

## **CDTA COMMITTEE AGENDA**

### Performance Monitoring/Audit Committee Wednesday, December 14, 2022 | 12:00 pm | 110 Watervliet Ave & Via Microsoft Teams

Committee Item	Responsibility					
Call to Order	Denise Figueroa					
Approve Minutes of Wednesday, October 19, 2022	Denise Figueroa					
Consent Agenda Items						
<ul> <li>Approve Contract for Janitorial Services</li> </ul>	Stacy Sansky					
<ul> <li>Approve Contract to Lease Bus Tires</li> </ul>	Stacy Sansky					
<ul> <li>Approve Contract for Snow Removal Services</li> </ul>	Stacy Sansky					
<ul> <li>Approve Contract for Truck Purchase</li> </ul>	Stacy Sansky					
<ul> <li>Approve Contract to Purchase Bus Filters</li> </ul>	Stacy Sansky					
<ul> <li>Approve Contract for Commuter Service Operation</li> </ul>	Stacy Sansky					
<ul> <li>Approve Contract for Renovations at 85 Watervliet Ave</li> </ul>	Stacy Sansky					
<ul> <li>Approve Contract for Bike Services</li> </ul>	Stacy Sansky					
<ul> <li>Approve Safety Management System Plan*</li> </ul>	Rich Nasso					
Investment Committee						
Update on Committee Activity/Reports	Denise Figueroa					
Administrative Discussion Items						
Monthly Management Report	Mike Collins					
<ul> <li>Monthly Non-Financial Report</li> </ul>	Chris Desany					
Next Meeting: Wednesday, January 18, 2023 at 12 pm via Microsoft Teams & 110 Watervliet Ave						
Adjourn	Denise Figueroa					

<sup>\*</sup>Additional Materials will be attached separately and/or emailed before the meeting.

#### **Capital District Transportation Authority**

Performance Monitoring/Audit Committee

Meeting Minutes - October 19, 2022 at 12:00 PM; 110 Watervliet Avenue, Albany

In Attendance: Joe Spairana, Dan Lynch, Jayme Lahut, David Stackrow, Carm Basile, Amanda Avery, Mike Collins, Chris Desany, Jaime Kazlo, Trish Cooper, Stacy Sansky, David Williams, Jeremy Smith, Thomas Guggisberg, Vanessa Fox, Jack Grogan, Kelli Schreivogl, Jonathan Scherzer, Gary Guy

#### **Meeting Purpose**

Regular monthly meeting of the Performance Monitoring/Audit Committee. Denise Figueroa noted that a quorum was present. Minutes from the September 21, 2022 meeting were reviewed and approved.

#### **Consent Agenda Items**

#### **Approve Contract for Printing Services**

- Our contract to print bus schedules is about to expire and an IFB was issued. Three bids were received, and staff recommends a contract to the low bidder, Digital X-Press. They are the incumbent and a certified New York State WBE firm.
- A three-year contract with two optional one-year renewals to Digital X-Press of Albany, NY for an amount not to exceed \$450,000 will be recommended to the board for approval.

#### Approve Contract for Market Research Services

- Our contract for Our contract for market research services is about to expire, and a new contract is required. An RFP was issued for research services to include customer surveys, stakeholder engagement and workforce assessments. Three proposals were received, and staff recommends a contract to TransPro Consulting.
- A three-year contract with two optional one-year renewals to TransPro Consulting of Spring Hill, FL for an amount not to exceed \$500,000 will be recommended to the board for approval.

#### Approve Contract for Snow Removal Services

- We need a contract for snow removal at Rensselaer Rail Services. An IFB was issued, and two bids were received; staff recommends a contract to the low-bidder, Snow Systems Nationwide. They have a local office in Mechanicville.
- A three-year contract with two optional one-year renewals to Snow Systems Nationwide of Cicero, IL for an estimated value of \$639,000 will be recommended to the board for approval. This vendor will be utilized based upon need and future year price increases will be based on a Consumer Price Index (CPI) Multiplier.

#### Approve Contract for Workers' Comp 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 staff recommends a contract to the low-cost proposer, ACE American/CHUBB, our incumbent. We had a good discussion about the program structure, how it works, and pricing for this insurance.
- A one-year policy with ACE American/CHUBB of Philadelphia, PA for an amount of \$372,724 and effective November 10, 2022 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 the first \$2 million, with excess insurance coverage layered at \$8 million and \$5 million, for a total of \$13 million. We received one proposal for each layer for a total cost increase of 11%.
- An \$8 million excess policy to American Alternative Insurance Company of Princeton, NJ; a \$5 million excess policy to Allied World Assurance Company of New York City; and a Non-Certified Acts of Terrorism policy to Lloyds of London of New York City; a total premium cost of \$527,658 effective on November 10, 2022 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 purchase a total of \$30 million in coverage; enough to protect a total loss of our vehicles at any one of our facilities. We received one proposal from our incumbent carrier Lexington Insurance for \$15 million, leaving a gap of \$15 million towards our total coverage amount. The cost for the first layer is \$296,817.
- A \$5 million excess policy from Burlington Insurance and a \$10 million excess policy from Homeland Insurance will give us the \$30 million coverage we need. Hiscox Underwriting of Lloyds of London will provide Terrorism Coverage for the second \$15 million layer.
- A one-year contract to Lexington Insurance of Boston, to Burlington Insurance Company of Alpharetta, Georgia, to Homeland Insurance of Plymouth, Minnesota, and to Hiscox Underwriting of Atlanta, Georgia for a total premium cost of \$391,886 will be recommended to the board for approval.

#### **Administrative Discussion Items**

- Mike Collins gave the Monthly Management Report. MRT continues is 35% over budget for the year; Customer fares are 16% over budget and RRS is 37% over budget. Wages are 6% under budget, due to continuing issues with recruitment and retention. We are in a good financial position.
- Chris Desany provided the non-financial Report. Fixed route ridership continues to grow and is up 14% for the month, and 19% for the year; STAR ridership is up 10% for the month and 16% for the year; Fixed route on-time performance was 69%; STAR on-time performance was 72%. Missed trips continue to be high due to headcount issues. There were 11 preventable accidents, and 23 non-preventable accidents. Our absenteeism report shows that 10% of workdays are not worked.

#### **Next Meeting**

Wednesday, December 14, 2022 at 12:00 pm via Microsoft Teams and at 110 Watervliet Ave.

**Subject:** Contract for janitorial services at the Rensselaer Rail Station to Complete Building Solutions of Guilderland, New York.

**Committee:** Performance Monitoring/Audit

**Committee Meeting Date:** December 14, 2022 **Board Action Date:** December 21, 2022

#### **Background:**

The current contract for janitorial services at the Rensselaer Rail Station is set to expire and a new contract is required.

#### **Purpose:**

To perform daily and seasonal cleaning duties at the Rensselaer Rail Station facility.

#### **Summary of Proposal:**

An Invitation for Bids (IFB) was issued for janitorial services at the Rensselaer Rail Station that outlined daily, and seasonal cleaning requirements as well as special considerations for the facility. Twenty-eight firms downloaded the IFB and five submitted bids. As with previous procurements, the Preferred Source (NYSID) was given the opportunity to submit pricing after bids were opened. The Preferred Source was not able to provide pricing within 15% of the low bid price. Staff then qualified the low bidder, who is the incumbent and has performed satisfactory work for us.

Staff recommends awarding a three-year contract with two optional one-year renewals to Complete Building Solutions, Inc of Guilderland, New York for janitorial services at the Rensselaer Rail Station for an amount not to exceed \$105,900 per year.

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

Annual Cost: \$105,900 Five-Year Total: \$529,500

This will be funded in the FY2023-FY2028 Operating Budgets

#### Prepared by:

Stacy Sansky, Director of Procurement

#### **Project Manager:**

Jeremy Smith, Director of Facilities



December 14, 2022

To: Performance Monitoring/Audit Committee

From: Christopher Desany, Vice President of Planning & Infrastructure

Subject: Contract Award for Janitorial Services at the Rensselaer Rail Station

#### **Background**

The Rensselaer Rail Station is a high-profile facility used by nearly one million customers each year. It is important to maintain cleanliness as part of its operations. The current contract for janitorial services at the Rensselaer Rail Station is set to expire and a new contract is required.

An Invitation for Bids (IFB) was issued for janitorial services that outlined daily and seasonal cleaning obligations as well as special considerations for the facility. The requirements included, but were not limited to:

- Emptying trash, cleaning windows, dusting, performing wipe downs, mopping, stripping, burnishing, scrubbing, vacuuming, sanitizing, and removing graffiti
- Addressing identified areas including entrances, vestibules, bathrooms, stairwells, 2<sup>nd</sup> floor offices, 3<sup>rd</sup> floor mezzanine, passerelle, 4<sup>th</sup> floor mezzanine and offices
- Preventative maintenance where appropriate

A total of 28 firms downloaded the IFB and five submitted bids. Complete Building Solutions (CBSI) was the low bidder and is the incumbent. We have been very satisfied with CBSI's performance.

#### Recommendation

I recommend awarding a three-year contract, with two one-year extensions to Complete Building Solutions of Guilderland NY for an approximate five-year value of \$529,500.

Copy: Chief Executive Officer
Director of Procurement
Director of Facilities

1.	TYPE OF CONTRACT (check one):  _X Construction & Maintenance Services & Consultants	(	Goods, Coi Tr				nal Services	Bus Purchase
2.	TERMS OF PERFORMANCE (check one)  _ X	nd fixed va materials - d cost for d nent on spe	open value lefined con	ımodit				
3.	CONTRACT VALUE: _\$529,500 (NTE)	fixed	estimate	e <u>d</u>	(circle	one)		
4.	PROCUREMENT METHOD (check one): Request for Proposals (RFP)	<u>X</u>	_ Invitation	for B	ds (IFB)		_	Other
5.	TYPE OF PROCEDURE USED (check one Micro Purchases (Purchases up to \$ X Sealed Bid/Invitation for Bids (IF) Professional Services (Over \$25,00)	\$2,499.00) B) (Over \$1	100,000)		Request f	for Propo	\$25,000 up to osals (RFP) arce (Non-Con	
6.	SELECTION CRITERION USED:  Number of Proposals/Bids Solicited #_ Number of Proposals/Bids Received #_	<u>28</u> <u>5</u>	or			<u>Adve</u>	<u>rtised</u>	
		Attach	Summary	of Bid	s/Proposa	ls		
7.	Disadvantaged/Minority Women's Busines	s Enterpri	ise (D/MW	BE) iı	ıvolveme	ent		
	Are there known D/MWBEs that provide	this good	or service?	,	Yes	No		
	Number of D/MWBEs bidding/proposing	g			2			
	D/MWBE Certification on file?				Yes	No	Not Applic	able
	Was contract awarded to a D/MWBE?				Yes	<u>No</u>		
	Number of D/MWBE Subcontractors					0		
8.	LEGAL NAME and ADDRESS OF CONT	RACTOR	/VENDOR		_	ilding S	olutions, Inc_	
					30x 32			
_				<u>Guil</u>	derland,	NY 1208	<u>84                                    </u>	
8.	SOURCE OF FUNDS: <u>FY2023-2028 Oper</u>	ating Bud	gets					
9.	COMPLIANCE WITH STATE AND FEDI Non-Collusion Affidavit of Bidder Disclosure & Certificate of Prior Non-Re Disclosure of Contacts (only RFPs) Certification with FTA's Bus Testing Re	esponsibilit	y Determin	nations				(Yes, No, N/A) (Yes, No, N/A) (Yes, No, N/A) (Yes, No, N/A)
10	. RESPONSIBLE STAFF CERTIFIES THE	INTEGR	ITY OF T	HIS P	ROCUR	EMENT	C/CONTRAC	Т:
	Stacy Sansky, Director of Procurem	<u>ent</u>	DATED	: <u>De</u>	cember 1	14, 2022		_



#### **Bid Summary**



Contract Name: RRS Janitorial Service Contract No: CDTA FAC 2000 Date/Time of Opening: September 29, 2022 1:00PM EST

Bidder Contact Information	Base Bid/Lump Sum F	Prico	Bid Alternate- If Applicable	Subcontractors If known/as applicable	DBE/MWBE/SDVOB Status
Bluder Contact Information	base blu/Lullip sulli i	Tice	bid Aiternate- II Applicable	(Names only)	DBL/WWBL/SDVOB Status
Name: WJS Ultimate Industrial Cleaning & Floors	Yr 1 Base Bid:	\$142,521.09	Alternate 1:	1	DBE MBE_X_WBESDVOB
Address: 323 Linden St Schenectady, NY 12304	Hrly Rate for Additional Services:	\$22.97		2	DBE MBEWBESDVOB
Contact: Wilbur Sessions	Vacancy Credit/Debit per SF:	0.0016	Alternate 2:	3	DBE MBEWBESDVOB
Email: wilbur_session@hotmail.com				4	DBE MBEWBESDVOB
Phone: 518.526.5518				5	DBE MBE WBE SDVOB
Name: Atalian Global Services	Yr 1 Base Bid:	\$128,052.00	Alternate 1:	1	DBE MBEWBESDVOB
Address: 525 Washington Blvd, 25th Fl Jersey City, NJ 07310	Hrly Rate for Additional Services:	\$21.50		2	DBE MBEWBESDVOB
Contact: Curt Slocum	Vacancy Credit/Debit per SF:	\$0.30	Alternate 2:	3	DBE MBEWBESDVOB
Email: curt.slocum@atalianworld.com				4	DBE MBEWBESDVOB
Phone: 929.603.6867				5	DBE MBEWBESDVOB
Name: Complete Building Solution, Inc.	Yr 1 Base Bid:	\$105,900.00	Alternate 1:	1	DBEMBEWBESDVOB
Address: PO Box 32 Guilderland, NY 12084	Hrly Rate for Additional Services:	\$26.90		2	DBE MBEWBESDVOB
Contact: John Arduini	Vacancy Credit/Debit per SF:	\$0.50	Alternate 2:	3	DBE MBEWBESDVOB
Email: cbsi28@aol.com				4	DBE MBEWBESDVOB
Phone: 518.857.6791				5	DBEMBEWBESDVOB
Name: CG Spotless Cleaning, LLC	Yr 1 Base Bid:	\$446,596.80	Alternate 1:	1	DBE MBE_X_WBESDVOB
Address: 153 E 40th Street Brooklyn, NY 11203	Hrly Rate for Additional Services:	\$42.10		2	DBE MBEWBESDVOB
Contact: Tatyana Gapchuk	Vacancy Credit/Debit per SF:	\$0.02	Alternate 2:	3	DBE MBE WBE SDVOB
Email: info@cgspotless.com				4	DBE MBEWBESDVOB
Phone: 347.469.9228				5	DBE MBEWBESDVOB
Name: S.J. Services	Yr 1 Base Bid:	\$191,740.00	Alternate 1:	1	DBE MBEWBESDVOB
Address: 235 Newbury St Danvers, MA 01923	Hrly Rate for Additional Services:	\$35.00		2	DBE MBEWBESDVOB
Contact: Daniel Shea	Vacancy Credit/Debit per SF:	\$0.75	Alternate 2:	3	DBE MBEWBESDVOB
Email: 351.201.9276				4	DBE MBEWBESDVOB
Phone: 978.750.1033				5	DBE MBEWBESDVOB
Name:	Yr 1 Base Bid:		Alternate 1:	1	DBE MBEWBESDVOB
Address:	Hrly Rate for Additional Services:			2	DBE MBEWBESDVOB
Contact:	Vacancy Credit/Debit per SF:		Alternate 2:	3	DBE MBEWBESDVOB
Email:				4	DBE MBE WBE SDVOB
Phone:				5	DBE MBEWBESDVOB
I, Carm Basile Chief Executive Officer of The Capital Dis	trict Transportation Authority hereby certi	ify that the		•	•
above is a true, complete and accurate record of the b	ids received on the date and time listed ab	ove for this			
project.			Signature:		

**Subject:** Contract for radial tires to Bridgestone Firestone of Nashville, Tennessee.

**Committee:** Performance Monitoring/Audit

**Committee Meeting Date:** December 14, 2022 **Board Action Date:** December 21, 2022

#### **Background:**

We lease tires for our fixed route fleet based on a per tire/mile basis, and we purchase tires for our paratransit fleet. Leasing tires is less expensive than purchasing tires because of per unit costs; having a small inventory; and having less storage issues. The current lease contract for tires is set to expire and a new one is required.

#### **Purpose:**

To lease tires for our fixed route fleet.

#### **Summary of Proposal:**

An Invitation for Bids (IFB) was issued for a vendor to provide leased tires for the fixed route fleet, and the purchase of tires for paratransit vehicles. A fixed monthly fee was requested for a tire technician, employed by the vendor to work on site. CDTA provided estimated quantities and vehicle mileages and other details to allow for informed bids.

There are three known vendors of radial tires that can meet the requirements of this contract. One of those vendors does not participate in low bid procurements, and another vendor made significant requests to revise contract language that would not be acceptable to CDTA. That vendor ultimately decided not to participate in the procurement, resulting in a single bid.

The single bid received from Bridgestone Firestone has been deemed responsive by staff. CDTA has a good relationship with Bridgestone Firestone dating back to 1936 with the United Traction Company. Staff recommends a contract to Bridgestone Firestone of Nashville, Tennessee for a radial tire lease, and tire purchase, for a minimum five-year value of \$2,500,000.

Upon Board approval this contract will be executed immediately. The term of this agreement shall not be more than five years.

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

Annual Cost: \$500,000 Five Year Total: \$2,500,000

The contract will be funded in the FY2023-2027 Operating Budgets.

#### Prepared by:

Stacy Sansky, Director of Procurement

#### **Project Manager:**

Lance Zarcone, Director of Maintenance



December 14, 2022

To: Performance Monitoring & Audit Committee

From: David Williams, Director of Maintenance

Subject: Recommendation for Radial Tire Lease

#### **Background**

CDTA uses a lease model for the fixed route fleet and purchases tires for paratransit—vehicles. Leased tire costs are calculated on a per tire/mile basis. The supplier is required to retain a full-time tire technician located in our Albany Division to order, mount, repair and properly dispose of tires. The technician is held to the same safety, skill, and uniform standards as CDTA employees. CDTA has followed this program model for many years, and it is the industry standard.

#### **Justification**

Bridgestone Firestone provided the single bid for the radial tire procurement. CDTA has a long-standing relationship with Bridgestone Firestone is has been satisfied with the tire quality and service provided.

#### Recommendation

I recommend awarding a contract for lease and purchase of radial tires to Bridgestone Firestone of Nashville, TN for an amount not to exceed \$500,000 per year for a term of five years, with a total estimated at cost \$2,500,000.

Copy: Chief Executive Officer

Director of Procurement

1.	TYPE OF CONTRACT (check one):	D 1
	Construction & Maintenance x Goods, Commodities & Supplies Bu Services & Consultants Transportation & Operational Services	s Purchase
	Services & consumants runsportation & operational services	
2.	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	
	<u>x</u> Open Purchase Contract: Commitment on specifications and price but no obligation to buy	
	Change Order: Add on to existing contract	
3.	3. CONTRACT VALUE:  \$2,500,000 (five yr) fixed estimated (circle one)	
	11. Act Centilated (Circle One)	
4	DOCUMENT METHOD (Al. al. and)	
4.	I. PROCUREMENT METHOD (check one):       x       Invitation for Bids (IFB)       Otl	ier
5.	5. TYPE OF PROCEDURE USED (check one):  Micro Purchases (Purchases up to \$2,499.00)  Small Purchases (\$25,000 up to \$100,00)	00)
	<u>x</u> Sealed Bid/Invitation for Bids (IFB) (Over \$100,000) Request for Proposals (RFP)	00)
	Professional Services (Over \$25,000)  Sole or Single Source (Non-Competitive)	re)
6.	5. SELECTION CRITERION USED:	
٠.	Number of Proposals/Bids Solicited #_3 and Advertised  Number of Proposals/Bids Received #_1	
	Number of Proposals/Bids Received #_1	
	Attach Symmoury of Dida/Dromosala	
	Attach Summary of Bids/Proposals	
-		
7.		
	Are there known DBEs/MWBEs that provide this good or service? Yes No	
	Number of DBEs/MWBEs bidding/proposing DBE MWBE	
	DBE/MWBE Certification on file? Yes No Not Applicable	
	Was contract awarded to a DBE/MWBE? Yes <u>No</u>	
	Number of DBE/MWBE Subcontractors DBE MWBE	
8.	3. LEGAL NAME and ADDRESS OF CONTRACTOR/VENDOR: Bridgestone Americas Tire Operations, 1	LC
	200 4th Avenue South-Mileage Sales	
	Nashville, TN 37201	
8.	8. SOURCE OF FUNDS: <u>FY23-27 Operating Budget</u>	
9.	O. COMPLIANCE WITH STATE AND FEDERAL RULES:	
	Non-Collusion Affidavit of Bidder (Yes	No, N/A)
		No, N/A) No, <u>N/A</u> )
	Certification with FTA's Bus Testing Requirements (Yes	
	Certification with FTA's Bus Testing Requirements (Yes	No, <u>N/A</u> )
10	Certification with FTA's Bus Testing Requirements (Yes 0. RESPONSIBLE STAFF CERTIFIES THE INTEGRITY OF THIS PROCUREMENT/CONTRACT:	
10		

**Subject:** Contract for snow removal at Park & Ride locations to City Mark Striping, LLC.

**Committee:** Performance Monitoring/Audit

**Committee Meeting Date:** December 14, 2022 **Board Action Date:** December 21, 2022

#### **Background:**

The contract for snow removal at Park & Ride locations is expiring, and a new one is required.

#### **Purpose:**

To remove snow and ice from Park & Ride locations to maintain safety and customer convenience.

#### **Summary of Proposal:**

An Invitation for Bids (IFB) was issued for snow removal at seven locations listed on the support memo. The IFB outlined requirements for plowing, salting and snow/ice removal services. Ten firms downloaded the IFB and two submitted bids. The lowest responsive and responsible bidder is City Mark Striping, LLC (NYS WBE firm). City Mark currently holds other snow removal contracts with CDTA and performs their work satisfactorily.

Staff recommends approval of a three-year contract with two optional renewal years to City Mark Striping, LLC of Albany, New York for snow removal at park and ride and layover locations.

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

The first year estimate is \$78,418 and the total five-year estimate is \$430,000 (includes annual Consumer Price Index and Prevailing Wage adjustments). This contract will be funded in the FY2023-FY2028 operating budgets.

#### Prepared by:

Stacy Sansky, Director of Procurement

#### **Project Manager:**

Jeremy Smith, Director of Facilities



December 14, 2022

To: Performance Monitoring/Audit Committee

From: Christopher Desany, Vice President of Planning & Infrastructure

Subject: Contract Award for Snow Removal at Park & Ride and Layover Locations

#### **Background**

Performing snow & ice removal is key requirement for maintaining customer convenience and safety during winter months. It is an important part of how we service our facilities and street amenities, and is done with internal staff at certain locations (divisions and a portion of shelters). We also hold contracts with several vendors that provide for snow removal at both rail stations, our park and rides, layover locations, and remaining shelters.

An Invitation for Bids (IFB) was issued for lump sum snow & ice removal services at the Park & Ride and layover locations including:

- Schodack Park & Ride
- Defreestville Park & Ride
- Menands Park & Ride
- Rail Trail Park & Ride
- Madison Staging Area
- Orange Street Staging Area
- Delaware Ave. Turnaround/Layover

Costs increase yearly by the consumer price index for each of the categories. The contractor will have specific performance requirements for responsiveness during and after weather events. These include frequency/timeliness of removing snow and salting, specific obligations for sidewalks and parking spots, and what equipment can be used.

The package was downloaded ten times and two bids were received. The incumbent, Citymark Striping LLC was the low bidder. Citymark has held this contract (and others) over the past decade and staff is happy with their work.

#### Recommendation

I recommend awarding a three-year contract, with two one-year extensions to Citymark Striping LLC of Albany, NY for an approximate five-year value of \$430,000.

Copy: Chief Executive Officer
Director of Procurement
Director of Facilities

1.	TYPE OF CONTRACT (check one):  _X Construction & Maintenance Services & Consultants	Good					onal Services	Bus Purchase
2.	TERMS OF PERFORMANCE (check one)  _X_ One-Shot Deal: Complete scope at Fixed Fee For Services: Time and at Exclusive Purchase Contract: Fixed Open Purchase Contract: Committed Change Order: Add on to existing at	nd fixed value materials - open d cost for define nent on specifica	d co	nmodity v				
3.	CONTRACT VALUE: _\$430,000 (NTE over 5 years)	fix	ed	estimate	<u>ed</u>	(circle	e one)	
4.	PROCUREMENT METHOD (check one): Request for Proposals (RFP)	<u>X</u> _ Invi	itatio	n for Bids	(IFB)		_	Other
5.	TYPE OF PROCEDURE USED (check one Micro Purchases (Purchases up to \$ X Sealed Bid/Invitation for Bids (IFB Professional Services (Over \$25,00	2,499.00) ) (Over \$100,00	00)	Re	equest	for Prop	\$25,000 up to osals (RFP) urce (Non-Cor	
6.	SELECTION CRITERION USED:  Number of Proposals/Bids Solicited #_ Number of Proposals/Bids Received #_	1 <u>0</u> or <u>2</u>				<u>Adve</u>	<u>rtised</u>	
		Attach Sum	mary	of Bids/F	roposa	ıls		
7.	Disadvantaged/Minority Women's Busines	s Enterprise (D	)/MV	VBE) invo	olvemo	ent		
	Are there known D/MWBEs that provide	this good or ser	rvice	?	<u>Yes</u>	No		
	Number of D/MWBEs bidding/proposing	5			1			
	D/MWBE Certification on file?				Yes	No	Not Applic	<u>eable</u>
	Was contract awarded to a D/MWBE?				<u>Yes</u>	No		
	Number of D/MWBE Subcontractors					0		
8.	LEGAL NAME and ADDRESS OF CONT	RACTOR/VEN	(DO	R: <u>City M</u>	ark S	triping,	LLC	
				<u>70 Tivo</u>	oli Str	eet		
				<u>Albany</u>	, <b>NY</b> 1	12207		
8.	SOURCE OF FUNDS: <u>FY2023-2028 Oper</u>	ating Budgets						
9.	COMPLIANCE WITH STATE AND FEDI Non-Collusion Affidavit of Bidder Disclosure & Certificate of Prior Non-Re Disclosure of Contacts (only RFPs) Certification with FTA's Bus Testing Rec	sponsibility Det		nations				(Yes, No, N/A) (Yes, No, N/A) (Yes, No, N/A) (Yes, No, N/A)
10	. RESPONSIBLE STAFF CERTIFIES THE	INTEGRITY	OF T	THIS PRO	OCUR	EMENT	Γ/CONTRAC	Т:
	Stacy Sansky, Director of Procurem	ent DA	TEI	): Dece	mber	14, 2022		

	BASE BID	CityMark	PTC Properties
1	Cost to provide snow and ice removal services at the Schodack Park and Ride Lot for the season	\$12,669.32	\$57,000
2	Cost to provide snow and ice removal services at the East Greenbush Park and Ride Lot for the season	\$13,221.39	\$57,000
3	Cost to provide snow and ice removal services at the Menands Park and Ride Lot for the season	\$11,730.00	\$67,000
4	Cost to provide snow and ice removal services at the Rail Trail Park and Ride	\$12,880.84	\$73,000
5	Cost to provide snow and ice removal services at the Madison staging area for the season	\$9,800.00	\$192,000
6	Cost to provide snow and ice removal services at the Orange Street staging area for the season	\$9,800.00	\$192,000
7	Cost to provide snow and ice removal services at the Delaware Turnaround staging area for the season	\$8,316.00	\$192,000
	TOTAL BID	\$78,417.55	\$830,000

**Subject:** Contract to purchase an F-550 truck from Metro Ford of Schenectady

**Committee:** Performance Monitoring/Audit

**Committee Meeting Date:** December 14, 2022 **Board Action Date:** December 21, 2022

#### **Background:**

We replace service vehicles when they reach the end of their useful life according to our fleet replacement plan. F-550 trucks are utilized to salt, snowplow, and assist with facility maintenance.

#### **Purpose:**

To replace an F-550 truck that has reached the end of its useful life.

#### **Summary of Proposal:**

Support vehicles are generally purchased from the New York State Office of General Services (OGS) mini-bid program. Since the pandemic began, there have been global supply chain issues and significant delays in the automotive industry. Because of these supply chain issues, OGS does not have vehicles to purchase. Staff searched for vehicles in New York, Massachusetts, New Jersey, and Connecticut.

An F-550 was ultimately located at Metro Ford in Schenectady, which was equipped with a plow and salter package.

Staff recommends a sole source contract to Metro Ford of Schenectady, New York for the purchase of an F-550 truck with salter and plow package, for an amount not to exceed \$96,360. This price is fair and reasonable based on current pricing in the automotive marketplace. Upon approval, a purchase order will be issued for this purchase.

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

The cost of this F-550 will not exceed \$96,360 and is funded in the FY2023 Capital Plan.

#### Prepared by:

Stacy Sansky, Director of Procurement

#### **Project Manager:**

David Williams, Director of Maintenance



December 14, 2022

To: Performance Monitoring/Audit Committee

From: David Williams, Director of Maintenance

Subject: Recommendation for purchase of F-550 Truck

#### **Background**

CDTA purchases support vehicles as part of the annual fleet replacement program. Vehicles are replaced when they reach the end of their useful life based on mileage and cost to maintain. CDTA utilizes Ford F-550 trucks with plows and salters to assist in our facility maintenance program.

Support vehicles are historically purchased using the New York State Office of General Services (NYS OGS) Vehicle Marketplace mini-bid program. Since the start of the COVID-19 pandemic there have been global supply chain issues and significant delays in the automotive industry. Since 2020, CDTA has either received no bids for vehicles through the mini-bid process or have awarded contracts that were then cancelled by the supplier after the order was placed. Staff began sourcing these vehicles from local and regional auto dealers to ensure availability in a timely manner.

#### Justification

A mini-bid was issued for the purchase of an F-550 and no bids were received. However, staff located an F-550 truck equipped with a plow and salter from Metro Ford in Schenectady, New York. CDTA has purchased vehicles from Metro Ford in the past and been satisfied with their service.

#### Recommendation

I recommend awarding a sole source contract for the purchase of an F-550 truck with a salter and plow package for an amount not to exceed \$96,360. This price is fair and reasonable when compared to trucks with the same features on the market.

Copy: Chief Executive Officer
Director of Procurement

1.	TYPE OF CONTRACT (cneck one):  Construction & Maintenance x Goods, Commodities & Supplies Bus Purchase Services & Consultants Transportation & Operational Services
2.	TERMS OF PERFORMANCE (check one):  _ x One-Shot Deal: Complete scope and fixed value     _ Fixed Fee For Services: Time and materials - open value     _ Exclusive Purchase Contract: Fixed cost for defined commodity with indefinite quantity     _ Open Purchase Contract: Commitment on specifications and price but no obligation to buy     _ Change Order: Add on to existing contract
3.	CONTRACT VALUE:\$96,360 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) Sole or Single Source (Non-Competitive)
6.	SELECTION CRITERION USED:  Number of Proposals/Bids Solicited #_1 and Advertised  Number of Proposals/Bids Received #_1
	Attach Summary of Bids/Proposals
7.	Disadvantaged Business Enterprise (DBE)/Minority/Women's Business Enterprise (MWBE) involvement
	Are there known DBEs/MWBEs that provide this good or service? Yes No
	Number of DBEs/MWBEs bidding/proposing DBE MWBE
	DBE/MWBE Certification on file? Yes No Not Applicable
	Was contract awarded to a DBE/MWBE? Yes No
	Number of DBE/MWBE Subcontractors  DBE MWBE
8.	LEGAL NAME and ADDRESS OF CONTRACTOR/VENDOR: Metro Ford, Inc.
	3601 State Street
	Schenectady, NY 12304
8.	SOURCE OF FUNDS:FY2023 Capital Plan
9.	COMPLIANCE WITH STATE AND FEDERAL RULES:  Non-Collusion Affidavit of Bidder  Disclosure & Certificate of Prior Non-Responsibility Determinations  Disclosure of Contacts (only RFPs)  Certification with FTA's Bus Testing Requirements  (Yes, No, N/A)  (Yes, No, N/A)
10	RESPONSIBLE STAFF CERTIFIES THE INTEGRITY OF THIS PROCUREMENT/CONTRACT:
	Stacy Sansky, Director of Procurement DATED:December 14, 2022

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

**Committee:** Performance Monitoring/Audit

**Committee Meeting Date:** December 14, 2022 **Board Action Date:** December 21, 2022

#### **Background:**

CDTA uses a variety of filters for our vehicles. Filters are procured on a regular basis as part of our preventative maintenance program; they minimize the risk of breakdowns and prolong the life of engine components. The current contract for bus filters is expiring.

#### **Purpose:**

Filters are part of our preventative maintenance program and are replaced as needed. A contract is required to receive the best price and to ensure the availability of filters.

#### **Summary of Proposal:**

An Invitation for Bids (IFB) was issued for bus filters. The IFB indicated requirements for each filter type and estimated quantities based on use history. Twenty-two vendors downloaded the IFB, and six bids were received. Vehicle Maintenance Program is the incumbent provider of bus filters.

This procurement requires board approval because the contract value is greater than \$150,000.

Staff recommends a contract to purchase bus filters from Vehicle Maintenance Program of Boca Raton, Florida for an estimated cost of \$339,172 over two years. Upon approval, a two-year contract will be executed.

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

The total contract value of \$339,172 is funded in the FY2023 & FY2024 Operating Budgets. Actual costs will be determined by use; the anticipated cost breakdown is:

Year 1: \$165,451 Year 2: \$173,721

#### Prepared by:

Stacy Sansky, Director of Procurement

#### **Project Manager:**

David Williams, Director of Maintenance



December 14, 2022

To: Performance Monitoring/Audit Committee

From: David Williams, Director of Maintenance

Subject: Contract for Bus Filters

#### **Background:**

CDTAuses an assortment of different filters such as oil, air, and fuel for our vehicles. Filters can minimize the risk of breakdowns and prolong the life of engine, transmission, and other components. They are part of CDTA's preventative maintenance program.

#### Justification:

An Invitation for Bids was issued, and six bids were received. Vehicle Maintenance Program (VMP) provided the best bid and due to the estimated value, it requires Board approval. VMP currently provides filters and other parts to CDTA and is a satisfactory vendor.

#### **Recommendation:**

Staff recommends a two-year contract to Vehicle Maintenance Program of Boca Raton, Florida, for an amount not to exceed \$339,172.

Copy: Chief Executive Officer
Director of Procurement

1.	. TYPE OF CONTRACT (check one):					
	Construction & Maintenance Services & Consultants	_ <u>X</u>	_ Goods, Comm		Supplies Coperational Services	Bus Purchase
	Services & Consultants		Transp	ortation &	Operational Services	
2.	. TERMS OF PERFORMANCE (check one):  One-Shot Deal: Complete scope and fi Fixed Fee For Services: Time and mat X Exclusive Purchase Contract: Fixed co Open Purchase Contract: Commitmen Change Order: Add on to existing con	terials - ost for t on sp	open value defined commo			
3.	. CONTRACT VALUE: 	fixed	<u>estimated</u>	(circl	e one)	
4.	PROCUREMENT METHOD (check one): Request for Proposals (RFP)	_ <u>X</u> _	_ Invitation for l	Bids (IFB)	_	Other
5.	. TYPE OF PROCEDURE USED (check one):  Micro Purchases (Purchases up to \$2,4  X Sealed Bid/Invitation for Bids (IFB) (Compared to the professional Services (Over \$25,000)			_ Request	urchases (\$25,000 up to for Proposals (RFP) Single Source (Non-Cor	
6.	. SELECTION CRITERION USED:  Number of Proposals/Bids Solicited #22  Number of Proposals/Bids Received #6	<u>?</u>	or		Advertised	
		Attach	n Summary of Bi	ids/Propos	sals	
7	Disabata 100 and 500 a		···· (D/MW/DE)	•1	4	
7.	8 V	-			ient	
	Are there known D/MWBEs that provide thi	.s good		<u>No</u>		
	Number of D/MWBEs bidding/proposing D/MWBE Certification on file?		_ <u>0</u>	N.a	Not Applicable	
			Yes	No	Not Applicable	
	Was contract awarded to a D/MWBE?  Number of D/MWBE Subcontractors		Yes	<u>No</u>		
	Number of D/MWBE Subcontractors		_0			
8	. LEGAL NAME and ADDRESS OF CONTRA	CTOR	R/VENDOR: Ve	hicle Mai	ntenance Program. In	c.
•		0101		95 N Dixi		
					FL 33431	
8	. SOURCE OF FUNDS: FY23 & 24 Operat	ting Ru		cu itutoii	1 1 00 101	
0.	. 500KCE 01 10KD3	ing Du	<u>luzets</u>			
9.	. COMPLIANCE WITH STATE AND FEDERAL Non-Collusion Affidavit of Bidder Disclosure & Certificate of Prior Non-Responsacional Disclosure of Contacts (only RFPs) Certification with FTA's Bus Testing Requirements.	onsibili	ty Determination	ıs		( <u>Yes</u> , No, N/A) ( <u>Yes</u> , No, N/A) (Yes, No, <u>N/A</u> ) (Yes, No, <u>N/A</u> )
10	0. RESPONSIBLE STAFF CERTIFIES THE IN	TEGF	RITY OF THIS	PROCUI	REMENT/CONTRAC	Т:
	Stacy Sansky, Director of Procurement		DATED: <u>I</u>	December	14, 2022	



#### **Bid Summary**



Contract Name: Filters for Transit Buses Contract No: CDTA Maint 181-3000 Date/Time of Opening: Nov 16, 2022 1:00pm

Bidder Contact Information	Base Bid/Lump Sum Price	Bid Alternate- If Applicable		DBE/MWBE/SDVOB Status
			(Names only)	
Name: Cummins, Inc.		Alternate 1:	1	DBE MBEWBESDVOB
Address: 101 Railroad Ave Albany, NY 12205	See attached detailed summary-		2	DBE MBEWBESDVOB
Contact: Darrin Mellinger	Cummins will be awarded a portion of the contract.	Alternate 2:	3	DBE MBEWBESDVOB
Email: cssnabids@cummins.com			4	DBE MBEWBESDVOB
Phone: 518.459.1710			5	DBE MBE WBE SDVOB
Name: Muncie Reclamation & Supply		Alternate 1:	1	DBE MBEWBESDVOB
Address: 3720 S. Madison St Muncie, IN 47302	See attached detailed summary-		2	DBE MBEWBESDVOB
Contact: Darrin Mellinger	Muncie will be awarded a portion of the contract.	Alternate 2:	3	DBEMBEWBESDVOB
Email: bhuff@abc-companies.com			4	DBE MBEWBESDVOB
Phone: 765.288.1971			5	DBE MBEWBESDVOB
Name: Vehicle Maintenance Program		Alternate 1:	1	DBEMBEWBESDVOB
Address: 3595 N Dixie Hwy Bay 7 Boca Raton, FL 33431	See attached detailed summary-		2	DBE MBEWBESDVOB
Contact: Lindi Brooks	VMP will be awarded a portion of the contract.	Alternate 2:	3	DBE MBEWBESDVOB
Email: lindi@vmpparts.com			4	DBEMBEWBESDVOB
Phone: 561.362.6080			5	DBEMBEWBESDVOB
Name: Gillig, LLC		Alternate 1:	1	DBE MBEWBESDVOB
Address: 25972 Eden Landing Hayward, CA 94545	See attached detailed summary		2	DBE MBEWBESDVOB
Contact: Chuck O'Brien		Alternate 2:	3	DBE MBEWBESDVOB
Email: cobrien@gillig.com			4	DBE MBE WBE SDVOB
Phone: 800.735.1500			5	DBE MBEWBESDVOB
Name: Kirk's Automotive, Inc.		Alternate 1:	1	DBE MBEWBESDVOB
Address: 9330 Roselawn St Detroit, MI 48204	See attached detailed summary-		2	DBE MBEWBESDVOB
Contact: Robert Kirkman	Kirks will be awarded a portion of the contract.	Alternate 2:	3	DBE MBEWBESDVOB
Email: rrk@kirksauto.com			4	DBE MBEWBESDVOB
Phone: 313.933.7030			5	DBE MBEWBESDVOB
I, Carm Basile Chief Executive Officer of The Capital Dist	rict Transportation Authority hereby certify that the			•
above is a true, complete and accurate record of the bi	ds received on the date and time listed above for this			
project.		Signature:		
		1		

Subject: Contract for commuter service to Upstate Transportation of Saratoga, LLC.

**Committee:** Performance Monitoring/Audit

**Committee Meeting Date:** December 14, 2022 **Board Action Date:** December 21, 2022

#### **Background:**

We contract with Upstate Transit to provide Northway commuter service (NX) from Saratoga County to downtown Albany; and Amsterdam to downtown Albany called the Thruway service (TX). This contract is set to expire and a new one is required.

#### **Purpose:**

To contract with a vendor to provide commuter express service for our customers.

#### **Summary of Proposal:**

A Request for Proposals (RFP) was issued for a vendor to provide commuter service using their personnel and CDTA branded buses. The RFP outlined requirements for training, safety, maintenance, and customer service.

Several transportation providers were contacted about this procurement before the RFP was released. This was also published in local newspapers and national transit publications. Seventeen vendors downloaded the RFP, and one proposal was received. A poll was conducted to find out the reason for the lack of participation and the primary reason was the lack of staff to respond to the proposal.

The single proposal was submitted by Upstate Transit of Saratoga, LLC the incumbent provider of the NX service. Staff is satisfied with past performance, references, and the ability to provide the service. Staff recommends a three-year contract with two optional one-year renewals for commuter service for an amount not to exceed \$11,042,000. The first-year cost for this work is \$2.2 million. Upon Board approval the contract will be executed immediately.

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

This contract will be funded in the FY2023 to FY2027 operating budgets, not to exceed \$11,042,000.

#### Prepared by:

Stacy Sansky, Director of Procurement

#### **Project Manager:**

Christopher Desany, Vice President of Planning & Infrastructure



December 14, 2022

To: Performance Monitoring/Audit Committee

From: Christopher Desany, Vice President of Planning & Infrastructure

Subject: Contract Award for Commuter services

#### Overview

CDTA's Northway Xpress (NX) is a premier commuter service that runs from various Saratoga County locations (including park and ride lots along the I-87 corridor) to downtown Albany. The Thruway Xpress (TX) service runs from park and ride locations in Schenectady and Montgomery County with destinations also in downtown Albany. These two routes are what primarily make up our commuter services.

The buses used for this service have coach seating, free WiFi, and restrooms. The service is operated with CDTA-owned and branded buses but is subcontracted out and is dispatched from a depot in Saratoga Springs. CDTA operations staff work very closely with the subcontractor to ensure that the service meets our standards. The contract for this service expires this month.

#### **Background**

Staff developed and published a scope of work and Request for Proposals to perform this service which included:

- Necessary labor to run the service
- Fuel to run the service (with annual increases based on CPI and capped at 5%)
- Vehicle maintenance (except for major repairs to the engine and transmission), keeping and providing detailed records
- Necessary insurance for operations and vehicles
- Collecting passenger fares as established by CDTA
- Regular and audited reporting of measurements as defined by CDTA

Upstate Transit was the only proposer. They were still evaluated based on cost, experience, ability to meet requirements, and reference checks. Upstate Transit has been in operation for almost 20 years, and its parent company has been operating transportation services for 35 years. Following federal, state, and CDTA procurement procedures, the evaluation team determined that Upstate Transit provided a submission that stood on its own. The reasons for this included:

- In the 17 years that Upstate Transit has been the incumbent provider of the commuter services, we have not experienced any material issues. In the few cases where we did identify improvements that could be made, those changes were added to the scope.
- Our annual costs will increase 10% under this contract. However, this includes the addition of the new TX service (almost 5,000 hours), therefore the increase is fair and reasonable.
- As per the NYSDOT bus inspection system profile, Upstate Transit's maintenance record is excellent.

#### **Committee Action**

I recommend a three-year contract with two one-year renewals for commuter services to Upstate Transit of Saratoga, LLC of Saratoga Springs, NY for a total amount not to exceed \$11,042,000.

Copy: Chief Executive Officer

1.	TYPE OF CONTRACT (check one):	1 0.0 1.	D D 1
		Commodities & Supplies Transportation & Operational Services	Bus Purchase
2.	TERMS OF PERFORMANCE (check one):		
	One-Shot Deal: Complete scope and fixed value		
	<u>X</u> Fixed Fee For Services: Time and materials - open Exclusive Purchase Contract: Fixed cost for defined of		
	Open Purchase Contract: Commitment on specification		
	Change Order: Add on to existing contract		
3.	CONTRACT VALUE:		
	<u>\$11,042,000 (NTE over five years)</u> fixed <u>estim</u>	ated (circle one)	
4.	PROCUREMENT METHOD (check one):		
		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) Professional Services (Over \$25,000)	Request for Proposals (RFP)  X Sole or Single Source (Non-Com	netitive)
		_A_ Sole of Shight Source (Non-Con	ipentive)
6.	SELECTION CRITERION USED:  Number of Proposals/Bids Solicited # 4 or	Advertised	
	Number of Proposals/Bids Solicited # or Number of Proposals/Bids Received # 1	<u>Advertiseu</u>	
	Attach Summa	ry of Bids/Proposals	
	, masii samma	Ty of Blass Froposals	
7.	Disadvantaged Business Enterprise (DBE) involvement		
	Are there known DBEs that provide this good or service?	Yes <u>No</u>	
	Number of DBEs bidding/proposing	<u> </u>	
	DBE Certification on file?	Yes No <u>Not Applicable</u>	
	Number of DBE Subcontractors	0	
8.	LEGAL NAME and ADDRESS OF CONTRACTOR/VENDO	OR: Upstate Transit of Saratoga, LLC	
		207 Geyser Road	
		Saratoga Springs, NY 12866	
8.	<b>SOURCE OF FUNDS:</b> Operating Budgets FY2023 to F	Y2027	
9.	COMPLIANCE WITH STATE AND FEDERAL RULES:		
	Non-Collusion Affidavit of Bidder	inations	$(\underline{Yes}, No, N/A)$
	Disclosure & Certificate of Prior Non-Responsibility Detern Disclosure of Contacts (only RFPs)	minations	( <u>Yes</u> , No, N/A) ( <u>Yes</u> , No, N/A)
	Certification with FTA's Bus Testing Requirements		(Yes, No, NA)
10.	RESPONSIBLE STAFF CERTIFIES THE INTEGRITY OF	THIS PROCUREMENT/CONTRACT	Γ:
	Stacy Sansky, Director of Procurement DATI	ED: <u>December 14, 2022</u>	

#### Cummulative Scorecard for CDTA TRANS 21-8000

	Upstate Transit-Saratoga Springs, NY
Cost [120 points]	102
Experience & Reputation of Contractor [60 points]	43
Ability to Meet Specifications [105 points]	82
DBE/MWBE/SDVOB Participation [15 points]	0
TOTAL [300 points]	227

**Subject:** Contract for office renovations to AOW Construction, LLC.

**Committee:** Performance Monitoring/Audit

**Committee Meeting Date:** December 14, 2022 **Board Action Date:** December 21, 2022

#### **Background:**

This year the call center was relocated from 85 Watervliet Avenue to the Rensselaer Rail Station to accommodate additional office space for the 85 facility.

#### **Purpose:**

To accommodate more services and mobility options, it is necessary to reconfigure office space for current and future needs.

#### **Summary of Proposal:**

An Invitation for Bids (IFB) was issued for upgrades to include new offices, an updated sales area, meeting space, and cubicles. Thirty-Seven firms downloaded the IFB and four submitted bids. AOW Construction, LLC provided the lowest responsive and responsible bid. AOW has satisfactorily performed other work for CDTA in the recent past. The bid allows up to 20% of work to be subcontracted to WBE vendors.

Staff recommends a contract for office renovations at 85 Watervliet Avenue to AOW Construction, LLC of Albany, New York for an amount not to exceed \$294,600. Upon Board approval a contract will be executed immediately with substantial completion expected by March 2023.

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

This project will be funded through the FY2023 Capital Plan with the details below.

Base Bid: \$245,500 20% Contingency: \$49,100 Total (NTE): \$294,600

#### Prepared by:

Stacy Sansky, Director of Procurement

#### **Project Manager:**

Jeremy Smith, Director of Facilities



December 14, 2022

To: Performance Monitoring/Audit Committee

From: Christopher Desany, Vice President of Planning & Infrastructure

Subject: Contract Award for Office Renovation

#### **Background**

As CDTA continues to grow by adding more services and mobility options, it has become necessary to add and reconfigure office space for the workforce. To support these efforts, in early 2022 the call center was relocated from 85 Watervliet Avenue to the Rensselaer Rail Station. This move created space for the addition of offices at 85 Watervliet. We had a professional architect design the space to allow for new offices, an updated sales area, a meeting space, and several cubes.

An Invitation For Bids (IFB) was issued for the upgrades which included:

- Demolition
- Construction of five new offices
- New flooring and lighting
- A fully secured sales outlet
- HVAC reconfiguration
- Windows
- Painting

The package was downloaded 37 times and four bids were received. AOW Construction LLC of Albany, NY was the low bidder. AOW has been the low bid contractor on several recent CDTA projects (health center, Troy staff area upgrades, Amsterdam offices) and has a history of delivering on time and on budget.

#### Recommendation

I recommend a contract to AOW Construction LLC of Albany, NY for office renovations for an amount of \$245,500 plus 20% (internal) contingency, for a total value of \$294,600.

Copy: Chief Executive Officer
Director of Procurement
Director of Facilities

1.	_X_Construction & Maintenance	(	Goods, Commo			10 -	Bus Purchase
	Services & Consultants		1 rans	portation &	Operation	onal Services	
2.	TERMS OF PERFORMANCE (check one):	C 1	1				
	x One-Shot Deal: Complete scope and Fixed Fee For Services: Time and ma						
	Exclusive Purchase Contract: Fixed c	ost for d	lefined commo				
	Open Purchase Contract: Commitmer Change Order: Add on to existing cor		ecifications and	l price but i	no obliga	ition to buy	
3.	CONTRACT VALUE:						
	\$294,600 NTE	<u>fixed</u>	estimated_	(circl	e one)		
4.	PROCUREMENT METHOD (check one):						
	Request for Proposals (RFP)	<u>X</u>	Invitation for	Bids (IFB)		_	Other-NYS OGS
5.	TYPE OF PROCEDURE USED (check one):						
	Micro Purchases (Purchases up to \$2,4 X Sealed Bid/Invitation for Bids (IFB)					(\$25,000 up to	\$100,000)
	Professional Services (Over \$25,000)	(Over \$				ource (Non-Con	npetitive)
6	SELECTION CRITERION USED:						
0.	Number of Proposals/Bids Solicited #_37		and		Adve	ertised_	
	Number of Proposals/Bids Received #_4						
		Attach	Summary of E	Rids/Propos	eale		
		Attach	Summary of L	ords/110pos	sais		
7.	Disadvantaged Business Enterprise (DBE)/Mi	nority/	Women's Rus	iness Ente	rnrise (N	MWRE) involv	ement
, .	Are there known DBEs/MWBEs that provide	•			No	,,,	··
	Number of DBEs/MWBEs bidding/proposit	_		0		<b>0</b> MWBE	
	DBE/MWBE Certification on file?	.5		Yes	No	Not Applie	cable
	Was contract awarded to a DBE/MWBE?			Yes	No		<del></del>
	Number of DBE/MWBE Subcontractors				DBE	2 MWB	SE (2WBE)
					_		,
8.	LEGAL NAME and ADDRESS OF CONTRA	CTOR/	/VENDOR: A	OW Assoc	ciates, In	c.	
				Essex Str			
			A	lbany, NY	12206		<u> </u>
8.	SOURCE OF FUNDS:FY2023 Capital Pla	n					
9.	COMPLIANCE WITH STATE AND FEDER	AL RU	LES:				
	Non-Collusion Affidavit of Bidder	71 717	D				$(\underline{Yes}, No, N/A)$
	Disclosure & Certificate of Prior Non-Responsible Disclosure of Contacts (only RFPs)	nsibilit	y Determinatio	ons			( <u>Yes</u> , No, N/A) (Yes, No, <u>N/A</u> )
	Certification with FTA's Bus Testing Requi	rements	;				$(Yes, No, \underline{N/A})$
10	RESPONSIBLE STAFF CERTIFIES THE IN	TEGR	ITY OF THIS	S PROCIII	REMEN	T/CONTRAC	Т:
10							
	Stacy Sansky, Director of Procurement		DATED: _	<u>Decemb</u>	<u>ber 14, 2</u>	<u> </u>	-



#### **Bid Summary**



Contract Name: Call Center Renovations Contract No: CDTA FAC 204-2000 Date/Time of Opening: December 1, 2022 1PM EST

Didden Contest Information	B B. 1/1	Did Albamata If Applicable	Subscription of the sum los applicable	DDE /MANUE /CDV/OD Status		
Bidder Contact Information	Base Bid/Lump Sum Price	Bid Alternate- If Applicable	Subcontractors If known/as applicable (Names only)	DBE/MWBE/SDVOB Status		
Name: AOW Construction, LLC		Alternate 1:	1 RMB Heating & Cooling	DBE MBEWBE_x_SDVOB		
Address: 30 Essex Street Albany, NY 12206	Base Bid/Lump Sum Price \$245,500		2 Creative Flooring	DBE MBEWBE_x_SDVOB		
Contact: James Urner		Alternate 2:	3 Zapantanze's Painting & Plaster	DBE MBE WBE SDVOB		
Email: jurner@aowconstruction.com			4	DBEMBEWBESDVOB		
Phone: 518.482.3444			5	DBE MBE WBE SDVOB		
Name: Gallo Construction Corp.		Alternate 1:	1 Stilsing Electric	DBE MBEWBE_x_SDVOB		
Address: 50 Lincoln Ave Watervliet, NY 12189	Base Bid/Lump Sum Price \$324,800		2 Neoplanta Restoration	DBE MBEWBE_x_SDVOB		
Contact: 518.273.0234		Alternate 2:	3	DBE MBEWBESDVOB		
Email: kgallo@gallogc.com			4	DBE MBEWBESDVOB		
Phone: 518.273.0234			5	DBE MBEWBESDVOB		
Name: Iron Sword Enterprises, LLC		Alternate 1:	1	DBE MBEWBESDVOB_X_		
Address: 2359 State Rt 300 Wallkill, NY 12589	Base Bid/Lump Sum Price \$374,000		2	DBE MBEWBESDVOB		
Contact: Greg Louks		Alternate 2:	3	DBE MBEWBESDVOB		
Email: greg.louks@ironswordllc.com			4	DBE MBEWBESDVOB		
Phone: 845.863.1788			5	DBE MBEWBESDVOB		
Name: Rosch Brothers, Inc.		Alternate 1:	1 Advance Glass	DBE MBEWBE_x_SDVOB		
Address: 424 Old Niskayuna Road Latham, NY 12110	Base Bid/Lump Sum Price \$288,000		2 Neoplanta Restoration	DBE MBEWBE_x_SDVOB		
Contact: Timothy Conlon		Alternate 2:	3 RMB Heating & Cooling	DBE MBE WBEX SDVOB		
Email: tim@roschbrothers.com			4	DBE MBEWBESDVOB		
Phone: 518.573.8266			5	DBEMBEWBESDVOB		
Name:		Alternate 1:		DBE MBEWBESDVOB		
Address:	\$		2	DBE MBEWBESDVOB		
Contact:		Alternate 2:	3	DBE MBEWBESDVOB		
Email:	Total w/selected Alternates: \$		4	DBE MBEWBESDVOB		
Phone:			5	DBE MBEWBESDVOB		
Name:		Alternate 1:	1	DBE MBEWBESDVOB		
Address:	\$		2	DBE MBEWBESDVOB		
Contact:		Alternate 2:	3	DBE MBEWBESDVOB		
Email:	Total w/selected Alternates: \$		4	DBE MBE WBE SDVOB		
Phone:			5	DBE MBEWBESDVOB		
I, Carm Basile Chief Executive Officer of The Capital Dis				·		
above is a true, complete and accurate record of the b	ids received on the date and time listed above for this					
project.		Signature:				

**Subject:** Contract for bike share operation to Drop Mobility and Shared Mobility, Inc.

**Committee:** Performance Monitoring/Audit

**Committee Meeting Date:** December 14, 2022 **Board Action Date:** December 21, 2022

#### **Background:**

CDPHP *Cycle!* is one of CDTA's premier services that is wrapping up its sixth year of operations.

#### **Purpose:**

This contract maintains current bike share services and allows for continued growth in the program.

#### **Summary of Proposal:**

A Request for Proposals (RFP) was issued for daily operational services and management of the existing bike fleet and future acquisition of new vehicles/technologies. Eight vendors downloaded the RFP, and one proposal was received. These types of services are unique, and adding the management of existing infrastructure for bicycles makes finding vendors more challenging. Staff does not think that the RFP was too restrictive to encourage competition.

The single proposal received was submitted by Drop Mobility and Shared Mobility, Inc. Shared Mobility Inc previously worked with CDTA during the initial bike share development in 2017.

Staff is satisfied with past performance, references, and the ability to provide the service. Staff recommends approval of a three-year contract with two optional one-year renewals for bike share operational services for an amount not to exceed \$2,500,000. Upon Board approval the contract will be executed immediately.

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

This \$2.5 million contract will be funded in the FY2023 through FY2027 Operating Budgets.

#### Prepared by:

Stacy Sansky, Director of Procurement

#### **Project Manager:**

Jonathan Scherzer, Director of Marketing



December 14, 2022

To: Performance Monitoring/Audit Committee

From: Jonathan Scherzer, Director of Marketing

Subject: Bike Share Operation – Contract Award

#### **Background:**

CDPHP *Cycle!* launched in in 2017 with 80 bicycles across four cities and now, in its sixth season, has grown to over 400 pedal bicycles across eight municipalities. Ridership has increased each season with more than 80,000 trips expected during the 2022 season. The app-based system allows customers to make rentals at any time a bicycle is available once membership has been created. We are looking to transition to a new vendor that is better positioned to support the operation, grow the fleet, and oversee expansion.

#### **Justification:**

A Request for Proposals (RFP) was issued for bike sharing operational services including the day-to-day management and a pathway to transition the program to the acquisition of new vehicles including the addition of electronic assist bicycles. We received one proposal and a review team looked at the proposal to ensure viability and workability consistent with the direction and goals of CDPHP*Cycle!*. Our current vendor, Mobility Cloud, Inc. did not propose.

Drop Mobility and Shared Mobility Inc. partnered to present a solution that provides CDTA with quality equipment, top of the line software, and excellent operations. Drop Mobility is a mobility solutions provider headquartered in Toronto, Canada, operating across North America through its US subsidiaries. Shared Mobility Inc. (SMI) is a Buffalo-based nonprofit that builds mobility systems to serve communities with projects ranging from electric carsharing to bike sharing.

SMI previously worked on CDPHP *Cycle's!* initial development and deployment in 2017. Their experience with the program and understanding of bikeshare operations in Upstate New York alongside Drop's intuitive software platform will provide our customers with an affordable, accessible, and innovative shared bike program.

The program will offer new vehicles, improved hardware, and software for a more efficient operation. The combination of our current bicycles along with the introduction of electronic assist bicycles will allow for system growth. The program will continue hubless offerings, have a new white label app, website, and branding elements in line with the current look and feel. Additional elements include secure end of trip verification, and support for equity-based programming.

The new partnership requires startup costs related to conversion kits for our current fleet and the introduction of the electronic assist bicycles. We will purchase 250 conversion kits for the classic bicycles and lease a minimum of 160 of the new electronic assist bicycles for deployment during the 2023 season. The cost for the transition is approximately \$200,000 and we have this set aside in our FY22 capital plan.



As with our previous relationship, CDTA employees will not be involved in the operation or maintenance, but we will remain involved in product development, marketing, advertising, and pricing.

Funding for this program comes from multiple sources, including membership and ridership revenues, corporate underwriting and partnerships with area municipalities that have agreed to support the program with annual stipends.

The annual operating cost that we will pay to Drop/Shared Mobility is \$500,000. This covers all operating costs, including personnel, administration, and insurance. We can lease or purchase additional vehicles beyond transitioned and new electronic bicycles as needed.

#### **Recommendation:**

We recommend award of three-year contract (with two, one-year options) to Drop Mobility and Shared Mobility, Inc. to provide bike sharing services at a total amount of \$2,500,000. The agreement will cover annual operations along with the ability to purchase additional bicycles, infrastructure and maintenance as needed.

copy: Chief Executive Officer
Emerging Mobility Manager

Director of Procurement

1.	. TYPE OF CONTRACT (check one):	n a diti	C.	mulios	Dug Dugahaga				
	Construction & Maintenance Goods, Communication Services & Consultants X Tra			& Operational Services	Bus Purchase				
2.	. TERMS OF PERFORMANCE (check one):  One-Shot Deal: Complete scope and fixed value  X Fixed Fee For Services: Time and materials - Exclusive Purchase Contract: Fixed cost for defined commodity with indefinite quantity Open Purchase Contract: Commitment on specifications and price but no obligation to buy Change Order: Add on to existing contract								
2									
3.	S. CONTRACT VALUE: \$2,500,000 (NTE over five years) fixed estimated	<u>L</u>	(circle	e one)					
4.	PROCUREMENT METHOD (check one): X Request for Proposals (RFP) Invit	tation 1	for Bids	s (IFB)	Other				
5.	TYPE OF PROCEDURE USED (check one):  Micro Purchases (Purchases up to \$2,499.00) Sealed Bid/Invitation for Bids (IFB) (Over \$100,000) Professional Services (Over \$25,000)  Small Purchases (\$25,000 up to \$\$100,000)  x Request for Proposals (RFP) Sole or Single Source (Non-Competitive)								
6.	5. SELECTION CRITERION USED:  Number of Proposals/Bids Solicited #8 or  Number of Proposals/Bids Received #1			Advertised					
	Attach Summary of	f Bids/	Propos	als					
7.	7. Disadvantaged Business Enterprise (DBE) involvement								
	Are there known DBEs that provide this good or service?	l'es	<u>No</u>						
	Number of DBEs bidding/proposing	<u>0</u>							
	DBE Certification on file?	l'es	No	Not Applicable					
	Number of DBE Subcontractors	0							
	8. LEGAL NAME and ADDRESS OF CONTRACTOR/VENDOR:	Share	d Mobi	y-548 Market St PMB 6407 ility, Inc-6400 Ellicott St #					
9.	O. SOURCE OF FUNDS:FY2023 through FY2027 Operating	g Bud	gets						
10	0. COMPLIANCE WITH STATE AND FEDERAL RULES: Non-Collusion Affidavit of Bidder Disclosure & Certificate of Prior Non-Responsibility Determina Disclosure of Contacts (only RFPs) Certification with FTA's Bus Testing Requirements	( (	<u>Yes</u> , No, N/A) <u>Yes</u> , No, N/A) <u>Yes</u> , No, N/A) Yes, No, <u>N/A</u> )						
11	1. RESPONSIBLE STAFF CERTIFIES THE INTEGRITY OF TH	IIS PF	ROCUR	REMENT/CONTRACT:					
	<u>Stacy Sansky, Director of Procurement</u> DATED:	_ <u>De</u>	cembei	r 14, 2022					

Subject: Annual Approval of the Safety Management System (SMS) Plan

**Committee:** Performance Monitoring/Audit

**Committee Meeting Date:** December 14, 2022 **Board Action Date:** December 21, 2022

#### **Background:**

The Federal Transit Administration (FTA) requires all public transportation agencies to have a Safety Management System (SMS) plan which must be approved by the board on an annual basis. The safety plan enhances our safety efforts by providing a comprehensive plan to identify and address safety concerns and challenges. Staff deploys a variety of safety tools to keep our safety plan current, to assess risk, and to promote and communicate safety information to our employees.

#### **Purpose:**

The SMS plan is required to be approved by the board on an annual basis.

#### **Summary of Proposal:**

The SMS is reviewed annually to ensure it remains up to date, meets our safety goals, objectives and safety performance targets. Earlier this year, Congress passed the Bipartisan Infrastructure Bill which included elements to improve the SMS plan. The new law requires agencies to adopt an organizational safety committee that must have an equal number of labor and management representatives. Although we have had a safety committee for years, this new structure allows input from additional departments, making the safety committee even more effective.

Part of the new law requires that the safety committee approves the SMS plan before the board can adopt the plan. The safety committee approved the plan in October 2022.

The FTA has reviewed our 2022 SMS plan, and staff recommends approval of the 2022 SMS plan in accordance with FTA's new requirements.

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

No impact

#### Prepared by:

Rich Nasso, Superintendent of Safety & Training

#### **Project Manager:**

Rich Nasso, Superintendent of Safety & Training



December 14, 2022

To: Performance Monitoring/Audit Committee

From: Rich Nasso, Manager of Safety and Training

Subject: Safety Management Systems (SMS) Plan

#### **Background:**

The FTA requires that all public transit agencies adopt a documented Safety Management System (SMS) plan. The Bipartisan Infrastructure Law of 2022 also requires a joint Labor/Management Safety committee.

SMS is a formal process to communicate and manage safety efforts within CDTA. The contents of the plan helps enhance our safety efforts and meet the standards set by the FTA. The plan must be reviewed and approved on an annual basis by the Board of Directors.

#### Plan Overview:

The regulations require SMS to be an organization-wide, data driven approach to mitigate risk. The plan includes Key Performance Targets, such as the Safety Management Policy, Safety Risk Management, Safety Assurance, and Safety Promotion and Communication.

As part of the new Bipartisan Infrastructure Bill, all transit agencies need to have an organizational safety committee that consists of an even number of labor and management representatives. The safety committee must also approve the SMS plan before it goes to the board of directors for approval.

Below are examples of what staff and safety committee members have been working on:

- Participating in employee forums
- Safety messages on electronic message boards.
- Safety messages on Blink, including training videos
- Safety poster promotions on defensive driving, customer service, proper PPE
- Video mirror pilot

#### Next steps include:

- Live bus operator training in new lot
- Crash avoidance pilot

#### **Recommendation:**

I recommend approval of the SMS plan in accordance with FTA requirements. A copy of the plan is included separately.

Copy: Chief Executive Officer

VP of Finance & Administration Director of Risk Management

# Monthly Management Report November 2022

#### **Monthly Management Report - November 2022**

#### **Executive Summary**

					Current Month				Year to Date			
	REVENUE	Actual	]	Budget	(\$)	Variance	(%) Variance	(\$	) Variance	(%) Varia	ance	
1	Mortgage Tax	\$ 1,076,848	\$ 1	,045,833	\$	31,015	2.97%	\$	2,559,853	30.60%	<b>6</b>	
2	Customer Fares	\$ 1,774,878	\$ 1	,214,083	\$	560,795	46.19%	\$	2,138,246	22.02%	6	
3	RRS & Facilities	\$ 205,806	\$	159,409	\$	46,397	29.11%	\$	497,087	38.98%	6	
											_	
	EXPENSES	Actual	]	Budget	(\$)	Variance	(%) Variance	(\$	) Variance	(%) Varia	ance	
4	Wages	\$ 4,846,762	\$ 4	1,795,521	\$	51,241	1.07%	\$	(1,705,145)	-4.44%	o o	
5	Other Benefits	\$ 329,959	\$	405,457	\$	(75,498)	-18.62%	\$	(398,777)	-12.29%	%	
6	Purchased Transportation	\$ 824,053	\$	778,591	\$	45,462	5.84%	\$	36,624	0.59%	)	
7	Maintenance Services	\$ 393,967	\$	280,438	\$	113,529	40.48%	\$	190,681	8.50%	)	
								Y	TD Revenue	6.98%	)	
								Y	TD Expenses	-6.28%	ó	

#### Revenue Summary

- 1 MRT exceeded budget this month, but the positive trend decreased due to rising interest rates.
- 2 Universal Access sigificantly increased customer fares this month accounting for a 46% increase.
- 3 RRS revenue continues to exceed budget projections. Revenue was up 29% for the month and 39% YTD.

#### Expense Summary

- Wages are over budget by 1% this month due to two holidays, but we are 4.5% under budget for the year.
- 5 Other Benefits, primarily pension, is 18% under budget this month and 12% YTD due to low headcounts.
- 6 Purchased Transportation is 6% over budget this month and 1% over for the year due to higher STAR outsourcing and low headcounts.
- Maintenance services is over budget 40% this month because of a parking lot repair; a lift repair; and a hot water tank replacement.

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

# CAPITAL DISTRICT TRANSPORTATION AUTHORITY MONTHLY MANAGEMENT REPORT CONSOLIDATED BALANCE SHEET

		Nov-22	Nov-21
Assets			
	Current Assets:	<b>*</b> 40.550.450	<b>*** *** *** ** ** ** ** </b>
	Cash	\$18,558,459	\$14,775,485
	Investments	\$46,550,271	\$31,875,907
	Receivables:	£4.070.040	¢4 520 225
	Mortgage Tax	\$1,076,848	\$1,528,225
	Federal Grants	\$0 \$0	\$0 \$0
	New York State Operating Assistance	\$0	\$0
	Trade and Other	\$7,760,792	\$14,491,190
	Advances to Capital District Transportation Committee  Materials, Parts and Supplies	\$217,429	\$1,503,080
	•	\$5,678,909 \$1,751,267	\$5,075,854 \$1,152,359
	Prepaid Expenses	\$1,751,267 \$24,503,074	\$1,153,258
	Sub-Total Current Assets	\$81,593,974	\$70,403,000
	Noncurrent Assets:		
	Capital Assets, net	\$124,315,341	\$112,908,257
	Deferred outflows of resources:		
	Deferred outflows of resources related to OPEB	\$14,832,009	\$17,641,144
	Deferred outflows of resources from pension	\$5,680,235	\$4,350,993
	Sub-Total Deferred outflows of resources:	\$20,512,244	\$21,992,137
Total for Assets		\$226,421,559	\$205,303,395
Liabilities			
	Current Liabilities:		
	Accounts Payable	\$8,347,195	\$6,332,367
	Accrued Expenses	\$5,896,659	\$6,535,170
	Unearned Revenue	\$16,332,661	\$8,013,811
	Line of Credit	\$0	\$0
	Sub-Total Current Liabilities	\$30,576,515	\$20,881,348
	Noncurrent Liabilities:		
	Capital Lease Agreement	\$13,325,301	\$1,507,550
	Estimated Provision for Existing Claims and Settlements	\$10,394,336	\$9,391,680
	Other postemployment benefits	\$83,355,200	\$85,491,074
	Net Pension Liability	\$23,844	\$5,982,206
	Sub-Total Noncurrent Liabilities	\$107,098,681	\$102,372,510
	Deferred inflows of resources:		
	Deferred inflows of resources from pension	\$7,188,915	\$326,095
	Deferred inflows of resources from OBEP	\$33,307,240	\$32,213,820
	Sub-Total Deferred inflows of resources	\$40,496,155	\$32,539,915
Total for Liabilities		\$178,171,351	\$155,793,772
Net Position			
	Net Investment in Capital Assets	\$108,241,228	\$108,241,228
	Unrestricted	(\$59,991,021)	(\$58,731,606)
Total for Net Position	n	\$48,250,207	\$49,509,622
Total Liabilities and	Net Position	\$226,421,559	\$205,303,395

# CAPITAL DISTRICT TRANSPORTATION AUTHORITY CONSOLIDATED STATEMENT OF OPERATIONS October-22

	To Date Actual	Annual Budget	67%
REVENUE:			
AUTHORITY	\$10,971,625	\$12,660,000	87%
TRANSIT	\$69,705,545	\$101,132,918	69%
ACCESS	\$349,851	\$425,000	82%
CDTA FACILITIES	\$1,865,759	\$2,030,299	92%
TOTAL REVENUE	\$82,892,779	\$116,248,217	71%
EXPENSE:			
AUTHORITY	\$12,182,655	\$17,814,081	68%
TRANSIT	\$58,809,088	\$94,709,606	62%
ACCESS	\$865,349	\$1,270,072	68%
CDTA FACILITIES	\$1,469,723	\$2,454,458	60%
TOTAL EXPENSE	\$73,326,816	\$116,248,218	63%
Revenue over (under) Expenses	\$9,565,964		
Depreciation	\$9,200,000		
Excess of Revenue over (under) Expenses	\$365,964		
Transfer from Capital Project Fund	\$0		
Transfer to Risk Mngt Fund	\$0		
Transfer from Risk Mngt Fund	\$250,015		
Transfer from Vehicle Replacement	\$0		
Transfer to Vehicle Replacement	\$0		
Transfer to Capital Projects Fund	(\$5,500,000)		
Transfer from Operating Fund	\$0 (\$47,000,000)		
Transfer to Operating Fund Transfer from Worker's Comp Fund	(\$17,000,000) \$0		
Transfer to Worker's Comp Fund Transfer to Worker's Comp Fund	\$0 (\$1,960,384)		
*Net Excess of Revenue over (under) Expenses *Contribution to required fleet replacement.	(\$23,844,405)		

				CONSO	LID	ATED				
BUDGET VARIANCE REPORT		This Mo	onth				Year to	Date		Annual
	Actual	Budget	Variance	% Variance		Actual	Budget	Variance	% Variance	Budget
Operating Revenue							<del>-</del>			
Mortgage Tax	\$1,076,848	\$1,045,833	\$31,015	2.97%		\$10,926,520	\$8,366,667	\$2,559,853	30.60%	\$12,550,000
Customer Fares	\$1,774,878	\$1,214,083	\$560,795	46.19%		\$11,850,912	\$9,712,666	\$2,138,246	22.02%	\$14,568,999
Advertising Revenue	\$141,667	\$116,042	\$25,625	22.08%		\$1,089,583	\$928,333	\$161,250	17.37%	\$1,392,500
RRS & Facilities	\$205,806	\$159,409	\$46,397	29.11%		\$1,772,359	\$1,275,272	\$497,087	38.98%	\$1,912,908
Interest Income	\$374	\$1,667	(\$1,293)	-77.55%		\$5,561	\$13,333	(\$7,772)	-58.29%	\$20,000
Misc. Income	\$16,137	\$11,542	\$4,596	39.82%		\$154,661	\$92,333	\$62,327	67.50%	\$138,500
Total Operating Revenue	\$3,215,711	\$2,548,576	\$667,135	26.18%		\$25,799,595	\$20,388,605	\$5,410,991	26.54%	\$30,582,907
Operating Assistance										
New York State Aid	\$4,336,383	\$4,336,383	\$0	0.00%		\$34,691,067	\$34,691,067	\$0	0.00%	\$52,036,600
County Aid	\$159,750	\$159,750	\$0	0.00%		\$1,278,000	\$1,278,000	\$0	0.00%	\$1,917,001
Federal Aid	\$2,492,161	\$2,492,160	\$0	0.00%		\$19,937,282	\$19,937,282	\$0	0.00%	\$29,905,923
Operating Grants	\$150,482	\$150,482	\$0	0.00%		\$1,203,857	\$1,203,857	\$0	0.00%	\$1,805,786
Total Operating Assistance	\$7,138,776	\$7,138,776	\$0	0.00%		\$57,110,206	\$57,110,206	\$0	0.00%	\$85,665,310
Total Revenue and Assistance	\$10,354,486	\$9,687,351	\$667,135	6.89%		\$82,909,801	\$77,498,811	\$5,410,991	6.98%	\$116,248,217
Expenses										
Salaries and Wages	\$4,846,762	\$4,795,521	\$51,241	1.07%		\$36,659,024	\$38,364,169	(\$1,705,145)	-4.44%	\$57,546,254
FICA	\$350,472	\$330,229	\$20,242	6.13%		\$2,655,528	\$2,641,833	\$13,695	0.52%	\$3,962,750
Health Benefits	\$834,055	\$1,004,239	(\$170,185)	-16.95%		\$6,850,380	\$8,033,914	(\$1,183,534)	-14.73%	\$12,050,871
Workers Compensation	\$151,575	\$248,893	(\$97,319)	-39.10%		\$1,283,048	\$1,991,145	(\$708,098)	-35.56%	\$2,986,718
Other Benefits	\$329,959	\$405,457	(\$75,498)	-18.62%		\$2,844,881	\$3,243,658	(\$398,777)	-12.29%	\$4,865,487
Professional Services	\$326,761	\$392,479	(\$65,717)	-16.74%		\$2,528,426	\$3,139,830	(\$611,404)	-19.47%	\$4,709,745
Materials & Supplies	\$112,166	\$166,169	(\$54,003)	-32.50%		\$1,382,569	\$1,329,349	\$53,220	4.00%	\$1,994,023
Miscellaneous	\$36,354	\$65,571	(\$29,217)	-44.56%		\$494,741	\$524,569	(\$29,828)	-5.69%	\$786,853
Purchased Transportation	\$824,053	\$778,591	\$45,462	5.84%		\$6,265,353	\$6,228,729	\$36,624	0.59%	\$9,343,094
Maintenance Services	\$393,967	\$280,438	\$113,529	40.48%		\$2,434,187	\$2,243,505	\$190,681	8.50%	\$3,365,258
Liability - Claims	\$15,621	\$31,573	(\$15,951)	-50.52%		\$334,025	\$252,583	\$81,441	32.24%	\$378,875
Utilities	\$96,894	\$119,185	(\$22,291)	-18.70%		\$844,649	\$953,480	(\$108,831)	-11.41%	\$1,430,220
Fuel	\$393,521	\$487,271	(\$93,750)	-19.24%		\$3,339,564	\$3,898,166	(\$558,602)	-14.33%	\$5,847,249
Parts, Tires, Oil	\$473,994	\$497,398	(\$23,403)	-4.71%		\$4,067,210	\$3,979,183	\$88,026	2.21%	\$5,968,775
General Insurance	\$89,338	\$84,337	\$5,001	5.93%		\$649,636	\$674,697	(\$25,062)	-3.71%	\$1,012,046
Total EXPENSES	\$9,275,493	\$9,687,351	(\$411,859)	-4.25%		\$72,633,220	\$77,498,812	(\$4,865,592)	-6.28%	\$116,248,217
Surplus/Deficit	\$996,830	(\$0)	\$1,078,994			\$10,276,581	(\$1)	\$10,276,583		(\$0)

	NON-TRANSIT									
BUDGET VARIANCE REPORT		This Mo	onth				Year to I	Date		Annual
	Actual	Budget	Variance	% Variance		Actual	Budget	Variance	% Variance	Budget
Operating Revenue			<u>"</u>			-		<u>"</u>		
Mortgage Tax	\$1,076,848	\$1,045,833	\$31,015	2.97%		\$10,926,520	\$8,366,667	\$2,559,853	30.60%	\$12,550,000
Interest Income	\$359	\$1,667	(\$1,308)	-78.48%		\$5,461	\$13,333	(\$7,872)	-59.04%	\$20,000
Interest Inc-Invest/Change in Invest	\$117,697	\$0	\$117,697	0.00%		(\$17,022)	\$0	(\$17,022)	0.00%	\$0
Misc. Income - Authority	\$7,083	\$7,500	(\$417)	-5.56%		\$56,667	\$60,000	(\$3,333)	-5.56%	\$90,000
Operating Fund	\$0	\$0	\$0	0.00%		\$0	\$0	\$0	0.00%	\$0
Total Operating Revenue	\$1,201,988	\$1,055,000	\$146,988	13.93%		\$10,971,625	\$8,440,000	\$2,531,625	30.00%	\$12,660,000
Expenses										
Labor - Authority	\$683,357	\$608,991	\$74,366	12.21%		\$5,368,719	\$4,871,927	\$496,792	10.20%	\$7,307,890
Fringe - Authority	\$372,887	\$390,026	(\$17,139)	-4.39%		\$3,175,884	\$3,120,210	\$55,674	1.78%	\$4,680,315
Materials & Supplies - Authority	\$5,555	\$15,820	(\$10,265)	-64.89%		\$79,835	\$126,557	(\$46,723)	-36.92%	\$189,836
Professional Services - Authority	\$195,210	\$242,695	(\$47,486)	-19.57%		\$1,563,829	\$1,941,563	(\$377,734)	-19.46%	\$2,912,345
Other Expenses - Authority	\$190,337	\$226,975	(\$36,638)	-16.14%		\$1,994,389	\$1,815,797	\$178,592	9.84%	\$2,723,695
Total Expenses	\$1,447,346	\$1,484,507	(\$37,161)	-2.50%		\$12,182,655	\$11,876,054	\$306,601	2.58%	\$17,814,081
Surplus/(Deficit)	(\$245,358)	(\$429,507)	\$184,149			(\$1,211,030)	(\$3,436,054)	\$2,225,024		(\$5,154,081)

				TRA	ANS	SIT				
BUDGET VARIANCE REPORT		This Mo	onth				Year to	Date		Annual
	Actual	Budget	Variance	% Variance		Actual	Budget	Variance	% Variance	Budget
Operating Revenue	'						-			
Passenger Fares-Transit	\$945,096	\$676,583	\$268,513	39.69%		\$7,476,161	\$5,412,666	\$2,063,495	38.12%	\$8,118,999
Contracts - Transit	\$802,083	\$502,083	\$300,000	59.75%		\$4,025,000	\$4,016,667	\$8,333	0.21%	\$6,025,000
Advertising-Transit	\$129,167	\$106,259	\$22,908	21.56%		\$989,583	\$850,072	\$139,511	16.41%	\$1,275,109
Misc. Income - Transit	\$11,254	\$4,042	\$7,212	178.45%		\$104,594	\$32,333	\$72,261	223.49%	\$48,500
Total Operating Revenue	\$1,887,600	\$1,288,967	\$598,633	46.44%		\$12,595,339	\$10,311,738	\$2,283,600	22.15%	\$15,467,608
Operating Assistance										
State Aid - General	\$4,143,300	\$4,143,300	\$0	0.00%		\$33,146,400	\$33,146,400	\$0	0.00%	\$49,719,600
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	\$1,278,001	\$0	0.00%	\$1,917,001
Federal Aid - Transit	\$2,492,160	\$2,492,160	\$0	0.00%		\$19,937,282	\$19,937,282	\$0	0.00%	\$29,905,923
Other Grants - Federal	\$150,482	\$150,482	\$0	0.00%		\$1,203,857	\$1,203,857	\$0	0.00%	\$1,805,786
Total Operating Assistance	\$7,138,775	\$7,138,776	\$0	0.00%		\$57,110,206	\$57,110,207	\$0	0.00%	\$85,665,310
Total Revenue and Assistance	\$9,026,375	\$8,427,743	\$598,633	7.10%		\$69,705,545	\$67,421,945	\$2,283,600	3.39%	\$101,132,918
Expenses										
Labor - Maintenance	\$833,647	\$828,921	\$4,725	0.57%		\$6,325,905	\$6,631,371	(\$305,466)	-4.61%	\$9,947,056
Labor - Transportation	\$2,994,874	\$3,031,143	(\$36,269)	-1.20%		\$22,477,405	\$24,249,147	(\$1,771,741)	-7.31%	\$36,373,720
Labor - STAR	\$257,601	\$253,345	\$4,257	1.68%		\$1,866,331	\$2,026,756	(\$160,425)	-7.92%	\$3,040,134
Fringe	\$1,279,590	\$1,585,752	(\$306,162)	-19.31%		\$10,421,061	\$12,686,017	(\$2,264,956)	-17.85%	\$19,029,026
Materials & Supplies	\$1,018,030	\$1,115,468	(\$97,438)	-8.74%		\$8,709,028	\$8,923,746	(\$214,718)	-2.41%	\$13,385,619
Professional Services	\$158,476	\$140,064	\$18,413	13.15%		\$1,096,802	\$1,120,508	(\$23,706)	-2.12%	\$1,680,762
Other Expenses	\$4,660	\$4,379	\$280	6.40%		\$33,886	\$35,033	(\$1,148)	-3.28%	\$52,550
Purchased Transportation - STAR	\$612,632	\$515,636	\$96,996	18.81%		\$5,000,579	\$4,125,087	\$875,492	21.22%	\$6,187,630
Liability - Claims	\$15,621	\$31,573	(\$15,951)	-50.52%		\$334,025	\$252,583	\$81,441	32.24%	\$378,875
Liability - Insurance	\$46,318	\$81,596	(\$35,278)	-43.24%		\$418,750	\$652,764	(\$234,014)	-35.85%	\$979,146
Utilities - Transit	\$62,585	\$71,560	(\$8,975)	-12.54%		\$488,459	\$572,481	(\$84,023)	-14.68%	\$858,722
Mat & Supplies - NX	\$12,025	\$5,833	\$6,192	106.15%		\$13,739	\$46,667	(\$32,927)	-70.56%	\$70,000
Purchased Transportation - NX	\$93,000	\$129,053	(\$36,053)	-27.94%		\$825,559	\$1,032,421	(\$206,862)	-20.04%	\$1,548,631
Purchased Transportation - Montgomery	\$65,000	\$98,145	(\$33,145)	-33.77%		\$797,559	\$785,157	\$12,402	1.58%	\$1,177,735
Total Expenses	\$7,454,059	\$7,892,467	(\$438,408)	-5.55%		\$58,809,088	\$63,139,737	(\$4,330,650)	-6.86%	\$94,709,606
Surplus/(Deficit)	\$1,572,316	\$535,276	\$1,037,041			\$10,896,457	\$4,282,208	\$6,614,250		\$6,423,312

	NSIT SERVICES									
BUDGET VARIANCE REPORT		This Mo	nth				Year to l	Date		Annual
	Actual	Budget	Variance	% Variance		Actual	Budget	Variance	% Variance	Budget
Operating Revenue	•	-				-	-			
Contracts - Access	\$27,698	\$35,417	(\$7,718)	-21.79%		\$349,751	\$283,333	\$66,417	23.44%	\$425,000
Interest Income	\$16	\$0	\$16	0.00%		\$100	\$0	\$100	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	\$27,714	\$35,417	(\$7,703)	-21.75%		\$349,851	\$283,333	\$66,517	23.48%	\$425,000
Total Revenue and Assistance	\$27,714	\$35,417	(\$7,703)	-21.75%		\$349,851	\$283,333	\$66,517	23.48%	\$425,000
Expenses										
Labor - Access	\$61,582	\$56,810	\$4,771	8.40%		\$497,670	\$454,483	\$43,188	9.50%	\$681,724
Fringe Benefits - Access	\$14,643	\$11,423	\$3,220	28.19%		\$121,196	\$91,386	\$29,810	32.62%	\$137,079
Purchased Transportation	\$53,421	\$33,333	\$20,088	60.26%		\$231,128	\$266,667	(\$35,539)	-13.33%	\$400,000
Rent and Utilities - Access	\$1,643	\$1,643	\$0	0.00%		\$13,355	\$13,147	\$208	1.58%	\$19,721
Other Expenses - Access	\$0	\$2,629	(\$2,629)	-100.00%		\$2,000	\$21,032	(\$19,032)	-90.49%	\$31,548
Total Expenses	\$131,290	\$105,839	\$25,451	24.05%		\$865,349	\$846,715	\$18,635	2.20%	\$1,270,072
Surplus/(Deficit)	(\$103,576)	(\$70,423)	(\$33,153)			(\$515,498)	(\$563,381)	\$47,883		(\$845,072)

	CDTA FACILITIES									
BUDGET VARIANCE REPORT		This Mo	onth				Year to	Date		Annual
	Actual	Budget	Variance	% Variance		Actual	Budget	Variance	% Variance	Budget
Operating Revenue		_	_			-	_			
RRS Station & Garage	\$41,510	\$40,480	\$1,031	2.55%		\$559,598	\$323,839	\$235,759	72.80%	\$485,758
RRS Parking Revenue	\$152,091	\$106,929	\$45,162	42.24%		\$1,130,438	\$855,433	\$275,005	32.15%	\$1,283,150
RRS Advertising	\$12,500	\$9,783	\$2,717	27.78%		\$100,000	\$78,261	\$21,739	27.78%	\$117,391
SSTS	\$388	\$2,467	(\$2,078)	-84.26%		\$17,989	\$19,733	(\$1,744)	-8.84%	\$29,600
Greyhound	\$178	\$2,500	(\$2,322)	-92.88%		\$1,258	\$20,000	(\$18,742)	-93.71%	\$30,000
85 Watervliet Avenue	\$5,801	\$6,667	(\$866)	-12.99%		\$46,406	\$53,333	(\$6,928)	-12.99%	\$80,000
Interest Income	\$3,638	\$367	\$3,271	892.09%		\$10,070	\$2,933	\$7,136	243.29%	\$4,400
Total Operating Revenue	\$216,106	\$169,192	\$46,914	27.73%		\$1,865,759	\$1,353,533	\$512,226	37.84%	\$2,030,299
Expenses										
Labor	\$15,702	\$16,311	(\$609)	-3.73%		\$122,995	\$130,487	(\$7,492)	-5.74%	\$195,730
Fringe-Benefits	\$2,499	\$1,617	\$882	54.55%		\$19,820	\$12,937	\$6,883	53.20%	\$19,405
Professional Services	\$41,298	\$10,417	\$30,881	296.46%		\$79,372	\$83,333	(\$3,961)	-4.75%	\$125,000
Insurance	\$8,036	\$2,417	\$5,620	232.54%		\$59,801	\$19,333	\$40,468	209.32%	\$29,000
Security	\$13,518	\$33,617	(\$20,099)	-59.79%		\$113,411	\$268,933	(\$155,523)	-57.83%	\$403,400
Facilities Upkeep	\$9,797	\$24,833	(\$15,037)	-60.55%		\$84,151	\$198,667	(\$114,516)	-57.64%	\$298,000
Facilities Repairs	\$61,309	\$8,474	\$52,835	623.53%		\$134,986	\$67,789	\$67,198	99.13%	\$101,683
Utilities	\$29,404	\$41,117	(\$11,713)	-28.49%		\$305,523	\$328,932	(\$23,409)	-7.12%	\$493,398
Materials & Supplies	\$300	\$1,333	(\$1,033)	-77.50%		\$4,758	\$10,667	(\$5,909)	-55.40%	\$16,000
Parking Garage	\$53,238	\$40,833	\$12,405	30.38%		\$359,563	\$326,667	\$32,896	10.07%	\$490,000
Greyhound	\$0	\$667	(\$667)	-100.00%		\$0	\$5,333	(\$5,333)	-100.00%	\$8,000
85 Watervliet Avenue	\$4,216	\$9,395	(\$5,180)	-55.13%		\$101,790	\$75,161	\$26,628	35.43%	\$112,742
SSTS	\$7,042	\$13,508	(\$6,466)	-47.87%		\$83,555	\$108,067	(\$24,512)	-22.68%	\$162,100
Total Expenses	\$246,358	\$204,538	\$41,820	20.45%		\$1,469,723	\$1,636,305	(\$166,582)	-10.18%	\$2,454,458
Surplus/(Deficit)	\$9,358	(\$35,347)	\$5,094			\$396,035	(\$282,773)	\$678,808		(\$424,159)

# CAPITAL DISTRICT TRANSPORTATION AUTHORITY MONTHLY MANAGEMENT REPORT

#### AGING OF ACCOUNTS RECEIVABLE

	Nov-22	
	Amount	% of Total
Current	\$1,793,577	24.99%
31 - 60	\$1,820,009	25.36%
61 - 90	\$956,889	13.33%
91 - 120	\$559,989	7.80%
Over 120	\$2,047,241	28.52%
Total Accounts Receivable	\$7,177,705	100.00%

	Oct-22	
	Amount	% of Total
Current	\$3,255,18	34.07%
31 - 60	\$2,435,83	35 25.50%
61 - 90	\$708,88	7.42%
91 - 120	\$166,58	1.74%
Over 120	\$2,987,55	55 31.27%
Total Accounts Receivable	\$9,554,04	17 100.00%

#### AGING OF ACCOUNTS PAYABLE

	Nov-22	
	Amount	% of Total
Current	\$6,673,481	83.37%
31 - 60	\$1,231,073	15.38%
61 - 90	\$41,038	0.51%
90 & Over	\$58,712	0.73%
Total Accounts Payable	\$8,004,304	100.00%

Nov-22 Receivables over 120 days: \$2,047,241

Breako	down of outstanding receivables over 120 days.
\$1,239,590	FEDERAL TRASIT ADMIN
\$584,904	NYS DEPT. OF TRANSPORTATION
\$73,191	UNIVERSITY AT ALBANY
\$149.556	OTHER

\$2,047,241

#### **ADDITIONAL INFORMATION**

MORTGAGE RECORDING TAX	Current Month				Fiscal Year to Date			
	Nov-22	Nov-21	Difference	%	2023	2022	Difference	%
Albany	\$456,058	\$471,516	(\$15,458)	-3.28%	\$4,020,787	\$3,799,128	\$221,659	5.83%
Rensselaer	\$143,340	\$241,334	(\$97,995)	-40.61%	\$1,534,336	\$1,933,243	(\$398,907)	-20.63%
Saratoga	\$352,989	\$468,797	(\$115,808)	-24.70%	\$4,048,530	\$4,021,762	\$26,768	0.67%
Schenectady	\$124,461	\$346,578	(\$222,117)	-64.09%	\$1,322,866	\$1,892,295	(\$569,429)	-30.09%
Total	\$1,076,848	\$1,528,226	(\$451,378)	-29.54%	\$10,926,520	\$11,646,428	(\$719,908)	-6.18%

 Current Month
 Year To Date

 FY 2023
 \$1,076,848
 \$10,926,520

 FY 2022
 \$1,528,226
 \$11,646,428

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 \$17 million.

# Highlight Summary November 30, 2022

RESTRICTED INVESTMENTS	<b>Fund Balances</b>	<b>Current Obligations</b>
Risk Management Account (Self-Insured)	\$3,264,934	\$2,190,211
Workers' Comp. Account (Self-Insured)	\$9,455,338	\$8,204,125
Operating Account	\$20,086,634	
Comment On earth as Become Obligations		
Current Operating Reserve Obligations  Multi Model (CDL 8 ) (cppeel)		¢02.446
Multi-Modal (GRH & Vanpool) Washington/Western BRT		\$23,116 \$115,154
Gateway		\$182,460
Bus Shelter Program		\$9,979
c		\$330,708
Current Capital Reserve Obligations	\$12,808,815	
Computer Aided Dispatch/Automatic Vehicle Locator (CAD/AVL) System Upgrade		\$931,231
		\$931,231
Current Vehicle Replacement Reserve Obligations	\$934,551	
Paratransit Fleet Replacement (6)	<b>+</b> ,	\$61,817
		\$61,817
All Investment Accounts are reviewed and	utouls:	
All Investment Accounts are reviewed qua	rterly.	
Average annual returns:	1.27%	
Risk Management		
Workers' Compensation	1.24%	
Operating Fund	3.47%	
Vehicle Replacement Fund	0.29%	
Capital Project	1.83%	

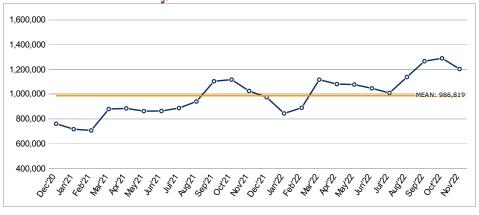
<sup>\*</sup> CDTA self insures the first two million of loss per occurrence of any lawsuit in addition to the current obligations and we reserve enough to cover one full loss.

Patronage / Mobility

Page 1

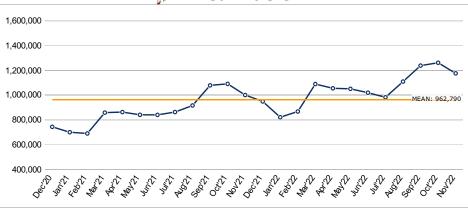


#### **Total Riders**



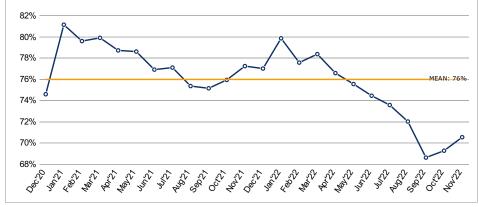
Previous: 1,025,392 Current: 1,202,897

#### **Fixed Riders**



Previous: 1,000,678 Current: 1,175,791

### **System Wide OTP**

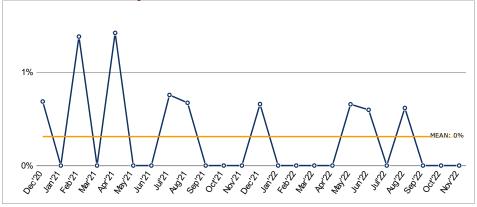


**Current: 70.54%** Previous:77.24%

Reliability

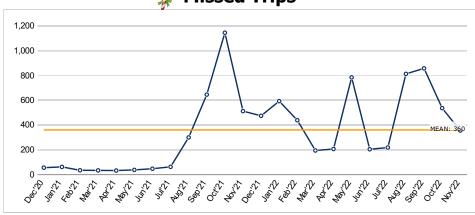
Page 2





Previous: 0.0% Current: 0.0%

## Missed Trips



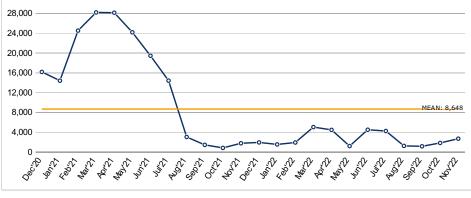
Previous: 512 Current: 355

## Scheduled Work



Previous: 81.4% Current: 80.3%

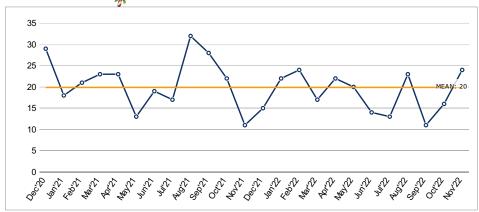




Previous:1,739 Current: 2,661

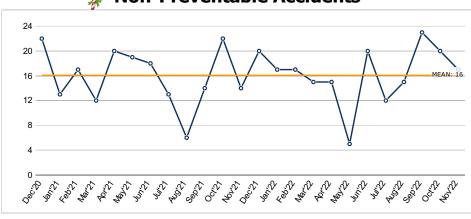
Safety Page 3





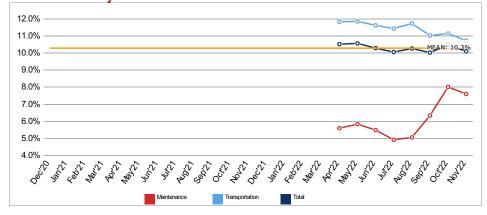
Previous:11 Current: 24

## Non-Preventable Accidents



Previous:14 Current: 17

## Percent Days Not Worked

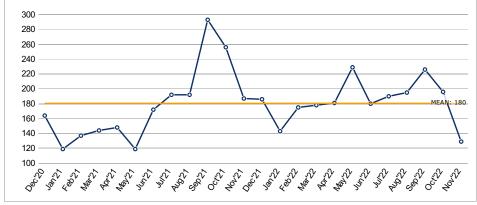


Previous: Current: 10.1%

Customer Service Page 4

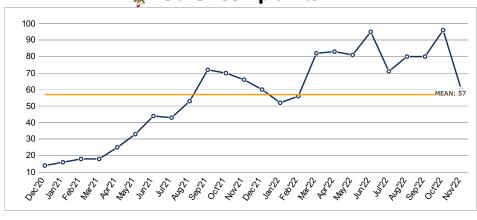


#### **Fixed/Shuttle Complaints**



Previous: 187 Current: 129

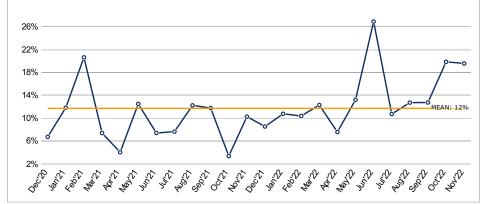
## Other Complaints



Previous: 66 Current: 60

## 2

### **Complaints Not Addressed in Ten Days**



Previous: 10.3% Current: 19.6%

## 🖇 Website Page Views



Previous: 601,182 Current: 737,150

**STAR Service** 

Page 5





Previous: 24,714 Current: 27,106

## **Reservation Calls**



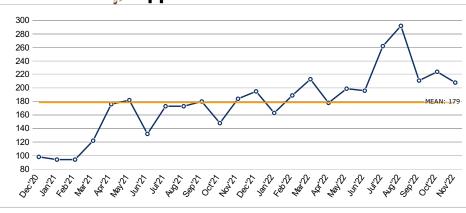
Previous: 9,536 Current: 9,929

## **Example 2** Customer Complaints



Previous:53 Current: 52

### Applications Received

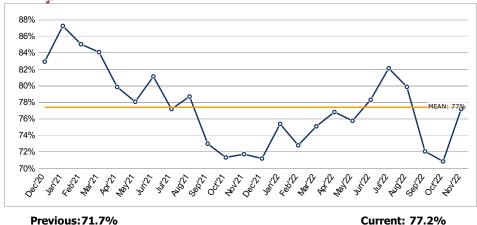


Previous:184 Current: 208

**STAR Service** 

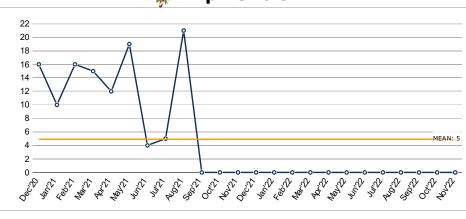
Page 6

### **On-Time Performance (0-10 Minutes)**



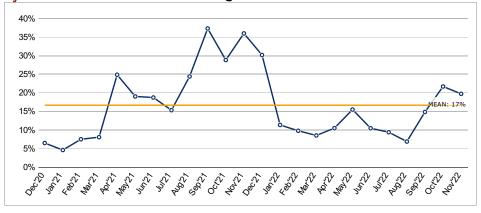
**Current: 77.2%** 

## **Trip Denials**



Previous:0 Current: 0

### **Reservation Calls in Queue Over Five Minutes**



**Current: 19.7%** Previous:36.0%

#### **Definitions**

Page 7

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 radio 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).

**Percent Days Not Worked** – Total workdays scheduled in the Maintenance and Transportation departments divided by the total number of days not worked. Days not worked can be due to disability/workman's compensation, disqualification, excused time, FMLA, leave of absence, missed/late time, sick leave, suspension, or unexcused absence.

**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.