



**CDTA COMMITTEE AGENDA**  
**Performance Monitoring/Audit Committee**  
**Wednesday, March 19, 2025 | 12:00 pm | 110 Watervliet Ave**  
**& Via Microsoft Teams**

<b>Committee Item</b>	<b>Responsibility</b>
Call to Order	Denise Figueroa
Approve Minutes of Wednesday, February 19, 2025	Denise Figueroa
<b>Consent Agenda Items</b>	
• Approve Contract and Purchase of FLEX Vehicles	Stacy Sansky
• Approve Procurement Manual	Stacy Sansky
<b>Administrative Discussion Items</b>	
• Monthly Management Report	Patricia Cooper
• Monthly Non-Financial Report	Chris Desany
Next Meeting: Wednesday, April 23, 2025, at 12 pm via Microsoft Teams & 110 Watervliet Ave	
Adjourn	Denise Figueroa

## **Capital District Transportation Authority**

### **Performance Monitoring/Audit Committee**

**Meeting Minutes – February 19, 2025, at 12:00 PM; 110 Watervliet Avenue, Albany**

In Attendance: Jayme Lahut, Denise Figueroa, Peter Wohl, Jackie McDonough; Mike Collins, Amanda Avery, Chris Desany, Lance Zarcone, Jaime Kazlo, Jon Scherzer, Dave Williams, Thomas Guggisberg, Rich Cordero, Calvin Young, Trish Cooper, Jeremy Smith, Gary Guy, Jack Grogran, Stacy Sansky, Elide Oyanedel, Emily DeVito

#### **Meeting Purpose**

Regular monthly meeting of the Performance Monitoring/Audit Committee. Denise Figueroa noted that a quorum was present. Minutes from the January 22, 2025, meeting were reviewed and approved.

#### **Consent Agenda Item**

##### Approve Contract for Shelter Cleaning

- We issued an Invitation for Bid for shelter cleaning services.
- Six bids were received, and staff recommends the low bidder Forevergreen, who is the incumbent.
- Staff is pleased with the work they do.
- A resolution to approve a three-year contract with two optional years to Forevergreen of Watervliet, NY, for an estimated cost of \$379,000 will be recommended to the board for approval.

##### Approve Contract for Shelter Electrical Service

- An Invitation for Bid was issued for electrical services at “powered” shelter locations.
- Three bids were received, and staff recommends the low bidder, LaCorte Companies, who is the incumbent.
- Staff is very satisfied with their work.
- A resolution to approve a three-year contract with two optional years to LaCorte Companies, Inc. of Albany, NY, for an estimated cost of \$425,000 will be recommended to the board for approval.

##### Approve Resolution to Accept State Funding

- New York State Department of Transportation requires a CDTA board resolution to reimburse for capital expenditures.
- In 2023 we were awarded funding to enhance intersection improvements in the City of Amsterdam.
- A resolution to approve to accept \$589,760 in State Funding for this capital project will be recommended to the board for approval.

## **Administrative Discussion Items**

### Risk Management & Workers' Compensation Report

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

### Monthly Management Report

- Patricia Cooper provided the Monthly Management Report for January. Mortgage tax receipts are 17% under budget this month and 1.5% under budget for the year; Customer Fares are trending 1.2% under budget for the year; but Advertising revenue is 14% over budget for the year.
- The wage line for the month is 9.8% over budget because of quarterly attendance bonuses; two large retirement payouts; and it was a long month. Year-to-date, wages are 1.4% over budget. Professional services are 34% under budget this month and 8.3% under budget for the year.
- Although overall January expenses were high, we remain in a satisfactory budget position for the year.

### Monthly non-financial (performance) Report

- Chris Desany gave the non-financial report for January.
- Fixed route ridership was up 2.3%; STAR ridership is up 5%; on-time performance for fixed route service increased to 73%; on-time performance in STAR increased to 79%. We missed 0.14% of all scheduled trips.
- There were 26 preventable accidents and 20 non-preventable accidents.

## **Next Meeting**

Wednesday, March 19, 2025, at 12:00pm via Microsoft Teams and at 110 Watervliet Ave.

# Capital District Transportation Authority

## Agenda Action Sheet

**Subject:** Contract Award for FLEX Vehicles  
**Committee:** Performance Monitoring/Audit  
**Meeting Date:** March 19, 2025

### **Objective of Purchase or Service:**

CDTA issued a Request for Proposals (RFP) for FLEX On-Demand Transit vehicles. The scope of work was developed using the American Public Transportation Association (APTA) Standard Bus Procurement Guidelines.

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

CDTA received two proposals. An evaluation team of Maintenance and Transportation employees was assembled. Proposals were evaluated on technical specifications, warranty, price, and past performance.

After staff reviewed proposals both vendors were invited to interviews. The interviews focused on a company overview, financial stability, and technical and performance metrics of the proposal. They also included a test drive and visual inspection / tour of the proposed vehicle.

After interviews, the team re-scored the offerings. The vehicle proposed by Fenton Mobility Products, Inc. most closely aligned with CDTA's needs. The vehicle is a gas-powered Ford Transit-350 that has two wheelchair positions and can seat eight ambulatory passengers.

### **Financial Summary/Cost:**

The total cost of the five vans will not exceed \$717,000.

This purchase is funded through the Innovative Mobility Initiative (IMI) Carbon Reduction Program (CRP) Grant.

### **Proposed Action:**

Staff is recommending the following:

- 1) Award a three-year contract with optional two one-year extensions for up to twenty-five Ford Transit On-Demand vans from Fenton Mobility Products, Inc., of Randolph, NY.
- 2) Place an initial order for five vans from this contract for a cost of \$143,400 per vehicle. These vans will replace an equal number of vehicles that have reached the end of their useful life. Staff will obtain Board approval for any future purchases from this contract.

### **Manager:**

David Williams, Director of Maintenance

**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:**

\$717,000 (NTE-Year 1)                      **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 # 10                      or                      **Advertised**  
Number of Proposals/Bids Received # 2

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	<b>No</b>
Number of D/MWBEs bidding/proposing		<u>0</u>
D/MWBE Certification on file?	Yes	No
Was contract awarded to a D/MWBE?	Yes	<b>No</b>
Number of D/MWBE Subcontractors		<u>0</u>

8. **LEGAL NAME and ADDRESS OF CONTRACTOR/VENDOR:** Fenton Mobility Products, Inc.  
26 Center Street  
Randolph, NY 14772

8. **SOURCE OF FUNDS:** Innovative Mobility Initiative (IMI) Carbon Reduction Program (CRP) Grant

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: March 19, 2025

Cummulative CDTA Maint 206-3000 FLEX Vehicles

	Model 1 - Indianapolis, IN	Fenton Mobility - Randolph, NY
<b>Price 160 Points</b> -The Price Proposal presented to CDTA.	113	135
<b>Technical 100 Points</b> - The Proponent's compliance with the Technical Specification and the content of the Technical Proposal.	70	68
<b>Delivery Schedule 60 Points</b> - The tentative dates for vehicle delivery of the base contract.	54	47
<b>Warranty 40 Points</b> - The warranty offering presented to CDTA.	32	34
<b>Proponent's Past Performance 40 Points</b> - The degree to which the Proponent has worked with procuring agencies regarding bus manufacture, adherence to production and delivery schedules, resolution of warranty issues and fleet defects. CDTA will utilize the client reference as well as history.	32	26
<b>Total (Out of 400 points)</b>	<b>301</b>	<b>310</b>

# Capital District Transportation Authority Agenda Action Sheet

**Subject:** Review and approval of revised CDTA Procurement Manual

**Committee:** Performance Monitoring/Audit

**Meeting Date:** March 19, 2025

**Objective of Purchase or Service:**

The New York Public Authorities Law section 2879 requires that public authorities annually review its procurement guidelines.

**Summary of Staff Proposal:**

The Procurement Manual is utilized by staff, subsidiary employees, sub-grantees, and contractors in procuring goods and services necessary to advance the CDTA mission.

The Procurement Manual is reviewed annually by General Counsel, Internal Audit, Finance and Procurement staff. Last year the Board approval several changes based upon FTA guidance. There are minimal changes recommended for the annual revision.

Page/Section	Revision
Entire Document	Update references to <i>Federal Transit Administration (FTA) Circular 4220.1E</i> , <i>Third Party Contracting Guidelines To Federal Transit Administration (FTA) Circular 4220.1G</i> , <i>Third Party Contracting Guidelines</i> . The new circular will be issued March 20, 2025.
Pg. 34 “Procurement Card”	Update the per transaction limits to reflect the current costs of goods and services. Senior Buyer-from \$1,000 to \$2,000 Director of Procurement-from \$3,000 to \$4,000
Pg. 38 “Procurement Checklist”	Insertion of the updated Procurement Checklist. Checklist is updated as needed throughout the year based on current guidance. Revised checklist includes updating the number of newspapers CDTA advertises in from four (4) to six (6) and removing duplications.

**Financial Summary/Cost:**

No impact

**Proposed Action:**

I am recommending the adoption of the revised Procurement Manual.

**Manager:**

Stacy Sansky, Director of Procurement

# Monthly Management Report

February 2025





## Monthly Management Report (MMR) - February 2025

### Executive Summary

			Current Month		Year to Date	
REVENUE	Actual	Budget	(\$ Variance)	(%) Variance	(\$ Variance)	(%) Variance
1 Mortgage Tax	\$ 813,113	\$ 1,054,167	\$ (241,054)	-22.87%	\$ (277,185)	-2.39%
2 Customer Fares	\$ 1,511,903	\$ 1,809,808	\$ (297,905)	-16.46%	\$ (703,325)	3.53%
3 Facilities & Rail Station	\$ 334,800	\$ 303,992	\$ 30,808	10.13%	\$ 92,658	2.77%
EXPENSES	Actual	Budget	(\$ Variance)	(%) Variance	(\$ Variance)	(%) Variance
4 Wages	\$ 5,010,899	\$ 5,591,135	\$ (580,236)	-10.38%	\$ 202,152	0.33%
5 Other Benefits	\$ 425,641	\$ 417,957	\$ 7,684	1.84%	\$ 335,479	7.30%
6 Professional Services	\$ 518,509	\$ 581,264	\$ (62,755)	-10.80%	\$ (602,165)	-9.42%
7 Utilities	\$ 159,345	\$ 129,083	\$ 30,262	23.44%	\$ (459,466)	-32.36%
<b>YTD Revenue</b>						0.29%
<b>YTD Expenses</b>						1.03%

#### *Revenue Summary*

- 1 MRT is 10% under budget this month but only 2.4% under budget YTD.
- 2 Customer fares are 16.5% under budget for the month, and under budget by 2.6% YTD.
- 3 Facilities & Rail Station revenue is 10% over budget due to seasonal high utility reimbursements. YTD is now 2.8% over budget.

#### *Expense Summary*

- 4 Wages are 10% under budget this month because February is the shortest month. YTD is only 0.33% over budget.
- 5 Other Benefits are over budget by 1.84% in February and 7.3% YTD due to the increased employer pension contribution for the union employees which began January 1st.
- 6 Professional services is 10.8% under budget this month and the YTD spending is 9.4% under budget. We will be lowering this budget line in the FY26.
- 7 Due to seasonal timing Utilities is over budget by 23.4% in February but still 32.4% under budget YTD.

**Note** Overall, we are in a satisfactory budget position.

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

	<b>Feb-25</b>	<b>Feb-24</b>
<b>Assets</b>		
<b>Current Assets:</b>		
Cash	\$27,250,308	\$19,566,129
Investments	\$47,377,520	\$56,078,726
Receivables:		
Mortgage Tax	\$912,109	\$1,054,582
Federal Grants	\$12,598,567	\$4,785,859
New York State Operating Assistance	\$0	\$0
Trade and Other	\$6,355,329	\$7,206,231
Advances to Capital District Transportation Committee	\$1,335,260	\$812,255
Materials, Parts and Supplies	\$5,953,340	\$5,566,663
Prepaid Expenses	\$2,060,681	\$1,913,421
<b>Sub-Total Current Assets</b>	<b>\$103,843,113</b>	<b>\$96,983,866</b>
<b>Noncurrent Assets:</b>		
Capital Assets, net	\$140,741,814	\$128,921,581
<b>Deferred outflows of resources:</b>		
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
<b>Sub-Total Deferred outflows of resources:</b>	<b>\$13,454,723</b>	<b>\$16,426,142</b>
<b>Total for Assets</b>	<b>\$258,039,650</b>	<b>\$242,331,589</b>
<b>Liabilities</b>		
<b>Current Liabilities:</b>		
Accounts Payable	\$4,550,577	\$6,422,254
Accrued Expenses	\$6,299,080	\$5,711,029
Unearned Revenue	\$8,887,129	\$8,237,868
Line of Credit	\$0	\$0
<b>Sub-Total Current Liabilities</b>	<b>\$19,736,786</b>	<b>\$20,371,151</b>
<b>Noncurrent Liabilities:</b>		
Capital Lease Agreement	\$15,991,522	\$11,345,085
Estimated Provision for Existing Claims and Settlements	\$9,650,199	\$10,274,622
Other postemployment benefits	\$68,313,217	\$66,724,317
Net Pension Liability	\$5,493,758	(\$2,045,372)
<b>Sub-Total Noncurrent Liabilities</b>	<b>\$99,448,696</b>	<b>\$86,298,652</b>
<b>Deferred inflows of resources:</b>		
Deferred inflows of resources from pension	\$480,710	\$7,245,814
Deferred inflows of resources from OBEP	\$38,379,964	\$44,999,278
<b>Sub-Total Deferred inflows of resources</b>	<b>\$38,860,674</b>	<b>\$52,245,092</b>
<b>Total for Liabilities</b>	<b>\$158,046,156</b>	<b>\$158,914,895</b>
<b>Net Position</b>		
Net Investment in Capital Assets	\$108,241,228	\$108,241,228
Unrestricted	(\$8,247,734)	(\$24,824,534)
<b>Total for Net Position</b>	<b>\$99,993,494</b>	<b>\$83,416,694</b>
<b>Total Liabilities and Net Position</b>	<b>\$258,039,650</b>	<b>\$242,331,589</b>

**CAPITAL DISTRICT TRANSPORTATION AUTHORITY  
CONSOLIDATED STATEMENT OF OPERATIONS  
Feb-25**

	<u>To Date Actual</u>	<u>Annual Budget</u>	<b>92%</b>
<b>REVENUE:</b>			
AUTHORITY	\$13,946,644	\$12,791,000	109%
TRANSIT	\$111,019,789	\$121,612,023	91%
ACCESS	\$851,948	\$900,000	95%
CDTA FACILITIES	\$3,567,474	\$3,797,908	94%
<b>TOTAL REVENUE</b>	<b>\$129,385,854</b>	<b>\$139,100,931</b>	<b>93%</b>
<b>EXPENSE:</b>			
AUTHORITY	\$20,514,554	\$23,578,439	87%
TRANSIT	\$104,885,106	\$111,870,064	94%
ACCESS	\$1,360,186	\$1,355,581	100%
CDTA FACILITIES	\$1,910,006	\$2,536,847	75%
<b>TOTAL EXPENSE</b>	<b>\$128,669,852</b>	<b>\$139,340,932</b>	<b>92%</b>
 Revenue over (under) Expenses	 \$716,002		
Depreciation	<b>\$17,416,667</b>		
Excess of Revenue over (under) Expenses	(\$16,700,665)		
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	\$11,500,000		
Transfer to Operating Fund	\$0		
Transfer from Worker's Comp Fund	\$0		
Transfer to Worker's Comp Fund	<b>(\$2,581,484)</b>		
 *Net Excess of Revenue over (under) Expenses	 (\$7,782,149)		
*Contribution to required fleet replacement.			

**CAPITAL DISTRICT TRANSPORTATION AUTHORITY**  
**Feb-25**

**BUDGET VARIANCE REPORT**

<b>CONSOLIDATED</b>									
	This Month				Year to Date				Annual
	Actual	Budget	Variance	% Variance	Actual	Budget	Variance	% Variance	Budget
Operating Revenue									
Mortgage Tax	\$818,113	\$1,054,167	(\$236,054)	-22.39%	\$11,318,649	\$11,595,833	(\$277,185)	-2.39%	\$12,650,000
Customer Fares	\$1,511,903	\$1,809,808	(\$297,906)	-16.46%	\$19,204,566	\$19,907,891	(\$703,325)	-3.53%	\$21,717,699
Advertising Revenue	\$150,000	\$147,917	\$2,084	1.41%	\$1,843,608	\$1,627,083	\$216,525	13.31%	\$1,775,000
RRS & Facilities	\$334,800	\$303,992	\$30,808	10.13%	\$3,436,574	\$3,343,916	\$92,658	2.77%	\$3,647,908
Interest Income	\$44,474	\$1,667	\$42,807	2568.41%	\$300,180	\$18,333	\$281,847	1537.35%	\$20,000
Misc. Income	\$11,536	\$14,125	(\$2,589)	-18.33%	\$172,261	\$155,375	\$16,886	10.87%	\$169,500
<b>Total Operating Revenue</b>	<b>\$2,870,825</b>	<b>\$3,331,676</b>	<b>(\$460,850)</b>	<b>-13.83%</b>	<b>\$36,275,837</b>	<b>\$36,648,431</b>	<b>(\$372,594)</b>	<b>-1.02%</b>	<b>\$39,980,107</b>
Operating Assistance									
New York State Aid	\$5,497,950	\$5,497,950	\$0	0.00%	\$60,477,450	\$60,477,450	\$0	0.00%	\$65,975,400
County Aid	\$159,750	\$159,750	\$0	0.00%	\$1,757,250	\$1,757,250	\$0	0.00%	\$1,917,001
Federal Aid	\$2,408,827	\$2,408,827	\$0	0.00%	\$26,497,096	\$26,497,096	\$0	0.00%	\$28,905,923
Operating Grants	\$193,542	\$193,542	\$0	0.00%	\$2,128,958	\$2,128,958	\$0	0.00%	\$2,322,500
<b>Total Operating Assistance</b>	<b>\$8,260,069</b>	<b>\$8,260,069</b>	<b>\$0</b>	<b>0.00%</b>	<b>\$90,860,754</b>	<b>\$90,860,754</b>	<b>\$0</b>	<b>0.00%</b>	<b>\$99,120,824</b>
<b>Total Revenue and Assistance</b>	<b>\$11,130,894</b>	<b>\$11,591,744</b>	<b>(\$460,850)</b>	<b>-3.98%</b>	<b>\$127,136,591</b>	<b>\$127,509,186</b>	<b>(\$372,594)</b>	<b>-0.29%</b>	<b>\$139,100,931</b>
Expenses									
Salaries and Wages	\$5,010,899	\$5,591,135	(\$580,236)	-10.38%	\$61,704,637	\$61,502,486	\$202,152	0.33%	\$67,093,621
Payroll Taxes	\$359,046	\$405,342	(\$46,296)	-11.42%	\$4,466,244	\$4,458,758	\$7,486	0.17%	\$4,864,100
Health Benefits	\$1,119,903	\$1,115,701	\$4,202	0.38%	\$12,472,124	\$12,272,713	\$199,411	1.62%	\$13,388,415
Workers Compensation	\$87,091	\$248,893	(\$161,802)	-65.01%	\$1,872,641	\$2,737,825	(\$865,184)	-31.60%	\$2,986,718
Other Benefits	\$425,641	\$417,957	\$7,684	1.84%	\$4,933,007	\$4,597,528	\$335,479	7.30%	\$5,015,485
Professional Services	\$518,509	\$581,264	(\$62,755)	-10.80%	\$5,791,734	\$6,393,899	(\$602,165)	-9.42%	\$6,975,162
Materials & Supplies	\$193,761	\$171,252	\$22,509	13.14%	\$2,182,485	\$1,883,771	\$298,714	15.86%	\$2,055,023
Miscellaneous	\$62,485	\$91,657	(\$29,172)	-31.83%	\$1,056,620	\$1,008,226	\$48,394	4.80%	\$1,099,883
Purchased Transportation	\$1,090,271	\$1,068,000	\$22,271	2.09%	\$12,339,411	\$11,748,000	\$591,411	5.03%	\$12,816,000
Maintenance Services	\$444,070	\$400,303	\$43,767	10.93%	\$4,599,853	\$4,403,328	\$196,525	4.46%	\$4,803,631
Liability - Claims	\$40,322	\$39,583	\$739	1.87%	\$991,582	\$435,417	\$556,165	127.73%	\$475,000
Utilities	\$159,345	\$129,083	\$30,262	23.44%	\$960,450	\$1,419,917	(\$459,466)	-32.36%	\$1,549,000
Fuel	\$597,961	\$644,584	(\$46,623)	-7.23%	\$7,058,259	\$7,090,425	(\$32,166)	-0.45%	\$7,735,009
Parts, Tires, Oil	\$598,143	\$585,919	\$12,224	2.09%	\$7,073,715	\$6,445,106	\$628,609	9.75%	\$7,031,025
General Insurance	\$128,575	\$101,072	\$27,504	27.21%	\$1,318,074	\$1,111,788	\$206,286	18.55%	\$1,212,860
<b>Total EXPENSES</b>	<b>\$10,836,022</b>	<b>\$11,591,744</b>	<b>(\$755,722)</b>	<b>-6.52%</b>	<b>\$128,820,837</b>	<b>\$127,509,187</b>	<b>\$1,311,651</b>	<b>1.03%</b>	<b>\$139,100,931</b>
Surplus/Deficit	\$294,872	\$0	\$294,872		(\$1,684,246)	(\$0)	(\$1,684,244)		\$0

**CAPITAL DISTRICT TRANSPORTATION AUTHORITY**  
**Feb-25**

**BUDGET VARIANCE REPORT**

	<b>NON-TRANSIT</b>								<b>Annual Budget</b>
	<b>This Month</b>				<b>Year to Date</b>				
	<b>Actual</b>	<b>Budget</b>	<b>Variance</b>	<b>% Variance</b>	<b>Actual</b>	<b>Budget</b>	<b>Variance</b>	<b>% Variance</b>	
Operating Revenue									
Mortgage Tax	\$818,113	\$1,054,167	(\$236,054)	-22.39%	\$11,318,649	\$11,595,833	(\$277,185)	-2.39%	\$12,650,000
Interest Income	\$44,340	\$1,667	\$42,674	2560.42%	\$297,817	\$18,333	\$279,483	1524.46%	\$20,000
Interest Inc-Invest/Change in Invest	\$230,848	\$0	\$230,848	0.00%	\$2,219,262	\$0	\$2,219,262	0.00%	\$0
Misc. Income - Authority	\$10,083	\$10,083	\$0	0.00%	\$110,917	\$110,917	\$0	0.00%	\$121,000
<b>Total Operating Revenue</b>	<b>\$1,103,385</b>	<b>\$1,065,917</b>	<b>\$37,468</b>	<b>3.52%</b>	<b>\$13,946,644</b>	<b>\$11,725,083</b>	<b>\$2,221,561</b>	<b>18.95%</b>	<b>\$12,791,000</b>
Expenses									
Labor - Authority	\$685,368	\$805,388	(\$120,019)	-14.90%	\$8,354,946	\$8,859,263	(\$504,316)	-5.69%	\$9,664,650
Fringe - Authority	\$454,269	\$480,655	(\$26,386)	-5.49%	\$4,959,847	\$5,287,204	(\$327,357)	-6.19%	\$5,767,859
Materials & Supplies - Authority	\$11,889	\$14,623	(\$2,734)	-18.70%	\$181,123	\$160,852	\$20,271	12.60%	\$175,475
Professional Services - Authority	\$321,461	\$329,829	(\$8,368)	-2.54%	\$3,366,638	\$3,628,114	(\$261,475)	-7.21%	\$3,957,942
Other Expenses - Authority	\$329,337	\$334,376	(\$5,039)	-1.51%	\$3,651,999	\$3,678,137	(\$26,137)	-0.71%	\$4,012,513
<b>Total Expenses</b>	<b>\$1,802,325</b>	<b>\$1,964,870</b>	<b>(\$162,545)</b>	<b>-8.27%</b>	<b>\$20,514,554</b>	<b>\$21,613,569</b>	<b>(\$1,099,015)</b>	<b>-5.08%</b>	<b>\$23,578,439</b>
<b>Surplus/(Deficit)</b>	<b>(\$698,940)</b>	<b>(\$898,953)</b>	<b>\$200,014</b>		<b>(\$6,567,910)</b>	<b>(\$9,888,486)</b>	<b>\$3,320,576</b>		<b>(\$10,787,439)</b>

**CAPITAL DISTRICT TRANSPORTATION AUTHORITY**

**Feb-25**

BUDGET VARIANCE REPORT	TRANSIT								Annual Budget
	This Month				Year to Date				
	Actual	Budget	Variance	% Variance	Actual	Budget	Variance	% Variance	
Operating Revenue									
Passenger Fares-Transit	\$771,952	\$1,070,637	(\$298,685)	-27.90%	\$11,048,797	\$11,777,006	(\$728,209)	-6.18%	\$12,847,643
Contracts - Transit	\$664,171	\$664,171	\$0	0.00%	\$7,306,185	\$7,305,885	\$300	0.00%	\$7,970,056
Advertising-Transit	\$137,500	\$135,417	\$2,084	1.54%	\$1,736,108	\$1,489,583	\$246,525	16.55%	\$1,625,000
Misc. Income - Transit	\$1,453	\$4,042	(\$2,589)	-64.05%	\$67,944	\$44,458	\$23,486	52.83%	\$48,500
Total Operating Revenue	\$1,575,076	\$1,874,267	(\$299,190)	-15.96%	\$20,159,034	\$20,616,932	(\$457,898)	-2.22%	\$22,491,199
Operating Assistance									
State Aid - General	\$5,304,867	\$5,304,867	\$0	0.00%	\$58,353,533	\$58,353,533	\$0	0.00%	\$63,658,400
State Aid - PBT	\$159,750	\$159,750	\$0	0.00%	\$1,757,250	\$1,757,250	\$0	0.00%	\$1,917,000
State Aid - Northway Commuter S.	\$33,333	\$33,333	\$0	0.00%	\$366,667	\$366,667	\$0	0.00%	\$400,000
County Aid	\$159,750	\$159,750	\$0	0.00%	\$1,757,251	\$1,757,251	\$0	0.00%	\$1,917,001
Federal Aid - Transit	\$2,408,827	\$2,408,827	\$0	0.00%	\$26,497,096	\$26,497,096	\$0	0.00%	\$28,905,923
Other Grants - Federal	\$193,542	\$193,542	\$0	0.00%	\$2,128,959	\$2,128,958	\$0	0.00%	\$2,322,500
Total Operating Assistance	\$8,260,069	\$8,260,069	\$0	0.00%	\$90,860,756	\$90,860,755	\$0	0.00%	\$99,120,824
Total Revenue and Assistance	\$9,835,145	\$10,134,335	(\$299,190)	-2.95%	\$111,019,789	\$111,477,688	(\$457,898)	-0.41%	\$121,612,023
Expenses									
Labor - Maintenance	\$895,822	\$943,071	(\$47,249)	-5.01%	\$10,822,643	\$10,373,778	\$448,865	4.33%	\$11,316,849
Labor - Transportation	\$3,037,507	\$3,404,239	(\$366,733)	-10.77%	\$37,349,193	\$37,446,633	(\$97,440)	-0.26%	\$40,850,872
Labor - STAR	\$354,392	\$369,097	(\$14,705)	-3.98%	\$4,488,591	\$4,060,070	\$428,522	10.55%	\$4,429,167
Fringe	\$1,553,440	\$1,690,636	(\$137,196)	-8.12%	\$18,472,022	\$18,596,997	(\$124,975)	-0.67%	\$20,287,634
Materials & Supplies	\$1,361,708	\$1,371,949	(\$10,240)	-0.75%	\$16,139,536	\$15,091,434	\$1,048,102	6.95%	\$16,463,382
Professional Services	\$197,845	\$268,768	(\$70,923)	-26.39%	\$3,130,415	\$2,956,452	\$173,963	5.88%	\$3,225,220
Other Expenses	\$15,742	\$15,548	\$193	1.24%	\$160,265	\$171,032	(\$10,767)	-6.30%	\$186,580
Purchased Transportation - STAR	\$799,751	\$750,000	\$49,751	6.63%	\$9,063,904	\$8,250,000	\$813,904	9.87%	\$9,000,000
Liability - Claims	\$40,322	\$39,583	\$739	1.87%	\$991,582	\$435,417	\$556,165	127.73%	\$475,000
Liability - Insurance	\$95,325	\$96,613	(\$1,288)	-1.33%	\$978,673	\$1,062,747	(\$84,073)	-7.91%	\$1,159,360
Utilities - Transit	\$107,456	\$80,833	\$26,623	32.94%	\$691,665	\$889,167	(\$197,501)	-22.21%	\$970,000
Mat & Supplies - NX	\$0	\$2,083	(\$2,083)	-100.00%	\$15,487	\$22,917	(\$7,430)	-32.42%	\$25,000
Purchased Transportation - NX	\$122,146	\$178,417	(\$56,271)	-31.54%	\$1,400,360	\$1,962,583	(\$562,223)	-28.65%	\$2,141,000
Purchased Transportation - Vanpool	\$24,600	\$25,000	(\$400)	-1.60%	\$270,600	\$275,000	(\$4,400)	-1.60%	\$300,000
Purchased Transportation - TX	\$80,011	\$86,667	(\$6,656)	100.00%	\$910,170	\$953,333	(\$43,164)	-4.53%	\$1,040,000
Total Expenses	\$8,686,068	\$9,322,505	(\$636,437)	-6.83%	\$104,885,106	\$102,547,558	\$2,337,548	2.28%	\$111,870,064
Surplus/(Deficit)	\$1,149,077	\$811,830	\$337,248		\$6,134,683	\$8,930,130	(\$2,795,446)		\$9,741,960

**CAPITAL DISTRICT TRANSPORTATION AUTHORITY**  
**Feb-25**

**BUDGET VARIANCE REPORT**

<b>ACCESS TRANSIT SERVICES</b>									
	<b>This Month</b>				<b>Year to Date</b>				<b>Annual Budget</b>
	<b>Actual</b>	<b>Budget</b>	<b>Variance</b>	<b>% Variance</b>	<b>Actual</b>	<b>Budget</b>	<b>Variance</b>	<b>% Variance</b>	
	Operating Revenue								
Contracts - Access	\$75,780	\$75,000	\$780	1.04%	\$849,584	\$825,000	\$24,584	2.98%	\$900,000
Interest Income	\$133	\$0	\$133	0.00%	\$2,363	\$0	\$2,363	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
<b>Total Operating Revenue</b>	<b>\$75,913</b>	<b>\$75,000</b>	<b>\$913</b>	<b>1.22%</b>	<b>\$851,948</b>	<b>\$825,000</b>	<b>\$26,948</b>	<b>3.27%</b>	<b>\$900,000</b>
<b>Total Revenue and Assistance</b>	<b>\$75,913</b>	<b>\$75,000</b>	<b>\$913</b>	<b>1.22%</b>	<b>\$851,948</b>	<b>\$825,000</b>	<b>\$26,948</b>	<b>3.27%</b>	<b>\$900,000</b>
Expenses									
Labor - Access	\$26,744	\$48,003	(\$21,260)	-44.29%	\$513,872	\$528,038	(\$14,165)	-2.68%	\$576,041
Fringe Benefits - Access	\$7,327	\$14,985	(\$7,658)	-51.10%	\$126,150	\$164,834	(\$38,685)	-23.47%	\$179,819
Purchased Transportation	\$63,763	\$47,917	\$15,846	33.07%	\$694,378	\$527,083	\$167,294	31.74%	\$575,000
Rent and Utilities - Access	\$1,643	\$1,643	\$0	0.00%	\$18,787	\$18,078	\$709	3.92%	\$19,721
Other Expenses - Access	\$3,000	\$417	\$2,583	620.00%	\$7,000	\$4,583	\$2,417	52.73%	\$5,000
<b>Total Expenses</b>	<b>\$102,477</b>	<b>\$112,965</b>	<b>(\$10,488)</b>	<b>-9.28%</b>	<b>\$1,360,186</b>	<b>\$1,242,616</b>	<b>\$117,570</b>	<b>9.46%</b>	<b>\$1,355,581</b>
<b>Surplus/(Deficit)</b>	<b>(\$26,564)</b>	<b>(\$37,965)</b>	<b>\$11,402</b>		<b>(\$508,238)</b>	<b>(\$417,616)</b>	<b>(\$90,623)</b>		<b>(\$455,581)</b>

**CAPITAL DISTRICT TRANSPORTATION AUTHORITY**  
**Feb-25**

		<b>CDTA FACILITIES</b>								
<b>BUDGET VARIANCE REPORT</b>		<b>This Month</b>				<b>Year to Date</b>				<b>Annual</b>
		<b>Actual</b>	<b>Budget</b>	<b>Variance</b>	<b>% Variance</b>	<b>Actual</b>	<b>Budget</b>	<b>Variance</b>	<b>% Variance</b>	<b>Budget</b>
Operating Revenue										
	RRS Station & Garage	\$120,079	\$80,000	\$40,079	50.10%	\$848,869	\$880,000	(\$31,131)	-3.54%	\$960,000
	RRS Parking Revenue	\$203,358	\$213,951	(\$10,592)	-4.95%	\$2,430,621	\$2,353,457	\$77,164	3.28%	\$2,567,408
	RRS Advertising	\$12,500	\$12,500	\$0	0.00%	\$137,500	\$137,500	\$0	0.00%	\$150,000
	SSTS	\$2,365	\$3,458	(\$1,093)	-31.61%	\$36,219	\$38,042	(\$1,822)	-4.79%	\$41,500
	Greyhound	\$41	\$0	\$41	0.00%	\$588	\$0	\$588	0.00%	\$0
	85 Watervliet Avenue	\$5,801	\$6,250	(\$449)	-7.19%	\$63,808	\$68,750	(\$4,942)	-7.19%	\$75,000
	Interest Income	\$3,156	\$333	\$2,823	846.77%	\$49,869	\$3,667	\$46,203	1260.07%	\$4,000
<b>Total Operating Revenue</b>		<b>\$347,300</b>	<b>\$316,492</b>	<b>\$30,808</b>	<b>9.73%</b>	<b>\$3,567,474</b>	<b>\$3,481,416</b>	<b>\$86,058</b>	<b>2.47%</b>	<b>\$3,797,908</b>
Expenses										
	Labor	\$11,066	\$21,337	(\$10,271)	-48.14%	\$174,587	\$234,705	(\$60,118)	-25.61%	\$256,042
	Fringe-Benefits	\$3,607	\$1,617	\$1,990	123.08%	\$38,843	\$17,788	\$21,055	118.37%	\$19,405
	Professional Services	\$8,444	\$6,667	\$1,778	26.66%	\$94,352	\$73,333	\$21,019	28.66%	\$80,000
	Insurance	\$11,332	\$4,167	\$7,166	171.98%	\$92,153	\$45,833	\$46,319	101.06%	\$50,000
	Security	\$34,836	\$20,833	\$14,002	67.21%	\$166,415	\$229,167	(\$62,752)	-27.38%	\$250,000
	Facilities Upkeep	\$33,692	\$27,500	\$6,192	22.52%	\$195,989	\$302,500	(\$106,511)	-35.21%	\$330,000
	Facilities Repairs	\$8,271	\$16,417	(\$8,146)	-49.62%	\$97,261	\$180,583	(\$83,322)	-46.14%	\$197,000
	Utilities	\$48,715	\$39,917	\$8,798	22.04%	\$233,868	\$439,083	(\$205,215)	-46.74%	\$479,000
	Materials & Supplies	\$23,005	\$917	\$22,089	2409.67%	\$27,653	\$10,083	\$17,569	174.24%	\$11,000
	Parking Garage	\$39,574	\$45,833	(\$6,259)	-13.66%	\$489,814	\$504,167	(\$14,353)	-2.85%	\$550,000
	85 Watervliet Avenue	\$7,794	\$11,283	(\$3,489)	-30.92%	\$102,291	\$124,117	(\$21,826)	-17.58%	\$135,400
	SSTS	\$41,779	\$14,917	\$26,862	180.08%	\$196,354	\$164,083	\$32,270	19.67%	\$179,000
<b>Total Expenses</b>		<b>\$272,116</b>	<b>\$211,404</b>	<b>\$60,712</b>	<b>28.72%</b>	<b>\$1,910,006</b>	<b>\$2,325,443</b>	<b>(\$415,437)</b>	<b>-17.86%</b>	<b>\$2,536,847</b>
Surplus/(Deficit)		\$75,184	\$105,088	(\$29,904)		\$1,657,468	\$1,155,972	\$501,495		\$1,261,061



# CAPITAL DISTRICT TRANSPORTATION AUTHORITY MONTHLY MANAGEMENT REPORT

## AGING OF ACCOUNTS RECEIVABLE

Feb-25		
	Amount	% of Total
Current	\$750,775	16.28%
31 - 60	\$1,858,757	40.30%
61 - 90	\$31,179	0.68%
91 - 120	\$63,464	1.38%
Over 120	\$1,907,744	41.37%
<b>Total Accounts Receivable</b>	<b>\$4,611,919</b>	<b>100.00%</b>

Jan-25		
	Amount	% of Total
Current	\$2,816,237	50.94%
31 - 60	\$310,536	5.62%
61 - 90	\$231,281	4.18%
91 - 120	\$87,589	1.58%
Over 120	\$2,083,267	37.68%
<b>Total Accounts Receivable</b>	<b>\$5,528,910</b>	<b>100.00%</b>

## AGING OF ACCOUNTS PAYABLE

Feb-25		
	Amount	% of Total
Current	\$2,592,703	86.46%
31 - 60	\$233,742	7.79%
61 - 90	\$92,209	3.07%
90 & Over	\$80,198	2.67%
<b>Total Accounts Payable</b>	<b>\$2,998,852</b>	<b>100.00%</b>

**Feb-25 Receivables over 120 days:** \$1,907,744

Breakdown of outstanding receivables over 120 days.	
\$1,729,426	NYS DEPT. OF TRANSPORTATION
\$40,818	CITY OF ALBANY
\$87,500	OTHER
\$25,000	GREATER GLENS FALLS TRANSIT
\$25,000	CITY OF SARATOGA SPRINGS
<b>\$1,907,744</b>	

## ADDITIONAL INFORMATION

MORTGAGE RECORDING TAX					Fiscal Year to Date			
	Feb-25	Feb-24	Difference	%	2025	2024	Difference	%
Albany	\$286,636	\$367,557	(\$80,921)	-22.02%	\$3,354,165	\$3,665,417	(\$311,253)	-8.49%
Rensselaer	\$108,487	\$201,217	(\$92,730)	-46.08%	\$1,852,111	\$1,570,147	\$281,964	17.96%
Saratoga	\$257,160	\$255,676	\$1,484	0.58%	\$3,735,539	\$3,487,023	\$248,516	7.13%
Schenectady	\$59,788	\$101,504	(\$41,716)	-41.10%	\$1,498,414	\$1,319,297	\$179,117	13.58%
Warren	\$106,041	\$64,034	\$42,007	100.00%	\$878,420	\$128,626	\$749,794	100.00%
<b>Total</b>	<b>\$818,113</b>	<b>\$989,988</b>	<b>(\$171,875)</b>	<b>-17.36%</b>	<b>\$11,318,649</b>	<b>\$10,170,510</b>	<b>\$1,148,139</b>	<b>11.29%</b>

### Current Month Year To Date

FY 2025	\$818,113	\$11,318,649
FY 2024	\$989,988	\$10,170,510

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**  
**February 28, 2025**

**RESTRICTED INVESTMENTS**

	<b><u>Fund Balances</u></b>	<b><u>Current Obligations</u></b>
Risk Management Account (Self-Insured)	\$3,581,451	\$1,566,560
Workers' Comp. Account (Self-Insured)	\$10,926,122	\$8,083,639
 <b>Operating Account</b>	 \$18,762,722	
 <b><u>Current Operating Reserve Obligations</u></b>		
Federal Operating Assistance in FY25		\$11,250,000
 <b><u>Current Capital Reserve Obligations</u></b>	 \$13,065,810	
Washington/Western BRT Project Match		\$9,000,000
LowNo Electrification Project Match		\$3,981,039
Safe Streets for All Match		\$1,323,600
 <b><u>Current Vehicle Replacement Reserve Obligations</u></b>	 \$1,041,416	
Vehicle Replacement Funds		\$665,011

All Investment Accounts are reviewed quarterly.	
Average annual returns:	
Risk Management	4.46%
Workers' Compensation	4.23%
Operating Fund	4.43%
Vehicle Replacement Fund	4.39%
Capital Project	4.34%

\* 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.

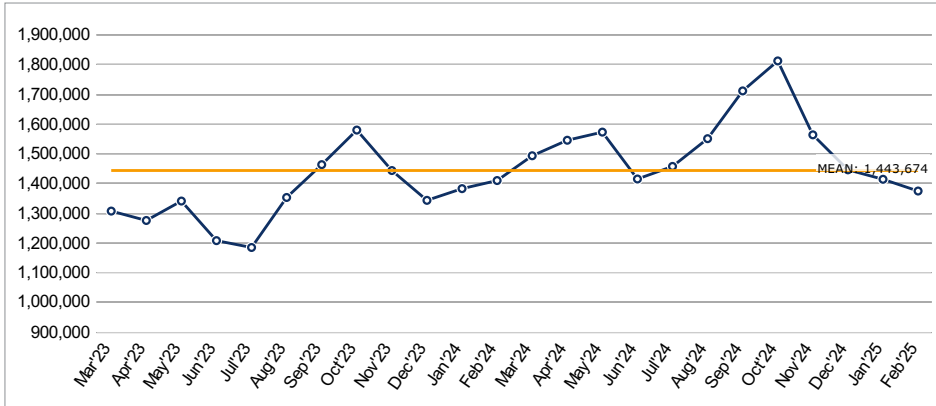
# Monthly Performance Report

Period: Feb'25

Meeting: Mar'25

## Patronage / Mobility

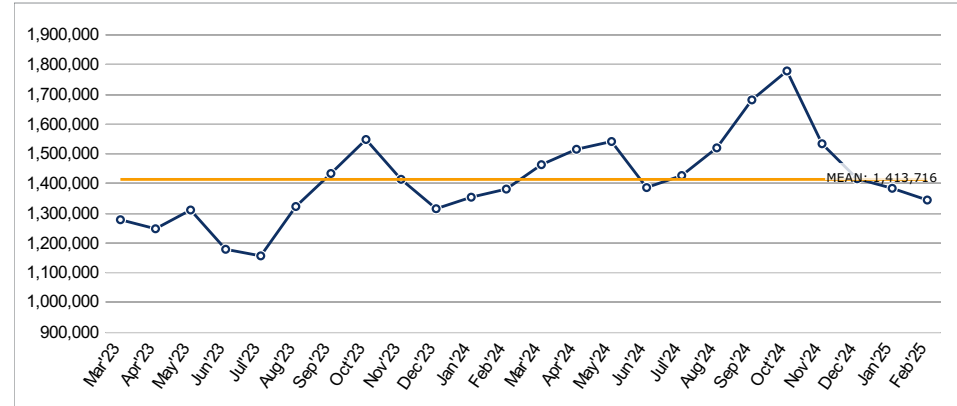
### ☘ Total Riders



Previous: 1,409,885

Current: 1,374,576

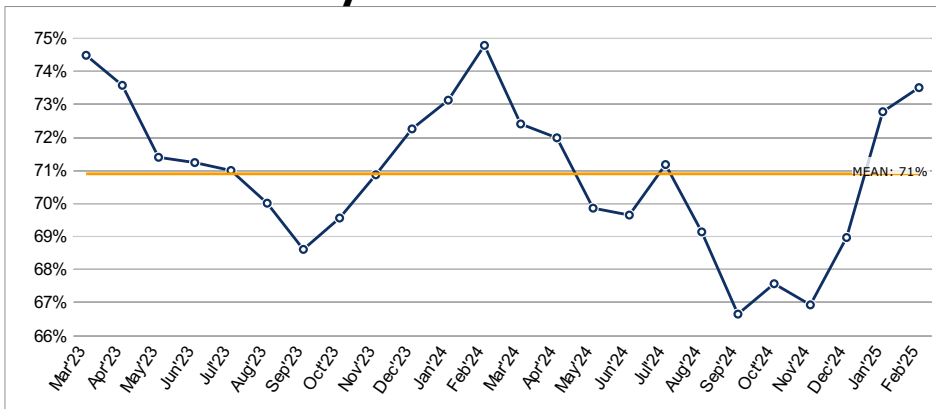
### ☘ Fixed Riders



Previous: 1,381,140

Current: 1,344,277

### ☘ System Wide OTP



Previous: 74.79%

Current: 73.51%

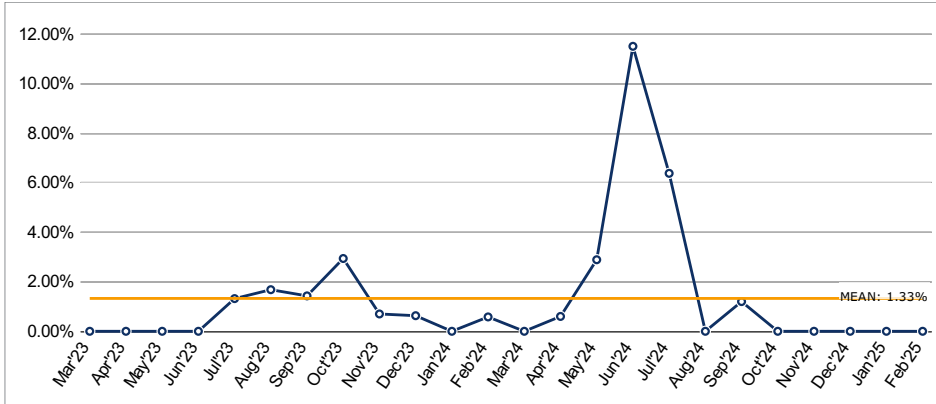
# Monthly Performance Report

Period: Feb'25

Meeting: Mar'25

## Reliability

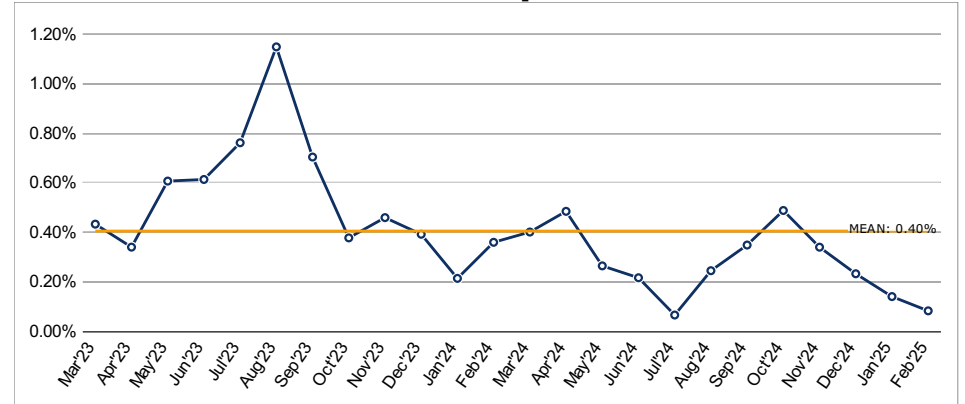
### PMI Not On Time



Previous: 0.6%

Current: 0.0%

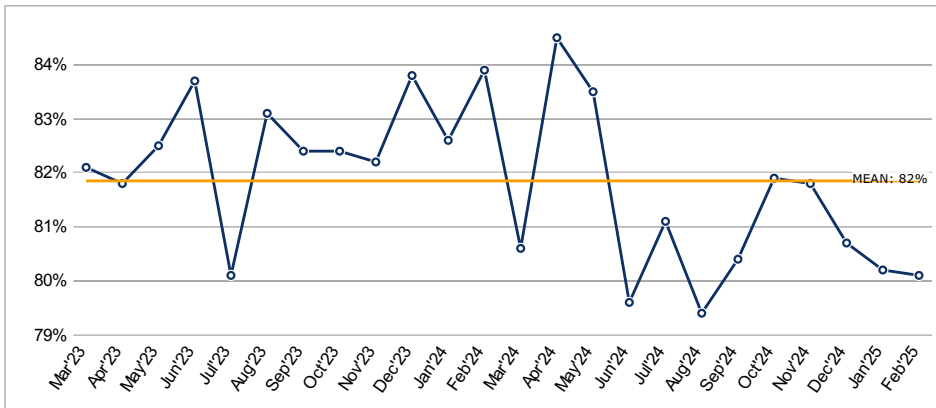
### Percent of Trips Missed



Previous: 0.36%

Current: 0.08%

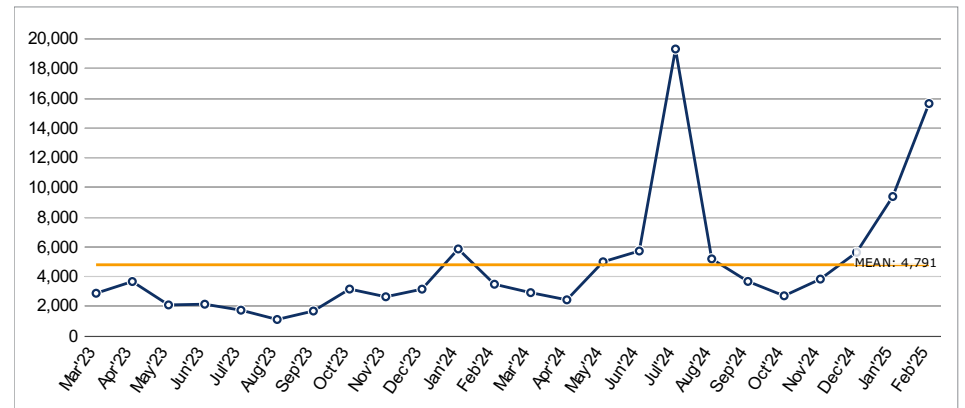
### Scheduled Work



Previous: 83.9%

Current: 80.1%

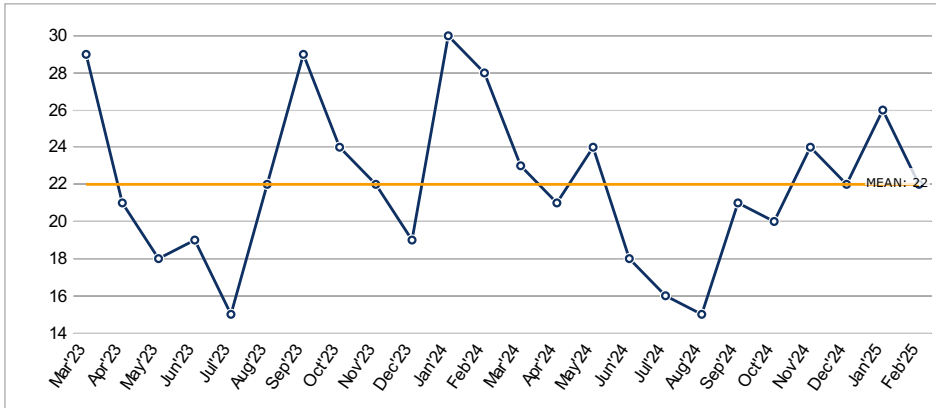
### MDBSI



Previous: 3,482

Current: 15,645

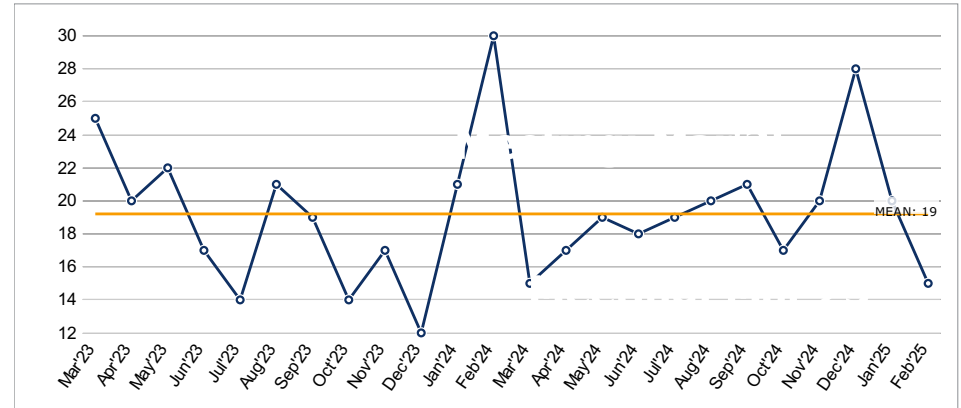
## ☘ Preventable Accidents



Previous: 28

Current: 22

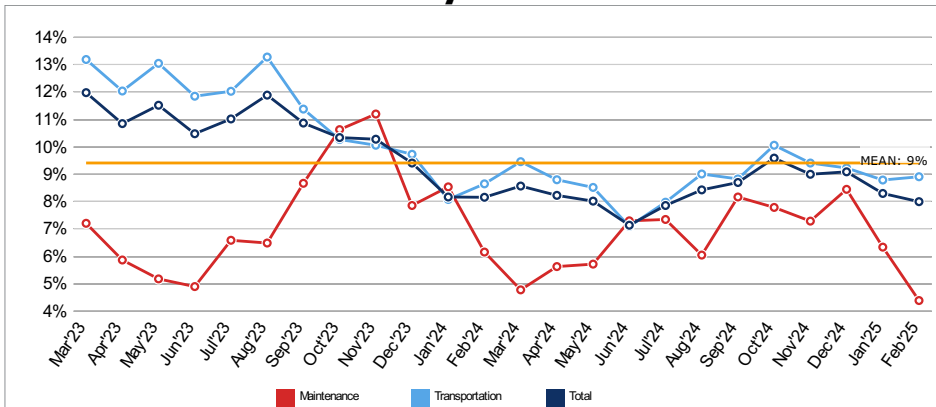
## ☘ Non-Preventable Accidents



Previous: 30

Current: 15

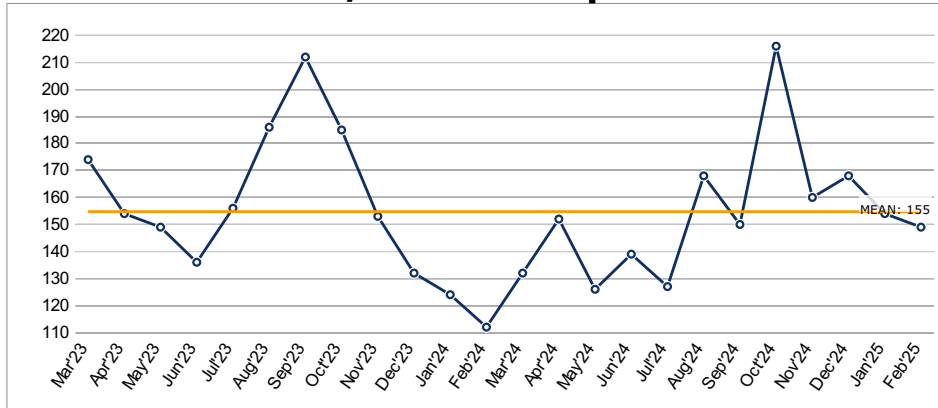
## ☘ Percent Days Not Worked



Previous: 8.2%

Current: 8.0%

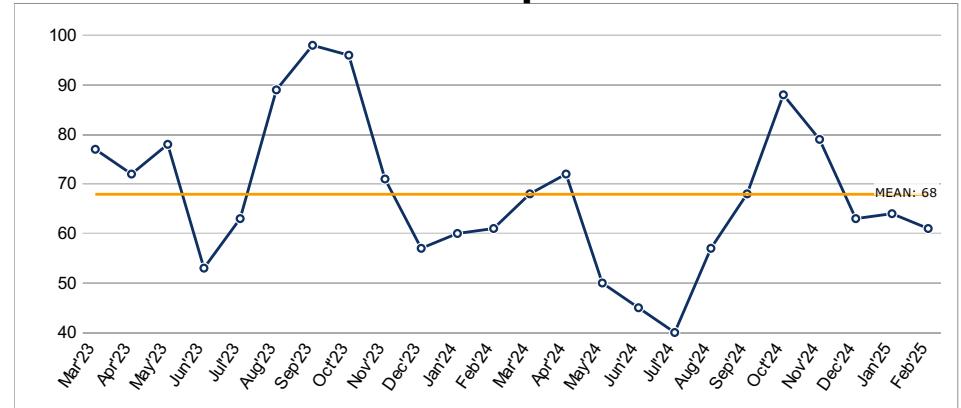
## Fixed/Shuttle Complaints



Previous: 112

Current: 149

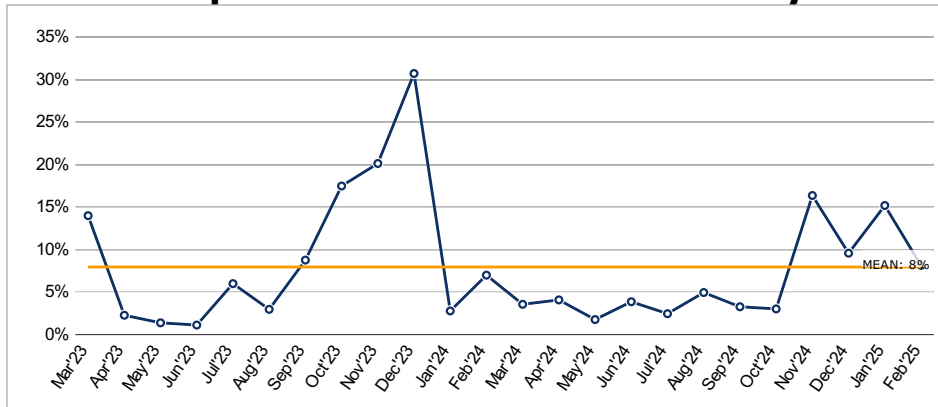
## Other Complaints



Previous: 61

Current: 61

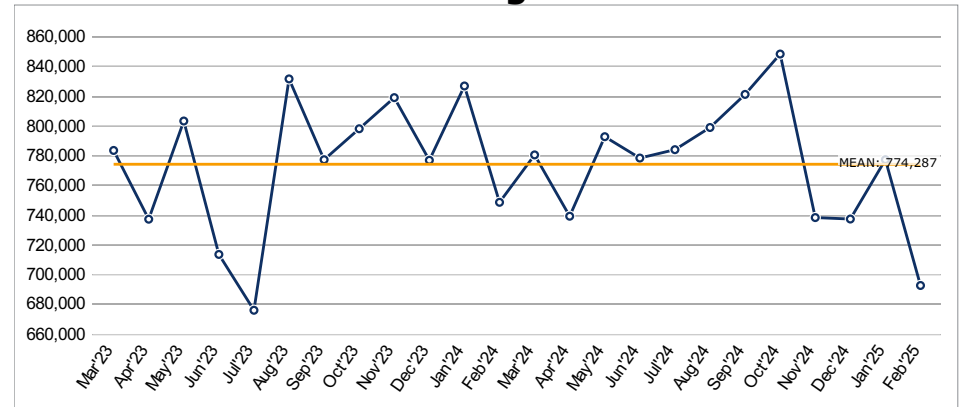
## Complaints Not Addressed in Ten Days



Previous: 6.9%

Current: 8.1%

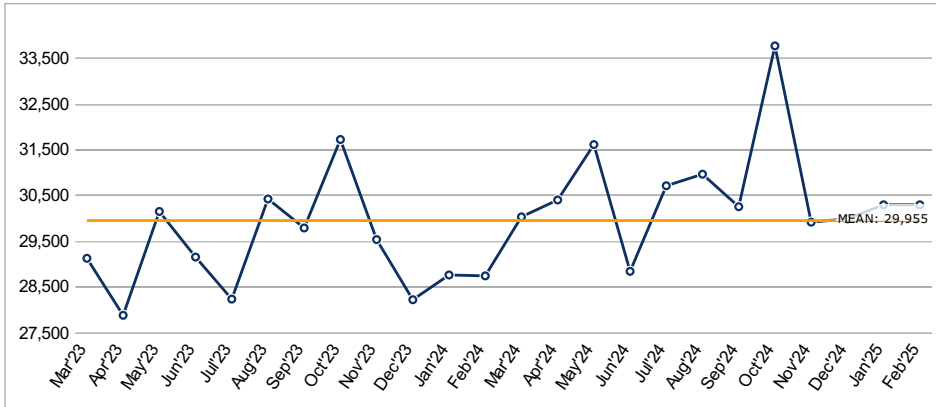
## Website Page Views



Previous: 748,669

Current: 692,679

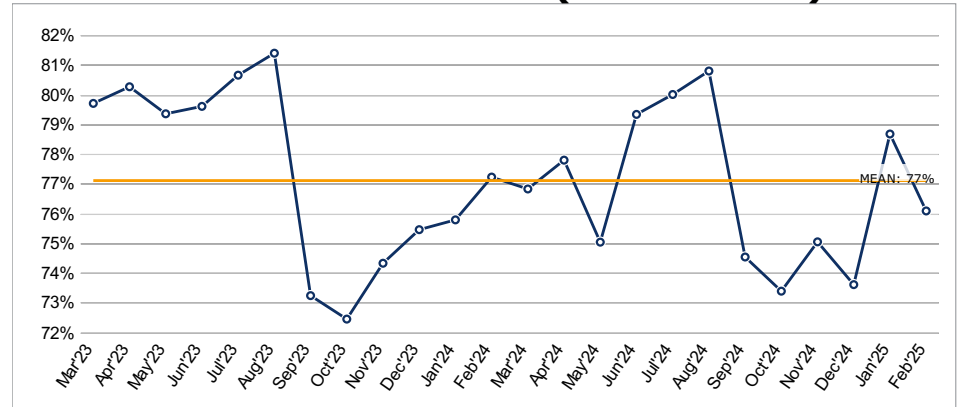
## STAR Riders



Previous: 28,745

Current: 30,299

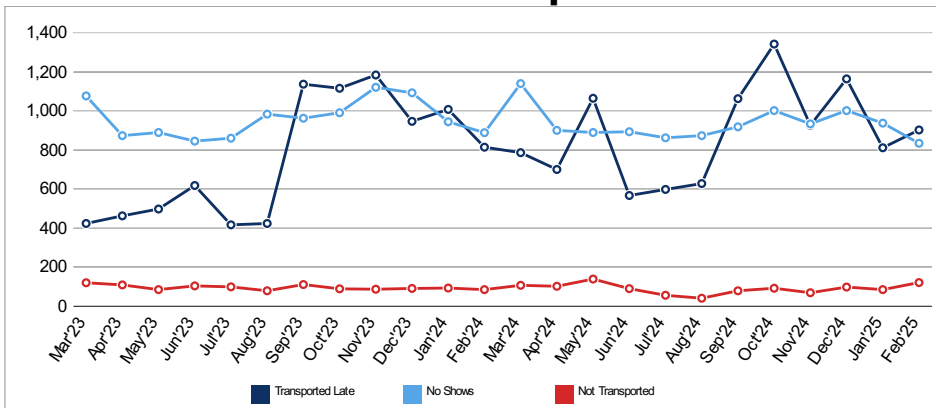
## On-Time Performance (0-10 Minutes)



Previous: 77.2%

Current: 76.1%

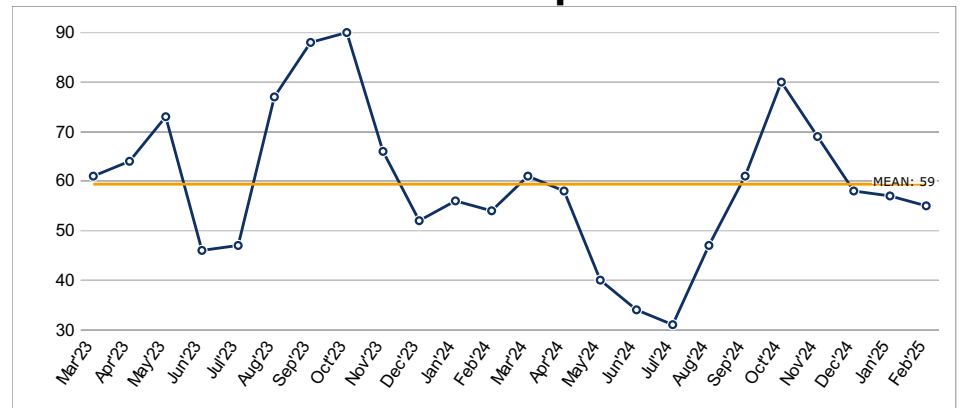
## Missed Trips



Previous: 1,788

Current: 1,858

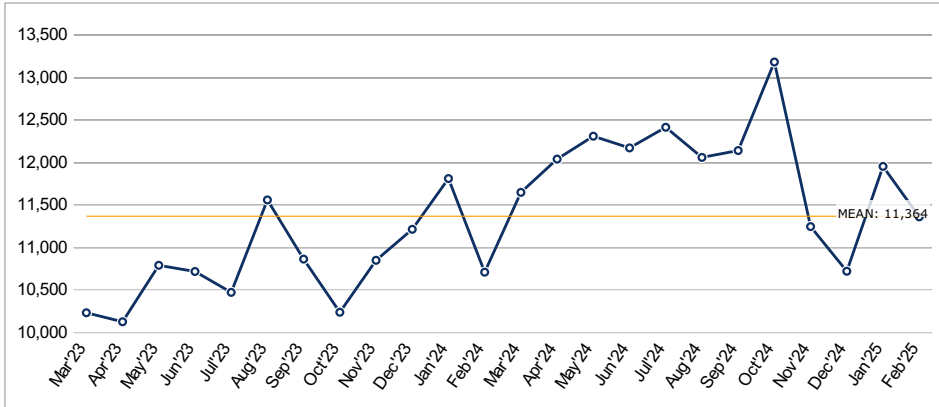
## Customer Complaints



Previous: 54

Current: 55

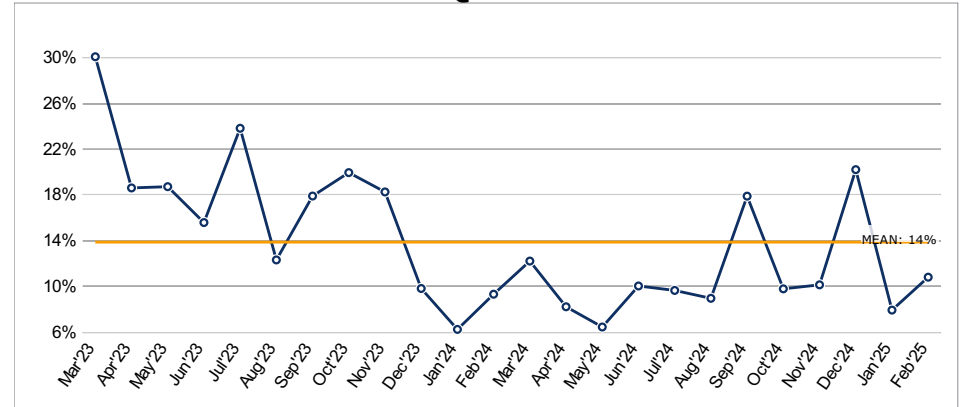
## ☘ Reservation Calls



Previous: 10,705

Current: 11,357

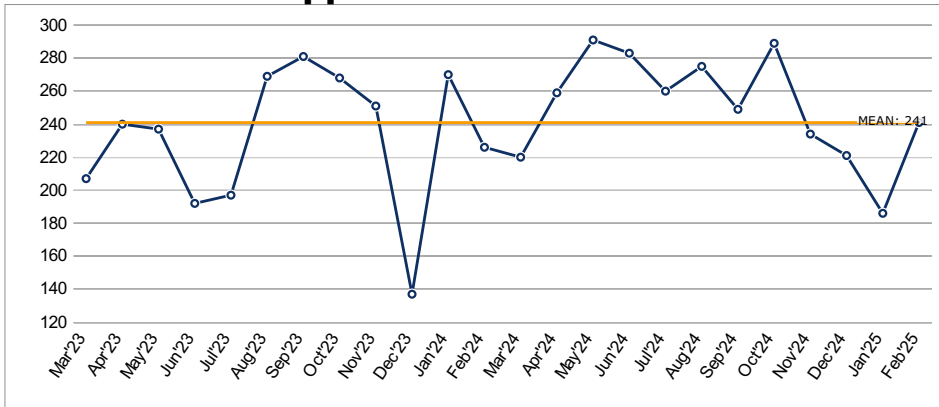
## ☘ Reservation Calls in Queue Over Five Minutes



Previous: 9.3%

Current: 10.8%

## ☘ Applications Received



Previous: 226

Current: 241



**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.