



CDTA COMMITTEE AGENDA
Performance Monitoring/Audit Committee
Thursday, June 20, 2024 | 10:00 am | 110 Watervliet Ave
& Via Microsoft Teams

Committee Item	Responsibility
Call to Order	Peter Wohl
Approve Minutes of Wednesday, May 22, 2024	Peter Wohl
Consent Agenda Items	
• Approve Gillig Bus Procurement	Stacy Sansky
• Approve Contract for Fasteners	Stacy Sansky
• Approve DBE Triennial Goal Plan	Stacy Sansky
• Approve Annual Drug and Alcohol Policy	Kelli Schreivogl
Investment Committee	
• Update on Committee Activity/Reports	Denise Figueroa
Administrative Discussion Items	
• Annual Accident Review	Rich Nasso
• Monthly Management Report	Patricia Cooper
• Monthly Non-Financial Report	Chris Desany
Next Meeting: Wednesday, September 18, 2024, 12:00 pm at 110 Watervliet Ave and via Microsoft Teams	
Adjourn	Peter Wohl

Capital District Transportation Authority

Performance Monitoring/Audit Committee

Meeting Minutes – May 22, 2024 at 12:00 PM; 110 Watervliet Avenue, Albany

In Attendance: Peter Wohl, Jayme Lahut, Jackie McDonough; Carm Basile, Amanda Avery, Mike Collins, Chris Desany, Jaime Kazlo, Stacy Sansky, David Williams, Trish Cooper, Jeanette Stumbaugh, Jeremy Smith, Thomas Guggisberg, Calvin Young, Kelli Schreivogl, Sarah Matrose, Jack Grogan, Jon Scherzer, Gary Guy, Rich Cordero, Vanessa Fox

Meeting Purpose

Regular monthly meeting of the Performance Monitoring/Audit Committee. Peter Wohl noted that a quorum was present. Minutes from the April 17, 2024 meeting were reviewed and approved.

Audit Committee Items

Approve Fiscal Year End 2024 Audit Draft

- Seth Hennard from Lumsden & McCormick presented the annual year end audit draft report. We received a clean opinion with no findings or weaknesses. Lumsden reviewed their process and approach, along with required communications, and the balance sheet.
- The draft FY2024 Financial Statements and Compliance Summary prepared by Lumsden & McCormick will be recommended to the board for approval.

Administrative Discussion Items

Approve Contract for Fare Collection Equipment

- We issued a Request for Proposals for broker services for commercial insurance and employee benefit services. We received four proposals and staff recommends, the following awards:
 - Commercial insurance to NFP (incumbent).
 - Employee benefit services to Gallagher.
- Both brokers have a strong presence in the region and their references are excellent.
- A three-year contract with two option years to NFP, of New York, NY for a minimum value of \$315,000; and a three-year contract with two option years to Gallagher of Latham for a minimum value of \$195,000 will be recommended to the board for approval.

Approve contract for Driver Barriers

- A sole source purchase is recommended to order 60 new driver barriers to replace worn out barriers installed during the pandemic. The cost is reasonable – less than a 1% price increase from the original purchase. Related to this procurement, is the purchase of “latches” to allow operators to lock their barrier to improve the security of the bus operator compartment. We will order latches for all buses.
- A contract to purchase barriers to Transit Guard of Pagosa Springs, Colorado for an amount not to exceed \$115,460 will be recommended to the board for approval.

Approve Purchase of Trolley Vehicles

- As part of our fleet replacement program, we need to replace two trolleys. We have a contract with Hometown Trolley and the cost is the same as last year. Delivery will be in February 2025.
- The purchase of two trolleys from Hometown Trolley of Crandon, Wisconsin for a total price of \$404,534 will be recommended to the board for approval.

Approve Purchase of Paratransit Buses

- Like the last item, we have a contract with Coach and Equipment to purchase paratransit vehicles; there is a 5% price increase from last year. Staff recommends the purchase of four vehicles for STAR; they are equipped with wheelchair lifts, cameras, and air purification systems. Delivery is expected in April 2025.
- The purchase of four vehicles from Coach and Equipment of Penn Yan, NY for a total price of \$570,104 will be recommended to the board for approval.

Approve Contract for Fuel

- Recently, the market price for diesel fuel dropped, making it attractive to lock in a long-term fuel contract. We were able to lock-in a pricing of \$2.69 per gallon, a 6 cent decrease from the contract that expires in August 2025.
- A one-year contract for diesel fuel to take effect on September 1, 2025, to Mirabito Energy Products of Binghamton, NY for a minimum value of \$6.2 million will be recommended to the board for approval.

Administrative Discussion Items

- Amanda Avery provided a quarterly review on the Risk Management and Workers' Compensation Self-Insurance Accounts. The Committee determined that both accounts are adequate at this time.
- Mike Collins provided the Monthly Management Report for April. MRT had a slow start to the year as we were under budget by 30%. Customer Fares and Rail Station revenue continue to be strong and were over budget by 3% and 10% respectively. Wages were 3% over budget due to the annual payout of attendance bonuses. Workers' compensation expenses were 8% under budget; and Other Benefits – primarily pension, was 12% under budget. We are in a satisfactory position.
- Chris Desany gave the non-financial report for April. Fixed route ridership was up 21% this month; STAR ridership is up 9% this month; System Wide on-time performance is at 72%; STAR on-time performance was at 78%. We missed 0.5% of all scheduled trips. Preventable accidents were at 21 and non-preventable accidents were at 17.

Next Meeting

Thursday, June 20, 2024 at 10:00am via Microsoft Teams and at 110 Watervliet Ave.

Capital District Transportation Authority

Agenda Action Sheet

Subject: Purchase of 40' buses
Committee: Performance Monitoring/Audit
Meeting Date: June 20, 2024

Objective of Purchase or Service:

The fleet replacement plan calls for annual vehicle purchases and disposal of vehicles that have reached the end of their useful life.

Summary of Staff Proposal:

In 2022, the Board awarded a five-year contract to purchase forty-foot (40') diesel buses to Gillig, LLC with the understanding that future purchases will require Board approval. We recommend the purchase of fifteen 40' diesel buses and five 40' BRT-Styled diesel buses. This purchase is consistent with our purchasing plans and service needs, and balances fleet age and maintenance requirements, while providing predictable costs for purchase and annual maintenance expenses.

These vehicles are equipped with operator barriers, air filtration systems and Motorola radios. There is a price increase of 3.1% from last year.

Upon Board approval a purchase order will be issued with delivery anticipated for summer 2025.

Financial Summary/Cost:

Description	Unit Cost	Quantity	Extended Cost
Base Bus	\$615,107	15	\$9,226,605
BRT Style Base Bus	\$657,181	5	\$3,285,905
Extended Warranty	\$7,609	20	\$152,180
TOTAL COST:			\$12,664,690

The total procurement cost is \$12,664,690 and is funded through the Capital Plan.

Proposed Action:

I recommend the purchase of 40' diesel buses from Gillig, LLC of Hayward, California for an amount not to exceed \$12,664,690.

Manager:

David Williams, Director of Maintenance

Capital District Transportation Authority

Agenda Action Sheet

Subject: Contract award for fasteners
Committee: Performance Monitoring/Audit
Meeting Date: June 20, 2024

Objective of Purchase or Service:

The current contract for fasteners (aka “nuts and bolts”) is set to expire and a new one is required.

Summary of Staff Proposal:

An Invitation for Bids (IFB) was issued for a contract to provide over 600 types of fasteners at all CDTA locations. The contract specifies a vendor managed system; meaning the vendor is responsible for visiting each CDTA garage weekly and refilling individual fastener bins as required. This system has been successful in keeping these important but low dollar value parts in stock with minimal stock room oversight.

Six vendors downloaded the IFB, and one submitted a bid. A poll of vendors was conducted to determine why more bids were not received. Three vendors that replied said they did not have the resources available to deliver and manage fasteners at all four locations. Based on this information, and past participation, staff does not find the specifications too restrictive to bidders and recommends moving forward with a contract to Fastenal (the incumbent). Award of a single bid contract requires Board approval.

Financial Summary/Cost:

The first-year cost is \$76,176 and the two-year cost will not exceed \$152,352. This will be funded through our operating budgets.

Proposed Action:

I recommend a two-year contract for the purchase of fasteners be awarded to Fastenal of Winona, Minnesota for an amount not to exceed \$152,352. Upon Board approval a contract will be executed for two years commencing in September 2024.

Manager:

Stacy Sansky, Director of Procurement

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:**

\$152,352 fixed **estimated** (circle one)

4. **PROCUREMENT METHOD (check one):**

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

5. **TYPE OF PROCEDURE USED (check one):**

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

6. **SELECTION CRITERION USED:**

Number of Proposals/Bids Solicited # 6 or **Advertised**
Number of Proposals/Bids Received # 1

Attach Summary of Bids/Proposals

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

Are there known DBEs that provide this good or service?	Yes	No	
Number of DBEs bidding/proposing		<u>0</u>	
DBE Certification on file?	Yes	No	Not Applicable
Was contract awarded to a DBE?	Yes	No	
Number of DBE Subcontractors		<u>0</u>	

8. **LEGAL NAME and ADDRESS OF CONTRACTOR/VENDOR:** Fastenal

2001 Theurer Blvd

Winona, MN 55987

8. **SOURCE OF FUNDS:** FY25 & 26 Operating Budgets

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

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

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

Stacy Sansky, Director of Procurement DATED: June 20, 2024



Bid Summary



Contract Name: **Fasteners for Transit Buses**

Contract No: **CDTA Maint 195-2000**

Date/Time of Opening: **1pm EST May 7, 2024**

Bidder Contact Information	Base Bid/Lump Sum Price	Bid Alternate- If Applicable	Subcontractors If known/as applicable (Names only)	DBE/MWBE/SDVOB Status
Name: Fastenal Company Address: 2001 Theurer Blvd Winona, MN 55987 Contact: William Drazkowski Email: narfp@fastenal.com Phone: 507.453.8548	Annual Pricing: \$76,176	Alternate 1: Alternate 2:	1 2 3 4 5	DBE __ MBE __ WBE __ SDVOB __ DBE __ MBE __ WBE __ SDVOB __ DBE __ MBE __ WBE __ SDVOB __ DBE __ MBE __ WBE __ SDVOB __ DBE __ MBE __ WBE __ SDVOB __
Name: Address: Contact: Email: Phone:		Alternate 1: Alternate 2:	1 2 3 4 5	DBE __ MBE __ WBE __ SDVOB __ DBE __ MBE __ WBE __ SDVOB __ DBE __ MBE __ WBE __ SDVOB __ DBE __ MBE __ WBE __ SDVOB __ DBE __ MBE __ WBE __ SDVOB __
Name: Address: Contact: Email: Phone:		Alternate 1: Alternate 2:	1 2 3 4 5	DBE __ MBE __ WBE __ SDVOB __ DBE __ MBE __ WBE __ SDVOB __ DBE __ MBE __ WBE __ SDVOB __ DBE __ MBE __ WBE __ SDVOB __ DBE __ MBE __ WBE __ SDVOB __
Name: Address: Contact: Email: Phone:		Alternate 1: Alternate 2:	1 2 3 4 5	DBE __ MBE __ WBE __ SDVOB __ DBE __ MBE __ WBE __ SDVOB __ DBE __ MBE __ WBE __ SDVOB __ DBE __ MBE __ WBE __ SDVOB __ DBE __ MBE __ WBE __ SDVOB __
Name: Address: Contact: Email: Phone:	\$ _____ Total w/selected Alternates: \$	Alternate 1: Alternate 2:	1 2 3 4 5	DBE __ MBE __ WBE __ SDVOB __ DBE __ MBE __ WBE __ SDVOB __ DBE __ MBE __ WBE __ SDVOB __ DBE __ MBE __ WBE __ SDVOB __ DBE __ MBE __ WBE __ SDVOB __
Name: Address: Contact: Email: Phone:	\$ _____ Total w/selected Alternates: \$	Alternate 1: Alternate 2:	1 2 3 4 5	DBE __ MBE __ WBE __ SDVOB __ DBE __ MBE __ WBE __ SDVOB __ DBE __ MBE __ WBE __ SDVOB __ DBE __ MBE __ WBE __ SDVOB __ DBE __ MBE __ WBE __ SDVOB __
I, Carm Basile Chief Executive Officer of The Capital District Transportation Authority hereby certify that the above is a true, complete and accurate record of the bids received on the date and time listed above for this project.		Signature: _____		

Capital District Transportation Authority

Agenda Action Sheet

Subject: Disadvantaged Business Enterprise (DBE) Goal Plan Approval
Committee: Performance Monitoring/Audit
Meeting Date: June 20, 2024

Objective of Purchase or Service:

The Federal Transit Administration (FTA) requires grantees (Public Transit Properties) to comply with regulations for the Disadvantaged Business Enterprise Program (DBE). DBE program requirements are intended to “level the playing field” by affording DBE businesses the opportunity to compete for federally funded contracts. The CDTA DBE Program closely follows the DBE program format provided to grantees by the FTA.

We are required to establish new goals every three years. A new goal plan must be filed with FTA no later than August 1, 2024.

Summary of Staff Proposal:

Staff recommends a goal of 3.7% for Federal Fiscal Years (FFY) 2025-2027 for an estimated \$69 million in federal dollars slated to be spent (non-vehicle) over the reporting period.

The goal is calculated by identifying potential procurement opportunities, by business segment (e.g. engineering, construction, information technology) for the reporting period, and then calculating the relative number of DBE’s available using the North American Industry Classification System (NAICS) County Business Patterns data. That calculation is then adjusted to reflect the expected participation of DBE’s.

During the most recent reporting period CDTA had a goal of 4.7% and participation was 5.3%.

Once a goal is in place, a consultative process with stakeholders and other interested parties must be performed. It includes publishing the goal on our website, local newspapers, and minority focused newspapers. We also utilize minority and trade publications, small business events and direct outreach to encourage participation.

Financial Summary/Cost:

There are no financial implications.

Proposed Action:

Staff recommends a participation goal of 3.7% for the FFY’s 2025-2027 for the Disadvantaged Business Enterprise Program.

Manager:

Stacy Sansky, Director of Procurement & Disadvantaged Business Enterprise Liaison Officer

Capital District Transportation Authority

Agenda Action Sheet

Subject: Approve Drug & Alcohol Policy
Committee: Performance Monitoring/Audit
Meeting Date: June 20, 2024

Objective of Purchase or Service:

An annual review of our Drug and Alcohol Policy is required by the Federal Transit Administration. This policy contains language outlining how our program works, what standards employees are held to, and the consequences associated with violating the policy. The types of tests that CDTA conducts include Pre-Employment, Random, Post Accident, Return to Work and Reasonable Suspicion. The five classes of drugs that we currently screen for are: Marijuana, Cocaine, Opiates, Amphetamines and Methamphetamines.

The policy must be available to all employees, both safety-sensitive and non-safety sensitive. It ensures that all regulations are current to maintain compliance with the Federal Transit Administration.

Summary of Staff Proposal:

Regulatory Change

At this time, there are no regulatory changes.

Administrative Change

As a result of CDTA's expansion into Glens Falls, we partnered with a testing site in Queensbury to ensure that our Drug and Alcohol testing needs could be met. We have included the information for Standard Medical Testing Services and Sure Screen Labs in Appendix C.

Financial Summary/Cost:

No Impact

Proposed Action

I recommend approval of the 2024-2025 Drug and Alcohol Policy

Manager:

Kelli Schreivogl, Director of Human Resources

Memorandum

June 20, 2024

To: Performance Monitoring/Audit Committee
From: Rich Nasso, Superintendent of Safety & Training
Subject: FY2024 Year End Accident Report

Background

This is the annual report on accidents for the Capital District Transportation Authority. It compares data from our current fiscal year to the prior fiscal year. The report highlights safety activities and accident reduction initiatives, that are designed to improve organizational safety.

The total number of accidents this year was 491. There were 269 (55%) preventable and 223 (45%) non-preventable. Although the number of total accidents increased this year, the rate per 100,000 miles remained the same due to the addition of new services/miles traveled.

Some of the highlights from FY2024 include a reduction of preventable accidents with our newest operators. First year operators make up the largest portion of preventable accidents, and this past year we trained 141 new operators. Preventable accidents attributed to first year employees decreased from 34% of all preventable accidents in FY23 to 23% in FY24 because of a variety of new training methods.

We also initiated a new process for determining preventable accidents and significantly increased remedial training for operators involved in these accidents. Over 80% of our operators involved in a preventable accident receive a remedial training within a week of an accident.

The most common types of preventable accidents continue to happen on our property, with the leading cause being collisions involving the mirrors. Mirror collisions make up 40 of the 268 preventable accidents (15%).

FY23	<u>Collision:</u>	388	FY24	<u>Collision:</u>	394
	<u>Passenger:</u>	59		<u>Passenger:</u>	97
	TOTAL	447		TOTAL	491
FY23	<u>Preventable:</u>	238	FY24	<u>Preventable:</u>	268
	<u>Non-Preventable:</u>	209		<u>Non-Preventable:</u>	223
	TOTAL	447		TOTAL	491
	Accidents/100,000	<u>4.0</u>		Accidents/100,000	<u>4.0</u>

Overall accidents are up 44 from last year, and preventable accidents are up 30. Contributing to this increase was a considerable amount of new service in Montgomery and Warren Counties, along with the introduction of the Purple Line. These services add about one million miles to our system.

With the additional service miles, accidents per 100,000 miles remained the same as last year at 4.0. The preventable accident rate also stayed the same as last year at 1.9 per 100,000 miles.

Safety initiatives for FY2025

1. Accident goal is 3.5% (.5% reduction)
2. Revised initial training program
3. Refresher training in high-risk areas
4. Safety Committee
5. Phase three Video mirror technology

We have revised the initial training program to have all operators go through STAR instead of going directly to fixed route. This is intended to provide a more comprehensive understanding of service areas; improves customer service skills; and a more consistent approach to serving customers with disabilities. It will also slow down the churn factor in the operating departments.

Training also includes pairing an operator with a mentor, and then assigning that operator the same run for a period of time to gain experience and confidence while honing their skills.

One of the tools used in the System Management Safety Plan (SMS) is a safety risk assessment, which has identified several areas for refresher training. One area is mobility device securement, and refresher training has started on this for all operators. Additional refresher trainings are being planned for pre-trip inspections; customer service; and distracted driving.

The safety committee has played an important part in our SMS and is helping to increase safety awareness and improve organizational safety. The collaborative nature of the committee (50% mix of ATU and CDTA employees) has had a significant impact on addressing safety concerns. The committee's work has accelerated the time it takes to address safety hazards and has resulted in some hazards being fixed in a matter of days (if not the same day).

New York State DMV recently amended the law to allow video mirrors on transit vehicles, including the removal of conventional mirrors. With phase one and two now complete, phase three includes blind spot monitoring and warning system for video mirrors. This functionality improves the safe operation of a bus, particularly in tight places. We are working on a grant to secure funding to retrofit our fleet with advanced mirror technology and blind spot monitoring systems. The plan is to retro fit the entire fixed route fleet with this technology.

Copy: Mike Collins, VP of Finance & Administration
Jack Grogan, Director of Risk Management

Monthly Management Report

May 2024

The logo for CDTA (California Department of Transportation) is located in the bottom right corner. It features the letters 'CDTA' in a bold, white, sans-serif font. The letters are stylized with horizontal lines passing through them, giving it a dynamic, modern appearance. The logo is set against a dark blue background that transitions into a lighter blue diagonal band.

Monthly Management Report (MMR) - May 2024

Executive Summary

			Current Month		Year to Date	
REVENUE	Actual	Budget	(\$ Variance)	(%) Variance	(\$ Variance)	(%) Variance
1	\$ 1,049,050	\$ 1,054,167	\$ (5,117)	-0.49%	\$ (327,903)	-15.55%
2	\$ 1,886,878	\$ 1,676,475	\$ 210,403	12.55%	\$ 264,591	7.89%
3	\$ 315,722	\$ 285,242	\$ 30,480	10.69%	\$ 57,974	10.16%
EXPENSES	Actual	Budget	(\$ Variance)	(%) Variance	(\$ Variance)	(%) Variance
4	\$ 5,537,178	\$ 5,344,860	\$ 192,318	3.60%	\$ 371,314	3.47%
5	\$ 228,765	\$ 248,893	\$ (20,128)	-8.09%	\$ (39,060)	-7.85%
6	\$ 1,141,231	\$ 1,068,000	\$ 73,231	6.86%	\$ 119,819	5.61%
7	\$ 55,280	\$ 129,083	\$ (73,803)	-57.17%	\$ (94,691)	-36.68%
					YTD Revenue	0.20%
					YTD Expenses	0.92%

Revenue Summary

- 1 MRT receipts improved this month and were less than 1% under budget. We are 15% under budget for the year.
- 2 Customer Fares continue to do well and were 13% over budget for the month; and 8% for the year.
- 3 Rail Station revenue was 11% over budget this month and 10% over budget for the year.

Expense Summary

- 4 There appears to be a glitch in the wage line between scheduled and unscheduled work. We are looking into the issue.
- 5 Workers' Compensation is 8% under budget for the second consecutive month.
- 6 Purchased Transportation is 7% over budget for the month and 6% over budget for the year.
- 7 Utilities is 57% under budget for the month and 37% under budget for the year.

Note We are in a satisfactory budget position.

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

	May-24	May-23
Assets		
Current Assets:		
Cash	\$17,960,224	\$19,004,643
Investments	\$52,672,029	\$63,005,420
Receivables:		
Mortgage Tax	\$1,049,050	\$878,434
Federal Grants	\$5,204,737	\$5,338,988
New York State Operating Assistance	\$0	\$0
Trade and Other	\$18,709,909	\$14,678,992
Advances to Capital District Transportation Committee	\$1,079,310	\$602,560
Materials, Parts and Supplies	\$5,103,460	\$5,099,928
Prepaid Expenses	\$2,105,758	\$1,435,332
Sub-Total Current Assets	\$103,884,476	\$110,044,298
Noncurrent Assets:		
Capital Assets, net	\$154,941,811	\$151,470,467
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	\$272,281,010	\$277,940,907
Liabilities		
Current Liabilities:		
Accounts Payable	\$4,700,259	\$8,210,236
Accrued Expenses	\$6,683,533	\$5,536,417
Unearned Revenue	\$8,434,548	\$7,617,330
Line of Credit	\$0	\$0
Sub-Total Current Liabilities	\$19,818,339	\$21,363,984
Noncurrent Liabilities:		
Capital Lease Agreement	\$11,734,214	\$13,282,790
Estimated Provision for Existing Claims and Settlements	\$10,100,469	\$10,415,296
Other postemployment benefits	\$68,313,217	\$66,724,317
Net Pension Liability	\$5,493,758	(\$2,045,372)
Sub-Total Noncurrent Liabilities	\$95,641,659	\$88,377,031
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	\$154,320,672	\$161,986,107
Net Position		
Net Investment in Capital Assets	\$108,241,228	\$108,241,228
Unrestricted	\$9,719,110	\$7,713,572
Total for Net Position	\$117,960,338	\$115,954,800
Total Liabilities and Net Position	\$272,281,010	\$277,940,907

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

	<u>To Date Actual</u>	<u>Annual Budget</u>	17%
REVENUE:			
AUTHORITY	\$2,419,421	\$12,791,000	19%
TRANSIT	\$20,007,653	\$118,731,723	17%
ACCESS	\$143,156	\$600,000	24%
CDTA FACILITIES	\$653,458	\$3,572,908	18%
TOTAL REVENUE	\$23,223,688	\$135,695,631	17%
EXPENSE:			
AUTHORITY	\$3,681,503	\$23,388,439	16%
TRANSIT	\$18,584,537	\$108,284,764	17%
ACCESS	\$235,332	\$1,485,581	16%
CDTA FACILITIES	\$273,402	\$2,536,847	11%
TOTAL EXPENSE	\$22,774,775	\$135,695,632	17%
Revenue over (under) Expenses	\$448,913		
Depreciation	\$3,166,667		
Excess of Revenue over (under) Expenses	(\$2,717,754)		
Transfer from Capital Project Fund	\$0		
Transfer to Risk Mngt Fund	\$0		
Transfer from Risk Mngt Fund	\$0		
Transfer from Vehicle Replacement	\$0		
Transfer to Vehicle Replacement	\$0		
Transfer to Capital Projects Fund	\$0		
Transfer from Operating Fund	\$4,000,000		
Transfer to Operating Fund	\$0		
Transfer from Worker's Comp Fund	\$0		
Transfer to Worker's Comp Fund	(\$439,618)		
*Net Excess of Revenue over (under) Expenses	\$842,628		
*Contribution to required fleet replacement.			

CAPITAL DISTRICT TRANSPORTATION AUTHORITY

May-24

BUDGET VARIANCE REPORT

CONSOLIDATED									
	This Month				Year to Date				Annual
	Actual	Budget	Variance	% Variance	Actual	Budget	Variance	% Variance	Budget
	Operating Revenue								
Mortgage Tax	\$1,049,050	\$1,054,167	(\$5,117)	-0.49%	\$1,780,431	\$2,108,333	(\$327,903)	-15.55%	\$12,650,000
Customer Fares	\$1,886,878	\$1,676,475	\$210,403	12.55%	\$3,617,541	\$3,352,950	\$264,591	7.89%	\$20,117,699
Advertising Revenue	\$147,917	\$147,917	\$0	0.00%	\$295,833	\$295,833	\$0	0.00%	\$1,775,000
RRS & Facilities	\$315,722	\$285,242	\$30,479	10.69%	\$628,458	\$570,485	\$57,974	10.16%	\$3,422,908
Interest Income	\$29,210	\$1,667	\$27,543	1652.59%	\$57,868	\$3,333	\$54,535	1636.05%	\$20,000
Misc. Income	\$14,270	\$14,125	\$145	1.03%	\$25,377	\$28,250	(\$2,873)	-10.17%	\$169,500
Total Operating Revenue	\$3,443,045	\$3,179,592	\$263,454	8.29%	\$6,405,509	\$6,359,185	\$46,325	0.73%	\$38,155,107
Operating Assistance									
New York State Aid	\$5,366,258	\$5,366,258	\$0	0.00%	\$10,732,517	\$10,732,517	\$0	0.00%	\$64,395,100
County Aid	\$159,750	\$159,750	\$0	0.00%	\$319,500	\$319,500	\$0	0.00%	\$1,917,001
Federal Aid	\$2,408,827	\$2,408,827	\$0	0.00%	\$4,817,654	\$4,817,654	\$0	0.00%	\$28,905,923
Operating Grants	\$193,542	\$193,542	\$0	0.00%	\$387,083	\$387,083	\$0	0.00%	\$2,322,500
Total Operating Assistance	\$8,128,377	\$8,128,377	\$0	0.00%	\$16,256,754	\$16,256,754	\$0	0.00%	\$97,540,524
Total Revenue and Assistance	\$11,571,422	\$11,307,969	\$263,454	2.33%	\$22,662,262	\$22,615,938	\$46,325	0.20%	\$135,695,631
Expenses									
Salaries and Wages	\$5,537,178	\$5,344,860	\$192,318	3.60%	\$11,061,035	\$10,689,720	\$371,314	3.47%	\$64,138,321
FICA	\$397,352	\$367,842	\$29,510	8.02%	\$797,804	\$735,683	\$62,121	8.44%	\$4,414,100
Health Benefits	\$1,064,557	\$1,115,701	(\$51,144)	-4.58%	\$2,188,420	\$2,231,402	(\$42,982)	-1.93%	\$13,388,415
Workers Compensation	\$228,765	\$248,893	(\$20,129)	-8.09%	\$458,727	\$497,786	(\$39,060)	-7.85%	\$2,986,718
Other Benefits	\$395,598	\$417,957	(\$22,360)	-5.35%	\$764,411	\$835,914	(\$71,503)	-8.55%	\$5,015,485
Professional Services	\$605,224	\$581,264	\$23,961	4.12%	\$1,133,153	\$1,162,527	(\$29,374)	-2.53%	\$6,975,162
Materials & Supplies	\$97,202	\$171,252	(\$74,050)	-43.24%	\$264,070	\$342,504	(\$78,433)	-22.90%	\$2,055,023
Miscellaneous	\$112,544	\$91,657	\$20,887	22.79%	\$191,983	\$183,314	\$8,669	4.73%	\$1,099,883
Purchased Transportation	\$1,141,231	\$1,068,000	\$73,231	6.86%	\$2,255,819	\$2,136,000	\$119,819	5.61%	\$12,816,000
Maintenance Services	\$350,526	\$400,303	(\$49,776)	-12.43%	\$621,068	\$800,605	(\$179,537)	-22.43%	\$4,803,631
Liability - Claims	\$168,667	\$39,583	\$129,084	326.11%	\$217,180	\$79,167	\$138,013	174.33%	\$475,000
Utilities	\$55,260	\$129,083	(\$73,823)	-57.19%	\$163,476	\$258,167	(\$94,691)	-36.68%	\$1,549,000
Fuel	\$653,026	\$644,584	\$8,442	1.31%	\$1,251,558	\$1,289,168	(\$37,610)	-2.92%	\$7,735,009
Parts, Tires, Oil	\$619,637	\$585,919	\$33,718	5.75%	\$1,223,139	\$1,171,838	\$51,302	4.38%	\$7,031,025
General Insurance	\$116,559	\$101,072	\$15,488	15.32%	\$231,260	\$202,143	\$29,116	14.40%	\$1,212,860
Total EXPENSES	\$11,543,327	\$11,307,969	\$235,358	2.08%	\$22,823,102	\$22,615,938	\$207,163	0.92%	\$135,695,631
Surplus/Deficit	\$28,095	\$0	\$28,095		(\$160,839)	\$0	(\$160,839)		\$0

CAPITAL DISTRICT TRANSPORTATION AUTHORITY
May-24

BUDGET VARIANCE REPORT

	NON-TRANSIT								Annual Budget
	This Month				Year to Date				
	Actual	Budget	Variance	% Variance	Actual	Budget	Variance	% Variance	
Operating Revenue									
Mortgage Tax	\$1,049,050	\$1,054,167	(\$5,117)	-0.49%	\$1,780,431	\$2,108,333	(\$327,903)	-15.55%	\$12,650,000
Interest Income	\$28,943	\$1,667	\$27,276	1636.55%	\$57,398	\$3,333	\$54,065	1621.94%	\$20,000
Interest Inc-Invest/Change in Invest	\$339,905	\$0	\$339,905	0.00%	\$561,425	\$0	\$561,425	0.00%	\$0
Misc. Income - Authority	\$10,083	\$10,083	\$0	0.00%	\$20,167	\$20,167	\$0	0.00%	\$121,000
Total Operating Revenue	\$1,427,980	\$1,065,917	\$362,064	33.97%	\$2,419,421	\$2,131,833	\$287,588	13.49%	\$12,791,000
Expenses									
Labor - Authority	\$818,005	\$827,054	(\$9,049)	-1.09%	\$1,550,075	\$1,654,108	(\$104,033)	-6.29%	\$9,924,650
Fringe - Authority	\$458,123	\$443,155	\$14,968	3.38%	\$899,660	\$886,310	\$13,350	1.51%	\$5,317,859
Materials & Supplies - Authority	\$11,323	\$14,623	(\$3,300)	-22.57%	\$27,842	\$29,246	(\$1,403)	-4.80%	\$175,475
Professional Services - Authority	\$262,030	\$329,829	(\$67,798)	-20.56%	\$651,492	\$659,657	(\$8,165)	-1.24%	\$3,957,942
Other Expenses - Authority	\$333,466	\$334,376	(\$910)	-0.27%	\$552,434	\$668,752	(\$116,319)	-17.39%	\$4,012,513
Total Expenses	\$1,882,947	\$1,949,037	(\$66,089)	-3.39%	\$3,681,503	\$3,898,073	(\$216,570)	-5.56%	\$23,388,439
Surplus/(Deficit)	(\$454,967)	(\$883,120)	\$428,153		(\$1,262,082)	(\$1,766,240)	\$504,158		(\$10,597,439)

CAPITAL DISTRICT TRANSPORTATION AUTHORITY
May-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	\$1,154,775	\$962,304	\$192,471	20.00%	\$2,146,512	\$1,924,607	\$221,905	11.53%	\$11,547,643
Contracts - Transit	\$664,171	\$664,171	\$0	0.00%	\$1,328,343	\$1,328,343	\$0	0.00%	\$7,970,056
Advertising-Transit	\$135,417	\$135,417	\$0	0.00%	\$270,833	\$270,833	\$0	0.00%	\$1,625,000
Misc. Income - Transit	\$4,187	\$4,042	\$145	3.59%	\$5,210	\$8,083	(\$2,873)	-35.54%	\$48,500
Total Operating Revenue	\$1,958,549	\$1,765,933	\$192,617	10.91%	\$3,750,899	\$3,531,867	\$219,033	6.20%	\$21,191,199
Operating Assistance									
State Aid - General	\$5,173,175	\$5,173,175	\$0	0.00%	\$10,346,350	\$10,346,350	\$0	0.00%	\$62,078,100
State Aid - PBT	\$159,750	\$159,750	\$0	0.00%	\$319,500	\$319,500	\$0	0.00%	\$1,917,000
State Aid - Northway Commuter S.	\$33,333	\$33,333	\$0	0.00%	\$66,667	\$66,667	\$0	0.00%	\$400,000
County Aid	\$159,750	\$159,750	\$0	0.00%	\$319,500	\$319,500	\$0	0.00%	\$1,917,001
Federal Aid - Transit	\$2,408,827	\$2,408,827	\$0	0.00%	\$4,817,654	\$4,817,654	\$0	0.00%	\$28,905,923
Other Grants - Federal	\$193,542	\$193,542	\$0	0.00%	\$387,083	\$387,083	\$0	0.00%	\$2,322,500
Total Operating Assistance	\$8,128,377	\$8,128,377	\$0	0.00%	\$16,256,754	\$16,256,754	\$0	0.00%	\$97,540,524
Total Revenue and Assistance	\$10,086,926	\$9,894,310	\$192,617	1.95%	\$20,007,653	\$19,788,621	\$219,033	1.11%	\$118,731,723
Expenses									
Labor - Maintenance	\$884,066	\$923,904	(\$39,838)	-4.31%	\$1,821,105	\$1,847,808	(\$26,704)	-1.45%	\$11,086,849
Labor - Transportation	\$3,384,432	\$3,187,964	\$196,467	6.16%	\$6,779,612	\$6,375,929	\$403,683	6.33%	\$38,255,572
Labor - STAR	\$382,867	\$325,764	\$57,103	17.53%	\$773,921	\$651,528	\$122,394	18.79%	\$3,909,167
Fringe	\$1,563,791	\$1,690,636	(\$126,845)	-7.50%	\$3,230,678	\$3,381,272	(\$150,594)	-4.45%	\$20,287,634
Materials & Supplies	\$1,384,456	\$1,371,949	\$12,507	0.91%	\$2,776,825	\$2,743,897	\$32,928	1.20%	\$16,463,382
Professional Services	\$354,844	\$268,768	\$86,076	32.03%	\$531,276	\$537,537	(\$6,261)	-1.16%	\$3,225,220
Other Expenses	\$9,690	\$15,548	(\$5,859)	-37.68%	\$20,048	\$31,097	(\$11,049)	-35.53%	\$186,580
Purchased Transportation - STAR	\$844,341	\$750,000	\$94,341	12.58%	\$1,663,006	\$1,500,000	\$163,006	10.87%	\$9,000,000
Liability - Claims	\$168,667	\$39,583	\$129,084	326.11%	\$217,180	\$79,167	\$138,013	174.33%	\$475,000
Liability - Insurance	\$81,497	\$96,613	(\$15,117)	-15.65%	\$152,194	\$193,227	(\$41,033)	-21.24%	\$1,159,360
Utilities - Transit	\$45,360	\$80,833	(\$35,474)	-43.88%	\$130,275	\$161,667	(\$31,391)	-19.42%	\$970,000
Mat & Supplies - NX	\$0	\$2,083	(\$2,083)	-100.00%	\$0	\$4,167	(\$4,167)	-100.00%	\$25,000
Purchased Transportation - NX	\$133,315	\$178,417	(\$45,101)	-25.28%	\$266,631	\$356,833	(\$90,203)	-25.28%	\$2,141,000
Purchased Transportation - Vanpool	\$24,600	\$25,000	(\$400)	-1.60%	\$49,200	\$50,000	(\$800)	-1.60%	\$300,000
Purchased Transportation - TX	\$86,294	\$66,667	\$19,627	100.00%	\$172,588	\$133,333	\$39,254	29.44%	\$800,000
Total Expenses	\$9,348,218	\$9,023,730	\$324,488	3.60%	\$18,584,537	\$18,047,461	\$537,077	2.98%	\$108,284,764
Surplus/(Deficit)	\$738,708	\$870,580	(\$131,871)		\$1,423,115	\$1,741,160	(\$318,043)		\$10,446,960

CAPITAL DISTRICT TRANSPORTATION AUTHORITY

May-24

BUDGET VARIANCE REPORT

	ACCESS TRANSIT SERVICES								Annual Budget
	This Month				Year to Date				
	Actual	Budget	Variance	% Variance	Actual	Budget	Variance	% Variance	
Operating Revenue									
Contracts - Access	\$67,932	\$50,000	\$17,932	35.86%	\$142,686	\$100,000	\$42,686	42.69%	\$600,000
Interest Income	\$267	\$0	\$267	0.00%	\$470	\$0	\$470	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	\$68,199	\$50,000	\$18,199	36.40%	\$143,156	\$100,000	\$43,156	43.16%	\$600,000
Total Revenue and Assistance	\$68,199	\$50,000	\$18,199	36.40%	\$143,156	\$100,000	\$43,156	43.16%	\$600,000
Expenses									
Labor - Access	\$49,941	\$58,837	(\$8,896)	-15.12%	\$102,956	\$117,674	(\$14,717)	-12.51%	\$706,041
Fringe Benefits - Access	\$12,973	\$14,985	(\$2,012)	-13.43%	\$24,694	\$29,970	(\$5,276)	-17.60%	\$179,819
Purchased Transportation	\$52,681	\$47,917	\$4,765	9.94%	\$104,395	\$95,833	\$8,562	8.93%	\$575,000
Rent and Utilities - Access	\$1,643	\$1,643	\$0	0.00%	\$3,287	\$3,287	\$0	0.00%	\$19,721
Other Expenses - Access	\$0	\$417	(\$417)	-100.00%	\$0	\$833	(\$833)	-100.00%	\$5,000
Total Expenses	\$117,239	\$123,798	(\$6,559)	-5.30%	\$235,332	\$247,597	(\$12,265)	-4.95%	\$1,485,581
Surplus/(Deficit)	(\$49,040)	(\$73,798)	\$24,758		(\$92,176)	(\$147,597)	\$55,421		(\$885,581)

CAPITAL DISTRICT TRANSPORTATION AUTHORITY
May-24

BUDGET VARIANCE REPORT

CDTA FACILITIES									
	This Month				Year to Date				Annual
	Actual	Budget	Variance	% Variance	Actual	Budget	Variance	% Variance	Budget
Operating Revenue									
RRS Station & Garage	\$66,797	\$75,000	(\$8,203)	-10.94%	\$134,373	\$150,000	(\$15,627)	-10.42%	\$900,000
RRS Parking Revenue	\$232,755	\$200,201	\$32,554	16.26%	\$462,079	\$400,401	\$61,677	15.40%	\$2,402,408
RRS Advertising	\$2,357	\$12,500	(\$10,143)	-81.15%	\$4,990	\$25,000	(\$20,010)	-80.04%	\$150,000
SSTS	\$12,500	\$3,458	\$9,042	261.45%	\$25,000	\$6,917	\$18,083	261.45%	\$41,500
Greyhound	\$73	\$0	\$73	0.00%	\$100	\$0	\$100	0.00%	\$0
85 Watervliet Avenue	\$5,801	\$6,250	(\$449)	-7.19%	\$11,601	\$12,500	(\$899)	-7.19%	\$75,000
Interest Income	\$7,940	\$333	\$7,606	2281.92%	\$15,314	\$667	\$14,648	2197.13%	\$4,000
Total Operating Revenue	\$328,222	\$297,742	\$30,479	10.24%	\$653,458	\$595,485	\$57,974	9.74%	\$3,572,908
Expenses									
Labor	\$17,868	\$21,337	(\$3,469)	-16.26%	\$33,365	\$42,674	(\$9,308)	-21.81%	\$256,042
Fringe-Benefits	\$3,057	\$1,617	\$1,440	89.04%	\$6,003	\$3,234	\$2,768	85.59%	\$19,405
Professional Services	\$8,897	\$6,667	\$2,230	33.45%	\$16,843	\$13,333	\$3,510	26.32%	\$80,000
Insurance	\$7,335	\$4,167	\$3,168	76.04%	\$14,670	\$8,333	\$6,336	76.04%	\$50,000
Security	\$45,380	\$20,833	\$24,547	117.83%	\$46,107	\$41,667	\$4,440	10.66%	\$250,000
Facilities Upkeep	\$1,321	\$27,500	(\$26,179)	-95.20%	\$19,319	\$55,000	(\$35,681)	-64.87%	\$330,000
Facilities Repairs	\$4,814	\$16,417	(\$11,602)	-70.67%	\$7,191	\$32,833	(\$25,642)	-78.10%	\$197,000
Utilities	\$6,466	\$39,917	(\$33,451)	-83.80%	\$25,823	\$79,833	(\$54,011)	-67.65%	\$479,000
Materials & Supplies	(\$2,069)	\$917	(\$2,985)	-325.68%	\$351	\$1,833	(\$1,483)	-80.87%	\$11,000
Parking Garage	\$37,114	\$45,833	(\$8,720)	-19.02%	\$67,931	\$91,667	(\$23,736)	-25.89%	\$550,000
85 Watervliet Avenue	\$6,165	\$11,283	(\$5,118)	-45.36%	\$14,017	\$22,567	(\$8,550)	-37.89%	\$135,400
SSTS	\$10,248	\$14,917	(\$4,669)	-31.30%	\$21,782	\$29,833	(\$8,051)	-26.99%	\$179,000
Total Expenses	\$146,596	\$211,404	(\$64,808)	-30.66%	\$273,402	\$422,808	(\$149,406)	-35.34%	\$2,536,847
Surplus/(Deficit)	\$181,626	\$86,338	\$95,287		\$380,056	\$172,677	\$207,380		\$1,036,061

CAPITAL DISTRICT TRANSPORTATION AUTHORITY MONTHLY MANAGEMENT REPORT

AGING OF ACCOUNTS RECEIVABLE

May-24		
	Amount	% of Total
Current	\$514,767	6.73%
31 - 60	\$432,094	5.65%
61 - 90	\$2,796,722	36.55%
91 - 120	\$1,477,526	19.31%
Over 120	\$2,430,464	31.76%
Total Accounts Receivable	\$7,651,573	100.00%

Apr-24		
	Amount	% of Total
Current	\$3,274,053	40.91%
31 - 60	\$272,759	3.41%
61 - 90	\$2,074,010	25.91%
91 - 120	\$211,506	2.64%
Over 120	\$2,171,197	27.13%
Total Accounts Receivable	\$8,003,525	100.00%

AGING OF ACCOUNTS PAYABLE

May-24		
	Amount	% of Total
Current	\$2,529,193	64.54%
31 - 60	\$1,041,477	26.58%
61 - 90	\$13,334	0.34%
90 & Over	\$334,738	8.54%
Total Accounts Payable	\$3,918,742	100.00%

May-24 Receivables over 120 days: \$2,430,464

Breakdown of outstanding receivables over 120 days.	
\$2,214,237	NYS DEPT. OF TRANSPORTATION
\$87,500	CITY OF ALBANY
\$53,728	OTHER
\$50,000	CITY OF SARATOGA SPRINGS
\$25,000	GREATER GLENS FALLS TRANSIT
\$2,430,465	

ADDITIONAL INFORMATION

MORTGAGE RECORDING TAX					Fiscal Year to Date			
	May-24	May-23	Difference	%	2025	2024	Difference	%
Albany	\$241,618	\$400,993	(\$159,375)	-39.75%	\$455,673	\$667,358	(\$211,685)	-31.72%
Rensselaer	\$183,006	\$102,829	\$80,178	77.97%	\$316,720	\$255,788	\$60,932	23.82%
Saratoga	\$320,104	\$238,677	\$81,427	34.12%	\$527,189	\$587,808	(\$60,619)	-10.31%
Schenectady	\$248,863	\$77,392	\$171,471	221.56%	\$355,604	\$187,372	\$168,232	89.79%
Warren	\$55,458	\$0	\$55,458	100.00%	\$125,244	\$0	\$125,244	100.00%
Total	\$1,049,050	\$819,891	\$229,158	27.95%	\$1,780,431	\$1,698,326	\$82,105	4.83%

Current Month Year To Date

FY 2024	\$1,049,050	\$1,780,431
FY 2023	\$819,891	\$1,698,326

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
May 31, 2024**

<u>RESTRICTED INVESTMENTS</u>	<u>Fund Balances</u>	<u>Current Obligations</u>
Risk Management Account (Self-Insured)	\$3,422,513	\$1,918,002
Workers' Comp. Account (Self-Insured)	\$10,049,091	\$8,332,738
 Operating Account	 \$32,698,032	
 <u>Current Operating Reserve Obligations</u>		
Federal Operating Assistance in FY25		\$15,000,000
 <u>Current Capital Reserve Obligations</u>	 \$12,716,567	
Washington/Western BRT Project Match		\$9,000,000
LowNo Electrification Project Match		\$3,981,039
 <u>Current Vehicle Replacement Reserve Obligations</u>	 \$998,065	
Vehicle Replacement Funds		

All Investment Accounts are reviewed quarterly.	
Average annual returns:	
Risk Management	4.50%
Workers' Compensation	4.48%
Operating Fund	5.03%
Vehicle Replacement Fund	5.38%
Capital Project	4.95%

* 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

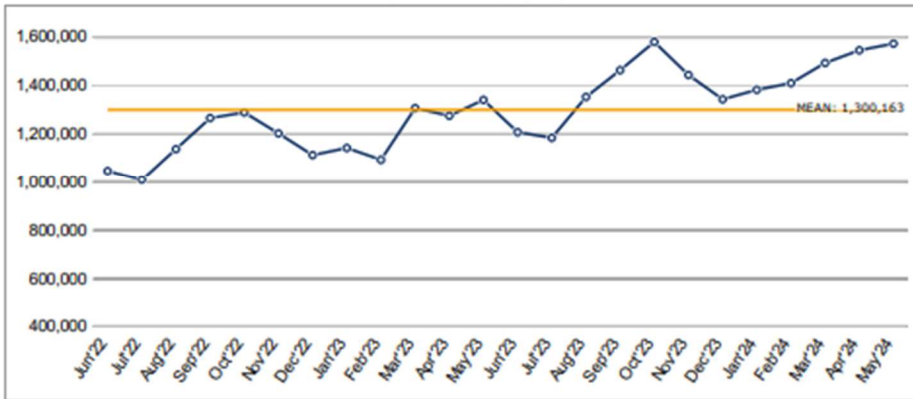
Period: May'24

Meeting: Jun'24

Patronage / Mobility

Page 1

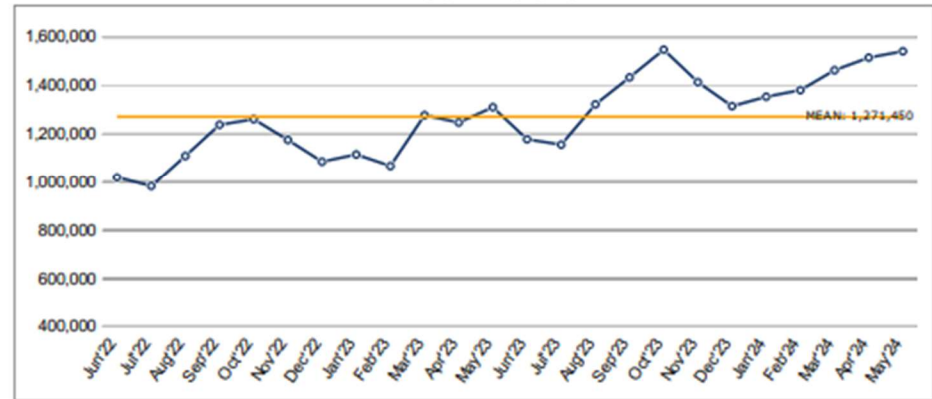
Total Riders



Previous: 1,340,827

Current: 1,572,875

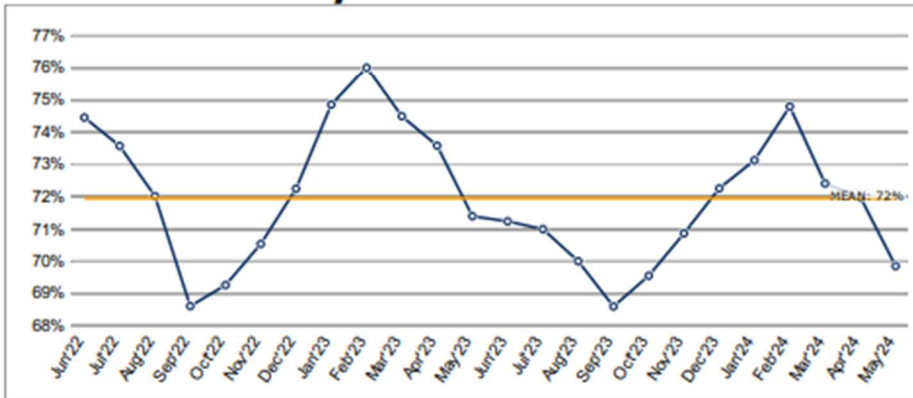
Fixed Riders



Previous: 1,310,674

Current: 1,541,258

System Wide OTP



Previous: 71.40%

Current: 69.86%

Monthly Performance Report

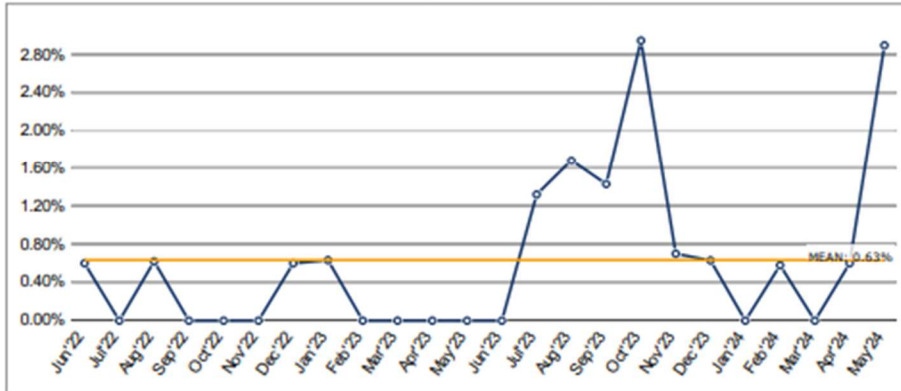
Period: May'24

Meeting: Jun'24

Reliability

Page 2

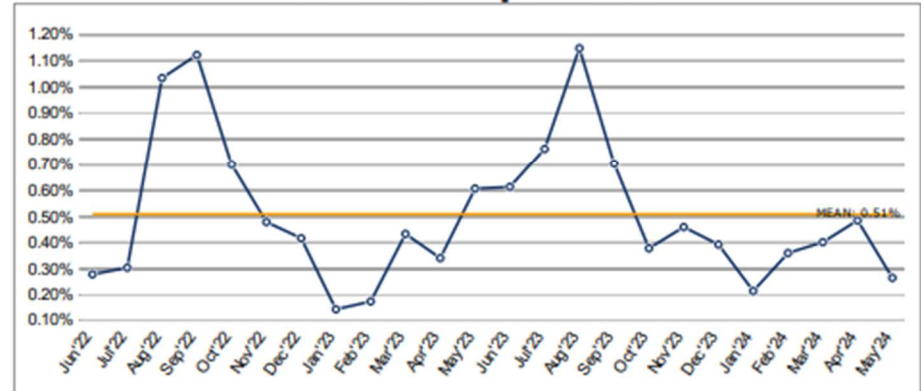
PMI Not On Time



Previous: 0.0%

Current: 2.9%

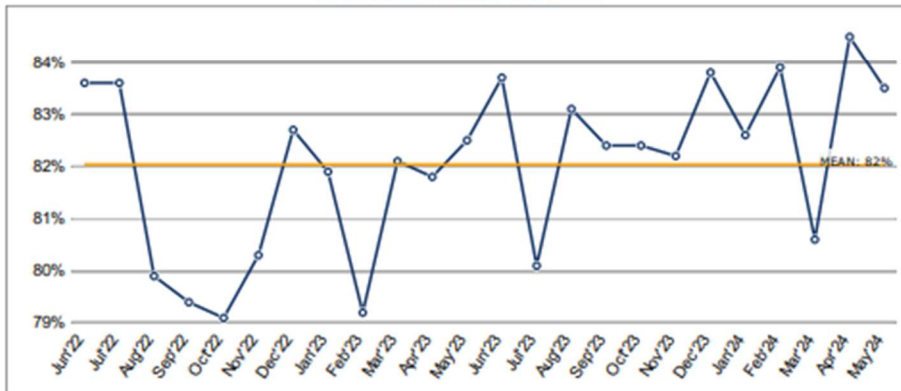
Percent of Trips Missed



Previous: 0.61%

Current: 0.26%

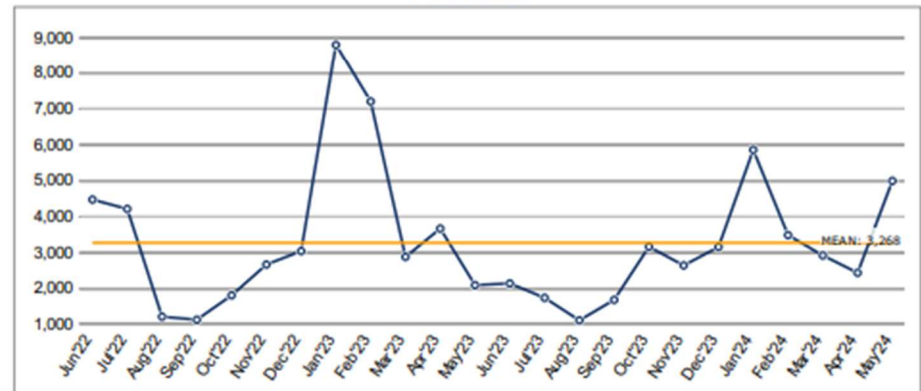
Scheduled Work



Previous: 82.5%

Current: 83.5%

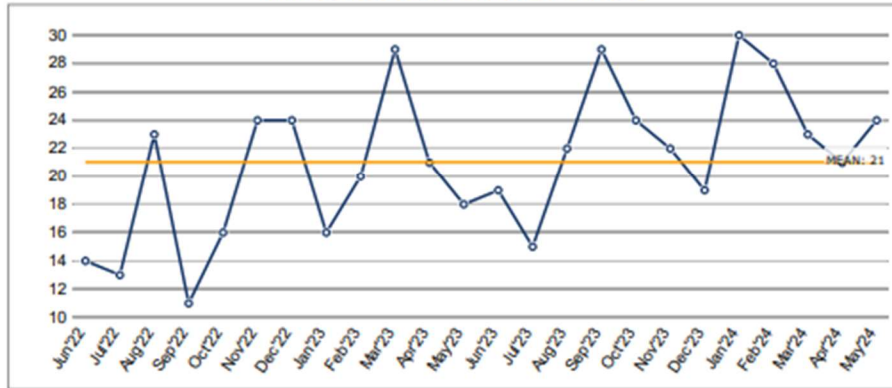
MDBSI



Previous: 2,089

Current: 4,991

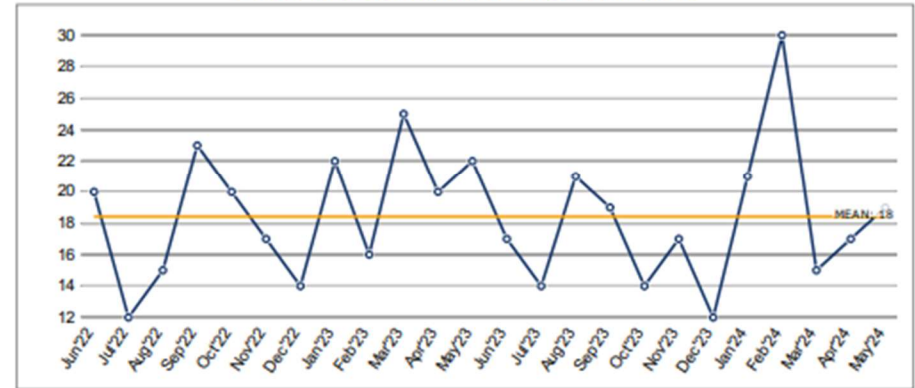
Preventable Accidents



Previous: 18

Current: 24

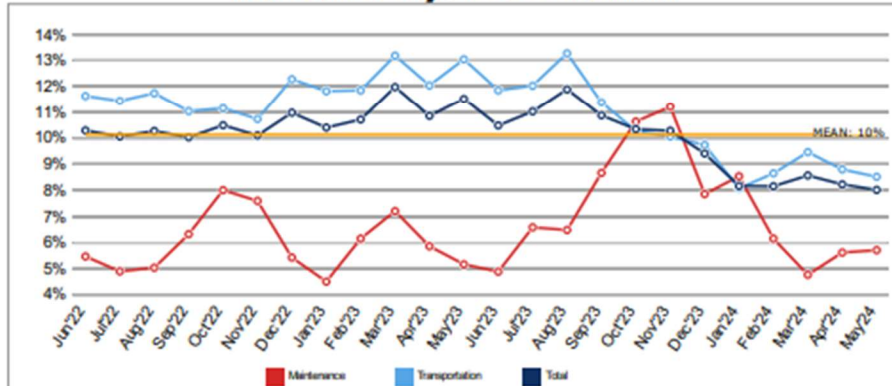
Non-Preventable Accidents



Previous: 22

Current: 19

Percent Days Not Worked



Previous: 11.5%

Current: 8.0%

Monthly Performance Report

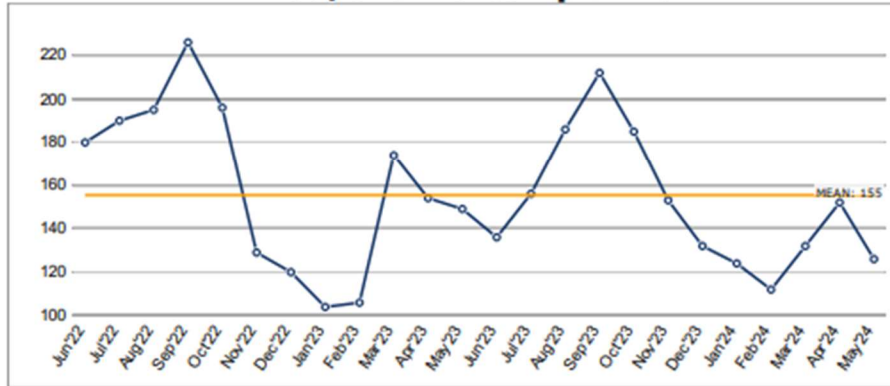
Period: May'24

Meeting: Jun'24

Customer Service

Page 4

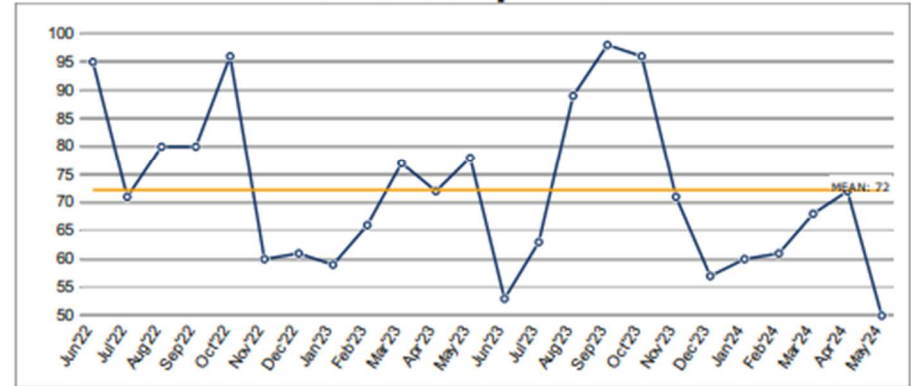
Fixed/Shuttle Complaints



Previous: 149

Current: 126

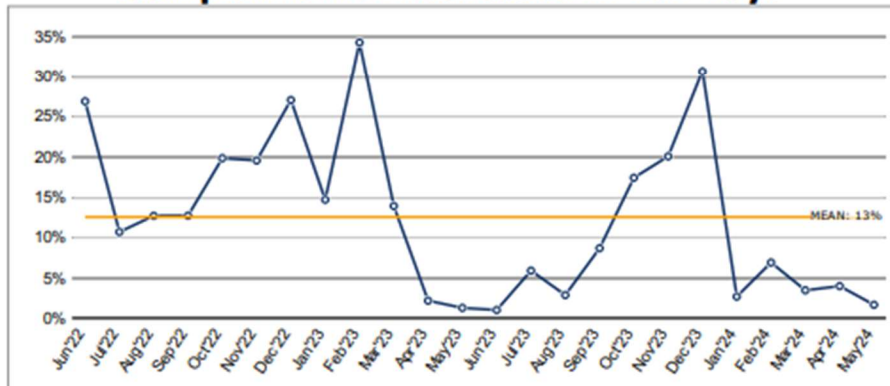
Other Complaints



Previous: 78

Current: 50

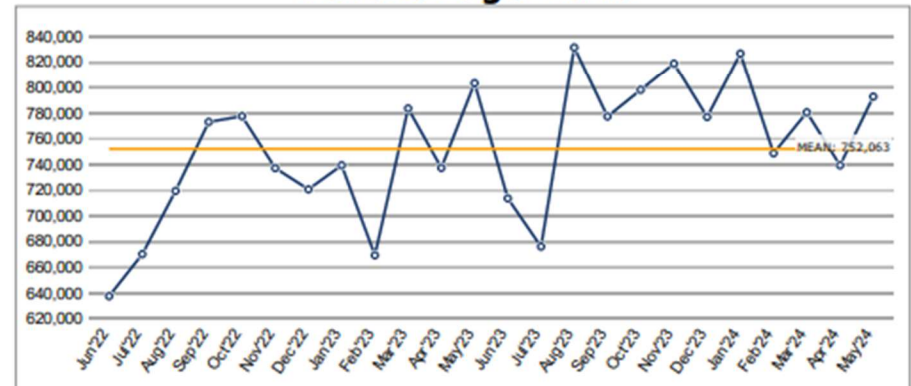
Complaints Not Addressed in Ten Days



Previous: 1.3%

Current: 1.7%

Website Page Views



Previous: 803,392

Current: 792,833

Monthly Performance Report

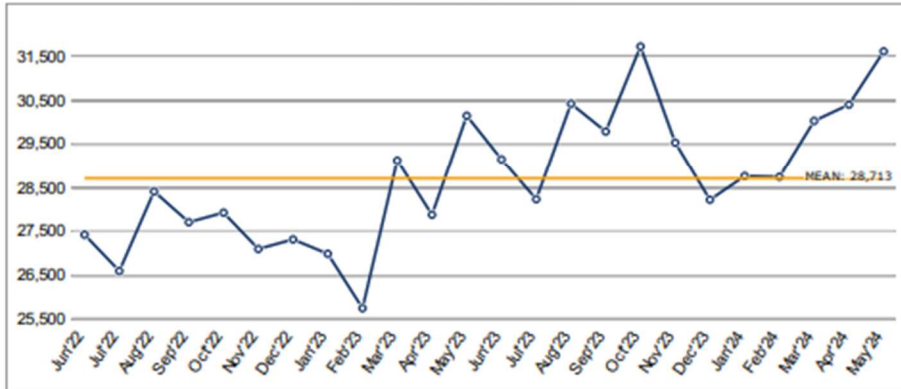
Period: May'24

Meeting: Jun'24

STAR Service

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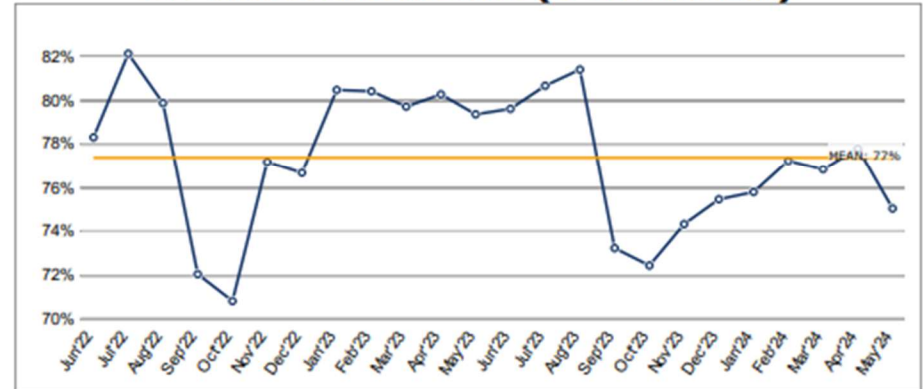
STAR Riders



Previous: 30,153

Current: 31,617

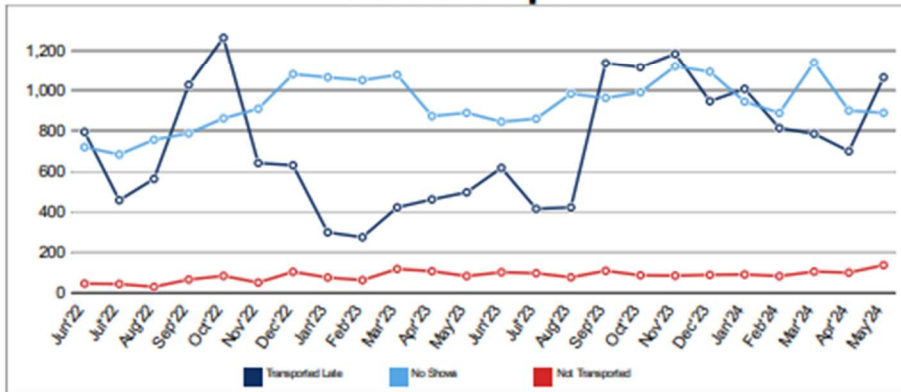
On-Time Performance (0-10 Minutes)



Previous: 79.4%

Current: 75.1%

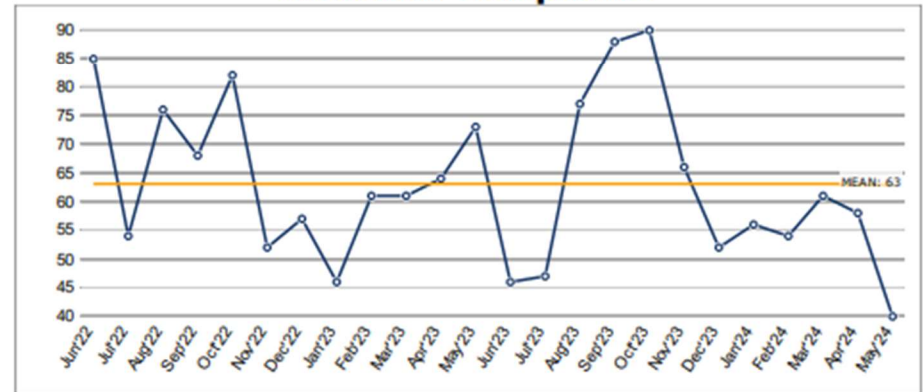
Missed Trips



Previous: 1,473

Current: 2,093

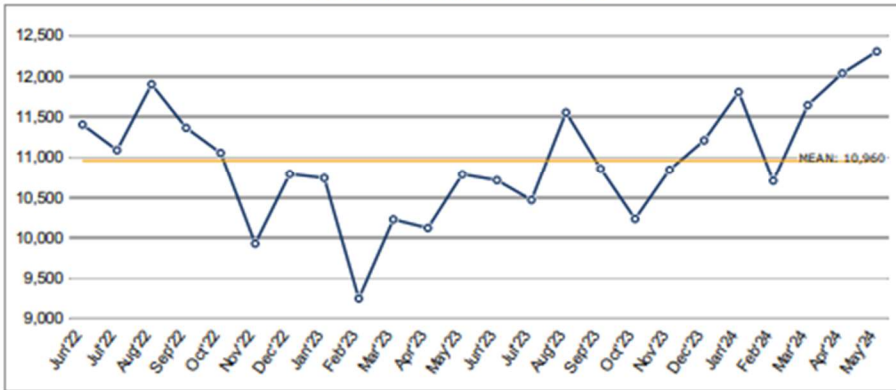
Customer Complaints



Previous: 73

Current: 40

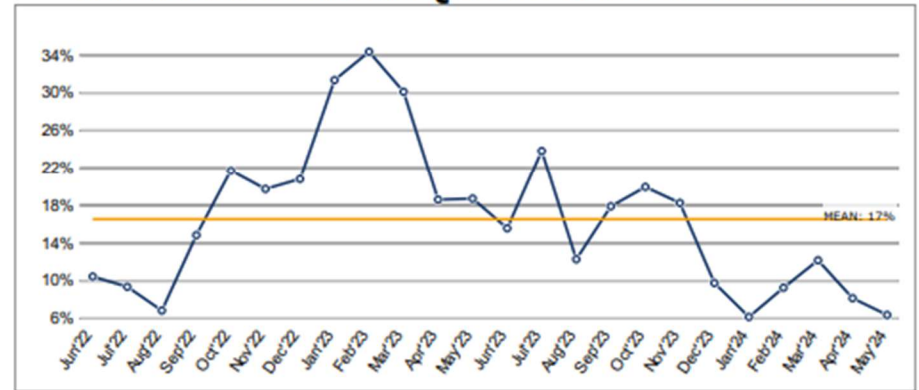
Reservation Calls



Previous: 10,786

Current: 12,307

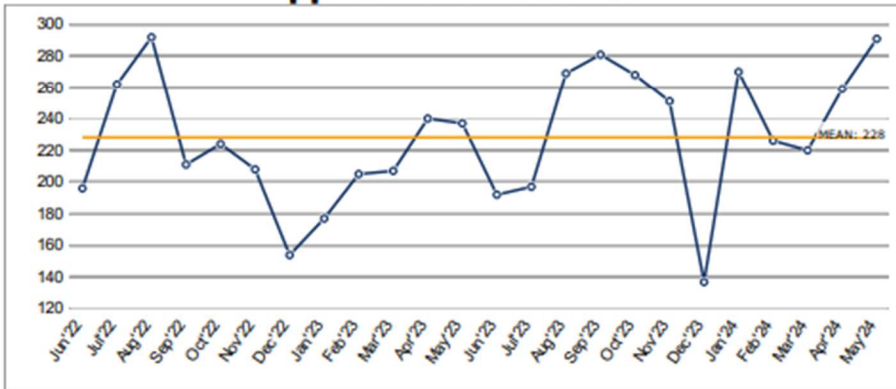
Reservation Calls in Queue Over Five Minutes



Previous: 18.7%

Current: 6.4%

Applications Received



Previous: 237

Current: 291

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.