 12:00 pm; 110 Watervliet Avenue, Albany**

In Attendance: via MT - Denise Figueroa, Georgie Nugent, Mark Schaeffer, Jackie Falotico; at 110 – Jayme Lahut, Mike Criscione, Pat Lance, Carm Basile, Amanda Avery, Mike Collins, Chris Desany, Phil Parella, Jaime Watson, Vanessa Salamy; via MT - Stacy Sansky, Jeremy Smith, Jon Scherzer, Sarah Matrose, Ross Farrell, Lance Zarcone

### **Meeting Purpose**

Regular monthly meeting of the Performance Monitoring/Audit Committee. Denise Figueroa noted that a quorum was present. Minutes from the October 21, 2020 meeting were reviewed and approved.

### **Consent Agenda Items**

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

- Our contract for advocacy services expires in December; Park Strategies is the incumbent provider; Lisa Marrello is the lead in this work; she has been with us for 5 years and has done excellent work positioning CDTA with state government.
- We issued a Request for proposals and received four proposals. Based on proposal reviews, consideration of the work required, and the work of the incumbent, staff recommends we contract with Park Strategies.
- A three-year contract with two optional one-year renewals to Park Strategies of Albany, NY for an amount not to exceed \$84,804 per year will be recommended to the board for approval.

### **Administrative Discussion Items**

#### **Monthly Management Report**

- Mike Collins gave the Monthly Management Report. Due to a short reporting period, we used estimates for some categories. Although MRT was estimated, based on recent performance we expect another strong month. Customer revenue is down about 50% since we resumed fare collection; Rail Station revenue is down 75%, mostly because of little parking revenue at the station. Total revenue is 32% above budget for the year.
- On the expense side, wages are 5% under budget for the year; we had a couple of large loss of use awards for Workers' Comp this month that impacted this budget line (11% over budget for the year); Liability claims had an uptick in settlements this month, but it remains slightly under budget for the year. Total expenses are down 8% for the year.
- Our financial picture is good because of the CARES Act and partial payments from STOA. Although revenue is tightening, we expect to end the fiscal year within budget.

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

- Chris Desany gave the Non-Financial Report. Total ridership is down 38% for the month and 35% for the year. STAR boardings are down 48% for the year. Fixed route on-time performance was 74%; STAR on-time performance was at 84%. There were 16 preventable accidents and 21 non preventable accidents this month, well within our normal expectations.

### **Next Meeting**

Wednesday, December 16, 2020 at 12:00pm via Microsoft Teams and at 110 Watervliet Ave.

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

**Subject:** Sole Source contract award to Mirabito Energy Products of Binghamton, NY for Ultra Low Sulfur Diesel (ULSD)

**Committee:** Performance Monitoring/Audit  
**Committee Meeting Date:** December 16, 2020  
**Board Action Date:** December 23, 2020

**Background:**

Staff routinely monitors fuel markets to project pricing for future operating budgets. The Board of Directors has given the staff the authority to negotiate contracts for fuel with advance purchasing authority. This improves budgeting and predictability.

**Purpose:**

We use Ultra-Low Sulfur Diesel (ULSD) for our fixed route fleet. Locking in a fixed price allows staff to ensure budget predictability for a product that is part of a highly volatile market.

**Summary of Proposal:**

A competitive procurement process takes at least six weeks to complete. Fuel suppliers are generally unwilling to provide firm pricing for a length of time longer than six months.

Fuel prices change daily; it is in the best interest of CDTA to forgo a prolonged competitive procurement process and lock in pricing when it becomes cost effective to do so. Fuel consumption represents about 6% of our operating budget.

Upon Board approval, staff will execute an agreement with Mirabito to lock in pricing at \$1.76 per gallon for 100% of the fuel needed from June 2022 through June 2023. Staff recommends a contract award to Mirabito Energy Products of Binghamton, NY for Ultra Low Sulfur Diesel.

The actual dollar value of this contract is variable because it is dependent on actual fuel consumption. The best estimate is \$3.6 million.

**Financial Summary and Source of Funds:**

The minimum expected contract value is \$3,600,000 and will be included in the FY2023 operating budget.

**Prepared by:**

Stacy Sansky, Director of Procurement

**Project Manager:**

Philip Parella, Jr., Director of Finance



## Memorandum

December 16, 2020

To: Performance Monitoring/Audit Committee

From: Phil Parella, Jr., Director of Finance

Subject: Sole Source Procurement – Ultra Low Sulfur Diesel

### Summary

Staff recommends a sole source contract to Mirabito Energy Products for the purchase of diesel fuel (and winter blend). This contract would be for the purchase of 2,016,000 gallons at a cost of \$1.76 per gallon (\$2.08 for winter blend).

### Background

The Board gives staff authority to purchase fuel from our supplier without the traditional competitive bid process. This allows staff to negotiate prices well into the future, locking in 6% of our operating budget.

We receive daily pricing from our vendor while also monitoring fuel markets and world news. Working with our vendor, we identify competitive prices, and can make a purchase on the day when pricing is most favorable.

Our goals are to secure a 12-month fuel supply that ensures budget predictability to pay a price that is lower (if possible) than our current price. Below is a history of our fuel prices since we started this process.

<u>Delivery Dates</u>	<u>Price</u>	<u>Contract Award Date</u>
May 2022 – May 2023	\$1.76	November 2020
May 2021 – May 2022	\$1.97	February 2020
May 2020 – May 2021	\$2.06	June 2019
May 2019 – May 2020	\$2.30	December 2018
May 2018 – May 2019	\$2.04	March 2017
May 2017 – May 2018	\$2.69	February 2015
May 2016 – May 2017	\$2.87	October 2014
May 2015 – May 2016	\$3.03	September 2014
May 2014 – May 2015	\$3.10	October 2013
May 2013 – May 2014	\$2.97	June 2012

### Recommendation

Staff recommends a one-year fuel contract to Mirabito Energy Products, starting in June 2022 for an estimated amount of \$3,600,000.

Copy: Chief Executive Officer  
 Vice President of Finance & Administration



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

**Subject:** Contract award for bus filters to Vehicle Maintenance Program of Boca Raton, Florida.

**Committee:** Performance Monitoring/Audit

**Committee Meeting Date:** December 16, 2020

**Board Action Date:** December 23, 2020

**Background:**

We procure filters for our vehicles on a regular basis to ensure the best price and availability. The current contract for bus filter is expiring.

**Purpose:**

CDTA uses a variety of filters for our vehicles. Filters prolong engine life and are part of our ongoing maintenance and upkeep program.

**Summary of Proposal:**

An Invitation for Bids (IFB) was issued for bus filters. The IFB indicated requirements for each filter type along with estimated quantities based on use history. Twenty-five vendors downloaded the IFB and eleven bids were received. Vehicle Maintenance Program is one of the incumbent providers of bus filters. Two other contracts will be awarded but do not require Board approval due to the lower value of certain filters. Vehicle Maintenance Program requires approval because the contract value is greater than \$150,000.

Staff recommends awarding a contract for bus filters to Vehicle Maintenance Program of Boca Raton, Florida for an estimated cost of \$176,700 over two years.

**Financial Summary and Source of Funds:**

The total contract value is estimated at \$176,700 with funds coming from our Operating Budget. Actual costs will be determined by usage. The anticipated cost breakdown is below:

Year 1: \$87,644

Year 2: \$89,056

**Prepared by:**

Stacy Sansky, Director of Procurement

**Project Manager:**

Lance Zarcone, Vice President of Operations



## Memorandum

Date: December 16, 2020

To: Performance Monitoring/Audit Committee

From: Lance Zarcone, Vice President of Operations

Subject: Vehicle Filters

### Overview

We recently solicited an Invitation for Bid (IFB) asking firms to supply bus filters. Filters remove impurities from a liquid or gas. CDTA uses an assortment of filters such as oil, air and fuel in our vehicles. Filters minimize the risk of breakdowns and prolong the life of engine, transmission, and other components. They are part of our preventative maintenance program.

Six bids were received. The lowest qualified bidder is Vehicle Maintenance Program of Boca Raton, Florida. CDTA is currently doing business with this firm and is satisfied with their product and service.

### Recommendation

Staff recommends awarding a two-year contract to Vehicle Maintenance Program of Boca Raton, Florida, for \$176,700.

Copy: Chief Executive Officer  
Director of Procurement





\*\*The Bid Summary & Bid Tabulation for the Bus Filter Purchase are attached as separate documents.

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

**Subject:** Purchase six buses for Paratransit Service (STAR) from The Shepard Brothers contract.

**Committee:** Performance Monitoring/Audit  
**Committee Meeting Date:** December 16, 2020  
**Board Action Date:** December 23, 2020

### **Background:**

In January of 2016, the Board awarded a contract for the purchase of paratransit vehicles to Shepard Brothers of Canandaigua, New York.

### **Purpose:**

Each year we replace an equal number of vehicles that have reached the end of their useful life for paratransit service.

### **Summary of Proposal:**

Staff recommends the purchase of six vehicles from Shepard Brothers to replace vehicles that have reached the end of their useful life. The price per vehicle is \$90,412 including painting and branding. This represents a 2.4% price increase from last year. An additional \$10,000 per vehicle is required for radio and communication equipment.

The vehicle is a Coach & Equipment body on a Ford chassis, powered by a 6.2L gas engine. Upon Board approval, an order will be placed immediately with delivery expected in late spring 2021.

### **Financial Summary and Source of Funds:**

- Vehicle Price  $\$90,412 \times 6 = \$542,472$
- Radio Communication Equipment  $\$10,000 \times 6 = \$60,000$
- 3 additional fold-away seats per bus  $\$2732 \times 6 = \$16,392$
- Total cost = \$618,864

This purchase is funded through the FY2021 Capital Plan.

**Prepared by:** Stacy Sansky, Director of Procurement

**Project Manager:** Lance Zarcone, Vice President of Operations

## Memorandum

Date: December 16, 2020

To: Performance Monitoring/Audit Committee

From: Lance Zarcone, Vice President of Operations

Subject: STAR Bus Acquisitions

### Overview

On January 27, 2016, the Board awarded a five-year contract for the purchase of Paratransit vehicles to Shepard Brothers Inc. of Canandaigua, New York. Staff recommends the purchase of six vehicles for STAR operations from this contract. The useful life of these vehicles is five years and/or 150,000 miles.

The vehicles feature a Coach & Equipment body on a Ford chassis powered by a 7.3L gas engine. The bus has several seat options, including up to four wheelchair placements. The wheelchair securements will be along the full length of the vehicle to accommodate a variety of wheelchairs.

These buses will replace an equal number of vehicles that have reached the end of their useful life. Delivery is anticipated in May 2021.

### Recommendation

Staff recommends the purchase of six paratransit vehicles from Shepard Brothers Inc., of Canandaigua, New York for \$618,864.

Copy: Chief Executive Officer

## Memorandum

Date: December 16, 2020

To: Performance Monitoring/Audit Committee

From: Amanda Avery, General Counsel

Subject: Risk Management and Workers' Compensation Self-Insurance Accounts,  
**as of 10/1/2020**

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

### 1. Risk Management:

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

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

- **Projected Losses** (incurred but unpaid): \$1,864,361  
(decrease of \$99,305 (-5.1%) for the quarter)
- **Self-Insured Retention** (one) \$2,000,000
- **Market Value of Account:** \$3,818,715  
(increase of \$3,280 (+.09%) for the quarter)

### 2. Workers Compensation:

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

- **Projected Claims:** \$8,564,974  
decrease of \$79,607 (-.92%) for the quarter)
- **Market Value of Account:** \$8,526,713  
(decrease of \$1,875 (-.02%) for the quarter)

### 3. Liability/Auto Claims:

As of 10/1/20, we had 43 pending liability claims, 28 of which were in suit. A number of inactive cases have been closed out. The majority of the active claims are in various stages of discovery, while a few have been referred to outside counsel and are scheduled for trial (once trials are permitted). As of 10/1/20, CDTA had 19 liability claims with reserves of \$10,000 or more, including 11 liability claims with reserves of \$25,000 or more. It is always our intention to carry adequate funds to cover the aggregate value of anticipated losses.

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

# Monthly Management Report

November 2020

**CDTA**

**Monthly Management Report - November 2020**  
**Executive Summary**

		Current Month			Year to Date	
REVENUE	Actual	Budget	(\$) Variance	(%) Variance	(\$) Variance	(%) Variance
1 Mortgage Tax	\$ 1,456,276	\$ 937,500	\$ 518,776	55.34%	\$ 1,708,216	22.78%
2 Customer Fares	\$ 869,683	\$ 1,720,972	\$ (851,289)	-49.47%	\$ (10,266,003)	-74.57%
3 RRS & Facilities	\$ 89,048	\$ 304,303	\$ (215,255)	-70.74%	\$ (1,827,840)	-75.07%
4 STOA	\$ 3,685,397	\$ 3,685,397	\$ -	0.00%	\$ -	0.00%
5 5307	\$ 1,058,417	\$ 1,058,417	\$ -	0.00%	\$ -	0.00%
EXPENSES	Actual	Budget	(\$) Variance	(%) Variance	(\$) Variance	(%) Variance
6 Wages	\$ 4,013,398	\$ 4,031,423	\$ (18,025)	-0.45%	\$ (1,369,479)	-4.25%
7 Other Benefits	\$ 395,985	\$ 332,395	\$ 63,590	19.13%	\$ (127,018)	-4.78%
8 Professional Services	\$ 223,253	\$ 324,145	\$ (100,892)	-31.13%	\$ (795,040)	-30.66%
9 Liability - Claims	\$ 24,028	\$ 30,069	\$ (6,041)	-20.09%	\$ (7,310)	-3.04%
					<b>YTD Revenue</b>	<b>27.68%</b>
					<b>YTD Expenses</b>	<b>-7.75%</b>

*Revenue Summary*

- MRT continues to exceed budget projections based on a robust mortgage market and low interest rates. We included a \$183,180 adjustment from our estimates in October making November a \$1.4 million month. We are \$1.7 million over budget for the year.
- Customer fares are 75% under budget for the year, but since we started collecting fares in August, our monthly trend is about 50% of budgeted revenue. The largest revenue categories are; Cash = \$326,121; Navigator = \$278,503; and UA Contracts = \$196,875 (this is an accrued amount).
- RRS & Facilities revenue continues to struggle. We are 70% under budget for the month and 75% YTD. Most of the variance is due to the lack of parking revenue related to Amtrak.
- We continue to accrue STOA at 100%, but the actual amount is between 68% and 70% of budget.
- Our 5307 grant is available, but we have not yet accessed these funds.

*Expense Summary*

- Wages are slightly under budget this month at .45% and 4.25% under budget for the year.
- Other Benefits is over budget this month because of unemployment claims and the timing of invoices; but remains under budget for the year at 5%.
- Professional Services continues to be under budget due to COVID related reasons. Parking garage expenses; advertsing and marketing services; and RRS security services are significantly under budget for the year by 30%.
- Liability Claims are under budget this month and is 3% under budget for the year.

**Note:** We are in a satisfactory budget position through eight 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**

	Nov-20	Nov-19
<b>Assets</b>		
<b>Current Assets:</b>		
Cash	\$9,573,208	\$9,728,988
Investments	\$28,140,530	\$19,314,391
Receivables:		
Mortgage Tax	\$1,461,844	\$898,038
Federal Grants	\$9,871,191	\$4,045,200
New York State Operating Assistance	\$6,961,877	(\$2,963,164)
Trade and Other	\$18,876,677	\$4,407,933
Advances to Capital District Transportation Committee	\$794,356	\$1,555,471
Materials, Parts and Supplies	\$4,166,731	\$4,057,877
Prepaid Expenses	\$1,369,606	\$993,034
<b>Sub-Total Current Assets</b>	<b>\$80,816,020</b>	<b>\$42,037,768</b>
<b>Noncurrent Assets:</b>		
Capital Assets, net	\$110,552,342	\$102,093,744
<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>\$211,368,024</b>	<b>\$146,740,414</b>
<b>Liabilities</b>		
<b>Current Liabilities:</b>		
Accounts Payable	\$15,351,030	\$8,048,038
Accrued Expenses	\$6,150,278	\$4,049,654
Unearned passenger revenue	\$1,624,291	\$2,342,028
Line of Credit	\$0	\$4,000,000
<b>Sub-Total Current Liabilities</b>	<b>\$23,125,598</b>	<b>\$18,439,720</b>
<b>Noncurrent Liabilities:</b>		
Capital Lease Agreement	\$3,134,504	\$4,723,161
Estimated Provision for Existing Claims and Settlements	\$10,211,005	\$10,250,756
Other postemployment benefits	\$105,346,823	\$90,160,188
Net Pension Liability	\$1,616,083	\$735,846
<b>Sub-Total Noncurrent Liabilities</b>	<b>\$120,308,415</b>	<b>\$105,869,951</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>\$155,179,236</b>	<b>\$128,716,847</b>
<b>Net Position</b>		
Net Investment in Capital Assets	\$108,241,228	\$108,241,228
Unrestricted	(\$52,052,440)	(\$90,217,861)
<b>Total for Net Position</b>	<b>\$56,188,788</b>	<b>\$18,023,567</b>
<b>Total Liabilities and Net Position</b>	<b>\$211,368,024</b>	<b>\$146,740,414</b>



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

	<u>To Date Actual</u>	<u>Annual Budget</u>	<b>67%</b>
<b>REVENUE:</b>			
AUTHORITY	\$9,334,345	\$11,455,000	81%
TRANSIT	\$68,868,465	\$81,953,820	84%
ACCESS	\$160,560	\$525,000	31%
CDTA FACILITIES	\$707,062	\$3,769,022	19%
<b>TOTAL REVENUE</b>	<b>\$79,070,431</b>	<b>\$97,702,842</b>	<b>81%</b>
<b>EXPENSE:</b>			
AUTHORITY	\$10,395,270	\$17,028,670	61%
TRANSIT	\$47,814,035	\$77,122,426	62%
ACCESS	\$704,829	\$1,283,750	55%
CDTA FACILITIES	\$882,323	\$2,267,995	39%
<b>TOTAL EXPENSE</b>	<b>\$59,796,457</b>	<b>\$97,702,842</b>	<b>61%</b>
Revenue over (under) Expenses	\$19,273,974		
Depreciation	\$9,200,000		
Excess of Revenue over (under) Expenses	\$10,073,974		
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	(\$1,758,472)		
*Net Excess of Revenue over (under) Expenses	(\$2,184,498)		

\*Contribution to required fleet replacement.

**CAPITAL DISTRICT TRANSPORTATION AUTHORITY**  
**MONTHLY MANAGEMENT REPORT**  
**Nov-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	\$1,456,276	\$937,500	\$518,776	55.34%	\$9,208,216	\$7,500,000	\$1,708,216	22.78%	\$11,250,000
Customer Fares	\$869,683	\$1,720,972	(\$851,290)	-49.47%	\$3,501,775	\$13,767,778	(\$10,266,003)	-74.57%	\$20,651,667
Advertising Revenue	\$131,560	\$107,708	\$23,852	22.14%	\$867,935	\$861,667	\$6,269	0.73%	\$1,292,500
RRS & Facilities	\$89,048	\$304,303	(\$215,254)	-70.74%	\$606,780	\$2,434,421	(\$1,827,640)	-75.07%	\$3,651,631
Interest Income	\$78	\$1,667	(\$1,589)	-95.31%	\$1,258	\$13,333	(\$12,076)	-90.57%	\$20,000
Misc. Income	\$9,482	\$15,708	(\$6,226)	-39.64%	\$112,918	\$125,667	(\$12,749)	-10.14%	\$188,500
<b>Total Operating Revenue</b>	<b>\$2,556,127</b>	<b>\$3,087,858</b>	<b>(\$531,732)</b>	<b>-17.22%</b>	<b>\$14,298,882</b>	<b>\$24,702,865</b>	<b>(\$10,403,983)</b>	<b>-42.12%</b>	<b>\$37,054,298</b>
<b>Operating Assistance</b>									
New York State Aid	\$3,685,397	\$3,685,397	\$0	0.00%	\$29,483,172	\$29,483,172	\$0	0.00%	\$44,224,758
County Aid	\$159,750	\$159,750	\$0	0.00%	\$1,278,000	\$1,278,000	\$0	0.00%	\$1,917,000
Federal Preventative Maintenance	\$1,058,417	\$1,058,417	\$0	0.00%	\$8,467,333	\$8,467,333	\$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%	\$1,203,857	\$1,203,857	\$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>\$68,868,465</b>	<b>\$40,432,363</b>	<b>\$28,436,102</b>	<b>70.33%</b>	<b>\$60,648,544</b>
<b>Total Revenue and Assistance</b>	<b>\$7,610,173</b>	<b>\$8,141,904</b>	<b>(\$531,731)</b>	<b>-6.53%</b>	<b>\$83,167,347</b>	<b>\$65,135,228</b>	<b>\$18,032,119</b>	<b>27.68%</b>	<b>\$97,702,842</b>
<b>Expenses</b>									
Salaries and Wages	\$4,013,398	\$4,031,423	(\$18,025)	-0.45%	\$30,881,904	\$32,251,383	(\$1,369,479)	-4.25%	\$48,377,074
FICA	\$285,020	\$284,972	\$48	0.02%	\$2,198,324	\$2,279,775	(\$81,451)	-3.57%	\$3,419,663
Health Benefits	\$823,942	\$887,613	(\$63,671)	-7.17%	\$6,766,373	\$7,100,901	(\$334,528)	-4.71%	\$10,651,352
Workers Compensation	\$183,270	\$219,809	(\$36,539)	-16.62%	\$1,896,289	\$1,758,472	\$137,817	7.84%	\$2,637,708
Other Benefits	\$395,985	\$332,395	\$63,590	19.13%	\$2,532,143	\$2,659,161	(\$127,018)	-4.78%	\$3,988,741
Professional Services	\$223,253	\$324,145	(\$100,893)	-31.13%	\$1,798,123	\$2,593,163	(\$795,040)	-30.66%	\$3,889,745
Materials & Supplies	\$97,802	\$140,529	(\$42,726)	-30.40%	\$1,433,011	\$1,124,231	\$308,781	27.47%	\$1,686,346
Miscellaneous	\$58,259	\$61,404	(\$3,145)	-5.12%	\$559,812	\$491,235	\$68,576	13.96%	\$736,853
Purchased Transportation	\$366,480	\$555,447	(\$188,967)	-34.02%	\$2,927,675	\$4,443,572	(\$1,515,897)	-34.11%	\$6,665,358
Maintenance Services	\$256,110	\$251,272	\$4,839	1.93%	\$1,761,069	\$2,010,172	(\$249,103)	-12.39%	\$3,015,258
Liability - Claims	\$24,028	\$30,069	(\$6,042)	-20.09%	\$233,246	\$240,555	(\$7,310)	-3.04%	\$360,833
Utilities	\$48,907	\$84,250	(\$35,343)	-41.95%	\$458,888	\$674,000	(\$215,112)	-31.92%	\$1,011,000
Fuel	\$348,142	\$472,426	(\$124,284)	-26.31%	\$2,904,587	\$3,779,405	(\$874,818)	-23.15%	\$5,669,108
Parts, Tires, Oil	\$425,168	\$405,906	\$19,262	4.75%	\$3,226,083	\$3,247,247	(\$21,164)	-0.65%	\$4,870,870
General Insurance	\$67,873	\$60,244	\$7,629	12.66%	\$512,949	\$481,955	\$30,994	6.43%	\$722,933
<b>Total EXPENSES</b>	<b>\$7,617,636</b>	<b>\$8,141,903</b>	<b>(\$524,267)</b>	<b>-6.44%</b>	<b>\$60,090,477</b>	<b>\$65,135,228</b>	<b>(\$5,044,751)</b>	<b>-7.75%</b>	<b>\$97,702,842</b>
<b>Surplus/Deficit</b>	<b>(\$7,464)</b>	<b>\$0</b>	<b>(\$7,464)</b>		<b>\$23,076,870</b>	<b>\$0</b>	<b>\$23,076,870</b>		<b>\$0</b>

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

**BUDGET VARIANCE REPORT**

	<b>NON-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>									
Mortgage Tax	\$1,456,276	\$937,500	\$518,776	55.34%	\$9,208,216	\$7,500,000	\$1,708,216	22.78%	\$11,250,000
Interest Income	\$45	\$1,667	(\$1,622)	-97.30%	\$971	\$13,333	(\$12,362)	-92.71%	\$20,000
Interest Inc-Invest/Change in Invest	\$5,843	\$0	\$5,843	0.00%	\$73,491	\$0	\$73,491	0.00%	\$0
Misc. Income - Authority	\$6,250	\$7,083	(\$833)	-11.76%	\$51,667	\$56,664	(\$4,997)	0.00%	\$185,000
Operating Fund	\$0	\$0	\$0	0.00%	\$0	\$0	\$0	0.00%	\$0
<b>Total Operating Revenue</b>	<b>\$1,468,414</b>	<b>\$946,250</b>	<b>\$522,164</b>	<b>55.18%</b>	<b>\$9,334,345</b>	<b>\$7,569,997</b>	<b>\$1,764,348</b>	<b>23.31%</b>	<b>\$11,455,000</b>
<b>Expenses</b>									
Labor - Authority	\$500,269	\$579,035	(\$78,766)	-13.60%	\$4,543,468	\$4,632,280	(\$88,812)	-1.92%	\$6,948,420
Fringe - Authority	\$340,521	\$389,708	(\$49,186)	-12.62%	\$2,919,133	\$3,117,661	(\$198,528)	-6.37%	\$4,676,491
Materials & Supplies - Authority	\$6,873	\$14,820	(\$7,947)	-53.63%	\$83,978	\$118,557	(\$34,579)	-29.17%	\$177,836
Professional Services - Authority	\$141,773	\$234,695	(\$92,922)	-39.59%	\$1,187,382	\$1,877,563	(\$690,182)	-36.76%	\$2,816,345
Other Expenses - Authority	\$225,549	\$200,798	\$24,751	12.33%	\$1,661,310	\$1,606,385	\$54,924	3.42%	\$2,409,578
<b>Total Expenses</b>	<b>\$1,214,985</b>	<b>\$1,419,056</b>	<b>(\$204,070)</b>	<b>-14.38%</b>	<b>\$10,395,270</b>	<b>\$11,352,447</b>	<b>(\$957,177)</b>	<b>-8.43%</b>	<b>\$17,028,670</b>
<b>Surplus/(Deficit)</b>	<b>\$253,428</b>	<b>(\$472,806)</b>	<b>(\$318,093)</b>		<b>(\$1,060,925)</b>	<b>(\$3,782,450)</b>	<b>\$2,721,524</b>		<b>(\$5,573,670)</b>

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

**BUDGET VARIANCE REPORT**

	<b>TRANSIT</b>								<b>Annual Budget</b>
	<b>This Month</b>				<b>Year to Date</b>				
	Actual	Budget	Variance	% Variance	Actual	Budget	Variance	% Variance	
Operating Revenue									
Passenger Fares-Transit	\$654,607	\$1,158,472	(\$503,865)	-43.49%	\$2,553,720	\$9,267,778	(\$6,714,058)	-72.45%	\$13,901,667
Contracts - Transit	\$196,875	\$518,750	(\$321,875)	-62.05%	\$787,500	\$4,150,000	(\$3,362,500)	-81.02%	\$6,225,000
Advertising-Transit	\$119,060	\$97,926	\$21,135	21.58%	\$767,935	\$783,406	(\$15,471)	-1.97%	\$1,175,109
Misc. Income - Transit	\$3,232	\$292	\$2,940	1008.07%	\$61,251	\$2,333	\$58,918	2525.05%	\$3,500
<b>Total Operating Revenue</b>	<b>\$973,774</b>	<b>\$1,775,440</b>	<b>(\$801,665)</b>	<b>-45.15%</b>	<b>\$4,170,406</b>	<b>\$14,203,517</b>	<b>(\$10,033,111)</b>	<b>-70.64%</b>	<b>\$21,305,276</b>
Operating Assistance									
State Aid - General	\$159,750	\$159,750	\$0	0.00%	\$1,278,000	\$1,278,000	\$0	0.00%	\$1,917,000
State Aid - PBT	\$3,492,313	\$3,492,313	\$0	0.00%	\$27,938,505	\$27,938,505	\$0	0.00%	\$41,907,758
State Aid - Northway Commuter S.	\$33,333	\$33,333	\$0	0.00%	\$266,667	\$266,667	\$0	0.00%	\$400,000
County Aid	\$159,750	\$159,750	\$0	0.00%	\$1,278,000	\$1,278,000	\$0	0.00%	\$1,917,000
Federal Aid - Transit	\$1,058,417	\$1,058,417	\$0	0.00%	\$8,467,333	\$8,467,333	\$0	0.00%	\$12,701,000
Federal Aid - Cares Act	\$0	\$0	\$0	0.00%	\$28,436,102	\$0	\$28,436,102	0.00%	\$0
Other Grants - Federal	\$150,482	\$150,482	\$0	0.00%	\$1,203,857	\$1,203,857	\$0	0.00%	\$1,805,786
<b>Total Operating Assistance</b>	<b>\$5,054,045</b>	<b>\$5,054,045</b>	<b>\$0</b>	<b>0.00%</b>	<b>\$68,868,465</b>	<b>\$40,432,363</b>	<b>\$28,436,102</b>	<b>0.00%</b>	<b>\$60,648,544</b>
<b>Total Revenue and Assistance</b>	<b>\$6,027,820</b>	<b>\$6,829,485</b>	<b>(\$801,665)</b>	<b>-11.74%</b>	<b>\$73,038,871</b>	<b>\$54,635,880</b>	<b>\$18,402,991</b>	<b>33.68%</b>	<b>\$81,953,820</b>
Expenses									
Labor - Maintenance	\$729,891	\$722,271	\$7,620	1.05%	\$5,748,953	\$5,778,168	(\$29,215)	-0.51%	\$8,667,252
Labor - Transportation	\$2,502,407	\$2,429,255	\$73,153	3.01%	\$18,219,798	\$19,434,036	(\$1,214,238)	-6.25%	\$29,151,054
Labor - STAR	\$216,841	\$230,230	(\$13,388)	-5.82%	\$1,852,937	\$1,841,837	\$11,100	0.60%	\$2,762,756
Fringe	\$1,306,575	\$1,317,774	(\$11,199)	-0.85%	\$10,038,982	\$10,542,191	(\$503,209)	-4.77%	\$15,813,287
Materials & Supplies	\$861,297	\$985,070	(\$123,773)	-12.56%	\$7,539,743	\$7,880,559	(\$340,816)	-4.32%	\$11,820,838
Professional Services	\$108,131	\$75,980	\$32,151	42.31%	\$758,208	\$607,841	\$150,367	24.74%	\$911,762
Other Expenses	\$3,092	\$4,379	(\$1,288)	-29.40%	\$24,409	\$35,033	(\$10,625)	-30.33%	\$52,550
Purchased Transportation - STAR	\$285,168	\$390,636	(\$105,468)	-27.00%	\$2,134,448	\$3,125,087	(\$990,639)	-31.70%	\$4,687,630
Liability - Claims	\$24,028	\$30,069	(\$6,042)	-20.09%	\$233,246	\$240,555	(\$7,310)	-3.04%	\$360,833
Liability - Insurance	\$60,163	\$57,503	\$2,660	4.63%	\$373,396	\$460,022	(\$86,626)	-18.83%	\$690,033
Utilities - Transit	\$24,713	\$48,817	(\$24,104)	-49.38%	\$259,857	\$390,533	(\$130,676)	-33.46%	\$585,800
Mat & Supplies - NX	\$0	\$5,833	(\$5,833)	-100.00%	\$4,141	\$46,667	(\$42,526)	-91.13%	\$70,000
Purchased Transportation - NX	\$64,486	\$129,053	(\$64,566)	-50.03%	\$625,918	\$1,032,421	(\$406,503)	-39.37%	\$1,548,631
<b>Total Expenses</b>	<b>\$6,186,792</b>	<b>\$6,426,869</b>	<b>(\$240,077)</b>	<b>-3.74%</b>	<b>\$47,814,035</b>	<b>\$51,414,951</b>	<b>(\$3,600,916)</b>	<b>-7.00%</b>	<b>\$77,122,426</b>
<b>Surplus/(Deficit)</b>	<b>(\$158,972)</b>	<b>\$402,616</b>	<b>(\$561,588)</b>		<b>\$25,224,836</b>	<b>\$3,220,929</b>	<b>\$22,003,907</b>		<b>\$4,831,394</b>



**CAPITAL DISTRICT TRANSPORTATION AUTHORITY**  
**MONTHLY MANAGEMENT REPORT**  
**Nov-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	\$18,201	\$43,750	(\$25,549)	-58.40%	\$160,555	\$350,000	(\$189,445)	-54.13%	\$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>\$18,201</b>	<b>\$43,750</b>	<b>(\$25,549)</b>	<b>-58.40%</b>	<b>\$160,560</b>	<b>\$350,000</b>	<b>(\$189,440)</b>	<b>-54.13%</b>	<b>\$525,000</b>
<b>Total Revenue and Assistance</b>	<b>\$18,201</b>	<b>\$43,750</b>	<b>(\$25,549)</b>	<b>-58.40%</b>	<b>\$160,560</b>	<b>\$350,000</b>	<b>(\$189,440)</b>	<b>-54.13%</b>	<b>\$525,000</b>
<b>Expenses</b>									
Labor - Access	\$51,848	\$54,722	(\$2,874)	-5.25%	\$398,016	\$437,775	(\$39,759)	-9.08%	\$656,662
Fringe Benefits - Access	\$15,171	\$14,652	\$520	3.55%	\$121,898	\$117,213	\$4,686	4.00%	\$175,819
Purchased Transportation	\$16,826	\$33,333	(\$16,508)	-49.52%	\$167,309	\$266,667	(\$99,357)	-37.26%	\$400,000
Professional Services - Access	\$0	\$0	\$0	0.00%	\$0	\$0	\$0	0.00%	\$0
Rent and Utilities - Access	\$1,643	\$1,643	\$0	0.00%	\$13,454	\$13,147	\$307	2.33%	\$19,721
Other Expenses - Access	\$0	\$2,629	(\$2,629)	-100.00%	\$4,151	\$21,032	(\$16,881)	-80.26%	\$31,548
<b>Total Expenses</b>	<b>\$85,488</b>	<b>\$106,979</b>	<b>(\$21,491)</b>	<b>-20.09%</b>	<b>\$704,829</b>	<b>\$855,833</b>	<b>(\$151,004)</b>	<b>-17.64%</b>	<b>\$1,283,750</b>
<b>Surplus/(Deficit)</b>	<b>(\$67,287)</b>	<b>(\$63,229)</b>	<b>(\$4,058)</b>		<b>(\$544,269)</b>	<b>(\$505,833)</b>	<b>(\$38,436)</b>		<b>(\$758,750)</b>

CAPITAL DISTRICT TRANSPORTATION AUTHORITY  
 MONTHLY MANAGEMENT REPORT  
 Nov-20

BUDGET VARIANCE REPORT

	CDTA FACILITIES								Annual Budget
	This Month				Year to Date				
	Actual	Budget	Variance	% Variance	Actual	Budget	Variance	% Variance	
Operating Revenue									
RRS Station & Garage	\$59,326	\$68,707	(\$9,381)	-13.65%	\$437,440	\$549,654	(\$112,214)	-20.42%	\$824,481
RRS Parking Revenue	\$21,551	\$223,596	(\$202,045)	-90.36%	\$103,687	\$1,788,767	(\$1,685,080)	-94.20%	\$2,683,150
RRS Advertising	\$12,500	\$9,783	\$2,717	27.78%	\$100,000	\$78,261	\$21,739	27.78%	\$117,391
SSTS	\$2,153	\$2,467	(\$314)	-12.73%	\$16,575	\$19,733	(\$3,158)	-16.00%	\$29,600
Greyhound	\$0	\$2,500	(\$2,500)	-100.00%	\$1,015	\$20,000	(\$18,985)	-94.93%	\$30,000
85 Watervliet Avenue	\$5,801	\$6,667	(\$866)	-12.99%	\$46,406	\$53,333	(\$6,928)	-12.99%	\$80,000
Interest Income	\$251	\$367	(\$116)	-31.56%	\$1,939	\$2,933	(\$994)	-33.89%	\$4,400
Total Operating Revenue	\$101,581	\$314,085	(\$212,504)	-67.66%	\$707,062	\$2,512,682	(\$1,805,620)	-71.86%	\$3,769,022
Expenses									
Labor	\$12,143	\$15,911	(\$3,768)	-23.68%	\$118,732	\$127,287	(\$8,555)	-6.72%	\$190,930
Fringe-Benefits	\$2,203	\$2,656	(\$453)	-17.04%	\$19,096	\$21,245	(\$2,148)	-10.11%	\$31,867
Professional Services	\$672	\$10,417	(\$9,744)	-93.55%	\$4,016	\$83,333	(\$79,317)	-95.18%	\$125,000
Insurance	\$2,448	\$2,417	\$31	1.28%	\$17,134	\$19,333	(\$2,200)	-11.38%	\$29,000
Security	\$119	\$33,617	(\$33,498)	-99.65%	\$71,908	\$268,933	(\$197,025)	-73.26%	\$403,400
Facilities Upkeep	\$22,248	\$24,542	(\$2,294)	-9.35%	\$110,707	\$196,333	(\$85,627)	-43.61%	\$294,500
Facilities Repairs	\$6,189	\$6,608	(\$419)	-6.34%	\$51,655	\$52,867	(\$1,211)	-2.29%	\$79,300
Utilities	\$19,812	\$28,983	(\$9,171)	-31.64%	\$166,012	\$231,867	(\$65,855)	-28.40%	\$347,800
Materials & Supplies	\$796	\$1,250	(\$454)	-36.35%	\$15,948	\$10,000	\$5,948	59.48%	\$15,000
Parking Garage	\$28,035	\$40,833	(\$12,798)	-31.34%	\$189,189	\$326,667	(\$137,478)	-42.09%	\$490,000
Greyhound	\$0	\$667	(\$667)	-100.00%	\$0	\$5,333	(\$5,333)	-100.00%	\$8,000
85 Watervliet Avenue	\$5,089	\$8,342	(\$3,253)	-39.00%	\$60,362	\$66,733	(\$6,372)	-9.55%	\$100,100
SSTS	\$6,872	\$12,758	(\$5,886)	-46.14%	\$57,564	\$102,067	(\$44,503)	-43.60%	\$153,100
Total Expenses	\$106,625	\$189,000	(\$82,374)	-43.58%	\$882,323	\$1,511,998	(\$629,675)	-41.65%	\$2,267,997
Surplus/(Deficit)	(\$5,044)	\$125,085	(\$130,130)		(\$175,261)	\$1,000,683	(\$1,175,944)		\$1,501,025

# CAPITAL DISTRICT TRANSPORTATION AUTHORITY MONTHLY MANAGEMENT REPORT

## AGING OF ACCOUNTS RECEIVABLE

Nov-20		
	Amount	% of Total
Current	\$16,812,496	90.02%
31 - 60	\$47,345	0.25%
61 - 90	\$405,731	2.17%
91 - 120	\$10,912	0.06%
Over 120	\$1,400,193	7.50%
<b>Total Accounts Receivable</b>	<b>\$18,676,677</b>	<b>100.00%</b>

Oct-20		
	Amount	% of Total
Current	\$291,543	4.53%
31 - 60	\$3,989,885	61.97%
61 - 90	\$704,295	10.94%
91 - 120	\$147,724	2.29%
Over 120	\$1,304,462	20.26%
<b>Total Accounts Receivable</b>	<b>\$6,437,909</b>	<b>100.00%</b>

## AGING OF ACCOUNTS PAYABLE

Nov-20		
	Amount	% of Total
Current	\$3,302,342	21.51%
31 - 60	\$395,814	2.58%
61 - 90	\$7,057,895	45.98%
90 & Over	\$4,594,979	29.93%
<b>Total Accounts Payable</b>	<b>\$15,351,030</b>	<b>100.00%</b>

Nov-20 Receivables over 120 days: \$1,400,193

Breakdown of outstanding receivables over 120 days.	
\$1,038,285	NYS DEPT. OF TRANSPORTATION
\$114,143	ADVANTAGE TRANSIT GROUP, INC.
\$112,500	CITY OF ALBANY
\$135,265	OTHER
<b>\$1,400,193</b>	

## ADDITIONAL INFORMATION

MORTGAGE RECORDING TAX	Current Month				Fiscal Year to Date			
	Nov-20	Nov-19	Difference	%	2021	2020	Difference	%
Albany	\$421,597	\$298,503	\$123,094	41.24%	\$3,076,956	\$2,945,758	\$131,197	4.45%
Rensselaer	\$220,461	\$179,477	\$40,985	22.84%	\$1,262,526	\$1,415,865	(\$153,339)	-10.83%
Saratoga	\$506,039	\$312,459	\$193,580	61.95%	\$3,631,488	\$3,143,517	\$487,971	15.52%
Schenectady	\$125,000	\$107,766	\$17,234	15.99%	\$1,237,246	\$931,071	\$306,176	32.88%
<b>Total</b>	<b>\$1,273,097</b>	<b>\$898,204</b>	<b>\$374,893</b>	<b>41.74%</b>	<b>\$9,208,216</b>	<b>\$8,436,211</b>	<b>\$772,005</b>	<b>9.15%</b>

	<u>Current Month</u>	<u>Year To Date</u>
FY 2021	\$1,273,097	\$9,208,216
FY 2020	\$898,204	\$8,436,211

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  
November 30, 2020**

**RESTRICTED INVESTMENTS**

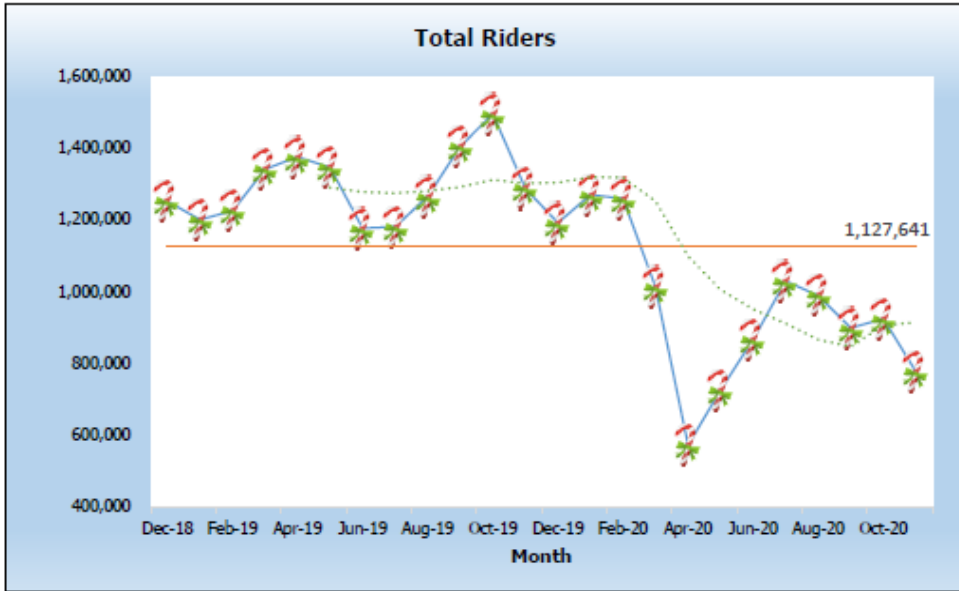
	<b><u>Fund Balances</u></b>	<b><u>Current Obligations</u></b>
Risk Management Account (Self-Insured)	\$3,822,023	\$1,864,361
Workers' Comp. Account (Self-Insured)	\$8,358,323	\$8,346,644
Operating Account	\$12,468,965	
 <b><u>Current Operating Reserve Obligations</u></b>		
Acquire New Fare Collection 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
		<hr/> \$355,415
 <b><u>Current Capital Reserve Obligations</u></b>		
Computer Aided Dispatch/Automatic Vehicle Locator (CAD/AVL) System Upgrade	\$2,538,357	
		<hr/> \$931,231
		\$931,231
 <b><u>Current Vehicle Replacement Reserve Obligations</u></b>		
Paratransit Fleet Replacement (6)	\$952,862	
		<hr/> \$61,817
		\$61,817

All Investment Accounts are reviewed quarterly.	
Average annual returns:	
Risk Management	1.17%
Workers' Compensation	0.84%
Operating Fund	0.12%
Vehicle Replacement Fund	0.32%
Capital Project	0.82%

\* 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.

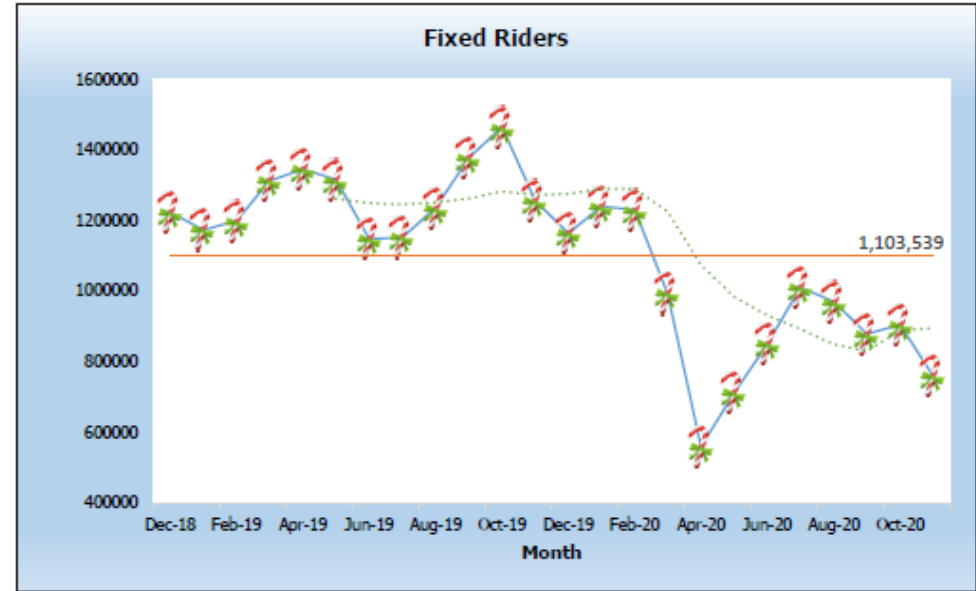


Patronage/Mobility



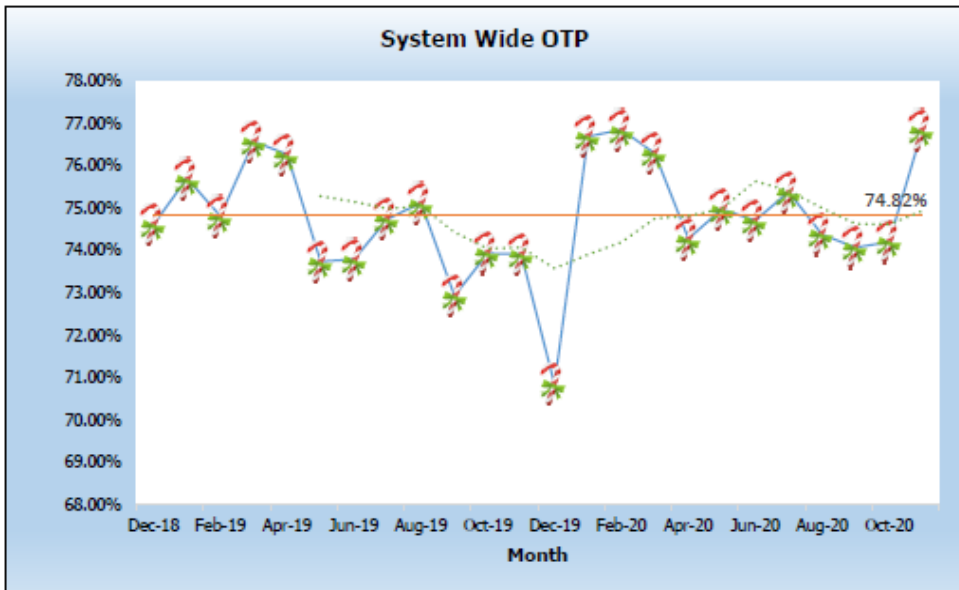
Previous: 1,286,473

Current: 776,696



Previous: 1,257,943

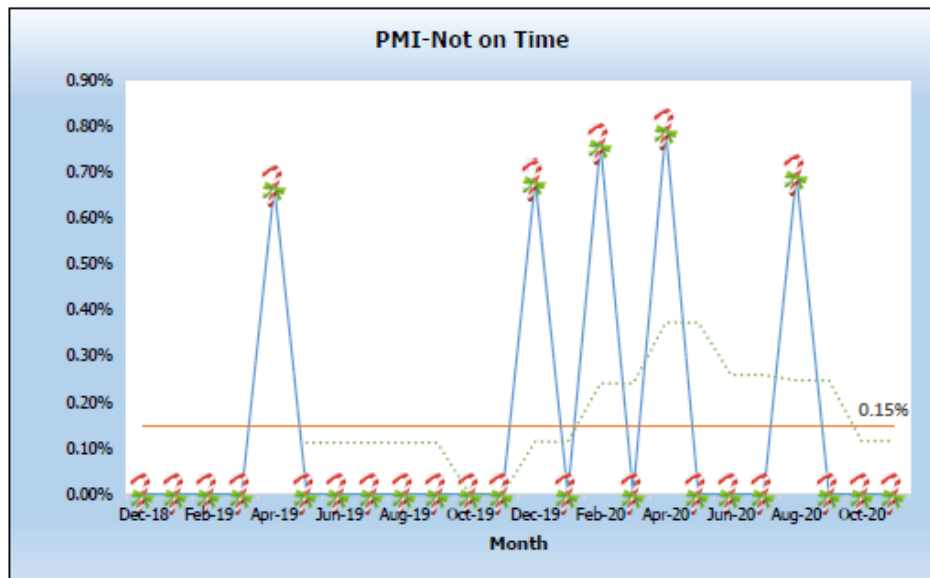
Current: 759,513



Previous: 73.91%

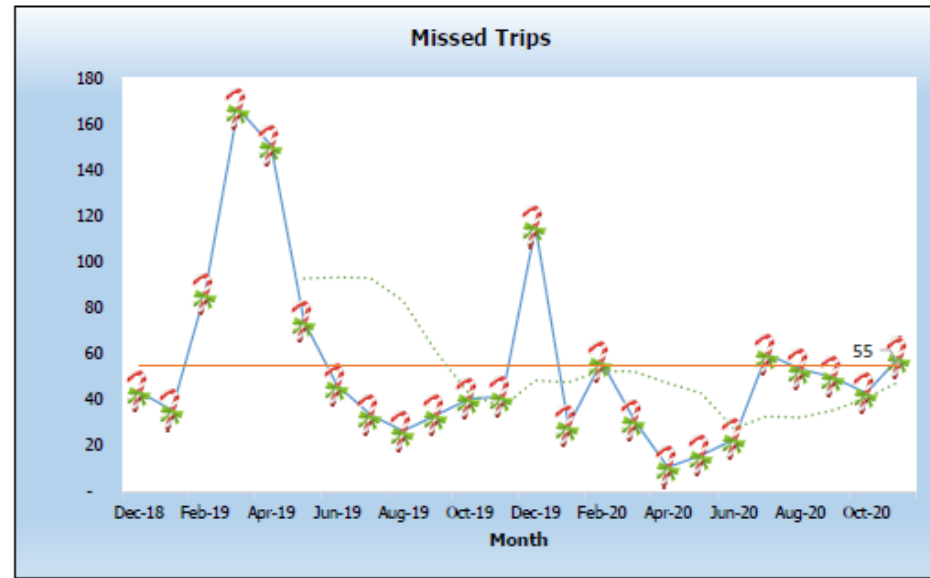
Current: 76.85%

Reliability



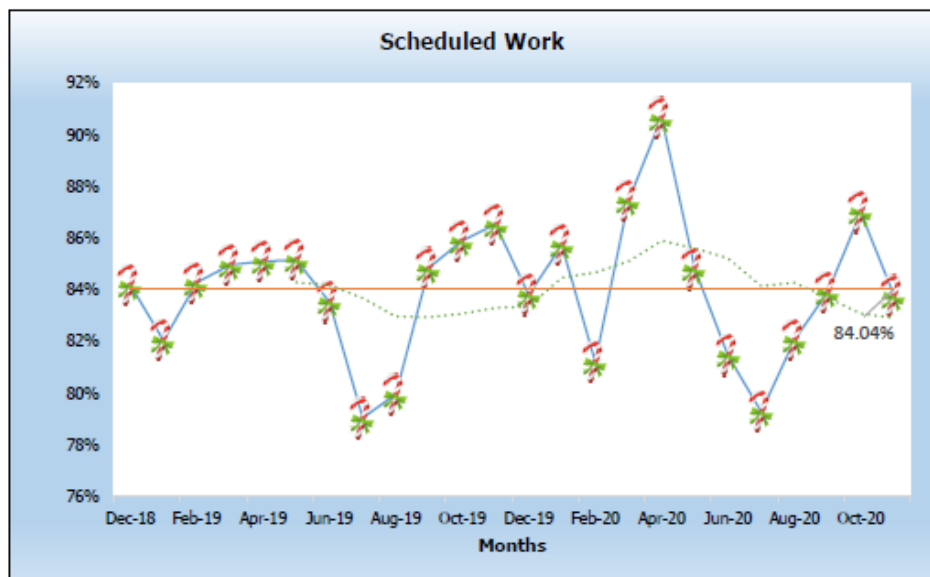
Previous: 0.00%

Current: 0.00%



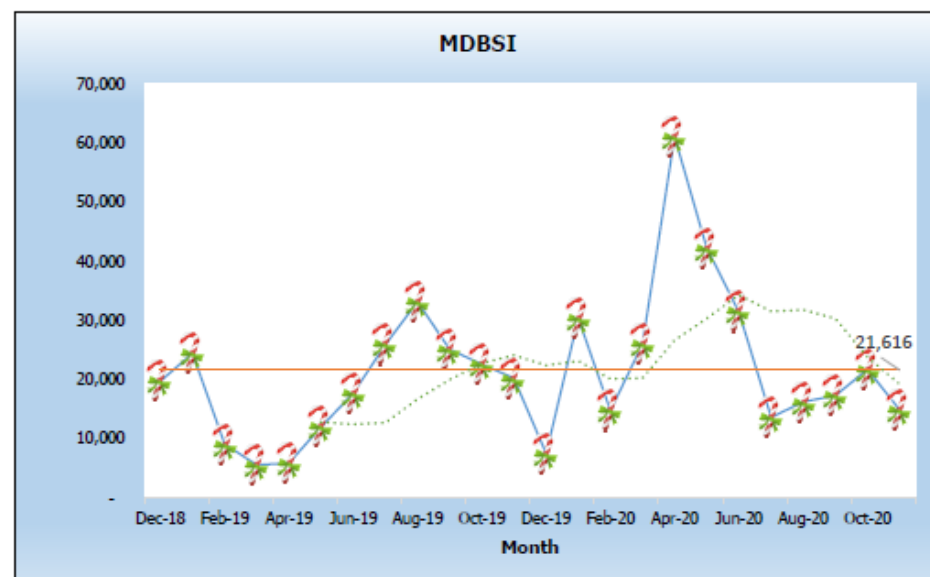
Previous: 42

Current: 59



Previous: 86.55%

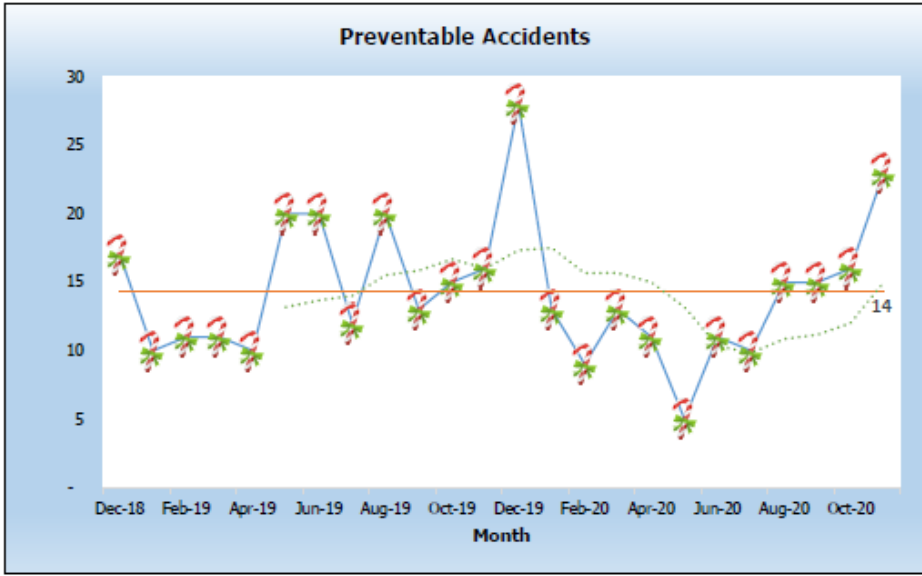
Current: 83.80%



Previous: 20,236

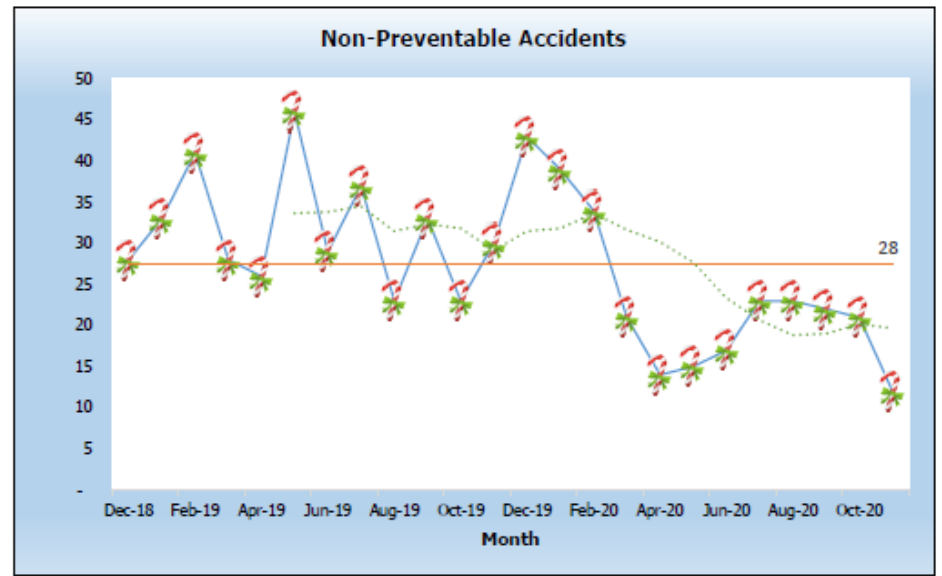
Current: 14,898

Safety



Previous: 16

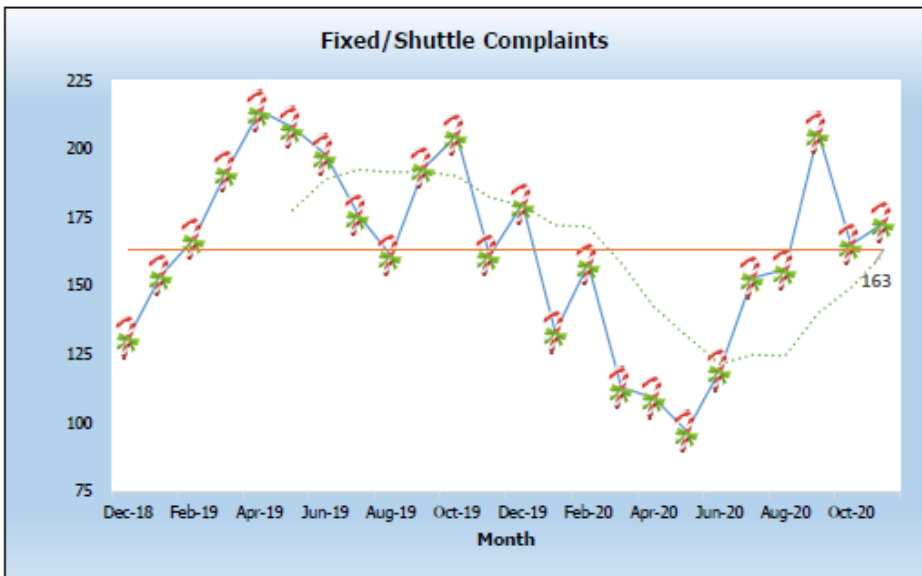
Current: 23



Previous: 30

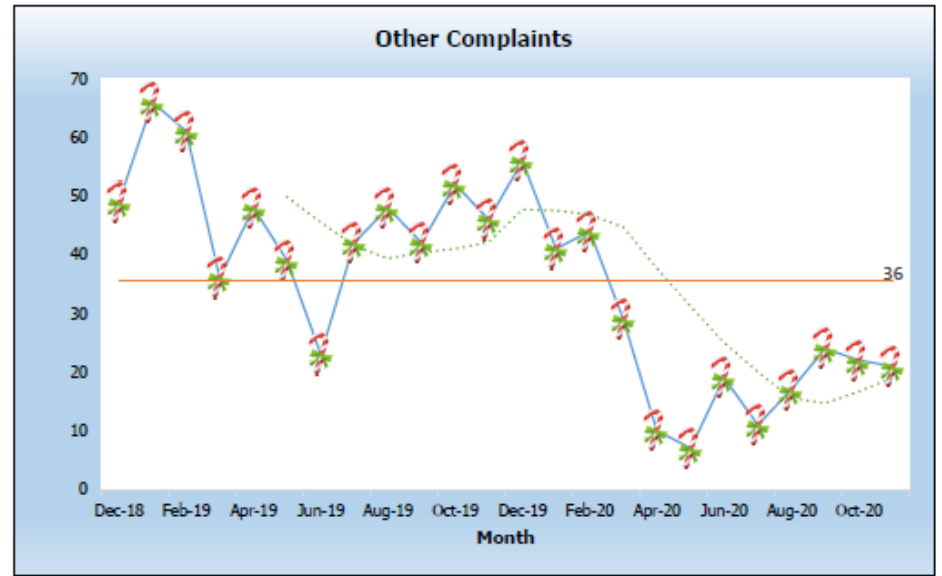
Current: 12

Customer Service



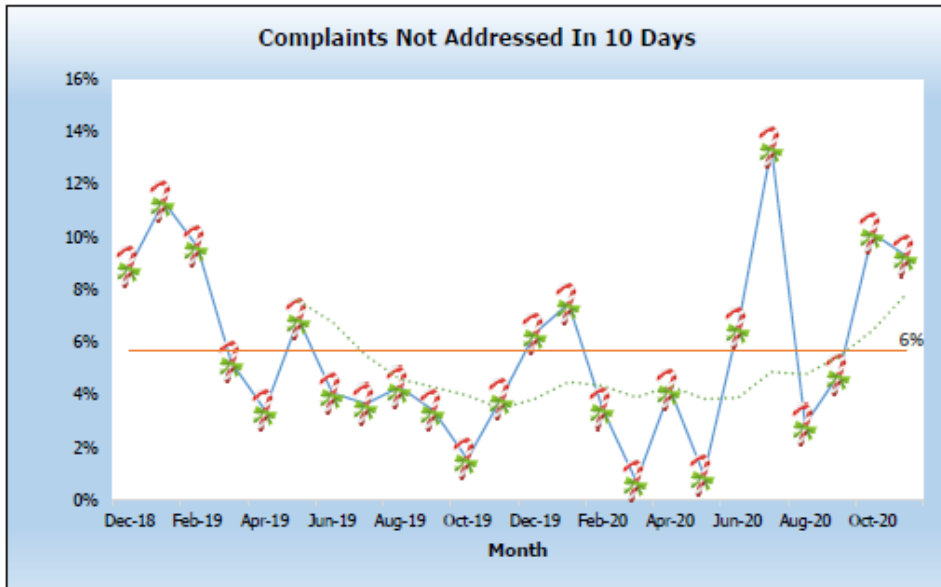
Previous: 161

Current: 173



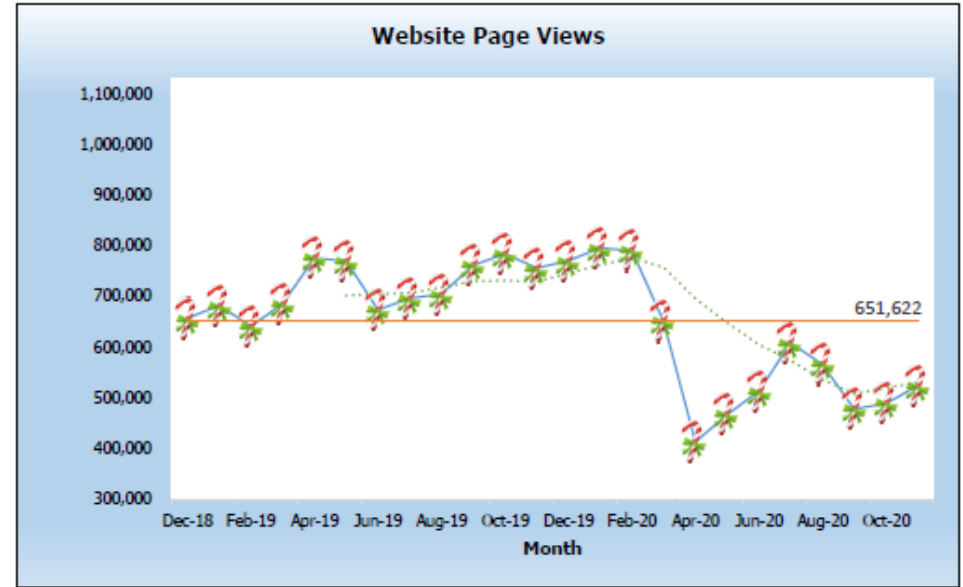
Previous: 46

Current: 21



Previous: 4%

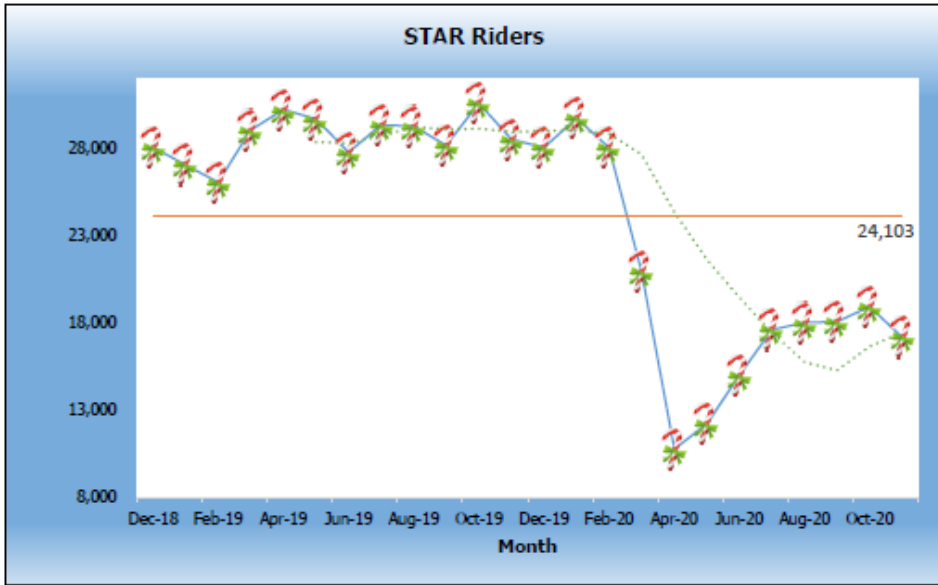
Current: 9%



Previous: 755,425

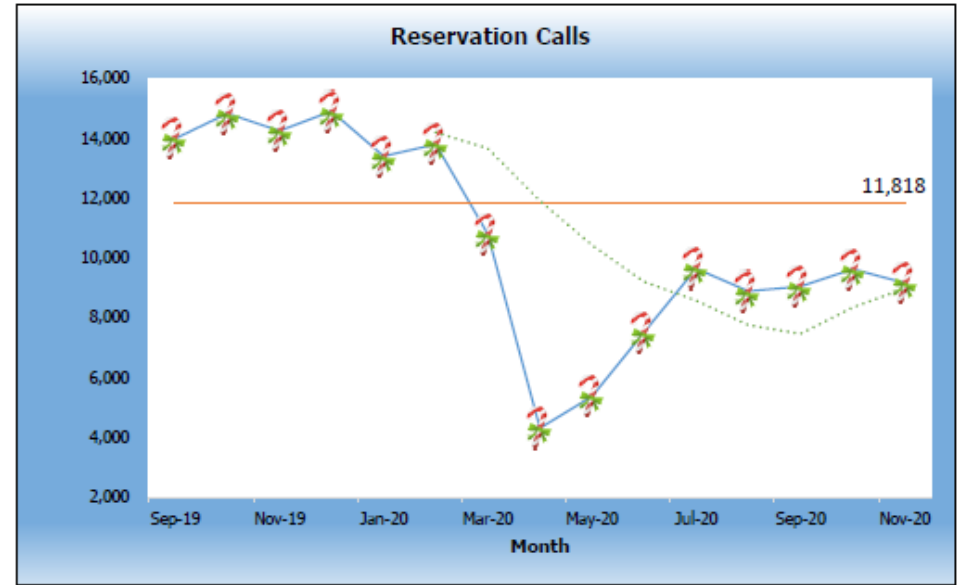
Current: 523,351

STAR Service



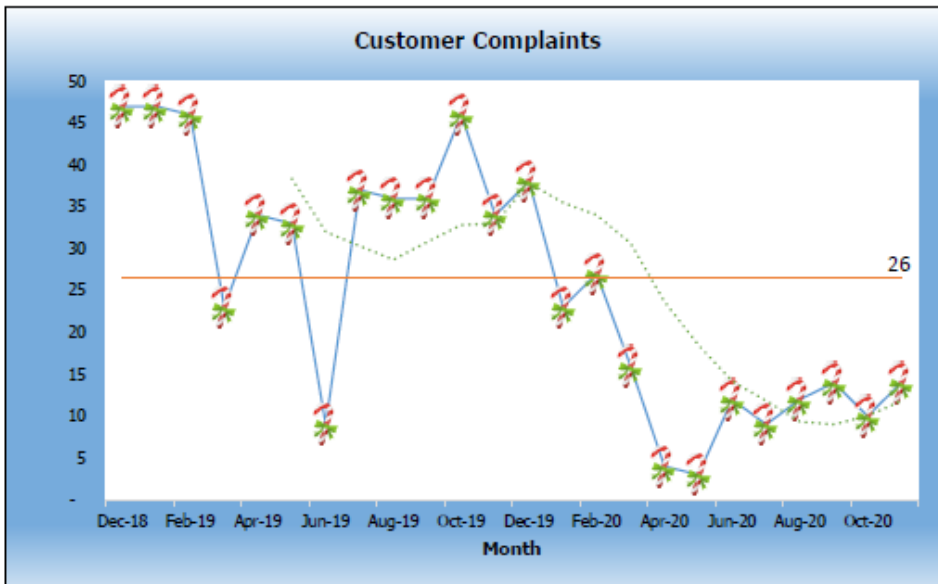
Previous: 28,530

Current: 17,183



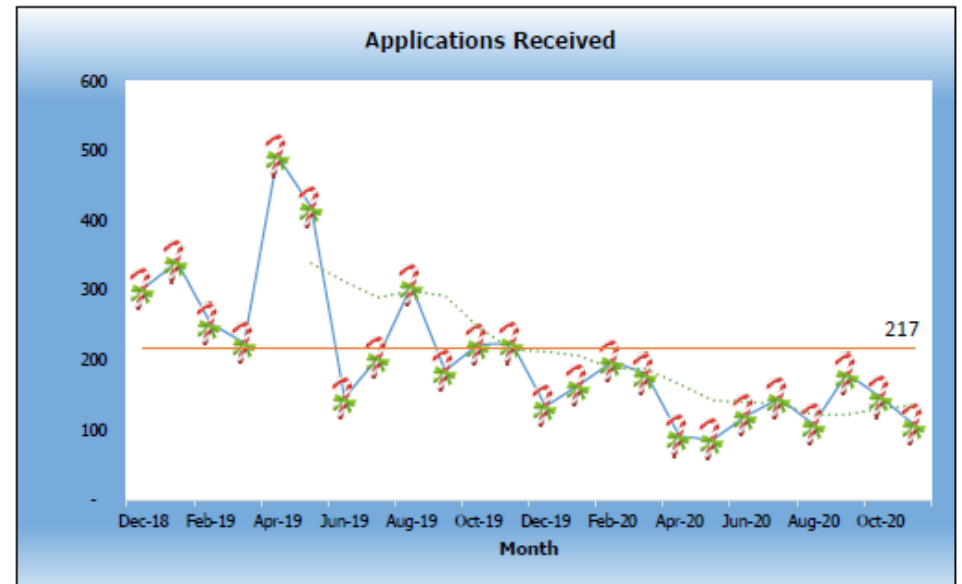
Previous: 14,264

Current: 9,173



Previous: 34

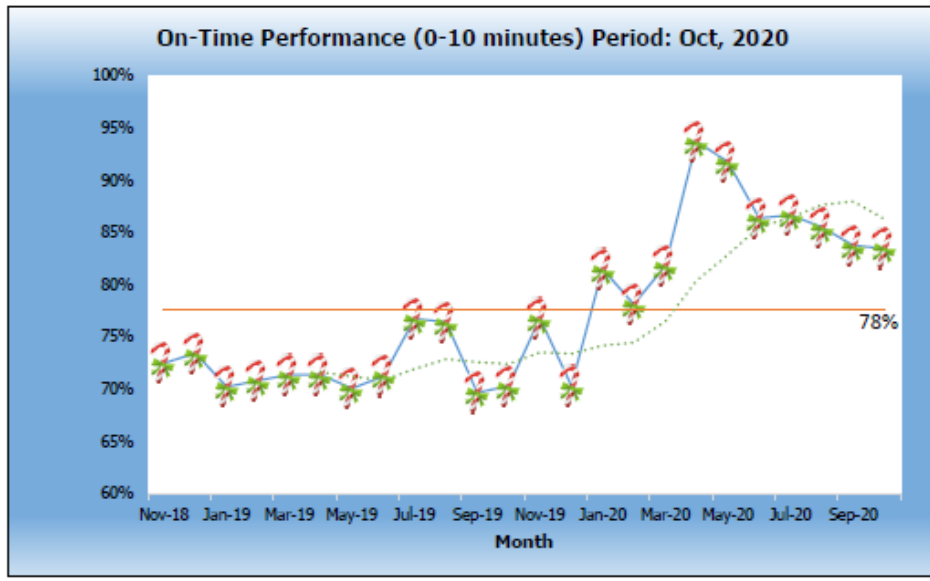
Current: 14



Previous: 224

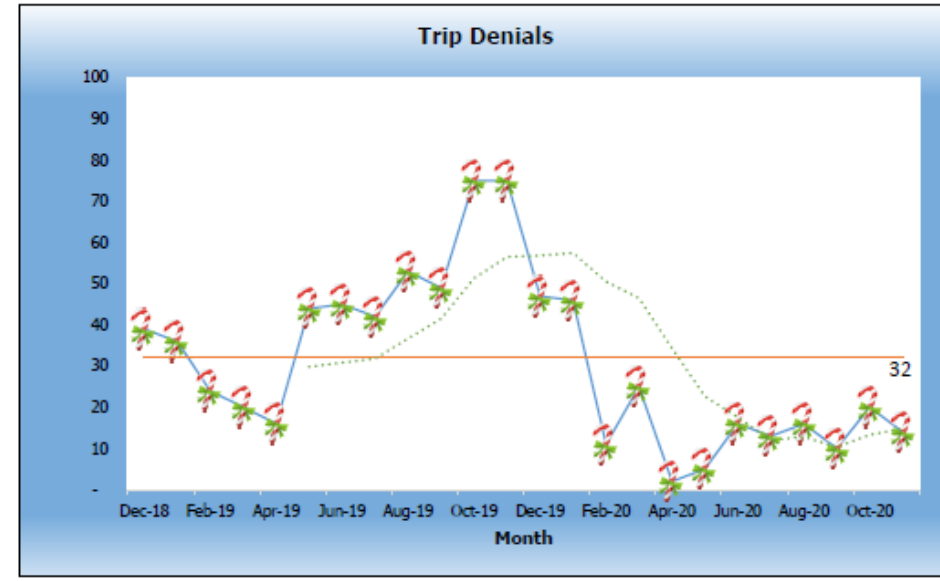
Current: 108

STAR Service Quality and ADA Compliance



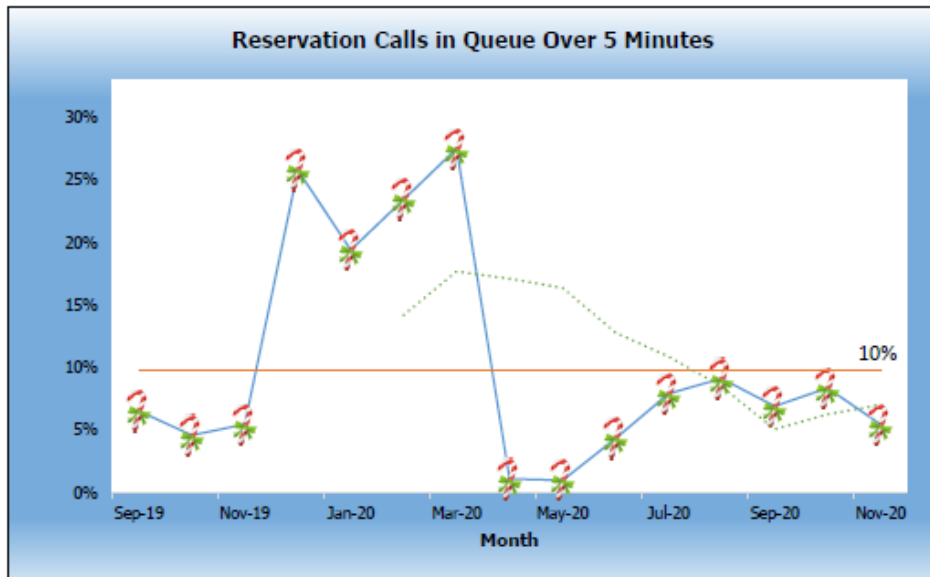
Previous: 70%

Current: 83%



Previous: 75

Current: 14



Previous: 5%

Current: 5%



**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.