



CDTA COMMITTEE AGENDA
Performance Monitoring/Audit Committee
Wednesday, February 15, 2023 | 12:00 pm | 110 Watervliet Ave &
Via Microsoft Teams

Committee Item	Responsibility
Call to Order	Denise Figueroa
Approve Minutes of Wednesday, January 18, 2023	Denise Figueroa
Consent Agenda Items	
• Approve Contract for Transit Development Plan Consulting Services	Stacy Sansky
• Approve Contract for Web Site Support Services	Stacy Sansky
• Approve Contract for Fuel	Stacy Sansky
• Resolution to Accept State Funding	Melissa Shanley
Administrative Discussion Items	
• Monthly Management Report	Mike Collins
• Monthly Non-Financial Report	Chris Desany
Next Meeting: Wednesday, March 22, 2023 at 12 pm via Microsoft Teams & 110 Watervliet Ave	
Adjourn	Denise Figueroa

Capital District Transportation Authority

Performance Monitoring/Audit Committee

Meeting Minutes – January 18, 2023 at 12:03 PM; 110 Watervliet Avenue, Albany

In Attendance: Denise Figueroa, Daniel Lynch, Jayme Lahut, Joe Spairana, David Stackrow, Peter Wohl, Carm Basile, Amanda Avery, Lance Zarcone, Mike Collins, Chris Desany, Jaime Kazlo, Trish Cooper, Stacy Sansky, Thomas Guggisberg, Jack Grogan, Sarah Matrose, Jon Scherzer, Nick Chenard, Gary Guy Vanessa Fox

Meeting Purpose

Regular monthly meeting of the Performance Monitoring/Audit Committee. Denise Figueroa noted that a quorum was present. Minutes from the December 14, 2022 meeting were reviewed and approved.

Consent Agenda Items

Approve Contract for Engine Oil Purchase

- Our contract for engine oil is about to expire; we issued an Invitation for Bids. Two bids were received, and staff recommends a contract to the low bidder, Brenntag Lubricants Northeast. They are the incumbent, and we are satisfied with their products and service.
- A one-year contract with one optional renewal year to Brenntag Lubricants Northeast of Manchester, NH for an amount not to exceed \$453,120 will be recommended to the board for approval.

Approve Surplus Sales

- Each year we dispose of equipment, vehicles and parts that are beyond their useful life. Items are auctioned on eBay, sold for scrap metal, or recycled. Through these sales, \$37,301 was returned to the operating budget.
- Approving the report on disposition of surplus items will be recommended to the board for approval.

Audit Committee

- Sarah Matrose gave the quarterly internal audit report. The Annual Independence and Objectivity Statement and the Internal Audit Charter were reviewed, and a written summary was provided.

Administrative Discussion Items

- Stacy Sansky provided the annual review of the Procurement Report; The report reviews the procurement process for change orders, sole source contracts and our Minority/Women Business Enterprise program.
- Amanda Avery provided a quarterly review on the Risk Management and Workers' Compensation Self-Insurance Accounts. The Committee determined that both accounts are adequate at this time.
- Mike Collins gave the Monthly Management Report. MRT continues to outperform budget projections. Customer fare revenue is 24% over budget and we received a \$150,000 check for exceeding our advertising goals. Wages were over budget this month, but for the year wages remain almost 4% under budget. 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 18% for the year; STAR ridership is up 7% for the month and 13% for the year; Fixed route on-time performance was 73%; STAR on-time performance was 77%. Missed trips have trended down the past few months but continue to be high due to headcount issues. There were 24 preventable accidents, and 14 non-preventable accidents.
The absenteeism report shows that 11% of workdays are not worked.

Next Meeting

Wednesday, February 15, 2023 at 12:00 pm via Microsoft Teams and at 110 Watervliet Ave.

Capital District Transportation Authority

Agenda Action Sheet

Subject: Consulting Services for Transit Development Plan

Committee: Performance Monitoring/Audit

Meeting Date: February 15, 2023

Objective of Purchase or Service:

To provide consulting services to guide the preparation of our Transit Development Plan (TDP), evaluate restructuring our route network, and explore further expansion of our system.

Summary of Staff Proposal:

The TDP is a service planning tool that is used for intelligent decision making that defines (industry-based) guidelines for categorizing and quantifying service levels. It also serves as our “strategic plan” for planning by guiding us on how to adjust existing service, and where to put new service.

The current TDP is several years old and is due to be redeveloped. We will address changes in travel patterns, regional development, and our organizational priorities. The TDP will also act as a “tactical plan” to increase transit ridership through improved service, fleet management, facilities planning, infrastructure, technology, and customer engagement.

We will also look at restructuring our services (including non-traditional modes) to adapt our system to changes in ridership demands after the COVID-19 pandemic. A framework will also be established for the expansion of the system to other counties.

A Request for Proposals was released in November outlining the scope of work. Staff reviewed proposals based upon firm experience, qualifications of assigned personnel, response to the scope, and D/MWBE participation. Five firms submitted proposals and three were interviewed. We recommend awarding a contract to Foursquare Integrated Transportation Planning, Inc. Foursquare and their subconsultants were the most qualified team based on staff experience on similar projects. Foursquare is a national firm with relevant work in 30 states, has completed 40 transit development plans, and is DBE/WBE certified. Portions of the project team are involved with the bus lane and priority corridor expansion studies, and we are very happy with their work.

Financial Summary/Cost:

Project cost is \$1,245,606 (including contingency) for a three-year contract with two one-year extensions. The first year is financed by the Route Planning Restoration Program. This program provides funds under the American Rescue Plan Act of 2021 for public transportation planning associated with the restoration of transit service reduced due to the COVID-19 pandemic. The second year will be financed with our capital plan.

Proposed Action:

I recommend awarding a three-year contract, with two one-year extensions for planning consulting services to Foursquare ITP of Washington, DC for a value not to exceed \$1,245,606.

Manager:

Ross Farrell, Director of Planning

Notes:

Cumulative scorecard attached.

**CAPITAL DISTRICT TRANSPORTATION AUTHORITY
Staff Contract Award Certification**

1. TYPE OF CONTRACT (check one):

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

2. TERMS OF PERFORMANCE (check one):

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

3. CONTRACT VALUE:

\$1,245,606 (Not to Exceed)

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 # 42 or Advertised
Number of Proposals/Bids Received # 5

Attach Summary of Bids/Proposals

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

Are there known D/MWBEs that provide this good or service? Yes No
Number of D/MWBEs bidding/proposing 2
D/MWBE Certification on file? Yes No Not Applicable
Was contract awarded to a D/MWBE? Yes No
Number of D/MWBE Subcontractors 1 (D/WBE)

8. LEGAL NAME and ADDRESS OF CONTRACTOR/VENDOR: Foursquare ITP
1225 Eye Street, Suite 1125
Washington, DC 20005

8. SOURCE OF FUNDS: Route Planning Restoration Program of the American Rescue Plan

9. COMPLIANCE WITH STATE AND FEDERAL RULES:

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

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

Stacy Sansky, Director of Procurement DATED: February 15, 2023

Cummulative Score Sheet

	WSP-Troy, NY	FHI Studio-Hartford, CT	Nelson/Nygaard-New York, NY	TMD-Carlsbad, CA	Jarret Walker-Arlington, VA
Relevant experience and the succesful completion of similar projects (in terms of scope and product) acomplished by the personnel assigned to the project. Extensive experience with feasibility studies for new BRT projects is required. (210Points)	92	189	173	139	126
Qualified personnel assigned to the project. The experience f the Project Manager will be heavily weighed, as will the number of hours by key personnel (175 Points)	88	164	140	105	103
Amount of work indicated to be accomplished within the budgeted amount for the study (140 Points)	79	124	123	120	102
Responsiveness to the RFP and understanding of the scope of products. (140 Points)	69	130	120	103	83
MWBE / DBE/SDVOB Participation (35 Points)	14	31.5	0	35	17.5
TOTAL	342	638.5	556	502	431.5

Capital District Transportation Authority Agenda Action Sheet

Subject: Contract for Web Site Support Services
Committee: Performance Monitoring/Audit
Meeting Date: February 15, 2023

Objective of Purchase or Service:

To provide support services to enhance, maintain and support CDTA's web site.

Summary of Staff Proposal:

In 2014, we redesigned the CDTA.org website. CDTA managed the project, set the direction for the design, and provided the technical expertise to connect pages to our back-end systems (e.g., trip planning, real time arrival information, alerts, etc.)

The actual development of the web pages was competitively procured and completed by Navisite LLC of Andover, MA. Upon system acceptance, CDTA entered a contract with Navisite for support and maintenance. The scope included moderate changes to the design, developing minor enhancements, testing, maintenance, backups, content management administration, accessibility compliance, and bug fixes.

The existing contract is expiring, and we need to put in place a new agreement that includes the current support we receive, and accommodations for smaller "project-based" new development work. Reasons to support this sole source recommendation include:

- Navisite is familiar with the many nuances of our architecture and its relationship to our requirements and therefore has full knowledge of CDTA needs.
- Utilizing this vendor will result in a zero net increase in vendors at CDTA.
- Utilizing this vendor will require no additional third-party integration or customization, which reduces the risk inherent in custom third-party vendor development.
- We have documentation on file noting the pricing is fair and reasonable. Because we reallocated some of the resources assigned to the work, it represents a year over year decrease in our blended hourly rate.

Financial Summary/Cost:

The cost of services is based on a twelve-month term with a minimum yearly fee of \$103,680 for up to three years. Years four and five have a 5% escalator, for five-year value is \$534,211. Any hours over the minimum amount must be explicitly approved by CDTA staff. We are recommending an additional \$100,000 allocation for custom work not covered under the base support contract. This will be funded from our operating and capital budgets.

Proposed Action:

I am recommending that a one-year sole-source contract with four one-year renewals for maintenance, support, and development work be awarded to Navisite LLC of Andover, MA for an amount not to not exceed \$634,211.

Managed By:

Christopher Desany, Vice President of Planning and Infrastructure

**CAPITAL DISTRICT TRANSPORTATION AUTHORITY
Staff Contract Award Certification**

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

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

2. **TERMS OF PERFORMANCE (check one):**

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

3. **CONTRACT VALUE:**

\$634,211 (NTE) 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 # 1 or Advertised
Number of Proposals/Bids Received # 1

Attach Summary of Bids/Proposals

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

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

8. **LEGAL NAME and ADDRESS OF CONTRACTOR/VENDOR:** Navisite, LLC
400 Minuteman Road
Andover, MA 01810

8. **SOURCE OF FUNDS:** Operating and Capital 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: February 3, 2023

Capital District Transportation Authority

Agenda Action Sheet

Subject: Contract for Diesel Fuel to Mirabito Energy Products
Committee: Performance Monitoring/Audit
Meeting Date: February 15, 2023

Objective of Purchase or Service:

To provide Ultra-Low Sulfur Diesel (ULSD) fuel for the fixed route fleet.

Summary of Staff Proposal:

The board gives staff authority to purchase fuel from our supplier without the traditional competitive bid process. A competitive bid process can take up to six weeks before the price is known. During this time, market pricing can change significantly, especially for a commodity like fuel.

To improve our ability to get better pricing, we receive daily pricing from our vendor (Mirabito) to monitor fuel markets and world news and events. When we identify a competitive price, we make the purchase on the day when pricing meets our goals.

Our goals are normally to secure a 12-month fuel supply, to ensure budget predictability and to pay a lower price (if possible) than our current price. Because of events over the past year, we are not in a position to purchase fuel at a lower cost. The best price we have seen in months is \$3.05 per gallon. Our current price per gallon is \$1.76 (our first budget draft used a price of \$3.50).

On Friday, February 3, 2023 we entered into an agreement with Mirabito at \$3.05 per gallon for the period from June 2023 through December 2023 (we also buy a winter blend additive for an additional .58 cents per gallon).

Financial Summary/Cost:

The seven-month contract price from June 2023 through December 2023 for 1.2 million gallons of diesel fuel is \$3.9 million and it is funded in the operating budget.

Proposed Action:

I recommend awarding a seven-month diesel fuel contract, starting on or about June 1, 2023 to Mirabito Energy Products of Binghamton, NY for \$3,903,540.

Manager:

Mike Collins, VP of Finance and Administration

**CAPITAL DISTRICT TRANSPORTATION AUTHORITY
Staff Contract Award Certification**

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

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

2. **TERMS OF PERFORMANCE (check one):**

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

3. **CONTRACT VALUE:**

\$3,903,540 (Minimum Value) 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 # 1 or **Advertised**
 Number of Proposals/Bids Received # 1

Attach Summary of Bids/Proposals

7. **Disadvantaged Business Enterprise (DBE) involvement**

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

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

49 Court Street
Binghamton, NY 13902

8. **SOURCE OF FUNDS:** FY24 Operating Budget

9. **COMPLIANCE WITH STATE AND FEDERAL RULES:**

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

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

Stacy Sansky, Director of Procurement DATED: February 15, 2023

Capital District Transportation Authority Agenda Action Sheet

Subject: Resolution to Accept State Funding
Committee: Performance Monitoring/Audit
Meeting Date: February 15, 2023

Objective of Purchase or Service:

New York State Department of Transportation (NYSDOT) requires a CDTA Board resolution to reimburse for capital expenses. The resolution allows us to execute an agreement with NYSDOT to accept \$9,576,883.

Summary of Staff Proposal:

NYSDOT provides a capital program through the Accelerated Transit Capital Program (ATC) and the Transportation Modernization and Enhancement Program (MEP). CDTA was awarded \$5,184,162 in MEP funds and \$4,002,721 in ATC funds. Both MEP and ATC funds support the purchase of 40-foot buses; ATC funds are also used as local match for articulated buses in the Washington-Western BRT Small Starts program. The State provides 100% of this funding.

We also receive annual Federal Transit Administration (FTA) funds through Section 5307 and Section 5339 programs. The FTA funds 80% of these grants with the remaining 20% split between NYSDOT and CDTA. This year the NYSDOT 10% match for 5307/5339 to support bus purchases is \$390,000.

Financial Summary and Source of Funds:

NYSDOT Contract K007407, Attachment #5 will fund a total of \$9,576,883

- 100% of the \$5,184,162 MEP program
- 100% of the \$4,002,721 ATC program
- 10% of 5339 & 5307 FTA grants for \$390,000

Proposed Action:

I recommend that we provide a Board resolution to NYSDOT to execute an agreement to accept \$9,576,883 in funding.

Manager:

Melissa Shanley, Grants Manager

Monthly Management Report

January 2023

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 logo is set against a dark blue background that has a diagonal gradient and some faint, abstract patterns.

Monthly Management Report - January 2023

Executive Summary

		Current Month			Year to Date		
REVENUE	Actual	Budget	(\$) Variance	(%) Variance	(\$) Variance	(%) Variance	
1	Mortgage Tax	\$ 898,224	\$ 1,045,833	\$ (147,609)	-14.11%	\$ 2,742,976	26.23%
2	Customer Fares	\$ 1,868,903	\$ 1,214,083	\$ 654,820	53.94%	\$ 3,279,241	27.01%
3	RRS & Facilities	\$ 234,037	\$ 159,409	\$ 74,628	46.82%	\$ 712,897	44.72%
EXPENSES	Actual	Budget	(\$) Variance	(%) Variance	(\$) Variance	(%) Variance	
5	Wages	\$ 4,897,756	\$ 4,795,521	\$ 102,235	2.13%	\$ (1,565,061)	-3.26%
6	Workers' Compensation	\$ 199,645	\$ 248,893	\$ (49,248)	-19.79%	\$ (659,177)	-26.16%
7	Purchased Transportation	\$ 911,568	\$ 778,591	\$ 132,977	17.08%	\$ 202,343	2.60%
8	Utilities	\$ 192,693	\$ 119,185	\$ 73,508	61.68%	\$ (8,216)	-0.69%
					YTD Revenue	7.43%	
					YTD Expenses	-4.88%	

Revenue Summary

- 1 MRT was under budget for the first time this year, but we are 26% over budget for the year.
- 2 Customer fare revenue is 50% over budget this month because of UA contracts. YTD revenue is 27% over budget.
- 3 RRS parking and lease revenue continue to improve, with YTD revenue 45% over budget.

Expense Summary

- 5 Wages are 2% over budget this month due to two holidays and an extra weekday, but we are 3.2% under budget for the year.
- 6 Workers' Compensation is 20% under budget for month and 26% under for the year.
- 7 Purchased Transportation is over budget 17% this month due to more outsourcing of trips. YTD, we are 2.6% over budget.
- 8 Utilities were over budget significantly this month because of high energy pricing and a cold January.

Note We are in a satisfactory budget position.

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

		Jan-23	Jan-22
Assets			
	Current Assets:		
	Cash	\$17,299,897	\$13,942,462
	Investments	\$46,780,735	\$24,144,093
	Receivables:		
	Mortgage Tax	\$898,224	\$1,496,259
	Federal Grants	\$0	\$0
	New York State Operating Assistance	\$4,999,982	\$3,937,314
	Trade and Other	\$17,935,362	\$14,543,747
	Advances to Capital District Transportation Committee	\$709,707	\$1,201,498
	Materials, Parts and Supplies	\$5,124,318	\$5,291,848
	Prepaid Expenses	\$1,620,829	\$1,413,305
	Sub-Total Current Assets	\$95,369,054	\$65,970,526
	Noncurrent Assets:		
	Capital Assets, net	\$122,015,341	\$107,819,018
	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	\$237,896,639	\$195,781,682
Liabilities			
	Current Liabilities:		
	Accounts Payable	\$6,928,840	\$8,012,102
	Accrued Expenses	\$5,781,674	\$6,342,094
	Unearned Revenue	\$17,675,737	\$3,402,098
	Line of Credit	\$0	\$0
	Sub-Total Current Liabilities	\$30,386,251	\$17,756,294
	Noncurrent Liabilities:		
	Capital Lease Agreement	\$14,162,821	\$1,507,550
	Estimated Provision for Existing Claims and Settlements	\$10,510,056	\$9,337,875
	Other postemployment benefits	\$83,355,200	\$85,491,074
	Net Pension Liability	\$23,844	\$5,982,206
	Sub-Total Noncurrent Liabilities	\$108,051,921	\$102,318,705
	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	\$178,934,327	\$152,614,914
Net Position			
	Net Investment in Capital Assets	\$108,241,228	\$108,241,228
	Unrestricted	(\$49,278,917)	(\$65,074,460)
	Total for Net Position	\$58,962,311	\$43,166,768
	Total Liabilities and Net Position	\$237,896,639	\$195,781,682

**CAPITAL DISTRICT TRANSPORTATION AUTHORITY
CONSOLIDATED STATEMENT OF OPERATIONS
January-23**

	<u>To Date Actual</u>	<u>Annual Budget</u>	83%
REVENUE:			
AUTHORITY	\$13,729,965	\$12,660,000	108%
TRANSIT	\$87,751,943	\$101,132,918	87%
ACCESS	\$465,922	\$425,000	110%
CDTA FACILITIES	\$2,420,987	\$2,030,299	119%
TOTAL REVENUE	\$104,368,817	\$116,248,217	90%
EXPENSE:			
AUTHORITY	\$15,231,996	\$17,814,081	86%
TRANSIT	\$73,994,199	\$94,709,606	78%
ACCESS	\$1,081,937	\$1,270,072	85%
CDTA FACILITIES	\$1,946,992	\$2,454,458	79%
TOTAL EXPENSE	\$92,255,125	\$116,248,218	79%
Revenue over (under) Expenses	\$12,113,692		
Depreciation	\$11,500,000		
Excess of Revenue over (under) Expenses	\$613,692		
Transfer from Capital Project Fund	\$0		
Transfer to Risk Mngt Fund	\$0		
Transfer from Risk Mngt Fund	\$0		
Transfer from Vehicle Replacement	\$0		
Transfer to Vehicle Replacement	\$0		
Transfer to Capital Projects Fund	\$0		
Transfer from Operating Fund	\$0		
Transfer to Operating Fund	\$0		
Transfer from Worker's Comp Fund	\$0		
Transfer to Worker's Comp Fund	\$0		
*Net Excess of Revenue over (under) Expenses	\$613,692		
*Contribution to required fleet replacement.			

CAPITAL DISTRICT TRANSPORTATION AUTHORITY

January-23

BUDGET VARIANCE REPORT

	CONSOLIDATED								Annual Budget
	This Month				Year to Date				
	Actual	Budget	Variance	% Variance	Actual	Budget	Variance	% Variance	
Operating Revenue									
Mortgage Tax	\$898,224	\$1,045,833	(\$147,609)	-14.11%	\$13,201,309	\$10,458,333	\$2,742,976	26.23%	\$12,550,000
Customer Fares	\$1,868,903	\$1,214,083	\$654,820	53.94%	\$15,420,073	\$12,140,833	\$3,279,241	27.01%	\$14,568,999
Advertising Revenue	\$141,667	\$116,042	\$25,625	22.08%	\$1,526,717	\$1,160,417	\$366,300	31.57%	\$1,392,500
RRS & Facilities	\$234,037	\$159,409	\$74,628	46.82%	\$2,306,987	\$1,594,090	\$712,897	44.72%	\$1,912,908
Interest Income	\$524	\$1,667	(\$1,142)	-68.54%	\$6,599	\$16,667	(\$10,068)	-60.41%	\$20,000
Misc. Income	\$32,873	\$11,542	\$21,332	184.82%	\$218,288	\$115,417	\$102,872	89.13%	\$138,500
Total Operating Revenue	\$3,176,228	\$2,548,576	\$627,653	24.63%	\$32,679,973	\$25,485,756	\$7,194,217	28.23%	\$30,582,907
Operating Assistance									
New York State Aid	\$4,336,383	\$4,336,383	\$0	0.00%	\$43,363,832	\$43,363,833	\$0	0.00%	\$52,036,600
County Aid	\$159,750	\$159,750	\$0	0.00%	\$1,597,500	\$1,597,500	\$0	0.00%	\$1,917,001
Federal Aid	\$2,492,160	\$2,492,160	\$0	0.00%	\$24,921,602	\$24,921,603	\$0	0.00%	\$29,905,923
Operating Grants	\$150,482	\$150,482	\$0	0.00%	\$1,504,822	\$1,504,822	\$0	0.00%	\$1,805,786
Total Operating Assistance	\$7,138,776	\$7,138,776	\$0	0.00%	\$71,387,756	\$71,387,758	\$0	0.00%	\$85,665,310
Total Revenue and Assistance	\$10,315,004	\$9,687,351	\$627,653	6.48%	\$104,067,729	\$96,873,513	\$7,194,217	7.43%	\$116,248,217
Expenses									
Salaries and Wages	\$4,897,756	\$4,795,521	\$102,235	2.13%	\$46,390,151	\$47,955,212	(\$1,565,061)	-3.26%	\$57,546,254
FICA	\$356,250	\$330,229	\$26,021	7.88%	\$3,364,878	\$3,302,292	\$62,586	1.90%	\$3,962,750
Health Benefits	\$971,163	\$1,004,239	(\$33,076)	-3.29%	\$8,744,420	\$10,042,392	(\$1,297,973)	-12.92%	\$12,050,871
Workers Compensation	\$199,645	\$248,893	(\$49,248)	-19.79%	\$1,837,755	\$2,488,932	(\$651,177)	-26.16%	\$2,986,718
Other Benefits	\$362,148	\$405,457	(\$43,309)	-10.68%	\$3,590,740	\$4,054,573	(\$463,833)	-11.44%	\$4,865,487
Professional Services	\$303,798	\$392,479	(\$88,681)	-22.60%	\$3,246,483	\$3,924,788	(\$678,305)	-17.28%	\$4,709,745
Materials & Supplies	\$168,522	\$166,169	\$2,353	1.42%	\$1,681,051	\$1,661,686	\$19,366	1.17%	\$1,994,023
Miscellaneous	\$47,101	\$65,571	(\$18,470)	-28.17%	\$589,988	\$655,711	(\$65,723)	-10.02%	\$786,853
Purchased Transportation	\$911,568	\$778,591	\$132,977	17.08%	\$7,988,254	\$7,785,911	\$202,343	2.60%	\$9,343,094
Maintenance Services	\$278,917	\$280,438	(\$1,522)	-0.54%	\$3,059,502	\$2,804,382	\$255,120	9.10%	\$3,365,258
Liability - Claims	\$58,703	\$31,573	\$27,130	85.93%	\$423,607	\$315,729	\$107,878	34.17%	\$378,875
Utilities	\$192,693	\$119,185	\$73,508	61.68%	\$1,183,634	\$1,191,850	(\$8,216)	-0.69%	\$1,430,220
Fuel	\$398,471	\$487,271	(\$88,800)	-18.22%	\$4,227,390	\$4,872,708	(\$645,317)	-13.24%	\$5,847,249
Parts, Tires, Oil	\$453,575	\$497,398	(\$43,823)	-8.81%	\$4,970,772	\$4,973,979	(\$3,207)	-0.06%	\$5,968,775
General Insurance	\$93,038	\$84,337	\$8,701	10.32%	\$845,256	\$843,372	\$1,884	0.22%	\$1,012,046
Total EXPENSES	\$9,693,348	\$9,687,351	\$5,996	0.06%	\$92,143,880	\$96,873,514	(\$4,729,635)	-4.88%	\$116,248,217
Surplus/Deficit	\$621,656	(\$0)	\$621,656		\$11,923,850	(\$1)	\$11,923,852		(\$0)

CAPITAL DISTRICT TRANSPORTATION AUTHORITY
January-23

BUDGET VARIANCE REPORT

	NON-TRANSIT								Annual Budget
	This Month				Year to Date				
	Actual	Budget	Variance	% Variance	Actual	Budget	Variance	% Variance	
Operating Revenue									
Mortgage Tax	\$898,224	\$1,045,833	(\$147,609)	-14.11%	\$13,201,309	\$10,458,333	\$2,742,976	26.23%	\$12,550,000
Interest Income	\$510	\$1,667	(\$1,156)	-69.38%	\$6,481	\$16,667	(\$10,186)	-61.11%	\$20,000
Interest Inc-Invest/Change in Invest	\$292,561	\$0	\$292,561	0.00%	\$451,342	\$0	\$451,342	0.00%	\$0
Misc. Income - Authority	\$7,083	\$7,500	(\$417)	-5.56%	\$70,833	\$75,000	(\$4,167)	-5.56%	\$90,000
Operating Fund	\$0	\$0	\$0	0.00%	\$0	\$0	\$0	0.00%	\$0
Total Operating Revenue	\$1,198,378	\$1,055,000	\$143,378	13.59%	\$13,729,965	\$10,550,000	\$3,179,965	30.14%	\$12,660,000
Expenses									
Labor - Authority	\$673,664	\$608,991	\$64,674	10.62%	\$6,753,750	\$6,089,908	\$663,841	10.90%	\$7,307,890
Fringe - Authority	\$417,334	\$390,026	\$27,308	7.00%	\$4,016,886	\$3,900,263	\$116,624	2.99%	\$4,680,315
Materials & Supplies - Authority	\$10,122	\$15,820	(\$5,697)	-36.01%	\$98,967	\$158,197	(\$59,230)	-37.44%	\$189,836
Professional Services - Authority	\$177,852	\$242,695	(\$64,844)	-26.72%	\$1,963,861	\$2,426,954	(\$463,093)	-19.08%	\$2,912,345
Other Expenses - Authority	\$182,068	\$226,975	(\$44,907)	-19.78%	\$2,398,533	\$2,269,746	\$128,787	5.67%	\$2,723,695
Total Expenses	\$1,461,041	\$1,484,507	(\$23,466)	-1.58%	\$15,231,996	\$14,845,068	\$386,929	2.61%	\$17,814,081
Surplus/(Deficit)	(\$262,663)	(\$429,507)	\$166,844		(\$1,502,031)	(\$4,295,068)	\$2,793,036		(\$5,154,081)

CAPITAL DISTRICT TRANSPORTATION AUTHORITY
January-23

BUDGET VARIANCE REPORT	TRANSIT								Annual Budget
	This Month				Year to Date				
	Actual	Budget	Variance	% Variance	Actual	Budget	Variance	% Variance	
Operating Revenue									
Passenger Fares-Transit	\$856,063	\$676,583	\$179,480	26.53%	\$9,194,848	\$6,765,833	\$2,429,015	35.90%	\$8,118,999
Contracts - Transit	\$802,083	\$502,083	\$300,000	59.75%	\$5,609,167	\$5,020,833	\$588,333	11.72%	\$6,025,000
Advertising-Transit	\$129,167	\$106,259	\$22,908	21.56%	\$1,401,717	\$1,062,591	\$339,126	31.92%	\$1,275,109
Misc. Income - Transit	\$27,990	\$4,042	\$23,948	592.54%	\$158,455	\$40,417	\$118,038	292.05%	\$48,500
Total Operating Revenue	\$1,815,303	\$1,288,967	\$526,336	40.83%	\$16,364,186	\$12,889,673	\$3,474,513	26.96%	\$15,467,608
Operating Assistance									
State Aid - General	\$4,143,300	\$4,143,300	\$0	0.00%	\$41,432,999	\$41,433,000	\$0	0.00%	\$49,719,600
State Aid - PBT	\$159,750	\$159,750	\$0	0.00%	\$1,597,500	\$1,597,500	\$0	0.00%	\$1,917,000
State Aid - Northway Commuter S.	\$33,333	\$33,333	\$0	0.00%	\$333,333	\$333,333	\$0	0.00%	\$400,000
County Aid	\$159,750	\$159,750	\$0	0.00%	\$1,597,500	\$1,597,501	\$0	0.00%	\$1,917,001
Federal Aid - Transit	\$2,492,160	\$2,492,160	\$0	0.00%	\$24,921,602	\$24,921,603	\$0	0.00%	\$29,905,923
Other Grants - Federal	\$150,482	\$150,482	\$0	0.00%	\$1,504,822	\$1,504,822	\$0	0.00%	\$1,805,786
Total Operating Assistance	\$7,138,776	\$7,138,776	\$0	0.00%	\$71,387,756	\$71,387,758	\$0	0.00%	\$85,665,310
Total Revenue and Assistance	\$8,954,079	\$8,427,743	\$526,336	6.25%	\$87,751,943	\$84,277,431	\$3,474,513	4.12%	\$101,132,918
Expenses									
Labor - Maintenance	\$892,501	\$828,921	\$63,580	7.67%	\$8,097,876	\$8,289,213	(\$191,337)	-2.31%	\$9,947,056
Labor - Transportation	\$2,968,684	\$3,031,143	(\$62,459)	-2.06%	\$28,400,284	\$30,311,433	(\$1,911,150)	-6.31%	\$36,373,720
Labor - STAR	\$295,159	\$253,345	\$41,814	16.50%	\$2,370,828	\$2,533,445	(\$162,617)	-6.42%	\$3,040,134
Fringe	\$1,458,199	\$1,585,752	(\$127,553)	-8.04%	\$13,450,080	\$15,857,522	(\$2,407,442)	-15.18%	\$19,029,026
Materials & Supplies	\$981,340	\$1,115,468	(\$134,128)	-12.02%	\$10,749,200	\$11,154,683	(\$405,483)	-3.64%	\$13,385,619
Professional Services	\$126,928	\$140,064	(\$13,136)	-9.38%	\$1,436,176	\$1,400,635	\$35,541	2.54%	\$1,680,762
Other Expenses	\$5,168	\$4,379	\$789	18.01%	\$41,028	\$43,792	(\$2,764)	-6.31%	\$52,550
Purchased Transportation - STAR	\$666,130	\$515,636	\$150,495	29.19%	\$6,308,958	\$5,156,358	\$1,152,600	22.35%	\$6,187,630
Liability - Claims	\$58,703	\$31,573	\$27,130	85.93%	\$423,607	\$315,729	\$107,878	34.17%	\$378,875
Liability - Insurance	\$80,703	\$81,596	(\$893)	-1.09%	\$591,171	\$815,955	(\$224,784)	-27.55%	\$979,146
Utilities - Transit	\$136,086	\$71,560	\$64,526	90.17%	\$726,444	\$715,602	\$10,843	1.52%	\$858,722
Mat & Supplies - NX	\$0	\$5,833	(\$5,833)	-100.00%	\$13,739	\$58,333	(\$44,594)	-76.45%	\$70,000
Purchased Transportation - NX	\$148,662	\$129,053	\$19,609	15.19%	\$1,060,565	\$1,290,526	(\$229,961)	-17.82%	\$1,548,631
Purchased Transportation - Montgomery	\$59,087	\$98,145	(\$39,058)	-39.80%	\$324,244	\$981,446	(\$657,202)	-66.96%	\$1,177,735
Total Expenses	\$7,877,350	\$7,892,467	(\$15,118)	-0.19%	\$73,994,199	\$78,924,672	(\$4,930,473)	-6.25%	\$94,709,606
Surplus/(Deficit)	\$1,076,729	\$535,276	\$541,453		\$13,757,744	\$5,352,760	\$8,404,986		\$6,423,312

CAPITAL DISTRICT TRANSPORTATION AUTHORITY
January-23

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	\$60,501	\$35,417	\$25,085	70.83%	\$465,804	\$354,167	\$111,637	31.52%	\$425,000
Interest Income	\$14	\$0	\$14	0.00%	\$118	\$0	\$118	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	\$60,516	\$35,417	\$25,099	70.87%	\$465,922	\$354,167	\$111,755	31.55%	\$425,000
Total Revenue and Assistance	\$60,516	\$35,417	\$25,099	70.87%	\$465,922	\$354,167	\$111,755	31.55%	\$425,000
Expenses									
Labor - Access	\$52,597	\$56,810	(\$4,213)	-7.42%	\$612,890	\$568,103	\$44,787	7.88%	\$681,724
Fringe Benefits - Access	\$14,590	\$11,423	\$3,167	27.72%	\$155,918	\$114,233	\$41,686	36.49%	\$137,079
Purchased Transportation	\$37,688	\$33,333	\$4,355	13.06%	\$294,487	\$333,333	(\$38,847)	-11.65%	\$400,000
Rent and Utilities - Access	\$1,643	\$1,643	\$0	0.00%	\$16,642	\$16,434	\$208	1.26%	\$19,721
Other Expenses - Access	\$0	\$2,629	(\$2,629)	-100.00%	\$2,000	\$26,290	(\$24,290)	-92.39%	\$31,548
Total Expenses	\$106,519	\$105,839	\$679	0.64%	\$1,081,937	\$1,058,393	\$23,544	2.22%	\$1,270,072
Surplus/(Deficit)	(\$46,003)	(\$70,423)	\$24,420		(\$616,015)	(\$704,227)	\$88,211		(\$845,072)

CAPITAL DISTRICT TRANSPORTATION AUTHORITY
January-23

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	\$66,904	\$40,480	\$26,424	65.28%	\$726,922	\$404,798	\$322,124	79.58%	\$485,758
RRS Parking Revenue	\$152,592	\$106,929	\$45,663	42.70%	\$1,457,270	\$1,069,292	\$387,978	36.28%	\$1,283,150
RRS Advertising	\$12,500	\$9,783	\$2,717	27.78%	\$125,000	\$97,826	\$27,174	27.78%	\$117,391
SSTS	\$2,729	\$2,467	\$263	10.65%	\$34,270	\$24,667	\$9,603	38.93%	\$29,600
Greyhound	\$67	\$2,500	(\$2,433)	-97.30%	\$1,506	\$25,000	(\$23,494)	-93.98%	\$30,000
85 Watervliet Avenue	\$5,801	\$6,667	(\$866)	-12.99%	\$58,007	\$66,667	(\$8,659)	-12.99%	\$80,000
Interest Income	\$3,744	\$367	\$3,377	920.99%	\$18,012	\$3,667	\$14,345	391.24%	\$4,400
Total Operating Revenue	\$244,337	\$169,192	\$75,145	44.41%	\$2,420,987	\$1,691,916	\$729,071	43.09%	\$2,030,299
Expenses									
Labor	\$15,150	\$16,311	(\$1,160)	-7.11%	\$154,146	\$163,108	(\$8,963)	-5.49%	\$195,730
Fringe-Benefits	\$2,644	\$1,617	\$1,027	63.49%	\$26,153	\$16,171	\$9,982	61.73%	\$19,405
Professional Services	\$6,032	\$10,417	(\$4,385)	-42.09%	\$92,148	\$104,167	(\$12,019)	-11.54%	\$125,000
Insurance	\$8,885	\$2,417	\$6,468	267.65%	\$76,723	\$24,167	\$52,556	217.47%	\$29,000
Security	\$12,035	\$33,617	(\$21,581)	-64.20%	\$148,740	\$336,167	(\$187,427)	-55.75%	\$403,400
Facilities Upkeep	\$27,704	\$24,833	\$2,871	11.56%	\$162,538	\$248,333	(\$85,795)	-34.55%	\$298,000
Facilities Repairs	\$13,928	\$8,474	\$5,454	64.37%	\$152,519	\$84,736	\$67,783	79.99%	\$101,683
Utilities	\$47,643	\$41,117	\$6,527	15.87%	\$394,866	\$411,165	(\$16,299)	-3.96%	\$493,398
Materials & Supplies	\$2,527	\$1,333	\$1,193	89.50%	\$7,284	\$13,333	(\$6,049)	-45.37%	\$16,000
Parking Garage	\$55,121	\$40,833	\$14,288	34.99%	\$467,262	\$408,333	\$58,929	14.43%	\$490,000
Greyhound	\$0	\$667	(\$667)	-100.00%	\$378	\$6,667	(\$6,288)	-94.33%	\$8,000
85 Watervliet Avenue	\$29,561	\$9,395	\$20,165	214.64%	\$135,090	\$93,952	\$41,138	43.79%	\$112,742
SSTS	\$30,768	\$13,508	\$17,260	127.77%	\$129,146	\$135,083	(\$5,937)	-4.40%	\$162,100
Total Expenses	\$251,999	\$204,538	\$47,461	23.20%	\$1,946,992	\$2,045,382	(\$98,390)	-4.81%	\$2,454,458
Surplus/(Deficit)	(\$7,662)	(\$35,347)	\$27,684		\$473,995	(\$353,466)	\$827,460		(\$424,159)

CAPITAL DISTRICT TRANSPORTATION AUTHORITY MONTHLY MANAGEMENT REPORT

AGING OF ACCOUNTS RECEIVABLE

Jan-23		
	Amount	% of Total
Current	\$11,056,267	64.32%
31 - 60	\$528,293	3.07%
61 - 90	\$667,435	3.88%
91 - 120	\$1,558,747	9.07%
Over 120	\$3,379,059	19.66%
Total Accounts Receivable	\$17,189,801	100.00%

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%

AGING OF ACCOUNTS PAYABLE

Jan-23		
	Amount	% of Total
Current	\$5,274,776	82.60%
31 - 60	\$979,208	15.33%
61 - 90	\$17,127	0.27%
90 & Over	\$115,106	1.80%
Total Accounts Payable	\$6,386,217	100.00%

Jan-23 Receivables over 120 days: \$3,379,059

Breakdown of outstanding receivables over 120 days.	
\$1,805,848	FEDERAL TRANSIT ADMIN
\$1,355,818	NYS DEPT. OF TRANSPORTATION
\$73,191	UNIVERSITY AT ALBANY
\$87,500	CITY OF ALBANY
\$33,468	NEW YORK POWER AUTHORITY
\$23,235	OTHER
<u>\$3,379,060</u>	

ADDITIONAL INFORMATION

MORTGAGE RECORDING TAX					Fiscal Year to Date			
	Jan-23	Jan-22	Difference	%	2023	2022	Difference	%
Albany	\$385,355	\$510,938	(\$125,583)	-24.58%	\$4,956,243	\$4,913,593	\$42,650	0.87%
Rensselaer	\$150,216	\$252,100	(\$101,884)	-40.41%	\$1,851,599	\$2,385,343	(\$533,744)	-22.38%
Saratoga	\$362,653	\$526,160	(\$163,507)	-31.08%	\$4,870,863	\$5,151,407	(\$280,544)	-5.45%
Schenectady	\$0	\$229,186	(\$229,186)	-100.00%	\$1,522,603	\$2,345,153	(\$822,550)	-35.07%
Total	\$898,224	\$1,518,384	(\$620,160)	-40.84%	\$13,201,308	\$14,795,496	(\$1,594,188)	-10.77%

Current Month Year To Date

FY 2023	\$898,224	\$13,201,308
FY 2022	\$1,518,384	\$14,795,496

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
January 31, 2023**

RESTRICTED INVESTMENTS

	<u>Fund Balances</u>	<u>Current Obligations</u>
Risk Management Account (Self-Insured)	\$3,275,574	\$2,298,811
Workers' Comp. Account (Self-Insured)	\$9,441,902	\$8,211,245
Operating Account	\$20,237,769	

Current Operating Reserve Obligations

Current Capital Reserve Obligations

Washington/Western BRT Project	\$12,884,677	\$10,663,116
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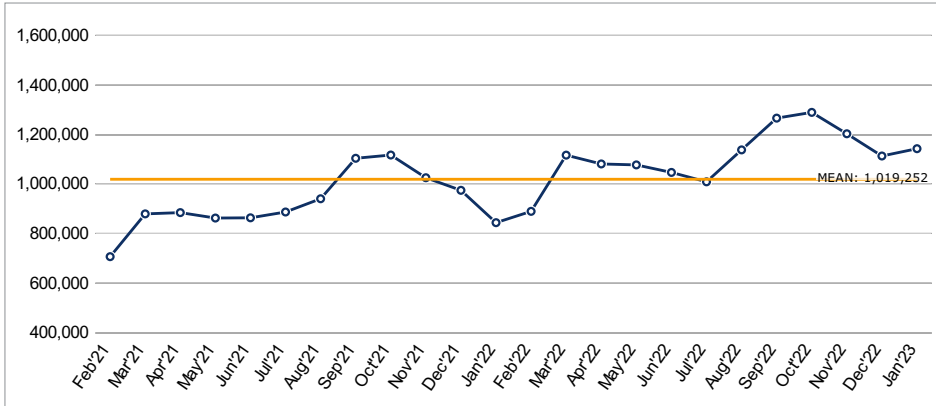
Current Vehicle Replacement Reserve Obligations

Commuter buses (2)	\$940,812	\$115,000
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All Investment Accounts are reviewed quarterly.	
Average annual returns:	
Risk Management	2.24%
Workers' Compensation	1.63%
Operating Fund	4.32%
Vehicle Replacement Fund	2.53%
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.

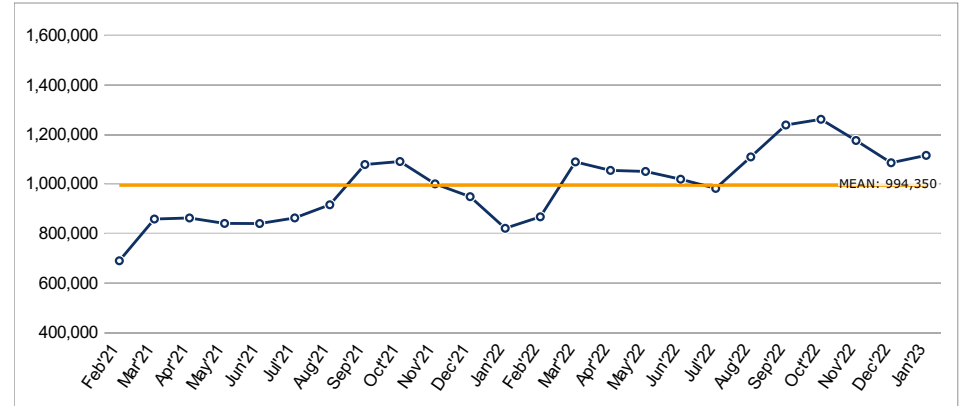
📍 Total Riders



Previous: 844,008

Current: 1,142,666

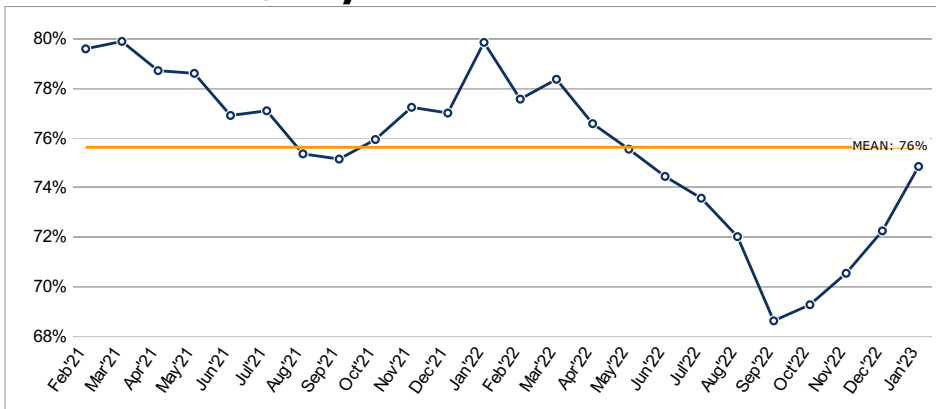
📍 Fixed Riders



Previous: 821,272

Current: 1,115,670

📍 System Wide OTP



Previous: 79.9%

Current: 74.9%

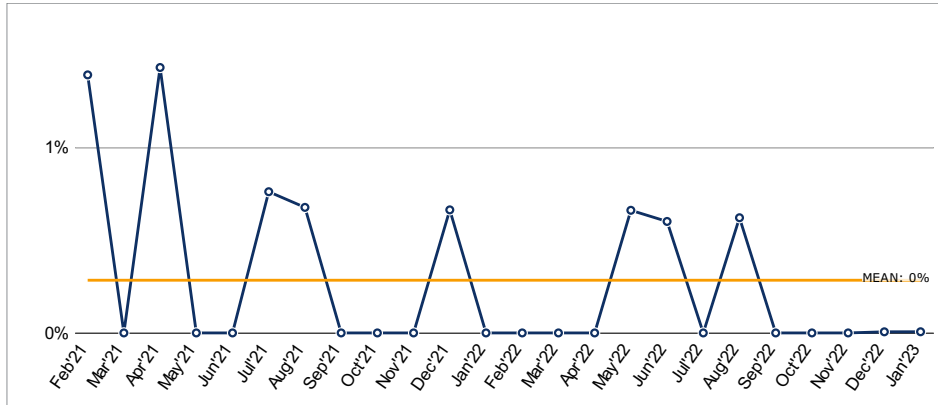
Monthly Performance Report

Period: Jan'23

Meeting: Feb'23

Reliability

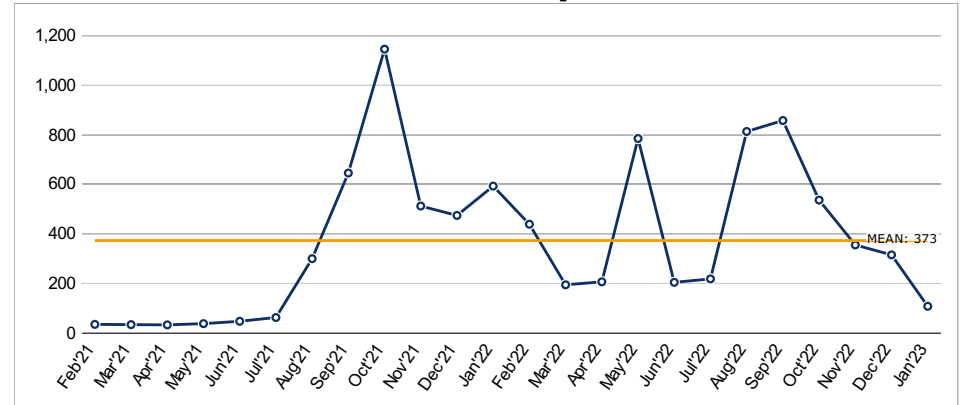
PMI Not On Time



Previous: 0.00%

Current: 0.01%

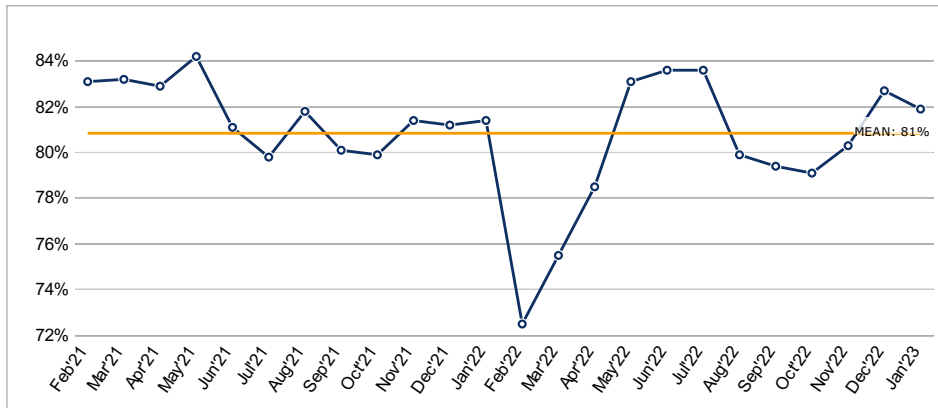
Missed Trips



Previous: 592.8

Current: 107.5

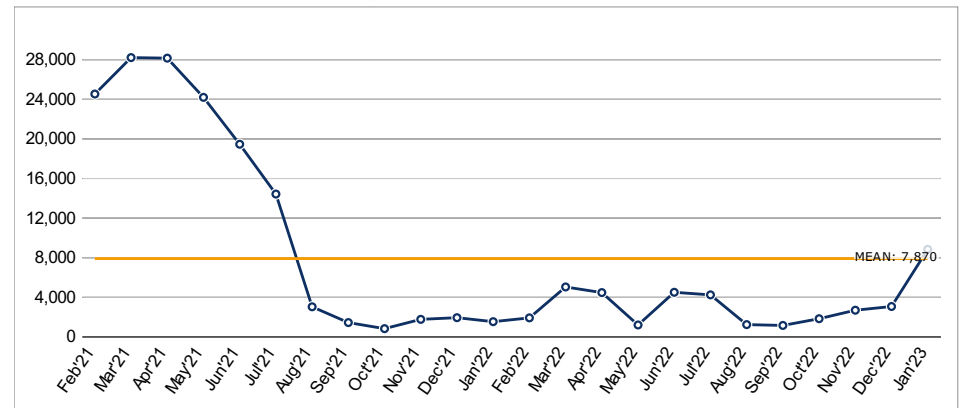
Scheduled Work



Previous: 81.4%

Current: 81.9%

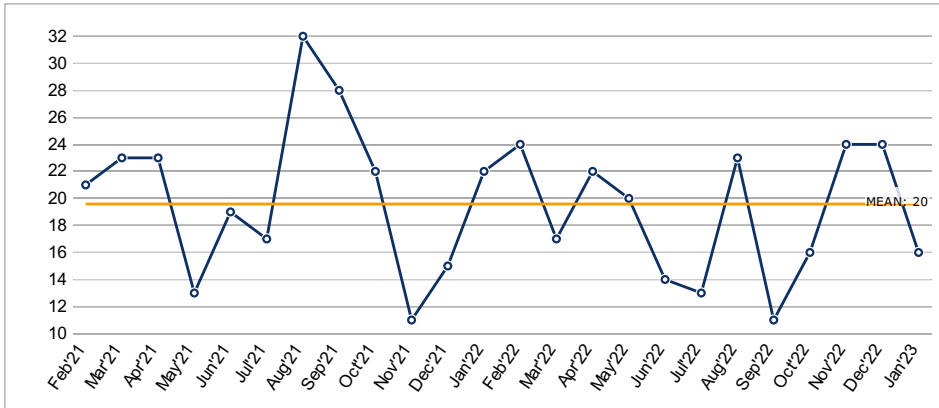
MDBSI



Previous: 1,504.8

Current: 8,805.3

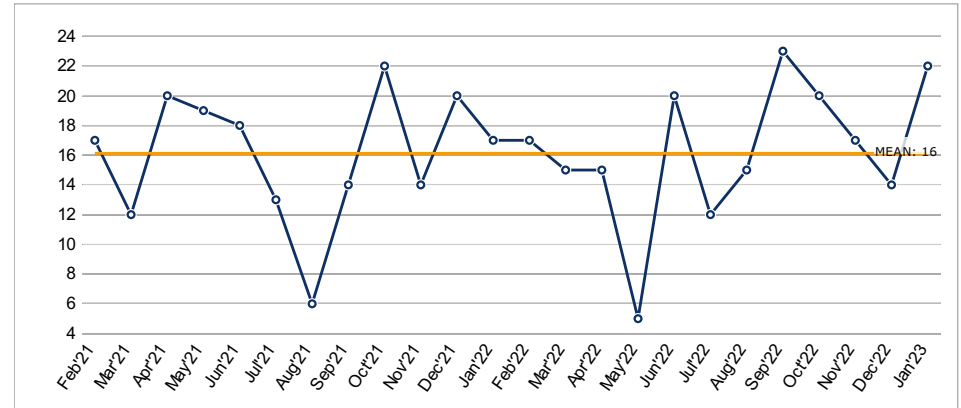
Preventable Accidents



Previous: 22

Current: 16

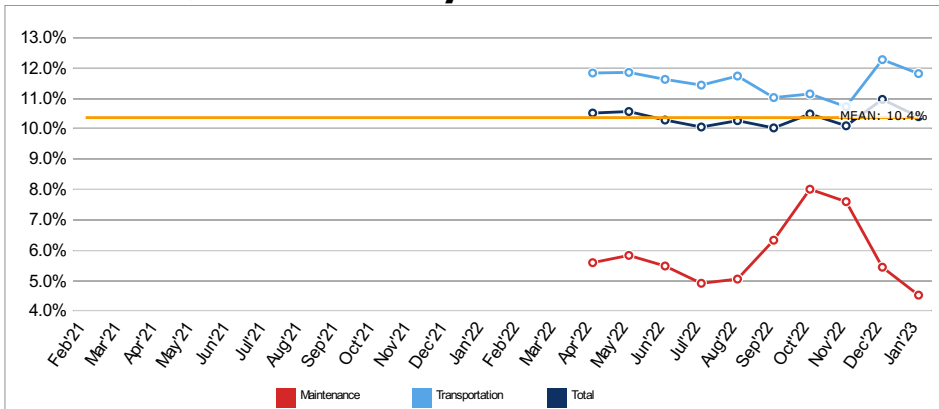
Non-Preventable Accidents



Previous: 17

Current: 22

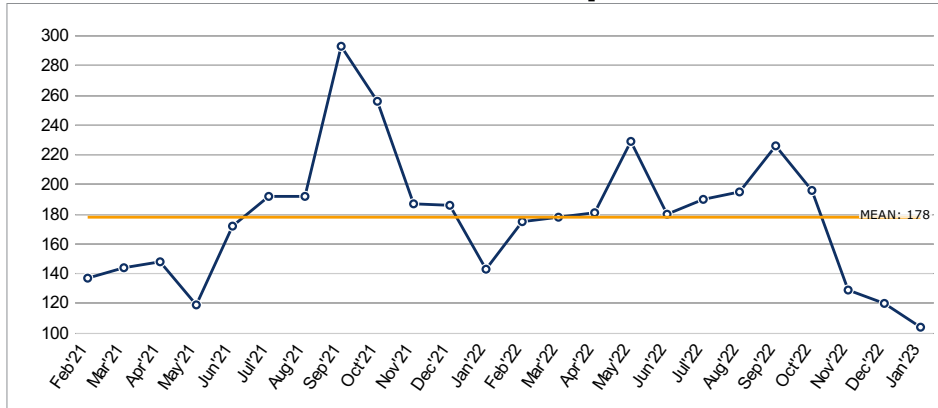
Percent Days Not Worked



Previous:

Current: 10.4%

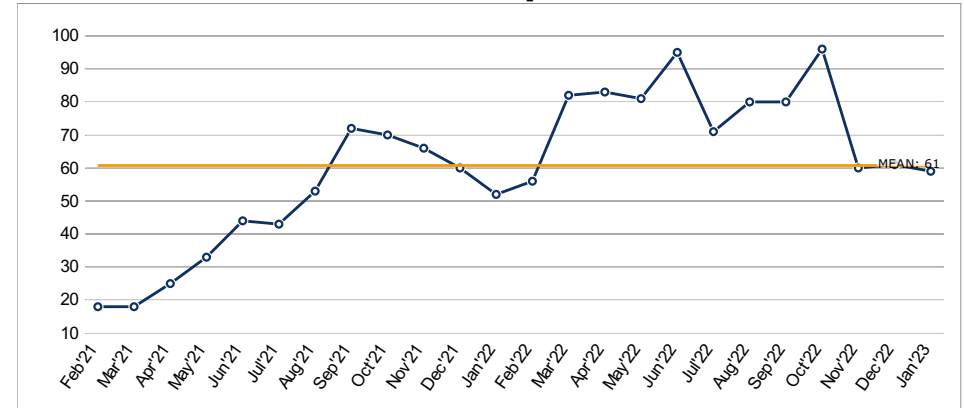
Fixed/Shuttle Complaints



Previous: 143

Current: 104

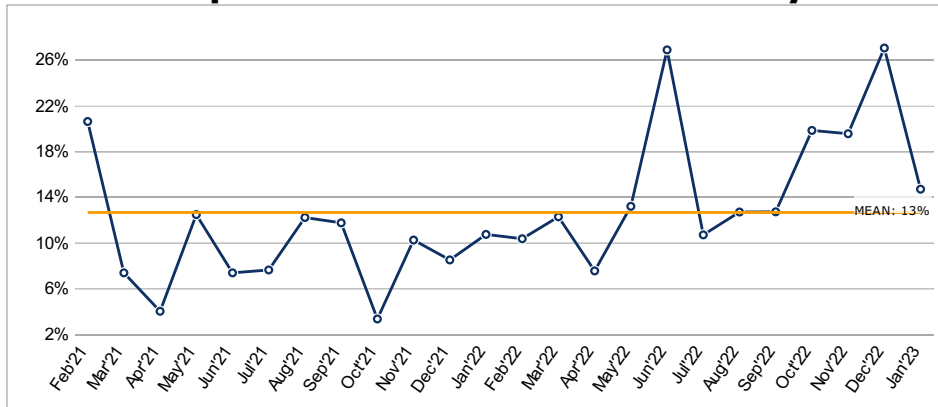
Other Complaints



Previous: 52

Current: 59

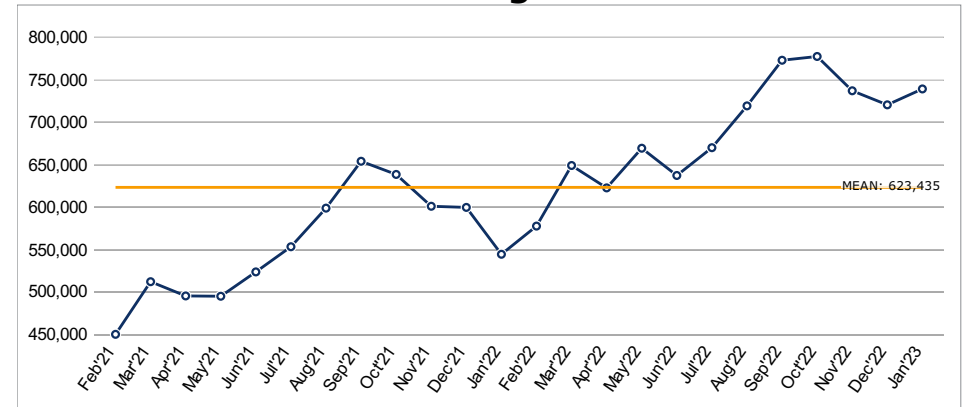
Complaints Not Addressed in Ten Days



Previous: 10.8%

Current: 14.7%

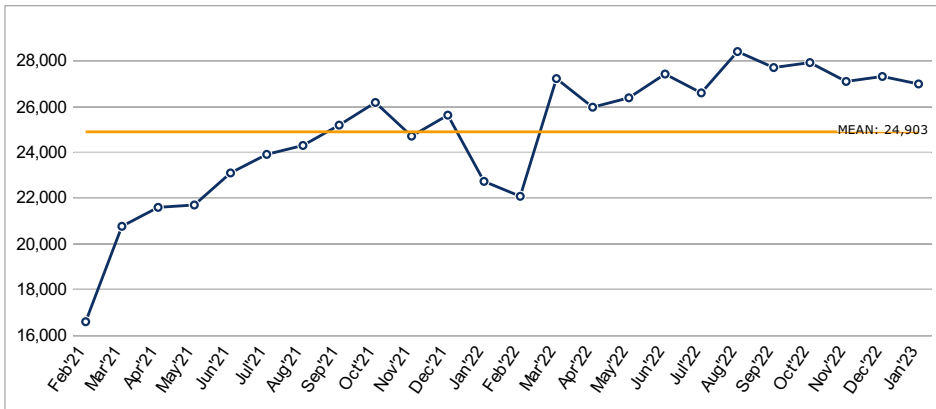
Website Page Views



Previous: 544,660

Current: 739,308

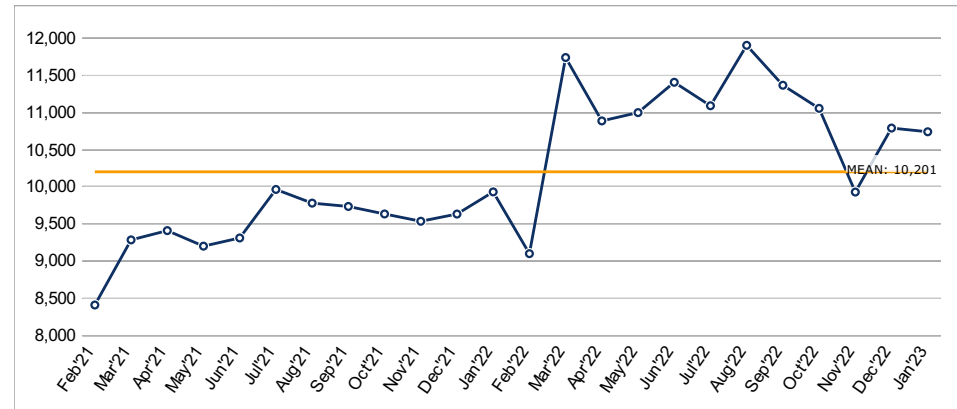
STAR Riders



Previous: 22,736

Current: 26,996

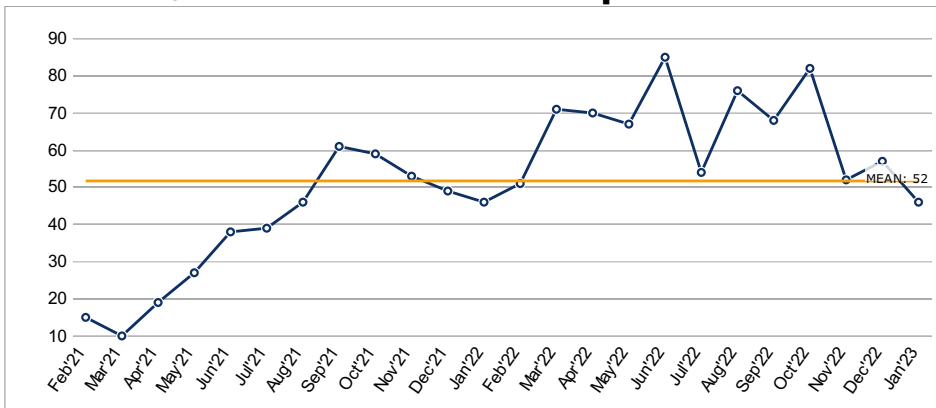
Reservation Calls



Previous: 9,931

Current: 10,740

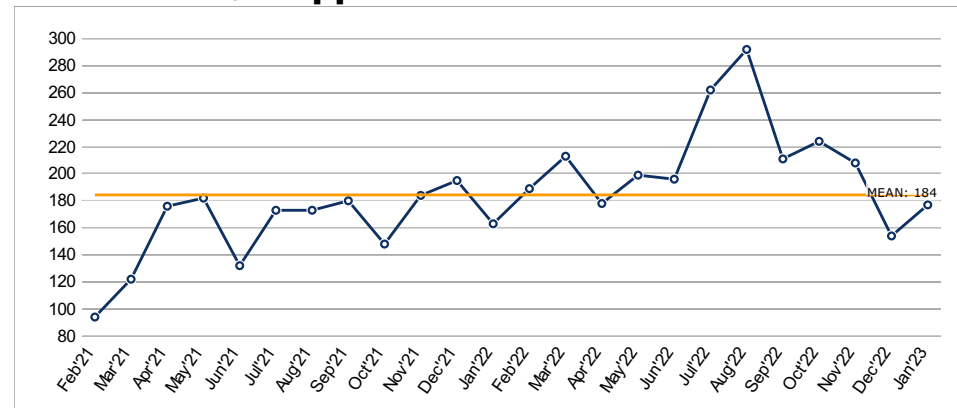
STAR Customer Complaints



Previous: 46

Current: 46

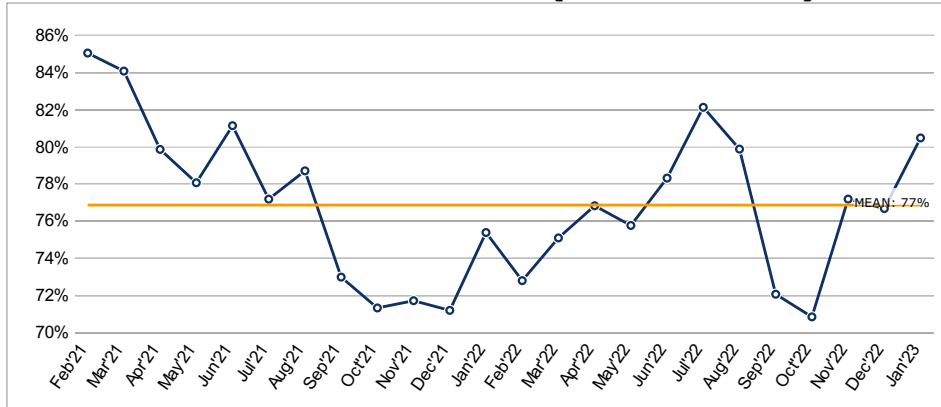
Applications Received



Previous: 163

Current: 177

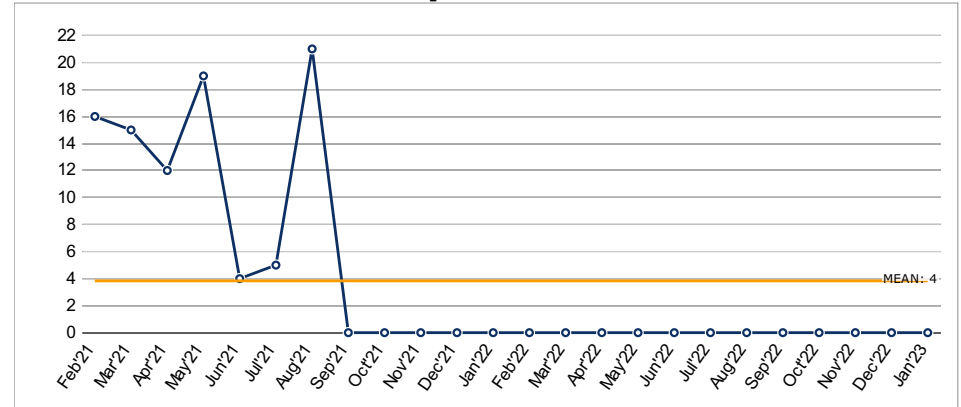
♥ On-Time Performance (0-10 Minutes)



Previous: 75.4%

Current: 80.5%

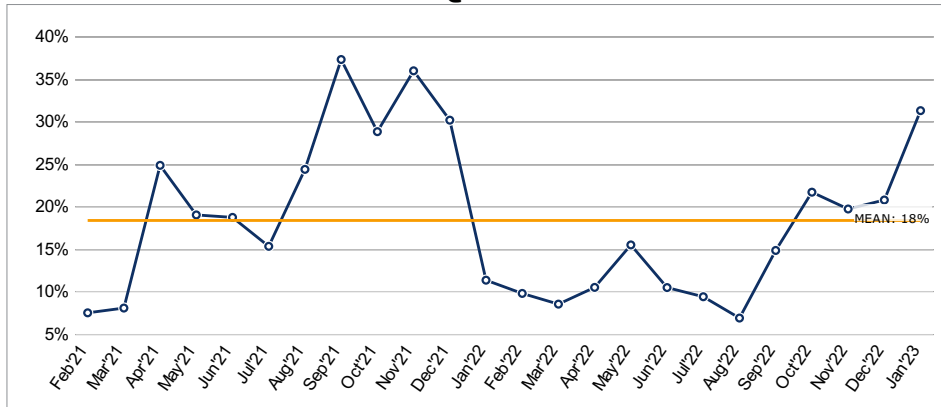
♥ Trip Denials



Previous: 0

Current: 0

♥ Reservation Calls in Queue Over Five Minutes



Previous: 11.4%

Current: 31.3%

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 PMIs 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.