



CDTA COMMITTEE AGENDA
Performance Monitoring/Audit Committee
Wednesday, December 15, 2021 | 12:00 pm | Microsoft Teams Meeting

Committee Item	Responsibility
Call to Order	Denise Figueroa
Approve Minutes of Wednesday, October 20, 2021	Denise Figueroa
Consent Agenda Items	
• Approve Contract Award for MaaS Software and Services	Stacy Sansky
Investment Committee	
• Update on Committee Activities/Reports	Denise Figueroa
Administrative Discussion Items	
• Monthly Management Report	Mike Collins
• Monthly Non-Financial Report	Chris Desany
Next Meeting: Wednesday, January 19, 2022 at noon via Microsoft Teams & 110 Watervliet Avenue	
Adjourn	Denise Figueroa

**Additional materials will be attached separately or provided before the meeting via email.*

Capital District Transportation Authority

Performance Monitoring/Audit Committee

Meeting Minutes – October 20, 2021 at 12:00 pm; 110 Watervliet Avenue, Albany

In Attendance: via MT – Dave Stackrow; at 110 – Denise Figueroa, Mike Criscione, Mike Collins, Chris Desany, Lance Zarcone, Phil Parella, Jon Scherzer, Stacy Sansky, Sarah Matrose, Gary Guy, David Williams, Jeremy Smith, Thomas Guggisberg, Jack Grogan, Allie Schreffler, Rich Nasso, Vanessa Salamy; via MT - Ross Farrell

Meeting Purpose

Regular monthly meeting of the Performance Monitoring/Audit Committee. Denise Figueroa noted that a quorum was present. Minutes from the September 22, 2021 meeting were reviewed and approved.

Consent Agenda Items

Approve Purchase of Articulated Buses

- In preparation of our Washington/Western BRT line, we need to place an order for sixteen articulated buses. We awarded a five-year contract to New Flyer in October 2020 for 60-foot articulated buses. Staff recommends the purchase of sixteen articulated buses for \$823,340 per vehicle, plus an additional \$5,100 per bus for an extended warranty.
- A purchase of sixteen articulated buses to New Flyer for a total cost of \$13,335,040 will be recommended to the board for approval.

Approve Contract Extension for Upstate Transit Services

- We contract with Upstate Transit Service to provide Northway Express Service; this contract expires in November. Because of COVID, service levels have changed constantly making it difficult to develop an RFP for a new contract. So, staff is recommending a one-year extension. Upstate has agreed to hold the same price as last year.
- A one-year contract extension to Upstate Transportation of Saratoga, for the Northway Express Service for an amount not to exceed \$1.5 million will be recommended to the board for approval.

Approve Contract for Rail Station Maintenance & Repairs

- The RRS parking deck has issues in several areas and needs of repairs. The rehabilitation will address the separation of the membrane along the joints on the top deck. Torrential rains this summer caused damage that needs to be addressed prior to the winter season. Two vendors were engaged to provide proposals. Only one could complete the scope of work. Staff recommends PCC Contracting for this work; they have extensive experience with restoration and new construction projects.
- A retroactive procurement for RRS deck repairs for \$156,000 to PCC Contracting Inc., of Schenectady will be recommended to the board for approval.

Approve Contract for Workers Comp/TPA Services

- We use a third-party administrator to manage Workers' Compensation and Disability claims; and to obtain Excess Insurance for Workers' Compensation. An RFP was issued, and two proposals were received. Staff recommends a contract to Future Comp, our incumbent provider.

- A three-year contract with two optional one-year renewals for Third-Party Claims Administration services to Future Comp of Buffalo, New York for approximately \$300,000 per year will be recommended to the board for approval.

Approve Contract for Auto/General Liability Insurance

- Auto and General Liability Insurance provides protection against claims for injury and damage to people and property caused by our operation. We are self-insured for \$2 million, with excess insurance coverage of \$8 million and \$5 million, for a total of \$13 million. We received one proposal for each layer for a total cost increase of 5.8%.
- A one-year \$8 million excess policy with American Alternative Insurance Company of Princeton, NJ; a \$5 million excess policy with Allied World National Assurance Company of NY; and a Non-Certified Acts of Terrorism policy with Lloyds of London in NY. The total premium cost is \$473,690 effective November 10, 2021 will be recommended to the board for approval.

Approve Contract for Auto/Physical Damage Insurance

- Auto Physical Damage insures our vehicles in the event of fire, theft, and collision. The insurance cost is based on the value of our fleet. We received one proposal from our incumbent carrier Lexington Insurance for a \$25 million occurrence limit. We also received an excess proposal for an additional \$5 million to maintain our program structure of a \$30 million occurrence limit.
- A one-year contract to Lexington Insurance of Boston, MA and Homeland Insurance of Plymouth, Minnesota for \$281,383 effective November 10, 2021 will be recommended to the board for approval.

Approve Contract for Workers Compensation Excess Insurance

- Workers' Compensation Excess Insurance provides protection against large claims for employee injuries occurring on the job that exceed \$1 million. We are self-insured for the first \$1 million. We received three proposals and two alternative self-insured retention options. Staff recommends maintaining our current program with the incumbent and lowest price proposal, which is a 13% increase.
- A one-year contract to ACE American/Chubb at 436 Walnut Street, Philadelphia, PA for 299,782 effective November 10, 2021 will be recommended to the board for approval.

Approve Safety Management System Plan (SMS)

- The FTA requires transit agencies to annually adopt a board approved Safety Management System (SMS) plan. This plan was first adopted by the board last year and builds off our NYS approved safety plan that has been in place for years. The SMS plan is a data driven approach to mitigate risk. It establishes responsibilities; identifies risk; ensures plan implementation; and promotes safety information.
- Approving the Safety Management System (SMS) plan as required by the Federal Transit Administration will be recommended to the board for approval.

Administrative Discussion Items

Monthly Management Report

- Mike Collins provided the six-month review of the Monthly Management Report. We are in a positive financial position through the first six-months. Federal funds have plugged gaps in revenue lines and expenses that resulted from COVID. We have used CRRSSA funding and have roughly \$7 million in 5307 still budgeted. Almost all expenses are under budget for the year.
- We anticipate finishing the year in a positive financial position with flexibility and options for balancing the FY2023 budget.

Monthly Non-Financial (performance) Report

- Chris Desany provided the Non-Financial Report. Ridership is improving as UA arrangements kick in and college students return. Fixed route ridership is up 30% for the year. STAR ridership is at 92% of pre-pandemic levels. Fixed route on-time performance was 75%; STAR on-time performance was 79%. Missed trips are high this month and will be for the foreseeable future as we balance new services and manpower. Preventable accidents are down to 28 this month; and non-preventable accidents are at 14. Complaints are high across the board due to service-related matters.

Next Meeting

Wednesday, December 15, 2021 at 12:00pm via Microsoft Teams and at 110 Watervliet Ave.

Capital District Transportation Authority Agenda Action Proposal

Subject: Sole source contract award for MaaS services to Moovit, Inc. of San Mateo, California.

Committee: Performance Monitoring/Audit
Committee Meeting Date: December 15, 2021
Board Action Date: December 22, 2021

Background:

Over the past several months the Strategic and Operational Planning Committee has discussed a strategy to advance Mobility as a Service (MaaS) initiatives to improve transportation options for our customers. MaaS is a digital platform that connects transportation modes within a single environment to provide flexible options for travel.

Purpose:

To provide customers a variety of transportation options with the convenient ability to pay with a single application. The technology will be designed around specific needs for on-demand services, bike and scooter share as well as fixed route services.

Summary of Proposal:

We have worked with Moovit to define our MaaS goals toward developing a custom application. Our incumbent revenue collection vendor (Genfare) uses Moovit as their MaaS partner and has completed preliminary design. This specialized integration is the justification for a sole source contract award.

Staff recommends a one-year contract with four optional one-year extensions for MaaS services be awarded to Moovit, Inc. of San Mateo, California for an amount not to exceed \$1,417,329. Staff finds the proposed pricing to be fair and reasonable based on similar projects completed at other transit systems. Upon Board approval staff will finalize details and execute the agreement.

Financial Summary and Source of Funds:

The first-year cost is \$426,000, and the option years (2 to 5) is \$991,329 for a total potential cost of \$1,417,329. The first year is funded through the FY2022 Operating budget.

Prepared by:

Stacy Sansky, Director of Procurement

Project Manager:

Christopher Desany, Vice President of Planning, and Infrastructure

Memorandum

December 15, 2021

To: Performance Monitoring/Audit Committee

From: Christopher Desany, Vice President of Planning and Infrastructure

Subject: Mobility as a Service (MaaS) Software and Services Contract

Overview

As we have been discussing with the Board over the last several months, CDTA is pursuing a strategy to advance our Mobility as a Service (MaaS) initiatives. MaaS is a digital platform that connects transportation modes within a single environment focusing on seamless, adaptable, and customer-focused choices. Consumers can plan, book, and pay within a single application, while having flexibility to choose trips based on price, speed and convenience, or even minimizing their carbon footprint. MaaS is an important part of CDTA's long term plan to move closer to a subscription-based mobility services model (*think: Netflix*). Although a *fully* optioned MaaS solution is not currently available in the marketplace, we recommend working with an existing industry leader with a proven foundation to develop such an application.

Moovit, an Intel company, has built a world class MaaS platform designed specifically around a customer's mobility needs. The Moovit MaaS platform uses open data standards for the general transit feed specification for fixed route services (GTFS), real-time data (GTFS-RT), bike and scooter share (GBFS), and on-demand services (GOFS). With over one billion users in 3,400 cities across 112 countries, Moovit is well positioned to meet CDTA's existing and future MaaS requirements.

Project Scope

We have been working with Moovit over the last 18 months to define our goals and gain a shared perspective on how they can assist us with realizing our vision. The major components of the Moovit MaaS platform and project scope include:

- CDTA branded mobile application
- Multimodal trip planner with live map and views of nearby stops and bike/scooter locations
- Navigator (Genfare) payment integration
- Mobility On-Demand (FLEX) Integration – with Moovit's Transport on Demand solution
- Micromobility (CYCLE and SCOOT) integration
- Crowdsourced data, surveys, and reporting

Future integration possibilities such as car share, parking, mobility hubs, pooled rides, and paratransit will require further design work, which will be considered a separate project and scope. However, we *will* need to coordinate this work with Genfare (our revenue collection vendor) to provide the services on their side for this integration, and possibly update our credit card processing platform. We will likely be coming to the Board in the next couple of months with recommendations.

Justification

A sole source award for software and services is based on several important considerations. With over a dozen similar MaaS installations in North America and over 30 globally, Moovit uniquely satisfies CDTA’s MaaS requirements. Additional reasons to support this sole source recommendation include:

- Our incumbent revenue collection vendor (Genfare) is *only* using Moovit as their MaaS partner, and already has a preliminary design in place to provide for this integration. Genfare does not have a relationship with any other MaaS providers.
- Moovit has an existing mobility on demand solution for FLEX with several clients of similar size and scope as CDTA. Moovit is the only MaaS integrator with a “baked in” MoD product.
- Moovit is a systems integrator with a proven track record of working with third party payment processors and mobility providers. They currently integrate transit, bikeshare, and ride hailing data in other markets.
- CDTA has been publishing real time fixed route transit data, service alerts, and occupancy data with Moovit since 2017.
- We have documentation on file noting how the cost is justified by similar vendors and project requirements, which confirms fair and reasonable pricing for this purchase.

Cost Summary

A summary of the costs for a base system and maintenance is as follows:

Totals – Year 1	Cost
Base System (CDTA app, level 1 integration with micromobility, fare payments, communications, reporting, analytics)	\$150,000
Project Management Services (payments, microtransit, micromobility)	\$60,000
On-Demand Module (16 vehicles, driver app, dashboards, reporting)	\$80,000
Project Management Services (customer success manager, configuration & training)	\$65,000
20% Contingency	\$71,000
Total:	\$426,000

Totals – Years 2-5	Cost
FY24 – Year 2 Annual Support & Maintenance	\$230,000
FY25 – Year 3 Annual Support & Maintenance (5% Increase)	\$241,500
FY26 – Year 4 Annual Support & Maintenance (5% Increase)	\$253,575
FY27 – Year 5 Annual Support & Maintenance (5% Increase)	\$266,254
Total:	\$991,329

Recommendation

I am recommending that a one-year contract with four, one-year extensions for MaaS services be awarded to Moovit of San Mateo, California for for an amount not to exceed \$1,417,329. Upon Board approval, staff will progress discussions with Moovit to finalize details and move toward an executed contract.

Copy: Chief Executive Officer
 Director of Information Technology

CAPITAL DISTRICT TRANSPORTATION AUTHORITY
Staff Contract Award Certification

1. **TYPE OF CONTRACT (check one):**

Construction & Maintenance Goods, Commodities & Supplies Bus Purchase
 X 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:**

\$1,417,329(NTE) 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

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
Was contract awarded to a D/MWBE? Yes No
Number of D/MWBE Subcontractors 0

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

400 Concar Drive

San Mateo, CA 94402

8. **SOURCE OF FUNDS: First year costs are funded in the FY2022 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: Dec 15, 2021

Monthly Management Report

November 2021



Monthly Management Report - November 2021
Executive Summary

			Current Month		Year to Date		
REVENUE	Actual	Budget	(\$) Variance	(%) Variance	(\$) Variance	(%) Variance	
1	Mortgage Tax	\$ 1,528,226	\$ 937,500	\$ 590,726	63.01%	\$ 4,146,428	55.29%
2	Customer Fares	\$ 1,218,300	\$ 705,750	\$ 512,550	72.62%	\$ 2,759,345	48.87%
3	RRS & Facilities	\$ 201,084	\$ 76,076	\$ 125,008	164.32%	\$ 644,343	105.87%
EXPENSES							
	Actual	Budget	(\$) Variance	(%) Variance	(\$) Variance	(%) Variance	
4	Wages	\$ 4,501,219	\$ 4,387,113	\$ 114,106	2.60%	\$ 403,933	1.15%
5	Workers' Compensation	\$ 291,430	\$ 237,394	\$ 54,036	22.76%	\$ (45,125)	-2.38%
6	Professional Services	\$ 124,735	\$ 349,145	\$ (224,410)	-64.27%	\$ (481,510)	-17.24%
7	Purchased Transportation	\$ 590,938	\$ 555,447	\$ 35,491	6.39%	\$ (4,968)	-0.11%
						YTD Revenue	12.05%
						YTD Expenses	-2.65%

Revenue Summary

- 1 We had another top three month for MRT receipts. We are \$4.1 million over budget for the year.
- 2 Customer fares exceeded budget by 72% this month, bringing up the YTD total to almost 50% over budget.
- 3 Customer traffic at the RRS continues to pick up and we are over budget by more than 100% this year.

Expense Summary

- 4 The monthly wage line is over budget for the first time in several months. Due to some bus operator challenges, overtime expenses are up to maintain service levels.
- 5 Workers' Compensation is over budget this month due to one large settlement. We are 2% under budget for the year.
- 6 Professional Services are under budget across the board because of less activity and a short month.
- 7 Purchased Transportation is over budget by 6% this month because we are under budget for headcount in STAR and we are outsourcing more trips. We expect this line to increase over the next few months.

Note: We are in a satisfactory budget position.

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

	Nov-21	Nov-20
Assets		
Current Assets:		
Cash	\$18,733,108	\$9,573,168
Investments	\$31,875,907	\$28,140,530
Receivables:		
Mortgage Tax	\$1,528,225	\$1,461,844
Federal Grants	\$0	\$9,671,191
New York State Operating Assistance	\$0	\$8,961,877
Trade and Other	\$9,697,569	\$19,733,088
Advances to Capital District Transportation Committee	\$1,503,080	\$794,356
Materials, Parts and Supplies	\$5,075,854	\$4,166,731
Prepaid Expenses	\$1,153,258	\$1,369,606
Sub-Total Current Assets	\$69,567,002	\$81,872,390
Noncurrent Assets:		
Capital Assets, net	\$124,173,467	\$110,552,342
Deferred outflows of resources:		
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
Sub-Total Deferred outflows of resources:	\$21,992,137	\$19,999,662
Total for Assets	\$215,732,606	\$212,424,394
Liabilities		
Current Liabilities:		
Accounts Payable	\$8,265,742	\$15,670,579
Accrued Expenses	\$8,551,469	\$5,830,728
Unearned Revenue	\$8,013,811	\$1,624,291
Line of Credit	\$0	\$0
Sub-Total Current Liabilities	\$20,831,022	\$23,125,598
Noncurrent Liabilities:		
Capital Lease Agreement	\$1,507,550	\$3,134,504
Estimated Provision for Existing Claims and Settlements	\$9,391,680	\$10,211,005
Other postemployment benefits	\$85,491,074	\$105,346,823
Net Pension Liability	\$5,982,208	\$1,616,083
Sub-Total Noncurrent Liabilities	\$102,372,510	\$120,308,415
Deferred inflows of resources:		
Deferred inflows of resources from pension	\$326,095	\$737,493
Deferred inflows of resources from OBEP	\$32,213,820	\$11,007,730
Sub-Total Deferred inflows of resources	\$32,539,915	\$11,745,223
Total for Liabilities	\$155,743,446	\$155,179,236
Net Position		
Net Investment in Capital Assets	\$108,241,228	\$108,241,228
Unrestricted	(\$48,252,069)	(\$50,996,070)
Total for Net Position	\$59,989,159	\$57,245,158
Total Liabilities and Net Position	\$215,732,606	\$212,424,394

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

	<u>To Date Actual</u>	<u>Annual Budget</u>	67%
REVENUE:			
AUTHORITY	\$11,674,409	\$11,355,000	103%
TRANSIT	\$64,487,273	\$91,399,593	71%
ACCESS	\$300,321	\$425,000	71%
CDTA FACILITIES	\$1,352,948	\$1,030,299	131%
TOTAL REVENUE	\$77,814,951	\$104,209,892	75%
EXPENSE:			
AUTHORITY	\$10,891,476	\$16,813,408	65%
TRANSIT	\$54,167,211	\$83,778,811	65%
ACCESS	\$903,687	\$1,308,812	69%
CDTA FACILITIES	\$1,083,756	\$2,308,860	47%
TOTAL EXPENSE	\$67,046,130	\$104,209,892	64%
Revenue over (under) Expenses	\$10,768,822		
Depreciation	\$8,050,000		
Excess of Revenue over (under) Expenses	\$2,718,822		
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	(\$2,993,472)		
*Net Excess of Revenue over (under) Expenses	(\$15,412,403)		
*Contribution to required fleet replacement.			

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

BUDGET VARIANCE REPORT

	CONSOLIDATED								Annual Budget
	This Month				Year to Date				
	Actual	Budget	Variance	% Variance	Actual	Budget	Variance	% Variance	
Operating Revenue									
Mortgage Tax	\$1,528,226	\$937,500	\$590,726	63.01%	\$11,646,428	\$7,500,000	\$4,146,428	55.29%	\$11,250,000
Customer Fares	\$1,218,300	\$705,750	\$512,550	72.62%	\$8,405,345	\$5,646,000	\$2,759,345	48.87%	\$8,469,000
Advertising Revenue	\$132,708	\$107,708	\$25,000	23.21%	\$1,019,757	\$861,667	\$158,090	18.35%	\$1,292,500
RRS & Facilities	\$201,084	\$76,076	\$125,008	164.32%	\$1,252,948	\$608,605	\$644,343	105.87%	\$912,908
Interest Income	\$46	\$1,667	(\$1,621)	-97.25%	\$514	\$13,333	(\$12,820)	-96.15%	\$20,000
Misc. Income	\$12,319	\$7,375	\$4,944	67.03%	\$734,502	\$59,000	\$675,502	1144.92%	\$88,500
Total Operating Revenue	\$3,092,683	\$1,836,076	\$1,256,607	68.44%	\$23,059,493	\$14,688,605	\$8,370,888	56.99%	\$22,032,908
Operating Assistance									
New York State Aid	\$3,459,000	\$3,459,000	\$0	0.00%	\$27,672,000	\$27,672,000	\$0	0.00%	\$41,508,000
County Aid	\$159,750	\$159,750	\$0	0.00%	\$1,278,000	\$1,278,000	\$0	0.00%	\$1,917,000
Federal Aid	\$2,981,106	\$2,981,106	\$0	0.00%	\$23,848,846	\$23,848,846	\$0	0.00%	\$35,773,269
Operating Grants	\$248,226	\$248,226	\$0	0.00%	\$1,985,810	\$1,985,810	\$0	0.00%	\$2,978,715
Total Operating Assistance	\$6,848,082	\$6,848,082	\$0	0.00%	\$54,784,656	\$54,784,656	\$0	0.00%	\$82,176,984
Total Revenue and Assistance	\$9,940,765	\$8,684,158	\$1,256,607	14.47%	\$77,844,149	\$69,473,261	\$8,370,888	12.05%	\$104,209,892
Expenses									
Salaries and Wages	\$4,501,219	\$4,387,113	\$114,106	2.60%	\$35,500,837	\$35,096,904	\$403,933	1.15%	\$52,645,356
FICA	\$322,048	\$310,203	\$11,845	3.82%	\$2,559,609	\$2,481,623	\$77,986	3.14%	\$3,722,434
Health Benefits	\$846,865	\$914,241	(\$67,376)	-7.37%	\$6,830,274	\$7,313,928	(\$483,653)	-6.61%	\$10,970,892
Workers Compensation	\$291,430	\$237,394	\$54,036	22.76%	\$1,854,025	\$1,899,150	(\$45,125)	-2.38%	\$2,848,725
Other Benefits	\$354,413	\$370,828	(\$16,415)	-4.43%	\$2,696,897	\$2,966,621	(\$269,724)	-9.09%	\$4,449,931
Professional Services	\$124,735	\$349,145	(\$224,411)	-64.27%	\$2,311,653	\$2,793,163	(\$481,510)	-17.24%	\$4,189,745
Materials & Supplies	\$89,690	\$153,029	(\$63,339)	-41.39%	\$1,022,813	\$1,224,231	(\$201,417)	-16.45%	\$1,836,346
Miscellaneous	\$85,460	\$61,404	\$24,055	39.18%	\$438,507	\$491,235	(\$52,728)	-10.73%	\$736,853
Purchased Transportation	\$590,938	\$555,447	\$35,491	6.39%	\$4,438,604	\$4,443,573	(\$4,968)	-0.11%	\$6,665,359
Maintenance Services	\$192,888	\$259,605	(\$66,717)	-25.70%	\$1,916,188	\$2,076,839	(\$160,651)	-7.74%	\$3,115,258
Liability - Claims	\$22,761	\$31,573	(\$8,812)	-27.91%	\$242,155	\$252,583	(\$10,428)	-4.13%	\$378,875
Utilities	\$79,882	\$85,935	(\$6,053)	-7.04%	\$595,407	\$687,480	(\$92,073)	-13.39%	\$1,031,220
Fuel	\$392,855	\$450,939	(\$58,084)	-12.88%	\$3,145,450	\$3,607,513	(\$462,064)	-12.81%	\$5,411,270
Parts, Tires, Oil	\$392,776	\$436,981	(\$44,205)	-10.12%	\$3,501,029	\$3,495,850	\$5,179	0.15%	\$5,243,775
General Insurance	\$73,506	\$80,321	(\$6,815)	-8.48%	\$580,118	\$642,569	(\$62,451)	-9.72%	\$963,853
Total EXPENSES	\$8,361,464	\$8,684,158	(\$322,694)	-3.72%	\$67,633,567	\$69,473,261	(\$1,839,694)	-2.65%	\$104,209,892
Surplus/Deficit	\$1,579,301	\$0	\$1,579,301		\$10,210,582	\$0	\$10,210,582		\$0

CAPITAL DISTRICT TRANSPORTATION AUTHORITY
MONTHLY MANAGEMENT REPORT
November-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	\$1,528,226	\$937,500	\$590,726	63.01%	\$11,646,428	\$7,500,000	\$4,146,428	55.29%	\$11,250,000
Interest Income	\$46	\$1,667	(\$1,621)	-97.27%	\$511	\$13,333	(\$12,823)	-96.17%	\$20,000
Interest Inc-Invest/Change in Invest	\$6,536	\$0	\$6,536	0.00%	(\$29,198)	\$0	(\$29,198)	0.00%	\$0
Misc. Income - Authority	\$7,083	\$7,083	(\$0)	0.00%	\$56,668	\$56,667	\$1	0.00%	\$85,000
Operating Fund	\$0	\$0	\$0	0.00%	\$0	\$0	\$0	0.00%	\$0
Total Operating Revenue	\$1,541,891	\$946,250	\$595,641	62.95%	\$11,674,409	\$7,570,000	\$4,104,409	54.22%	\$11,355,000
Expenses									
Labor - Authority	\$606,916	\$608,991	(\$2,075)	-0.34%	\$4,982,486	\$4,871,927	\$110,559	2.27%	\$7,307,890
Fringe - Authority	\$350,549	\$374,970	(\$24,421)	-6.51%	\$2,992,013	\$2,999,761	(\$7,748)	-0.26%	\$4,499,642
Materials & Supplies - Authority	\$8,652	\$15,820	(\$7,168)	-45.31%	\$73,616	\$126,557	(\$52,941)	-41.83%	\$189,836
Professional Services - Authority	\$74,814	\$199,362	(\$124,548)	-62.47%	\$1,399,934	\$1,594,897	(\$194,962)	-12.22%	\$2,392,345
Other Expenses - Authority	\$206,215	\$201,975	\$4,240	2.10%	\$1,443,426	\$1,615,797	(\$172,371)	-10.67%	\$2,423,695
Total Expenses	\$1,247,145	\$1,401,117	(\$153,973)	-10.99%	\$10,891,476	\$11,208,939	(\$317,463)	-2.83%	\$16,813,408
Surplus/(Deficit)	\$294,746	(\$454,867)	(\$441,668)		\$782,933	(\$3,638,939)	\$4,421,872		(\$5,458,408)

CAPITAL DISTRICT TRANSPORTATION AUTHORITY
MONTHLY MANAGEMENT REPORT
November-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	\$787,730	\$526,583	\$261,147	49.59%	\$6,504,526	\$4,212,667	\$2,291,859	54.40%	\$6,319,000
Contracts - Transit	\$393,750	\$143,750	\$250,000	173.91%	\$1,600,500	\$1,150,000	\$450,500	39.17%	\$1,725,000
Advertising-Transit	\$120,208	\$97,926	\$22,283	22.75%	\$919,757	\$783,406	\$136,351	17.40%	\$1,175,109
Misc. Income - Transit	\$5,235	\$292	\$4,944	1694.94%	\$677,835	\$2,333	\$675,501	28950.06%	\$3,500
Total Operating Revenue	\$1,306,924	\$768,551	\$538,373	70.05%	\$9,702,617	\$6,148,406	\$3,554,211	57.81%	\$9,222,609
Operating Assistance									
State Aid - General	\$3,265,917	\$3,265,917	\$0	0.00%	\$26,127,333	\$26,127,333	\$0	0.00%	\$39,191,000
State Aid - PBT	\$159,750	\$159,750	\$0	0.00%	\$1,278,000	\$1,278,000	\$0	0.00%	\$1,917,000
State Aid - Northway Commuter S.	\$33,333	\$33,333	\$0	0.00%	\$266,667	\$266,667	\$0	0.00%	\$400,000
County Aid	\$159,750	\$159,750	\$0	0.00%	\$1,278,000	\$1,278,000	\$0	0.00%	\$1,917,000
Federal Aid - Transit	\$2,981,106	\$2,981,106	\$0	0.00%	\$23,848,846	\$23,848,846	\$0	0.00%	\$35,773,269
Other Grants - Federal	\$248,226	\$248,226	\$0	0.00%	\$1,985,810	\$1,985,810	\$0	0.00%	\$2,978,715
Total Operating Assistance	\$6,848,082	\$6,848,082	\$0	0.00%	\$54,784,656	\$54,784,656	\$0	0.00%	\$82,176,984
Total Revenue and Assistance	\$8,155,006	\$7,616,633	\$538,373	7.07%	\$64,487,273	\$60,933,062	\$3,554,211	5.83%	\$91,399,593
Expenses									
Labor - Maintenance	\$786,478	\$802,739	(\$16,261)	-2.03%	\$6,237,977	\$6,421,915	(\$183,938)	-2.86%	\$9,632,872
Labor - Transportation	\$2,835,050	\$2,648,917	\$186,133	7.03%	\$21,715,323	\$21,191,337	\$523,986	2.47%	\$31,787,006
Labor - STAR	\$207,251	\$253,345	(\$46,093)	-18.19%	\$1,975,524	\$2,026,756	(\$51,232)	-2.53%	\$3,040,134
Fringe	\$1,336,884	\$1,441,426	(\$104,542)	-7.25%	\$10,217,572	\$11,531,410	(\$1,313,838)	-11.39%	\$17,297,115
Materials & Supplies	\$865,297	\$1,005,580	(\$140,283)	-13.95%	\$7,663,998	\$8,044,642	(\$380,644)	-4.73%	\$12,066,963
Professional Services	\$26,799	\$140,064	(\$113,265)	-80.87%	\$1,182,351	\$1,120,508	\$61,843	5.52%	\$1,680,762
Other Expenses	\$4,261	\$4,379	(\$118)	-2.69%	\$33,440	\$35,033	(\$1,594)	-4.55%	\$52,550
Purchased Transportation - STAR	\$468,022	\$390,636	\$77,386	19.81%	\$3,453,208	\$3,125,087	\$328,121	10.50%	\$4,687,630
Liability - Claims	\$22,761	\$31,573	(\$8,812)	-27.91%	\$242,155	\$252,583	(\$10,428)	-4.13%	\$378,875
Liability - Insurance	\$70,193	\$77,579	(\$7,387)	-9.52%	\$413,805	\$620,635	(\$206,830)	-33.33%	\$930,953
Utilities - Transit	\$47,846	\$50,443	(\$2,597)	-5.15%	\$323,843	\$403,547	(\$79,704)	-19.75%	\$605,320
Mat & Supplies - NX	\$0	\$5,833	(\$5,833)	-100.00%	\$4,692	\$46,667	(\$41,975)	-89.95%	\$70,000
Purchased Transportation - NX	\$87,916	\$129,053	(\$41,137)	-31.88%	\$703,324	\$1,032,421	(\$329,097)	-31.88%	\$1,548,631
Total Expenses	\$6,758,758	\$6,981,568	(\$222,809)	-3.19%	\$54,167,211	\$55,852,541	(\$1,685,330)	-3.02%	\$83,778,811
Surplus/(Deficit)	\$1,396,247	\$635,065	\$761,182		\$10,320,063	\$5,080,521	\$5,239,541		\$7,620,782

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

BUDGET VARIANCE REPORT

	ACCESS TRANSIT SERVICES								Annual Budget
	This Month				Year to Date				
	Actual	Budget	Variance	% Variance	Actual	Budget	Variance	% Variance	
Operating Revenue									
Contracts - Access	\$36,820	\$35,417	\$6,846	19.33%	\$300,319	\$283,333	\$16,985	5.99%	\$425,000
Interest Income	\$0	\$0	\$1	0.00%	\$3	\$0	\$3	0.00%	\$0
Misc. Income	\$0	\$0	\$0	0.00%	\$0	\$0	\$0	0.00%	\$0
Other Grants - State & Federal	\$0	\$0	\$0	0.00%	\$0	\$0	\$0	0.00%	\$0
Total Operating Revenue	\$36,820	\$35,417	\$6,847	19.33%	\$300,321	\$283,333	\$16,988	6.00%	\$425,000
Total Revenue and Assistance	\$36,820	\$35,417	\$6,847	19.33%	\$300,321	\$283,333	\$16,988	6.00%	\$425,000
Expenses									
Labor - Access	\$51,241	\$56,810	(\$5,569)	-9.80%	\$471,170	\$454,483	\$16,688	3.67%	\$681,724
Fringe Benefits - Access	\$14,056	\$14,652	(\$596)	-4.07%	\$124,370	\$117,213	\$7,158	6.11%	\$175,819
Purchased Transportation	\$35,000	\$33,333	\$1,667	5.00%	\$282,073	\$266,667	\$15,406	5.78%	\$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%	\$14,999	\$13,147	\$1,851	14.08%	\$19,721
Other Expenses - Access	\$0	\$2,629	(\$2,629)	-100.00%	\$2,076	\$21,032	(\$18,956)	-90.13%	\$31,548
Total Expenses	\$101,940	\$109,068	(\$7,128)	-6.54%	\$903,687	\$872,541	\$31,146	3.57%	\$1,308,812
Surplus/(Deficit)	(\$65,120)	(\$73,651)	\$13,974		(\$603,366)	(\$589,208)	(\$14,158)		(\$883,812)

CAPITAL DISTRICT TRANSPORTATION AUTHORITY
MONTHLY MANAGEMENT REPORT
November-21

BUDGET VARIANCE REPORT

	CDTA FACILITIES								Annual Budget
	This Month				Year to Date				
	Actual	Budget	Variance	% Variance	Actual	Budget	Variance	% Variance	
Operating Revenue									
RRS Station & Garage	\$68,494	\$32,147	\$36,348	113.07%	\$493,258	\$257,172	\$236,086	91.80%	\$385,758
RRS Parking Revenue	\$123,340	\$31,929	\$91,410	286.29%	\$693,290	\$255,433	\$437,857	171.42%	\$383,150
RRS Advertising	\$12,500	\$9,783	\$2,717	27.78%	\$100,000	\$78,261	\$21,739	27.78%	\$117,391
SSTS	\$2,206	\$2,467	(\$261)	-10.58%	\$17,088	\$19,733	(\$2,645)	-13.40%	\$29,600
Greyhound	\$319	\$2,500	(\$2,181)	-87.25%	\$1,111	\$20,000	(\$18,889)	-94.45%	\$30,000
85 Watervliet Avenue	\$6,476	\$6,667	(\$191)	-2.86%	\$46,406	\$53,333	(\$6,928)	-12.99%	\$80,000
Interest Income	\$250	\$367	(\$116)	-31.77%	\$1,796	\$2,933	(\$1,138)	-38.78%	\$4,400
Total Operating Revenue	\$213,584	\$85,858	\$127,726	148.76%	\$1,352,948	\$686,866	\$666,082	96.97%	\$1,030,299
Expenses									
Labor	\$14,283	\$16,311	(\$2,028)	-12.43%	\$118,358	\$130,487	(\$12,129)	-9.30%	\$195,730
Fringe-Benefits	\$2,393	\$1,617	\$775	47.95%	\$19,413	\$12,937	\$6,476	50.06%	\$19,405
Professional Services	\$4,455	\$10,417	(\$5,962)	-57.23%	\$31,582	\$83,333	(\$51,752)	-62.10%	\$125,000
Insurance	\$2,936	\$2,417	\$520	21.50%	\$23,490	\$19,333	\$4,157	21.50%	\$29,000
Security	\$646	\$33,617	(\$32,971)	-98.08%	\$103,060	\$268,933	(\$165,873)	-61.68%	\$403,400
Facilities Upkeep	\$35,239	\$24,833	\$10,406	41.90%	\$131,393	\$198,667	(\$67,273)	-33.86%	\$298,000
Facilities Repairs	\$9,499	\$8,474	\$1,026	12.10%	\$84,129	\$67,789	\$16,340	24.10%	\$101,683
Utilities	\$24,467	\$28,983	(\$4,517)	-15.58%	\$229,536	\$231,867	(\$2,331)	-1.01%	\$347,800
Materials & Supplies	\$807	\$1,333	(\$526)	-39.45%	\$6,681	\$10,667	(\$3,986)	-37.37%	\$16,000
Parking Garage	\$33,259	\$40,833	(\$7,574)	-18.55%	\$217,671	\$326,667	(\$108,996)	-33.37%	\$490,000
Greyhound	\$0	\$667	(\$667)	-100.00%	\$0	\$5,333	(\$5,333)	-100.00%	\$8,000
85 Watervliet Avenue	\$4,631	\$9,395	(\$4,764)	-50.70%	\$53,465	\$75,161	(\$21,696)	-28.87%	\$112,742
SSTS	\$10,131	\$13,508	(\$3,377)	-25.00%	\$64,979	\$108,067	(\$43,088)	-39.87%	\$162,100
Total Expenses	\$142,746	\$192,405	(\$49,659)	-25.81%	\$1,083,756	\$1,539,240	(\$455,484)	-29.59%	\$2,308,860
Surplus/(Deficit)	\$70,838	(\$106,547)	\$177,385		\$269,192	(\$852,374)	\$1,121,565		(\$1,278,561)

CAPITAL DISTRICT TRANSPORTATION AUTHORITY MONTHLY MANAGEMENT REPORT

AGING OF ACCOUNTS RECEIVABLE

Nov-21		
	Amount	% of Total
Current	\$526,031	5.42%
31 - 60	\$280,109	2.89%
61 - 90	\$1,343,470	13.85%
91 - 120	\$5,834	0.06%
Over 120	\$7,542,125	77.77%
Total Accounts Receivable	\$9,697,569	100.00%

Oct-21		
	Amount	% of Total
Current	\$711,807	7.02%
31 - 60	\$1,869,914	18.43%
61 - 90	\$11,522	0.11%
91 - 120	\$152,421	1.50%
Over 120	\$7,397,776	72.93%
Total Accounts Receivable	\$10,143,440	100.00%

AGING OF ACCOUNTS PAYABLE

Nov-21		
	Amount	% of Total
Current	\$5,893,754	87.78%
31 - 60	\$668,964	9.96%
61 - 90	\$36,932	0.55%
90 & Over	\$114,223	1.70%
Total Accounts Payable	\$6,713,873	100.00%

Nov-21 Receivables over 120 days:	\$7,542,125
Breakdown of outstanding receivables over 120 days.	
\$7,202,039 NYS DEPT. OF TRANSPORTATION	
\$183,468 BIKE SHARE MOU CONTRACTS	
\$112,500 CITY OF ALBANY	
\$44,118 OTHER	
<u>\$7,542,125</u>	

ADDITIONAL INFORMATION

MORTGAGE RECORDING TAX	Current Month				Fiscal Year to Date			
	Nov-21	Nov-20	Difference	%	2022	2021	Difference	%
Albany	\$471,516	\$421,597	\$49,919	11.84%	\$3,799,128	\$3,076,956	\$722,172	23.47%
Rensselaer	\$241,334	\$220,461	\$20,873	9.47%	\$1,933,243	\$1,262,526	\$670,717	53.13%
Saratoga	\$468,797	\$506,037	(\$37,240)	-7.36%	\$4,021,762	\$3,631,488	\$390,274	10.75%
Schenectady	\$346,578	\$313,747	\$32,832	10.46%	\$1,892,295	\$1,237,246	\$655,049	52.94%
Total	\$1,528,226	\$1,461,842	\$66,384	4.54%	\$11,646,428	\$9,208,216	\$2,438,212	26.48%

	Current Month	Year To Date
FY 2022	\$1,528,226	\$11,646,428
FY 2021	\$1,461,842	\$9,208,216

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
November 30, 2021**

RESTRICTED INVESTMENTS

	<u>Fund Balances</u>	<u>Current Obligations</u>
Risk Management Account (Self-Insured)	\$3,574,588	\$1,700,711
Workers' Comp. Account (Self-Insured)	\$9,222,464	\$7,690,969
Operating Account	\$3,104,638	

Current Operating Reserve Obligations

Acquire New Fare Collection System		\$22,437
River Corridor BRT Design/Engineering		\$2,271
Multi-Modal (GRH & Vanpool)		\$23,116
Washington/Western BRT Design/Engineering		\$115,154
Gateway		\$182,460
Bus Shelter Program		\$9,979
		\$355,415

Current Capital Reserve Obligations

Computer Aided Dispatch/Automatic Vehicle Locator (CAD/AVL) System Upgrade	\$15,022,745	
		\$931,231
		\$931,231

Current Vehicle Replacement Reserve Obligations

Paratransit Fleet Replacement (6)	\$951,472	
		\$61,817
		\$61,817

All Investment Accounts are reviewed quarterly.	
Average annual returns:	
Risk Management	0.12%
Workers' Compensation	0.24%
Operating Fund	0.12%
Vehicle Replacement Fund	0.18%
Capital Project	0.17%

* 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.

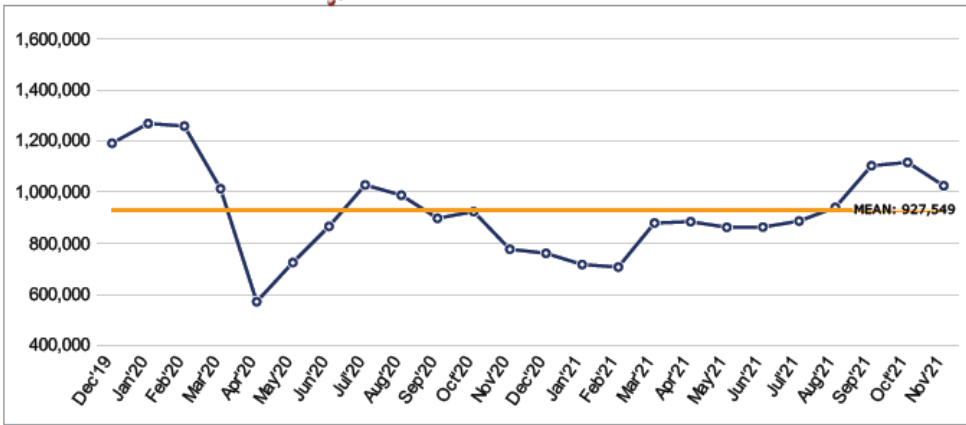
Monthly Performance Report

Period: Nov'21

Meeting: Dec'21

Patronage / Mobility

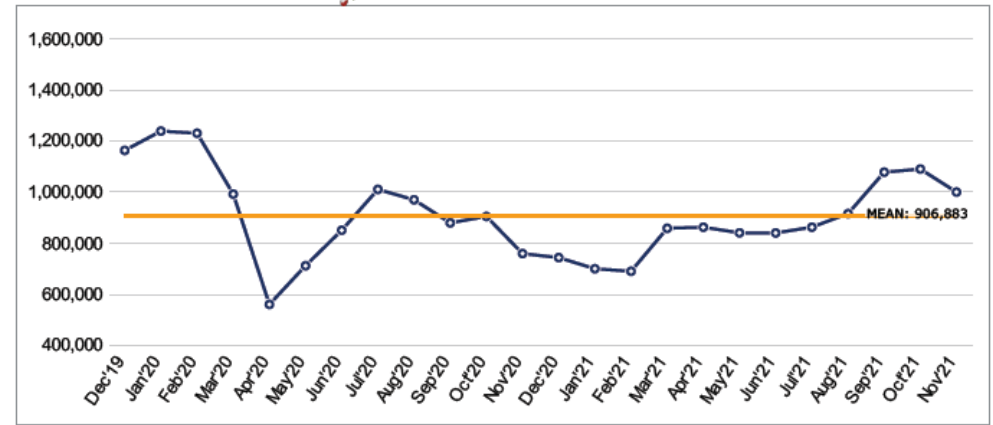
Total Riders



Previous: 776,696

Current: 1,025,392

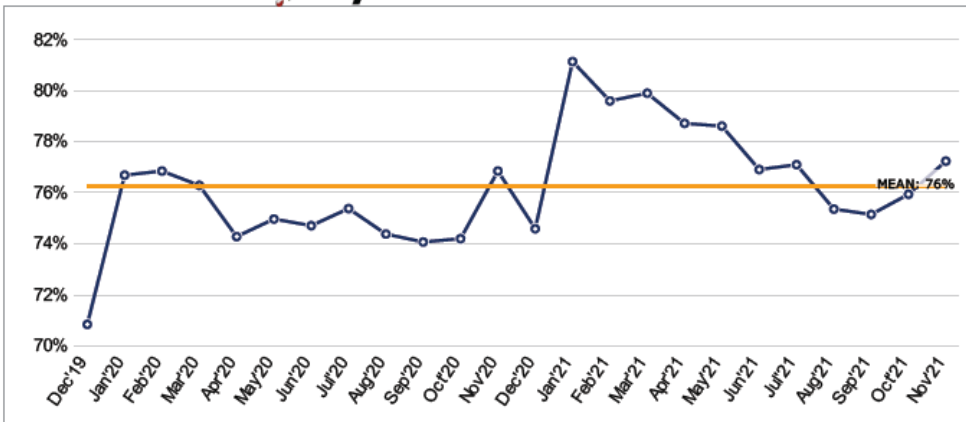
Fixed Riders



Previous: 759,513

Current: 1,000,678

System Wide OTP



Previous: 76.85%

Current: 77.24%

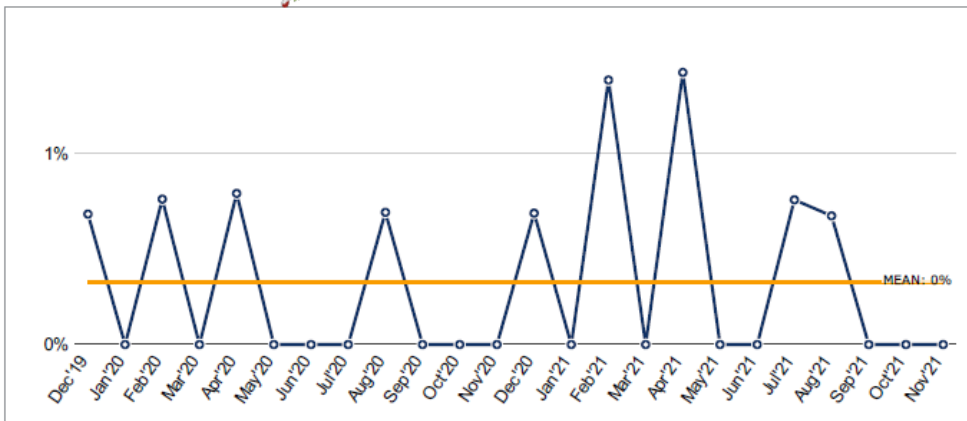
Monthly Performance Report

Period: Nov'21

Meeting: Dec'21

Reliability

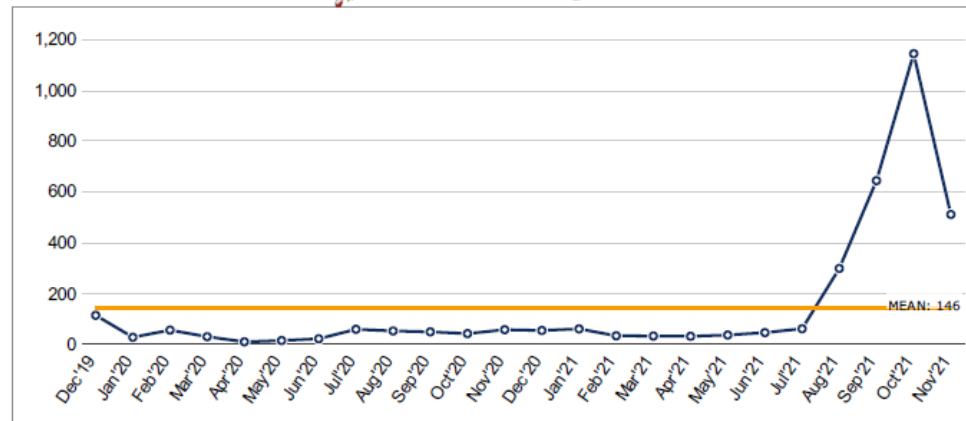
PMI Not On Time



Previous: 0.0%

Current: 0.0%

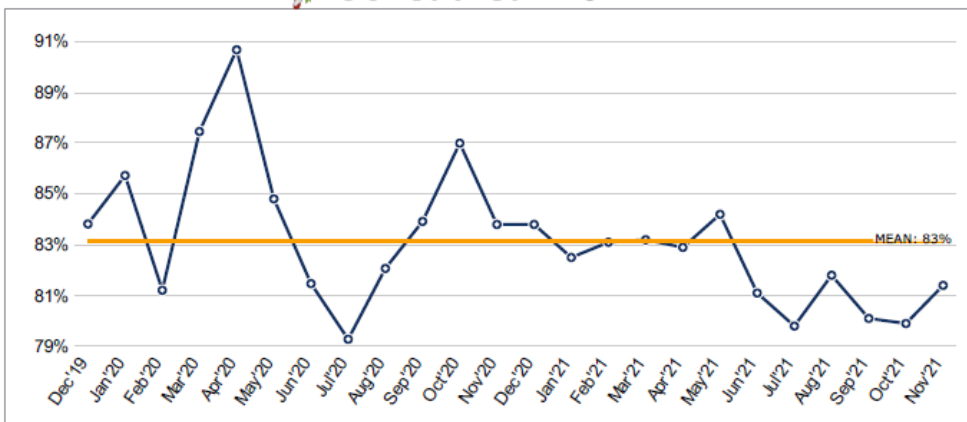
Missed Trips



Previous: 59

Current: 512

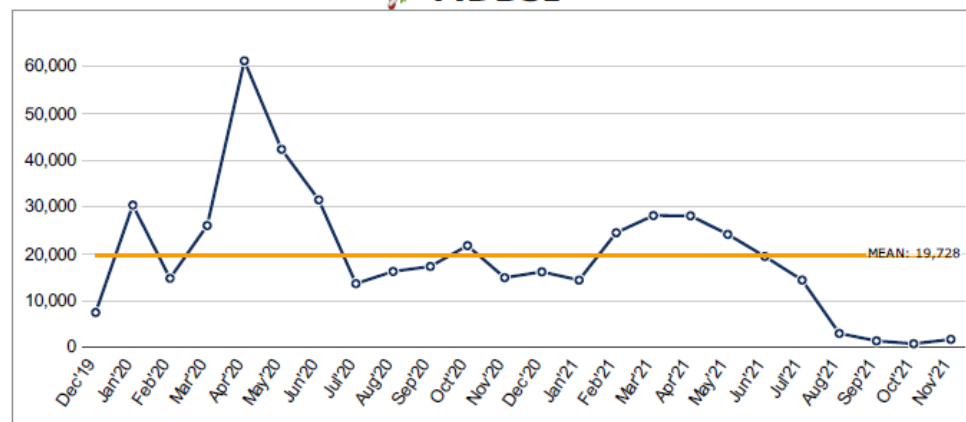
Scheduled Work



Previous: 83.8%

Current: 81.4%

MDBSI



Previous: 14,898

Current: 1,739

Monthly Performance Report

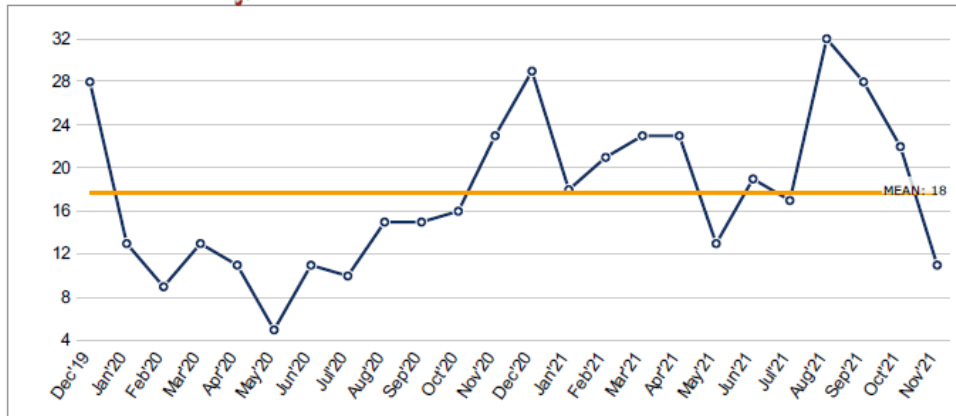
Period: Nov'21

Meeting: Dec'21

Safety



Preventable Accidents

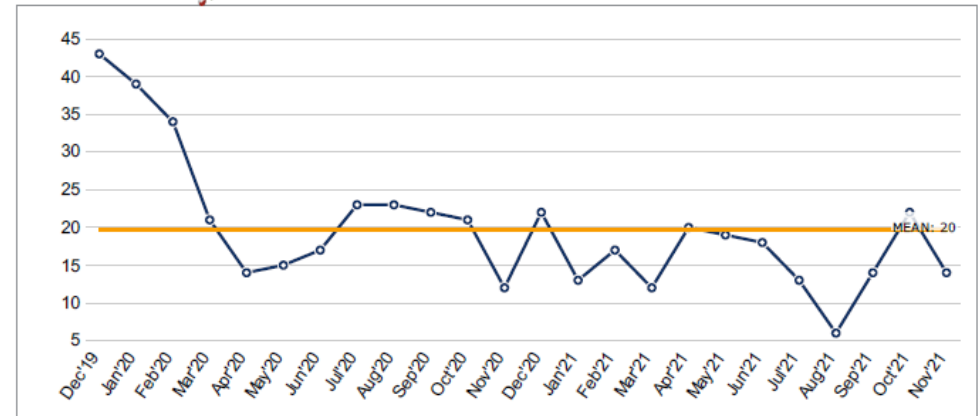


Previous: 23

Current: 11



Non-Preventable Accidents



Previous: 12

Current: 14

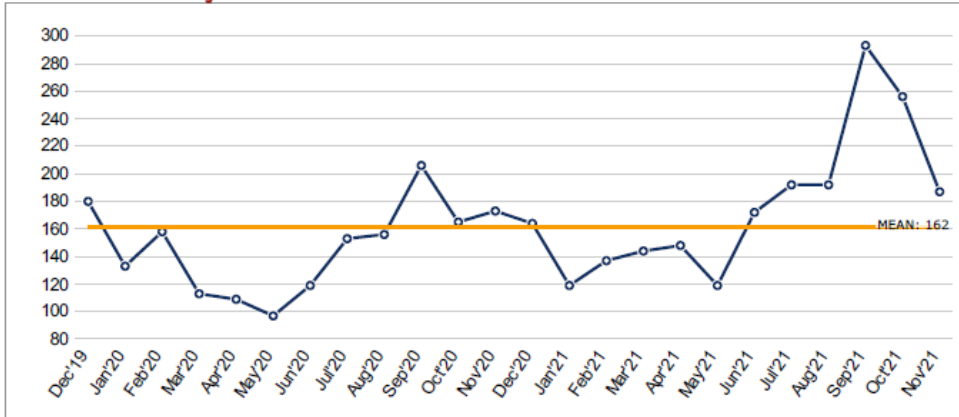
Monthly Performance Report

Period: Nov'21

Meeting: Dec'21

Customer Service

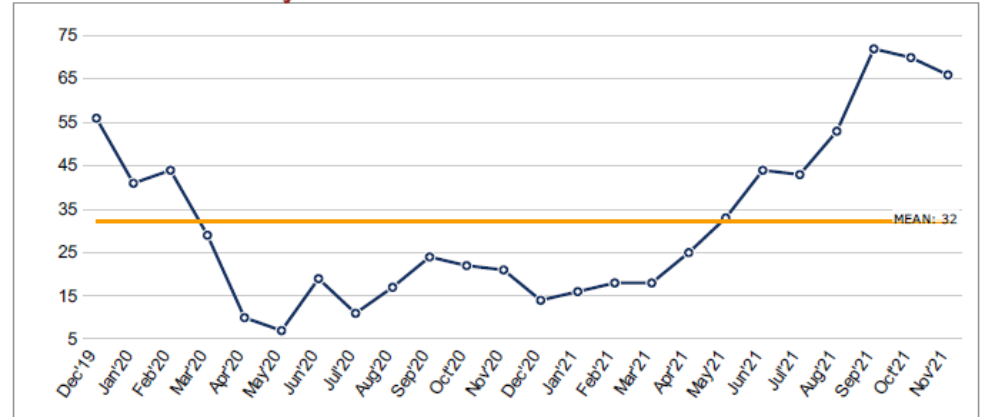
Fixed/Shuttle Complaints



Previous: 173

Current: 187

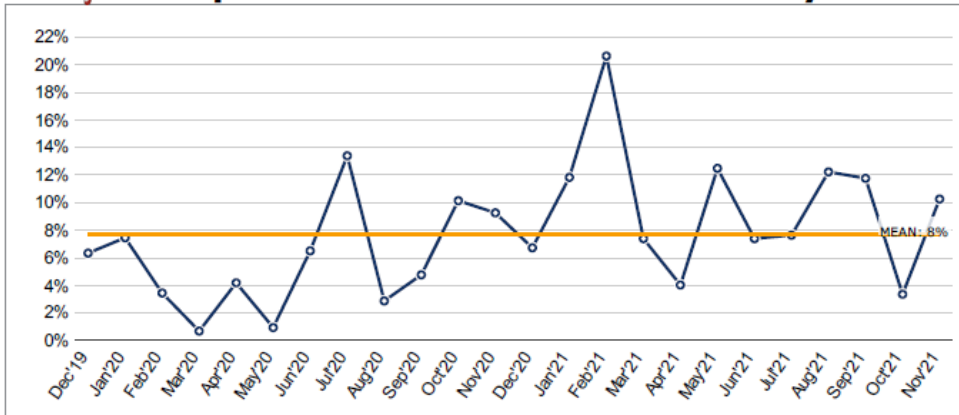
Other Complaints



Previous: 21

Current: 66

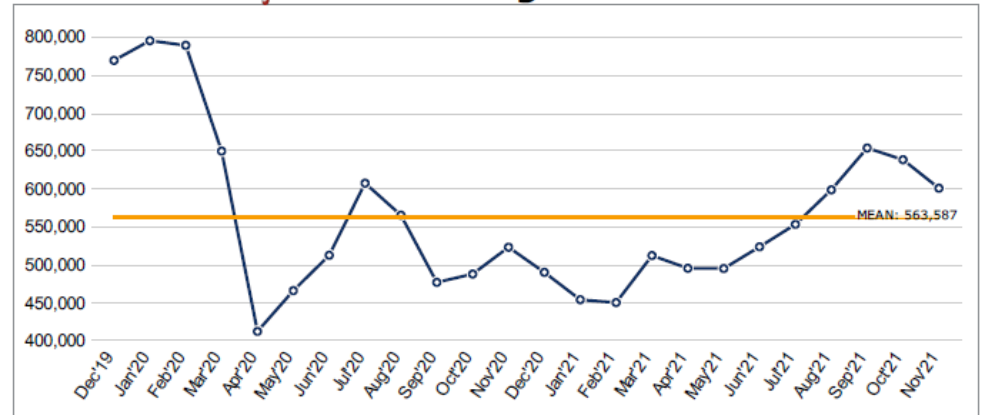
Complaints Not Addressed in Ten Days



Previous: 9.3%

Current: 10.3%

Website Page Views



Previous: 523,351

Current: 601,182

Monthly Performance Report

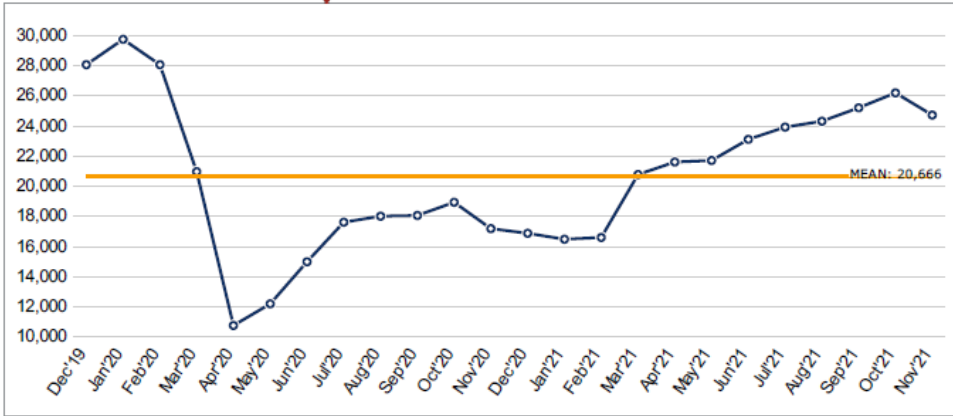
Period: Nov'21

Meeting: Dec'21

STAR Service

Page 5

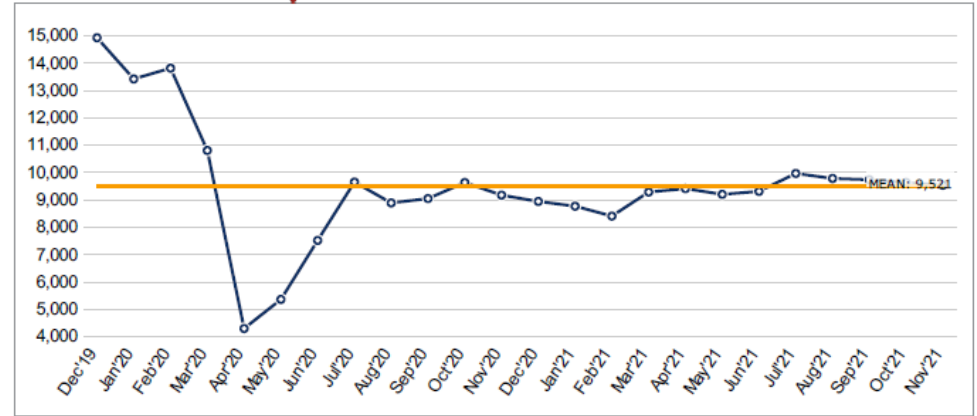
STAR Riders



Previous: 17,183

Current: 24,714

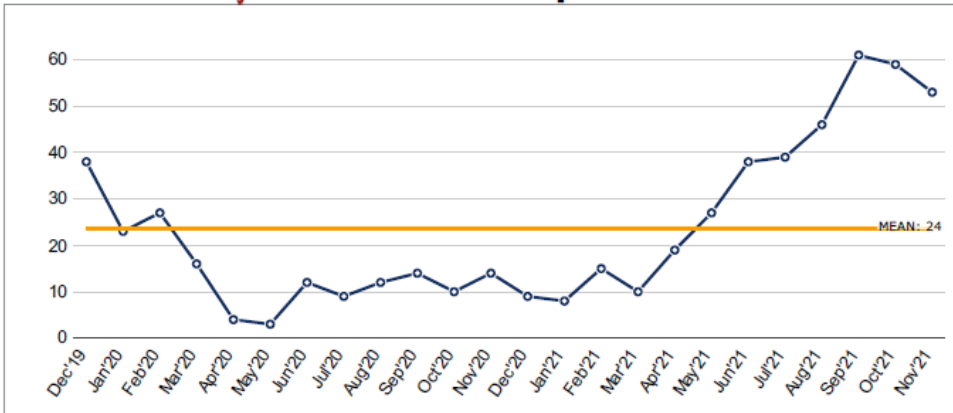
Reservation Calls



Previous: 9,173

Current: 9,536

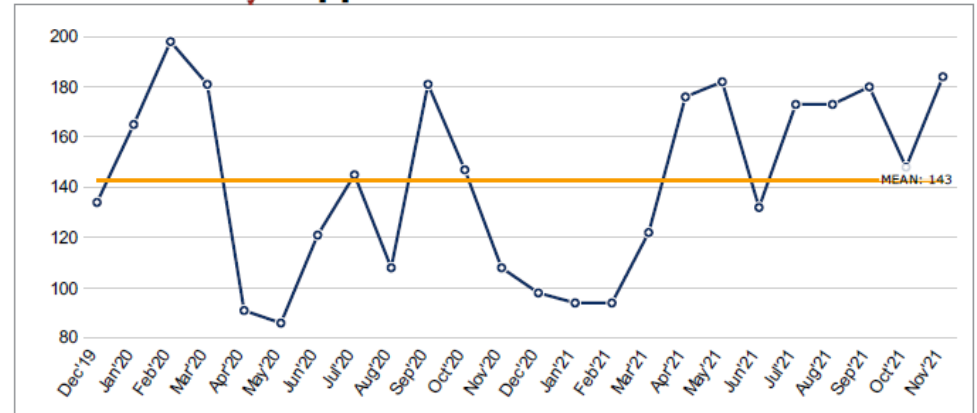
Customer Complaints



Previous: 14

Current: 53

Applications Received



Previous: 108

Current: 184

Monthly Performance Report

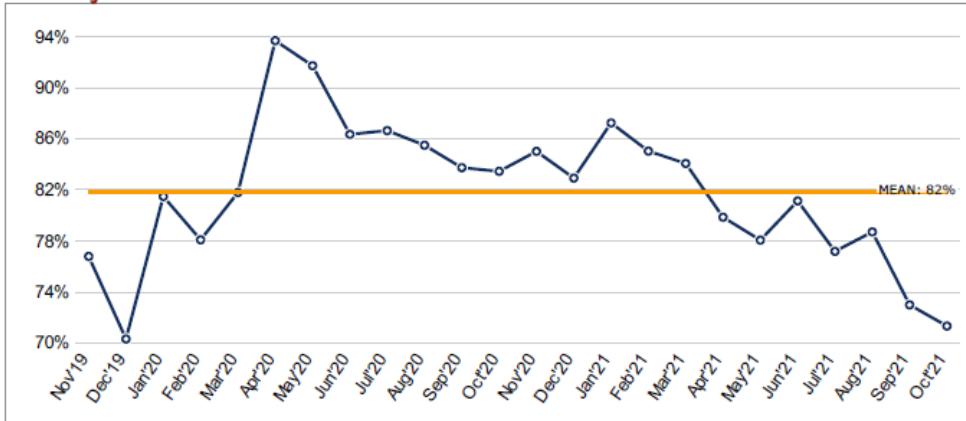
Period: Nov'21

Meeting: Dec'21

STAR Service

Page 6

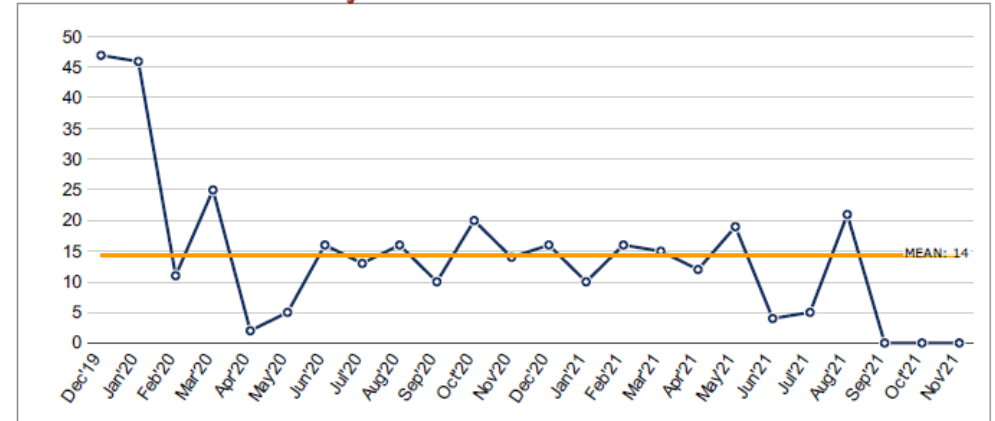
On-Time Performance (0-10 Minutes) Period: Oct'21



Previous: 83.5%

Current: 71.3%

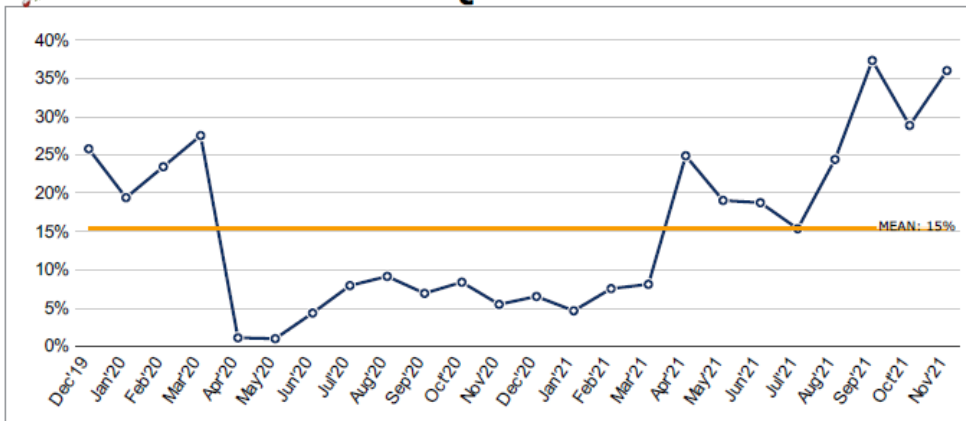
Trip Denials



Previous: 14

Current: 0

Reservation Calls in Queue Over Five Minutes



Previous: 5.5%

Current: 36.0%

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.