<table>
<thead>
<tr>
<th>Committee Item</th>
<th>Responsibility</th>
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<tbody>
<tr>
<td>Call to Order</td>
<td>Denise Figueroa</td>
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<tr>
<td>Approve Minutes of Wednesday, May 19, 2021</td>
<td>Denise Figueroa</td>
</tr>
</tbody>
</table>

**Consent Agenda Items**
- Approve MCI Motorcoach Purchase
  - Stacy Sansky
- Approve Camera Purchases for NX/Trolley Vehicles
  - Stacy Sansky
- Approve Farebox Purchases for Flex Vehicles
  - Stacy Sansky
- Approve Annual Software Maintenance Contract
  - Stacy Sansky
- Approve Electric Car Share Contract
  - Stacy Sansky
- Approve DBE Triennial Goals
  - Stacy Sansky

**Investment Committee**
- Update on Committee Activity/Report
  - Denise Figueroa

**Administrative Discussion Items**
- Annual Accident Review
  - Rich Nasso, Jr.
- Annual Workplace Safety Report
  - Jack Grogan
- Monthly Management Report*
  - Mike Collins
- Monthly Non-Financial Report
  - Chris Desany

Next Meeting: Wednesday, August 25, 2021 at noon via Microsoft Teams and 110 Watervliet Avenue

Adjourn

* Indicates Material (Or Additional Material) Will Be Provided at Meeting
Capital District Transportation Authority  
Performance Monitoring/Audit Committee  
Meeting Minutes – May 19, 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, Stacy Sansky, Patricia Cooper, Vanessa Salamy; via MT – Jon Scherzer, Sarah Matrose, Ross Farrell, Jack Grogan, Gary Guy, Thomas Guggisberg, David Williams

Meeting Purpose  
Regular monthly meeting of the Performance Monitoring/Audit Committee. Denise Figueroa noted that a quorum was present. Minutes from the April 21, 2021 meeting were reviewed and approved.

Audit Committee

Approve FYE2021 Audit Draft

- Donna Gonser and Seth Hennard from Lumsden & McCormick, our external auditors, presented the draft FY2021 year-end audit. We received a clean opinion with no findings or weaknesses. Lumsden reviewed their audit process and approach, along with required communications, and the balance sheet.

- The draft FY2021 Financial Statements and Compliance Summary prepared by Lumsden & McCormick will be recommended to the board for approval.

Consent Agenda Items

Approve 40’ Bus Purchase

- As part of our fleet replacement plan, we want to purchase 12, 40-foot Gillig buses. These will replace buses that are past their useful life. This is the last order off the five-year contract with Gillig, which expires in June. Total cost including warranties and radio installation is $7.4 million.

- The purchase of 12 Gillig buses for $7,408,644 will be recommended to the board for approval.

Approve Articulated Bus Purchase

- We want to purchase articulated buses to enhance service operations on our BusPlus line and staff recommends the purchase of four articulated buses.

- The purchase of four articulated buses from our contract with New Flyer for a cost of $3,248,360 will be recommended to the board for approval.

Approve Trolley Purchase

- Staff recommends purchasing one trolley to replace a trolley that is past its useful life.

- The purchase of one trolley from our contract with Hometown Trolley for a cost $179,054 will be recommended to the board for approval.

Approve Contract for Vault Purchase

- As part of the Albany Garage expansion, we need to relocate our cash vaults. The vaults are 30 years old and should be replaced as part of our upgraded fare collection infrastructure. The vaults and corresponding software are proprietary and must be purchased from our vendor SPX-Genfare.

- The purchase of vault hardware and services to SPX-Genfare of Elk Grove Village, Illinois for $270,346 will be recommended to the board for approval.
Administrative Discussion Items

Monthly Management Report

- Mike Collins provided the Monthly Management Report. This is the first month of the new fiscal year. MRT continues to be very good with a record $1.6 million in April; Customer revenue and Rail Station revenue performed well compared to lower budget expectations. Total revenue exceeded budget by 11.9%.

- Wages were down 7% and Other Benefits (pension) was down almost 20% because the new labor contract does not go into effect until June. Total expenses were down 6.8% for the month. We are in a good financial position to start off the year. We will make a budget adjustment next month due to changes that happened after we approved our budget.

Monthly Non-Financial (performance) Report

- Chris Desany provided the Non-Financial Report. Ridership was up 55% versus the same time last year. Keep in mind that ridership plummeted last year when the pandemic started. STAR ridership was up 101% from last year for the same reasons as fixed route. Fixed route on-time performance was 79%; STAR on-time performance was 84%. Preventable accidents remained steady at 23 and non-preventable accidents were at 20.

Next Meeting

Wednesday, June 23, 2021 at 12:00pm via Microsoft Teams and at 110 Watervliet Ave.
Subject: Purchase two 45-foot commuter buses for Northway Commuter Service from Motor Coach Industries (MCI).

Committee: Performance Monitoring/Audit
Committee Meeting Date: June 23, 2021
Board Action Date: June 30, 2021

Background:
CDTA uses a “piggyback” option to purchase commuter buses from a Connecticut Department of Transportation (CTDOT) contract. Piggyback procurement allows CDTA to save time and money for small quantity purchases. We use this style bus for our Northway Commuter Service (NX).

Purpose:
To replace NX vehicles that have reached the end of their useful life.

Summary of Proposal:
A Request for Proposals (RFP) was issued by CTDOT for motorcoaches. We requested options from this contract for coach style buses to operate our NX service. CTDOT is allowing us to purchase two buses under this contract. There is a 3.4% price increase from a previous purchase we made in February 2020 and staff finds pricing to be fair and reasonable. We will execute our own agreement with MCI for the actual purchase.

Upon Board approval and contract execution, a purchase order will be issued for two vehicles with anticipated delivery in December 2021.

Financial Summary and Source of Funds:
The cost per vehicle is $527,763 for a total cost of $1,055,526. This purchase is funded through the FY2022 capital plan.

Prepared by:
Stacy Sansky, Director of Procurement

Project Manager:
Lance Zarcone, Vice President of Operations
Memorandum

June 23, 2021

To: Performance Monitoring/Audit Committee

From: Lance Zarcone, Vice President of Operations

Subject: NX Service Replacement Vehicles

We need to replace two commuter buses for our Northway Xpress service, and we want to purchase these buses off the State of Connecticut Department of Transportation contract. Staff recommends the purchase of two commuter style buses for the Northway Xpress service to Motor Coach Industries (MCI) of Schaumberg, Illinois.

The vehicle model is a D4500 MCI powered by an 11.9L ISX Cummins diesel engine. The bus is 45’ long with 55 seats and equipped with a Ricon wheelchair lift arrangement. The NX fleet consists of 14 commuter style buses.

The Federal Transit Administration (FTA) useful life of this model bus is 12 years/ 500,000 miles. These buses will replace an equal number of vehicles that have reached the end of their useful life. Delivery is anticipated for December 2021.

Recommendation
Staff recommends the purchase of two commuter style buses to MCI for $1,055,526.

Copy: Chief Executive Officer
     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:**
   - $1,055,526 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)
   - Sealed Bid/Invitation for Bids (IFB) (Over $100,000)
   - Professional Services (Over $25,000)
   - Request for Proposals (RFP) – Piggyback CTDOT
   - Sole or Single Source (Non-Competitive)

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

   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
   - Number of DBE Subcontractors ________

8. **LEGAL NAME and ADDRESS OF CONTRACTOR/VENDOR:**
   - Motor Coach Industries, Inc
   - 1700 E Gulf Road Suite 300
   - Schaumberg, IL 60173

9. **SOURCE OF FUNDS:**
   - FY2022 Capital Plan

10. **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)

11. **RESPONSIBLE STAFF CERTIFIES THE INTEGRITY OF THIS PROCUREMENT/CONTRACT:**
    - Stacy Sansky, Director of Procurement
    - DATED: June 2, 2021
Subject: Contract award for the purchase of cameras to March Networks of Atlanta, Georgia.

Committee: Performance Monitoring/Audit
Committee Meeting Date: June 23, 2021
Board Action Date: June 30, 2021

Background:
CDTA began deploying cameras on our fixed route buses in 2007. Cameras have enhanced employee and customer safety; improved accident investigations; helped with training programs; and assisted law enforcement to solve crimes.

The only segments of our revenue fleet that does not have cameras, is our trolley buses and commuter coaches.

Purpose:
To equip trolleys and commuter coaches with camera systems, which will complete camera installations on revenue vehicles.

Summary of Proposal:
In 2007, the Board awarded a contract to March Networks for the purchase of an electronic surveillance equipment (cameras). To allow for continuity of equipment and software, a sole source contract is recommended. Staff has reviewed pricing by March Networks and found it to be fair and reasonable based on past purchases.

Staff recommends a contract for 17 camera systems be awarded to March Networks of Atlanta, Georgia for an amount not to exceed $105,086. Upon approval a contract will be executed and cameras will be ordered.

Financial Summary and Source of Funds:
The cost of this camera system is $105,086 and is funded in the FY2022 Capital Plan.

Prepared by:
Stacy Sansky, Director of Procurement

Project Manager:
Lance Zarcone, Vice President of Operations
Memorandum

June 23, 2021

To: Performance Monitoring/Audit Committee

From: Lance Zarcone, Vice President of Operations

Subject: Sole Source for Camera Retrofit

Background

In 2007, cameras were introduced on CDTA’s fixed-route bus fleet. The camera systems were competitively procured and awarded to March Networks, Inc. of Ottawa, Canada. We use these systems on all fixed-route buses and paratransit buses. Our trolley buses and commuter fleet are not equipped with camera systems.

The camera systems have numerous benefits; including, protecting drivers, enhancing passenger safety, reducing liability, and improving investigations. There has been a positive impact on training, and law enforcement, who frequently request footage to help them solve crimes.

We have 11 commuter buses and six trolleys that do not have cameras and we recommend retrofitting them with our camera system.

Recommendation

Staff recommends a sole source contract award to March Networks of Ottawa, Canada, to install camera systems in the remaining fleet of revenue vehicles for $105,086. Staff has reviewed pricing and finds it fair and reasonable compared to previous camera purchases.

Copy: Chief Executive Officer
       Director of Procurement
       Director of Maintenance
1. **TYPE OF CONTRACT** (check one):
   - Construction & Maintenance
   - Goods, Commodities & Supplies  **X**
   - 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:**
   - $105,086  
     fixed estimated  (circle one)

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

5. **TYPE OF PROCEDURE USED** (check one):
   - Micro Purchases (Purchases up to $2,499.00)
   - Sealed Bid/Invitation for Bids (IFB) (Over $100,000)
   - Small Purchases ($25,000 up to $100,000)
   - Request for Proposals (RFP)  **X**
   - 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

8. **Disadvantaged/Minority Women’s Business Enterprise (DMWBE) involvement**
   - Are there known DMWBEs that provide this good or service? Yes **No**
   - Number of DMWBEs bidding/proposing
   - DMWBE Certification on file?  Yes No  **Not Applicable**
   - Was contract awarded to a DMWBE?  Yes **No**
   - Number of DMWBE Subcontractors  **0**
   - DMWBE Subcontractor Name and Certification Type: __________________________

8. **LEGAL NAME and ADDRESS OF CONTRACTOR/VENDOR:** March Networks, Inc.  
   The Pinnacle Bldg Suite 500  
   3455 Peachtree Road Northeast  
   Atlanta, GA 30326

8. **SOURCE OF FUNDS:** _FY2022 Capital Plan______________________________

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: June 3, 2021
Subject: Contract award for the purchase of fareboxes to SPX Corporation of Elk Grove Village, Illinois.

Committee: Performance Monitoring/Audit
Committee Meeting Date: June 23, 2021
Board Action Date: June 30, 2021

Background:
As our FLEX service expands and we purchase new buses, these vehicles require fareboxes.

Purpose:
To provide fareboxes to the FLEX vehicle fleet.

Summary of Proposal:
In July 2013, the Board awarded a contract to Genfare (a division of the SPX Corporation) for the purchase of fare collection equipment, including fareboxes. To allow for continuity of equipment and software on the FLEX fleet, a sole source contract is recommended. Staff has reviewed the pricing provided by SPX and found it to be fair and reasonable based on past purchases.

Staff recommends a contract for the purchase of 8 fareboxes be awarded to SPX Corporation of Elk Grove Village, Illinois for an amount not to exceed $115,924. Upon approval, a contract will be executed and fareboxes will be ordered.

Financial Summary and Source of Funds:
The farebox cost is $115,924 and is funded in the FY2022 Capital Plan.

Prepared by:
Stacy Sansky, Director of Procurement

Project Manager:
Lance Zarcone, Vice President of Operations
Memorandum

June 23, 2021

To: Performance Monitoring/Audit Committee

From: Lance Zarcone, Vice President of Operations

Subject: Farebox Purchase

Background
We are introducing FLEX service in Southern Saratoga County this summer. The service will connect Mechanicville and Clifton Park to provide access to employment, services, and recreation. As a result of the new service, we are increasing our FLEX fleet and the new vehicles require fareboxes.

Summary
Our contract with SPX Genfare (GFI) expired, but we want to sole source this procurement to continue using the same farebox system.

Recommendation
Staff recommends a sole source contract for the purchase of eight fareboxes be awarded to SPX Corporation of Elk Grove Village, IL, for an amount not to exceed $115,924. These costs have been compared to previous purchases of the same items and are found to be fair and reasonable.

Copy: Chief Executive Officer
     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
   _X_ 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

2. TERMS OF PERFORMANCE (check one):
   _X_ 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:
   $115,924                           fixed                          estimated                         (circle one)

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

9. 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 Corporation
   800 Arthur Ave
   Elk Grove Village, IL 60007

8. SOURCE OF FUNDS: _FY2022 Capital Plan

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:    _June 3, 2021_
Subject: Sole source contract award for a Scheduling software maintenance contract.

Committee: Performance Monitoring/Audit
Committee Meeting Date: June 23, 2021
Board Action Date: June 30, 2021

Background:
The maintenance agreement for GIRO scheduling software is set to expire. A new agreement is needed to continue support for this software.

Purpose:
The software is used for vehicle assignments, trip planning and scheduling.

Summary of Proposal:
In 2000, CDTA competitively procured a route scheduling system from GIRO, called HASTUS. The software is proprietary in nature, requiring a sole source procurement for a maintenance contract. The maintenance contract includes software updates, consulting services and issue resolution that can only be performed by GIRO. Therefore, staff recommends a one-year contract be awarded to GIRO for a maintenance contract for the Scheduling Software System (HASTUS) for an amount not to exceed $156,228. Staff has reviewed the pricing and finds it to be fair and reasonable.

Financial Summary and Source of Funds:
The $156,228 is funded in our FY2022 Operating Budget.

Prepared by:
Stacy Sansky, Director of Procurement

Project Manager:
Christopher Desany, Vice President of Planning and Infrastructure
Memorandum

June 23, 2021

To: Performance Monitoring/Audit Committee

From: Christopher Desany, Vice President of Planning and Infrastructure

Subject: Approve Purchase of Scheduling Software Maintenance Contract

Overview
In 2000, CDTA purchased a fixed route scheduling system (HASTUS) from GIRO. HASTUS software is used for fixed route scheduling, work optimization, mapping, trip planning, stop/route/network development and customer comment tracking, making it one of the most widely used applications at CDTA. Over the past couple of years, CDTA has installed a number of new HASTUS software modules for work bidding, vehicle assignments, and other related packages. The support and maintenance agreement is due for renewal and covers existing HASTUS software and 20 days of training and consulting services. CDTA has been very satisfied with GIRO’s performance.

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

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

Recommendation
I am requesting that a one-year sole source maintenance contract be awarded to GIRO of Montréal, Québec, Canada for an amount of $156,228.

Copy: Chief Executive Officer
Director of Information Technology
1. **TYPE OF CONTRACT** (check one):
   - __ Construction & Maintenance
   - X __ Goods, Commodities & Supplies
   - ____ Bus Purchase
   - ____ Services & Consultants
   - ____ Transportation & Operational Services

2. **TERMS OF PERFORMANCE** (check one):
   - __ X __ 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:**
   - $156,228________
   - fixed  estimated  (circle one)

4. **PROCUREMENT METHOD** (check one):
   - __ Request for Proposals (RFP)
   - ____ Invitation for Bids (IFB)
   - X ___ 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)
   - X ___ 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

10. **Disadvantaged/Minority Women’s Business Enterprise (D/MWBE) involvement**
   
   Are there known D/MWBEs that provide this good or service? Yes No
   
   Number of D/MWBEs bidding/proposing 0
   
   D/MWBE Certification on file? Yes No Not Applicable
   
   Was contract awarded to a D/MWBE? Yes No
   
   Number of D/MWBE Subcontractors 0

8. **LEGAL NAME and ADDRESS OF CONTRACTOR/VENDOR:**
   - GIRO_____________________________________
   - 75 rue de Port-Royal Est, bureau 500_________
   - Montreal, Quebec, Canada H3L 3T1__________

8. **SOURCE OF FUNDS:**
   - ____ FY22 Operating Budget

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: __ June 9, 2021 ______  

    

Capital District Transportation Authority
Agenda Action Proposal

Subject: Contract award for Electric Car Share Pilot to Mobility Development Group of Chicago, IL.

Committee: Performance Monitoring/Audit
Committee Meeting Date: June 23, 2021
Board Action Date: June 30, 2021

Background:
Capital CarShare ceased operations at the end of 2020 because of few customers, outdated systems and high operating costs leaving the area with no carsharing options. We want to pilot a new program with electric vehicles by joining a carsharing collaborative with Mobility Development Group.

Purpose:
Carshare is an opportunity to expand CDTA’s network of services; fits our mission and is consistent with our strategic pillars.

Summary of Proposal:
Staff has performed research on electric car share programs and found that no other firms will participate in a community-based carsharing program. Mobility Development Group has experience operating car share across the country and is the only entity interested in establishing a program in the Capital District. Mobility Development Group will establish a 501(c)(3) non-profit to support the program which will reduce operating costs while providing a high-quality electric car share service.

Staff recommends awarding a three-year contract with two optional renewals for an electric car share pilot program to Mobility Development Group of Chicago, Illinois for an amount not to exceed $840,000. Upon Board approval staff will execute the agreement immediately.

Financial Summary and Source of Funds:
The cost of this program is $840,000 and will be funded starting with the FY2022 Capital Plan.

Prepared by:
Stacy Sansky, Director of Procurement

Project Manager:
Jonathan Scherzer, Director of Marketing
Memorandum

June 23, 2021

To: Chairwoman, Performance Monitoring/Audit Committee
   Members, Performance Monitoring/Audit Committee

From: Jonathan Scherzer, Director of Marketing

Subject: Electric Car Sharing Pilot Program Overview

Background
Capital CarShare ceased operations at the end of 2020 due to a small customer base, outdated software systems and high insurance costs. CDTA supported the effort using funds available through CDTC.

Current Status
We have worked on bringing car sharing into our mix of services. We know we can improve the program with better branding and marketing, improved operational support and modernizing membership options. We would integrate electric vehicles into the operation, immediately positioning carsharing as different, innovative and in keeping with the desires of the target market.

The program fits our mission and is consistent with our strategic pillars. We know that people who use transit and bikes are likely to use car share. Electric carsharing in tandem with CDPHP Cycle!, FLEX On Demand, SCOOT electric scooters along with our network of transit services will support development of regional mobility hubs.

We propose to join a carsharing collaborative with a company called Mobility Development Group. The collaborative would encompass carsharing vehicles in the Capital Region, Rochester, and Boston. The collaborative addresses the challenges faced by Capital Carshare with respect to a cost-effective fleet, competitive commercial insurance rates, and improved software packages.

Justification
Mobility Development is a national enterprise, with offices in California, New York, and Chicago. They support the launch and growth of community-controlled mobility networks. The MD team has led programs that total over $80 million in public and private investments towards shared mobility networks.

We have surveyed the field of service providers and found no other firms available to establish development parameters for a community-based carsharing program. MD is the only operator of public, electric vehicle carsharing programs at scale in New York State.
MD would establish a 501(c)(3) non-profit to support this program in connection with the rest of the collaborative partners. This will be the only model of this kind in New York State, and will ensure that public benefits for this program are captured. Their non-profit model would reduce operating costs, providing CDTA and our customers with quality service, pricing, and access to electric car sharing services. Our research shows:

Current carsharing entities in New York State include:

- Ithaca Carshare, which has 30 vehicles in Tompkins County. They have no plan to expand geographically or to use electric vehicles. They are closely aligned with Cornell University.
- Zipcar, whose presence in Upstate New York has receded significantly, serves colleges and universities (primarily in suburban settings). Zipcar has no plans to expand. We attempted to discuss programming options with Zipcar with no response.

**Recommendation:**
We recommend award of a contract to Mobility Development Group of Chicago, IL to operate an electric car sharing pilot program for a minimum of three years (with two optional years) for a total cost of $840,000. This will be funded through CDTA’s Capital Plan. We have grant submissions in process and anticipate being able to offset some of our cost.

copy: Chief Executive Officer
Mobility Manager
CAPITAL DISTRICT TRANSPORTATION AUTHORITY
Staff Contract Award Certification

1. TYPE OF CONTRACT (check one):
   ___ Construction & Maintenance     ___ Goods, Commodities & Supplies
   ___ Services & Consultants        ___X___ Transportation & Operational Services

2. TERMS OF PERFORMANCE (check one):
   ___ X___ 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: $840,000
   ___ fixed  ___ estimated  (circle one)

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

11. Disadvantaged/Minority Women’s Business Enterprise (D/MWBE) involvement
    Are there known D/MWBEs that provide this good or service? Yes   No
    Number of D/MWBEs bidding/proposing   0
    D/MWBE Certification on file? Yes No Not Applicable
    Was contract awarded to a D/MWBE? Yes No
    Number of D/MWBE Subcontractors   0

8. LEGAL NAME and ADDRESS OF CONTRACTOR/VENDOR: Mobility Development Operations, LLC
   2650 W Montrose Ave
   Chicago, IL 60618

8. SOURCE OF FUNDS: ___FY2022 Capital Plan

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: June 10, 2021
Capital District Transportation Authority
Agenda Action Proposal


Committee: Performance Monitoring/Audit
Committee Meeting Date: June 23, 2021
Board Action Date: June 30, 2021

Background:
The Federal Transit Administration (FTA) requires grantees to comply with the regulations contained within 49 CFR, part 26. These regulations require the promulgation of a DBE Program, which is intended to “level the playing field” by affording qualifying DBE businesses the opportunity to compete for federally funded contracts. Our DBE Program closely follows the DBE Program format provided to grantees by the FTA.

Purpose:
CDTA is required to establish new goals every three years. A new plan must be filed with FTA no later than August 1, 2021.

Summary of Action:
Staff recommends a goal of 4.7% for federal fiscal years (FFY) 2022-2024 for the estimated $74 million in federal dollars slated to be spent (non-vehicle) over the reporting period.

The goal is calculated by identifying what procurement opportunities exist, by business segment (e.g. engineering, construction) for the reporting period and then calculating the relative number of DBE’s available in those segments using the North American Industry Classification System (NAICS) County Business Patterns data. That calculation is adjusted to reflect the expected participation of DBE’s. The adjustment of this base figure is based on CDTA’s recent history of DBE participation and analysis of upcoming contract work.

During the most recent reporting period CDTA had a goal of 5.3% and participation was 6.3%.

Staff utilizes minority and trade publications, small business events and direct outreach to encourage participation. Staff recommends a goal of 4.7% participation for the FFYs 2022-2024 for the Disadvantaged Business Enterprise Program.

Financial Summary and Source of Funds:
There are no financial implications to the Authority.

Prepared by:
Stacy Sansky, Director of Procurement & Disadvantaged Business Enterprise Liaison Officer

Project Manager:
Stacy Sansky, Director of Procurement & Disadvantaged Business Enterprise Liaison Officer
Memorandum

June 23, 2021

To: Performance Monitoring/Audit Committee

From: Stacy Sansky, Director of Procurement

Subject: Disadvantaged Business Enterprise Triennial Goal Setting

Background:
The Disadvantaged Business Enterprise (DBE) program seeks to ensure nondiscrimination in the award and administration of federally funded transit projects and to create a level playing field on which DBE’s can fairly compete for these contracts.

Justification:
The FTA has set forth a specific way to calculate goals:

1. Ascertain the anticipated contracts to be awarded during the reporting period.
   a. Determine the weight of total DOT funds for each project.
   b. Determine the relative availability in your area based on NAICS codes.
   c. Calculate the “Weighted Base Figure” (Weight x Availability=Weighted Base Figure)
2. Adjustment of the Weighted Base Figure using demographic data from NAICS codes and current census data.
3. Average the most recent three years participation data.
4. Average the Weighted Base Figure and the past participation data to determine a goal.

Once a goal has been determined, a consultative process with stakeholders and other interested parties must be performed. This process includes publishing the goal on the CDTA website, local newspapers, and minority focused newspapers. Additionally, public comment periods are provided to these stakeholders. Stakeholders include local civil rights organizations, chambers of commerce and other professional trade organizations. Interested parties include vendors and the public.

After the consultative process, any feedback is considered and adjustments to the goal may be made. (In CDTA’s case there were no adjustments made.)

The goal is then submitted to FTA for review and approval no later than August 1st.

Recommendation:
Staff has followed the FTA goal setting and consultative process and recommends setting a goal of 4.7% DBE participation for DOT assisted contracts (exclusive of the purchase of transit vehicles) for the Federal Fiscal Years 2022, 2023 and 2024.

Copy: Chief Executive Officer
Vice President of Finance and Administration
Memorandum

June 23, 2021

To: Performance Monitoring/Audit Committee

From: Rich Nasso, Manager of Safety & Training

Subject: FY2021 Year End Accident Report

Overview
This is the annual performance report on accidents that occurred throughout our system. The report highlights current safety activities along with upcoming accident reduction initiatives to help improve safety performance.

Highlights of FY2021 include a significant decrease in accidents (161 less). Non-Preventable accidents are the main reason for the decrease. However, preventable accidents increased by 10. The reasons behind the preventable accident increase will be discussed in more detail at the meeting.

Program
The annual accident report for FY2021 highlights three key areas:

- Total number of accidents in FY2021.
- Comparison of accident data between FY2021 and FY2020.
- A recap of the current steps being taken to decrease accidents.

<table>
<thead>
<tr>
<th></th>
<th>FY20</th>
<th>FY21</th>
</tr>
</thead>
<tbody>
<tr>
<td>Collision:</td>
<td>358 (62%)</td>
<td>300 (72%)</td>
</tr>
<tr>
<td>Passenger:</td>
<td>214 (32%)</td>
<td>111 (28%)</td>
</tr>
<tr>
<td>TOTAL</td>
<td>572</td>
<td>411</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>FY20</th>
<th>FY21</th>
</tr>
</thead>
<tbody>
<tr>
<td>Preventable:</td>
<td>189 (33%)</td>
<td>199 (48%)</td>
</tr>
<tr>
<td>Non-Preventable:</td>
<td>383 (67%)</td>
<td>212 (52%)</td>
</tr>
<tr>
<td>TOTAL</td>
<td>572</td>
<td>411</td>
</tr>
</tbody>
</table>

Safety Goals for FY2022
With the new Intelligent Transportation Management System (ITMS), the Safety Department has created a driver excellence dashboard. We will work closely with Transportation to identify “good” driving by using this data. This will help with training and produce safety messages, with the intention of using positive reinforcement to improve driver’s performance.

Safety will support the recruitment of individuals who demonstrate the competencies that are necessary to be successful bus operator. In addition, Safety will continue to focus on the areas below.

1. New hire mentor programs during the operators first week/s and month/s.
2. Work with maintenance and transportation on pull-out procedures to reduce property accidents.
3. The accident rate reduction goal is 5%.
Accidents per 100,000 miles was 5.5 in FY2020 compared to 4.0 accidents per 100,000 miles in FY21. The preventable accident rate per 100,000 miles was 2.0 in FY2021. If the 5% reduction goal is met, this will reduce the preventable accident rate to 1.8 accidents per 100,000 miles.

New Safety Committees are in place in all three divisions, and they are identifying a variety of safety issues. The safety committees have been a big part of our new policies and procedures to help reduce accidents.

Safety is working to develop a group of similar size transit properties to compare information and data. The goal is to build relationships to share accident and training data. This will provide information on how other properties categorize, determine and record accidents.

Copy: Mike Collins, VP of Finance & Administration
      Jack Grogan, Director of Human Resources
Memorandum

June 23, 2021

To: Performance Monitoring/Audit Committee

From: Jack Grogan, Director of Risk Management

Subject: Annual Report on Workplace Injuries and Worker’s Compensation Costs – FY21

In FY2021, we reported 80 injuries companywide: 68 in Transportation and 12 in Maintenance. Of those 80 cases, 15 lost more than 5 days of work.

<table>
<thead>
<tr>
<th>Fiscal Year</th>
<th>Number of Injuries</th>
<th>Lost Time Claims</th>
</tr>
</thead>
<tbody>
<tr>
<td>2017</td>
<td>77</td>
<td>19</td>
</tr>
<tr>
<td>2018</td>
<td>72</td>
<td>13</td>
</tr>
<tr>
<td>2019</td>
<td>65</td>
<td>11</td>
</tr>
<tr>
<td>2020</td>
<td>81</td>
<td>15</td>
</tr>
<tr>
<td>2021</td>
<td>80</td>
<td>15</td>
</tr>
<tr>
<td>5 Year Average</td>
<td>75</td>
<td>14.6</td>
</tr>
</tbody>
</table>

Back and shoulder injuries accounted for a higher percentage of injuries this year than previous. We are investigating root causes and developing strategies to minimize these injuries. Vehicular crashes, falls and non-specific injuries make up most cases.

The Albany division had 27 injuries; Troy had 24; Schenectady had 11; and STAR 6. It is expected that Albany would have the most injuries because it has the largest concentration of employees, but Troy accounted for almost the same number of injuries even though it has a much smaller percentage of employees. Schenectady’s injuries are the same as last year and STAR injuries decreased by 3.

Worker’s Compensation Costs consist of compensation, expenses, and medical fees. CDTA’s total costs for FY2021 are $2,506,057. This is an increase of $500,000 from FY2020. The five-year average for Worker’s Compensation costs is $2,249,584. Based on this average, FY2021 was $250,000 more than average.

Background

Compensation is the clear driver for CDTA’s costs. These are direct weekly payments to injured workers in the form of indemnity payments and Scheduled Loss of Use (SLU) awards. Indemnity payments are calculated by the Worker’s Compensation Board based on an employee’s wage; and an SLU award is based on the degree of injury of a specific body part. Costs also include payments to attorneys. SLU continues to be a significant factor in our WC costs, amounting to $2.1 million over the past 5 years. SLU awards peaked at $579,312 in FY2018.
Relief in future SLU awards will be noticed because of State Legislation enacted in 2018. The law now considers the injured worker’s actual Range of Motion. A body part can no longer have more than 100% classification. In the past if an employee injured their arm, they could be awarded 50% each for their wrist, elbow, and shoulder for a total of 150%. This is a significant cost improvement for major joint or body part injuries.

As of July 1, 2021, the WC Board is raising the maximum weekly benefit rate to $1,063. These annual increases contribute to why costs continue to increase. When these rates increase so do the SLU awards. The current rate is $966.78. Every July 1st the rate will increase at a higher cost.

**Recommendations**

I am including recommendations to address and improve claims and risk management.

- Intensify claims management; each injury/claim must be managed efficiently. We are investigating specific injury trends (Back, shoulders) and working with our Third-Party Administrator (TPA) to determine root cause and environmental factors to reduce claims.
- Reinstitute bi-weekly lost/sick time meetings with superintendents. These meetings are designed to review each case and to ensure that all is being done to facilitate an employee’s return to work.
- Work with the Safety and Training department to develop a companywide Safety Culture where every employee is expected to think of safety first.
- Continue with workplace safety programs currently utilized and enhance where needed.
- Work with Facilities and Maintenance to identify and correct environmental factors that have or may lead to unsafe work areas.
- Implement items from the Safety and Security Assessment that address Operator safety.
- Collaborate with the NYS Business Council and participate in their claims and legislative meetings.

Copy: Mike Collins, VP of Finance and Administration
<table>
<thead>
<tr>
<th></th>
<th>Current Month</th>
<th></th>
<th></th>
<th>Year to Date</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>($) Variance</td>
<td>(%) Variance</td>
<td>($) Variance</td>
<td>(%) Variance</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>REVENUE</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1 Mortgage Tax</td>
<td>$73,543</td>
<td>4.91%</td>
<td>$73,543</td>
<td>57.58%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2 Customer Fares</td>
<td>$86,638</td>
<td>25.53%</td>
<td>$491,625</td>
<td>34.82%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3 RRS &amp; Facilities</td>
<td>$76,076</td>
<td>61.11%</td>
<td>$75,932</td>
<td>49.91%</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>EXPENSES</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4 Wages</td>
<td>$1,554,867</td>
<td>37.45%</td>
<td>$1,263,995</td>
<td>15.22%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5 Workers' Compensation</td>
<td>$95,332</td>
<td>-40.24%</td>
<td>$98,148</td>
<td>-20.67%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6 Other Benefits</td>
<td>$67,845</td>
<td>-18.97%</td>
<td>$140,179</td>
<td>-19.59%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>7 Purchased Transportation</td>
<td>$56,059</td>
<td>-10.09%</td>
<td>$92,762</td>
<td>-8.35%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>8 Parts, Tires, Oil</td>
<td>$46,386</td>
<td>11.04%</td>
<td>$124,754</td>
<td>14.84%</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>YTD Revenue</strong></td>
<td></td>
<td></td>
<td><strong>YTD Expenses</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>$6,082,747</td>
<td>10.08%</td>
<td>$6,082,747</td>
<td>4.49%</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Revenue Summary**
1. MRT continues to perform well. We are $1 million over budget for April/May.
2. Customer fares exceeded budget by 25%, but it is based on a lower budget vs. last year.
3. RRS & Facilities revenue exceeded budget by 61%, 20% higher than last month, but still based on a lower budget vs. last year.

**Expense Summary**
4. Wages were 37% over budget because of the new labor contract provision for a one-time bonus.
5. Workers' Compensation was under budget because of several recoveries and lower monthly payments.
6. Other Benefits are under budget because of timing issues with unemployment insurance and contractual pension payments.
7. Purchased Transportation was under budget by 10%. STAR ridership is increasing more quickly than expected and getting closer to monthly budget projections.
8. Parts are over budget due to some major component replacements and an increase in preventative maintenance practices.

**Note:** We are in a satisfactory budget position.
# CAPITAL DISTRICT TRANSPORTATION AUTHORITY
## MONTHLY MANAGEMENT REPORT
### CONSOLIDATED BALANCE SHEET

<table>
<thead>
<tr>
<th>Assets</th>
<th>May-21</th>
<th>May-20</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Current Assets:</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cash</td>
<td>$23,739,098</td>
<td>$9,228,738</td>
</tr>
<tr>
<td>Investments</td>
<td>$16,978,798</td>
<td>$17,888,759</td>
</tr>
<tr>
<td>Receivables:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mortgage Tax</td>
<td>$1,358,542</td>
<td>$1,056,711</td>
</tr>
<tr>
<td>Federal Grants</td>
<td>$0</td>
<td>$2,417,798</td>
</tr>
<tr>
<td>New York State Operating Assistance</td>
<td>($3,351,817)</td>
<td>$7,690,293</td>
</tr>
<tr>
<td>Trade and Other</td>
<td>$8,894,028</td>
<td>$14,627,197</td>
</tr>
<tr>
<td>Advances to Capital District Transportation Committee</td>
<td>$740,453</td>
<td>$1,179,106</td>
</tr>
<tr>
<td>Materials, Parts and Supplies</td>
<td>$4,545,049</td>
<td>$4,214,967</td>
</tr>
<tr>
<td>Prepaid Expenses</td>
<td>$984,377</td>
<td>$882,089</td>
</tr>
<tr>
<td><strong>Sub-Total Current Assets</strong></td>
<td><strong>$53,887,428</strong></td>
<td><strong>$58,785,657</strong></td>
</tr>
<tr>
<td><strong>Noncurrent Assets:</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Capital Assets, net</td>
<td>$131,073,467</td>
<td>$117,452,342</td>
</tr>
<tr>
<td><strong>Deferred outflows of resources:</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Deferred outflows of resources related to OPEB</td>
<td>$17,641,144</td>
<td>$18,454,873</td>
</tr>
<tr>
<td>Deferred outflows of resources from pension</td>
<td>$4,350,903</td>
<td>$1,544,989</td>
</tr>
<tr>
<td><strong>Sub-Total Deferred outflows of resources:</strong></td>
<td><strong>$21,992,137</strong></td>
<td><strong>$19,999,662</strong></td>
</tr>
<tr>
<td><strong>Total for Assets</strong></td>
<td><strong>$206,953,031</strong></td>
<td><strong>$196,237,662</strong></td>
</tr>
</tbody>
</table>

| Liabilities | | |
| **Current Liabilities:** | | |
| Accounts Payable | $3,919,302 | $10,044,916 |
| Accrued Expenses | $5,617,359 | $5,040,745 |
| Unearned Revenue | $2,966,827 | $2,190,734 |
| Line of Credit | $0 | $0 |
| **Sub-Total Current Liabilities** | **$12,503,488** | **$17,276,395** |
| **Noncurrent Liabilities:** | | |
| Capital Lease Agreement | $3,134,504 | $3,933,562 |
| Estimated Provision for Existing Claims and Settlements | $9,976,188 | $10,576,668 |
| Other postemployment benefits | $85,491,074 | $105,348,823 |
| Net Pension Liability | $5,982,206 | $1,616,083 |
| **Sub-Total Noncurrent Liabilities** | **$104,583,972** | **$121,473,136** |
| **Deferred inflows of resources:** | | |
| Deferred inflows of resources from pension | $328,095 | $737,493 |
| Deferred inflows of resources from OBE | $32,213,820 | $11,007,730 |
| **Sub-Total Deferred inflows of resources** | **$32,539,915** | **$11,745,223** |
| **Total for Liabilities** | **$149,627,374** | **$150,494,754** |

| Net Position | | |
| Unrestricted | ($50,915,571) | ($62,498,320) |
| **Total for Net Position** | **$57,325,657** | **$45,742,908** |

<table>
<thead>
<tr>
<th>Total Liabilities and Net Position</th>
<th>May-21</th>
<th>May-20</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>$206,953,031</strong></td>
<td><strong>$196,237,662</strong></td>
<td></td>
</tr>
</tbody>
</table>
## Consolidated Statement of Operations

### May-21

**Revenue:**
- Authority: $2,976,584 (26%)
- Transit: $15,233,039 (17%)
- Access: $74,043 (17%)
- CDTA Facilities: $253,083 (31%)

**Total Revenue:** $18,536,749 (18%)

**Expense:**
- Authority: $2,718,515 (16%)
- Transit: $14,381,280 (18%)
- Access: $248,715 (19%)
- CDTA Facilities: $272,939 (12%)

**Total Expense:** $17,621,449 (17%)

**Revenue over (under) Expenses:** $915,300

**Depreciation:** $2,300,000

**Excess of Revenue over (under) Expenses:** ($1,384,700)

- Transfer from Project Fund: $0
- Transfer to Risk Mgmt Fund: $0
- Transfer from Risk Mgmt 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: ($439,618)

**Net Excess of Revenue over (under) Expenses:** ($1,824,318)

*Net Excess of Revenue over (under) Expenses

*Contribution to required fleet replacement.
## Capital District Transportation Authority
### Monthly Management Report

**May-21**

### Budget Variance Report

<table>
<thead>
<tr>
<th>Category</th>
<th>This Month</th>
<th>Year to Date</th>
<th>Annual Budget</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Actual</td>
<td>Budget</td>
<td>Variance</td>
</tr>
<tr>
<td>Operating Revenue</td>
<td></td>
<td></td>
<td>$1,875,000</td>
</tr>
<tr>
<td>Mortgage Tax</td>
<td>$1,358,543</td>
<td>$937,500</td>
<td>$421,043</td>
</tr>
<tr>
<td>Customer Fares</td>
<td>$686,638</td>
<td>$705,750</td>
<td>($19,112)</td>
</tr>
<tr>
<td>Advertising Revenue</td>
<td>$105,625</td>
<td>$107,708</td>
<td>($2,083)</td>
</tr>
<tr>
<td>RRS &amp; Facilities</td>
<td>$122,569</td>
<td>$76,076</td>
<td>$46,493</td>
</tr>
<tr>
<td>Interest Income</td>
<td>$82</td>
<td>$1,667</td>
<td>($1,585)</td>
</tr>
<tr>
<td>Misc. Income</td>
<td>$58,615</td>
<td>$7,375</td>
<td>$51,240</td>
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<tr>
<td><strong>Total Operating Revenue</strong></td>
<td><strong>$2,532,072</strong></td>
<td><strong>$1,836,076</strong></td>
<td><strong>$686,996</strong></td>
</tr>
<tr>
<td>Operating Assistance</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>New York State Aid</td>
<td>$3,230,342</td>
<td>$3,230,642</td>
<td>($0)</td>
</tr>
<tr>
<td>County Aid</td>
<td>$119,613</td>
<td>$119,613</td>
<td>($0)</td>
</tr>
<tr>
<td>Federal Aid</td>
<td>$2,961,106</td>
<td>$2,961,106</td>
<td>($0)</td>
</tr>
<tr>
<td>Operating Grants</td>
<td>$243,226</td>
<td>$243,226</td>
<td>($0)</td>
</tr>
<tr>
<td><strong>Total Operating Assistance</strong></td>
<td><strong>$6,579,966</strong></td>
<td><strong>$6,579,966</strong></td>
<td><strong>($0)</strong></td>
</tr>
<tr>
<td>Total Revenue and Assistance</td>
<td><strong>$9,112,052</strong></td>
<td><strong>$8,416,032</strong></td>
<td><strong>$696,020</strong></td>
</tr>
<tr>
<td>Expenses</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Salaries and Wages</td>
<td>$5,707,233</td>
<td>$4,152,366</td>
<td>$1,554,867</td>
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<tr>
<td>FICA</td>
<td>$418,224</td>
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<td>$848,242</td>
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<td>$141,822</td>
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<td>$289,873</td>
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<td>$147,297</td>
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<td>$64,492</td>
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<td>Utilities</td>
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<td>Parts, Tires, Oil</td>
<td>$469,701</td>
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<td>General Insurance</td>
<td>$72,323</td>
<td>$80,321</td>
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<td><strong>Total EXPENSES</strong></td>
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<tr>
<td><strong>Surplus/Deficit</strong></td>
<td>($320,645)</td>
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## BUDGET VARIANCE REPORT

<table>
<thead>
<tr>
<th></th>
<th>This Month</th>
<th>Year to Date</th>
<th>Annual Budget</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Operating Revenue</strong></td>
<td></td>
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<tr>
<td>Mortgage Tax</td>
<td>$1,356,543</td>
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<td>$81</td>
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<td>Interest Inc-Invest/Change in Invest</td>
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<td>Operating Fund</td>
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<td><strong>Total Operating Revenue</strong></td>
<td>$1,369,755</td>
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<td>$423,214</td>
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<tr>
<td>Labor - Authority</td>
<td>$596,104</td>
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<td>Fringes - Authority</td>
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<td>Materials &amp; Supplies - Authority</td>
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<td>Professional Services - Authority</td>
<td>$243,366</td>
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<td>$212,116</td>
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<td>$1,396,962</td>
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<td>($450,421)</td>
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<tr>
<td>---------------------------</td>
<td>-----------</td>
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<td></td>
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<td>Budget</td>
<td>Variance</td>
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<td><strong>Operating Revenue</strong></td>
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<td>Passenger Fares-Transit</td>
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<td>Contracts - Transit</td>
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<td>Advertising-Transit</td>
<td>$93,125</td>
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<td>Misc. Income - Transit</td>
<td>$51,531</td>
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<td><strong>Total Operating Revenue</strong></td>
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<td>State Aid - General</td>
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<td>State Aid - FBT</td>
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<td>State Aid - Northway Commuter S.</td>
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<td>County Aid</td>
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<td>Federal Aid - Transit</td>
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<td>Other Grants - Federal</td>
<td>$248,226</td>
<td>$248,226</td>
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<td><strong>Total Operating Assistance</strong></td>
<td>$6,579,987</td>
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<td><strong>Total Revenue and Expenses</strong></td>
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<tr>
<td>Labor - Maintenance</td>
<td>$1,092,345</td>
<td>$743,839</td>
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<td>Labor - Transportation</td>
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<td>Labor - STAR</td>
<td>$376,031</td>
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<td>Fringe</td>
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<td>Materials &amp; Supplies</td>
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<td>Professional Services</td>
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<td>Purchased Transportation - STAR</td>
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<td>Liability - Claims</td>
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<td>$56,545</td>
<td>$77,579</td>
<td>$(21,034)</td>
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<td>Utilities - Transit</td>
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<td>$5,072</td>
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<td>Mat &amp; Supplies - NX</td>
<td>$0</td>
<td>$5,833</td>
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<td>$87,916</td>
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<td>$(41,137)</td>
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<td><strong>Total Expenses</strong></td>
<td>$8,091,833</td>
<td>$8,718,174</td>
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<td><strong>Surplus/(Deficit)</strong></td>
<td>($511,273)</td>
<td>($699,751)</td>
<td>($1,211,024)</td>
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</tbody>
</table>
## CAPITAL DISTRICT TRANSPORTATION AUTHORITY
### MONTHLY MANAGEMENT REPORT
May-21

### BUDGET VARIANCE REPORT

<table>
<thead>
<tr>
<th></th>
<th>This Month</th>
<th>Year to Date</th>
<th>Annual Budget</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Actual</td>
<td>Budget</td>
<td>Variance</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Actual</td>
</tr>
<tr>
<td>Operating Revenue</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Contracts - Access</td>
<td>$30,725</td>
<td>$35,417</td>
<td>($4,692)</td>
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<tr>
<td>Interest Income</td>
<td>$0</td>
<td>$0</td>
<td>$0</td>
</tr>
<tr>
<td>Misc. Income</td>
<td>$0</td>
<td>$0</td>
<td>$0</td>
</tr>
<tr>
<td>Other Grants - Stats &amp; Federal</td>
<td>$0</td>
<td>$0</td>
<td>$0</td>
</tr>
<tr>
<td>Total Operating Revenue</td>
<td>$30,725</td>
<td>$35,417</td>
<td>($4,692)</td>
</tr>
<tr>
<td>Total Revenue and Assistance</td>
<td>$30,725</td>
<td>$35,417</td>
<td>($4,692)</td>
</tr>
<tr>
<td>Expenses</td>
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<td></td>
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<tr>
<td>Labor - Access</td>
<td>$83,772</td>
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<td>Professional Services - Access</td>
<td>$9,000</td>
<td>$0</td>
<td>$9,000</td>
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<td>Rent and Utilities - Access</td>
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<td>Other Expenses - Access</td>
<td>$0</td>
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<td>Total Expenses</td>
<td>$141,428</td>
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<td>$32,907</td>
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<td>Surplus/Deficit</td>
<td>($110,703)</td>
<td>($73,104)</td>
<td>($37,599)</td>
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## Budget Variance Report

### CDTA Facilities

<table>
<thead>
<tr>
<th></th>
<th>This Month</th>
<th>Year to Date</th>
<th>Annual Budget</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>Actual</td>
<td>Budget</td>
<td>Variance</td>
</tr>
<tr>
<td><strong>Operating Revenue</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>RRS Station &amp; Garage</td>
<td>$60,682</td>
<td>$16,887</td>
<td>$44,800</td>
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<td>RRS Parking Revenue</td>
<td>$53,493</td>
<td>$31,929</td>
<td>$21,564</td>
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<td>RRS Advertising</td>
<td>$12,500</td>
<td>$9,783</td>
<td>$2,717</td>
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<td>SSTS</td>
<td>$2,174</td>
<td>$5,42</td>
<td>$3,247</td>
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<tr>
<td>Greyhound</td>
<td>$0</td>
<td>$2,500</td>
<td>($2,500)</td>
</tr>
<tr>
<td>85 Watervliet Avenue</td>
<td>$5,801</td>
<td>$6,867</td>
<td>($866)</td>
</tr>
<tr>
<td>Interest Income</td>
<td>$209</td>
<td>$367</td>
<td>($158)</td>
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<tr>
<td><strong>Total Operating Revenue</strong></td>
<td>$135,069</td>
<td>$68,674</td>
<td>$66,395</td>
</tr>
</tbody>
</table>

| **Expenses**         |              |              |               |            |
|----------------------|--------------|--------------|---------------|            |
| Labor                | $13,321      | $16,311      | ($2,990)      | -18.33%    |
| Fringe-Benefits      | $2,319       | $1,817       | $502          | 43.38%     |
| Professional Services| $2,046       | $10,417      | ($8,371)      | -80.36%    |
| Insurance            | $2,936       | $2,417       | $520          | 21.50%     |
| Security             | $1,183       | $33,817      | ($32,634)     | -96.48%    |
| Facilities Upkeep    | $25,231      | $24,833      | $398          | 1.60%      |
| Facilities Repairs   | $7,785       | $8,474       | ($689)        | -8.13%     |
| Utilities            | $29,957      | $26,963      | $2,994        | 3.36%      |
| Materials & Supplies | $725         | $1,333       | ($608)        | -45.61%    |
| Parking Garage       | $24,065      | $40,833      | ($16,768)     | -40.99%    |
| Greyhound            | $0           | $667         | ($667)        | -100.00%   |
| 85 Watervliet Avenue | $3,762       | $9,395       | ($5,633)      | -56.74%    |
| SSTS                 | $10,969      | $13,506      | ($2,539)      | -18.65%    |
| **Total Expenses**   | $125,160     | $102,406     | ($67,245)     | -34.05%    |

| Surplus/(Deficit)    | ($9,000)     | ($123,731)   | $133,840      | ($1,484,775) |

|                      |              |              |               |            |
| **Year to Date**     | Actual       | Budget       | Variance      | % Variance |
| **Total Operating Revenue** | $253,083 | $137,348     | $115,735      | 84.26%     |

|                      | Actual       | Budget       | Variance      | % Variance |
| **Total Expenses**   | $272,930     | $394,810     | ($111,871)    | -29.07%    |

|                      | ($10,856)    | ($247,462)   | $227,607      | ($1,484,775) |

---

CAPITAL DISTRICT TRANSPORTATION AUTHORITY
MONTHLY MANAGEMENT REPORT
May-21
# Capital District Transportation Authority Monthly Management Report

## Aging of Accounts Receivable

<table>
<thead>
<tr>
<th></th>
<th>May-21 Amount</th>
<th>% of Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Current</td>
<td>$575,799</td>
<td>6.47%</td>
</tr>
<tr>
<td>31 - 60</td>
<td>$356,058</td>
<td>4.00%</td>
</tr>
<tr>
<td>61 - 90</td>
<td>$3,796,236</td>
<td>42.68%</td>
</tr>
<tr>
<td>91 - 120</td>
<td>$222,550</td>
<td>2.50%</td>
</tr>
<tr>
<td>Over 120</td>
<td>$3,943,385</td>
<td>44.34%</td>
</tr>
<tr>
<td><strong>Total Accounts Receivable</strong></td>
<td><strong>$8,894,028</strong></td>
<td><strong>100.00%</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>Apr-21 Amount</th>
<th>% of Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Current</td>
<td>$3,792,097</td>
<td>38.35%</td>
</tr>
<tr>
<td>31 - 60</td>
<td>$1,668,312</td>
<td>16.87%</td>
</tr>
<tr>
<td>61 - 90</td>
<td>$478,683</td>
<td>4.84%</td>
</tr>
<tr>
<td>91 - 120</td>
<td>$104,270</td>
<td>1.05%</td>
</tr>
<tr>
<td>Over 120</td>
<td>$3,845,645</td>
<td>38.89%</td>
</tr>
<tr>
<td><strong>Total Accounts Receivable</strong></td>
<td><strong>$9,889,007</strong></td>
<td><strong>100.00%</strong></td>
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</table>

## Aging of Accounts Payable

<table>
<thead>
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<th>May-21 Amount</th>
<th>% of Total</th>
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</thead>
<tbody>
<tr>
<td>Current</td>
<td>$3,627,327</td>
<td>92.55%</td>
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<tr>
<td>31 - 60</td>
<td>$195,145</td>
<td>4.98%</td>
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<tr>
<td>61 - 90</td>
<td>$61,002</td>
<td>1.56%</td>
</tr>
<tr>
<td>90 &amp; Over</td>
<td>$35,828</td>
<td>0.91%</td>
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<tr>
<td><strong>Total Accounts Payable</strong></td>
<td><strong>$3,919,302</strong></td>
<td><strong>100.00%</strong></td>
</tr>
</tbody>
</table>

## May-21 Receivables over 120 days:

- $3,642,054 NYS DEPT. OF TRANSPORTATION
- $114,143 ADVANTAGE TRANSIT GROUP, INC.
- $112,500 CITY OF ALBANY
- $74,688 OTHER

- **Total:** $3,943,385

## Additional Information

### Mortgage Recording Tax

<table>
<thead>
<tr>
<th></th>
<th>Current Month</th>
<th>Fiscal Year to Date</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>May-21</td>
<td>May-20</td>
</tr>
<tr>
<td>Albany</td>
<td>$403,928</td>
<td>$252,909</td>
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<tr>
<td>Rensselaer</td>
<td>$158,980</td>
<td>$120,322</td>
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<tr>
<td>Saratoga</td>
<td>$586,376</td>
<td>$306,190</td>
</tr>
<tr>
<td>Schenectady</td>
<td>$209,259</td>
<td>$106,310</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>$1,358,543</td>
<td>$785,732</td>
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</table>

<table>
<thead>
<tr>
<th></th>
<th>Current Month</th>
<th>Year To Date</th>
</tr>
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<tbody>
<tr>
<td>FY 2022</td>
<td>$1,358,543</td>
<td>$2,954,587</td>
</tr>
<tr>
<td>FY 2021</td>
<td>$785,732</td>
<td>$1,806,913</td>
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</tbody>
</table>

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  
May 31, 2021

**RESTRICTED INVESTMENTS**

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<tr>
<th>Account</th>
<th>Fund Balances</th>
<th>Current Obligations</th>
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<tr>
<td>Risk Management Account (Self-Insured)</td>
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<td>Workers' Comp. Account (Self-Insured)</td>
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</tr>
<tr>
<td>Operating Account</td>
<td>$1,971,169</td>
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</table>

**Current Operating Reserve Obligations**

<table>
<thead>
<tr>
<th>Obligation</th>
<th>Fund</th>
<th>Current Obligations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Acquire New Fare Collection System</td>
<td></td>
<td>$22,437</td>
</tr>
<tr>
<td>River Corridor BRT Design/Engineering</td>
<td></td>
<td>$2,271</td>
</tr>
<tr>
<td>Multi-Modal (GRH &amp; Vanpool)</td>
<td></td>
<td>$23,116</td>
</tr>
<tr>
<td>Washington/Western BRT Design/Engineering</td>
<td></td>
<td>$115,154</td>
</tr>
<tr>
<td>Gateway</td>
<td></td>
<td>$182,460</td>
</tr>
<tr>
<td>Bus Shelter Program</td>
<td></td>
<td>$9,979</td>
</tr>
<tr>
<td><strong>Total Current Operating Reserve Obligations</strong></td>
<td></td>
<td>$355,415</td>
</tr>
</tbody>
</table>

**Current Capital Reserve Obligations**

- Computer Aided Dispatch/Automatic Vehicle Locator (CAD/AVL) System Upgrade: $2,549,444

**Current Vehicle Replacement Reserve Obligations**

- Paratransit Fleet Replacement (6): $953,333

*All Investment Accounts are reviewed quarterly.*

**Average annual returns:**

<table>
<thead>
<tr>
<th>Account</th>
<th>Return</th>
</tr>
</thead>
<tbody>
<tr>
<td>Risk Management</td>
<td>0.86%</td>
</tr>
<tr>
<td>Workers' Compensation</td>
<td>0.60%</td>
</tr>
<tr>
<td>Operating Fund</td>
<td>0.10%</td>
</tr>
<tr>
<td>Vehicle Replacement Fund</td>
<td>0.09%</td>
</tr>
<tr>
<td>Capital Project</td>
<td>0.08%</td>
</tr>
</tbody>
</table>

*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.*
Monthly Performance Report

Period: May'21  
Meeting: Jun'21

Reliability

**PMI Not On Time**
- Previous: 0.0%
- Current: 0.0%

**Missed Trips**
- Previous: 16
- Current: 38

**Scheduled Work**
- Previous: 84.8%
- Current: 84.2%

**MDBSI**
- Previous: 42,274
- Current: 24,142
Monthly Performance Report

Customer Service

Fixed/Shuttle Complaints

Previous: 97
Current: 119

Mean: 114

Other Complaints

Previous: 7
Current: 33

Mean: 29

Complaints Not Addressed in Ten Days

Previous: 1.0%
Current: 12.5%

Mean: 6%

Website Page Views

Previous: 466,164
Current: 495,244

Mean: 697,019

Period: May'21
Meeting: Jun'21
Monthly Performance Report

Period: May'21  Meeting: Jun'21

STAR Service

### STAR Riders
- Previous: 12,195
- Current: 21,703

### Reservation Calls
- Previous: 5,368
- Current: 9,201

### Customer Complaints
- Previous: 3
- Current: 27

### Applications Received
- Previous: 86
- Current: 182
On-Time Performance (0-10 Minutes)

Period: Apr'21

Previous: 93.7%

Current: 79.9%

Reservation Calls in Queue Over Five Minutes

Previous: 1.0%

Current: 19.0%

Trip Denials

Previous: 5

Current: 19
Monthly Performance Report

Definitions

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.