



CDTA COMMITTEE AGENDA
Performance Monitoring/Audit Committee
Wednesday, October 23, 2024 | 12:00 pm | 110 Watervliet Ave
& Via Microsoft Teams

Committee Item

Responsibility

Call to Order

Denise Figueroa

Approve Minutes of Thursday, August 13, 2024

Denise Figueroa

Consent Agenda Items

- Approve Emergency Procurement for Water Line Repair
- Approve Contract for General/Auto Liability Insurance
- Approve Contract for Auto Physical Damage Insurance

Stacy Sansky

Jack Grogan

Jack Grogan

Administrative Discussion Items

- Monthly Management Report
- Monthly Non-Financial Report

Trish Cooper

Carm Basile

Next Meeting: Wednesday, November 20, 2024, at 12 pm via Microsoft Teams & 110 Watervliet Ave

Adjourn

Denise Figueroa

Capital District Transportation Authority

Performance Monitoring/Audit Committee

Meeting Minutes – September 18, 2024, at 12:00 PM; 110 Watervliet Avenue, Albany

In Attendance: Peter Wohl, Jayme Lahut, Jackie McDonough, Denise Figueroa; Carm Basile, Amanda Avery, Mike Collins, Chris Desany, Jaime Kazlo, Stacy Sansky, Trish Cooper, Jeremy Smith, Thomas Guggisberg, Lance Zarcone, Sarah Matrose, Jack Grogan, Jon Scherzer, Gary Guy, Emily DeVito

Meeting Purpose

Regular monthly meeting of the Performance Monitoring/Audit Committee. Peter Wohl noted that a quorum was present. Minutes from the June 20, 2024, meeting were reviewed and approved.

Consent Agenda Items

Approve Electric Bus Purchase

- As part of an FTA grant award in 2023, we will purchase 9 forty-foot electric buses. This will expand our zero-emission fleet to 17 vehicles.
- As part of the grant, we have been upgrading the charging infrastructure in Albany.
- We will replace an equal number of diesel buses.
- We have a contract with New Flyer; delivery is expected in early 2026.
- The purchase of nine, 40' electric buses from New Flyer of America, for an amount not to exceed \$10,564,353 will be recommended to the board for approval.

Approve Bus Transfer to TCAT

- Tompkins Consolidated Area Transit (TCAT) is having bus availability challenges and is seeking our help.
- We have five 40-foot Gillig buses that we can transfer to them.
- The transfer of five retired 40-foot Gillig buses to TCAT will be recommended to the board for approval.

Approve Bank Financing for Property Purchase

- We issued a request for proposals to finance the purchase of the Daily Gazette property.
- We received two proposals with JP Morgan Chase providing the best terms and conditions with a non-taxable five-year interest rate of 3.73%.
- Total projected borrowing costs is \$6 million.
- A contract with JP Morgan Chase of Albany, to finance the CDTA purchase of the Daily Gazette property at 2345 Maxon Rd Extension, for a total anticipated cost of \$6,037,326 will be recommended to the board for approval

Approve Contract for Maintenance Audit & Inspection Services

- We issued a request for proposals for maintenance audit and inspection services.
- Two proposals were received, and staff recommends award to the incumbent from the Transit Resource Center. They have provided these services for many years, and we are pleased with their work.

- A three-year contract, with two one-year renewals to Transit Resource Center of Winter Springs, Florida for an amount not to exceed \$375,000, will be recommended to the board for approval.

Approve Contract for ITMS Equipment in Warren County

- We need to purchase Intelligent Transportation Management System (ITMS) equipment for Dispatch and Vehicle Location operations in Warren County.
- This technology is installed on all fixed route, trolley, and supervisory vehicles. It monitors on time performance, service interruptions, real time arrival and automatic passenger counting.
- A contract to Innovations in Transportation, Inc. of Chesapeake, Virginia for the purchase of ITMS equipment for an amount not to exceed \$509,793 will be recommended to the board for approval.

Approve Contract for Workforce Engagement Software

- We want to purchase software that help us communicate with our workforce.
- Most employees do not have company emails. BLINK is a web-based solution that has helped with informational postings, announcements, work schedules, and other CDTA activities.
- We piloted the BLINK application for the past two years and it has been very successful with over 80% of our workforce using it.
- A five-year sole source contract to BLINK Business Technologies of New York City for an amount not to exceed \$215,504 will be recommended to the board for approval.

Approve Contract for Route Scheduling Upgrade

- We need to purchase software licenses to upgrade our scheduling system.
- This impacts existing and new modules to plan work assignments and payroll, and to monitor electric vehicle operation. It will expand peak vehicle service levels to 250 buses.
- A sole source contract to GIRO of Montreal, Quebec, Canada for an amount not to exceed \$1,153,924 will be recommended to the board for approval.

Approve Contract for Rail Station Camera Replacement

- The camera system at the Joseph L. Bruno Rail Station is almost 25 years old and needs to be upgraded. This will include new conduit, new enclosures throughout the building and parking structure, and replacing cameras.
- Integrated Video Solutions is the provider of our camera systems and staff is satisfied with their work and pricing.
- A sole source contract to Integrated Video Solutions, of Succasunna, NJ for an amount not to exceed \$785,500 will be recommended to the board for approval.

Investment Committee

- The Investment Committee met on September 24, 2024, and will provide the quarterly report shortly.

Administrative Discussion Items

Risk Management & Workers' Compensation Report

- Amanda Avery provided a quarterly review on Risk Management and Workers' Compensation Self-Insurance Accounts.
- The Committee determined that both accounts are adequate at this time.

Monthly Management Report

- Mike Collins provided the Monthly Management Report for August. MRT was 4% over budget this month. Customer Fares and Rail Station revenue continue to exceed projections (10% and 8% over budget for the year).
- Wages are 4% over budget for the year, due to contractual issues and a special maintenance rate to help repair a backlog of buses. Workers' compensation expenses were over budget due to a lump sum payment that will be reimbursed by our excess carrier.

Monthly non-financial (performance) Report

- Chris Desany gave the non-financial report for August.
- Fixed route ridership was up 15%; STAR ridership was up 2%; on-time performance was at 69%; on-time performance in STAR was 81%. We missed 0.25% of all scheduled trips.
- There were 15 preventable accidents and 20 non-preventable accidents.

Next Meeting

Wednesday, October 23, 2024, at 12:00pm via Microsoft Teams and at 110 Watervliet Ave.

Capital District Transportation Authority Agenda Action Sheet

Subject: Emergency Procurement – Water Lateral Repair in Albany
Committee: Performance Monitoring/Audit
Meeting Date: October 23, 2024

Objective of Purchase or Service:

In March 2024, we identified water leaching up from underground near our entry gates at 110 Watervliet Avenue. The Albany Water department and Taub Heating and Plumbing were contacted to research the issue and develop a course of action.

Taub attempted to make the repairs but were only able to implement a temporary fix (due to weather). In subsequent months, CDTA staff, Taub, and the Albany Water Department met and concluded that the water issue was the responsibility of CDTA, as the leak stemmed from the lateral supply that feeds our building. The City is only responsible for the water mains. It was further determined the valves and the underground chamber the houses the equipment need to be replaced.

Summary of Staff Proposal:

After staff defined a scope of work, Taub provided an estimate which was in line with historical pricing for this type of project. Taub is providing a “wet tap” repair to the lateral line, which allows CDTA uninterrupted access to the supply, rather than having to shut down the water for several days.

This needed to be completed as soon as possible so that the surface can be returned to drivable blacktop. Any delay (or bidding) for this work would not allow for the resurfacing to be completed until April 2025.

Taub heating and plumbing has extensive knowledge of this work, having been the vendor to triage the issue and they have worked directly with the City of Albany Water Department to determine the best course of action for repairs.

Financial Summary/Cost:

The estimate to complete the water lateral repair work at 110 Watervliet Avenue is \$112,000. This will be covered by internal capital funds.

Proposed Action:

I recommend a retroactive approval of a contract to repair the water laterals at 110 Watervliet Avenue with Taub Heating & Plumbing of Albany, NY for an amount not to exceed \$112,000.

Manager:

Jeremy Smith, Director of Facilities

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:**

\$112,000 (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)-(Emergency)

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	<u>No</u>
Number of D/MWBEs bidding/proposing	<u>0</u>	
D/MWBE Certification on file?	Yes	No <u>Not Applicable</u>
Was contract awarded to a D/MWBE?	Yes	<u>No</u>
Number of D/MWBE Subcontractors	_____	

8. **LEGAL NAME and ADDRESS OF CONTRACTOR/VENDOR:** Taub Heating & Plumbing

388 Elk Street

Albany, NY 12206

8. **SOURCE OF FUNDS:** Capital Plan

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

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

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

Stacy Sansky, Director of Procurement DATED: October 23, 2024

CAPITAL DISTRICT TRANSPORTATION AUTHORITY
Agenda Action Proposal

Subject: Auto & General Liability Insurance
Committee: Performance Monitoring/Audit
Committee Meeting Date: October 23, 2024

Objective: Auto & General Liability provides insurance protection for claims of injury and damage to people and property of others caused by the operation of our business. NFP Corp, our broker, obtained proposals for this insurance. We have a \$2 million self-insured retention (SIR) policy with \$13 million in excess coverage above our SIR. The SIR is like a deductible; we pay the first \$2 million of any claim.

Excess coverage is purchased in two layers above our \$2 million SIR. The first layer is an excess policy of \$8 million and the second layer is a \$5 million policy; total excess coverage is \$13 million.

We are included in the transportation insurance market for pricing, which includes trucking and rail industries. For the past several years, the loss experience in the market has not been good and markets have reflected this experience with large premium increases, or in many cases, they decline to quote altogether.

Summary of Proposal: NFP approached 36 markets but received only one proposal for our primary excess layer (\$8 million) and one proposal for our second excess layer (\$5 million). Although markets expressed interest because of our good loss experience, market underwriters indicate that our price points as too low and they cannot match our incumbent's premium.

American Alternative (incumbent) provided a renewal quote of \$559,880 for the first \$8 million layer of excess insurance. Allied World Assurance (incumbent) quoted on the second \$5 million-layer for \$176,375. We also purchase coverage for Non-Certified Acts of Terrorism with Lloyds of London (incumbent) for \$18,467. This policy covers both the Liability and our Auto Physical Damage insurance program.

Finance Summary and Source of Funds: The cost for Auto & General Liability Insurance is not to exceed \$754,722 and is included in our annual operating budget. The premiums represent an 8% increase and are effective for one-year starting on November 10, 2024.

Proposed Action:

I recommend a contract to American Alternative of Princetown, N.J. for the first \$8 million layer of excess coverage for \$559,880; I recommend a contract for the second layer of excess coverage of \$5 million to Allied World Assurance of New York, N.Y. for \$176,375; and I recommend a contract for Non-Certified Acts of Terrorism coverage to Lloyds of London Insurance of New York, N.Y. at a cost of \$18,467.

Manager:

Jack Grogan, Director of Risk Management

Lead Excess Liability - \$8,000,000:

American Alternative Insurance Corporation
555 College Road East
Princeton, NJ 08543

Excess Liability - \$5,000,000 above the \$8,000,000:

Allied World Assurance Company
199 Water Street
New York, New York 10038

Non-Certified Acts of Terrorism – Excess General Liability and Auto Liability:

Lloyd's of London
520 Madison Avenue 32nd Floor
New York, New York 10022

CAPITAL DISTRICT TRANSPORTATION AUTHORITY
Agenda Action Proposal

Subject: Auto Physical Damage Insurance
Committee: Performance Monitoring/Audit
Committee Meeting Date: October 23, 2024

Objective: Auto Physical Damage provides insurance for vehicles in the event of fire, theft, vandalism, collision and natural perils. It is rated and priced based on the dollar value of our fleet. The current value of our fleet is about \$95 million with our fleet garaged at four locations. We have a \$60,000,000 per occurrence limit with deductibles ranging from \$2,500 dollars for service vehicles to \$20,000 for buses.

Summary of Staff Proposal: NFP Corp, our broker, approached several markets and received one proposal from our incumbent, Lexington Insurance, one quote from Ascot Insurance Company (new carrier) and one quote from Star Surplus Lines. Exhibit A summarizes the program components.

We received three proposals with three layers that provide \$60 million in coverage. Lexington Insurance proposed a 4.3% increase to the rate per \$100 of value, from \$0.29 to 0.31. The insurance limit is \$25 million for a premium of \$316,492, and it includes a 1% increase in fleet value. Ascot Insurance Company is a new carrier to us; they are providing a \$15 million excess of \$25 million limit layer for \$103,000. This year Starr Surplus would only quote the excess coverage of a \$40 million limit, hence the need for Ascot Insurance. Starr Surplus quoted the \$20 million excess layer of \$40 million for \$74,803.

Finance Summary and Source of Funds: The one-year cost of the Auto Physical Damage Insurance is \$494,296 and it is included in our annual operating budget. This represents a 7% increase from last year.

Proposed Action:

I recommend the following one-year contracts to:

- 1) Lexington Insurance Company of Boston, MA for the first \$25 million layer for Auto Physical Damage coverage for \$316,492 effective November 10, 2024.
- 2) Ascot Insurance Company of New York, NY for the \$15 million excess of \$25 million layer of Auto Physical Damage coverage for \$103,000 effective November 10, 2024.
- 3) Starr Surplus Lines Insurance Company of New York, NY for the \$20 million excess of \$35 million layer of Auto Physical Damage coverage for \$74,803 effective November 10, 2024.

Project Manager:

Jack Grogan, Director of Risk Management

EXHIBIT A
Auto Physical Damage Insurance

2024-25 Lexington Insurance Program
(Insurance Rating A – Non-Admitted)

Program Components	Insurance Coverage
Per Occurrence Limit	\$25,000,000
Loss per Vehicle	\$980,000
Service Vehicle Deductible	\$2,500
Bus Deductible	\$20,000
Rate per \$100 of Value	\$0.31035
Premium	\$316,492

2024-25 Ascot Insurance Company (Part two)
(Insurance Rating A – Admitted)

Program Components	Insurance Coverage
Excess Auto Property Limit	\$15,000,000 Excess of \$25,000,000
Premium	\$103,000

2024-25 Starr Surplus Lines Insurance Company (Part three)
(Insurance Rating A – Non-Admitted)

Program Components	Insurance Coverage
Excess Auto Property Limit	\$20,000,000 Excess of \$40,000,000
Premium	\$74,803

Total Premium = \$494,296

Monthly Management Report

September 2024



Monthly Management Report (MMR) - September 2024

Mid-Year - Executive Summary

		Current Month			Year to Date		
REVENUE	Actual	Budget	(\$ Variance)	(%) Variance	(\$ Variance)	(%) Variance	
1	Mortgage Tax	\$ 974,128	\$ 1,054,167	\$ (80,039)	-7.59%	\$ (60,270)	-0.95%
2	Customer Fares	\$ 1,865,175	\$ 1,676,475	\$ 188,700	11.26%	\$ 1,033,888	10.28%
3	JB Rail Station	\$ 302,650	\$ 285,242	\$ 17,408	6.10%	\$ 126,473	7.39%
EXPENSES	Actual	Budget	(\$ Variance)	(%) Variance	(\$ Variance)	(%) Variance	
4	Wages	\$ 5,484,961	\$ 5,344,860	\$ 140,101	2.62%	\$ 1,302,622	4.06%
5	Health Benefits	\$ 1,082,604	\$ 1,115,701	\$ (33,097)	-2.97%	\$ (137,759)	-2.06%
6	Workers' Compensation	\$ 2,019	\$ 248,893	\$ (246,874)	-99.19%	\$ (329,446)	-22.06%
7	Purchased Transportation	\$ 1,078,154	\$ 1,068,000	\$ 10,154	0.95%	\$ 334,904	5.23%
8	Maintenance Services	\$ 281,013	\$ 400,000	\$ (118,987)	-29.75%	\$ (337,075)	-14.03%
9	Utilities	\$ 96,553	\$ 129,083	\$ (32,530)	-25.20%	\$ (352,598)	-45.53%
					YTD Revenue	1.78%	
					YTD Expenses	2.05%	

Revenue Summary

- 1 MRT was 7.5% under budget this month, and is 1% under budget for the year.
- 2 Customer Fares are 11% over budget this month and 10% over budget for the year. Universal Access contracts are leading the way.
- 3 Rail Station revenue is 6% over budget in September, and 7% over budget for the year. More customers are parking at the station.

Expense Summary

- 4 Wages are 2.6% over budget this month and 4% over budget for the year. Overall, we missed on our FY25 wage projection because of several factors. We will adjust the wage line next month because the final state budget provided more STOA than was included in our budget.
- 5 Health Benefits have been consistently under budget this fiscal year, and is 2% under budget through six-months.
- 6 Workers' Compensation is almost 100% under budget this month due to claim reimbursement of \$170,000 offsetting most expenses this month.
- 7 Purchased Transportation was significantly down vs. last month, but still 1% over budget. Ridership continues to increase and we are trying to improve upon the balance between outsourcing and insourcing STAR trips.
- 8 Maintenance Services are 30% under budget because of timing issues across multiple lines in IT, Facilities, and Maintenance. For the year, we are 14% under budget.
- 9 Utilities are 25% under budget this month and 45% under budget for the year. This will change as we will use more gas and electric in the coming winter months.

Note Overall, we are in a satisfactory budget position although expenses are trending above budget.

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

	Sep-24	Sep-23
Assets		
Current Assets:		
Cash	\$25,254,572	\$21,532,138
Investments	\$49,794,022	\$59,883,248
Receivables:		
Mortgage Tax	\$974,128	\$828,099
Federal Grants	\$9,087,055	\$1,136,123
New York State Operating Assistance	\$0	\$0
Trade and Other	\$6,559,923	\$9,263,129
Advances to Capital District Transportation Committee	\$877,595	\$641,667
Materials, Parts and Supplies	\$5,895,219	\$5,383,837
Prepaid Expenses	\$1,545,180	\$983,604
Sub-Total Current Assets	\$99,987,694	\$99,651,846
Noncurrent Assets:		
Capital Assets, net	\$148,658,479	\$140,267,089
Deferred outflows of resources:		
Deferred outflows of resources related to OPEB	\$9,213,739	\$12,022,874
Deferred outflows of resources from pension	\$4,240,984	\$4,403,268
Sub-Total Deferred outflows of resources:	\$13,454,723	\$16,426,142
Total for Assets	\$262,100,896	\$256,345,077
Liabilities		
Current Liabilities:		
Accounts Payable	\$4,767,479	\$5,705,575
Accrued Expenses	\$7,580,035	\$5,975,486
Unearned Revenue	\$4,528,907	\$4,836,568
Line of Credit	\$0	\$0
Sub-Total Current Liabilities	\$16,876,421	\$16,517,629
Noncurrent Liabilities:		
Capital Lease Agreement	\$11,147,266	\$12,494,653
Estimated Provision for Existing Claims and Settlements	\$9,670,414	\$10,841,700
Other postemployment benefits	\$68,313,217	\$66,724,317
Net Pension Liability	\$5,493,758	(\$2,045,372)
Sub-Total Noncurrent Liabilities	\$94,624,655	\$88,015,298
Deferred inflows of resources:		
Deferred inflows of resources from pension	\$480,710	\$7,245,814
Deferred inflows of resources from OBEP	\$38,379,964	\$44,999,278
Sub-Total Deferred inflows of resources	\$38,860,674	\$52,245,092
Total for Liabilities	\$150,361,751	\$156,778,019
Net Position		
Net Investment in Capital Assets	\$108,241,228	\$108,241,228
Unrestricted	\$3,497,917	(\$8,674,170)
Total for Net Position	\$111,739,145	\$99,567,058
Total Liabilities and Net Position	\$262,100,896	\$256,345,077

**CAPITAL DISTRICT TRANSPORTATION AUTHORITY
CONSOLIDATED STATEMENT OF OPERATIONS
Sep-24**

	<u>To Date Actual</u>	<u>Annual Budget</u>	50%
REVENUE:			
AUTHORITY	\$7,832,417	\$12,791,000	61%
TRANSIT	\$60,227,436	\$118,731,723	51%
ACCESS	\$468,315	\$600,000	78%
CDTA FACILITIES	\$1,906,327	\$3,572,908	53%
TOTAL REVENUE	\$70,434,495	\$135,695,631	52%
EXPENSE:			
AUTHORITY	\$10,868,078	\$23,388,439	46%
TRANSIT	\$56,615,715	\$108,284,764	52%
ACCESS	\$754,079	\$1,485,581	51%
CDTA FACILITIES	\$892,903	\$2,536,847	35%
TOTAL EXPENSE	\$69,130,775	\$135,695,632	51%
 Revenue over (under) Expenses	 \$1,303,720		
Depreciation	\$9,500,000		
Excess of Revenue over (under) Expenses	(\$8,196,280)		
Transfer from Capital Project Fund	\$5,110,000		
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	(\$5,110,000)		
Transfer from Operating Fund	\$7,750,000		
Transfer to Operating Fund	\$0		
Transfer from Worker's Comp Fund	\$0		
Transfer to Worker's Comp Fund	(\$1,482,439)		
 *Net Excess of Revenue over (under) Expenses	 (\$1,928,719)		
*Contribution to required fleet replacement.			

CAPITAL DISTRICT TRANSPORTATION AUTHORITY
Sep-24

BUDGET VARIANCE REPORT

CONSOLIDATED									
	This Month				Year to Date				Annual
	Actual	Budget	Variance	% Variance	Actual	Budget	Variance	% Variance	Budget
Operating Revenue									
Mortgage Tax	\$974,128	\$1,054,167	(\$80,039)	-7.59%	\$6,264,730	\$6,325,000	(\$60,270)	-0.95%	\$12,650,000
Customer Fares	\$1,865,175	\$1,676,475	\$188,700	11.26%	\$11,092,738	\$10,058,850	\$1,033,888	10.28%	\$20,117,699
Advertising Revenue	\$150,000	\$147,917	\$2,084	1.41%	\$889,583	\$887,500	\$2,084	0.23%	\$1,775,000
RRS & Facilities	\$302,650	\$285,242	\$17,408	6.10%	\$1,837,927	\$1,711,454	\$126,473	7.39%	\$3,422,908
Interest Income	\$19,408	\$1,667	\$17,742	1064.50%	\$127,790	\$10,000	\$117,790	1177.90%	\$20,000
Misc. Income	\$11,086	\$14,125	(\$3,039)	-21.51%	\$70,645	\$84,750	(\$14,105)	-16.64%	\$169,500
Total Operating Revenue	\$3,322,448	\$3,179,592	\$142,856	4.49%	\$20,283,414	\$19,077,554	\$1,205,861	6.32%	\$38,155,107
Operating Assistance									
New York State Aid	\$5,366,258	\$5,366,258	\$0	0.00%	\$32,197,550	\$32,197,550	\$0	0.00%	\$64,395,100
County Aid	\$159,750	\$159,750	\$0	0.00%	\$958,500	\$958,500	\$0	0.00%	\$1,917,001
Federal Aid	\$2,408,827	\$2,408,827	\$0	0.00%	\$14,452,962	\$14,452,962	\$0	0.00%	\$28,905,923
Operating Grants	\$193,542	\$193,542	\$0	0.00%	\$1,161,250	\$1,161,250	\$0	0.00%	\$2,322,500
Total Operating Assistance	\$8,128,377	\$8,128,377	\$0	0.00%	\$48,770,262	\$48,770,262	\$0	0.00%	\$97,540,524
Total Revenue and Assistance	\$11,450,825	\$11,307,969	\$142,856	1.26%	\$69,053,676	\$67,847,815	\$1,205,861	1.78%	\$135,695,631
Expenses									
Salaries and Wages	\$5,484,961	\$5,344,860	\$140,101	2.62%	\$33,371,782	\$32,069,160	\$1,302,622	4.06%	\$64,138,321
Payroll Taxes	\$398,751	\$367,842	\$30,909	8.40%	\$2,413,695	\$2,207,050	\$206,645	9.36%	\$4,414,100
Health Benefits	\$1,082,604	\$1,115,701	(\$33,097)	-2.97%	\$6,556,448	\$6,694,207	(\$137,759)	-2.06%	\$13,388,415
Workers Compensation	\$2,019	\$248,893	(\$246,874)	-99.19%	\$1,163,913	\$1,493,359	(\$329,446)	-22.06%	\$2,986,718
Other Benefits	\$430,171	\$417,957	\$12,214	2.92%	\$2,519,065	\$2,507,743	\$11,322	0.45%	\$5,015,485
Professional Services	\$524,498	\$581,264	(\$56,765)	-9.77%	\$3,203,444	\$3,487,581	(\$284,137)	-8.15%	\$6,975,162
Materials & Supplies	\$140,620	\$171,252	(\$30,632)	-17.89%	\$1,176,571	\$1,027,512	\$149,059	14.51%	\$2,055,023
Miscellaneous	\$88,208	\$91,657	(\$3,449)	-3.76%	\$552,077	\$549,942	\$2,136	0.39%	\$1,099,883
Purchased Transportation	\$1,078,154	\$1,068,000	\$10,154	0.95%	\$6,742,904	\$6,408,000	\$334,904	5.23%	\$12,816,000
Maintenance Services	\$281,013	\$400,303	(\$119,289)	-29.80%	\$2,064,740	\$2,401,816	(\$337,075)	-14.03%	\$4,803,631
Liability - Claims	\$38,086	\$39,583	(\$1,497)	-3.78%	\$775,664	\$237,500	\$538,164	226.60%	\$475,000
Utilities	\$96,553	\$129,083	(\$32,530)	-25.20%	\$421,902	\$774,500	(\$352,598)	-45.53%	\$1,549,000
Fuel	\$583,889	\$644,584	(\$60,695)	-9.42%	\$3,839,093	\$3,867,505	(\$28,411)	-0.73%	\$7,735,009
Parts, Tires, Oil	\$630,131	\$585,919	\$44,212	7.55%	\$3,734,816	\$3,515,513	\$219,304	6.24%	\$7,031,025
General Insurance	\$115,934	\$101,072	\$14,862	14.70%	\$702,040	\$606,430	\$95,610	15.77%	\$1,212,860
Total EXPENSES	\$10,975,594	\$11,307,969	(\$332,375)	-2.94%	\$69,238,154	\$67,847,815	\$1,390,338	2.05%	\$135,695,631
Surplus/Deficit	\$475,231	\$0	\$475,231		(\$184,478)	\$0	(\$184,477)		\$0

CAPITAL DISTRICT TRANSPORTATION AUTHORITY
Sep-24

BUDGET VARIANCE REPORT

		NON-TRANSIT								
		This Month				Year to Date				Annual
		Actual	Budget	Variance	% Variance	Actual	Budget	Variance	% Variance	Budget
Operating Revenue										
	Mortgage Tax	\$974,128	\$1,054,167	(\$80,039)	-7.59%	\$6,264,730	\$6,325,000	(\$60,270)	-0.95%	\$12,650,000
	Interest Income	\$19,150	\$1,667	\$17,483	1049.00%	\$126,368	\$10,000	\$116,368	1163.68%	\$20,000
	Interest Inc-Invest/Change in Invest	\$282,448	\$0	\$282,448	0.00%	\$1,380,819	\$0	\$1,380,819	0.00%	\$0
	Misc. Income - Authority	\$10,083	\$10,083	\$0	0.00%	\$60,500	\$60,500	\$0	0.00%	\$121,000
	Total Operating Revenue	\$1,285,809	\$1,065,917	\$219,893	20.63%	\$7,832,417	\$6,395,500	\$1,436,917	22.47%	\$12,791,000
Expenses										
	Labor - Authority	\$707,003	\$827,054	(\$120,051)	-14.52%	\$4,502,451	\$4,962,325	(\$459,874)	-9.27%	\$9,924,650
	Fringe - Authority	\$401,277	\$443,155	(\$41,878)	-9.45%	\$2,600,293	\$2,658,930	(\$58,637)	-2.21%	\$5,317,859
	Materials & Supplies - Authority	\$13,073	\$14,623	(\$1,550)	-10.60%	\$95,309	\$87,738	\$7,571	8.63%	\$175,475
	Professional Services - Authority	\$305,528	\$329,829	(\$24,300)	-7.37%	\$1,887,861	\$1,978,971	(\$91,110)	-4.60%	\$3,957,942
	Other Expenses - Authority	\$253,348	\$334,376	(\$81,028)	-24.23%	\$1,782,164	\$2,006,257	(\$224,092)	-11.17%	\$4,012,513
	Total Expenses	\$1,680,229	\$1,949,037	(\$268,808)	-13.79%	\$10,868,078	\$11,694,220	(\$826,141)	-7.06%	\$23,388,439
	Surplus/(Deficit)	(\$394,419)	(\$883,120)	\$488,701		(\$3,035,662)	(\$5,298,720)	\$2,263,059		(\$10,597,439)

CAPITAL DISTRICT TRANSPORTATION AUTHORITY

Sep-24

BUDGET VARIANCE REPORT	TRANSIT								Annual Budget
	This Month				Year to Date				
	Actual	Budget	Variance	% Variance	Actual	Budget	Variance	% Variance	
Operating Revenue									
Passenger Fares-Transit	\$1,122,615	\$962,304	\$160,312	16.66%	\$6,640,517	\$5,773,822	\$866,696	15.01%	\$11,547,643
Contracts - Transit	\$664,471	\$664,171	\$300	0.05%	\$3,985,328	\$3,985,028	\$300	0.01%	\$7,970,056
Advertising-Transit	\$137,500	\$135,417	\$2,084	1.54%	\$814,583	\$812,500	\$2,084	0.26%	\$1,625,000
Misc. Income - Transit	\$7,603	\$4,042	\$3,561	88.12%	\$16,745	\$24,250	(\$7,505)	-30.95%	\$48,500
Total Operating Revenue	\$1,932,190	\$1,765,933	\$166,258	9.41%	\$11,457,174	\$10,595,600	\$861,576	8.13%	\$21,191,199
Operating Assistance									
State Aid - General	\$5,173,175	\$5,173,175	\$0	0.00%	\$31,039,050	\$31,039,050	\$0	0.00%	\$62,078,100
State Aid - PBT	\$159,750	\$159,750	\$0	0.00%	\$958,500	\$958,500	\$0	0.00%	\$1,917,000
State Aid - Northway Commuter S.	\$33,333	\$33,333	\$0	0.00%	\$200,000	\$200,000	\$0	0.00%	\$400,000
County Aid	\$159,750	\$159,750	\$0	0.00%	\$958,500	\$958,501	\$0	0.00%	\$1,917,001
Federal Aid - Transit	\$2,408,827	\$2,408,827	\$0	0.00%	\$14,452,962	\$14,452,962	\$0	0.00%	\$28,905,923
Other Grants - Federal	\$193,542	\$193,542	\$0	0.00%	\$1,161,250	\$1,161,250	\$0	0.00%	\$2,322,500
Total Operating Assistance	\$8,128,377	\$8,128,377	\$0	0.00%	\$48,770,262	\$48,770,262	\$0	0.00%	\$97,540,524
Total Revenue and Assistance	\$10,060,567	\$9,894,310	\$166,258	1.68%	\$60,227,436	\$59,365,862	\$861,576	1.45%	\$118,731,723
Expenses									
Labor - Maintenance	\$1,052,750	\$923,904	\$128,846	13.95%	\$5,899,233	\$5,543,424	\$355,809	6.42%	\$11,086,849
Labor - Transportation	\$3,249,555	\$3,187,964	\$61,591	1.93%	\$20,206,870	\$19,127,786	\$1,079,084	5.64%	\$38,255,572
Labor - STAR	\$412,523	\$325,764	\$86,759	26.63%	\$2,368,823	\$1,954,583	\$414,239	21.19%	\$3,909,167
Fringe	\$1,454,672	\$1,690,636	(\$235,964)	-13.96%	\$9,855,091	\$10,143,817	(\$288,726)	-2.85%	\$20,287,634
Materials & Supplies	\$1,337,934	\$1,371,949	(\$34,015)	-2.48%	\$8,583,434	\$8,231,691	\$351,743	4.27%	\$16,463,382
Professional Services	\$225,876	\$268,768	(\$42,892)	-15.96%	\$1,666,580	\$1,612,610	\$53,970	3.35%	\$3,225,220
Other Expenses	\$13,370	\$15,548	(\$2,179)	-14.01%	\$66,860	\$93,290	(\$26,430)	-28.33%	\$186,580
Purchased Transportation - STAR	\$790,148	\$750,000	\$40,148	5.35%	\$4,942,973	\$4,500,000	\$442,973	9.84%	\$9,000,000
Liability - Claims	\$38,086	\$39,583	(\$1,497)	-3.78%	\$775,664	\$237,500	\$538,164	226.60%	\$475,000
Liability - Insurance	\$99,122	\$96,613	\$2,509	2.60%	\$545,370	\$579,680	(\$34,310)	-5.92%	\$1,159,360
Utilities - Transit	\$59,183	\$80,833	(\$21,650)	-26.78%	\$279,211	\$485,000	(\$205,789)	-42.43%	\$970,000
Mat & Supplies - NX	\$0	\$2,083	(\$2,083)	-100.00%	\$0	\$12,500	(\$12,500)	-100.00%	\$25,000
Purchased Transportation - NX	\$121,196	\$158,417	(\$37,221)	-23.50%	\$775,252	\$950,500	(\$175,248)	-18.44%	\$1,901,000
Purchased Transportation - Vanpool	\$24,600	\$25,000	(\$400)	-1.60%	\$147,600	\$150,000	(\$2,400)	-1.60%	\$300,000
Purchased Transportation - TX	\$78,449	\$86,667	(\$8,218)	100.00%	\$502,754	\$520,000	(\$17,246)	-3.32%	\$1,040,000
Total Expenses	\$8,957,464	\$9,023,730	(\$66,266)	-0.73%	\$56,615,715	\$54,142,382	\$2,473,333	4.57%	\$108,284,764
Surplus/(Deficit)	\$1,103,103	\$870,580	\$232,524		\$3,611,721	\$5,223,480	(\$1,611,758)		\$10,446,960

CAPITAL DISTRICT TRANSPORTATION AUTHORITY
Sep-24

BUDGET VARIANCE REPORT

ACCESS TRANSIT SERVICES									
This Month					Year to Date				Annual
Actual	Budget	Variance	% Variance		Actual	Budget	Variance	% Variance	Budget
Operating Revenue									
Contracts - Access	\$78,088	\$50,000	\$28,088	56.18%	\$466,892	\$300,000	\$166,892	55.63%	\$600,000
Interest Income	\$258	\$0	\$258	0.00%	\$1,423	\$0	\$1,423	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	\$78,347	\$50,000	\$28,347	56.69%	\$468,315	\$300,000	\$168,315	56.11%	\$600,000
Total Revenue and Assistance	\$78,347	\$50,000	\$28,347	56.69%	\$468,315	\$300,000	\$168,315	56.11%	\$600,000
Expenses									
Labor - Access	\$47,638	\$58,837	(\$11,199)	-19.03%	\$297,404	\$353,021	(\$55,616)	-15.75%	\$706,041
Fringe Benefits - Access	\$12,176	\$14,985	(\$2,809)	-18.75%	\$71,880	\$89,910	(\$18,029)	-20.05%	\$179,819
Purchased Transportation	\$63,762	\$47,917	\$15,845	33.07%	\$374,324	\$287,500	\$86,824	30.20%	\$575,000
Rent and Utilities - Access	\$1,742	\$1,643	\$99	6.03%	\$10,470	\$9,861	\$610	6.19%	\$19,721
Other Expenses - Access	\$0	\$417	(\$417)	-100.00%	\$0	\$2,500	(\$2,500)	-100.00%	\$5,000
Total Expenses	\$125,318	\$123,798	\$1,520	1.23%	\$754,079	\$742,791	\$11,289	1.52%	\$1,485,581
Surplus/(Deficit)	(\$46,971)	(\$73,798)	\$26,827		(\$285,764)	(\$442,791)	\$157,027		(\$885,581)

CAPITAL DISTRICT TRANSPORTATION AUTHORITY
Sep-24

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	\$67,231	\$75,000	(\$7,769)	-10.36%	\$458,648	\$450,000	\$8,648	1.92%	\$900,000
	RRS Parking Revenue	\$218,473	\$200,201	\$18,272	9.13%	\$1,288,360	\$1,201,204	\$87,156	7.26%	\$2,402,408
	RRS Advertising	\$12,500	\$12,500	\$0	0.00%	\$75,000	\$75,000	\$0	0.00%	\$150,000
	SSTS	\$2,296	\$3,458	(\$1,162)	-33.60%	\$14,661	\$20,750	(\$6,089)	-29.34%	\$41,500
	Greyhound	\$22	\$0	\$22	0.00%	\$377	\$0	\$377	0.00%	\$0
	85 Watervliet Avenue	\$5,801	\$6,250	(\$449)	-7.19%	\$34,804	\$37,500	(\$2,696)	-7.19%	\$75,000
	Interest Income	\$2,227	\$333	\$1,893	567.96%	\$34,477	\$2,000	\$32,477	1623.85%	\$4,000
Total Operating Revenue		\$308,550	\$297,742	\$10,808	3.63%	\$1,906,327	\$1,786,454	\$119,873	6.71%	\$3,572,908
Expenses										
	Labor	\$15,493	\$21,337	(\$5,844)	-27.39%	\$96,812	\$128,021	(\$31,209)	-24.38%	\$256,042
	Fringe-Benefits	\$3,781	\$1,617	\$2,164	133.82%	\$18,667	\$9,703	\$8,964	92.39%	\$19,405
	Professional Services	\$8,323	\$6,667	\$1,656	24.84%	\$47,835	\$40,000	\$7,835	19.59%	\$80,000
	Insurance	\$7,373	\$4,167	\$3,206	76.95%	\$51,207	\$25,000	\$26,207	104.83%	\$50,000
	Security	\$47,078	\$20,833	\$26,245	125.97%	\$98,995	\$125,000	(\$26,005)	-20.80%	\$250,000
	Facilities Upkeep	\$10,156	\$27,500	(\$17,344)	-63.07%	\$51,120	\$165,000	(\$113,880)	-69.02%	\$330,000
	Facilities Repairs	\$2,748	\$16,417	(\$13,669)	-83.26%	\$50,482	\$98,500	(\$48,018)	-48.75%	\$197,000
	Utilities	\$33,015	\$39,917	(\$6,901)	-17.29%	\$120,857	\$239,500	(\$118,643)	-49.54%	\$479,000
	Materials & Supplies	\$630	\$917	(\$287)	-31.27%	\$3,351	\$5,500	(\$2,149)	-39.08%	\$11,000
	Parking Garage	\$25,184	\$45,833	(\$20,649)	-45.05%	\$198,788	\$275,000	(\$76,212)	-27.71%	\$550,000
	85 Watervliet Avenue	\$5,045	\$11,283	(\$6,238)	-55.29%	\$44,595	\$67,700	(\$23,105)	-34.13%	\$135,400
	SSTS	\$12,118	\$14,917	(\$2,799)	-18.76%	\$110,194	\$89,500	\$20,694	23.12%	\$179,000
Total Expenses		\$170,944	\$211,404	(\$40,460)	-19.14%	\$892,903	\$1,268,424	(\$375,521)	-29.61%	\$2,536,847
Surplus/(Deficit)		\$137,606	\$86,338	\$51,268		\$1,013,424	\$518,030	\$495,394		\$1,036,061

CAPITAL DISTRICT TRANSPORTATION AUTHORITY MONTHLY MANAGEMENT REPORT

AGING OF ACCOUNTS RECEIVABLE

Sep-24		
	Amount	% of Total
Current	\$2,727,089	67.81%
31 - 60	\$171,999	4.28%
61 - 90	\$185,858	4.62%
91 - 120	\$70,717	1.76%
Over 120	\$866,017	21.53%
Total Accounts Receivable	\$4,021,680	100.00%

Aug-24		
	Amount	% of Total
Current	\$6,814,849	39.71%
31 - 60	\$4,804,373	27.99%
61 - 90	\$497,872	2.90%
91 - 120	\$3,215	0.02%
Over 120	\$5,042,902	29.38%
Total Accounts Receivable	\$17,163,211	100.00%

AGING OF ACCOUNTS PAYABLE

Sep-24		
	Amount	% of Total
Current	\$3,150,368	85.29%
31 - 60	\$313,693	8.49%
61 - 90	\$69,826	1.89%
90 & Over	\$160,039	4.33%
Total Accounts Payable	\$3,693,926	100.00%

Aug-24 Receivables over 120 days: \$866,017

Breakdown of outstanding receivables over 120 days.	
\$441,854	NYS DEPT. OF TRANSPORTATION
\$207,996	ALBANY SCHOOL DISTRICT
\$87,500	CITY OF ALBANY
\$53,669	OTHER
\$50,000	CITY OF SARATOGA SPRINGS
\$25,000	GREATER GLENS FALLS TRANSIT
<u>\$866,019</u>	

ADDITIONAL INFORMATION

MORTGAGE RECORDING TAX					Fiscal Year to Date			
	Sep-24	Sep-23	Difference	%	2025	2024	Difference	%
Albany	\$294,706	\$246,342	\$48,365	19.63%	\$1,747,691	\$1,931,561	(\$183,870)	-9.52%
Rensselaer	\$179,386	\$105,556	\$73,830	69.94%	\$1,038,558	\$808,980	\$229,578	28.38%
Saratoga	\$321,633	\$465,887	(\$144,254)	-30.96%	\$2,233,864	\$2,167,769	\$66,095	3.05%
Schenectady	\$100,000	\$120,351	(\$20,351)	-16.91%	\$798,148	\$741,822	\$56,326	7.59%
Warren	\$78,403	\$0	\$78,403	100.00%	\$446,470	\$0	\$446,470	100.00%
Total	\$974,128	\$938,136	\$35,992	3.84%	\$6,264,730	\$5,650,132	\$614,599	10.88%

Current Month Year To Date

FY 2025	\$974,128	\$6,264,730
FY 2024	\$938,136	\$5,650,132

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
September 30, 2024**

RESTRICTED INVESTMENTS

	<u>Fund Balances</u>	<u>Current Obligations</u>
Risk Management Account (Self-Insured)	\$3,506,483	\$1,546,810
Workers' Comp. Account (Self-Insured)	\$10,444,740	\$8,123,604
 Operating Account	 \$21,974,086	
 <u>Current Operating Reserve Obligations</u>		
Federal Operating Assistance in FY25		\$11,250,000
 <u>Current Capital Reserve Obligations</u>	 \$12,845,840	
Washington/Western BRT Project Match		\$9,000,000
LowNo Electrification Project Match		\$3,981,039
Safe Streets for All Match		\$1,323,600
 <u>Current Vehicle Replacement Reserve Obligations</u>	 \$1,022,872	
Vehicle Replacement Funds		\$665,011

All Investment Accounts are reviewed quarterly.	
Average annual returns:	
Risk Management	4.49%
Workers' Compensation	4.47%
Operating Fund	4.97%
Vehicle Replacement Fund	4.60%
Capital Project	4.59%

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

Monthly Performance Report

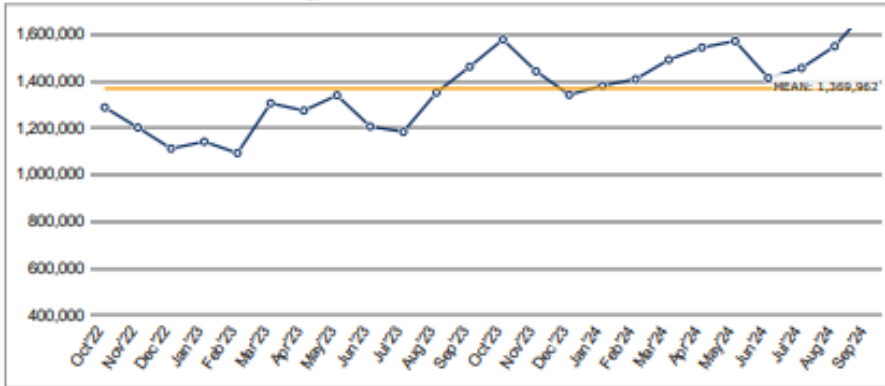
Period: Sep'24

Meeting: Oct'24

Patronage / Mobility

Page 1

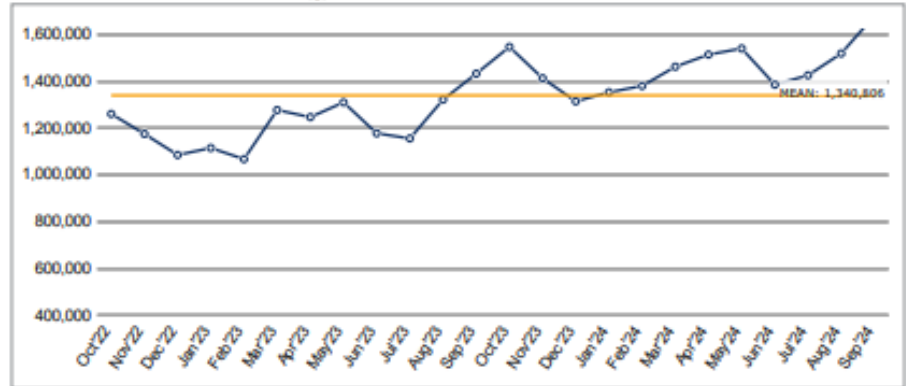
🎃 Total Riders



Previous: 1,463,377

Current: 1,711,575

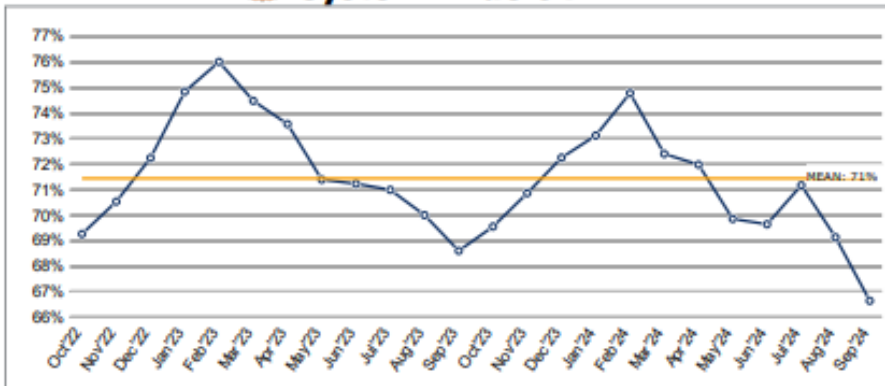
🎃 Fixed Riders



Previous: 1,433,584

Current: 1,681,317

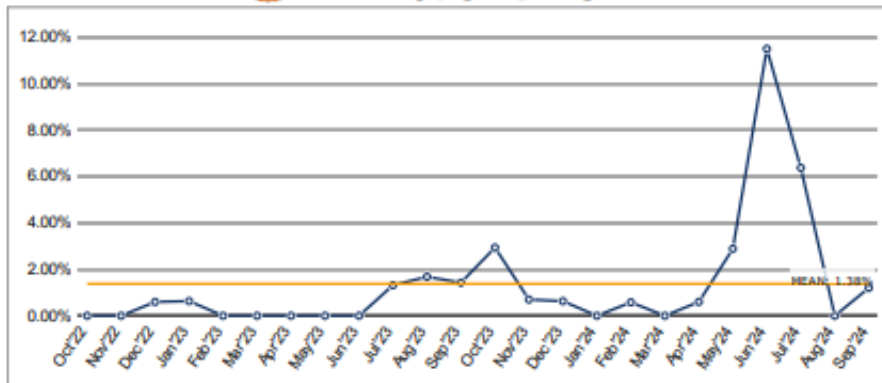
🎃 System Wide OTP



Previous: 68.61%

Current: 66.65%

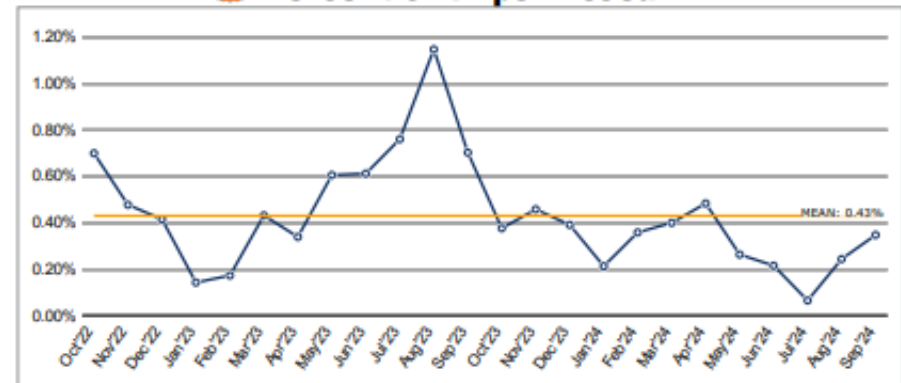
🎃 PMI Not On Time



Previous: 1.4%

Current: 1.2%

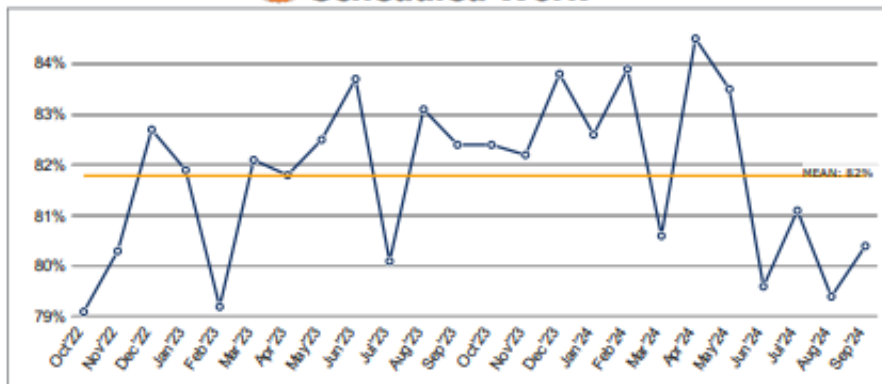
🎃 Percent of Trips Missed



Previous: 0.70%

Current: 0.35%

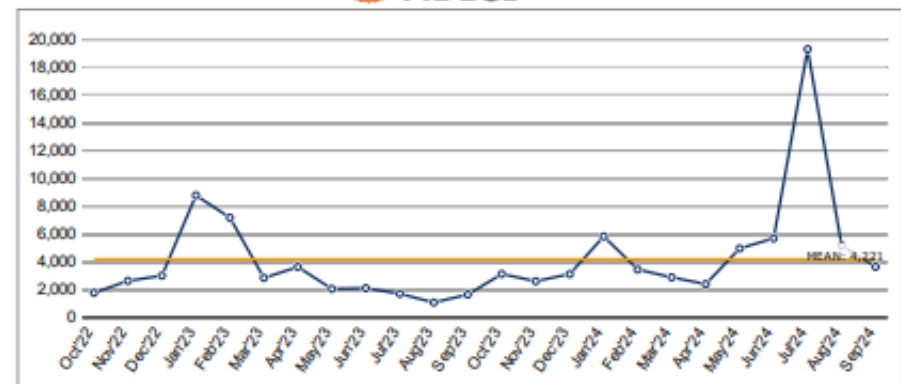
🎃 Scheduled Work



Previous: 82.4%

Current: 80.4%

🎃 MDBSI



Previous: 1,678

Current: 3,672

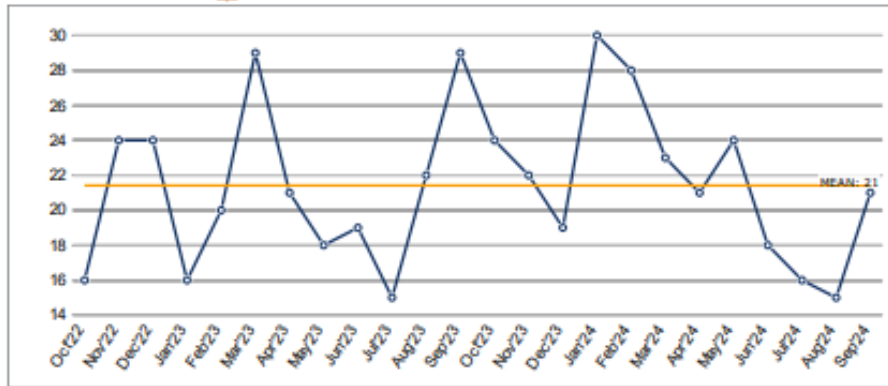
Monthly Performance Report

Period: Sep'24

Meeting: Oct'24

Safety

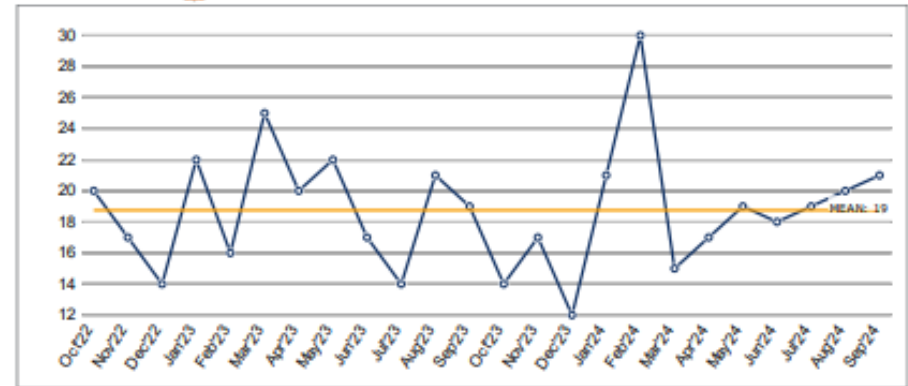
🎃 Preventable Accidents



Previous: 29

Current: 21

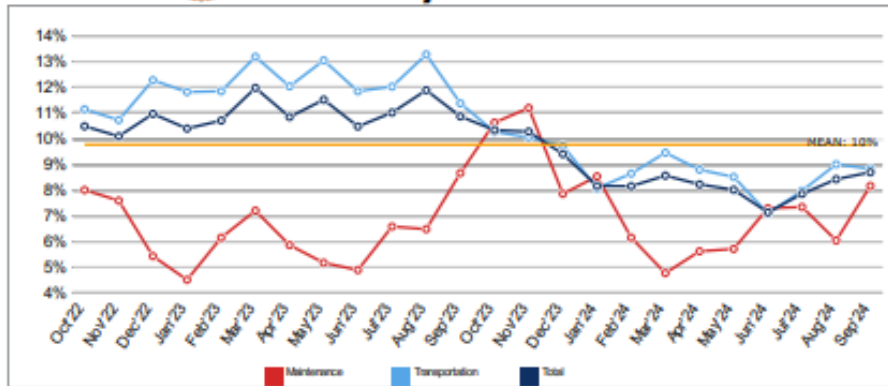
🎃 Non-Preventable Accidents



Previous: 19

Current: 21

🎃 Percent Days Not Worked



Previous: 10.9%

Current: 8.7%

Monthly Performance Report

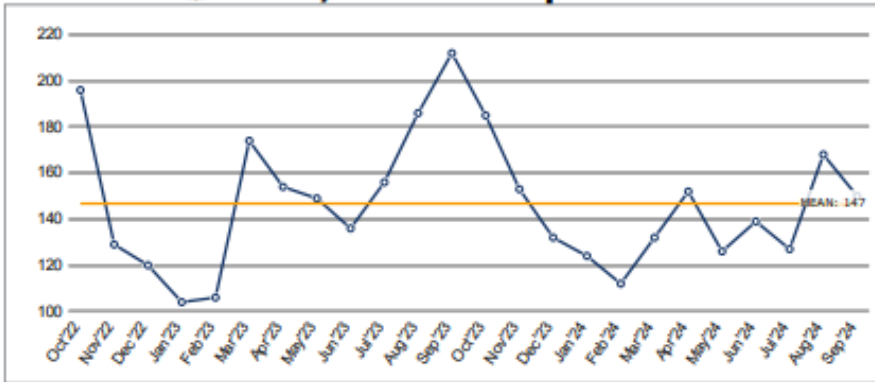
Period: Sep'24

Meeting: Oct'24

Customer Service

Page 4

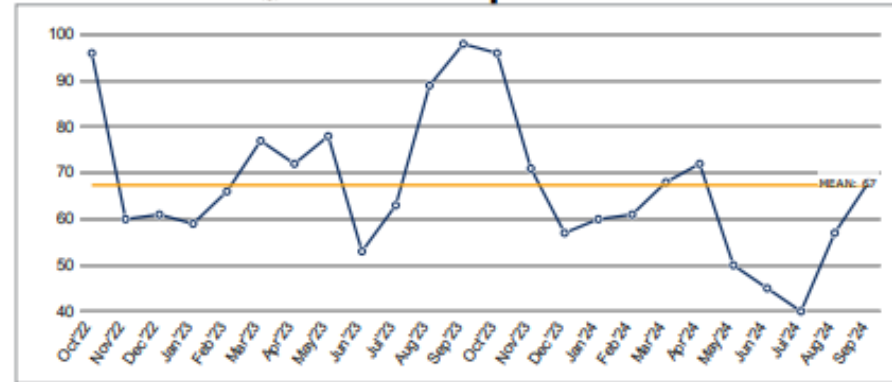
🎃 Fixed/Shuttle Complaints



Previous: 212

Current: 150

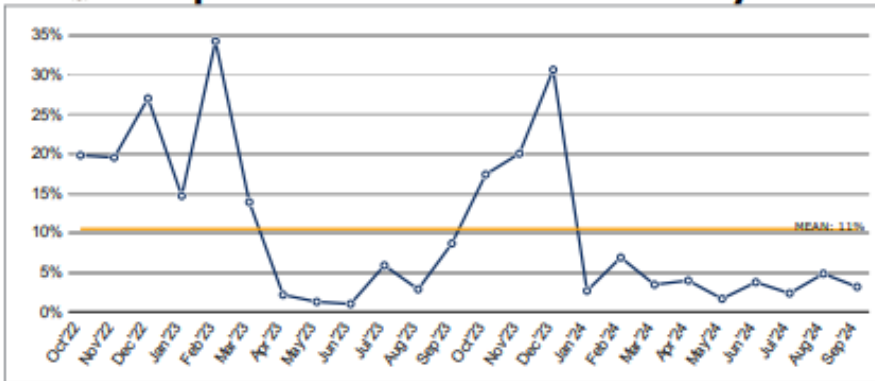
🎃 Other Complaints



Previous: 98

Current: 68

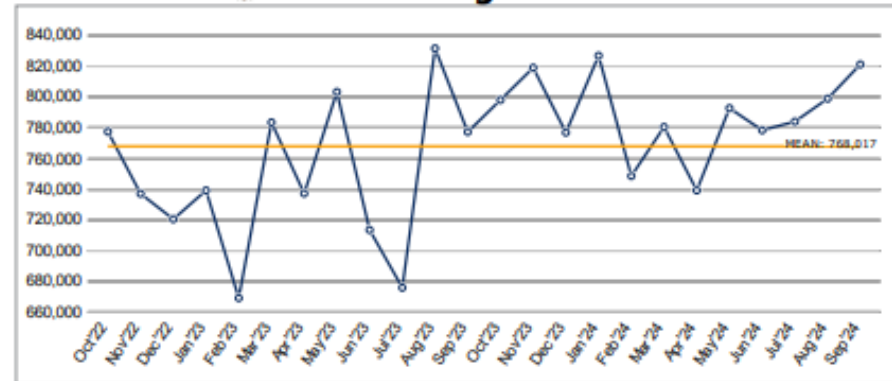
🎃 Complaints Not Addressed in Ten Days



Previous: 8.7%

Current: 3.2%

🎃 Website Page Views



Previous: 777,354

Current: 821,313

Monthly Performance Report

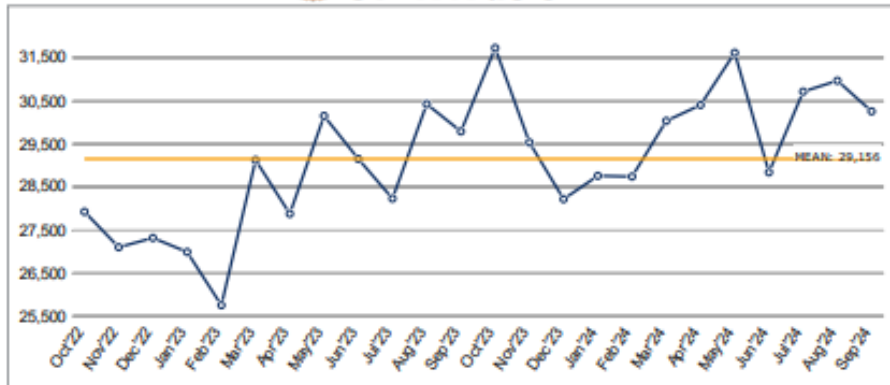
Period: Sep'24

Meeting: Oct'24

STAR Service

Page 5

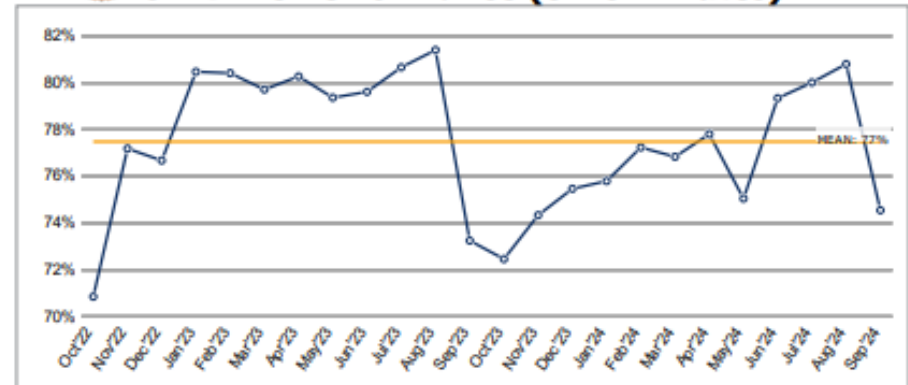
🎃 STAR Riders



Previous: 29,793

Current: 30,258

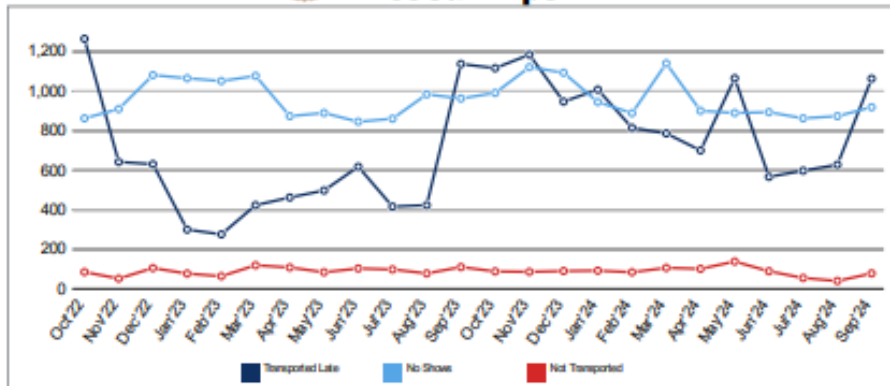
🎃 On-Time Performance (0-10 Minutes)



Previous: 73.3%

Current: 74.6%

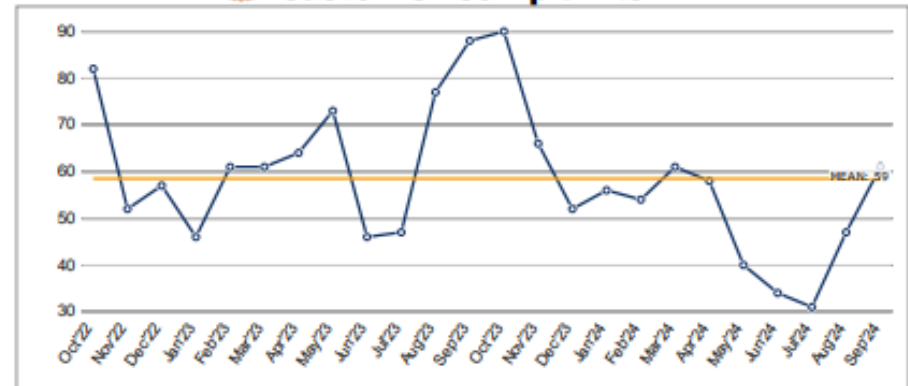
🎃 Missed Trips



Previous: 2,210

Current: 2,060

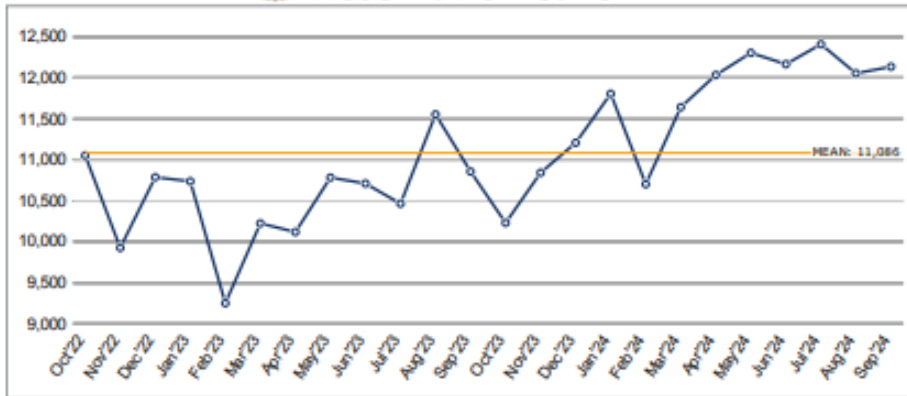
🎃 Customer Complaints



Previous: 88

Current: 61

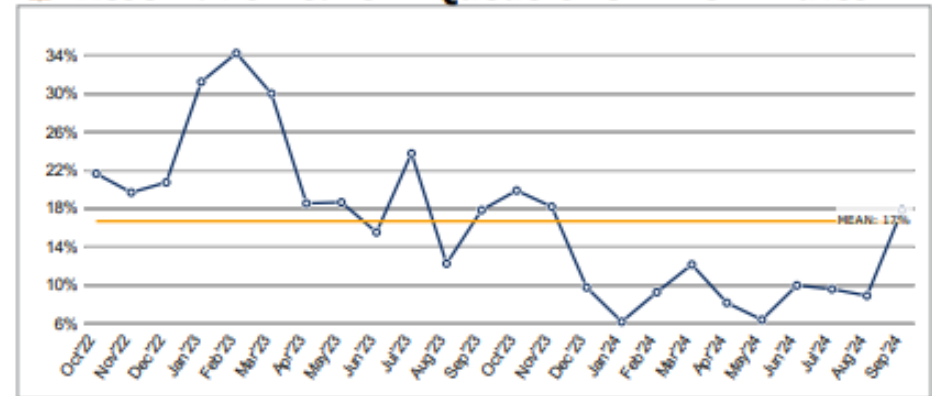
🎃 Reservation Calls



Previous: 10,859

Current: 12,138

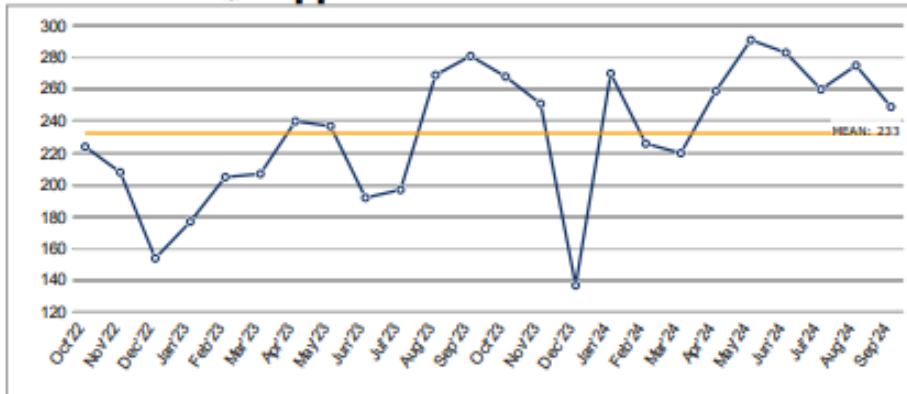
🎃 Reservation Calls in Queue Over Five Minutes



Previous: 17.9%

Current: 17.9%

🎃 Applications Received



Previous: 281

Current: 249

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.

Percent of Trips Missed – Missed trips collected by dispatchers divided by total trips planned. Missed trips include those 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, 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 Missed Trips – Count of monthly STAR trips where the client was transported late outside of the 25-minute window, did not take the trip and also did not cancel, or the client was not transported because STAR was too late.

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.