



## **CDTA COMMITTEE AGENDA**

### **Performance Monitoring/Audit Committee**

**Wednesday, September 22, 2021 | 12:00 pm | Microsoft Teams Meeting**

#### **Committee Item**

#### **Responsibility**

Call to Order

Denise Figueroa

Approve Minutes of Wednesday, August 25, 2021

Denise Figueroa

#### **Consent Agenda Items**

- Approve Contract for Transit & Facility Advertising

Stacy Sansky

#### **Investment Committee**

- Update on Committee Activity/Reports

Denise Figueroa

#### **Administrative Discussion Items**

- Risk Management & Workers' Compensation Report
- Monthly Management Report
- Monthly Non-Financial Report

Amanda Avery

Mike Collins

Chris Desany

Next Meeting: Wednesday, October 20, 2021 at noon via Microsoft Teams and 110 Watervliet Avenue

Adjourn

Denise Figueroa

**Capital District Transportation Authority**  
**Performance Monitoring/Audit Committee**  
**Meeting Minutes – August 25, 2021 at 12:00 pm; 110 Watervliet Avenue, Albany**

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

**Meeting Purpose**

Regular monthly meeting of the Performance Monitoring/Audit Committee. Denise Figueroa noted that a quorum was present. Minutes from the June 23, 2021 meeting were reviewed and approved.

**Consent Agenda Items**

**Approve Contract for UV Disinfecting System**

- We have been testing air-cleaning technologies that disinfect our vehicles and protect employees and customers. The UV system provides continuous sanitizing and is effective at keeping surface areas clean. Using these systems will save people hours as we have been wiping down buses by hand since the pandemic began. Staff recommends a contract to Untied Safety & Survivability Corporations for UV disinfecting units; installation will be complete by November 2021.
- A contract for 275 units to United Safety & Survivability Corporations of Exton, Pennsylvania for \$666,875 will be recommended to the board for approval.

**Approve Contract for a Facilities Condition Analysis Report and Master Plan**

- We want to update our Facilities Master Plan, which includes a facility condition report; facility maintenance reviews; and a capacity analysis. An RFP was issued, and we received five proposals. Staff recommends a contract to WSP.
- A one-year contract with one optional year to WSP USA of Valhalla, New York for \$876,000 will be recommended to the board for approval.

**Approve Contract for the Reconstruction of Alumni Drive at UAlbany**

- As part of Washington/Western BRT, we will construct a busway on the UAlbany campus (Alumni Drive). Five bids were received, and staff recommends the low bid from New Castle Paving.
- A contract to New Castle Paving of Troy, for an amount not to exceed \$9,722,140, including contingency will be recommended to the board for approval.

**Approve Contract for Fixed Cameras**

- As part of the Albany garage expansion, we need to expand our camera system to cover the new space. Integrated Video Solutions is the installer for March Networks and has done a good deal of work for us. The system is proprietary, so a sole source contract is required. Staff recommends a contract to Integrated Video Solutions.
- A contract to Integrated Video Solutions of Succasunna, New Jersey for \$124,730 will be recommended to the board for approval.

### Approve Contract for Traffic Signal Priority Equipment/Software

- Traffic Signal Priority (TSP) allows vehicles to move efficiently through intersections to shorten the length of a trip. We will install TSP on our Washington/Western BRT line to enhance the customer experience and provide real time monitoring at intersections.
- To ensure continuity of operations, staff recommends a sole source contract to Global Traffic Technologies for TSP hardware and software.
- A three-year contract with two one-year extensions to Global Traffic Technologies of St. Paul, Minnesota for \$689,000 will be recommended to the board for approval.

### Approve Drug & Alcohol Program

- Each year we are required to review and approve our Drug & Alcohol Policy to be sure it is up to date with federal and state regulations. There were no regulatory changes to the policy, but language was modified to provide clarity to the use of marijuana.
- Approving the Drug & Alcohol Policy for 2021/2022 will be recommended to the board for approval.

### Administrative Discussion Items

#### Monthly Management Report

- Mike Collins provided the Monthly Management Report. MRT continues to perform well with receipts \$1.8 million better than expectations; Customer revenue is 37% over budget through July, albeit with lower budget expectations based on the pandemic; Rail Station revenue has increased as train travel picks up. Total revenue exceeded budget by 11%. Wages are up 6% over budget this month, mostly due to contract increases which took effect in June; Workers' Compensation costs were over budget by 23%. Total expenses are up 1.5% for the year.
- We remain in a good financial position. We made a budget adjustment in August to reflect changes that took place after we approved our budget.

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

- Chris Desany provided the Non-Financial Report, and a preview of some enterprise reporting tools. Ridership is down 13% versus the same time last year; STAR ridership is up 63% from last year. Fixed route on-time performance was 77%; STAR on-time performance was 81%. Preventable accidents are at 17 this month; and non-preventable accidents are at 13.

### Next Meeting

Wednesday, September 22, 2021 at 12:00pm via Microsoft Teams and at 110 Watervliet Ave.

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

**Subject:** Contract award for transit & facility advertising to Lamar Transit of Frisco, Texas.

**Committee:** Performance Monitoring/Audit  
**Committee Meeting Date:** September 22, 2021  
**Board Action Date:** September 29, 2021

### **Background:**

Our current transit & facility advertising contract is set to expire. The Lamar Corporation (incumbent) manages our transit & facility advertising program on our buses, shelters and at our rail stations. They also work with other transit properties in Syracuse and Buffalo along with the Albany International Airport.

Our partnership with Lamar has been very successful. Our annual revenue guarantee has almost doubled to \$900,000 since the first year of the contract.

### **Purpose:**

To generate revenue by selling advertising space, installing, and maintaining all advertising displays.

### **Summary of Proposal:**

A Request for Proposals (RFP) was issued to engage a firm for transit & facility advertising across all CDTA locations. Two proposals were received.

The proposal from Lamar was considered the best fit for current and anticipated needs. Staff recommends a revenue generating contract for facility and rolling stock advertising be awarded to Lamar Transit, LLC of Frisco Texas, for a term of ten years. Our procurement guidelines do not specifically mention revenue generating contracts of ten years, but the Federal Transit Administration does allow this particular type of agreement.

Upon Board approval the contract will be executed immediately.

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

There is a revenue guarantee of \$6,450,000 for years one through five, which represents a minimum 40% increase of revenue over the previous contract. Years six through ten provide a revenue guarantee of \$7,125,000.

### **Prepared by:**

Stacy Sansky, Director of Procurement

### **Project Manager:**

Jonathan Scherzer, Director of Marketing

## Memorandum

September 20, 2021

To: Performance Monitoring/Audit Committee

From: Jonathan Scherzer, Director of Marketing

Subject: CDTA Marketing RFP #15-9000 - Transit & Facility Advertising

### **Background:**

The Lamar Obie Corporation manages the facility advertising program on our buses, shelters and at our rail stations. They sell space, install, and maintain all advertising displays. Lamar manages similar programs across the country and used CDTA as the entry point for its successful northeast operations along the I-90 corridor. They work with a variety of systems within 300 miles of Albany, including CENTRO in Syracuse, NFTA in Buffalo, and Albany International Airport.

We have enjoyed a very successful partnership dating back to 2007. Our annual guarantee has increased from \$500,000 in Year 1 to \$900,000 this year. These agreements call for a 50/50 split of revenue, with CDTA receiving 51% of revenue beyond the guarantee. Lamar pays the guarantee in full, in advance of the contract year (great for CDTA and the only such arrangement that we know of in the northeast). We received the minimum guarantee from 2007-13 and every year since, sales have exceeded revenue threshold, providing CDTA with overage payments. As a result, total advertising revenue was just shy of \$2 million in the two years leading into the pandemic. With an uncertain marketplace, we are projecting roughly \$900,000 in revenue for this year.

### **Justification:**

We recently issued a Request for Proposals for the comprehensive facility advertising program. Two firms responded and Lamar's proposal clearly provided more experience, quality, and higher revenue guarantees. Lamar offers a unique blend of knowledge and experience, while providing CDTA with great service and a positive image. We are very pleased with their performance, and it continues to improve over time.

The proposal and financial considerations include a guarantee of \$6,450,000 in revenue over the first five years while increasing the revenue share component to 61%. Guarantees start at \$1.2 million and escalate to \$1.35 million in Year 5. Over the next five years, the guarantee grows to \$7.1 million while the revenue share component increases to 63% and annual guarantees start at \$1.37 million and escalate to \$1.47 million in Year 10. They will continue to deploy a three-tiered strategy incorporating local, regional, and national advertisers. Their local sales staff is first rate, and their maintenance and operations team work well with CDTA. The executive management team is well qualified and available for troubleshooting, feedback, or new opportunities.

### **Recommendation:**

Staff recommends the award of this revenue-based contract to Lamar Obie Corporation for a term of ten years.

Copy: Chief Executive Officer  
Vice President Finance and Administration

**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  
 Revenue Contract

**3. CONTRACT VALUE:**

\$6.45 Million Dollars in Revenue Guaranteed over 5 years                      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 # 39 and **Advertised**  
Number of Proposals/Bids Received # 2

Attach Summary of Bids/Proposals

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

Are there known D/MWBEs that provide this good or service?      Yes      **No**  
Number of D/MWBEs bidding/proposing                      0  
D/MWBE Certification on file?                      Yes      No      **Not Applicable**

**8. LEGAL NAME and ADDRESS OF CONTRACTOR/VENDOR:**

Lamar Transit, LLC  
4645 Avon Lane Suite 205  
Frisco, TX 75033

**8. SOURCE OF FUNDS:** Revenue Generating Contract

**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:** September 22, 2021

**CDTA Marketing 15-9000 Transit Advertising Cumulative Scorecard**

	<b>Gateway Outdoor Advertising-Long Valley, NJ</b>	<b>Lamar Transit Advertising-Frisco, TX</b>
Revenue Guarantee (120 Points)	98	110
Qualifications & Experience (90 Points)	77	86
Approach to Scope & Methodology (75 Points)	64	70
D/M/WBE and/or SDVOB participation (15 Points)	0	9
<b>TOTAL (300 Points)</b>	<b>239</b>	<b>275</b>

## Memorandum

September 20, 2021

To: Performance Monitoring/Audit Committee

From: General Counsel

Subject: Risk Management and Workers Compensation Self-Insurance Accounts,  
as of 7/1/21

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

### 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): \$1,467,061  
(decrease of \$196,640 (-11.8%) for the quarter)
- **Self-Insured Retention** (one) \$2,000,000
- **Market Value of Account:** \$3,575,071  
(increase of \$501,357 (+16%) for the quarter)

### 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:** \$8,341,273  
(increase of \$29,413 (+.35%) for the quarter)
- **Market Value of Account:** \$9,558,595  
(increase of \$1,089,387 (+12.9%) for the quarter)



**Liability/Auto Claims:**

As of 7/1/21, we had 45 pending liability claims, 33 of which were in suit. Several inactive cases have been closed out. Most 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 7/1/21, CDTA had 15 liability claims with reserves of \$10,000 or more, including 11 liability claims with reserves of \$25,000 or more. It is always our intention to carry adequate funds to cover the aggregate value of anticipated losses.

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

Copy: Chief Executive Officer  
Vice President Finance and Administration

# Monthly Management Report

August 2021



## Monthly Management Report - August 2021

### Executive Summary

			Current Month		Year to Date	
REVENUE	Actual	Budget	(\$) Variance	(%) Variance	(\$) Variance	(%) Variance
1 Mortgage Tax	\$ 1,472,866	\$ 937,500	\$ 535,366	57.11%	\$ 2,396,457	51.12%
2 Customer Fares	\$ 1,056,160	\$ 705,750	\$ 350,410	49.65%	\$ 1,406,863	39.87%
3 RRS & Facilities	\$ 167,826	\$ 76,076	\$ 91,750	120.60%	\$ 332,085	87.30%
<b>EXPENSES</b>						
EXPENSES	Actual	Budget	(\$) Variance	(%) Variance	(\$) Variance	(%) Variance
4 Wages	\$ 4,286,813	\$ 4,387,113	\$ (100,300)	-2.29%	\$ 554,518	2.53%
5 Workers' Compensation	\$ 110,373	\$ 237,394	\$ (127,021)	-53.51%	\$ (264,727)	-22.30%
6 Maintenance Services	\$ 186,936	\$ 259,606	\$ (72,670)	-27.99%	\$ (75,113)	-5.79%
7 Parts, Tires, Oil	\$ 397,549	\$ 436,981	\$ (39,432)	-9.02%	\$ (19,533)	-0.89%
					<b>YTD Revenue</b>	10.98%
					<b>YTD Expenses</b>	-2.88%

#### *Revenue Summary*

- 1 MRT continues to surpass budget expectations with a near record \$1.47 million this month. We are 51% over budget YTD.
- 2 Customer fares exceeded budget by 50% this month. Keep in mind this budget is much lower vs. last year (2020).
- 3 RRS & Facilities YTD revenue exceeded budget by 87%. Like fares, this budget line is much lower than last year (2020).

#### *Expense Summary*

- 4 Wages are under budget this month primarily because of the budget adjustment. The YTD variance was significantly reduced by the adjustment.
- 5 Workers' Compensation was under budget 53% because of lower payments, no special payments and recoveries of about \$50K.
- 6 Maintenance Services was under budget due to invoice timing and lower RRS expenses.
- 7 Parts were under budget in part due to the budget adjustment. The YTD variance is just under 1% for the year.

**Note:** We are in a satisfactory budget position.

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

		Aug-21	Aug-20
<b>Assets</b>			
	<b>Current Assets:</b>		
	Cash	\$15,604,741	\$21,109,308
	Investments	\$32,235,876	\$24,698,641
	Receivables:		
	Mortgage Tax	\$1,472,865	\$1,120,337
	Federal Grants	\$0	\$6,044,494
	New York State Operating Assistance	(\$3,059,605)	\$3,302,177
	Trade and Other	\$8,600,485	\$7,683,934
	Advances to Capital District Transportation Committee	\$1,135,116	\$932,045
	Materials, Parts and Supplies	\$5,171,978	\$4,035,365
	Prepaid Expenses	\$754,369	\$598,553
	<b>Sub-Total Current Assets</b>	<b>\$61,915,826</b>	<b>\$69,524,853</b>
	<b>Noncurrent Assets:</b>		
	Capital Assets, net	\$127,623,467	\$114,002,342
	<b>Deferred outflows of resources:</b>		
	Deferred outflows of resources related to OPEB	\$17,641,144	\$18,454,673
	Deferred outflows of resources from pension	\$4,350,993	\$1,544,989
	<b>Sub-Total Deferred outflows of resources:</b>	<b>\$21,992,137</b>	<b>\$19,999,662</b>
<b>Total for Assets</b>		<b>\$211,531,429</b>	<b>\$203,526,857</b>
<b>Liabilities</b>			
	<b>Current Liabilities:</b>		
	Accounts Payable	\$4,428,626	\$5,599,360
	Accrued Expenses	\$6,098,721	\$5,383,538
	Unearned Revenue	\$10,614,361	\$1,962,976
	Line of Credit	\$0	\$6,200,000
	<b>Sub-Total Current Liabilities</b>	<b>\$21,141,708</b>	<b>\$19,145,874</b>
	<b>Noncurrent Liabilities:</b>		
	Capital Lease Agreement	\$2,321,655	\$3,933,562
	Estimated Provision for Existing Claims and Settlements	\$9,783,821	\$10,500,530
	Other postemployment benefits	\$85,491,074	\$105,346,823
	Net Pension Liability	\$5,982,206	\$1,616,083
	<b>Sub-Total Noncurrent Liabilities</b>	<b>\$103,578,756</b>	<b>\$121,396,998</b>
	<b>Deferred inflows of resources:</b>		
	Deferred inflows of resources from pension	\$326,095	\$737,493
	Deferred inflows of resources from OBEP	\$32,213,820	\$11,007,730
	<b>Sub-Total Deferred inflows of resources</b>	<b>\$32,539,915</b>	<b>\$11,745,223</b>
<b>Total for Liabilities</b>		<b>\$157,260,379</b>	<b>\$152,288,095</b>
<b>Net Position</b>			
	Net Investment in Capital Assets	\$108,241,228	\$108,241,228
	Unrestricted	(\$53,970,178)	(\$57,002,466)
<b>Total for Net Position</b>		<b>\$54,271,050</b>	<b>\$51,238,762</b>
<b>Total Liabilities and Net Position</b>		<b>\$211,531,429</b>	<b>\$203,526,857</b>

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

	<u>To Date Actual</u>	<u>Annual Budget</u>	<b>42%</b>
<b>REVENUE:</b>			
AUTHORITY	\$7,139,791	\$11,358,500	63%
TRANSIT	\$38,770,522	\$89,015,094	44%
ACCESS	\$184,238	\$425,000	43%
CDTA FACILITIES	\$774,963	\$824,086	94%
<b>TOTAL REVENUE</b>	<b>\$46,869,514</b>	<b>\$101,622,680</b>	<b>46%</b>
<b>EXPENSE:</b>			
AUTHORITY	\$6,867,488	\$15,767,270	44%
TRANSIT	\$34,105,349	\$83,359,769	41%
ACCESS	\$584,861	\$1,308,812	45%
CDTA FACILITIES	\$669,253	\$2,308,858	29%
<b>TOTAL EXPENSE</b>	<b>\$42,226,951</b>	<b>\$102,744,710</b>	<b>41%</b>
Revenue over (under) Expenses	\$4,642,563		
Depreciation	\$5,750,000		
Excess of Revenue over (under) Expenses	(\$1,107,437)		
Transfer from Project Fund	\$0		
Transfer to Risk Mngt Fund	(\$500,000)		
Transfer from Risk Mngt Fund	\$0		
Transfer from Vehicle Replacement	\$0		
Transfer to Vehicle Replacement	\$0		
Transfer to Capital Projects Fund	(\$13,500,000)		
Transfer from Operating Fund	\$0		
Transfer to Operating Fund	(\$1,137,753)		
Transfer from Worker's Comp Fund	\$0		
Transfer to Worker's Comp Fund	(\$2,099,045)		
*Net Excess of Revenue over (under) Expenses	(\$18,344,235)		
*Contribution to required fleet replacement.			

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

**BUDGET VARIANCE REPORT**

	<b>CONSOLIDATED</b>								<b>Annual Budget</b>
	<b>This Month</b>				<b>Year to Date</b>				
	<b>Actual</b>	<b>Budget</b>	<b>Variance</b>	<b>% Variance</b>	<b>Actual</b>	<b>Budget</b>	<b>Variance</b>	<b>% Variance</b>	
<b>Operating Revenue</b>									
Mortgage Tax	\$1,472,866	\$937,500	\$535,366	57.11%	\$7,083,957	\$4,687,500	\$2,396,457	51.12%	\$11,250,000
Customer Fares	\$1,056,160	\$705,750	\$350,410	49.65%	\$4,935,613	\$3,528,750	\$1,406,863	39.87%	\$8,469,000
Advertising Revenue	\$105,625	\$107,708	(\$2,083)	-1.93%	\$528,125	\$538,542	(\$10,417)	-1.93%	\$1,292,500
RRS & Facilities	\$167,826	\$76,076	\$91,750	120.60%	\$712,463	\$380,378	\$332,085	87.30%	\$912,908
Interest Income	\$79	\$1,667	(\$1,588)	-95.25%	\$356	\$8,333	(\$7,977)	-95.72%	\$20,000
Misc. Income	\$31,739	\$7,375	\$24,364	330.37%	\$689,006	\$36,875	\$652,131	1768.49%	\$88,500
<b>Total Operating Revenue</b>	<b>\$2,834,295</b>	<b>\$1,836,076</b>	<b>\$998,219</b>	<b>54.37%</b>	<b>\$13,949,520</b>	<b>\$9,180,378</b>	<b>\$4,769,142</b>	<b>51.95%</b>	<b>\$22,032,908</b>
<b>Operating Assistance</b>									
New York State Aid	\$3,459,000	\$3,459,000	\$0	0.00%	\$17,295,000	\$17,295,000	\$0	0.00%	\$41,508,000
County Aid	\$159,750	\$159,750	\$0	0.00%	\$798,750	\$798,750	\$0	0.00%	\$1,917,000
Federal Aid	\$2,981,106	\$2,981,106	\$0	0.00%	\$14,905,529	\$14,905,529	\$0	0.00%	\$35,773,269
Operating Grants	\$248,226	\$248,226	\$0	0.00%	\$1,241,131	\$1,241,131	\$0	0.00%	\$2,978,715
<b>Total Operating Assistance</b>	<b>\$6,848,082</b>	<b>\$6,848,082</b>	<b>\$0</b>	<b>0.00%</b>	<b>\$34,240,410</b>	<b>\$34,240,410</b>	<b>\$0</b>	<b>0.00%</b>	<b>\$82,176,984</b>
<b>Total Revenue and Assistance</b>	<b>\$9,682,377</b>	<b>\$8,684,158</b>	<b>\$998,219</b>	<b>11.49%</b>	<b>\$48,189,930</b>	<b>\$43,420,788</b>	<b>\$4,769,142</b>	<b>10.98%</b>	<b>\$104,209,892</b>
<b>Expenses</b>									
Salaries and Wages	\$4,286,813	\$4,387,113	(\$100,300)	-2.29%	\$22,490,083	\$21,935,565	\$554,518	2.53%	\$52,645,356
FICA	\$308,565	\$310,203	(\$1,638)	-0.53%	\$1,627,837	\$1,551,014	\$76,822	4.95%	\$3,722,434
Health Benefits	\$834,921	\$914,241	(\$79,320)	-8.68%	\$4,301,530	\$4,571,205	(\$269,675)	-5.90%	\$10,970,892
Workers Compensation	\$110,373	\$237,394	(\$127,020)	-53.51%	\$922,242	\$1,186,969	(\$264,727)	-22.30%	\$2,848,725
Other Benefits	\$333,829	\$374,389	(\$40,561)	-10.83%	\$1,663,625	\$1,871,946	(\$208,321)	-11.13%	\$4,492,671
Professional Services	\$307,831	\$349,145	(\$41,315)	-11.83%	\$1,463,210	\$1,745,727	(\$282,517)	-16.18%	\$4,189,745
Materials & Supplies	\$88,509	\$153,029	(\$64,520)	-42.16%	\$607,951	\$765,144	(\$157,193)	-20.54%	\$1,836,346
Miscellaneous	\$41,465	\$61,404	(\$19,940)	-32.47%	\$250,544	\$307,022	(\$56,478)	-18.40%	\$736,852
Purchased Transportation	\$553,639	\$555,447	(\$1,807)	-0.33%	\$2,654,368	\$2,777,233	(\$122,865)	-4.42%	\$6,665,359
Maintenance Services	\$186,936	\$259,605	(\$72,669)	-27.99%	\$1,222,911	\$1,298,024	(\$75,113)	-5.79%	\$3,115,258
Liability - Claims	\$19,370	\$31,573	(\$12,203)	-38.65%	\$125,816	\$157,865	(\$32,048)	-20.30%	\$378,875
Utilities	\$84,978	\$85,935	(\$957)	-1.11%	\$365,378	\$429,675	(\$64,297)	-14.96%	\$1,031,220
Fuel	\$413,729	\$450,939	(\$37,211)	-8.25%	\$1,965,878	\$2,254,696	(\$288,817)	-12.81%	\$5,411,270
Parts, Tires, Oil	\$397,549	\$436,981	(\$39,432)	-9.02%	\$2,165,373	\$2,184,906	(\$19,533)	-0.89%	\$5,243,775
General Insurance	\$72,381	\$80,321	(\$7,940)	-9.89%	\$361,851	\$401,605	(\$39,755)	-9.90%	\$963,853
<b>Total EXPENSES</b>	<b>\$8,040,886</b>	<b>\$8,687,719</b>	<b>(\$646,833)</b>	<b>-7.45%</b>	<b>\$42,188,597</b>	<b>\$43,438,596</b>	<b>(\$1,249,999)</b>	<b>-2.88%</b>	<b>\$104,252,631</b>
<b>Surplus/Deficit</b>	<b>\$1,641,490</b>	<b>(\$3,562)</b>	<b>\$1,645,052</b>		<b>\$6,001,333</b>	<b>(\$17,808)</b>	<b>\$6,019,141</b>		<b>(\$42,739)</b>

CAPITAL DISTRICT TRANSPORTATION AUTHORITY  
MONTHLY MANAGEMENT REPORT  
August-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	\$1,472,866	\$937,500	\$535,366	57.11%	\$7,083,957	\$4,687,500	\$2,396,457	51.12%	\$11,250,000
Interest Income	\$79	\$1,667	(\$1,588)	-95.26%	\$355	\$8,333	(\$7,979)	-95.74%	\$20,000
Interest Inc-Invest/Change in Invest	\$15,099	\$0	\$15,099	0.00%	\$20,062	\$0	\$20,062	0.00%	\$0
Misc. Income - Authority	\$7,083	\$7,375	(\$292)	-3.95%	\$35,418	\$36,875	(\$1,457)	-3.95%	\$88,500
Operating Fund	\$0	\$0	\$0	0.00%	\$0	\$0	\$0	0.00%	\$0
Total Operating Revenue	\$1,495,127	\$946,542	\$548,585	57.96%	\$7,139,791	\$4,732,708	\$2,407,083	50.86%	\$11,358,500
Expenses									
Labor - Authority	\$637,069	\$610,563	\$26,506	4.34%	\$3,189,606	\$3,052,813	\$136,792	4.48%	\$7,326,752
Fringe - Authority	\$352,984	\$286,220	\$66,764	23.33%	\$1,910,785	\$1,431,101	\$479,684	33.52%	\$3,434,642
Materials & Supplies - Authority	\$6,729	\$15,820	(\$9,091)	-57.47%	\$37,951	\$79,098	(\$41,147)	-52.02%	\$189,836
Professional Services - Authority	\$183,294	\$199,362	(\$16,068)	-8.06%	\$873,560	\$996,810	(\$123,250)	-12.36%	\$2,392,345
Other Expenses - Authority	\$121,774	\$201,975	(\$80,200)	-39.71%	\$855,585	\$1,009,873	(\$154,288)	-15.28%	\$2,423,695
Total Expenses	\$1,301,850	\$1,313,939	(\$12,089)	-0.92%	\$6,867,488	\$6,569,696	\$297,792	4.53%	\$15,767,270
Surplus/(Deficit)	\$193,277	(\$367,398)	(\$536,496)		\$272,303	(\$1,836,988)	\$2,109,291		(\$4,408,770)

**CAPITAL DISTRICT TRANSPORTATION AUTHORITY**  
**MONTHLY MANAGEMENT REPORT**  
**August-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	\$865,754	\$526,583	\$339,171	64.41%	\$4,032,627	\$2,632,916	\$1,399,710	53.16%	\$6,318,999
Contracts - Transit	\$143,750	\$143,750	\$0	0.00%	\$718,750	\$718,750	\$0	0.00%	\$1,725,000
Advertising-Transit	\$93,125	\$97,926	(\$4,801)	-4.90%	\$465,625	\$489,629	(\$24,004)	-4.90%	\$1,175,109
Misc. Income - Transit	\$24,656	\$69,679	(\$45,023)	-64.61%	\$653,589	\$348,396	\$305,192	87.60%	\$836,151
<b>Total Operating Revenue</b>	<b>\$1,127,286</b>	<b>\$837,938</b>	<b>\$289,347</b>	<b>34.53%</b>	<b>\$5,870,590</b>	<b>\$4,189,691</b>	<b>\$1,680,899</b>	<b>40.12%</b>	<b>\$10,055,259</b>
Operating Assistance									
State Aid - General	\$3,026,602	\$3,026,602	\$0	0.00%	\$15,133,011	\$15,133,011	\$0	0.00%	\$36,319,226
State Aid - PBT	\$179,240	\$179,240	\$0	0.00%	\$896,198	\$896,198	\$0	0.00%	\$2,150,874
State Aid - Northway Commuter S.	\$25,000	\$25,000	\$0	0.00%	\$125,000	\$125,000	\$0	0.00%	\$300,000
County Aid	\$119,813	\$119,813	\$0	0.00%	\$599,063	\$599,063	\$0	0.00%	\$1,437,751
Federal Aid - Transit	\$2,981,106	\$2,981,106	\$0	0.00%	\$14,905,529	\$14,905,529	\$0	0.00%	\$35,773,269
Other Grants - Federal	\$248,226	\$248,226	\$0	0.00%	\$1,241,131	\$1,241,131	\$0	0.00%	\$2,978,715
<b>Total Operating Assistance</b>	<b>\$6,579,987</b>	<b>\$6,579,987</b>	<b>\$0</b>	<b>0.00%</b>	<b>\$32,899,932</b>	<b>\$32,899,931</b>	<b>\$0</b>	<b>0.00%</b>	<b>\$78,959,835</b>
<b>Total Revenue and Assistance</b>	<b>\$7,707,273</b>	<b>\$7,417,925</b>	<b>\$289,348</b>	<b>3.90%</b>	<b>\$38,770,522</b>	<b>\$37,089,623</b>	<b>\$1,680,899</b>	<b>4.53%</b>	<b>\$89,015,094</b>
Expenses									
Labor - Maintenance	\$738,573	\$763,786	(\$25,212)	-3.30%	\$3,954,245	\$3,818,928	\$135,317	3.54%	\$9,165,426
Labor - Transportation	\$2,609,913	\$2,686,649	(\$76,736)	-2.86%	\$13,614,936	\$13,433,245	\$181,691	1.35%	\$32,239,788
Labor - STAR	\$231,492	\$252,995	(\$21,503)	-8.50%	\$1,349,348	\$1,264,973	\$84,374	6.67%	\$3,035,936
Fringe	\$1,272,031	\$1,408,078	(\$136,047)	-9.66%	\$6,551,352	\$7,040,390	(\$489,037)	-6.95%	\$16,896,935
Materials & Supplies	\$962,011	\$1,005,580	(\$43,569)	-4.33%	\$4,733,580	\$5,027,901	(\$294,322)	-5.85%	\$12,066,963
Professional Services	\$153,459	\$140,064	\$13,396	9.56%	\$839,088	\$700,318	\$138,771	19.82%	\$1,680,762
Other Expenses	\$2,984	\$4,379	(\$1,395)	-31.87%	\$19,854	\$21,896	(\$2,042)	-9.33%	\$52,550
Purchased Transportation - STAR	\$426,988	\$390,636	\$36,352	9.31%	\$2,036,475	\$1,953,179	\$83,295	4.26%	\$4,687,630
Liability - Claims	\$19,370	\$31,573	(\$12,203)	-38.65%	\$125,816	\$157,865	(\$32,048)	-20.30%	\$378,875
Liability - Insurance	\$3,440	\$77,579	(\$74,139)	-95.57%	\$240,530	\$387,897	(\$147,367)	-37.99%	\$930,953
Utilities - Transit	\$48,624	\$50,443	(\$1,819)	-3.61%	\$195,856	\$252,217	(\$56,360)	-22.35%	\$605,320
Mat & Supplies - NX	\$0	\$5,833	(\$5,833)	-100.00%	\$4,692	\$29,167	(\$24,475)	-83.91%	\$70,000
Purchased Transportation - NX	\$87,916	\$129,053	(\$41,137)	-31.88%	\$439,578	\$645,263	(\$205,685)	-31.88%	\$1,548,631
<b>Total Expenses</b>	<b>\$6,556,801</b>	<b>\$6,946,647</b>	<b>(\$389,846)</b>	<b>-5.61%</b>	<b>\$34,105,349</b>	<b>\$34,733,237</b>	<b>(\$627,888)</b>	<b>-1.81%</b>	<b>\$83,359,769</b>
<b>Surplus/(Deficit)</b>	<b>\$1,150,472</b>	<b>\$471,277</b>	<b>\$679,194</b>		<b>\$4,665,173</b>	<b>\$2,356,385</b>	<b>\$2,308,787</b>		<b>\$5,655,325</b>



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

**BUDGET VARIANCE REPORT**

	<b>ACCESS TRANSIT SERVICES</b>								<b>Annual Budget</b>
	<b>This Month</b>				<b>Year to Date</b>				
	<b>Actual</b>	<b>Budget</b>	<b>Variance</b>	<b>% Variance</b>	<b>Actual</b>	<b>Budget</b>	<b>Variance</b>	<b>% Variance</b>	
Operating Revenue									
Contracts - Access	\$46,655	\$35,417	\$11,238	31.73%	\$184,236	\$177,083	\$7,153	4.04%	\$425,000
Interest Income	\$0	\$0	\$0	0.00%	\$2	\$0	\$2	0.00%	\$0
Misc. Income	\$0	\$0	\$0	0.00%	\$0	\$0	\$0	0.00%	\$0
Other Grants - State & Federal	\$0	\$0	\$0	0.00%	\$0	\$0	\$0	0.00%	\$0
<b>Total Operating Revenue</b>	<b>\$46,655</b>	<b>\$35,417</b>	<b>\$11,239</b>	<b>31.73%</b>	<b>\$184,238</b>	<b>\$177,083</b>	<b>\$7,155</b>	<b>4.04%</b>	<b>\$425,000</b>
<b>Total Revenue and Assistance</b>	<b>\$46,655</b>	<b>\$35,417</b>	<b>\$11,239</b>	<b>31.73%</b>	<b>\$184,238</b>	<b>\$177,083</b>	<b>\$7,155</b>	<b>4.04%</b>	<b>\$425,000</b>
Expenses									
Labor - Access	\$55,430	\$56,810	(\$1,380)	-2.43%	\$306,216	\$284,052	\$22,164	7.80%	\$681,724
Fringe Benefits - Access	\$14,297	\$14,652	(\$355)	-2.42%	\$79,186	\$73,258	\$5,928	8.09%	\$175,819
Purchased Transportation	\$38,736	\$33,333	\$5,402	16.21%	\$178,316	\$166,667	\$11,649	6.99%	\$400,000
Professional Services - Access	\$0	\$0	\$0	0.00%	\$9,000	\$0	\$9,000	0.00%	\$0
Rent and Utilities - Access	\$1,643	\$1,643	\$0	0.00%	\$10,068	\$8,217	\$1,851	22.53%	\$19,721
Other Expenses - Access	\$2,000	\$2,629	(\$629)	-23.93%	\$2,076	\$13,145	(\$11,069)	-84.21%	\$31,548
<b>Total Expenses</b>	<b>\$112,106</b>	<b>\$109,068</b>	<b>\$3,039</b>	<b>2.79%</b>	<b>\$584,861</b>	<b>\$545,338</b>	<b>\$39,523</b>	<b>7.25%</b>	<b>\$1,308,812</b>
<b>Surplus/(Deficit)</b>	<b>(\$65,451)</b>	<b>(\$73,651)</b>	<b>\$8,200</b>		<b>(\$400,623)</b>	<b>(\$368,255)</b>	<b>(\$32,368)</b>		<b>(\$883,812)</b>

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

**BUDGET VARIANCE REPORT**

	<b>CDTA FACILITIES</b>								<b>Annual Budget</b>
	<b>This Month</b>				<b>Year to Date</b>				
	<b>Actual</b>	<b>Budget</b>	<b>Variance</b>	<b>% Variance</b>	<b>Actual</b>	<b>Budget</b>	<b>Variance</b>	<b>% Variance</b>	
<b>Operating Revenue</b>									
RRS Station & Garage	\$62,856	\$16,887	\$45,969	272.21%	\$303,295	\$84,435	\$218,860	259.21%	\$202,644
RRS Parking Revenue	\$96,730	\$31,929	\$64,801	202.95%	\$368,429	\$159,646	\$208,784	130.78%	\$383,150
RRS Advertising	\$12,500	\$9,783	\$2,717	27.78%	\$62,500	\$48,913	\$13,587	27.78%	\$117,391
SSTS	\$2,210	\$542	\$1,669	308.04%	\$10,665	\$2,708	\$7,957	293.79%	\$6,500
Greyhound	\$0	\$2,500	(\$2,500)	-100.00%	\$0	\$12,500	(\$12,500)	-100.00%	\$30,000
85 Watervliet Avenue	\$5,801	\$6,667	(\$866)	-12.99%	\$29,003	\$33,333	(\$4,330)	-12.99%	\$80,000
Interest Income	\$229	\$367	(\$138)	-37.54%	\$1,070	\$1,833	(\$764)	-41.65%	\$4,400
<b>Total Operating Revenue</b>	<b>\$180,326</b>	<b>\$68,674</b>	<b>\$111,652</b>	<b>162.58%</b>	<b>\$774,963</b>	<b>\$343,369</b>	<b>\$431,594</b>	<b>125.69%</b>	<b>\$824,086</b>
<b>Expenses</b>									
Labor	\$14,336	\$16,311	(\$1,975)	-12.11%	\$75,732	\$81,554	(\$5,822)	-7.14%	\$195,730
Fringe-Benefits	\$2,388	\$1,617	\$771	47.67%	\$12,264	\$8,085	\$4,179	51.68%	\$19,405
Professional Services	\$3,023	\$10,417	(\$7,394)	-70.98%	\$19,841	\$52,083	(\$32,242)	-61.90%	\$125,000
Insurance	\$2,936	\$2,417	\$520	21.50%	\$14,681	\$12,083	\$2,598	21.50%	\$29,000
Security	\$377	\$33,617	(\$33,240)	-98.88%	\$70,514	\$168,083	(\$97,570)	-58.05%	\$403,400
Facilities Upkeep	\$8,950	\$24,833	(\$15,883)	-63.96%	\$70,957	\$124,167	(\$53,209)	-42.85%	\$298,000
Facilities Repairs	\$18,271	\$8,474	\$9,798	115.63%	\$56,713	\$42,368	\$14,345	33.86%	\$101,683
Utilities	\$28,261	\$28,983	(\$722)	-2.49%	\$143,765	\$144,917	(\$1,152)	-0.79%	\$347,800
Materials & Supplies	\$831	\$1,333	(\$503)	-37.70%	\$3,833	\$6,667	(\$2,834)	-42.50%	\$16,000
Parking Garage	\$27,644	\$40,833	(\$13,190)	-32.30%	\$122,075	\$204,167	(\$82,092)	-40.21%	\$490,000
Greyhound	\$0	\$667	(\$667)	-100.00%	\$0	\$3,333	(\$3,333)	-100.00%	\$8,000
85 Watervliet Avenue	\$5,892	\$9,395	(\$3,503)	-37.29%	\$37,029	\$46,976	(\$9,947)	-21.17%	\$112,742
SSTS	\$11,232	\$13,508	(\$2,276)	-16.85%	\$41,847	\$67,542	(\$25,694)	-38.04%	\$162,100
<b>Total Expenses</b>	<b>\$124,141</b>	<b>\$192,405</b>	<b>(\$68,264)</b>	<b>-35.48%</b>	<b>\$669,253</b>	<b>\$962,025</b>	<b>(\$292,773)</b>	<b>-30.43%</b>	<b>\$2,308,860</b>
<b>Surplus/(Deficit)</b>	<b>\$56,185</b>	<b>(\$123,731)</b>	<b>\$179,916</b>		<b>\$105,711</b>	<b>(\$618,656)</b>	<b>\$724,367</b>		<b>(\$1,484,775)</b>

# CAPITAL DISTRICT TRANSPORTATION AUTHORITY MONTHLY MANAGEMENT REPORT

## AGING OF ACCOUNTS RECEIVABLE

Aug-21		
	Amount	% of Total
Current	\$822,665	9.57%
31 - 60	\$325,745	3.79%
61 - 90	\$51,492	0.60%
91 - 120	\$216,976	2.52%
Over 120	\$7,183,606	83.53%
<b>Total Accounts Receivable</b>	<b>\$8,600,485</b>	<b>100.00%</b>

Jul-21		
	Amount	% of Total
Current	\$480,088	5.75%
31 - 60	\$187,512	2.24%
61 - 90	\$248,073	2.97%
91 - 120	\$229,147	2.74%
Over 120	\$7,207,696	86.29%
<b>Total Accounts Receivable</b>	<b>\$8,352,516</b>	<b>100.00%</b>

## AGING OF ACCOUNTS PAYABLE

Aug-21		
	Amount	% of Total
Current	\$3,155,724	81.40%
31 - 60	\$667,925	17.23%
61 - 90	\$15,151	0.39%
90 & Over	\$38,121	0.98%
<b>Total Accounts Payable</b>	<b>\$3,876,922</b>	<b>100.00%</b>

<b>Aug-21 Receivables over 120 days:</b>	<b>\$7,183,606</b>
Breakdown of outstanding receivables over 120 days.	
\$6,848,093	NYS DEPT. OF TRANSPORTATION
\$183,468	BIKE SHARE MOU CONTRACTS
\$112,500	CITY OF ALBANY
\$39,545	OTHER
<b>\$7,183,606</b>	

## ADDITIONAL INFORMATION

MORTGAGE RECORDING TAX	Current Month				Fiscal Year to Date			
	Aug-21	Aug-20	Difference	%	2022	2021	Difference	%
Albany	\$499,259	\$397,772	\$101,487	25.51%	\$1,734,407	\$1,404,869	\$329,538	23.46%
Rensselaer	\$186,877	\$130,000	\$56,877	43.75%	\$948,829	\$523,568	\$425,261	81.22%
Saratoga	\$495,232	\$480,415	\$14,816	3.08%	\$2,127,806	\$1,582,723	\$545,083	34.44%
Schenectady	\$196,291	\$191,938	\$4,353	2.27%	\$800,049	\$608,135	\$191,914	31.56%
<b>Total</b>	<b>\$1,377,659</b>	<b>\$1,200,125</b>	<b>\$177,534</b>	<b>14.79%</b>	<b>\$5,611,091</b>	<b>\$4,119,296</b>	<b>\$1,491,796</b>	<b>36.21%</b>

	<u>Current Month</u>	<u>Year To Date</u>
FY 2022	\$1,377,659	\$5,611,091
FY 2021	\$1,200,125	\$4,119,296

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  
July 31, 2021**

**RESTRICTED INVESTMENTS**

	<b><u>Fund Balances</u></b>	<b><u>Current Obligations</u></b>
Risk Management Account (Self-Insured)	\$3,577,055	\$1,467,061
Workers' Comp. Account (Self-Insured)	\$9,542,181	\$8,316,760
Operating Account	\$3,108,378	
 <b><u>Current Operating Reserve Obligations</u></b>		
Acquire New Fare Collection System		\$22,437
River Corridor BRT Design/Engineering		\$2,271
Multi-Modal (GRH & Vanpool)		\$23,116
Washington/Western BRT Design/Engineering		\$115,154
Gateway		\$182,460
Bus Shelter Program		\$9,979
		<hr/> \$355,415
 <b><u>Current Capital Reserve Obligations</u></b>		
Computer Aided Dispatch/Automatic Vehicle Locator (CAD/AVL) System Upgrade	\$15,055,089	
		<hr/> \$931,231
		\$931,231
 <b><u>Current Vehicle Replacement Reserve Obligations</u></b>		
Paratransit Fleet Replacement (6)	\$953,174	
		<hr/> \$61,817
		\$61,817

All Investment Accounts are reviewed quarterly.	
Average annual returns:	
Risk Management	0.55%
Workers' Compensation	0.54%
Operating Fund	0.08%
Vehicle Replacement Fund	0.09%
Capital Project	0.13%

\* 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.

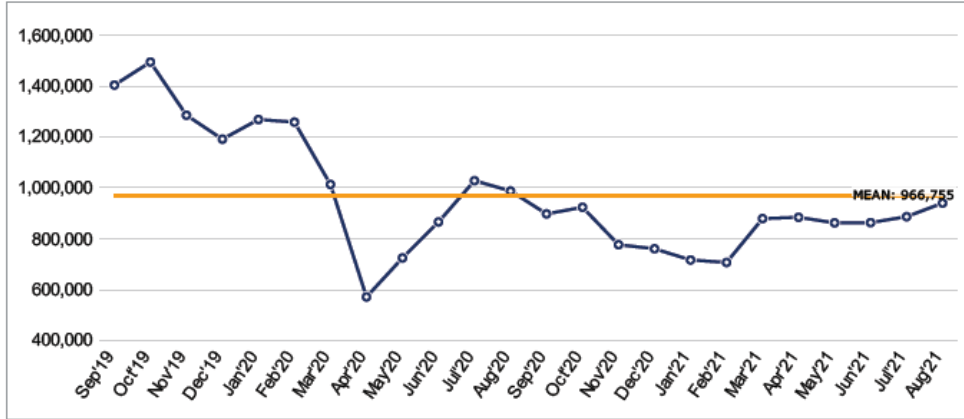
# Monthly Performance Report

Period: Aug'21

Meeting: Sep'21

Patronage / Mobility

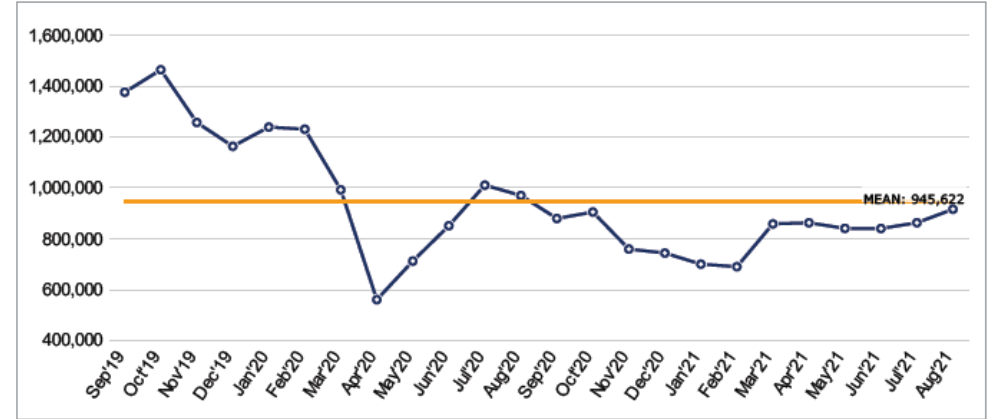
## Total Riders



Previous: 988,385

Current: 940,538

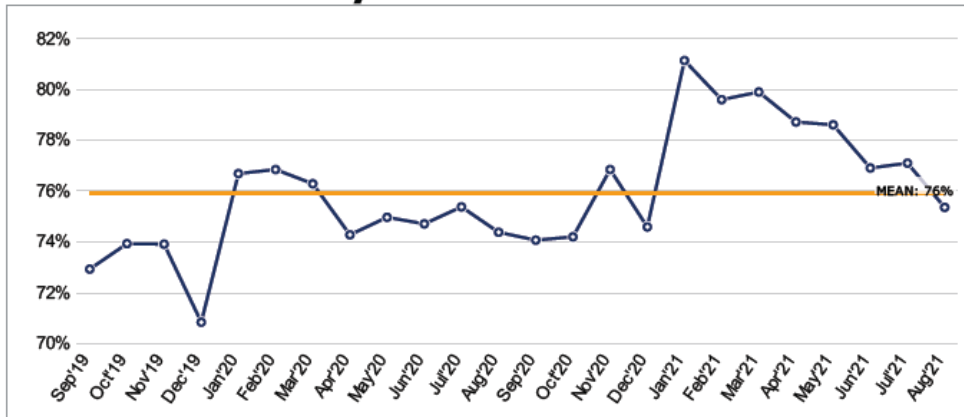
## Fixed Riders



Previous: 970,376

Current: 916,232

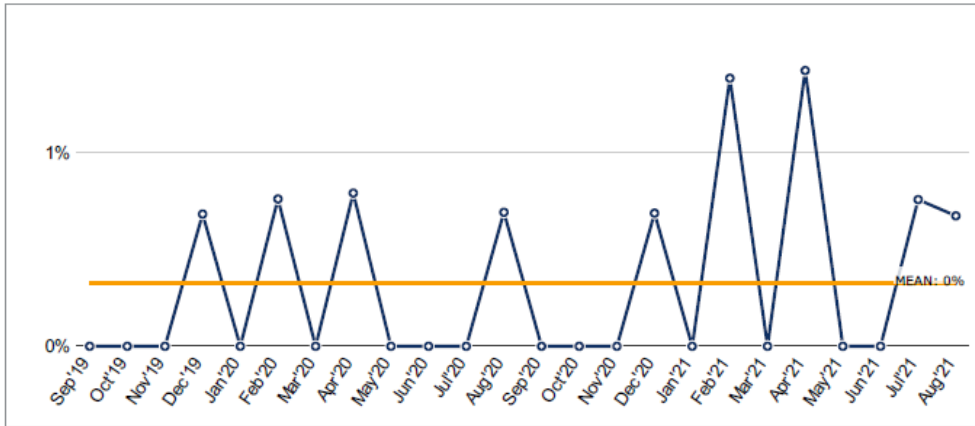
## System Wide OTP



Previous: 74.38%

Current: 75.36%

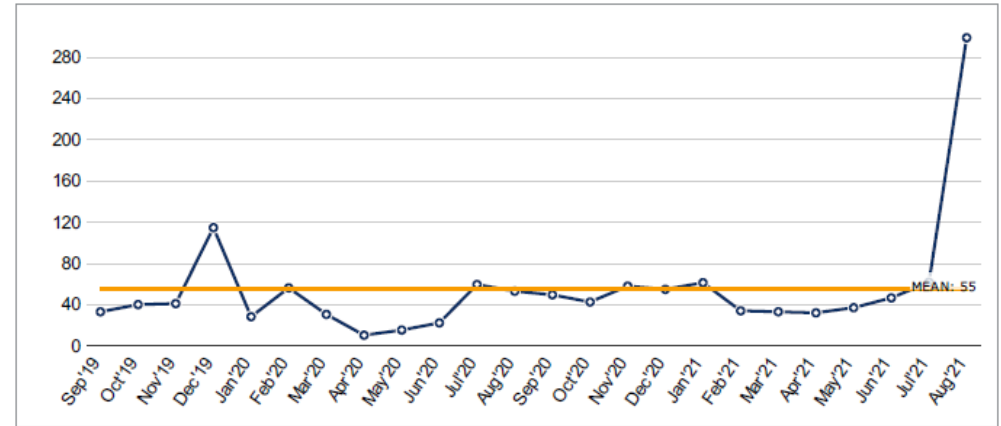
## PMI Not On Time



Previous: 0.7%

Current: 0.7%

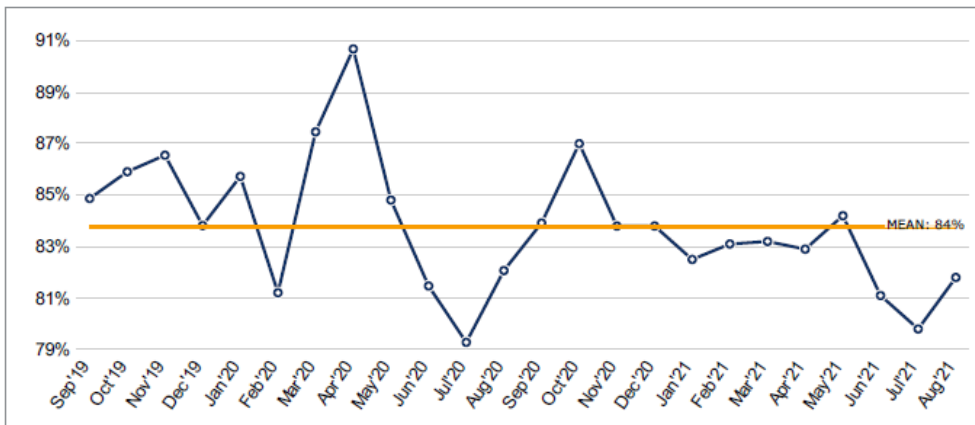
## Missed Trips



Previous: 54

Current: 300

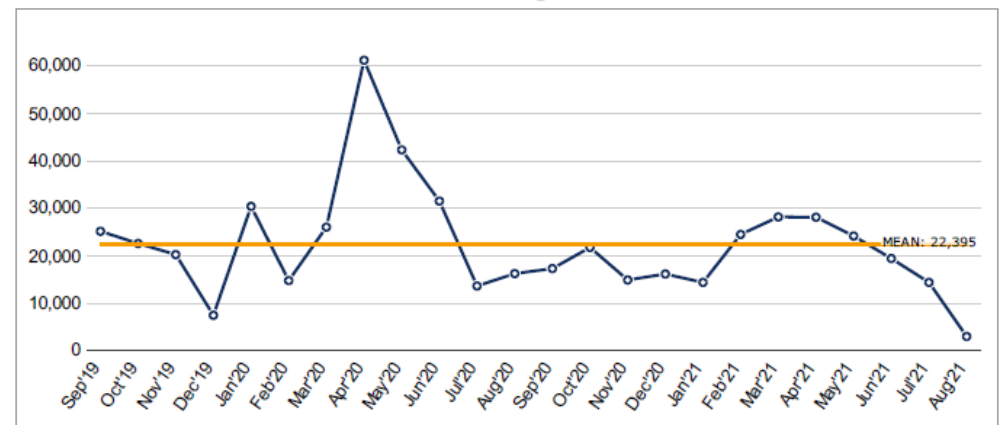
## Scheduled Work



Previous: 82.1%

Current: 81.8%

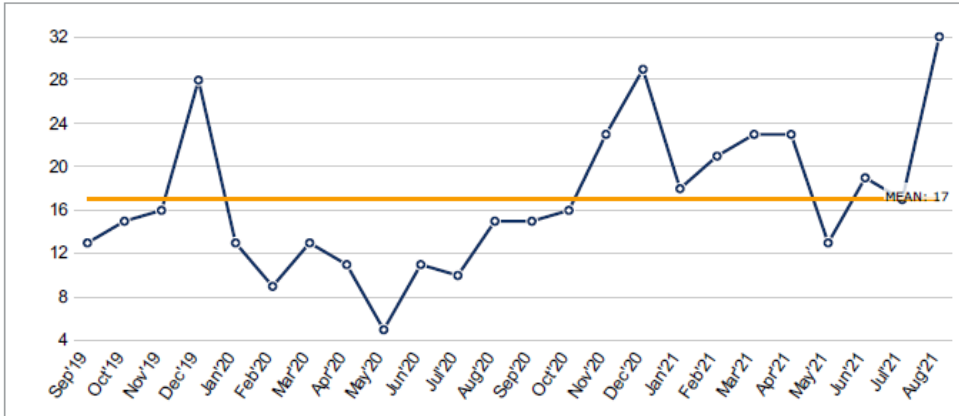
## MDBSI



Previous: 16,232

Current: 3,006

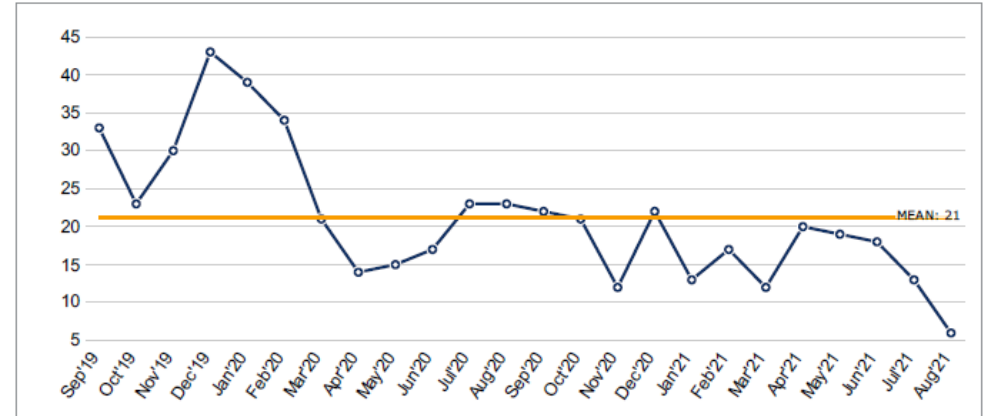
## Preventable Accidents



Previous: 15

Current: 32

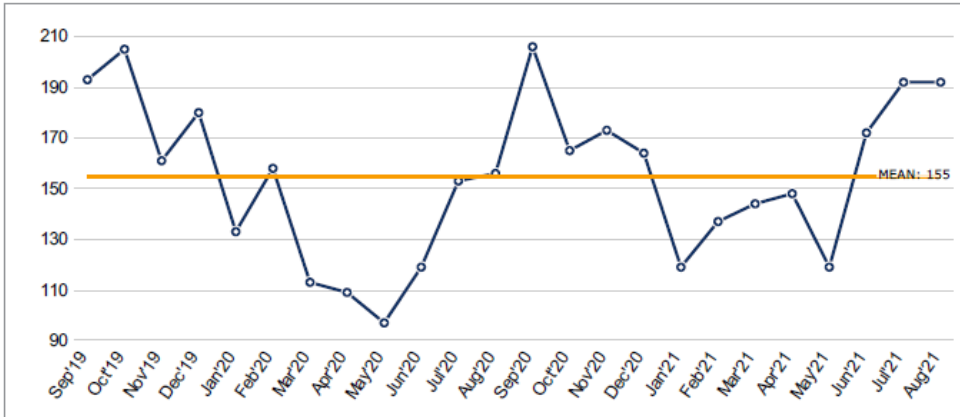
## Non-Preventable Accidents



Previous: 23

Current: 6

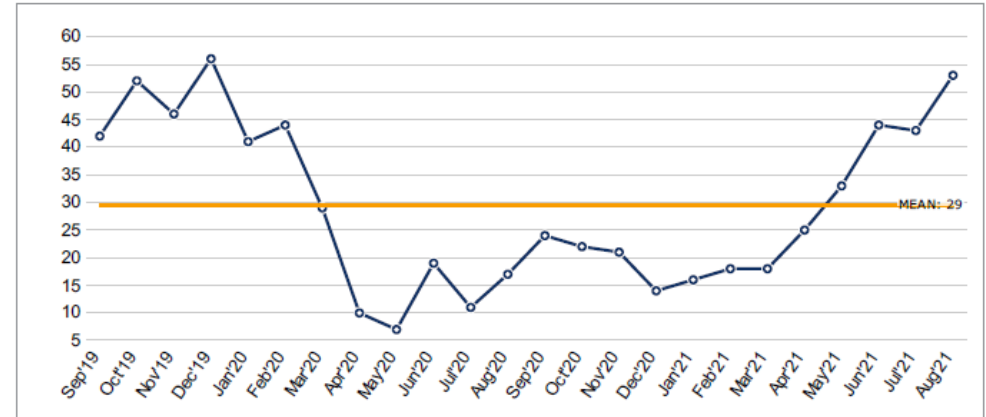
## Fixed/Shuttle Complaints



Previous: 156

Current: 192

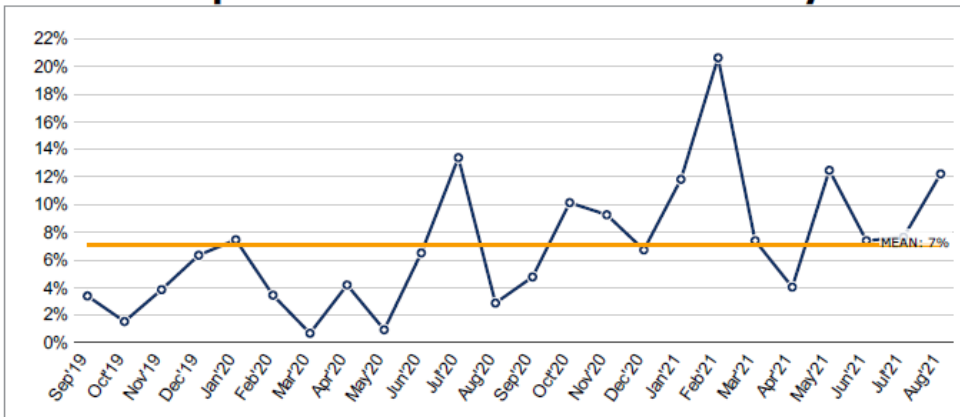
## Other Complaints



Previous: 17

Current: 53

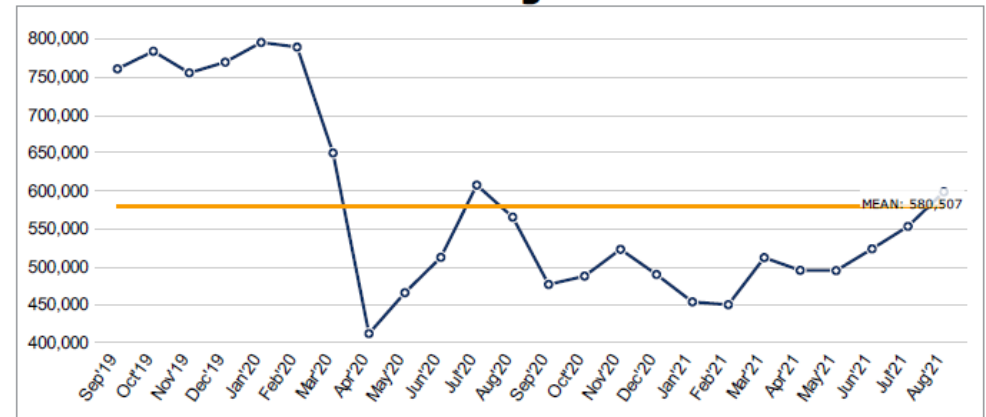
## Complaints Not Addressed in Ten Days



Previous: 2.9%

Current: 12.2%

## Website Page Views

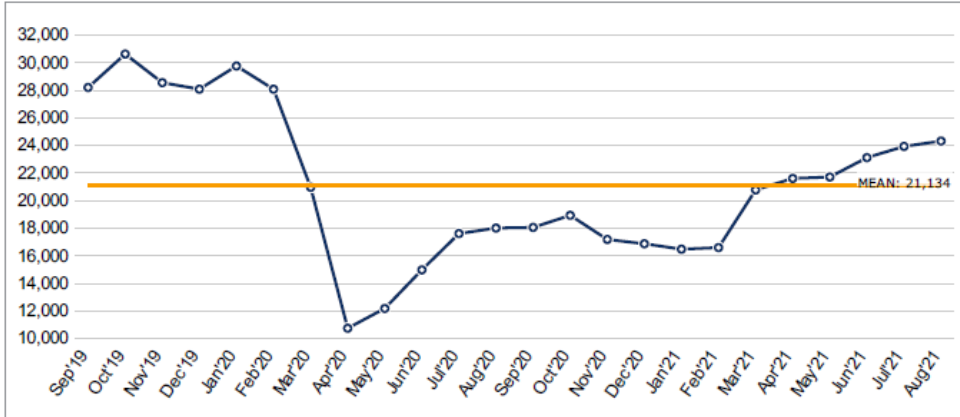


Previous: 565,568

Current: 598,976



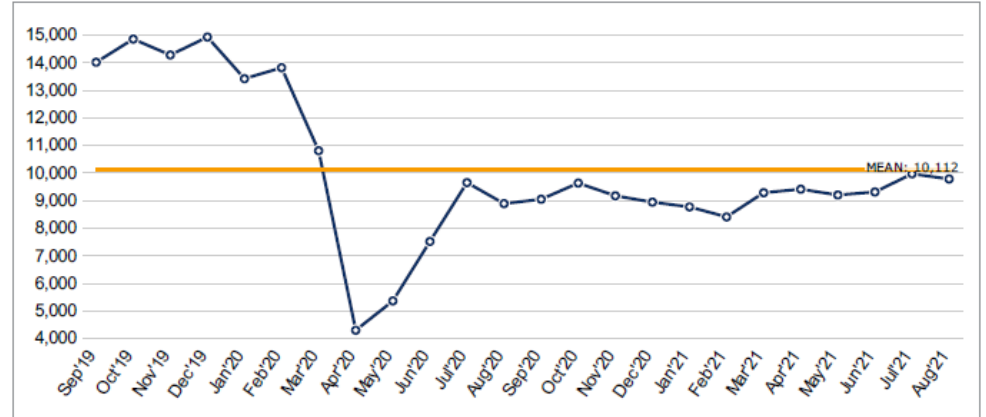
## STAR Riders



Previous: 18,009

Current: 24,306

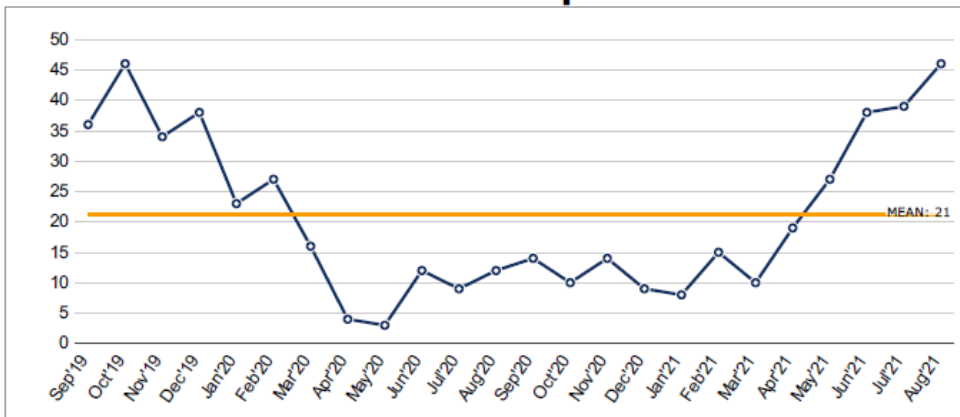
## Reservation Calls



Previous: 8,888

Current: 9,780

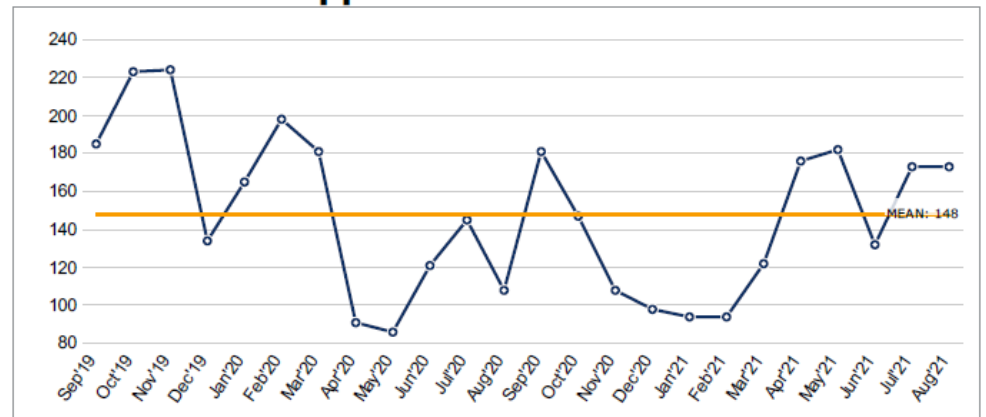
## Customer Complaints



Previous: 12

Current: 46

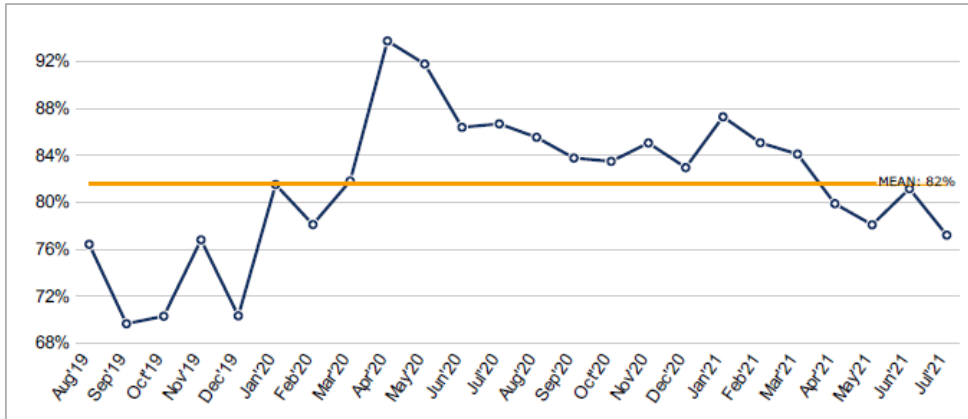
## Applications Received



Previous: 108

Current: 173

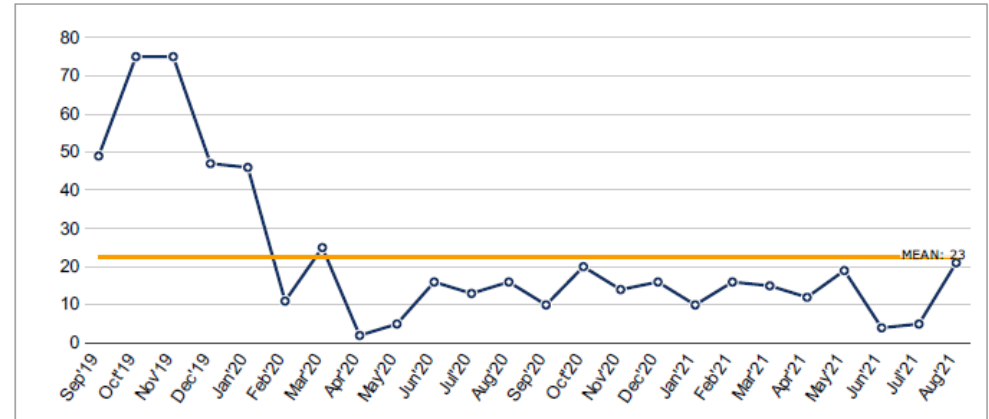
## On-Time Performance (0-10 Minutes) Period: Jul'21



Previous: 86.7%

Current: 77.2%

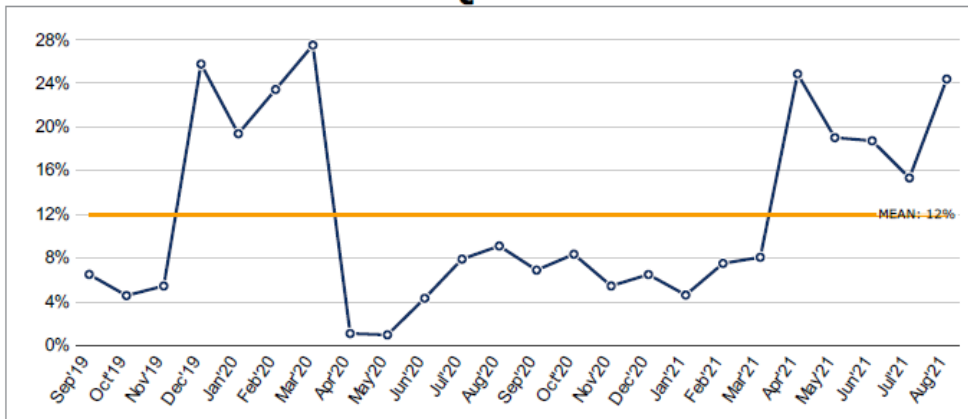
## Trip Denials



Previous: 16

Current: 21

## Reservation Calls in Queue Over Five Minutes



Previous: 9.1%

Current: 24.4%

**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.