



CDTA COMMITTEE AGENDA
Performance Monitoring/Audit Committee
Wednesday, May 19, 2021 | 12:00 pm | Microsoft Teams Meeting

Committee Item	Responsibility
Call to Order	Denise Figueroa
Ascertain Quorum	Denise Figueroa
Agenda Approval	Denise Figueroa
Approve Minutes of Wednesday, April 21, 2021	Denise Figueroa
Audit Committee	
• Approve FYE Audit Draft*	Mike Collins
Consent Agenda Items	
• Approve 40' Bus Purchase	Stacy Sansky
• Approve Articulated Bus Purchase	Stacy Sansky
• Approve Trolley Purchase	Stacy Sansky
• Approve Contract for Vault Purchase	Stacy Sansky
Administrative Discussion Items	
• Risk Management & Workers' Compensation Report	Amanda Avery
• Monthly Management Report	Mike Collins
• Monthly Non-Financial Report	Chris Desany
Next Meeting: Wednesday, June 23, 2021 at noon via Microsoft Teams and 110 Watervliet Avenue	
Adjourn	Denise Figueroa

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

Capital District Transportation Authority

Performance Monitoring/Audit Committee

Meeting Minutes – April 21, 2021 at 12:00 pm; 110 Watervliet Avenue, Albany

In Attendance: via MT - Denise Figueroa, Jayme Lahut; at 110 – Carm Basile, Amanda Avery, Mike Collins, Chris Desany, Lance Zarcone, Phil Parella, Jaime Watson, Vanessa Salamy; via MT – Jon Scherzer, Stacy Sansky, Sarah Matrose, Ross Farrell, Jack Grogan, Gary Guy, Kelli Schreivogl, Jeremy Smith

Meeting Purpose

Regular monthly meeting of the Performance Monitoring/Audit Committee. Denise Figueroa noted that a quorum was present. Minutes from the March 24, 2021 meeting were reviewed and approved.

Audit Committee

- Sarah Matrose provided the committee with the Audit Plan for the upcoming Fiscal Year. The committee also received the quarterly internal audit report.

Investment Committee

- Public Authorities Law requires an annual review of our investment policy. Our policy details how we invest, monitor, and report on funds. There are no recommended changes to the policy.
- The 2021 Investment Policy will be recommended to the board for approval.

Administrative Discussion Items

Monthly Management Report

- Mike Collins provided the Monthly Management Report. MRT finished the year with a record \$14.8 million, thanks to low interest rates and a booming housing market. Customer revenue finished 61% under budget; Rail Station revenue was down 74%; Advertising Revenue was right on budget. Wages were down 2.3%; Most other expense lines were under budget for the year due to the pandemic. Total expenses were down 6% for the year.
- We ended the year in a good financial position (plus \$800,000).

Monthly Non-Financial (performance) Report

- Chris Desany provided the Non-Financial Report. Ridership was down 36% for the year; total boarding's were 9.8 million. STAR ridership was down 42%; total boarding's were 142,000 for the year. Fixed route on-time performance was at 80%; STAR on-time performance was 85%. Total number of accidents was down 47 this year; but preventable accidents were up 52. Staff will provide a report at the June committee meeting.

Next Meeting

Wednesday, May 19, 2021 at 12:00pm via Microsoft Teams and at 110 Watervliet Ave.

Capital District Transportation Authority Agenda Action Proposal

Subject: Vehicle purchases from Gillig, LLC.

Committee: Performance Monitoring/Audit

Committee Meeting Date: May 19, 2021

Board Action Date: May 26, 2021

Background:

The fleet replacement plan calls for annual vehicle purchases and disposal of vehicles that have reached the end of their useful life. This is a routine action.

Purpose:

To insure the effective operation of fixed route service.

Summary of Proposal:

Forty-foot buses were competitively procured through the Request for Proposal (RFP) process in June 2016. This contract was awarded to Gillig, LLC., and staff is recommending the purchase of twelve vehicles.

Staff recommends purchasing twelve standard 40' buses at a cost of \$543,526 per vehicle. This includes an extended warranty for engines and changes in wiring for new radios. The cost represents a 6% per vehicle price increase from the previous order in 2019. Our 2020 purchase consisted of BRT-style vehicles for the River Corridor. Anticipated delivery is February 2022.

Financial Summary and Source of Funds:

Description	Unit Cost	Quantity	Extended Cost
Base Bus-40'	\$543,526	12	\$6,522,312
Wiring Change-Radios	\$3,935	12	\$47,220
Installation of Radios	\$24,141	12	\$772,512
Extended Warranties	\$5,550	12	\$66,600
TOTAL:			\$7,408,644

The purchase of these buses will be funded through the New York State Capital Program.

Prepared by:

Stacy Sansky, Director of Procurement

Project Manager:

Lance Zarcone, Vice President of Operations

Memorandum

Date: May 19, 2021

To: Performance Monitoring/Audit Committee

From: Lance Zarcone, Vice President of Operations

Subject: Fixed Route Bus Acquisition

Background:

On June 29, 2016, the Board awarded a five-year contract for the purchase of accessible low floor heavy-duty transit vehicles to the Gillig Corporation of Livermore, California. Staff recommends the purchase of twelve additional vehicles for fixed-route operations from this contract.

The vehicle model is a Gillig, powered by a L9 Cummins diesel engine, meeting Environmental Protection Agency (EPA) regulations. The bus is 40' long with thirty-eight seats and allows for two wheelchair passengers when two bench seats are folded up.

These buses will have a UV- Air and Surface Purification system installed to reduce the exposure of airborne pathogens to customers, along with a full shield drivers' barrier adding additional protection for our operators.

The twelve buses will replace an equal number of vehicles currently used to run the fixed-route service that has reached the end of their useful life. Delivery is anticipated for February 2022.

Recommendation:

Staff recommends the purchase of twelve Gillig Buses according to our contract.

Copy: Chief Executive Officer
Director of Procurement

Capital District Transportation Authority Agenda Action Proposal

Subject: Articulated bus purchase from New Flyer of America.

Committee: Performance Monitoring/Audit

Committee Meeting Date: May 19, 2021

Board Action Date: May 26, 2021

Background:

Over the past few years, the Red Line BRT has become overcrowded at certain times of the day. Purchasing articulated buses will help to resolve this issue by increasing customer capacity and improving our spare ratio.

Purpose:

To improve the operational capacity of the Red Line BRT.

Summary of Proposal:

Articulated buses were competitively procured through the Request for Proposal (RFP) process in October 2020. This contract was awarded to New Flyer and staff is proposing to purchase four vehicles.

Staff recommends purchasing four articulated buses at a cost of \$806,990 per vehicle. This includes cost for an extended warranty on engines. The cost is the same as what we paid for vehicles ordered last fall. Anticipated delivery is December 2021.

Financial Summary and Source of Funds:

Description	Unit Cost	Quantity	Extended Cost
Articulated Bus	806,990	4	\$3,227,960
Cummins Extended Warranty	\$5,100	4	\$20,400
TOTAL:			\$3,248,360

These buses will be funded through a BRT Set-Aside Grant (at CDTC).

Prepared by:

Stacy Sansky, Director of Procurement

Project Manager:

Lance Zarcone, Vice President of Operations

Memorandum

Date: May 19, 2021

To: Performance Monitoring/Audit Committee

From: Lance Zarcone, Vice President of Operations

Subject: Fixed Route Articulated Bus Acquisition

Background:

On October 28, 2020, the Board awarded a five-year contract to purchase articulated vehicles to New Flyer. Staff recommends the purchase of four additional vehicles for fixed-route service operations from this contract.

The vehicle model is an articulated New Flyer Xcelsior heavy-duty transit bus. This articulated bus is 60' long, comprised of two passenger areas connected by a joint mechanism. The mechanism allows the vehicle to bend when the bus turns corners yet has a continuous interior. It has three doors and almost twice the seating capacity of a standard 40' bus. Buses will have passenger amenities such as WIFI and USB charging ports. These buses will have the standard BRT color scheme for the Bus Plus Red Line, silver with red accent.

The buses allow CDTA to address overcrowding on the Red Line which has occurred over many years and was exacerbated by social distancing needs related to COVID-19. Articulated buses provide a solution to overcrowding by increasing capacity with a one-time capital investment. It is a more cost-effective alternative than increasing route frequency which results in increased operating costs. In addition, increasing capacity on the BRT line provides the opportunity to adjust local frequency and reduce peak buses.

The purchase will ensure that all Bus Plus Red Line buses have an identical color scheme. Although we reduced frequency on the line in January 2021, the peak requirement of 19 buses leaves no spares. This results in use of standard blue local buses when maintenance occurs, causing customer confusion and compromising brand consistency/integrity. The additional buses will increase the Bus Plus Red Line fleet to 23 buses.

Upon delivery, this will bring the total of articulated buses for the BRT fleet to five. Delivery is anticipated for December 2021.

Recommendation:

Staff recommends the purchase of four articulated buses from New Flyer.

Copy: Chief Executive Officer
Director of Procurement

Capital District Transportation Authority Agenda Action Proposal

Subject: Purchase of one trolley from Hometown Trolley of Crandon, Wisconsin

Committee: Performance Monitoring/Audit

Committee Meeting Date: May 19, 2021

Board Action Date: May 26, 2021

Background:

We operate several trolleys throughout our service area; a few of them have reached the end of their useful life. To address this, we budget the purchase of one replacement trolley in our annual capital plan.

Purpose:

To ensure the effective operation of our trolley service.

Summary of Proposal:

Trolleys were competitively procured with a contract awarded to Hometown Trolley (Double K, Inc) in May of 2018. Staff recommends the purchase of one trolley from this contract at a cost of \$179,054. The cost represents an 11% price increase from the previous order for trolleys in 2018. Upon Board approval the trolley will be ordered immediately with anticipated delivery in December 2021.

Financial Summary and Source of Funds:

The trolley cost is \$179,054 and is funded through the FY2022 Capital Plan.

Prepared by:

Stacy Sansky, Director of Procurement

Project Manager:

Lance Zarccone, Vice President of Operations

Memorandum

Date: May 19, 2021

To: Performance Monitoring/Audit Committee

From: Lance Zarcone, Vice President of Operations

Subject: Trolley Acquisition

Background:

On May 31, 2018, the Board awarded a five-year contract to purchase trolleys to Double K Inc., operating as Hometown Trolley. Our trolley fleet is aging, and some are beyond their useful life. Staff recommends the purchase of one replacement vehicle from this contract.

The vehicle model is a Villager, manufactured on a Ford chassis body powered by a 6.8L gas engine. The trolley is 31' long, seats 32 passengers, and includes two wheelchair positions. The trolley will have a consistent look and feel matching the paint and graphic scheme for Albany, Saratoga, and Schenectady. This will provide flexibility across the three service areas.

This purchase will replace one trolley that has exceeded its useful life. Delivery is anticipated for December 2021.

Recommendation:

Staff recommends the purchase of one trolley from Hometown Trolley for \$179,054.

Copy: Chief Executive Officer
Director of Procurement

Capital District Transportation Authority Agenda Action Proposal

Subject: Contract award for the purchase of vault hardware to SPX-Genfare of Elk Grove, Illinois.

Committee: Performance Monitoring/Audit
Committee Meeting Date: May 19, 2021
Board Action Date: May 26, 2021

Background:

As part of the Albany garage expansion project, we need to relocate our collection infrastructure (cash vaults) to accommodate the construction of the storage house.

Purpose:

Because we need to relocate equipment, and the vault systems are old (30+ years), we want to upgrade our collection infrastructure to replace our legacy system vaults.

Summary of Proposal:

In 2017, we implemented the LINK fare collection system, which was competitively procured and provided by SPX-Genfare. We have been operating a legacy vault system with the LINK fare collection system. Since we need to move equipment as part of the Albany garage expansion, it provides an opportunity to upgrade to a new mobile vault system. Because the vaults and corresponding software are proprietary, they must be purchased from SPX-Genfare. Staff has reviewed the proposed cost and found it to be fair and reasonable.

Staff recommends a sole source contract for the purchase of vault hardware and services to SPX-Genfare of Elk Grove Village, Illinois for an amount not to exceed \$270,346.

Financial Summary and Source of Funds:

This \$270,346 purchase will be funded from the Washington/Western BRT Grant.

Prepared by:

Stacy Sansky, Director of Procurement

Project Manager:

Thomas Guggisberg, Director of Information Technology

Memorandum

May 19, 2021

To: Performance Monitoring/Audit Committee

From: Christopher Desany, Vice President of Planning and Infrastructure

Subject: Approve Purchase of Fare Collection Vaults

Overview:

In 2017, CDTA implemented a new fare collection system (the vendor's proprietary name is LINK), which was competitively procured and provided by SPX-Genfare. This new system is used throughout the agency for Navigator smart card and cash revenue/ridership reporting, smart card media management, business to business account management, retail and administrative point of sale systems, and customer web portals. It is the most highly utilized hosted application at CDTA.

As part of the Albany garage expansion project, a portion of our LINK cash collection infrastructure must be relocated to accommodate the reconstruction of the back wall of the storage house. In addition to the need to relocate, the equipment is over 30 years old, and this is an excellent opportunity to replace it. This infrastructure includes new mobile vaults and bins, and services to install and reconfigure the software. These new mobile vaults will replace our legacy system vaults and provide added flexibility for daily operations and revenue collection activities.

Justification:

This recommendation for a sole source purchase of new mobile vaults at the Albany division is based on several important considerations. Most importantly, the SPX-Genfare vaults and corresponding software are proprietary, which prevents us from pursuing an independent means to replace them through another vendor. Services include installation, configuration, testing, and issue resolution that can only be performed by SPX-Genfare. Additional reasons to support this sole source recommendation include:

- SPX-Genfare is familiar with the many nuances of the vaults and the related LINK system software and its relationship to our requirements and therefore has full knowledge of CDTA needs.
- Utilizing this vendor will result in a zero-net increase in vendors at CDTA.
- Utilizing this vendor will require no third-party integration or customization, which reduces the risk inherent in custom third-party vendor development.
- We have documentation on file noting how the cost is justified by SPX-Genfare, which confirms fair and reasonable pricing for this purchase.

Recommendation:

I am requesting approval to purchase vault hardware and services from SPX-Genfare of Elk Grove Village, Illinois for an amount of \$270,346.

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

**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:**
\$270,346 fixed estimated (circle one)

4. **PROCUREMENT METHOD (check one):**
 Request for Proposals (RFP) Invitation for Bids (IFB) Other

5. **TYPE OF PROCEDURE USED (check one):**
 Micro Purchases (Purchases up to \$2,499.00) Small Purchases (\$25,000 up to \$100,000)
 Sealed Bid/Invitation for Bids (IFB) (Over \$100,000) Request for Proposals (RFP)
 Professional Services (Over \$25,000) Sole or Single Source (Non-Competitive)

6. **SELECTION CRITERION USED:**
Number of Proposals/Bids Solicited # 1 or Advertised
Number of Proposals/Bids Received # 1

Attach Summary of Bids/Proposals

7. **Disadvantaged Business Enterprise (DBE) involvement**
Are there known DBEs that provide this good or service? Yes No
Number of DBEs bidding/proposing _____
DBE Certification on file? Yes No Not Applicable
Was contract awarded to a DBE? Yes No
Number of DBE Subcontractors 0
DBE Subcontractor Name and Certification Type:

8. **LEGAL NAME and ADDRESS OF CONTRACTOR/VENDOR:** SPX Genfare
751 Pratt Boulevard
Elk Grove, IL 60007

8. **SOURCE OF FUNDS:** Washington/Western BRT Grant

9. **COMPLIANCE WITH STATE AND FEDERAL RULES:**
Non-Collusion Affidavit of Bidder (Yes, No, N/A)
Disclosure & Certificate of Prior Non-Responsibility Determinations (Yes, No, N/A)
Disclosure of Contacts (only RFPs) (Yes, No, N/A)
Certification with FTA's Bus Testing Requirements (Yes, No, N/A)

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

Stacy Sansky, Director of Procurement DATED: May 6, 2021

Memorandum

May 19, 2021

To: Performance Monitoring/Audit Committee

From: Amanda Avery, General Counsel

Subject: Risk Management and Workers Compensation Self-Insurance Accounts,
as of 4/1/21

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

1. Risk Management:

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

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

- **Projected Losses** (incurred but unpaid): \$1,663,701
(decrease of \$806,910 (-33%) for the quarter)
- **Self-Insured Retention** (one) \$2,000,000
- **Market Value of Account:** \$3,073,714
(decrease of \$747,054 (-.20%) 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:** \$8,311,860
(decrease of \$55,658 (-.67%) for the quarter)
- **Market Value of Account:** \$8,469,208
(increase of \$12,147 (+.14%) for the quarter)

3. Liability/Auto Claims:

As of 4/1/21, we had 45 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 4/1/21, CDTA had 20 liability claims with reserves of \$10,000 or more, including 12 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.*

Copy: Chairperson, Board of Directors
Vice President of Finance and Administration
Chief Executive Officer

Monthly Management Report

April 2021



Monthly Management Report -April 2021

Executive Summary

			Current Month		Year to Date		
REVENUE	Actual	Budget	(\$) Variance	(%) Variance	(\$) Variance	(%) Variance	
1	Mortgage Tax	\$ 1,596,043	\$ 937,500	\$ 658,543	70.24%	\$ 658,544	70.24%
2	Customer Fares	\$ 1,016,015	\$ 705,750	\$ 310,265	43.96%	\$ 310,265	43.96%
3	RRS & Facilities	\$ 105,514	\$ 76,076	\$ 29,438	38.70%	\$ 29,438	38.70%
EXPENSES							
	Actual	Budget	(\$) Variance	(%) Variance	(\$) Variance	(%) Variance	
4	Wages	\$ 3,861,493	\$ 4,152,366	\$ (290,873)	-7.00%	\$ (290,873)	-7.00%
5	Other Benefits	\$ 285,388	\$ 354,161	\$ (68,773)	-19.42%	\$ (68,773)	-19.42%
6	Purchased Transportation	\$ 518,743	\$ 555,447	\$ (36,704)	-6.61%	\$ (36,703)	-6.61%
7	Parts, Tires, Oil	\$ 498,682	\$ 420,315	\$ 78,367	18.64%	\$ 78,367	18.64%
						YTD Revenue	11.89%
						YTD Expenses	-6.79%

Revenue Summary

- 1 MRT is off to a great start in the new fiscal year. We are \$658K (70%) over budget.
- 2 Customer fares exceeded budget by 44%, but it is based on a much lower budget vs. last year.
- 3 RRS & Facilities revenue exceeded budget by 39%, but it is based on a much lower budget vs. last year.

Expense Summary

- 4 Wages were increased in the new budget to reflect contractual wage increases in June, but the higher wages will not be recognized until next month.
- 5 We increased the budget for Other Benefits, but the pension changes from the new contract have not happened yet.
- 6 Purchased Transportation was under budget by 6.6%, but because of increased ridership, this is the highest month in over a year.
- 7 Parts are over budget due to an increase in preventative maintenance practices, increasing the need for more parts.

Note: We have started off the new year in a good budget position.

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

	Apr-21	Apr-20
Assets		
Current Assets:		
Cash	\$10,383,831	\$9,062,077
Investments	\$16,935,020	\$17,608,718
Receivables:		
Mortgage Tax	\$1,596,043	\$750,202
Federal Grants	\$3,229,332	\$1,208,899
New York State Operating Assistance	\$5,076,167	\$3,845,147
Trade and Other	\$9,889,007	\$25,828,067
Advances to Capital District Transportation Committee	\$611,110	\$1,043,542
Materials, Parts and Supplies	\$4,539,966	\$4,056,788
Prepaid Expenses	\$1,107,081	\$785,088
Sub-Total Current Assets	\$53,367,557	\$64,188,527
Noncurrent Assets:		
Capital Assets, net	\$132,223,467	\$118,602,342
Deferred outflows of resources:		
Deferred outflows of resources related to OPEB	\$18,454,673	\$18,454,673
Deferred outflows of resources from pension	\$1,544,989	\$1,544,989
Sub-Total Deferred outflows of resources:	\$19,999,662	\$19,999,662
Total for Assets	\$205,590,685	\$202,790,532
Liabilities		
Current Liabilities:		
Accounts Payable	\$3,399,444	\$4,871,782
Accrued Expenses	\$5,272,060	\$4,719,641
Unearned passenger revenue	\$1,846,524	\$2,291,500
Line of Credit	\$0	\$8,000,000
Sub-Total Current Liabilities	\$10,518,028	\$19,882,924
Noncurrent Liabilities:		
Capital Lease Agreement	\$3,134,504	\$4,369,564
Estimated Provision for Existing Claims and Settlements	\$9,954,583	\$10,556,240
Other postemployment benefits	\$105,346,823	\$105,346,823
Net Pension Liability	\$1,616,083	\$1,616,083
Sub-Total Noncurrent Liabilities	\$120,051,993	\$121,888,710
Deferred inflows of resources:		
Deferred inflows of resources from pension	\$737,493	\$737,493
Deferred inflows of resources from OBEP	\$11,007,730	\$11,007,730
Sub-Total Deferred inflows of resources	\$11,745,223	\$11,745,223
Total for Liabilities	\$142,315,244	\$153,516,856
Net Position		
Net Investment in Capital Assets	\$108,241,228	\$108,241,228
Unrestricted	(\$44,965,786)	(\$58,967,553)
Total for Net Position	\$63,275,442	\$49,273,675
Total Liabilities and Net Position	\$205,590,686	\$202,790,532

**CAPITAL DISTRICT TRANSPORTATION AUTHORITY
CONSOLIDATED STATEMENT OF OPERATIONS
March-21**

	<u>To Date Actual</u>	<u>Annual Budget</u>	8%
REVENUE:			
AUTHORITY	\$1,606,828	\$11,273,500	14%
TRANSIT	\$7,652,484	\$88,470,158	9%
ACCESS	\$43,318	\$425,000	10%
CDTA FACILITIES	\$118,014	\$824,086	14%
TOTAL REVENUE	\$9,420,644	\$100,992,744	9%
EXPENSE:			
AUTHORITY	\$1,312,626	\$16,763,547	8%
TRANSIT	\$6,289,450	\$80,618,091	8%
ACCESS	\$107,288	\$1,302,244	8%
CDTA FACILITIES	\$147,779	\$2,308,858	6%
TOTAL EXPENSE	\$7,857,142	\$100,992,741	8%
Revenue over (under) Expenses	\$1,563,502		
Depreciation	\$1,150,000		
Excess of Revenue over (under) Expenses	\$413,502		
Transfer from Project Fund	\$0		
Transfer to Risk Mngt Fund	\$0		
Transfer from Risk Mngt Fund	\$0		
Transfer from Vehicle Replacement	\$0		
Transfer to Vehicle Replacement	\$0		
Transfer to Capital Projects Fund	\$0		
Transfer from Operating Fund	\$0		
Transfer to Operating Fund	\$0		
Transfer from Worker's Comp Fund	\$0		
Transfer to Worker's Comp Fund	(\$219,809)		
*Net Excess of Revenue over (under) Expenses	\$193,693		
*Contribution to required fleet replacement.			

CAPITAL DISTRICT TRANSPORTATION AUTHORITY
MONTHLY MANAGEMENT REPORT
April-21

BUDGET VARIANCE REPORT

	CONSOLIDATED								Annual Budget
	This Month				Year to Date				
	Actual	Budget	Variance	% Variance	Actual	Budget	Variance	% Variance	
Operating Revenue									
Mortgage Tax	\$1,596,044	\$937,500	\$658,544	70.24%	\$1,596,044	\$937,500	\$658,544	70.24%	\$11,250,000
Customer Fares	\$1,016,015	\$705,750	\$310,265	43.96%	\$1,016,015	\$705,750	\$310,265	43.96%	\$8,469,000
Advertising Revenue	\$105,625	\$107,708	(\$2,083)	-1.93%	\$105,625	\$107,708	(\$2,083)	-1.93%	\$1,292,500
RRS & Facilities	\$105,514	\$76,076	\$29,438	38.70%	\$105,514	\$76,076	\$29,438	38.70%	\$912,908
Interest Income	\$62	\$1,667	(\$1,605)	-96.28%	\$62	\$1,667	(\$1,605)	-96.28%	\$20,000
Misc. Income	\$13,486	\$7,375	\$6,111	82.86%	\$13,486	\$7,375	\$6,111	82.86%	\$88,500
Total Operating Revenue	\$2,836,746	\$1,836,076	\$1,000,670	54.50%	\$2,836,746	\$1,836,076	\$1,000,670	54.50%	\$22,032,908
Operating Assistance									
New York State Aid	\$3,230,842	\$3,230,842	\$0	0.00%	\$3,230,842	\$3,230,842	\$0	0.00%	\$38,770,100
County Aid	\$119,813	\$119,813	\$0	0.00%	\$119,813	\$119,813	\$0	0.00%	\$1,437,751
Federal Aid	\$2,981,106	\$2,981,106	\$0	0.00%	\$2,981,106	\$2,981,106	\$0	0.00%	\$35,773,269
Operating Grants	\$248,226	\$248,226	\$0	0.00%	\$248,226	\$248,226	\$0	0.00%	\$2,978,715
Total Operating Assistance	\$6,579,986	\$6,579,986	\$0	0.00%	\$6,579,986	\$6,579,986	\$0	0.00%	\$78,959,835
Total Revenue and Assistance	\$9,416,732	\$8,416,062	\$1,000,670	11.89%	\$9,416,732	\$8,416,062	\$1,000,670	11.89%	\$100,992,743
Expenses									
Salaries and Wages	\$3,861,493	\$4,152,366	(\$290,873)	-7.00%	\$3,861,493	\$4,152,366	(\$290,873)	-7.00%	\$49,828,387
FICA	\$277,144	\$293,521	(\$16,377)	-5.58%	\$277,144	\$293,521	(\$16,377)	-5.58%	\$3,522,254
Health Benefits	\$905,118	\$914,241	(\$9,123)	-1.00%	\$905,118	\$914,241	(\$9,123)	-1.00%	\$10,970,892
Workers Compensation	\$234,777	\$237,394	(\$2,617)	-1.10%	\$234,777	\$237,394	(\$2,617)	-1.10%	\$2,848,725
Other Benefits	\$285,388	\$354,161	(\$68,773)	-19.42%	\$285,388	\$354,161	(\$68,773)	-19.42%	\$4,249,931
Professional Services	\$310,860	\$349,145	(\$38,286)	-10.97%	\$310,860	\$349,145	(\$38,286)	-10.97%	\$4,189,745
Materials & Supplies	\$157,435	\$153,029	\$4,406	2.88%	\$157,435	\$153,029	\$4,406	2.88%	\$1,836,346
Miscellaneous	\$53,994	\$61,404	(\$7,411)	-12.07%	\$53,994	\$61,404	(\$7,411)	-12.07%	\$736,853
Purchased Transportation	\$518,743	\$555,447	(\$36,703)	-6.61%	\$518,743	\$555,447	(\$36,703)	-6.61%	\$6,665,359
Maintenance Services	\$208,002	\$259,605	(\$51,603)	-19.88%	\$208,002	\$259,605	(\$51,603)	-19.88%	\$3,115,258
Liability - Claims	\$31,489	\$31,573	(\$83)	-0.26%	\$31,489	\$31,573	(\$83)	-0.26%	\$378,875
Utilities	\$53,656	\$85,935	(\$32,279)	-37.56%	\$53,656	\$85,935	(\$32,279)	-37.56%	\$1,031,220
Fuel	\$375,504	\$467,606	(\$92,101)	-19.70%	\$375,504	\$467,606	(\$92,101)	-19.70%	\$5,611,270
Parts, Tires, Oil	\$498,682	\$420,315	\$78,367	18.64%	\$498,682	\$420,315	\$78,367	18.64%	\$5,043,775
General Insurance	\$72,381	\$80,321	(\$7,940)	-9.89%	\$72,381	\$80,321	(\$7,940)	-9.89%	\$963,853
Total EXPENSES	\$7,844,666	\$8,416,062	(\$571,396)	-6.79%	\$7,844,666	\$8,416,062	(\$571,396)	-6.79%	\$100,992,743
Surplus/Deficit	\$1,572,066	\$0	\$1,572,066		\$1,572,066	\$0	\$1,572,066		\$0

CAPITAL DISTRICT TRANSPORTATION AUTHORITY
MONTHLY MANAGEMENT REPORT
April-21

BUDGET VARIANCE REPORT	NON-TRANSIT								Annual Budget
	This Month				Year to Date				
	Actual	Budget	Variance	% Variance	Actual	Budget	Variance	% Variance	
Operating Revenue									
Mortgage Tax	\$1,596,044	\$937,500	\$658,544	70.24%	\$1,596,044	\$937,500	\$658,544	70.24%	\$11,250,000
Interest Income	\$62	\$1,667	(\$1,605)	-96.29%	\$62	\$1,667	(\$1,605)	-96.29%	\$20,000
Interest Inc-Invest/Change in Invest	\$3,639	\$0	\$3,639	0.00%	\$3,639	\$0	\$3,639	0.00%	\$0
Misc. Income - Authority	\$7,083	\$292	\$6,792	2328.57%	\$7,083	\$292	\$6,792	0.00%	\$3,500
Operating Fund	\$0	\$0	\$0	0.00%	\$0	\$0	\$0	0.00%	\$0
Total Operating Revenue	\$1,606,828	\$939,458	\$667,370	71.04%	\$1,606,828	\$939,458	\$667,370	71.04%	\$11,273,500
Expenses									
Labor - Authority	\$567,149	\$693,586	(\$126,437)	-18.23%	\$567,149	\$693,586	(\$126,437)	-18.23%	\$8,323,029
Fringe - Authority	\$392,612	\$286,220	\$106,392	37.17%	\$392,612	\$286,220	\$106,392	37.17%	\$3,434,642
Materials & Supplies - Authority	\$11,426	\$15,820	(\$4,394)	-27.78%	\$11,426	\$15,820	(\$4,394)	-27.78%	\$189,836
Professional Services - Authority	\$139,842	\$199,362	(\$59,520)	-29.86%	\$139,842	\$199,362	(\$59,520)	-29.86%	\$2,392,345
Other Expenses - Authority	\$201,597	\$201,975	(\$377)	-0.19%	\$201,597	\$201,975	(\$377)	-0.19%	\$2,423,695
Total Expenses	\$1,312,626	\$1,396,962	(\$84,336)	-6.04%	\$1,312,626	\$1,396,962	(\$84,336)	-6.04%	\$16,763,547
Surplus/(Deficit)	\$294,202	(\$457,504)	(\$583,033)		\$294,202	(\$457,504)	\$751,706		(\$5,490,047)

CAPITAL DISTRICT TRANSPORTATION AUTHORITY
MONTHLY MANAGEMENT REPORT
April-21

BUDGET VARIANCE REPORT

	TRANSIT								Annual Budget
	This Month				Year to Date				
	Actual	Budget	Variance	% Variance	Actual	Budget	Variance	% Variance	
Operating Revenue									
Passenger Fares-Transit	\$829,219	\$526,583	\$302,636	57.47%	\$829,219	\$526,583	\$302,636	57.47%	\$6,319,000
Contracts - Transit	\$143,750	\$143,750	\$0	0.00%	\$143,750	\$143,750	\$0	0.00%	\$1,725,000
Advertising-Transit	\$93,125	\$97,926	(\$4,801)	-4.90%	\$93,125	\$97,926	(\$4,801)	-4.90%	\$1,175,109
Misc. Income - Transit	\$6,403	\$24,268	(\$17,865)	-73.62%	\$6,403	\$24,268	(\$17,865)	-73.62%	\$291,214
Total Operating Revenue	\$1,072,497	\$792,527	\$279,970	35.33%	\$1,072,497	\$792,527	\$279,970	35.33%	\$9,510,323
Operating Assistance									
State Aid - General	\$3,026,602	\$3,026,602	\$0	0.00%	\$3,026,602	\$3,026,602	\$0	0.00%	\$36,319,226
State Aid - PBT	\$179,240	\$179,240	\$0	0.00%	\$179,240	\$179,240	\$0	0.00%	\$2,150,874
State Aid - Northway Commuter S.	\$25,000	\$25,000	\$0	0.00%	\$25,000	\$25,000	\$0	0.00%	\$300,000
County Aid	\$119,813	\$119,813	\$0	0.00%	\$119,813	\$119,813	\$0	0.00%	\$1,437,751
Federal Aid - Transit	\$2,981,106	\$2,981,106	\$0	0.00%	\$2,981,106	\$2,981,106	\$0	0.00%	\$35,773,269
Other Grants - Federal	\$248,226	\$248,226	\$0	0.00%	\$248,226	\$248,226	\$0	0.00%	\$2,978,715
Total Operating Assistance	\$6,579,987	\$6,579,987	\$0	0.00%	\$6,579,987	\$6,579,986	\$0	0.00%	\$78,959,835
Total Revenue and Assistance	\$7,652,484	\$7,372,513	\$279,970	3.80%	\$7,652,484	\$7,372,513	\$279,970	3.80%	\$88,470,158
Expenses									
Labor - Maintenance	\$684,214	\$743,939	(\$59,724)	-8.03%	\$684,214	\$743,939	(\$59,724)	-8.03%	\$8,927,266
Labor - Transportation	\$2,322,271	\$2,478,023	(\$155,751)	-6.29%	\$2,322,271	\$2,478,023	(\$155,751)	-6.29%	\$29,736,270
Labor - STAR	\$220,367	\$252,995	(\$32,628)	-12.90%	\$220,367	\$252,995	(\$32,628)	-12.90%	\$3,035,936
Fringe	\$1,304,346	\$1,408,078	(\$103,732)	-7.37%	\$1,304,346	\$1,408,078	(\$103,732)	-7.37%	\$16,896,935
Materials & Supplies	\$1,001,556	\$1,005,580	(\$4,024)	-0.40%	\$1,001,556	\$1,005,580	(\$4,024)	-0.40%	\$12,066,963
Professional Services	\$151,264	\$140,064	\$11,201	8.00%	\$151,264	\$140,064	\$11,201	8.00%	\$1,680,762
Other Expenses	\$2,572	\$4,379	(\$1,807)	-41.26%	\$2,572	\$4,379	(\$1,807)	-41.26%	\$52,550
Purchased Transportation - STAR	\$394,595	\$390,636	\$3,959	1.01%	\$394,595	\$390,636	\$3,959	1.01%	\$4,687,630
Liability - Claims	\$31,489	\$31,573	(\$83)	-0.26%	\$31,489	\$31,573	(\$83)	-0.26%	\$378,875
Liability - Insurance	\$66,543	\$77,579	(\$11,037)	-14.23%	\$66,543	\$77,579	(\$11,037)	-14.23%	\$930,953
Utilities - Transit	\$22,317	\$50,443	(\$28,126)	-55.76%	\$22,317	\$50,443	(\$28,126)	-55.76%	\$605,320
Mat & Supplies - NX	\$0	\$5,833	(\$5,833)	-100.00%	\$0	\$5,833	(\$5,833)	-100.00%	\$70,000
Purchased Transportation - NX	\$87,916	\$129,053	(\$41,137)	-31.88%	\$87,916	\$129,053	(\$41,137)	-31.88%	\$1,548,631
Total Expenses	\$6,289,450	\$6,718,174	(\$428,724)	-6.38%	\$6,289,450	\$6,718,174	(\$428,724)	-6.38%	\$80,618,091
Surplus/(Deficit)	\$1,363,034	\$654,339	\$708,694		\$1,363,034	\$654,339	\$708,695		\$7,852,067

**CAPITAL DISTRICT TRANSPORTATION AUTHORITY
MONTHLY MANAGEMENT REPORT
April-21**

BUDGET VARIANCE REPORT

	ACCESS TRANSIT SERVICES								Annual Budget
	This Month				Year to Date				
	Actual	Budget	Variance	% Variance	Actual	Budget	Variance	% Variance	
Operating Revenue									
Contracts - Access	\$43,318	\$35,417	\$7,902	22.31%	\$43,318	\$35,417	\$7,902	22.31%	\$425,000
Interest Income	\$0	\$0	\$0	0.00%	\$0	\$0	\$0	0.00%	\$0
Misc. Income	\$0	\$0	\$0	0.00%	\$0	\$0	\$0	0.00%	\$0
Other Grants - State & Federal	\$0	\$0	\$0	0.00%	\$0	\$0	\$0	0.00%	\$0
Total Operating Revenue	\$43,318	\$35,417	\$7,902	22.31%	\$43,318	\$35,417	\$7,902	22.31%	\$425,000
Total Revenue and Assistance	\$43,318	\$35,417	\$7,902	22.31%	\$43,318	\$35,417	\$7,902	22.31%	\$425,000
Expenses									
Labor - Access	\$53,644	\$56,263	(\$2,619)	-4.66%	\$53,644	\$56,263	(\$2,619)	-4.66%	\$675,156
Fringe Benefits - Access	\$15,593	\$14,652	\$941	6.42%	\$15,593	\$14,652	\$941	6.42%	\$175,819
Purchased Transportation	\$36,233	\$33,333	\$2,900	8.70%	\$36,233	\$33,333	\$2,900	8.70%	\$400,000
Professional Services - Access	\$0	\$0	\$0	0.00%	\$0	\$0	\$0	0.00%	\$0
Rent and Utilities - Access	\$1,742	\$1,643	\$99	6.03%	\$1,742	\$1,643	\$99	6.03%	\$19,721
Other Expenses - Access	\$76	\$2,629	(\$2,553)	-97.13%	\$76	\$2,629	(\$2,553)	-97.13%	\$31,548
Total Expenses	\$107,288	\$108,520	(\$1,233)	-1.14%	\$107,288	\$108,520	(\$1,233)	-1.14%	\$1,302,244
Surplus/(Deficit)	(\$63,969)	(\$73,104)	\$9,134		(\$63,969)	(\$73,104)	\$9,134		(\$877,244)

CAPITAL DISTRICT TRANSPORTATION AUTHORITY
MONTHLY MANAGEMENT REPORT
April-21

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	\$62,246	\$16,887	\$45,359	268.60%	\$62,246	\$16,887	\$45,359	268.60%	\$202,644
RRS Parking Revenue	\$35,170	\$31,929	\$3,241	10.15%	\$35,170	\$31,929	\$3,241	10.15%	\$383,150
RRS Advertising	\$12,500	\$9,783	\$2,717	27.78%	\$12,500	\$9,783	\$2,717	27.78%	\$117,391
SSTS	\$2,096	\$542	\$1,554	286.96%	\$2,096	\$542	\$1,554	286.96%	\$6,500
Greyhound	\$0	\$2,500	(\$2,500)	-100.00%	\$0	\$2,500	(\$2,500)	-100.00%	\$30,000
85 Watervliet Avenue	\$5,801	\$6,667	(\$866)	-12.99%	\$5,801	\$6,667	(\$866)	-12.99%	\$80,000
Interest Income	\$201	\$367	(\$165)	-45.12%	\$201	\$367	(\$165)	-45.12%	\$4,400
Total Operating Revenue	\$118,014	\$68,674	\$49,340	71.85%	\$118,014	\$68,674	\$49,340	71.85%	\$824,086
Expenses									
Labor	\$13,847	\$16,311	(\$2,464)	-15.10%	\$13,847	\$16,311	(\$2,464)	-15.10%	\$195,730
Fringe-Benefits	\$2,353	\$1,617	\$736	45.52%	\$2,353	\$1,617	\$736	45.52%	\$19,405
Professional Services	\$1,306	\$10,417	(\$9,111)	-87.46%	\$1,306	\$10,417	(\$9,111)	-87.46%	\$125,000
Insurance	\$2,936	\$2,417	\$520	21.50%	\$2,936	\$2,417	\$520	21.50%	\$29,000
Security	\$32,048	\$33,617	(\$1,569)	-4.67%	\$32,048	\$33,617	(\$1,569)	-4.67%	\$403,400
Facilities Upkeep	\$24,507	\$24,833	(\$326)	-1.31%	\$24,507	\$24,833	(\$326)	-1.31%	\$298,000
Facilities Repairs	\$5,045	\$8,474	(\$3,429)	-40.47%	\$5,045	\$8,474	(\$3,429)	-40.47%	\$101,683
Utilities	\$26,715	\$28,983	(\$2,268)	-7.83%	\$26,715	\$28,983	(\$2,268)	-7.83%	\$347,800
Materials & Supplies	\$818	\$1,333	(\$515)	-38.62%	\$818	\$1,333	(\$515)	-38.62%	\$16,000
Parking Garage	\$22,680	\$40,833	(\$18,153)	-44.46%	\$22,680	\$40,833	(\$18,153)	-44.46%	\$490,000
Greyhound	\$0	\$667	(\$667)	-100.00%	\$0	\$667	(\$667)	-100.00%	\$8,000
85 Watervliet Avenue	\$6,488	\$9,395	(\$2,907)	-30.94%	\$6,488	\$9,395	(\$2,907)	-30.94%	\$112,742
SSTS	\$9,035	\$13,508	(\$4,474)	-33.12%	\$9,035	\$13,508	(\$4,474)	-33.12%	\$162,100
Total Expenses	\$147,779	\$192,405	(\$44,626)	-23.19%	\$147,779	\$192,405	(\$44,626)	-23.19%	\$2,308,860
Surplus/(Deficit)	(\$29,765)	(\$123,731)	\$93,967		(\$29,765)	(\$123,731)	\$93,967		(\$1,484,775)

CAPITAL DISTRICT TRANSPORTATION AUTHORITY MONTHLY MANAGEMENT REPORT

AGING OF ACCOUNTS RECEIVABLE

Apr-21		
	Amount	% of Total
Current	\$3,792,097	38.35%
31 - 60	\$1,668,312	16.87%
61 - 90	\$478,683	4.84%
91 - 120	\$104,270	1.05%
Over 120	\$3,845,645	38.89%
Total Accounts Receivable	\$9,889,007	100.00%

Mar-21		
	Amount	% of Total
Current	\$2,107,583	32.11%
31 - 60	\$574,933	8.76%
61 - 90	\$11,292	0.17%
91 - 120	\$90,774	1.38%
Over 120	\$3,779,441	57.58%
Total Accounts Receivable	\$6,564,023	100.00%

AGING OF ACCOUNTS PAYABLE

Apr-21		
	Amount	% of Total
Current	\$2,921,071	86.26%
31 - 60	\$355,861	10.51%
61 - 90	\$49,866	1.47%
90 & Over	\$59,420	1.75%
Total Accounts Payable	\$3,386,218	100.00%

Apr-21 Receivables over 120 days:	\$3,845,645
Breakdown of outstanding receivables over 120 days.	
\$3,549,771 NYS DEPT. OF TRANSPORTATION	
\$114,143 ADVANTAGE TRANSIT GROUP, INC.	
\$112,500 CITY OF ALBANY	
\$69,230 OTHER	
\$3,845,644	

ADDITIONAL INFORMATION

MORTGAGE RECORDING TAX	Current Month				Fiscal Year to Date			
	Apr-21	Apr-20	Difference	%	2022	2021	Difference	%
Albany	\$434,252	\$336,246	\$98,006	29.15%	\$434,252	\$336,246	\$98,006	29.15%
Rensselaer	\$426,507	\$133,313	\$293,195	219.93%	\$426,507	\$133,313	\$293,194	219.93%
Saratoga	\$539,177	\$358,491	\$180,686	50.40%	\$539,177	\$358,491	\$180,686	50.40%
Schenectady	\$196,107	\$100,000	\$96,107	96.11%	\$196,107	\$100,000	\$96,107	96.11%
Total	\$1,596,044	\$928,050	\$667,994	71.98%	\$1,596,044	\$928,050	\$667,994	71.98%

	<u>Current Month</u>	<u>Year To Date</u>
FY 2022	\$1,596,044	\$1,596,044
FY 2021	\$928,050	\$928,050

Mortgage tax is unpredictable. Average annual receipts over the past 20 years were \$11 million with an annual low of \$6.2 million and an annual high of \$14.8 million.

**Highlight Summary
April 30, 2021**

RESTRICTED INVESTMENTS

Risk Management Account (Self-Insured)
Workers' Comp. Account (Self-Insured)
Operating Account

Fund Balances

\$3,077,880
\$8,391,752
\$1,971,547

Current Obligations

\$1,663,701
\$8,290,882

Current Operating Reserve Obligations

Acquire New Fare Collection System
River Corridor BRT Design/Engineering
Multi-Modal (GRH & Vanpool)
Washington/Western BRT Design/Engineering
Gateway
Bus Shelter Program

\$22,437
\$2,271
\$23,116
\$115,154
\$182,460
\$9,979

\$355,415

Current Capital Reserve Obligations

Computer Aided Dispatch/Automatic Vehicle Locator (CAD/AVL) System Upgrade

\$2,550,022

\$931,231

\$931,231

Current Vehicle Replacement Reserve Obligations

Paratransit Fleet Replacement (6)

\$953,508

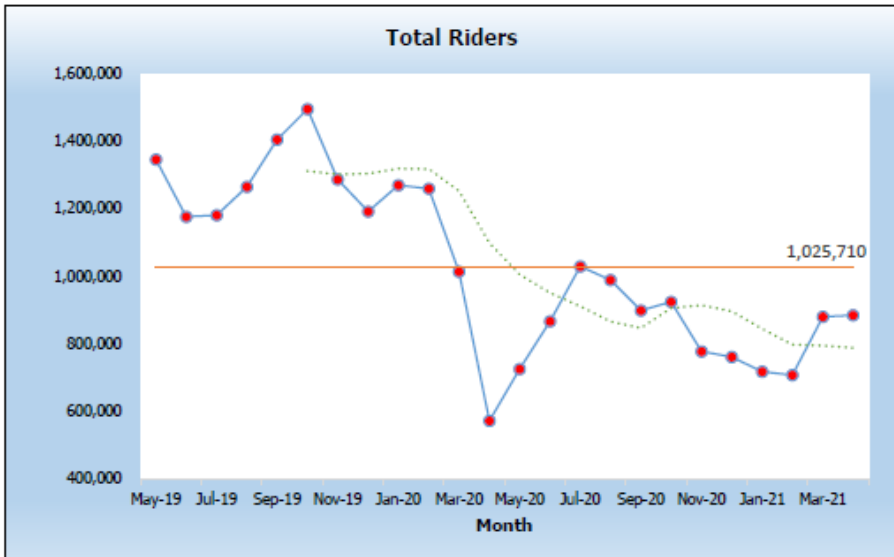
\$61,817

\$61,817

All Investment Accounts are reviewed quarterly.	
Average annual returns:	
Risk Management	0.86%
Workers' Compensation	0.60%
Operating Fund	0.10%
Vehicle Replacement Fund	0.09%
Capital Project	0.08%

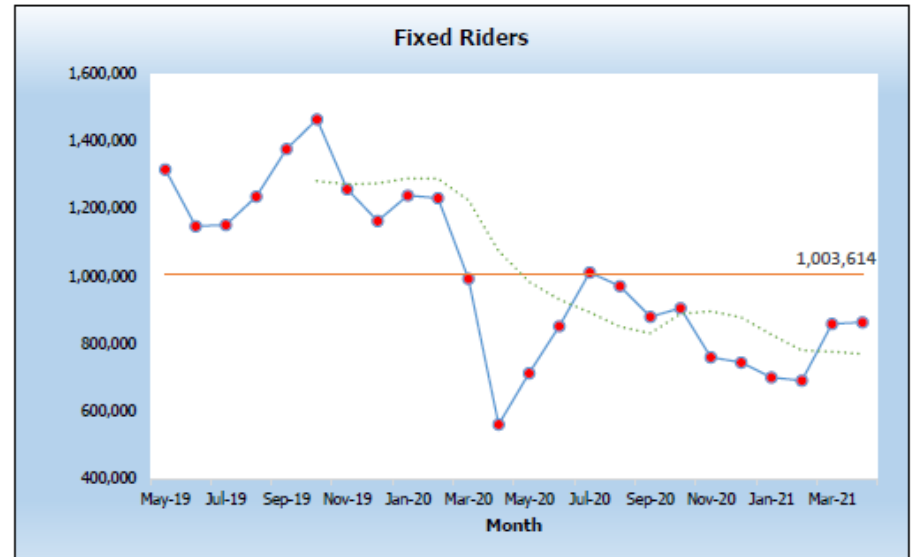
* CDTA self insures the first two million of loss per occurrence of any lawsuit in addition to the current obligations and we reserve enough to cover one full loss.

Patronage/Mobility



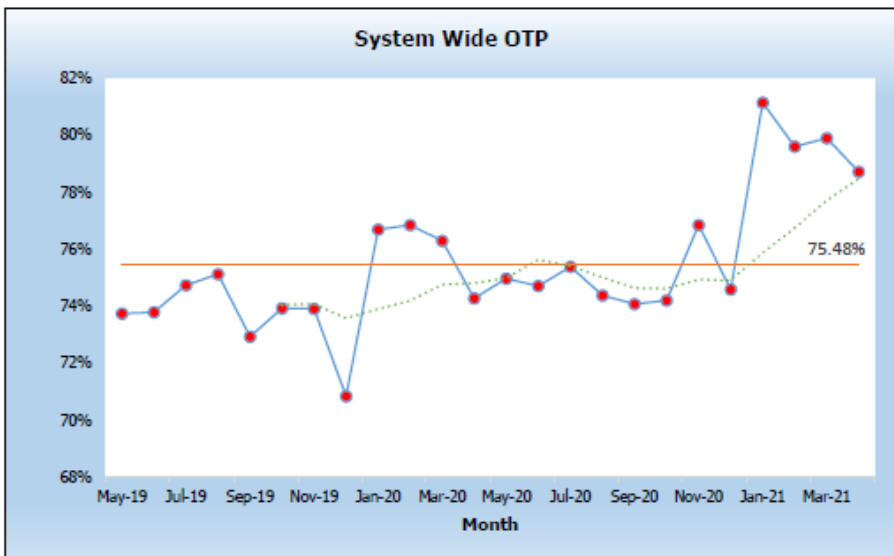
Previous: 571,167

Current: 884,631



Previous: 560,405

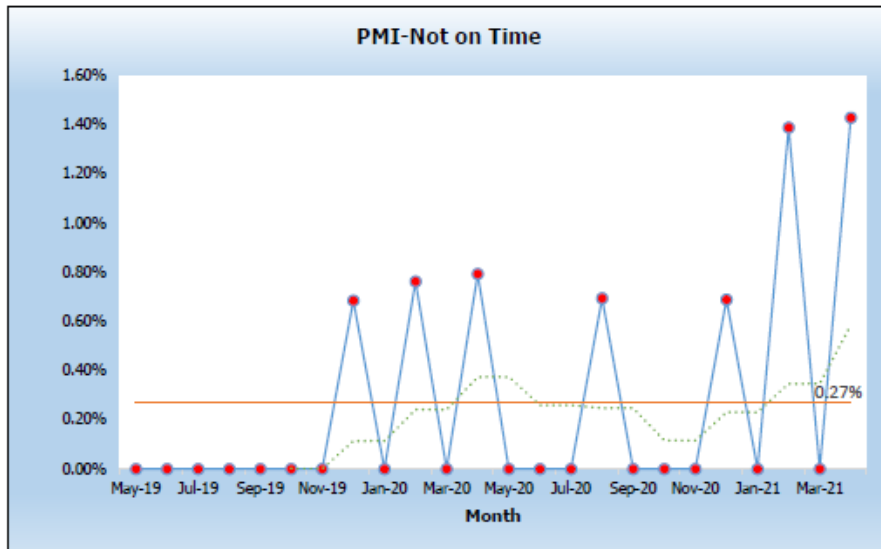
Current: 863,031



Previous: 74.28%

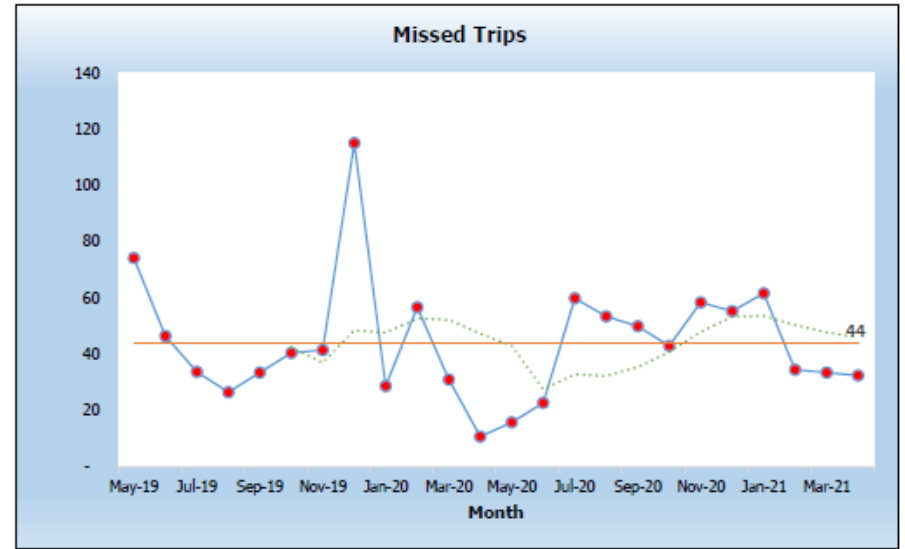
Current: 78.72%

Reliability



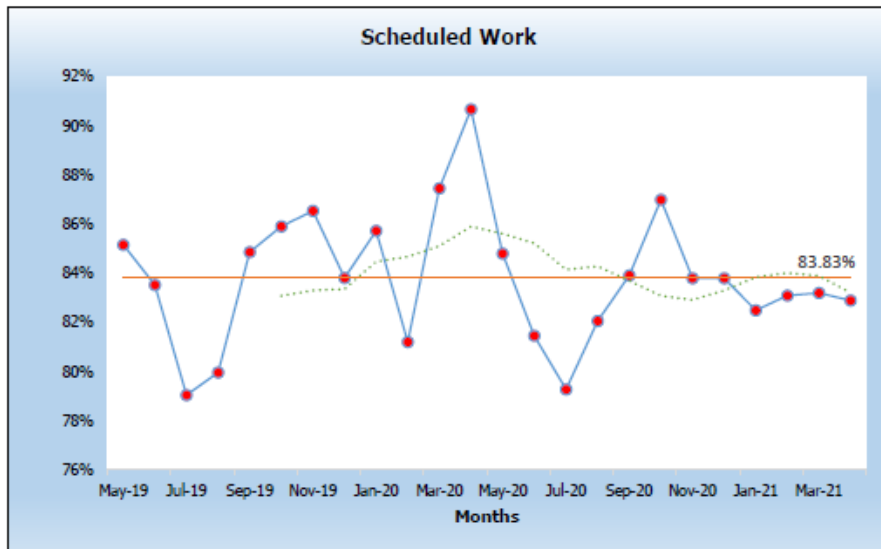
Previous: 0.79%

Current: 1.43%



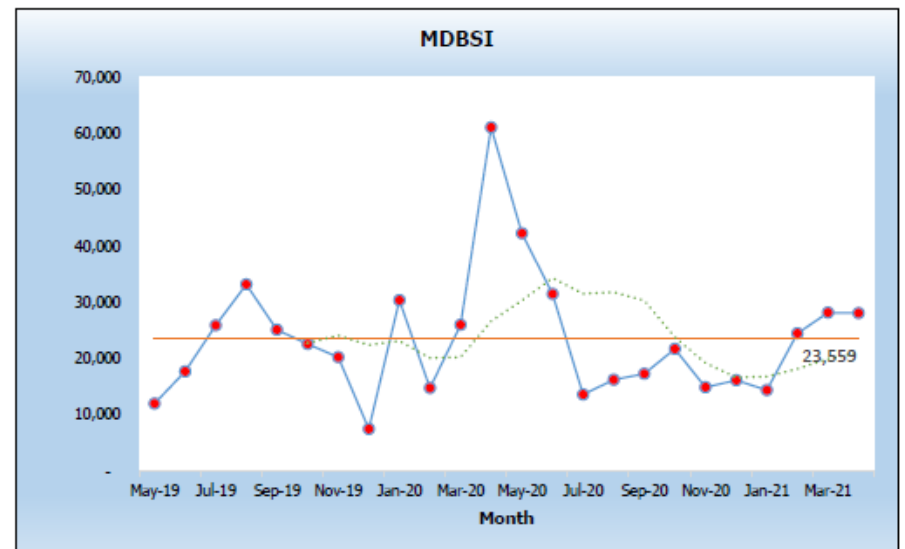
Previous: 11

Current: 33



Previous: 90.68%

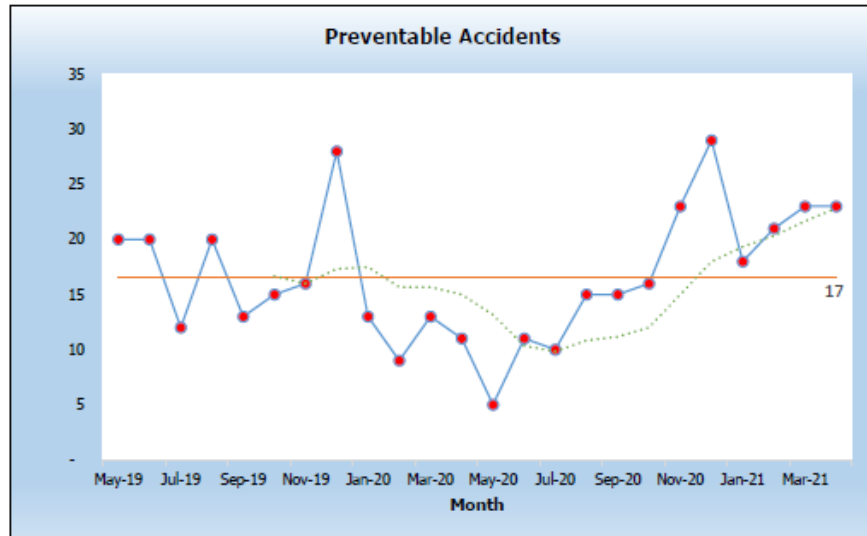
Current: 82.90%



Previous: 61,147

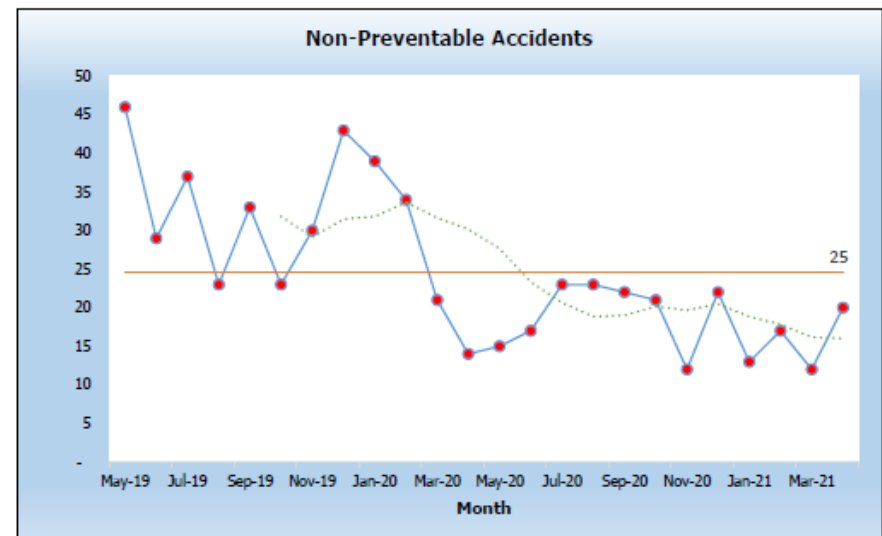
Current: 28,100

Safety



Previous: 11

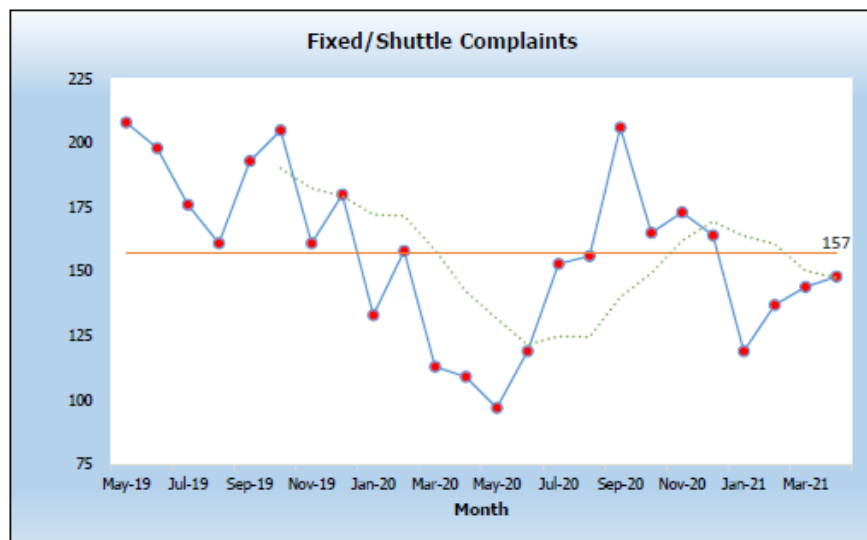
Current: 23



Previous: 14

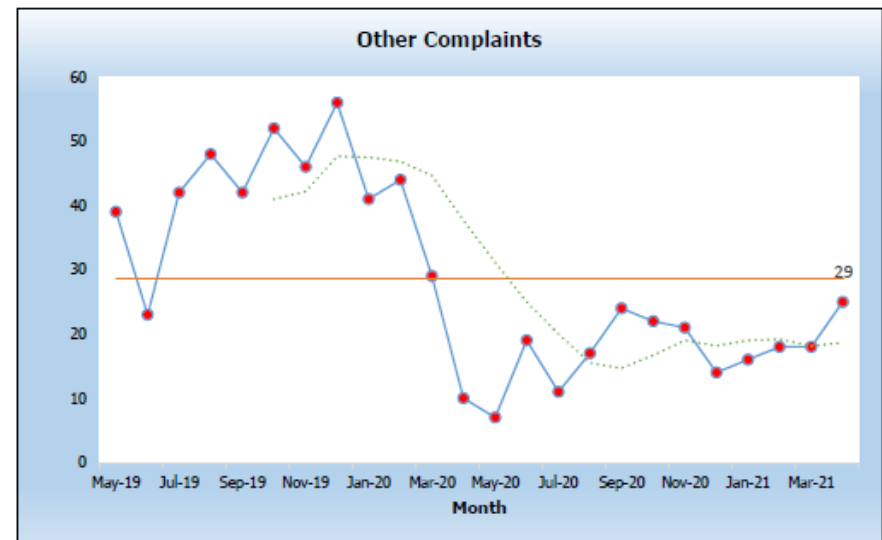
Current: 20

Customer Service



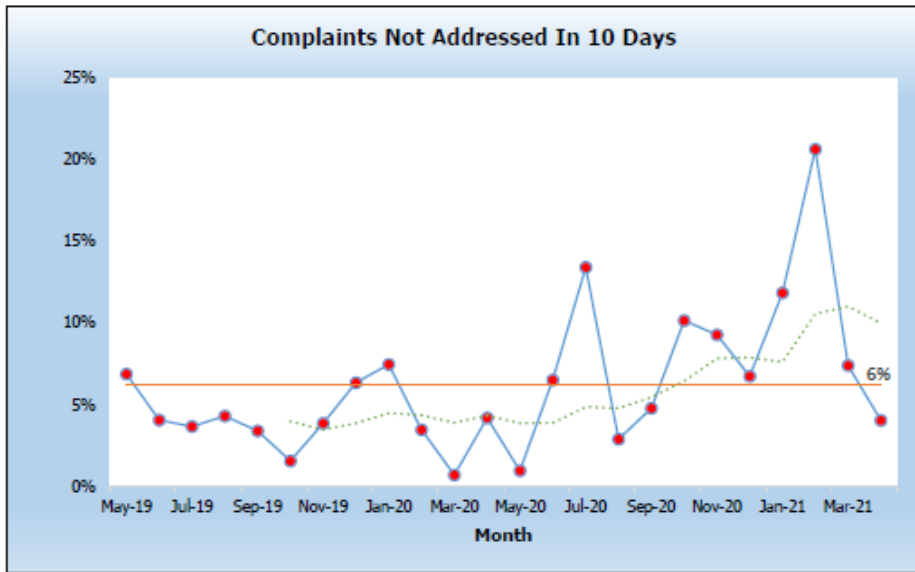
Previous: 109

Current: 148



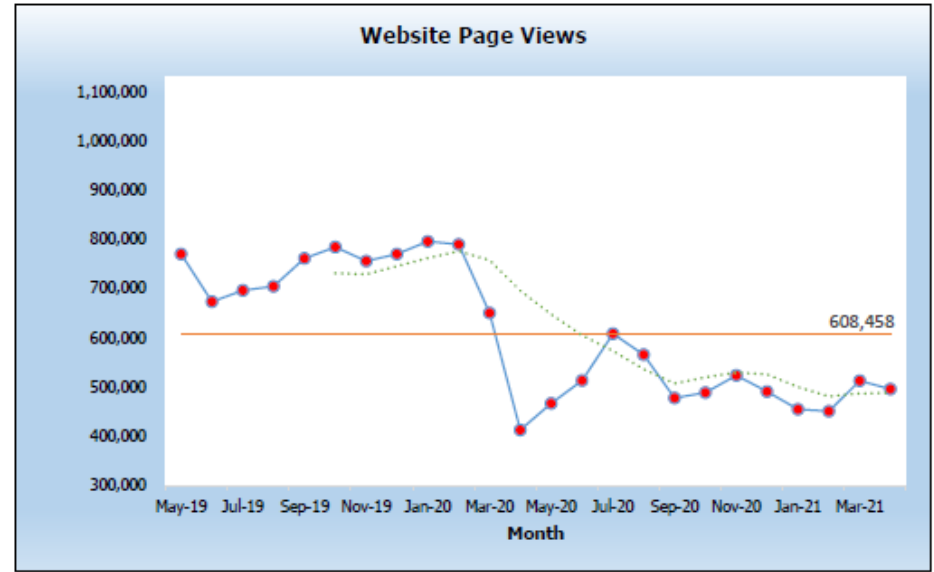
Previous: 10

Current: 25



Previous: 4%

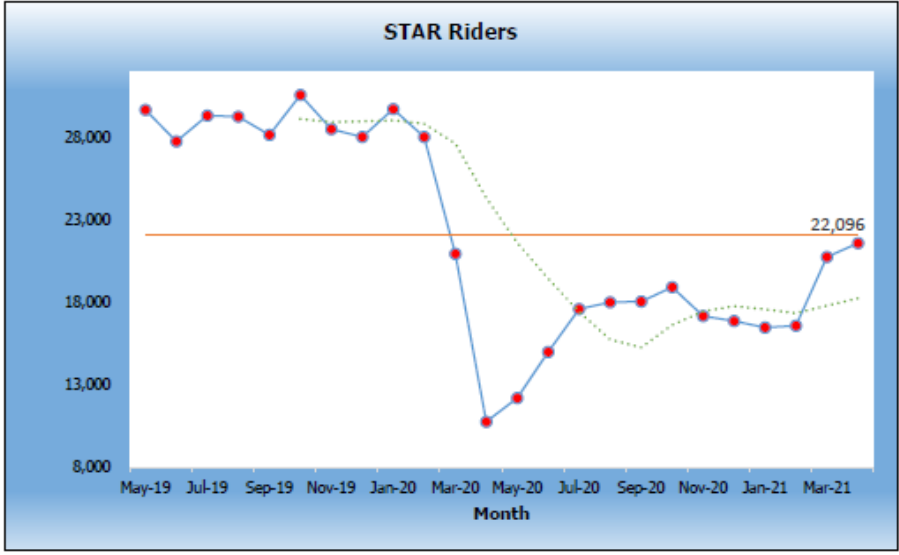
Current: 4%



Previous: 412,393

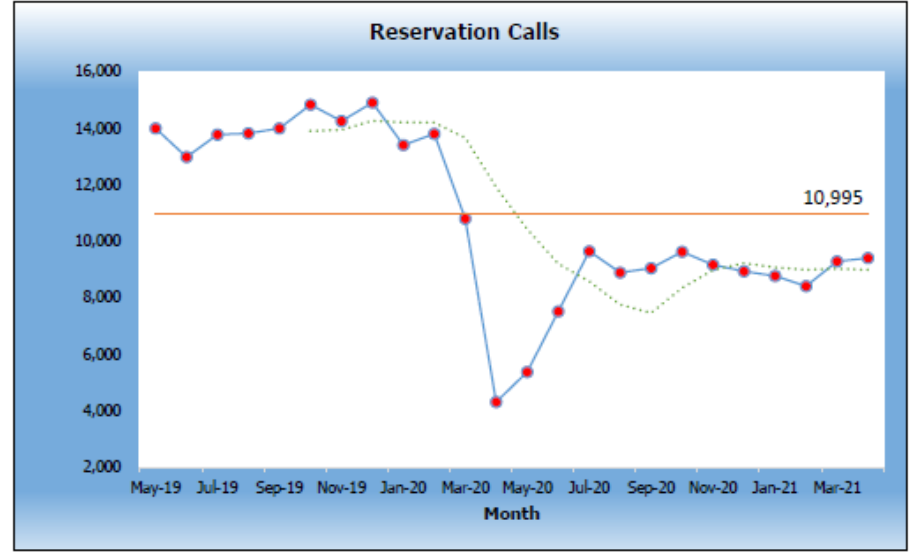
Current: 495,605

STAR Service



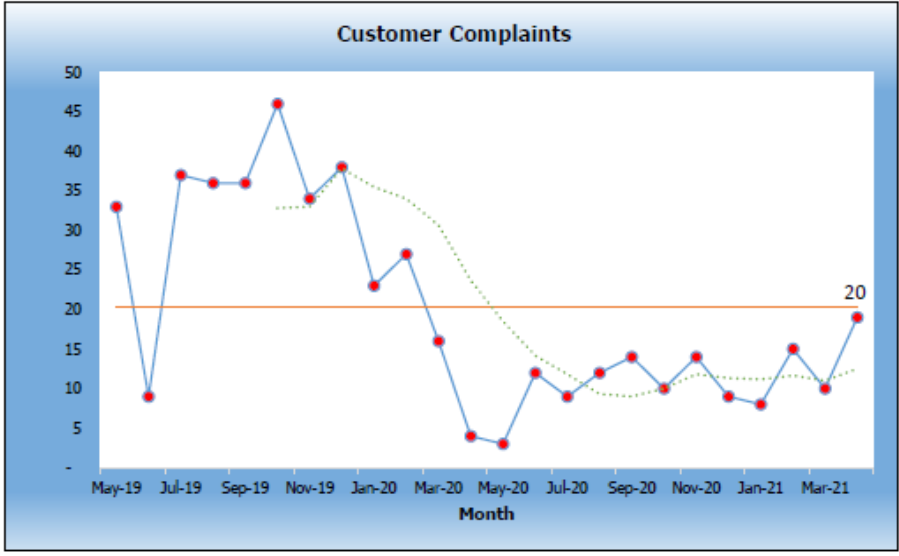
Previous: 10,762

Current: 21,600



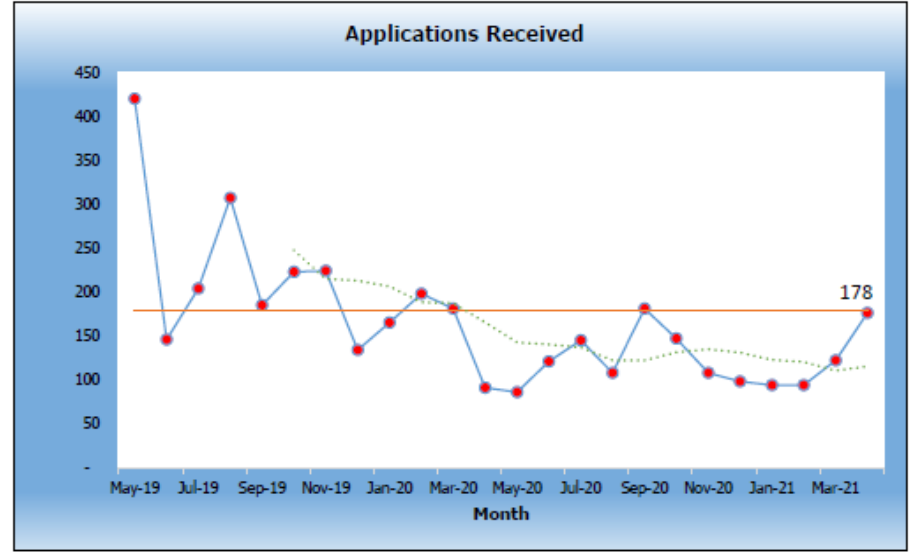
Previous: 4,309

Current: 9,410



Previous: 4

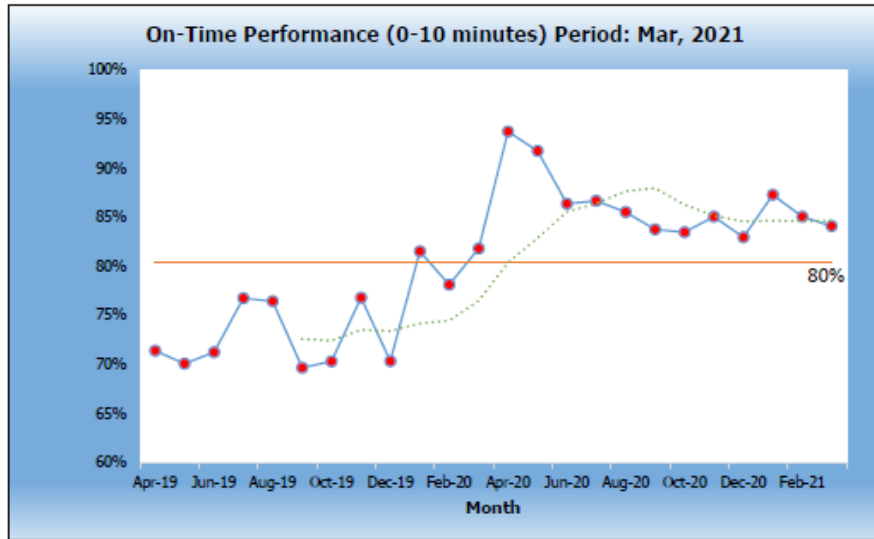
Current: 19



Previous: 91

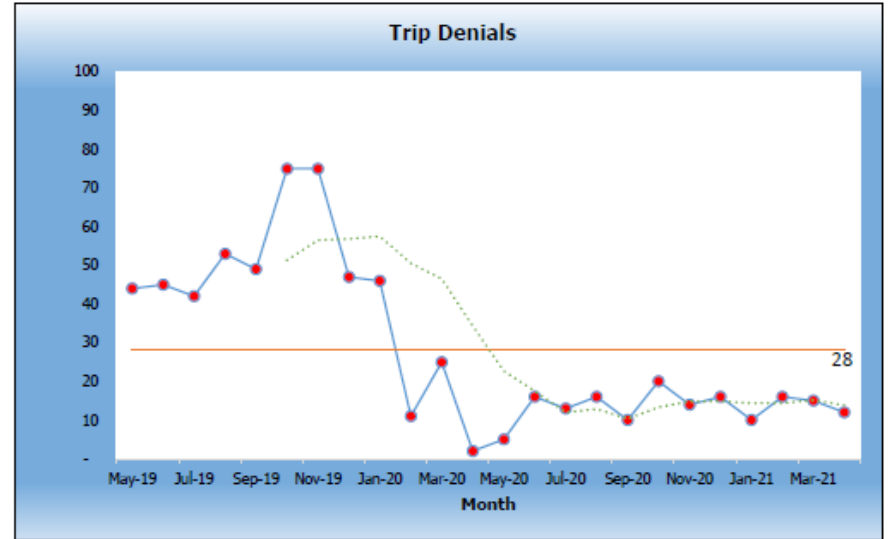
Current: 176

STAR Service Quality and ADA Compliance



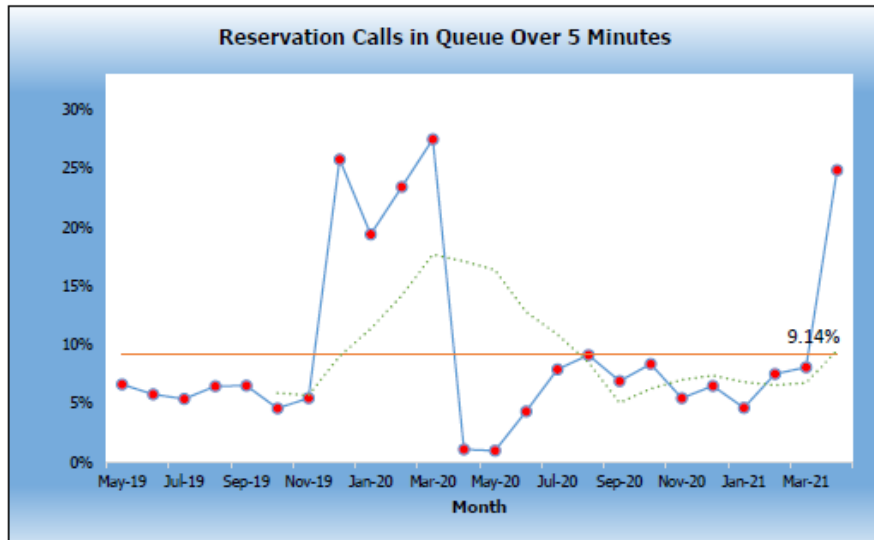
Previous: 82%

Current: 84%



Previous: 2

Current: 12



Previous: 1%

Current: 25%

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. This is calculated across all time points in all routes in the system except at the last time point of a route, which calculates On-Time as between 5 minutes late and 15 minutes early. Departures more than 30 minutes late or more than 15 minutes early are excluded along with School Trips, Shopping Trips, and NX routes.

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 is 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.