



CDTA COMMITTEE AGENDA
Performance Monitoring/Audit Committee
Wednesday, January 18, 2023 | 12:00 pm | 110 Watervliet Ave &
Via Microsoft Teams

Committee Item	Responsibility
Call to Order	Denise Figueroa
Approve Minutes of Wednesday, December 14, 2022	Denise Figueroa
Consent Agenda Items	
• Approve Contract for Engine Oil Purchase	Stacy Sansky
• Approve Annual Procurement Report	Stacy Sansky
• Approve Surplus Sales	Stacy Sansky
Audit Committee	
• Quarterly Audit Report	Sarah Matrose
• Approve Annual Independence and Objectivity Statement	Sarah Matrose
• Approve Audit Charter	Sarah Matrose
Administrative Discussion Items	
• Risk Management & Workers' Compensation Report	Amanda Avery
• Monthly Management Report	Mike Collins
• Monthly Non-Financial Report	Chris Desany
Next Meeting: Wednesday, February 15, 2023 at 12 pm via Microsoft Teams & 110 Watervliet Ave	
Adjourn	Denise Figueroa

Capital District Transportation Authority

Performance Monitoring/Audit Committee

Meeting Minutes – December 14, 2022 at 12:11 PM; 110 Watervliet Avenue, Albany

In Attendance: Denise Figueroa, Daniel Lynch, Jayme Lahut, David Stackrow, Carm Basile, Amanda Avery, Mike Collins, Chris Desany, Jaime Kazlo, Trish Cooper, Stacy Sansky, Jeremy Smith, Thomas Guggisberg, Vanessa Fox, Jack Grogan, Richard Nasso, Jonathan Scherzer, Lindsey Bradt, Gary Guy

Meeting Purpose

Regular monthly meeting of the Performance Monitoring/Audit Committee. Denise Figueroa noted that a quorum was present. Minutes from the October 19, 2022 meeting were reviewed and approved.

Consent Agenda Items

Approve Contract for Janitorial Services

- Our contract for Janitorial Services at the RRS is about to expire and an IFB was issued. Five bids were received, and staff recommends a contract to the low bidder, Complete Building Solutions. They are the incumbent and staff is satisfied with their work.
- A three-year contract with two optional one-year renewals to Complete Building Solutions, Inc. of Guilderland, NY for an amount not to exceed \$529,500 will be recommended to the board for approval.

Approve Contract for Lease Bus Tires

- Our contract for leasing bus tires is about to expire, and an IFB was issued. We received a single bid, and staff recommends a contract to Bridgestone, our vendor and incumbent for over 50 years.
- A five-year contract to Bridgestone Firestone, of Nashville, TN for an amount not to exceed \$2.5 million will be recommended to the board for approval.

Approve Contract for Snow Removal Services

- Our contract for snow removal at Park & Ride locations is expiring and an IFB was issued. Two bids were received; staff recommends a contract to the low-bidder, City Mark Striping (NYS WBE Firm). They are the incumbent and staff is satisfied with their work.
- A three-year contract with two optional one year renewals to City Mark Striping, LLC of Albany, NY for an estimated amount of \$430,000 will be recommended to the board for approval.

Approve Contract for Truck Purchase

- As part of our fleet replacement plan, we need to replace a maintenance truck. We normally purchase support vehicles through OGS, but because of supply chain issues, we had to source this vehicle from local auto dealers. Staff recommends a contract to Metro Ford for an F-550 truck, including a salter and plow package.
- A sole source contract to Metro Ford of Schenectady, NY for an amount of \$96,360 will be recommended to the board for approval.

Approve Contract to Purchase Bus Filters

- Our contract for bus filters is about to expire and an IFB was issued. Six bids were received, and staff recommends a contract to the low bidder, Vehicle Maintenance Program. They are the incumbent and staff is satisfied with their work.
- A two-year contract to Vehicle Maintenance Program of Boca Raton, FL for an estimated cost of \$339,172 will be recommended to the board for approval.

Approve Contract for Commuter Service Operation

- Our contract for Commuter Services is expiring, and an RFP was issued. This includes our NX service from Saratoga County to Albany and our new Thruway Express from Amsterdam to Albany.
- Staff contacted several transportation providers to encourage participation, but most providers were concerned about the labor pool and did not propose. A single proposal was received from Upstate Transit (aka Brown), our current provider. Staff recommends Upstate and is satisfied with their work.
- A three-year contract with two optional one-year renewals to Upstate Transit of Saratoga, NY for an amount not to exceed \$11,042,000 will be recommended to the board for approval.

Approve Contract for Renovations at 85 Watervliet Ave

- To accommodate refurbished office space at 85 Watervliet Avenue, an IFB was issued for renovations. Four bids were received, and staff recommends a contract to the low bidder, AOW Construction. This vendor has satisfactorily performed other work for us in the past.
- A contract to AOW Construction of Albany, NY for an amount not to exceed \$294,600 will be recommended to the board for approval.

Approve Contract for Bike Services

- Our contract for bike share services has expired, and an RFP was issued for operations and management of the bike fleet; and acquisition of new technologies. A single proposal was received from Drop Mobility and Shared Mobility, Inc. These services are unique, which makes finding vendors difficult. Staff is satisfied with the proposer's performance, references, and ability to provide service.
- A three-year contract with two optional renewal years to Drop Mobility of San Francisco, CA and Shared Mobility of Buffalo, NY for an amount not to exceed \$2.5 million will be recommended to the board for approval.

Approve Safety Management System Plan

- The FTA requires transit agencies to annually adopt a board approved Safety Management System (SMS) plan. The SMS plan enhances our efforts by providing a plan to identify and address safety concerns and challenges. This year, Congress passed the Bipartisan Infrastructure Bill which included elements to improve the safety plan. It requires agencies to have a joint labor/management organizational safety committee.
- The Safety Management System Plan will be recommended to the board for approval.

Investment Committee

- Denise Figueroa provided an update to the committee. A report will be emailed to the board members.

Administrative Discussion Items

- Mike Collins gave the Monthly Management Report. MRT slowed a bit this month but continues to be 30% over budget for the year; Customer fares are 22% over budget and RRS is 39% over budget. Wages were just over budget for the month due to a couple of holidays but is 4.5% under budget for the year. We are in a good financial position.
- Chris Desany provided the non-financial Report. Fixed route ridership continues to grow and is up 17% for the month, and 19% for the year; STAR ridership is up 10% for the month and 14% for the year; Fixed route on-time performance was 69%; STAR on-time performance was 71%. Missed trips continue to be high due to headcount issues. There were 16 preventable accidents, and 20 non-preventable accidents. Our absenteeism report shows that 10.5% of workdays are not worked.

Next Meeting

Wednesday, January 18, 2023 at 12:00 pm via Microsoft Teams and at 110 Watervliet Ave.

Capital District Transportation Authority Agenda Action Proposal

Subject: Contract award for Engine Oil.

Committee: Performance Monitoring/Audit

Committee Meeting Date: January 18, 2023

Board Action Date: January 25, 2023

Background:

Multiple grades of engine oil are used in our bus fleet as part of regular maintenance. Used oil analysis is performed every 12,000 miles during maintenance inspections to help detect premature engine failure and other abnormalities in fuel and coolant; all of which assists in preventive/predictive maintenance. CDTA uses approximately 19,000 gallons of engine oil per year.

The current contract is set to expire and a new one is needed.

Purpose:

To provide an adequate supply of engine oil for our fleet of vehicles.

Summary of Proposal:

An Invitation for Bids (IFB) was issued for engine oil and oil testing kits, and two bids were received.

Staff recommends a contract for the purchase of engine oil to the low bidder (and incumbent), Brenntag Lubricants Northeast of Manchester, New Hampshire for a term of one year with one optional renewal year.

Financial Summary and Source of Funds:

The total two-year amount of \$453,120 will be funded in our operating budget.

Prepared by:

Stacy Sansky, Director of Procurement

Project Manager:

Lance Zarcone, Vice President of Operations

Memorandum

January 18, 2023

To: Performance Audit/Monitoring Committee

From: Lance Zarcone, Vice President of Operations

Subject: Heavy Duty Engine Oil

An Invitation for Bids (IFB) was issued requesting a firm to provide multi-grade engine oil to be used in CDTA's fleet of buses. In addition, the IFB requires the firm to provide used oil analysis through an independent laboratory.

The used oil analysis is performed every 12,000 miles during regularly scheduled preventative maintenance inspections. The analysis will help detect premature engine failure and other engine oil abnormalities (fuel, coolant, etc.). We estimate that roughly 19,000 gallons of Multi-Grade Engine oils will be required annually.

Bids were solicited and two bids were received. Maintenance staff reviewed the oil specifications to confirm its compatibility with CDTA's engines.

Recommendation

Staff is requesting a one-year contract with one optional renewal year to be awarded to Brenntag Lubricants Northeast, of Manchester, NH for an amount of \$226,560 per year, for a total estimated contract value of \$453,120.

Copy: Chief Executive Officer
Director of Procurement

CAPITAL DISTRICT TRANSPORTATION AUTHORITY
Staff Contract Award Certification

1. TYPE OF CONTRACT (check one):

Construction & Maintenance
 Services & Consultants
 Goods, Commodities & Supplies
 Transportation & Operational Services
 Bus Purchase

2. TERMS OF PERFORMANCE (check one):

One-Shot Deal: Complete scope and fixed value
 Fixed Fee For Services: Time and materials - open value
 Exclusive Purchase Contract: Fixed cost for defined commodity with indefinite quantity
 Open Purchase Contract: Commitment on specifications and price but no obligation to buy
 Change Order: Add on to existing contract

3. CONTRACT VALUE:

\$453,120 (two years) fixed estimated (circle one)

4. PROCUREMENT METHOD (check one):

Request for Proposals (RFP) Invitation for Bids (IFB) Other

5. TYPE OF PROCEDURE USED (check one):

Micro Purchases (Purchases up to \$2,499.00) Small Purchases (\$25,000 up to \$100,000)
 Sealed Bid/Invitation for Bids (IFB) (Over \$100,000) Request for Proposals (RFP)
 Professional Services (Over \$25,000) Sole or Single Source (Non-Competitive)

6. SELECTION CRITERION USED:

Number of Proposals/Bids Solicited # 6 and Advertised
Number of Proposals/Bids Received # 2

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	<u>0</u>	<u>0</u>
DBE/MWBE Certification on file?	Yes	No
Was contract awarded to a DBE/MWBE?	Yes	No
Number of DBE/MWBE Subcontractors	<u>0</u>	<u>0</u>

8. LEGAL NAME and ADDRESS OF CONTRACTOR/VENDOR: Brenntag Lubricants Northeast
1064 Goff Falls Road
Manchester, NH 03103

8. SOURCE OF FUNDS: Funded in our operating budgets

9. COMPLIANCE WITH STATE AND FEDERAL RULES:

Non-Collusion Affidavit of Bidder (Yes, No, N/A)
Disclosure & Certificate of Prior Non-Responsibility Determinations (Yes, No, N/A)
Disclosure of Contacts (only RFPs) (Yes, No, N/A)
Certification with FTA's Bus Testing Requirements (Yes, No, N/A)

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

Stacy Sansky, Director of Procurement DATED: January 18, 2023



Bid Summary



Contract Name: Heavy Duty Engine Oil

Contract No: CDTA Maint 182-3000

Date/Time of Opening: December 13, 2022 1:00PM

Bidder Contact Information	Base Bid/Lump Sum Price	Bid Alternate- FULL SYNTHETIC	Subcontractors If known/as applicable (Names only)	DBE/MWBE/SDVOB Status
Name: Brentag Lubricants Address: 1064 Goffs Falls Road, Manchester, NH 03103 Contact: Michael Kumpulanian Email: blnebids@brenntag.com Phone: 603.222.2900	Multigrade SAE 15W-40 \$12.39/gal	Multigrade SAE 5W-40 NA	1	DBE __ MBE __ WBE __ SDVOB __
	Multigrade SAE 5W-20 \$9.74/gal	Multigrade SAE 5W-20 \$12.97	2	DBE __ MBE __ WBE __ SDVOB __
	Multigrade SAE 5W-30 \$9.74/gal	Multigrade SAE 5W-30 \$12.97	3	DBE __ MBE __ WBE __ SDVOB __
	Oil sample tests (beyond first 800 annually) \$15/ea		4	DBE __ MBE __ WBE __ SDVOB __
			5	DBE __ MBE __ WBE __ SDVOB __
Name: RH Crown Co Inc Address: 100 N Market St Johnstown, NY 12095 Contact: Richard K Reynolds Email: Jrjkgp@yahoo.com Phone: 518.762.4589	Multigrade SAE 15W-40 \$13.37/gal	Multigrade SAE 5W-40 \$19.65	1	DBE __ MBE __ WBE __ SDVOB __
	Multigrade SAE 5W-20 \$11.20/gal	Multigrade SAE 5W-20 \$13.72	2	DBE __ MBE __ WBE __ SDVOB __
	Multigrade SAE 5W-30 \$11.20/gal	Multigrade SAE 5W-30 \$14.07	3	DBE __ MBE __ WBE __ SDVOB __
	Oil sample tests (beyond first 800 annually) \$21.98 (yr 1)		4	DBE __ MBE __ WBE __ SDVOB __
	\$23.50 (yr 2)		5	DBE __ MBE __ WBE __ SDVOB __
Name: Address: \$ _____ Contact: Email: Total w/selected Alternates: \$ Phone:		Alternate 1:	1	DBE __ MBE __ WBE __ SDVOB __
		Alternate 2:	2	DBE __ MBE __ WBE __ SDVOB __
			3	DBE __ MBE __ WBE __ SDVOB __
			4	DBE __ MBE __ WBE __ SDVOB __
			5	DBE __ MBE __ WBE __ SDVOB __
Name: Address: \$ _____ Contact: Email: Total w/selected Alternates: \$ Phone:		Alternate 1:	1	DBE __ MBE __ WBE __ SDVOB __
		Alternate 2:	2	DBE __ MBE __ WBE __ SDVOB __
			3	DBE __ MBE __ WBE __ SDVOB __
			4	DBE __ MBE __ WBE __ SDVOB __
			5	DBE __ MBE __ WBE __ SDVOB __
Name: Address: \$ _____ Contact: Email: Total w/selected Alternates: \$ Phone:		Alternate 1:	1	DBE __ MBE __ WBE __ SDVOB __
		Alternate 2:	2	DBE __ MBE __ WBE __ SDVOB __
			3	DBE __ MBE __ WBE __ SDVOB __
			4	DBE __ MBE __ WBE __ SDVOB __
			5	DBE __ MBE __ WBE __ SDVOB __
Name: Address: \$ _____ Contact: Email: Total w/selected Alternates: \$ Phone:		Alternate 1:	1	DBE __ MBE __ WBE __ SDVOB __
		Alternate 2:	2	DBE __ MBE __ WBE __ SDVOB __
			3	DBE __ MBE __ WBE __ SDVOB __
			4	DBE __ MBE __ WBE __ SDVOB __
			5	DBE __ MBE __ WBE __ SDVOB __
I, Carm Basile Chief Executive Officer of The Capital District Transportation Authority hereby certify that the above is a true, complete and accurate record of the bids received on the date and time listed above for this project.		Signature: _____		

Memorandum

January 18, 2023

To: Members, Performance Monitoring/Audit Committee
From: Stacy Sansky, Director of Procurement
Subject: Procurement Report Summary for 2022

This is the annual report on procurement activities. This report reviews the procurement process for surplus sales, change orders, sole source contracts and our Minority/Women Business Enterprise (MWBE) and Service-Disabled Veteran Owned Business (SDVOB) programs.

Surplus Sale

A surplus sale is a method for staff to dispose of equipment, vehicles and parts that have surpassed their useful life. Items are disposed through recycling, donation, and sale through eBay.

The 2022 proceeds from surplus sales were \$37,301. These funds have been returned to the operating budget. For comparison purposes, in 2021 proceeds were \$51,245 and in 2020 surplus sale proceeds were \$21,656.

The Agenda Action Proposal is attached for the 2022 Surplus Sales.

Change Orders

A change order is work that is added or deleted from the original scope of a contract, which alters the original contract amount and/or completion date. Change orders that exceed 20% of the original contract value or \$100,000 (whichever is greater) require Board approval. There were no change orders that required Board approval.

For informational purposes, there were a few change orders under the Board approval threshold last year. They were for several large construction projects; Albany Garage Expansion, Bus Wash Replacement and WWBRT work.

Sole Source Contracts

Sole source contracts are used when no competition is available or when there is an emergency procurement. All sole source contracts valued at \$50,000 or more that are not on New York State Contract, require Board approval. Sole source agreements are closely monitored and minimized whenever possible. There were no sole source contracts in 2022 that required Board approval.

For informational purposes, there were three sole source contracts executed under the Board approval threshold with a total value of \$103,178. One was related to a previously procured contract for the Albany Garage; one was for work that only National Grid could perform; and the

last one was to ensure that renovation work for Rensselaer Rail Station offices could continue without long product lead times.

Minority/Women's Business Enterprise (MWBE)

The Minority/Women's Business Enterprise (MWBE) program is a state required initiative to level the playing field for qualified minority/women owned businesses in the state.

We set our MWBE participation target to meet the state mandated goal of 30%. Our MWBE participation rate for the prior three years was 30%, 35% and 32%.

In addition to current contracts with MWBE firms, the following contracts were issued that to MWBE contractors during 2022:

- Bus Schedule Printing (WBE)
- Snow Plowing (WBE)
- BRT Expansion Study (WBE)

Service-Disabled Veteran Owned Business (SDVOB)

The Service-Disabled Veteran Owned Business (SDVOB) program is a state required initiative to foster business opportunities between state agencies and authorities and Service-Disabled Veterans.

We have an ambitious state mandated utilization goal of 6% for this program with 1,000 certified firms in the directory.

As the number of firms increase, CDTA will be able to improve its utilization. The past year participation was 4%, which was the same as 2021. Previous participation was never higher than 1%.

Contracts and purchases from SDVOB during 2022:

- Facilities Equipment & Supplies
- Print & Copy Services
- Office Supplies
- Subcontracting on several construction contracts

Recommendation

There are no recommended changes to these programs.

Copy: Chief Executive Officer
Vice President of Finance & Administration

Capital District Transportation Authority Agenda Action Proposal

Subject: Summary of vehicles, equipment and parts disposed of in 2022.

Committee: Performance Monitoring/Audit

Committee Meeting Date: January 18, 2023

Board Action Date: January 25, 2023

Background:

Several years ago, the Board passed a Resolution to allow staff to dispose of equipment, vehicles and parts that have surpassed their useful life, and then reports on these disposals on an annual basis. Items are disposed through recycling, donation, and sale through eBay auction.

Purpose:

Surplus sale allows staff to remove items from inventory that are past its useful life, no longer needed, or not working properly and require replacement.

Summary of Proposal:

Vehicles were auctioned to the highest bidder on eBay. If no bid was received, the vehicle was sold for scrap metal value. The remaining items had little or no value on the open market and were either recycled or disposed of in an environmentally friendly way.

Financial Summary and Source of Funds:

A total of \$37,301 was returned to the operating budget as proceeds from the disposition of surplus materials in 2022.

Prepared by:

Stacy Sansky, Director of Procurement

Project Manager:

Stacy Sansky, Director of Procurement

Surplus Sales Summary

Part/Bus/Tag #	Description	Mileage/Serial #	Sold To	Amount	Date
4010H	Gillig Hybrid Transit Coach 2007	555,544.00	RANJIT Singh	\$2,050.00	3/18/2022
4026H	Gillig Hybrid Transit Coach 2008	539,133.00	scrap	\$3,437.10	5/19/2022
	Floor Scrubbers		scrap	\$561.50	6/13/2022
A117	Ford Explorer AWD 2014	156,682.00	scrap	\$459.90	8/15/2022
4009H	Gillig Hybrid Transit Coach 2007	526,257.00	scrap	\$2,476.80	9/9/2022
4013H	Gillig Hybrid Transit Coach 2007	562,461.00	Luis Chirinos	\$2,275.00	10/12/2022
4036H	Gillig Hybrid Transit Coach 2009	506,237.00	scrap	\$2,408.70	10/26/2022
4016H	Gillig Hybrid Transit Coach 2008	643,754.00	scrap	\$2,440.20	10/27/2022
261	Ford E-350 2016	251,297.00	Mark Ilacqua	\$1,901.72	11/2/2022
262	Ford E-350 2016	232,631.00	Mark Ilacqua	\$3,491.24	11/2/2022
263	Ford 2016 Shuttle Bus	217,336.00	scrap	\$834.10	7/12/2022
326H	Gillig Hybrid Transit Coach 2009	216,795.00	scrap	\$2,375.10	12/20/2022
4014H	Gillig Hybrid Transit Coach 2008	632,204.00	scrap	\$2,387.70	12/22/2022
4017H	Gillig Hybrid Transit Coach 2008	664,669.00	scrap	\$2,404.50	12/8/2022
4019H	Gillig Hybrid Transit Coach 2008	677,835.00	scrap	\$2,440.20	12/8/2022
4051H	Gillig Hybrid Transit Coach 2010	491,597.00	scrap	\$2,406.60	12/7/2022
1101	Ford Trolley	135,115.00	donation to Albany FD	\$0.00	12/22/2022
4028H	Gillig Hybrid Transit Coach 2009	608650.00	scrap	\$2,457.00	12/15/2022
A115	Ford Explorer AWD 2014	177933.00	scrap	\$493.50	12/15/2022
			TOTAL	\$37,301	

Items Disposed of at Authority's Expense:

Item Description	Item Location	Disposal dated	Item Description	Item Location	Disposal dated
HP Elitebook 850 G6	IT Inventory	3/24/2022	HP EliteDesk 800 G5	IT Inventory	11/22/2022
HP Elitebook 850 G6	IT Inventory	3/24/2022	HP EliteDesk 800 G2	IT Inventory	11/22/2022
HP Elitebook 850 G5	IT Inventory	3/24/2022	HP Compq 8100 Elite SFF	IT Inventory	11/22/2022
HP Elitebook 850 G5	IT Inventory	3/24/2022	HP EliteDesk 800 G5	IT Inventory	11/22/2022
HP Z230 Tower Workstation	IT Inventory	3/24/2022	HP EliteDesk 800 G5	IT Inventory	11/22/2022
HP EliteDesk 800 G4	IT Inventory	3/24/2022	HP Z440	IT Inventory	11/22/2022
HP EliteDesk 800 G5	IT Inventory	3/24/2022	HP Probook 6475b	IT Inventory	11/22/2022
HP EliteDesk 800 G2	IT Inventory	3/24/2022	Dell Latitude E6430	IT Inventory	11/22/2022
HP EliteDesk 800 G2	IT Inventory	3/24/2022	HP Probook	IT Inventory	11/22/2022
HP EliteDesk 800 G1	IT Inventory	3/24/2022	HP Elitebook 840 G6	IT Inventory	11/22/2022
HP EliteDesk 800 G5	IT Inventory	3/24/2022	HP Elitebook 840 G2	IT Inventory	11/22/2022
HP Probook 6460b	IT Inventory	3/24/2022	HP Probook 6470b	IT Inventory	11/22/2022
HP Elitebook 8730w	IT Inventory	3/24/2022	HP Probook 640 G3	IT Inventory	11/22/2022
LaserFax 4100e	IT Inventory	3/24/2022	HP Elitebook 840 G5	IT Inventory	11/22/2022
HP LaserJet M601	IT Inventory	3/24/2022	HP Elitebook 840 G7	IT Inventory	11/22/2022
Samsung UltraWide Monitor	IT Inventory	3/24/2022	HP Zbook 17 G5	IT Inventory	11/22/2022
HP Compaw LA2006x Monitor	IT Inventory	3/24/2022	HP EliteDesk 800 G2 Mini	IT Inventory	11/22/2022
Apple MacBook Air	IT Inventory	3/24/2022	HP EliteDesk 800 G2 Mini	IT Inventory	11/22/2022
HP Zbook 17 G2	IT Inventory	3/24/2022	HP Elitedesk 800 G3 Mini	IT Inventory	11/22/2022
StealthTouch Touch screen	IT Inventory	3/24/2022	Fortinet Fortigate 100 D Firewall	IT Inventory	11/22/2022
HP EliteDesk 800 G4	IT Inventory	3/24/2022	HP LaserJet P2055dn	IT Inventory	11/22/2022
HP LaserJet P2015	IT Inventory	3/24/2022	HP LaserJet P3015	IT Inventory	11/22/2022
Epson Stylus C88+	IT Inventory	3/24/2022	HP LaserJet 4350N	IT Inventory	11/22/2022
Avaya 5410 phone	IT Inventory	3/24/2022	2x Amano Fee Computers	IT Inventory	11/22/2022
Avaya 5410 phone	IT Inventory	3/24/2022	TechGloabal Screen	IT Inventory	11/22/2022
AudioCodes C450HD	IT Inventory	3/24/2022	TechGloabal Screen	IT Inventory	11/22/2022
AudioCodes C450HD	IT Inventory	3/24/2022		IT Inventory	11/22/2022
HP EliteDesk G4 Mini	IT Inventory	3/24/2022	13x AudioCodes 450 ip phones	IT Inventory	11/22/2022
Hp Probook 650 G2	IT Inventory	3/24/2022	HP Elitedeskk 840 G3	IT Inventory	11/22/2022
APC Battery Replacement	IT Inventory	3/24/2022	Hp 1960 Monitor	IT Inventory	11/22/2022
5 Seagate Hardrives	IT Inventory	3/24/2022	Hp 1960 Monitor	IT Inventory	11/22/2022
Powershot Camera	IT Inventory	3/24/2022	Cannon FrontScan 220	IT Inventory	11/22/2022
HD PVR 2	IT Inventory	3/24/2022	2x APC UPS	IT Inventory	11/22/2022
HD PVR 3	IT Inventory	3/24/2022	Cisco Meraki MR66	IT Inventory	11/22/2022
HP LaserJet Printer	IT Inventory	3/24/2022	4x HP Thunderbolt Laptop Docks	IT Inventory	11/22/2022
AudioCodes C450HD	IT Inventory	3/24/2022	10X mobil eto bluetooth handsets	IT Inventory	11/22/2022
7 Credit Card Readers	IT Inventory	3/24/2022	HP Proliant 460 Gen8 Blade	IT Inventory	11/22/2022
Planar Monitor	IT Inventory	3/24/2022	HP Proliant 460 Gen8 Blade	IT Inventory	11/22/2022
HP compact monitor	IT Inventory	3/24/2022	HP Proliant 460 Gen8 Blade	IT Inventory	11/22/2022
			5x Samsung Tablet	IT Inventory	11/22/2022
			7x HP Keyboards	IT Inventory	11/22/2022
			Whirlpool Dehumidifyer	IT Inventory	11/22/2022

Memorandum

January 18, 2023

To: Performance Monitoring/Audit Committee
Carm Basile, Chief Executive Officer

From: Sarah Matrose, Internal Audit

Subject: Internal Audit Progress Report

Quarterly Progress Items:

- Internal Audit Independence and Objectivity Statement (*Annual Requirement*)
 - Annual attestation that I will continue to perform my function with an organizational independence and objectively without bias.
- Internal Audit Charter (Reviewed Every 3 Years)
 - A charter provides the organization a blueprint for how internal audit will operate and helps the governing body to clearly signal the value it places on internal audit's independence.
- Document Retention Audit
 - A vendor has been selected and we will begin scanning boxes to retain the documentation electronically on a dedicated drive.
- Public Transportation Agency Safety Plan Audit
 - Now that the updated 2023 plan has been approved by the Board, an internal audit plan was developed to conduct periodic reviews of the deliverables listed to ensure we are compliant with the plan.

On-Going Items:

- Planning stages for the Bipartisan Infrastructure Law audit have begun. This entails reviewing the legislation and the increased funding opportunities for regulatory concerns that may apply to CDTA and ensure our processes have the controls necessary to remain compliant with the new regulations.
- Process reviews performed on a consultant basis to improve efficiencies and help streamline processes between departments.
- Continued support and finalization of Standard Operating Procedures (SOP)
 - Liaison for departmental Policy and SOP formatting uniformity, tracking, and document repository.

Professional Development Items:

- IIA Monthly President Calls
- The Conference That Counts Planning Committee Meetings

Memorandum

January 18, 2023

To: Audit Committee Members
Carm Basile, Chief Executive Officer

From: Sarah Matrose, Internal Audit

Subject: Annual Independence and Objectivity Statement

Background:

The *International Standards for the Professional Practice of Internal Auditing* Standard 1100 – Independence and Objectivity requires the internal activity to remain independent, and internal auditors must be objective in performing their work by maintaining an unbiased and independent approach to audits, including reporting any conflict that may arise.

Internal auditors will maintain an unbiased mental attitude that allows them to perform engagements objectively and in such a manner that they believe in their work product, that no quality compromises are made, and that they do not subordinate their judgment on audit matters to others.

Internal auditors will have no direct operational responsibility or authority over any of the activities audited. Accordingly, internal auditors will not engage in any other activity that may impair their judgment, including:

- Assessing specific operations for which they had responsibility within the previous year.
- Performing any operational duties for CDTA or its affiliates.
- Initiating or approving transactions external to the internal audit department.
- Directing the activities of any CDTA employee not employed by the internal audit department, except to the extent that such employees have been appropriately assigned to auditing teams or to otherwise assist internal auditors.

Standards Included in this Attestation -

1110 - Organizational Independence

The chief audit executive must report to a level within the organization that allows the internal audit activity to fulfill its responsibilities. The chief audit executive must confirm to the board, at least annually, the organizational independence of the internal audit activity.

1110.A1 - The internal audit activity must be free from interference in determining the scope of internal auditing, performing work, and communicating results.

1111 – Direct Interaction with the Board

The chief audit executive must communicate and interact directly with the board.

1120 - Individual Objectivity (Standard)

Internal auditors must have an impartial, unbiased attitude and avoid any conflict of interest.

1130 - Impairment to Independence or Objectivity (Standard)

If independence or objectivity is impaired in fact or appearance, the details of the impairment must be disclosed to appropriate parties and the Performance Monitoring/Audit Committee. The nature of the disclosure will depend upon the impairment.

Attestation:

The CDTA Internal Audit Department complies with Standard 1100 in that it remains independent, and audits are completed free from interference and with objectivity.



Capital District Transportation Authority Internal Audit Charter

Purpose and Mission

The purpose of CDTA's internal audit department is to provide independent, objective assurance and consulting services designed to add value and improve CDTA's operations. The mission of internal audit is to enhance and protect organizational value by providing risk-based and objective advice and insight by promoting a "no surprises" atmosphere. The internal audit department helps CDTA accomplish its objectives by bringing a systematic, disciplined approach to evaluate and improve the effectiveness of governance, risk management, and control processes.

Standards for the Professional Practice of Internal Auditing

The internal audit department will govern itself by adherence to the mandatory elements of The Institute of Internal Auditors' International Professional Practices Framework, including the Core Principles for the Professional Practice of Internal Auditing, the Code of Ethics, the International Standards for the Professional Practice of Internal Auditing, and the Definition of Internal Auditing. The internal audit department will report periodically to senior management and the Performance Monitoring/Audit Committee.

Independence and Objectivity

The internal audit department will ensure that the internal audit activity remains free from all conditions that threaten the ability of internal auditors to carry out their responsibilities in an unbiased manner, including matters of audit selection, scope, procedures, frequency, timing, and report content.

The internal audit department will confirm to the Performance Monitoring/Audit Committee at least annually, the organizational independence of the internal audit department.

Authority

The internal audit department will report functionally to the Performance Monitoring/Audit Committee and administratively to the Chief Executive Officer. To establish, maintain, and assure that CDTA's internal audit department has sufficient authority to fulfill its duties, the Performance Monitoring/Audit Committee will:

- Approve the internal audit department's charter.
- Approve the risk-based internal audit plan.
- Receive communications from the internal audit department on the internal auditor's performance relative to its plan and other matters.

The internal audit department will have unrestricted access to, and communicate and interact directly with, the Performance Monitoring/Audit Committee.

The Performance Monitoring/Audit Committee authorizes the internal audit department to:

- Have full, free, and unrestricted access to all functions, records, property, and personnel pertinent to carrying out any engagement, subject to accountability for confidentiality and safeguarding of records and information.
- Allocate resources, set frequencies, select subjects, determine scopes of work, apply techniques required to accomplish audit objectives, and issue reports.
- Obtain assistance from the necessary personnel of CDTA, as well as other specialized services from within or outside CDTA, in order to complete the engagement.

Scope of Internal Audit Activities

The scope of internal audit activities encompasses, but is not limited to, objective examinations of evidence for the purpose of providing independent assessments to the Performance Monitoring/Audit Committee, management, and outside parties on the adequacy and effectiveness of governance, risk management, and control processes for CDTA. Internal audit assessments include evaluating whether:

- Risks relating to the achievement of CDTA's strategic objectives are appropriately identified and managed.
- The actions of CDTA's officers, directors, employees, and contractors are in compliance with CDTA's policies, procedures, and applicable laws, regulations, and governance standards.
- The results of operations or programs are consistent with established goals and objectives.
- Operations or programs are being carried out effectively and efficiently.
- Established processes and systems enable compliance with the policies, procedures, laws, and regulations that could significantly impact CDTA.
- Information and the means used to identify, measure, analyze, classify, and report such information are reliable and have integrity.
- Resources and assets are acquired economically, used efficiently, and protected adequately.

The internal audit department will report periodically to senior management and the Performance Monitoring/Audit Committee regarding:

- The internal audit department's purpose, authority, and responsibility.
- The internal audit department's plan and performance relative to its plan.
- The internal audit department's conformance with The IIA's Code of Ethics and Standards, and action plans to address any significant conformance issues.
- Significant risk exposures and control issues, including fraud risks, governance issues, and other matters requiring the attention of, or requested by, the Performance Monitoring/Audit Committee.
- Results of audit engagements or other activities.
- Resource requirements.
- Any response to risk by management that may be unacceptable to CDTA.

The internal audit department may perform advisory and related client service activities, the nature and scope of which will be agreed with the client, provided the internal audit department does not assume management responsibility.

Opportunities for improving the efficiency of governance, risk management, and control processes may be identified during engagements. These opportunities will be communicated to the appropriate level of management.

Responsibility

The internal audit department has the responsibility to:

- Submit, at least annually, to senior management and the Performance Monitoring/Audit Committee a risk-based internal audit plan for review and approval.
- Communicate to senior management and the Performance Monitoring/Audit Committee the impact of resource limitations on the internal audit plan.
- Review and adjust the internal audit plan, as necessary, in response to changes in CDTA's business, risks, operations, programs, systems, and controls.
- Communicate to senior management and the Performance Monitoring/Audit Committee any significant interim changes to the internal audit plan.
- Ensure each engagement of the internal audit plan is executed, including the establishment of objectives and scope, the assignment of appropriate and adequately supervised resources, the documentation of work programs and testing results, and the communication of engagement results with applicable conclusions and recommendations to appropriate parties.
- Follow up on engagement findings and corrective actions, and report periodically to senior management and the Performance Monitoring/Audit Committee any corrective actions not effectively implemented.
- Ensure the principles of integrity, objectivity, confidentiality, and competency are applied and upheld.
- Ensure the internal audit department collectively possesses or obtains the knowledge, skills, and other competencies needed to meet the requirements of the internal audit charter.
- Ensure trends and emerging issues that could impact CDTA are considered and communicated to senior management and the Performance Monitoring/Audit Committee as appropriate.
- Ensure emerging trends and successful practices in internal auditing are considered.
- Establish and ensure adherence to policies and procedures designed to guide the internal audit department.
- Ensure adherence to CDTA's relevant policies and procedures, unless such policies and procedures conflict with the internal audit charter. Any such conflicts will be resolved or otherwise communicated to senior management and the Performance Monitoring/Audit Committee.
- Ensure conformance of the internal audit department with the Standards, with the following qualifications:

- If the internal audit department is prohibited by law or regulation from conformance with certain parts of the Standards, the internal audit department will ensure appropriate disclosures and will ensure conformance with all other parts of the Standards.

Quality Assurance and Improvement

The internal audit function strives to improve the efficiency and effectiveness of the internal audit activity conducted within CDTA and identifies opportunities for improvement. The internal audit function strives to comply with relevant professional auditing standards.

The Quality Assurance and Improvement Program includes internal and external assessments, in order to monitor and assess the overall effectiveness and quality of the internal audit functions activities. The internal assessment is conducted continuously with the completion of each audit activity, and the external assessment is conducted every five years in accordance with the Institute of Internal Auditors Standards.

Acknowledgement & Approval

Inclusion of the Audit Charter Review in the Performance Monitoring/Audit Committee meeting agenda and corresponding meeting minutes serves as approval and acknowledgement unless otherwise noted in said minutes.

Memorandum

Date: January 18, 2023

To: Performance Monitoring/Audit Committee

From: General Counsel

Subject: Risk Management and Workers Compensation Self-Insurance Accounts,
as of 1/1/23

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

1. Risk Management:

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

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

- **Projected Losses** (incurred but unpaid): \$1,886,011
(increase of \$69,300 (+3.8%) for the quarter)
- **Self-Insured Retention** (one) \$2,000,000
- **Market Value of Account:** \$3,267,370
(increase of \$14,881 (+0.46%) for the quarter)

2. Workers Compensation:

We have retained an actuary to project monthly expenditures under the self-insurance program for workers' compensation that was initiated on 8/14/02. This formula is based upon actual experience, an annual valuation at the end of the fiscal year, and an annual projection of expenses adjusted for actual expenses in the current year. The projection includes both IBNR and the projected value of claims, expenses and assessment.

- **Projected Claims:** \$7,350,716
(decrease of \$141,729 (-1.9%) for the quarter)
- **Market Value of Account:** \$9,433,868
(decrease of \$6,465 (-0.07%) for the quarter)

3. Liability/Auto Claims:

As of 1/1/23, we had 43 pending liability claims, 33 of which were in suit. A number of inactive cases have been closed out. The majority of the active claims are in various stages of discovery, while a few have been referred to outside counsel and are nearing trial or other final disposition. As of 1/1/23, CDTA had 15 liability claims with reserves of \$10,000 or more, including 12 liability claims with reserves of \$25,000 or more. It is always our intention to carry adequate funds to cover the aggregate value of anticipated losses.

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

Copy: Chairperson, Performance Monitoring/Audit Committee
Chief Executive Officer
Vice President of Finance & Administration

Monthly Management Report

December 2022

The logo for CDTA (California Department of Transportation) is located in the bottom right corner. It features the letters 'CDTA' in a bold, white, sans-serif font. The letters are stylized with horizontal lines passing through them, giving it a dynamic, modern appearance. The background of the slide is a dark blue gradient with a faint, abstract pattern of lines and shapes, suggesting a network or infrastructure.

Monthly Management Report - December 2023

Executive Summary

		Current Month			Year to Date		
REVENUE	Actual	Budget	(\$ Variance)	(%) Variance	(\$ Variance)	(%) Variance	
1	Mortgage Tax	\$ 1,376,565	\$ 1,045,833	\$ 330,732	31.62%	\$ 2,890,585	30.71%
2	Customer Fares	\$ 1,700,258	\$ 1,214,083	\$ 486,175	40.04%	\$ 2,624,421	24.02%
3	Advertising	\$ 295,467	\$ 116,042	\$ 179,425	154.62%	\$ 340,675	32.62%
4	RRS & Facilities	\$ 300,591	\$ 159,409	\$ 141,182	88.57%	\$ 638,269	44.49%
EXPENSES	Actual	Budget	(\$ Variance)	(%) Variance	(\$ Variance)	(%) Variance	
5	Wages	\$ 5,014,154	\$ 4,795,521	\$ 218,633	4.56%	\$ (1,667,296)	-3.86%
6	Workers' Compensation	\$ 355,062	\$ 248,893	\$ 106,169	42.66%	\$ (601,929)	-26.87%
7	Maintenance Services	\$ 345,235	\$ 280,438	\$ 64,797	23.11%	\$ 256,642	10.17%
8	General Insurance	\$ 102,582	\$ 84,337	\$ 18,245	21.63%	\$ (6,817)	-0.90%
					YTD Revenue	7.53%	
					YTD Expenses	-5.49%	

Revenue Summary

- 1 MRT exceeded budget for the eighth consecutive month, and despite high interest rates, we remain 31% over budget.
- 2 Customer fare revenue continues to improve and is 40% over budget for the month and 24% YTD.
- 3 Advertising revenue is 150% over budget due to a contract overage payment of \$154,000.
- 4 RRS revenue continues to improve, with this month being the best of the year. YTD, revenue is 44.5% over budget.

Expense Summary

- 5 Wages are 4.5% over budget this month due to holidays and vacations, but we are 4.5% under budget for the year.
- 6 Workers' Compensation is 42% over budget for month because of two scheduled loss of use awards of over \$100,000. But for the year, the line is 27% under budget.
- 7 Maintenance services are 23% over budget due to an IT contract adjustment, and the timing of a few facility invoices.
- 8 The General Insurance line will be over budget for the remainder of the year due to the insurance premium increases taking effect in November.

Note We are in a satisfactory budget position.

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

	Dec-22	Dec-21
Assets		
Current Assets:		
Cash	\$9,099,808	\$11,360,353
Investments	\$46,564,814	\$31,705,581
Receivables:		
Mortgage Tax	\$1,376,565	\$1,630,683
Federal Grants	\$0	\$0
New York State Operating Assistance	\$503,848	\$318,564
Trade and Other	\$8,167,612	\$14,074,568
Advances to Capital District Transportation Committee	\$906,409	\$1,098,361
Materials, Parts and Supplies	\$5,223,182	\$5,278,829
Prepaid Expenses	\$1,506,182	\$1,500,343
Sub-Total Current Assets	\$73,348,419	\$66,967,283
Noncurrent Assets:		
Capital Assets, net	\$123,165,341	\$110,364,493
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	\$217,026,003	\$199,323,914
Liabilities		
Current Liabilities:		
Accounts Payable	\$4,420,573	\$4,255,302
Accrued Expenses	\$5,535,545	\$6,040,388
Unearned Revenue	\$9,874,216	\$6,704,777
Line of Credit	\$0	\$0
Sub-Total Current Liabilities	\$19,830,335	\$17,000,467
Noncurrent Liabilities:		
Capital Lease Agreement	\$14,162,821	\$1,507,550
Estimated Provision for Existing Claims and Settlements	\$10,452,196	\$9,303,251
Other postemployment benefits	\$83,355,200	\$85,491,074
Net Pension Liability	\$23,844	\$5,982,206
Sub-Total Noncurrent Liabilities	\$107,994,061	\$102,284,081
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	\$168,320,551	\$151,824,463
Net Position		
Net Investment in Capital Assets	\$108,241,228	\$108,241,228
Unrestricted	(\$59,536,050)	(\$60,741,778)
Total for Net Position	\$48,705,178	\$47,499,450
Total Liabilities and Net Position	\$217,026,003	\$199,323,914

**CAPITAL DISTRICT TRANSPORTATION AUTHORITY
CONSOLIDATED STATEMENT OF OPERATIONS
December-22**

	<u>To Date Actual</u>	<u>Annual Budget</u>	75%
REVENUE:			
AUTHORITY	\$12,531,587	\$12,660,000	99%
TRANSIT	\$76,844,319	\$101,132,918	76%
ACCESS	\$405,406	\$425,000	95%
CDTA FACILITIES	\$2,176,650	\$2,030,299	107%
TOTAL REVENUE	\$91,957,963	\$116,248,217	79%
EXPENSE:			
AUTHORITY	\$13,770,956	\$17,814,081	77%
TRANSIT	\$66,069,249	\$94,709,606	70%
ACCESS	\$975,419	\$1,270,072	77%
CDTA FACILITIES	\$1,694,993	\$2,454,458	69%
TOTAL EXPENSE	\$82,510,617	\$116,248,218	71%
Revenue over (under) Expenses	\$9,447,346		
Depreciation	\$10,350,000		
Excess of Revenue over (under) Expenses	(\$902,654)		
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		
Transfer to Operating Fund	(\$17,000,000)		
Transfer from Worker's Comp Fund	\$0		
Transfer to Worker's Comp Fund	(\$2,180,193)		
*Net Excess of Revenue over (under) Expenses	(\$25,332,833)		
*Contribution to required fleet replacement.			

CAPITAL DISTRICT TRANSPORTATION AUTHORITY
December-22

BUDGET VARIANCE REPORT

	CONSOLIDATED								Annual Budget
	This Month				Year to Date				
	Actual	Budget	Variance	% Variance	Actual	Budget	Variance	% Variance	
Operating Revenue									
Mortgage Tax	\$1,376,565	\$1,045,833	\$330,732	31.62%	\$12,303,085	\$9,412,500	\$2,890,585	30.71%	\$12,550,000
Customer Fares	\$1,700,258	\$1,214,083	\$486,175	40.04%	\$13,551,170	\$10,926,749	\$2,624,421	24.02%	\$14,568,999
Advertising Revenue	\$295,467	\$116,042	\$179,425	154.62%	\$1,385,050	\$1,044,375	\$340,675	32.62%	\$1,392,500
RRS & Facilities	\$300,591	\$159,409	\$141,182	88.57%	\$2,072,950	\$1,434,681	\$638,269	44.49%	\$1,912,908
Interest Income	\$514	\$1,667	(\$1,153)	-69.18%	\$6,075	\$15,000	(\$8,925)	-59.50%	\$20,000
Misc. Income	\$30,819	\$11,542	\$19,278	167.03%	\$185,480	\$103,875	\$81,605	78.56%	\$138,500
Total Operating Revenue	\$3,704,215	\$2,548,576	\$1,155,639	45.34%	\$29,503,810	\$22,937,180	\$6,566,630	28.63%	\$30,582,907
Operating Assistance									
New York State Aid	\$4,336,383	\$4,336,383	\$0	0.00%	\$39,027,449	\$39,027,450	-\$1	0.00%	\$52,036,600
County Aid	\$159,750	\$159,750	\$0	0.00%	\$1,437,750	\$1,437,750	\$0	0.00%	\$1,917,001
Federal Aid	\$2,492,160	\$2,492,160	\$0	0.00%	\$22,429,442	\$22,429,442	\$0	0.00%	\$29,905,923
Operating Grants	\$150,482	\$150,482	\$0	0.00%	\$1,354,340	\$1,354,340	\$0	0.00%	\$1,805,786
Total Operating Assistance	\$7,138,776	\$7,138,776	\$0	0.00%	\$64,248,981	\$64,248,982	\$0	0.00%	\$85,665,310
Total Revenue and Assistance	\$10,842,990	\$9,687,351	\$1,155,639	11.93%	\$93,752,791	\$87,186,162	\$6,566,630	7.53%	\$116,248,217
Expenses									
Salaries and Wages	\$5,014,154	\$4,795,521	\$218,633	4.56%	\$41,492,395	\$43,159,691	(\$1,667,296)	-3.86%	\$57,546,254
FICA	\$366,243	\$330,229	\$36,013	10.91%	\$3,008,628	\$2,972,063	\$36,565	1.23%	\$3,962,750
Health Benefits	\$923,468	\$1,004,239	(\$80,772)	-8.04%	\$7,773,256	\$9,038,153	(\$1,264,897)	-14.00%	\$12,050,871
Workers Compensation	\$355,062	\$248,893	\$106,169	42.66%	\$1,638,110	\$2,240,039	(\$601,929)	-26.87%	\$2,986,718
Other Benefits	\$391,807	\$405,457	(\$13,650)	-3.37%	\$3,228,592	\$3,649,115	(\$420,524)	-11.52%	\$4,865,487
Professional Services	\$363,801	\$392,479	(\$28,678)	-7.31%	\$2,895,085	\$3,532,309	(\$637,224)	-18.04%	\$4,709,745
Materials & Supplies	\$111,854	\$166,169	(\$54,314)	-32.69%	\$1,512,530	\$1,495,517	\$17,012	1.14%	\$1,994,023
Miscellaneous	\$36,564	\$65,571	(\$29,007)	-44.24%	\$542,887	\$590,140	(\$47,253)	-8.01%	\$786,853
Purchased Transportation	\$811,333	\$778,591	\$32,742	4.21%	\$7,076,686	\$7,007,320	\$69,366	0.99%	\$9,343,094
Maintenance Services	\$345,235	\$280,438	\$64,797	23.11%	\$2,780,585	\$2,523,944	\$256,642	10.17%	\$3,365,258
Liability - Claims	\$30,879	\$31,573	(\$694)	-2.20%	\$364,904	\$284,156	\$80,748	28.42%	\$378,875
Utilities	\$146,291	\$119,185	\$27,106	22.74%	\$990,940	\$1,072,665	(\$81,725)	-7.62%	\$1,430,220
Fuel	\$489,355	\$487,271	\$2,085	0.43%	\$3,828,919	\$4,385,437	(\$556,517)	-12.69%	\$5,847,249
Parts, Tires, Oil	\$449,987	\$497,398	(\$47,411)	-9.53%	\$4,517,197	\$4,476,581	\$40,616	0.91%	\$5,968,775
General Insurance	\$102,582	\$84,337	\$18,245	21.63%	\$752,218	\$759,035	(\$6,817)	-0.90%	\$1,012,046
Total EXPENSES	\$9,938,615	\$9,687,351	\$251,264	2.59%	\$82,402,932	\$87,186,163	(\$4,783,231)	-5.49%	\$116,248,217
Surplus/Deficit	\$589,938	(\$0)	\$904,375		\$11,349,859	(\$1)	\$11,349,861		(\$0)

CAPITAL DISTRICT TRANSPORTATION AUTHORITY
December-22

BUDGET VARIANCE REPORT

	NON-TRANSIT								Annual Budget
	This Month				Year to Date				
	Actual	Budget	Variance	% Variance	Actual	Budget	Variance	% Variance	
Operating Revenue									
Mortgage Tax	\$1,376,565	\$1,045,833	\$330,732	31.62%	\$12,303,085	\$9,412,500	\$2,890,585	30.71%	\$12,550,000
Interest Income	\$510	\$1,667	(\$1,157)	-69.41%	\$5,971	\$15,000	(\$9,029)	-60.19%	\$20,000
Interest Inc-Invest/Change in Invest	\$175,803	\$0	\$175,803	0.00%	\$158,781	\$0	\$158,781	0.00%	\$0
Misc. Income - Authority	\$7,083	\$7,500	(\$417)	-5.56%	\$63,750	\$67,500	(\$3,750)	-5.56%	\$90,000
Operating Fund	\$0	\$0	\$0	0.00%	\$0	\$0	\$0	0.00%	\$0
Total Operating Revenue	\$1,559,962	\$1,055,000	\$504,962	47.86%	\$12,531,587	\$9,495,000	\$3,036,587	31.98%	\$12,660,000
Expenses									
Labor - Authority	\$712,567	\$608,991	\$103,576	17.01%	\$6,080,085	\$5,480,918	\$599,168	10.93%	\$7,307,890
Fringe - Authority	\$423,667	\$390,026	\$33,641	8.63%	\$3,599,552	\$3,510,236	\$89,315	2.54%	\$4,680,315
Materials & Supplies - Authority	\$3,244	\$15,820	(\$12,576)	-79.49%	\$88,844	\$142,377	(\$53,533)	-37.60%	\$189,836
Professional Services - Authority	\$217,814	\$242,695	(\$24,882)	-10.25%	\$1,786,009	\$2,184,259	(\$398,249)	-18.23%	\$2,912,345
Other Expenses - Authority	\$209,752	\$226,975	(\$17,223)	-7.59%	\$2,216,465	\$2,042,771	\$173,693	8.50%	\$2,723,695
Total Expenses	\$1,567,044	\$1,484,507	\$82,537	5.56%	\$13,770,956	\$13,360,561	\$410,395	3.07%	\$17,814,081
Surplus/(Deficit)	(\$7,082)	(\$429,507)	\$422,425		(\$1,239,369)	(\$3,865,561)	\$2,626,192		(\$5,154,081)

CAPITAL DISTRICT TRANSPORTATION AUTHORITY
December-22

BUDGET VARIANCE REPORT

	TRANSIT								Annual Budget
	This Month				Year to Date				
	Actual	Budget	Variance	% Variance	Actual	Budget	Variance	% Variance	
Operating Revenue									
Passenger Fares-Transit	\$862,623	\$676,583	\$186,040	27.50%	\$7,476,161	\$6,089,249	\$1,386,912	22.78%	\$8,118,999
Contracts - Transit	\$782,083	\$502,083	\$280,000	55.77%	\$4,025,000	\$4,518,750	(\$493,750)	-10.93%	\$6,025,000
Advertising-Transit	\$282,967	\$106,259	\$176,708	166.30%	\$989,583	\$956,332	\$33,252	3.48%	\$1,275,109
Misc. Income - Transit	\$25,936	\$4,042	\$21,894	541.71%	\$104,594	\$36,375	\$68,219	187.54%	\$48,500
Total Operating Revenue	\$1,953,609	\$1,288,967	\$664,642	51.56%	\$12,595,339	\$11,600,706	\$994,633	8.57%	\$15,467,608
Operating Assistance									
State Aid - General	\$4,143,300	\$4,143,300	\$0	0.00%	\$37,289,699	\$37,289,700	\$1	0.00%	\$49,719,600
State Aid - PBT	\$159,750	\$159,750	\$0	0.00%	\$1,437,750	\$1,437,750	\$0	0.00%	\$1,917,000
State Aid - Northway Commuter S.	\$33,333	\$33,333	\$0	0.00%	\$300,000	\$300,000	\$0	0.00%	\$400,000
County Aid	\$159,750	\$159,750	\$0	0.00%	\$1,437,750	\$1,437,751	-\$1	0.00%	\$1,917,001
Federal Aid - Transit	\$2,492,160	\$2,492,160	\$0	0.00%	\$22,429,442	\$22,429,442	\$0	0.00%	\$29,905,923
Other Grants - Federal	\$150,482	\$150,482	\$0	0.00%	\$1,354,340	\$1,354,340	\$0	0.00%	\$1,805,786
Total Operating Assistance	\$7,138,776	\$7,138,776	\$0	0.00%	\$64,248,981	\$64,248,983	\$0	0.00%	\$85,665,310
Total Revenue and Assistance	\$9,092,385	\$8,427,743	\$664,642	7.89%	\$76,844,319	\$75,849,688	\$994,633	1.31%	\$101,132,918
Expenses									
Labor - Maintenance	\$879,470	\$828,921	\$50,549	6.10%	\$7,205,375	\$7,460,292	(\$254,917)	-3.42%	\$9,947,056
Labor - Transportation	\$3,065,068	\$3,031,143	\$33,924	1.12%	\$25,431,600	\$27,280,290	(\$1,848,690)	-6.78%	\$36,373,720
Labor - STAR	\$278,048	\$253,345	\$24,704	9.75%	\$2,075,669	\$2,280,101	(\$204,432)	-8.97%	\$3,040,134
Fringe	\$1,592,650	\$1,585,752	\$6,898	0.44%	\$11,991,881	\$14,271,770	(\$2,279,888)	-15.97%	\$19,029,026
Materials & Supplies	\$1,046,069	\$1,115,468	(\$69,400)	-6.22%	\$9,767,859	\$10,039,214	(\$271,355)	-2.70%	\$13,385,619
Professional Services	\$166,354	\$140,064	\$26,291	18.77%	\$1,261,648	\$1,260,572	\$1,076	0.09%	\$1,680,762
Other Expenses	\$1,975	\$4,379	(\$2,404)	-54.91%	\$35,860	\$39,413	(\$3,552)	-9.01%	\$52,550
Purchased Transportation - STAR	\$642,249	\$515,636	\$126,613	24.55%	\$5,642,828	\$4,640,723	\$1,002,105	21.59%	\$6,187,630
Liability - Claims	\$30,879	\$31,573	(\$694)	-2.20%	\$364,904	\$284,156	\$80,748	28.42%	\$378,875
Liability - Insurance	\$91,718	\$81,596	\$10,123	12.41%	\$510,468	\$734,360	(\$223,891)	-30.49%	\$979,146
Utilities - Transit	\$101,899	\$71,560	\$30,339	42.40%	\$590,358	\$644,042	(\$53,683)	-8.34%	\$858,722
Mat & Supplies - NX	\$0	\$5,833	(\$5,833)	-100.00%	\$13,739	\$52,500	(\$38,761)	-73.83%	\$70,000
Purchased Transportation - NX	\$86,344	\$129,053	(\$42,708)	-33.09%	\$911,903	\$1,161,473	(\$249,570)	-21.49%	\$1,548,631
Purchased Transportation - Montgomery	\$57,069	\$98,145	(\$41,076)	-41.85%	\$265,157	\$883,301	(\$618,145)	-69.98%	\$1,177,735
Total Expenses	\$8,039,793	\$7,892,467	\$147,326	1.87%	\$66,069,249	\$71,032,205	(\$4,962,955)	-6.99%	\$94,709,606
Surplus/(Deficit)	\$1,052,592	\$535,276	\$517,317		\$10,775,070	\$4,817,484	\$5,957,588		\$6,423,312

CAPITAL DISTRICT TRANSPORTATION AUTHORITY
December-22

BUDGET VARIANCE REPORT

	ACCESS TRANSIT SERVICES								Annual Budget
	This Month				Year to Date				
	Actual	Budget	Variance	% Variance	Actual	Budget	Variance	% Variance	
Operating Revenue									
Contracts - Access	\$55,552	\$35,417	\$20,135	56.85%	\$405,302	\$318,750	\$86,552	27.15%	\$425,000
Interest Income	\$4	\$0	\$4	0.00%	\$104	\$0	\$104	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	\$55,555	\$35,417	\$20,139	56.86%	\$405,406	\$318,750	\$86,656	27.19%	\$425,000
Total Revenue and Assistance	\$55,555	\$35,417	\$20,139	56.86%	\$405,406	\$318,750	\$86,656	27.19%	\$425,000
Expenses									
Labor - Access	\$62,623	\$56,810	\$5,812	10.23%	\$560,293	\$511,293	\$49,000	9.58%	\$681,724
Fringe Benefits - Access	\$20,132	\$11,423	\$8,709	76.24%	\$141,329	\$102,809	\$38,519	37.47%	\$137,079
Purchased Transportation	\$25,671	\$33,333	(\$7,662)	-22.99%	\$256,799	\$300,000	(\$43,201)	-14.40%	\$400,000
Rent and Utilities - Access	\$1,643	\$1,643	\$0	0.00%	\$14,999	\$14,791	\$208	1.40%	\$19,721
Other Expenses - Access	\$0	\$2,629	(\$2,629)	-100.00%	\$2,000	\$23,661	(\$21,661)	-91.55%	\$31,548
Total Expenses	\$110,069	\$105,839	\$4,230	4.00%	\$975,419	\$952,554	\$22,865	2.40%	\$1,270,072
Surplus/(Deficit)	(\$54,514)	(\$70,423)	\$15,909		(\$570,012)	(\$633,804)	\$63,792		(\$845,072)

CAPITAL DISTRICT TRANSPORTATION AUTHORITY
December-22

BUDGET VARIANCE REPORT	CDTA FACILITIES								Annual Budget
	This Month				Year to Date				
	Actual	Budget	Variance	% Variance	Actual	Budget	Variance	% Variance	
Operating Revenue									
RRS Station & Garage	\$100,421	\$40,480	\$59,941	148.08%	\$660,019	\$364,319	\$295,700	81.17%	\$485,758
RRS Parking Revenue	\$174,240	\$106,929	\$67,311	62.95%	\$1,304,678	\$962,363	\$342,316	35.57%	\$1,283,150
RRS Advertising	\$12,500	\$9,783	\$2,717	27.78%	\$112,500	\$88,043	\$24,457	27.78%	\$117,391
SSTS	\$13,551	\$2,467	\$11,084	449.37%	\$31,540	\$22,200	\$9,340	42.07%	\$29,600
Greyhound	\$180	\$2,500	(\$2,320)	-92.78%	\$1,438	\$22,500	(\$21,062)	-93.61%	\$30,000
85 Watervliet Avenue	\$5,801	\$6,667	(\$866)	-12.99%	\$52,206	\$60,000	(\$7,794)	-12.99%	\$80,000
Interest Income	\$4,199	\$367	\$3,832	1045.08%	\$14,268	\$3,300	\$10,968	332.38%	\$4,400
Total Operating Revenue	\$310,891	\$169,192	\$141,700	83.75%	\$2,176,650	\$1,522,724	\$653,926	42.94%	\$2,030,299
Expenses									
Labor	\$16,001	\$16,311	(\$310)	-1.90%	\$138,995	\$146,798	(\$7,802)	-5.32%	\$195,730
Fringe-Benefits	\$3,689	\$1,617	\$2,072	128.14%	\$23,509	\$14,554	\$8,955	61.53%	\$19,405
Professional Services	\$6,744	\$10,417	(\$3,673)	-35.26%	\$86,116	\$93,750	(\$7,634)	-8.14%	\$125,000
Insurance	\$8,036	\$2,417	\$5,620	232.54%	\$67,838	\$21,750	\$46,088	211.90%	\$29,000
Security	\$23,294	\$33,617	(\$10,323)	-30.71%	\$136,704	\$302,550	(\$165,846)	-54.82%	\$403,400
Facilities Upkeep	\$50,683	\$24,833	\$25,850	104.09%	\$134,834	\$223,500	(\$88,666)	-39.67%	\$298,000
Facilities Repairs	\$3,605	\$8,474	(\$4,869)	-57.46%	\$138,591	\$76,262	\$62,329	81.73%	\$101,683
Utilities	\$41,699	\$41,117	\$583	1.42%	\$347,223	\$370,049	(\$22,826)	-6.17%	\$493,398
Materials & Supplies	\$0	\$1,333	(\$1,333)	-100.00%	\$4,758	\$12,000	(\$7,243)	-60.35%	\$16,000
Parking Garage	\$52,578	\$40,833	\$11,745	28.76%	\$412,141	\$367,500	\$44,641	12.15%	\$490,000
Greyhound	\$378	\$667	(\$288)	-43.27%	\$378	\$6,000	(\$5,622)	-93.70%	\$8,000
85 Watervliet Avenue	\$3,739	\$9,395	(\$5,656)	-60.20%	\$105,529	\$84,557	\$20,972	24.80%	\$112,742
SSTS	\$14,823	\$13,508	\$1,315	9.73%	\$98,378	\$121,575	(\$23,197)	-19.08%	\$162,100
Total Expenses	\$225,270	\$204,538	\$20,732	10.14%	\$1,694,993	\$1,840,844	(\$145,850)	-7.92%	\$2,454,458
Surplus/(Deficit)	\$85,622	(\$35,347)	\$120,968		\$481,657	(\$318,119)	\$799,776		(\$424,159)

CAPITAL DISTRICT TRANSPORTATION AUTHORITY MONTHLY MANAGEMENT REPORT

AGING OF ACCOUNTS RECEIVABLE

Dec-22		
	Amount	% of Total
Current	\$1,300,333	17.44%
31 - 60	\$1,012,876	13.59%
61 - 90	\$1,615,322	21.67%
91 - 120	\$955,956	12.82%
Over 120	\$2,571,281	34.49%
Total Accounts Receivable	\$7,455,768	100.00%

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%

AGING OF ACCOUNTS PAYABLE

Dec-22		
	Amount	% of Total
Current	\$3,336,391	88.85%
31 - 60	\$190,537	5.07%
61 - 90	\$20,468	0.55%
90 & Over	\$207,659	5.53%
Total Accounts Payable	\$3,755,055	100.00%

Dec-22 Receivables over 120 days: \$2,571,281

Breakdown of outstanding receivables over 120 days.	
\$1,239,590	FEDERAL TRASIT ADMIN
\$1,056,167	NYS DEPT. OF TRANSPORTATION
\$73,191	UNIVERSITY AT ALBANY
\$87,500	CITY OF ALBANY
\$114,833	OTHER
<u>\$2,571,281</u>	

ADDITIONAL INFORMATION

MORTGAGE RECORDING TAX					Fiscal Year to Date			
	Dec-22	Dec-21	Difference	%	2023	2022	Difference	%
Albany	\$400,000	\$603,527	(\$203,527)	-33.72%	\$4,420,787	\$4,402,655	\$18,133	0.41%
Rensselaer	\$167,047	\$200,000	(\$32,953)	-16.48%	\$1,701,383	\$2,133,243	(\$431,860)	-20.24%
Saratoga	\$459,680	\$603,485	(\$143,805)	-23.83%	\$4,508,210	\$4,625,247	(\$117,037)	-2.53%
Schenectady	\$199,737	\$223,672	(\$23,935)	-10.70%	\$1,522,603	\$2,115,968	(\$593,364)	-28.04%
Total	\$1,226,464	\$1,630,684	(\$404,220)	-24.79%	\$12,152,984	\$13,277,112	(\$1,124,129)	-8.47%

	<u>Current Month</u>	<u>Date</u>
FY 2023	\$1,226,464	
FY 2022	\$1,630,684	

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
December 31, 2022**

RESTRICTED INVESTMENTS

	<u>Fund Balances</u>	<u>Current Obligations</u>
Risk Management Account (Self-Insured)	\$3,267,370	\$2,244,511
Workers' Comp. Account (Self-Insured)	\$9,357,832	\$8,207,685
Operating Account	\$20,165,249	

Current Operating Reserve Obligations

Current Capital Reserve Obligations

Washington/Western BRT Project	\$12,836,275	\$10,663,116
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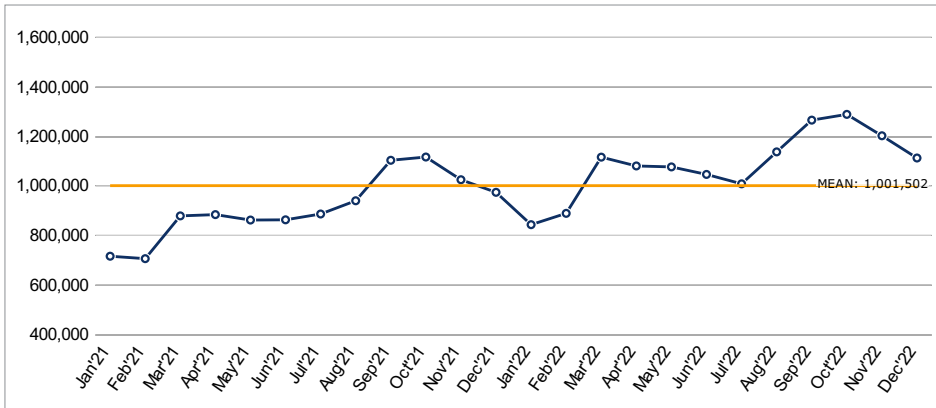
Current Vehicle Replacement Reserve Obligations

Commuter buses (2)	\$938,089	\$115,000
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All Investment Accounts are reviewed quarterly.	
Average annual returns:	
Risk Management	1.57%
Workers' Compensation	1.27%
Operating Fund	4.32%
Vehicle Replacement Fund	0.29%
Capital Project	2.13%

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

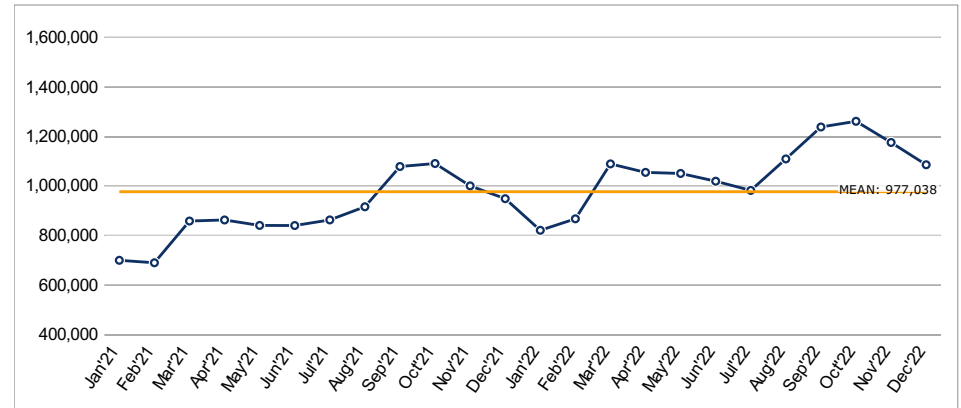
Total Riders



Previous: 974,599

Current: 1,113,142

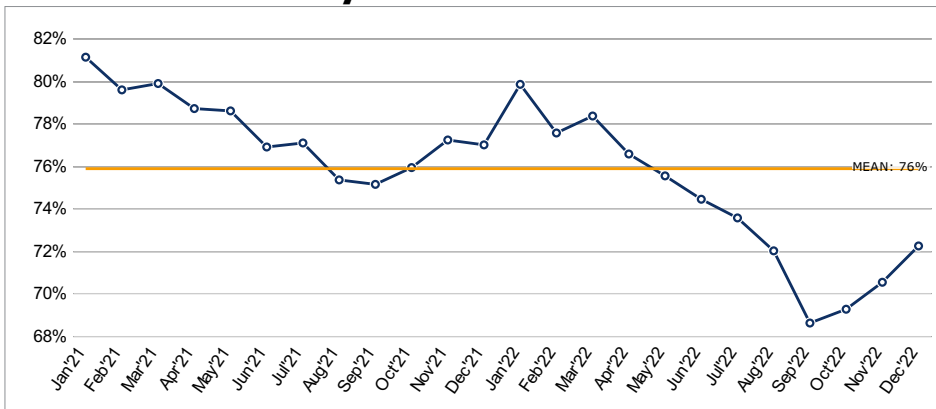
Fixed Riders



Previous: 948,967

Current: 1,085,819

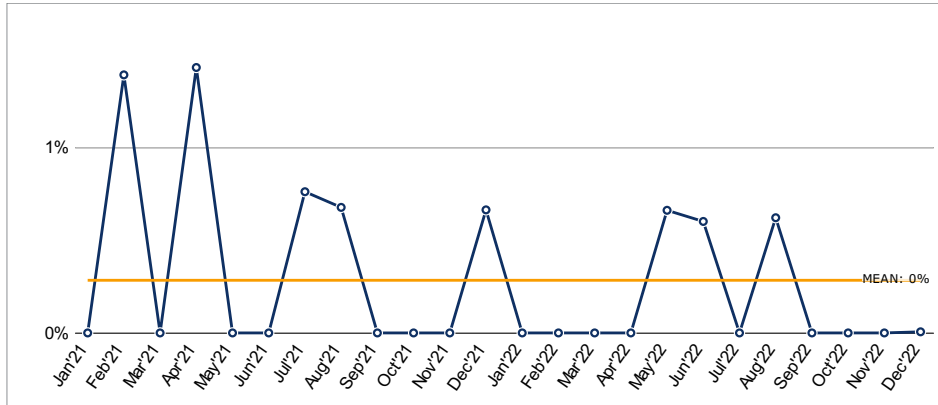
System Wide OTP



Previous: 77.01%

Current: 72.25%

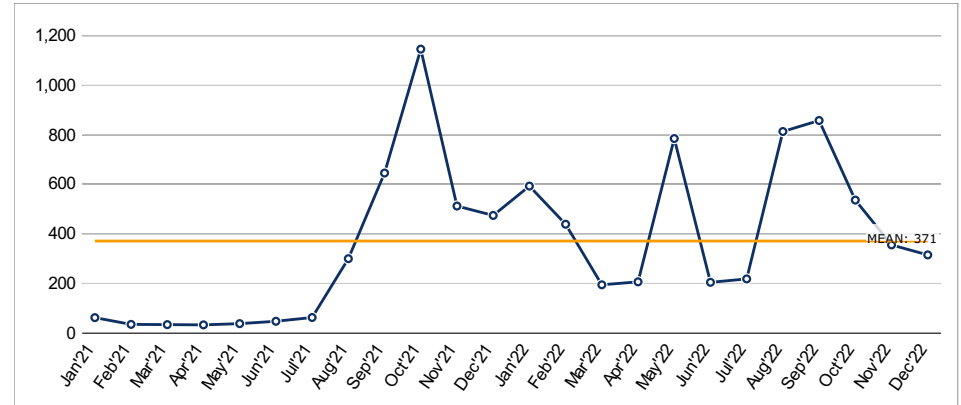
PMI Not On Time



Previous: 0.66%

Current: 0.01%

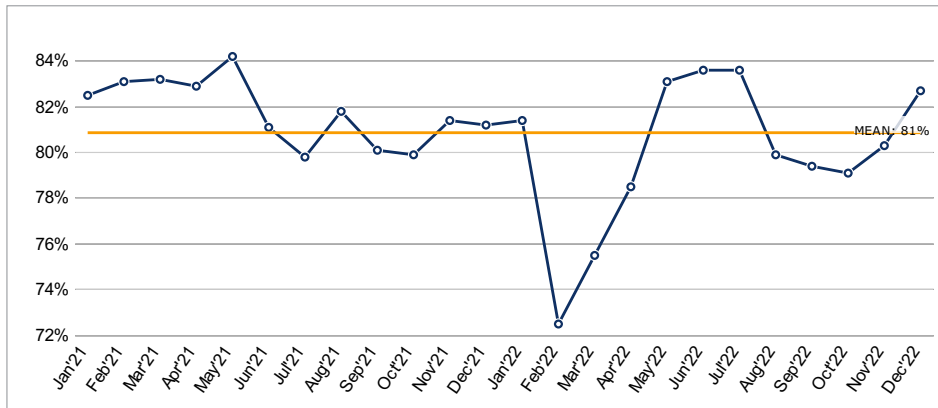
Missed Trips



Previous: 474

Current: 315

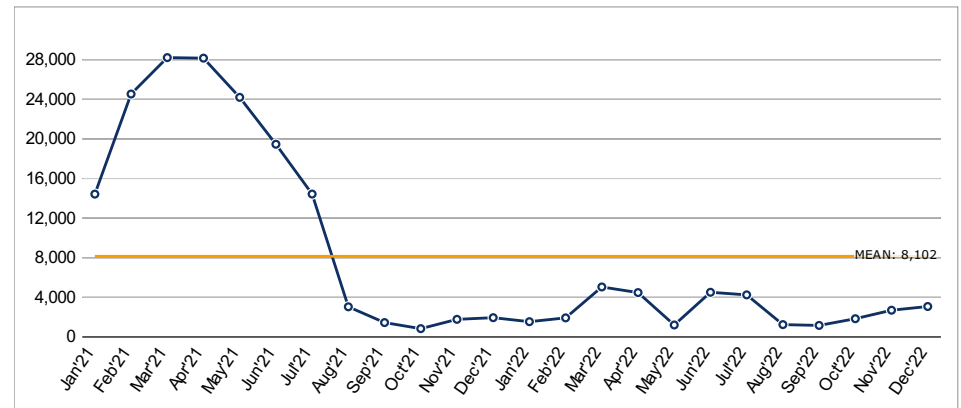
Scheduled Work



Previous: 81.2%

Current: 82.7%

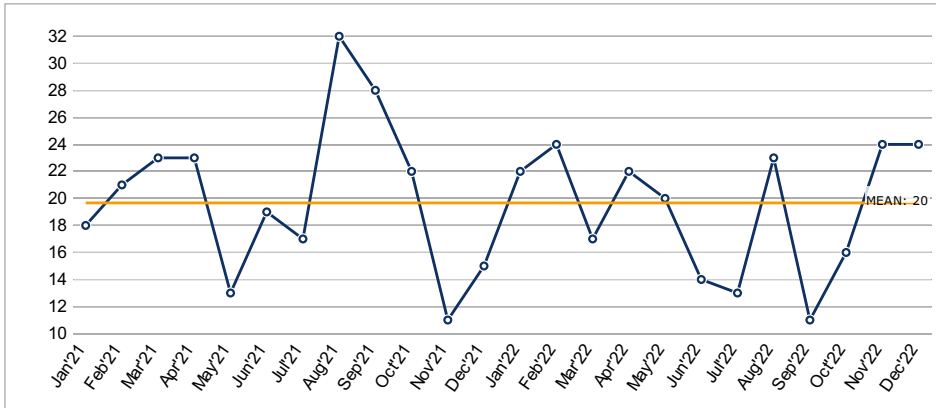
MDBSI



Previous: 1,908

Current: 3,036

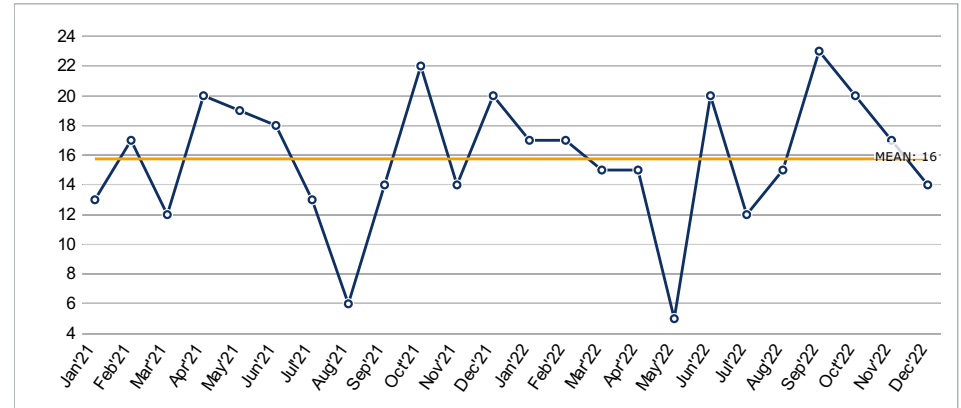
Preventable Accidents



Previous: 15

Current: 24

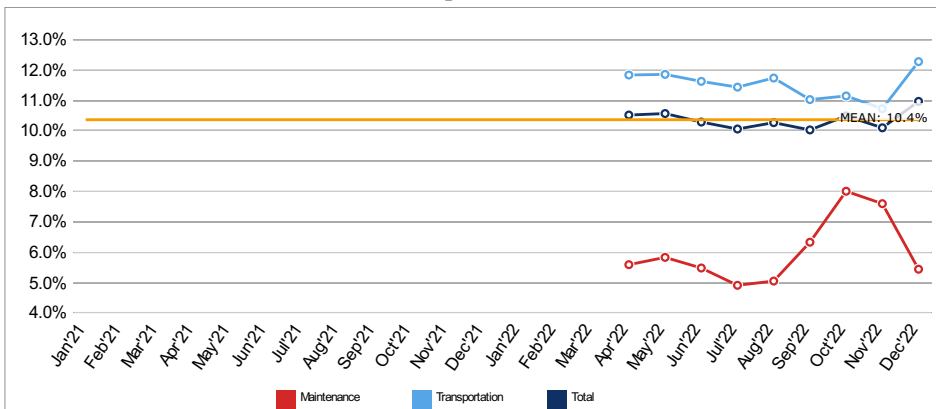
Non-Preventable Accidents



Previous: 20

Current: 14

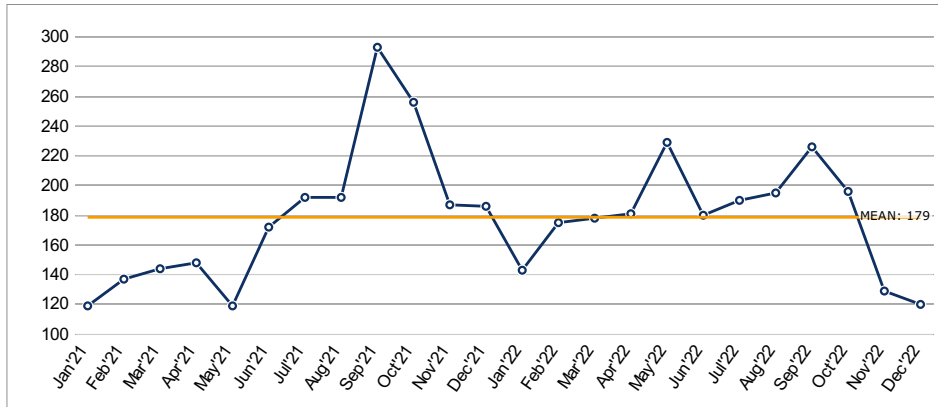
Percent Days Not Worked



Previous:

Current: 11.0%

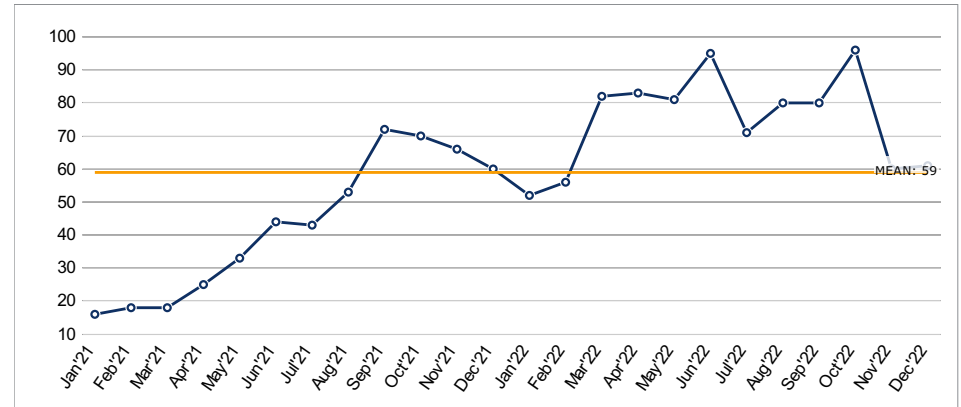
Fixed/Shuttle Complaints



Previous: 186

Current: 120

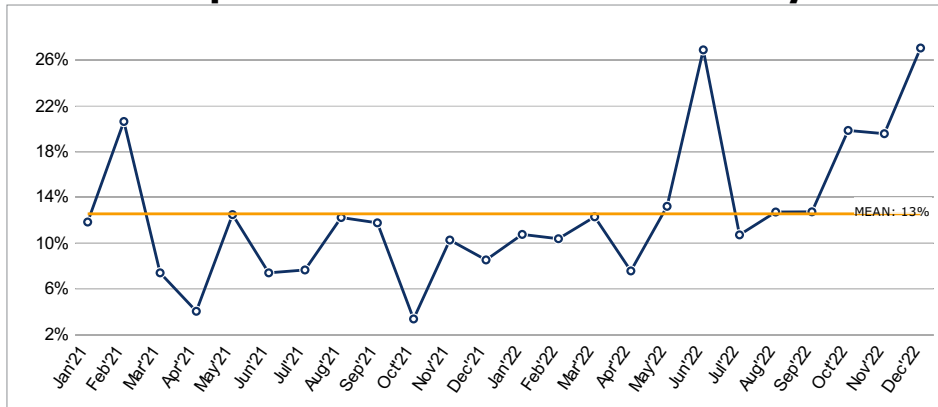
Other Complaints



Previous: 60

Current: 61

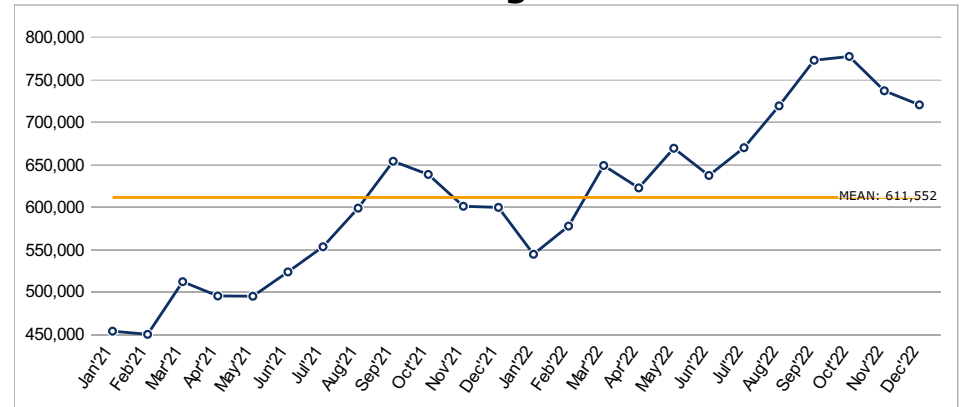
Complaints Not Addressed in Ten Days



Previous: 8.5%

Current: 27.1%

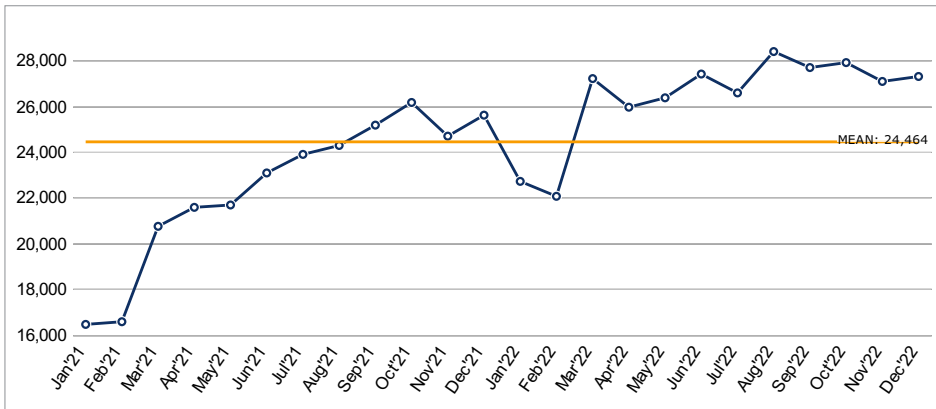
Website Page Views



Previous: 599,837

Current: 720,601

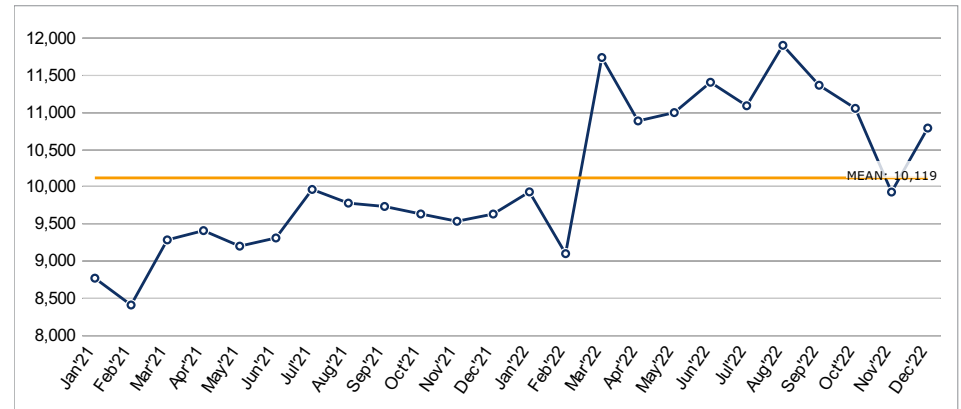
STAR Riders



Previous: 25,632

Current: 27,323

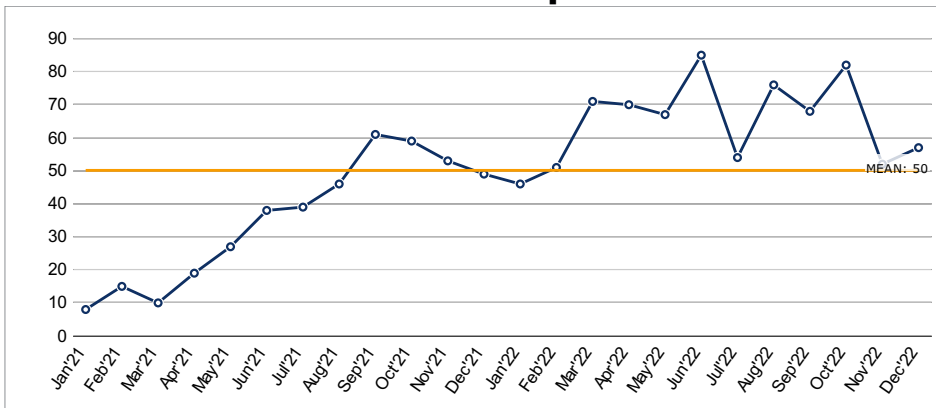
Reservation Calls



Previous: 9,633

Current: 10,790

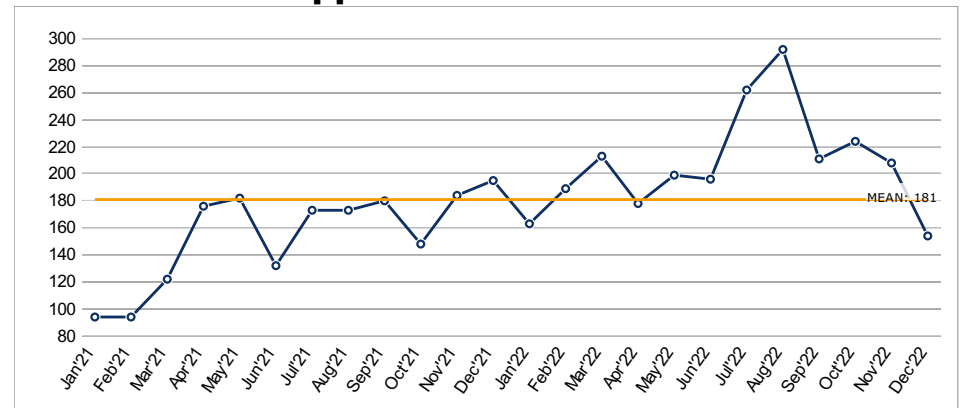
Customer Complaints



Previous: 49

Current: 57

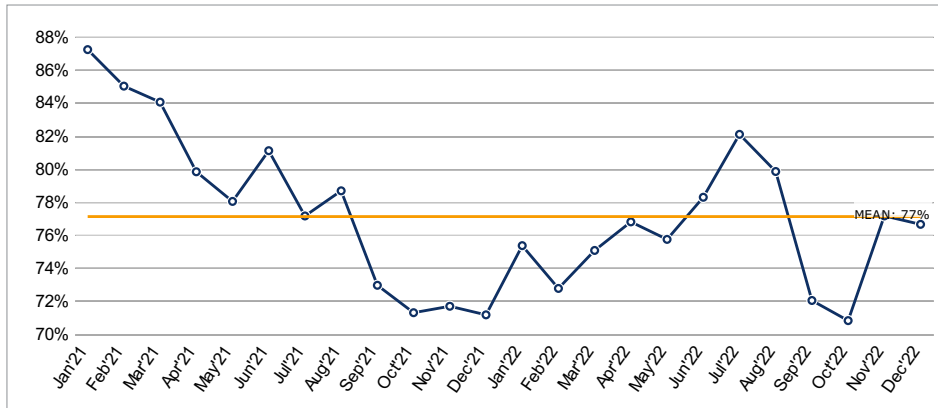
Applications Received



Previous: 195

Current: 154

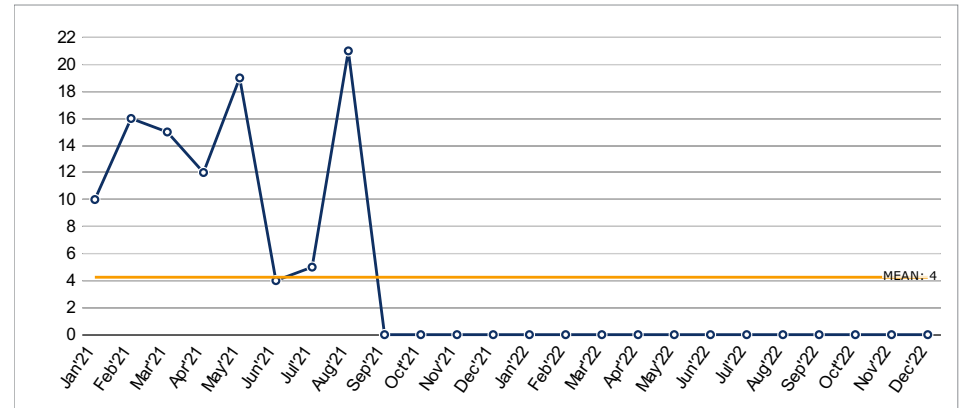
On-Time Performance (0-10 Minutes)



Previous: 71.2%

Current: 76.7%

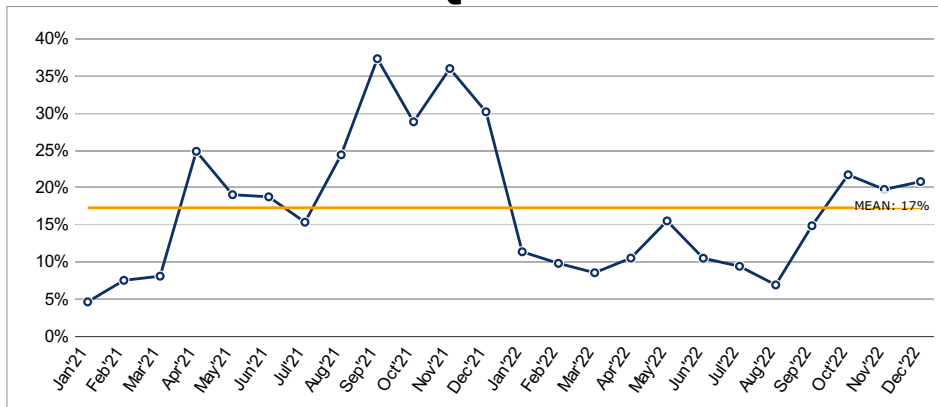
Trip Denials



Previous: 0

Current: 0

Reservation Calls in Queue Over Five Minutes



Previous: 30.2%

Current: 20.8%

Total Riders – Includes fixed route, STAR, NX, cash fare, Navigator, contracts (primarily UA), employees, and special events/trolley.

Fixed Riders – Includes fixed route, NX, cash fare, Navigator, contracts (primarily UA), employees, and special events/trolley.

System Wide OTP % – On-time performance: The percentage of departures that occurred between 5 minutes late and 1 minute early. This is calculated across all time points in all routes in the system except at the last time point of a route, which calculates On-Time as between 5 minutes late and 15 minutes early. Departures more than 30 minutes late or more than 15 minutes early are excluded along with School Trips, Shopping Trips, and NX routes.

PMI – Not on Time – A Preventive Maintenance Inspection (PMI) is a routine (periodic) service and examination of the vehicle to identify potential defects before they fail. This measure is the work orders completed within 500 miles before and 500 miles after the scheduled mileage (6,000), divided by the number of PMI's done for the month.

Missed Trips – Collected by dispatchers and aggregated by administration. This includes missed trips due to mechanical issues and operator availability.

Scheduled Work – Unscheduled work is anything identified during a driver vehicle inspection, or caused by a breakdown. Scheduled work is anything else (primarily as a result of a PMI). This metric is the ratio of scheduled work to unscheduled work.

MDBSI – Mean distance between service interruptions: Total Miles Operated divided by number of service interruptions. A service interruption is defined as Incident, accident, operator running late, traffic delays, tire issues, etc., causing a service interruption (delay) of 5 minutes or more.

Preventable Accidents – An accident is considered preventable if it is due to an operator's failure to drive in a safe and professional manner. Accident categorizations may experience minor fluctuations after the fact for the prior month (after this report is generated).

Non-Preventable Accidents – An accident is considered non-preventable if the operator did everything that is reasonably expected of a defensive driver to avoid the accident. Accident categorizations may experience minor fluctuations after the fact for the prior month (after this report is generated).

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.