

CDTA COMMITTEE AGENDA Performance Monitoring/Audit Committee Wednesday, June 18, 2025 | 11:00 am | 110 Watervliet Ave & Via Microsoft Teams

Committee Item	Responsibility
Call to Order	Peter Wohl
Approve Minutes of Wednesday, May 21, 2025	Peter Wohl
Consent Agenda Items	
Approve Contract for Fare Media Purchase	Stacy Sansky
• Approve Contract for Integrating STAR Payments into Navigator	Stacy Sansky
Approve Contract for Joseph L. Bruno Rail Station Security	Stacy Sansky
Approve Contract for Harriman East Construction	Stacy Sansky
Approve Annual Review of Drug & Alcohol Policy	Kelli Schreivogl
Administrative Discussion Items	
Risk Management and Workers Compensation Report	Amanda Avery
Workplace Safety Annual Report	Jack Grogan
Accident Review Annual Report	Richard Nasso
Monthly Management Report	Patricia Cooper
Monthly Non-Financial Report	Gary Guy
Internal Audit Update	Sarah Matrose

Next Meeting: Wednesday, August 20, 2025, at Noon via Microsoft Teams & 110 Watervliet Ave

Adjourn

Peter Wohl

Capital District Transportation Authority Performance Monitoring/Audit Committee Meeting Minutes – May 21, 2025, at 12:01 PM; 110 Watervliet Avenue, Albany

In Attendance: Peter Wohl, Jayme Lahut, Denise Figueroa, Jackie McDonough; Frank Annicaro, Mike Collins, Chris Desany, Lance Zarcone, Amanda Avery, Jaime Kazlo, Jon Scherzer, Dave Williams, Stacy Sansky, Thomas Guggisberg, Rich Cordero, Trish Cooper, Jeremy Smith, Jack Grogan, Michael Williams, Sarah Matrose, Gary Guy, Jeanette Stumbaugh, Melissa Shanley, Elide Oyanedel, Emily DeVito

Meeting Purpose

Regular monthly meeting of the Performance Monitoring/Audit Committee. Peter Wohl noted that a quorum was present. Minutes from April 23, 2025, meeting were reviewed and approved.

Consent Agenda Item

Approve Fiscal Year 2025 Year-End Audit Draft

- Seth Hennard from Lumsden & McCormick presented the draft year-end audit for FY2025. We received a clean opinion with no findings or weaknesses.
- Lumsden reviewed their approach, along with required communications, and the balance sheet. Their presentation was included in your packets.
- A resolution to approve the draft Fiscal Year 2025 Financial Statements and Compliance Summary prepared by Lumsden & McCormick will be recommended to the board for approval.

Approve Contract for Call Center Software

- It is necessary to upgrade to the latest version of our call center software and migrate it from on premises to the cloud to provide better performance and integration with Microsoft Teams.
- A sole source renewal is recommended due to the proprietary nature of the system and the vendor's familiarity with CDTA's requirements, also resulting in no net increase in vendors. This allows for an overall 5% year-over-year decrease in maintenance costs.
- A resolution to approve a three-year contract with eGroup, of Mount Pleasant, South Carolina for the renewal of a telecommunications support contract and call center software upgrade for a total cost not to exceed \$271,052 will be recommended to the board.

Approve Maintenance Contract for Revenue Collection System

- The existing maintenance and support agreement with SPX-Genfare for our revenue collection system expires in April 2026. Overall, CDTA has been very satisfied with their products and services.
- A sole source renewal is recommended because the Genfare Link system is proprietary, which prevents us from pursuing another means to license, support, and maintain our existing system with another vendor. The pricing represents an average annual increase of 3%.

• A resolution to approve a five-year contract with SPX-Genfare of Elk Grove Village, Illinois, for the purchase of software licensing, support, and maintenance for an amount not to exceed \$1,327,679 will be recommended to the board.

Approve Contract for AI Shelter Maintenance Project

- Last year we began an artificial intelligence-based program that aims to improve the efficiency of our shelter crews for the maintenance of 3,000+ stop locations.
- We would like to engage in a nine-month follow-up project that (a) delivers a prototype dashboard and data-driven workflow for scheduling bus shelter maintenance, and (b) refines CDTA's custom AI model for detecting shelter conditions (such as garbage, broken glass, graffiti, and snow) captured by on-bus sensors.
- A resolution to approve a nine-month sole source contract with CTG UAlbany of Albany, NY, for data analytics and computer vision services in an amount not to exceed \$113,636 will be recommended to the board.

Approve Purchase of 40' Buses

- The fleet replacement plan calls for annual vehicle purchases and disposal of vehicles that have reached the end of their useful life. In 2022, the Board awarded Gillig, LLC, a five-year contract to purchase 40' diesel buses, understanding that future purchases will require Board approval.
- Current pricing represents a 5.2% increase in vehicle costs from last year. Gillig notified CDTA that there may be a cost increase due to impending tariffs. Therefore, a 10% contingency per vehicle has been added to account for potential tariffs.
- A motion to approve the purchase of 14, 40' diesel buses from Gillig, LLC, for a total not to exceed \$9,969,172 will be recommended to the board.

Approve Purchase of STAR Buses

- The fleet replacement plan calls for annual vehicle purchases and disposal of vehicles that have reached the end of their useful life. In 2022, the Board awarded a five-year contract to purchase paratransit buses from Coach and Equipment with the understanding that future purchases will require Board approval.
- Current pricing represents a 5% increase in vehicle costs from last year. We will add a 10% contingency per vehicle to account for potential tariffs.
- A motion to approve the purchase of six paratransit vehicles from Coach and Equipment Bus Sales of Penn Yan, New York, for a total of not more than \$987,709 will be recommended to the board.

Approve Resolution to Accept State Funding

- CDTA was awarded Innovative Transit Mobility Pilot Program funding for on-demand microtransit service. The funds support 100% of the project cost with no required local match. The total project cost is \$1,000,000.
- New York State Department of Transportation requires a CDTA Board resolution prior to being reimbursed for expenses incurred as part of this agreement.

• A resolution to approve executing an agreement with NYSDOT to accept \$1,000,000 in funding will be recommended to the board.

Administrative Discussion Items

Monthly Management Report

- Patricia Cooper provided the Monthly Management Report for April. Mortgage tax receipts were over budget 31.4% due to Saratoga County, and customer fares were 10.5% under budget for the year. Interest income was \$310k over budget due to improved cash management and favorable interest rates.
- Wages were under budget 5.4%, and workers compensation was over budget by 43.2% due to two lump sum payments. Professional services were 37.3% under budget due to timing.

Monthly non-financial (performance) Report

- Chris Desany gave the non-financial report for March.
- Fixed route ridership was up 5.6%; STAR ridership was up 10%; on-time performance for fixed route service was 71.9%; on-time performance in STAR increased to 77%. We missed 0.08% of all scheduled trips.
- There were 25 preventable accidents and 15 non-preventable accidents.

Next Meeting

Wednesday, June 18, 2025, at 11:00am via Microsoft Teams and at 110 Watervliet Ave.

Capital District Transportation Authority Agenda Action Sheet

Subject:	Approve Purchase of Fare Media
Committee:	Performance Monitoring/Audit
Meeting Date:	June 18, 2025

Objective of Purchase or Service:

To purchase Navigator smart card media for regular customers and special partnerships.

Summary of Staff Proposal:

In 2017, CDTA implemented the fare collection system (Genfare Link), which was competitively procured and provided by SPX-Genfare. This system is used throughout the agency for our Navigator programs including card media management and distribution. Our existing fare media inventory levels are enough to sustain us for approximately one year based on the existing demand.

This purchase of fare media ensures we have an *additional* one year of inventory at a competitive price, maintaining our current pricing levels and mitigating any potential future increases due to tariffs. This sole source purchase is based on several important considerations. Most importantly, the Genfare Link system is proprietary, which prevents us from pursuing another means to program, configure, and integrate this fare media with the Genfare Link system through another vendor.

Financial Summary/Cost:

A cost summary is provided below with a breakdown of each media type. We have documentation on file that justifies the cost and confirms fair and reasonable pricing for this purchase that is comparable to pricing from previous years. This will be funded from our operating budget.

Card Media Type	Quantity	Unit Price	Cost
DesFire Full Fare	25,000	\$2.57	\$64,250
LUCC Frequent Rider	20,000	\$0.28	\$ 5,600
LUCC Blank	90,000	\$0.28	\$25,200
LUCC 2 Ride	230,000	\$0.28	\$64,400
LUCC Day Pass	90,000	\$0.28	\$25,200
Freight			\$1,600
		Total	\$186,250

Proposed Action:

I am requesting that a contract be awarded to SPX-Genfare of Elk Grove Village, Illinois for the purchase of fare media for an amount not to exceed \$186,250.

Manager:

Thomas Guggisberg, Director of Information Technology

CAPITAL DISTRICT TRANSPORTATION AUTHORITY Staff Contract Award Certification

1.	. TYPE OF CONTRACT (check one): Construction & Maintenance X_Services & ConsultantsGoods, Com	modit nsport	ies & Su tation &	pplies Operational Services	Bus Purchase
2.	 TERMS OF PERFORMANCE (check one): <u>X</u> One-Shot Deal: Complete scope and fixed value Fixed Fee For Services: Time and materials - open value Exclusive Purchase Contract: Fixed cost for defined comr Open Purchase Contract: Commitment on specifications a Change Order: Add on to existing contract 				
3.	. CONTRACT VALUE: <u>\$186,250</u> fixed estimated (circle one)				
4.	. PROCUREMENT METHOD (check one): Request for Proposals (RFP) Invitation for	r Bids	(IFB)	_2	C Other
5.	. TYPE OF PROCEDURE USED (check one): Micro Purchases (Purchases up to \$2,499.00) Sealed Bid/Invitation for Bids (IFB) (Over \$100,000) Professional Services (Over \$25,000)	1	Request	rchases (\$25,000 up to for Proposals (RFP) Single Source (Non-Co	
6.	. SELECTION CRITERION USED: Number of Proposals/Bids Solicited # <u>1</u> or Number of Proposals/Bids Received # <u>1</u>			Advertised	
	Attach Summary o	f Bids	/Proposa	als	
7.			1		
	Are there known DBEs that provide this good or service?	les	No		
	Number of DBEs bidding/proposing				
	DBE Certification on file?	les	No	Not Applicable	
	Was contract awarded to a DBE?	les	<u>No</u>		
	Number of DBE Subcontractors	<u>0</u>			
	DBE Subcontractor Name and Certification Type:				
8.	. LEGAL NAME and ADDRESS OF CONTRACTOR/VENDOR:	<u>SPX</u>	Genfar	2	
		751 F	ratt Bo	ulevard	
		Elk (Grove, Il	L 60007	
8.	. SOURCE OF FUNDS: <u>Operating Budget</u>				
	 COMPLIANCE WITH STATE AND FEDERAL RULES: Non-Collusion Affidavit of Bidder Disclosure & Certificate of Prior Non-Responsibility Determina Disclosure of Contacts (only RFPs) Certification with FTA's Bus Testing Requirements RESPONSIBLE STAFF CERTIFIES THE INTEGRITY OF THE 		ROCUR	EMENT/CONTRAC	(<u>Yes</u> , No, N/A) (<u>Yes</u> , No, N/A) (Yes, No, <u>N/A</u>) (Yes, No, <u>N/A</u>) T:
10					-

Stacy Sansky, Director of Procurement DATED: June 18, 2025

Capital District Transportation Authority Agenda Action Sheet

Subject:	Approve Contract for Integrating STAR Payments into Navigator
Committee:	Performance Monitoring/Audit
Meeting Date:	June 18, 2025

Objective of Purchase or Service:

To purchase software development services to support Navigator fare payments for STAR customers.

Summary of Staff Proposal:

Since 1996, CDTA has been successfully utilizing the enterprise software application Trapeze PASS, for paratransit scheduling, client management, certifications, dispatching, and related reporting and compliance adherence. Over the years, several upgrades and enhancements have been deployed to improve upon the original software. Most recently in 2017, Trapeze PASS was upgraded with several new features including adding new mobile data terminals (tablets) for real time ride updates, a new web based booking portal, SMS/Email notifications, and other back office reporting improvements.

This purchase is for services to integrate Trapeze PASS with CDTA's Navigator fare collection system (Genfare Link) to allow STAR customers to pay for rides using their Navigator account (the current process is manual). The scope for this purchase includes professional services to develop the application programming interface, and accompanying project management, training, and programming services. The result will be a fully integrated payment interface between Trapeze PASS and Genfare Link to ensure accurate, up-to-date, and reliable account payment balances within both systems.

This sole source purchase is based on several important considerations. Most importantly, the Trapeze PASS system is proprietary, which prevents us from pursuing another means to license, support, and maintain this new feature with another vendor.

Financial Summary/Cost:

A cost summary is provided below. We have documentation on file that justifies the cost and confirms fair and reasonable pricing for this purchase. This will be funded with the Innovative Mobility Initiative grant.

Description	Cost
Initial Implementation Design Services	\$9,703
Software Licenses	\$57,307
Implementation Services	\$123,790
Custom Development	\$49,105
Project Management	\$2,975
90 Day Warranty	Included
Year 1 Maintenance	\$11,461
Total:	\$254,341

Proposed Action:

I am requesting that a one-year contract be awarded to Trapeze Software Group, Inc. of Mississauga, Ontario, Canada for the purchase of software development services for an amount not to exceed \$254,341.

Manager:

Thomas Guggisberg, Director of Information Technology

CAPITAL DISTRICT TRANSPORTATION AUTHORITY Staff Contract Award Certification

1.	. TYPE OF CONTRACT (check one): Construction & MaintenanceGoods, X_Services & Consultants	, Commodi Transpor	ities & S rtation &	upplies Operational Services	Bus Purchase
2.	 TERMS OF PERFORMANCE (check one): <u>X</u> One-Shot Deal: Complete scope and fixed value Fixed Fee For Services: Time and materials - open value Exclusive Purchase Contract: Fixed cost for defined Open Purchase Contract: Commitment on specificat Change Order: Add on to existing contract 	commodit	ty with in rice but 1	ndefinite quantity no obligation to buy	
3.	. CONTRACT VALUE: <u>\$254,341</u> fixed estimated (circle one)				
4.	. PROCUREMENT METHOD (check one): Request for Proposals (RFP) Invitati	ion for Bid	s (IFB)		XOther
5.	. TYPE OF PROCEDURE USED (check one): Micro Purchases (Purchases up to \$2,499.00) Sealed Bid/Invitation for Bids (IFB) (Over \$100,000) Professional Services (Over \$25,000))	Request	rrchases (\$25,000 up to for Proposals (RFP) Single Source (Non-C	
6.	. SELECTION CRITERION USED: Number of Proposals/Bids Solicited #_1 or Number of Proposals/Bids Received #_1			Advertised	
	Attach Summ	nary of Bid	s/Propos	als	
7.		2	1		
	Are there known DBEs that provide this good or service?	Yes	No		
	Number of DBEs bidding/proposing				
	DBE Certification on file?	Yes	No	Not Applicable	
	Was contract awarded to a DBE?	Yes	<u>No</u>		
	Number of DBE Subcontractors	0	<u>)</u>		
	DBE Subcontractor Name and Certification Type:				
8.	. LEGAL NAME and ADDRESS OF CONTRACTOR/VENI				
				um Way	
0	. SOURCE OF FUNDS: <u>Innovative Mobility Initiative Gra</u>		sissauga.	<u>, ON Canada L4W 5N</u>	0
0.	. SOURCE OF FUNDS: _ <u>innovative Mobility Initiative Gra</u>	<u> </u>			
9.	. COMPLIANCE WITH STATE AND FEDERAL RULES: Non-Collusion Affidavit of Bidder Disclosure & Certificate of Prior Non-Responsibility Dete Disclosure of Contacts (only RFPs) Certification with FTA's Bus Testing Requirements	erminations			(<u>Yes</u> , No, N/A) (<u>Yes</u> , No, N/A) (Yes, No, <u>N/A</u>) (Yes, No, <u>N/A</u>)
10	0. RESPONSIBLE STAFF CERTIFIES THE INTEGRITY C	OF THIS P	ROCUI	REMENT/CONTRAC	CT:
	Stacy Sansky, Director of Procurement DATED: June 18, 2025				



Capital District Transportation Authority Agenda Action Sheet

Subject:	Joseph L. Bruno Rail Station Security
Committee:	Performance Monitoring/Audit
Meeting Date:	June 18, 2025

Objective of Purchase or Service:

Uniformed security guards are used at the Joseph L. Bruno Rail Station to maintain safety and security of customers, employees, and the facility. The current contract for security services expires in August.

Summary of Staff Proposal:

An Invitation For Bid (IFB) was issued for security services at the station. The requirements included security services on all floors and throughout the property from 4:00PM to 5:00AM.

Thirty vendors downloaded the IFB. Eight bids were received.

The lowest bidder was FBY Security Services Inc. FBY is the incumbent provider, and staff is pleased with their work. FBY is a New York State Certified Minority Business Enterprise (MBE).

Financial Summary/Cost:

The bid for the work is \$29.29/hr. for 13 hours per day, 365 days per year. This contract is paid by the annual operations budget for the rail station and represents a 2.3% price increase from the current rate.

Proposed Action:

I recommend awarding a three-year contract with two one-year options for security services at the Joseph L. Bruno Rail Station to FBY Security Services Inc. of Brooklyn, NY for an amount not to exceed \$711,750.

Manager:

Jeremy Smith, Director of Facilities

CAPITAL DISTRICT TRANSPORTATION AUTHORITY Staff Contract Award Certification

1.	TYPE OF CONTRACT (check one): Construction & Maintenance Goods, Commod X Services & Consultants Transport	dities & Sup ortation & C		nal Services	Bus Purchase
2.	X One-Shot Deal: Complete scope and fixed value Fixed Fee For Services: Time and materials - open value Exclusive Purchase Contract: Fixed cost for defined commod Open Purchase Contract: Commitment on specifications and Change Order: Add on to existing contract				
3.	CONTRACT VALUE: _ <u>\$711,750 (Not to Exceed)</u>				
4.	PROCUREMENT METHOD (check one): Request for Proposals (RFP) Invitation for I	Bids (IFB)			Other
5.	TYPE OF PROCEDURE USED (check one): Micro Purchases (Purchases up to \$2,499.00) X Sealed Bid/Invitation for Bids (IFB) (Over \$100,000) Professional Services (Over \$25,000)	Request f	or Propo	\$25,000 up to \$ osals (RFP) urce (Non-Com	
6.	SELECTION CRITERION USED: Number of Proposals/Bids Solicited # 30 or Number of Proposals/Bids Received # 8		Adve	<u>rtised</u>	
	Attach Summary of Bi	ids/Proposal	s		
7	Diaduantagad/Minarity Waman's Dusinass Entormuiss (D/MWDE)	:			
7.	Disadvantaged/Minority Women's Business Enterprise (D/MWBE)				
	Are there known D/MWBEs that provide this good or service?	<u>Yes</u>	No		
	Number of D/MWBEs bidding/proposing D/MWBE Certification on file?	$\frac{3}{\sqrt{2}}$	No	Not Amplica	h 1a
	Was contract awarded to a D/MWBE?	<u>Yes</u> Yes	No	Not Applica	lole
	Number of D/MWBE Subcontractors	<u>0</u>			
Q	LEGAL NAME and ADDRESS OF CONTRACTOR/VENDOR: FE	PV Soourity	, Sarvia	os Ino	
0.		92 Ocean A			
		ooklyn, NY		C-LL	
8.	SOURCE OF FUNDS: <u>Operating Funds for Rail Station</u>	<u>UUKIYII, 14 1</u>	11227		
9.	COMPLIANCE WITH STATE AND FEDERAL RULES: Non-Collusion Affidavit of Bidder Disclosure & Certificate of Prior Non-Responsibility Determination Disclosure of Contacts (only RFPs) Certification with FTA's Bus Testing Requirements	15			(<u>Yes</u> , No, N/A) (<u>Yes</u> , No, N/A) (Yes, No, <u>N/A</u>) (Yes, No, <u>N/A</u>)
10	. RESPONSIBLE STAFF CERTIFIES THE INTEGRITY OF THIS	PROCURI	EMENT	C/CONTRACT	ſ:
	Stacy Sansky, Director of Procurement DATED:	<u>June 18, 2(</u>	<u>)25</u>		



Bid Summary



Contract Name: Uniformed Security Guard Services at JLB Rail

Contract No: CDTA FAC 171-2000

Date/Time of Opening:

May 29, 2025 1:00PM

Bidder Contact Information	Base Bid/Lump Sum Price	Bid Alternate- If Applicable		DBE/MWBE/SDVOB Status
			(Names only)	
Name: Anderson Security Services, LLC			1	DBE MBE_x_WBE_x_SDVOB
Address: 292 Washington Ave Ext Suite 111A Albany, NY 12203	Hourly Rate for 1 Uniformed Security Guard: \$29.50		2	DBEMBEWBESDVOB
Contact: Staesha Anderson			3	DBEMBEWBESDVOB
Email: anderson5182019@yahoo.com			4	DBEMBEWBESDVOB
Phone: 518.285.9398			5	DBE MBE WBE SDVOB
Name: 724 Security, LLC			1	DBE MBEWBESDVOB
Address: 14362 230 Pl Laurelton, NY 11413	Hourly Rate for 1 Uniformed Security Guard: \$46.00		2	DBEMBEWBESDVOB
Contact: Tinuoye Peters			3	DBE MBEWBESDVOB
Email: info@724securitycorp.com			4	DBEMBEWBESDVOB
Phone: 347.278.4805			5	DBEMBEWBESDVOB
Name: FBY Security Services, Inc			1	DBE MBE_x_WBESDVOB
Address: 2792 Ocean Ave Suite-LL Brooklyn, NY 11229	Hourly Rate for 1 Uniformed Security Guard: \$29.29		2	DBEMBEWBESDVOB
Contact: Babatunde Fadairo			3	DBEMBEWBESDVOB
Email: info@fbysecuritysvs.com			4	DBE MBEWBESDVOB
Phone: 833.329.7233			5	DBE MBEWBESDVOB
Name: Agilis Security Services, LLC			1	DBEMBEWBESDVOB
Address: 2555 Sedwick Ave Bronx, NY 10468	Hourly Rate for 1 Uniformed Security Guard: \$34.00		2	DBEMBEWBESDVOB
Contact: Johan Rosario			3	DBEMBEWBESDVOB
Email: jr@agilissecurityservices.com			4	DBEMBEWBESDVOB
Phone: 305.731.3103			5	DBEMBEWBESDVOB
Name: R&D Strategies Security Company, LLC			1	DBEMBEWBESDVOB
Address: 55 East Grassy Sprain Rd Suite 203 Yonkers, NY 10710	Hourly Rate for 1 Uniformed Security Guard: \$44.50		2	DBEMBEWBESDVOB
Contact: Jayson Domenech			3	DBEMBEWBESDVOB
Email: rdsecurity@advisewellconsulting.com			4	DBEMBEWBESDVOB
Phone: 917.963.9319			5	DBEMBEWBESDVOB
Name: Pinnacle Security Patrol, Inc.			1	DBE xMBE_x_WBESDVOB
Address: 224-17 Merrick Blvd Laurelton, NY 11413	Hourly Rate for 1 Uniformed Security Guard: \$37.50		2	DBEMBEWBESDVOB
Contact: Olusegun Olouju			3	DBEMBEWBESDVOB
Email: pinnaclesecuritypatrol@gmail.com			4	DBEMBEWBESDVOB
Phone: 718.926.8852			5	DBEMBEWBESDVOB
Name: Sleenga, LLC			1	DBEMBEWBESDVOB
Address: 300 W 128th Street Unit 604 New York, NY 10027	Hourly Rate for 1 Uniformed Security Guard: \$36		2	DBEMBEWBESDVOB
Contact: Josee Septimus-Aghedo			3	DBEMBEWBESDVOB
Email: sleenga@yahoo.com			4	DBEMBEWBESDVOB
Phone: 212.470.0378			5	DBE MBE WBE SDVOB
Name: Aron Security Inc dba Arrow Security			1	DBE
Address: 300 West Main Street Smithtown, NY 11787	Hourly Rate for 1 Uniformed Security Guard: \$31.19		2	DBE MBE WBE SDVOB
Contact: Scott Sturgess	,, _,		3	DBE MBEWBESDVOB
contact scott stargess		l l	Ĭ	

Email: ssturgess@arrowsecurity.com Phone: 631.263.8561	4 5	DBEMBEWBESDVOB DBEMBEWBESDVOB
I, Frank Annicaro, 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:Harriman East Station ConstructionCommittee:Performance Monitoring/AuditMeeting Date:June 18, 2025

Objective of Purchase or Service:

This project is one of the final pieces of work in building the Washington Western Bus Rapid Transit (WWBRT) line. Several WWBRT projects have been completed including the UAlbany busway, Crossgates roundabout, Brevator roadway configuration, and twelve other uniquely branded BRT stations.

Summary of Staff Proposal:

An Invitation For Bid (IFB) was issued for constructing the Harriman East Purple Line BRT bus stations located on the Harriman Campus loop roads. The scope of services included clearing and grading the roadway and sidewalks, building additional ADA sidewalks and crossings, installing shelter and bus pads, and installing shelters and pylons. An alternate bid was provided for potential work at Colonial/Eileen and Western Avenues.

Twenty-four vendors downloaded the IFB. Three bids were received.

The lowest bidder was Callanan Industries Inc. Callanan is the contractor that built the Blue Line BRT and staff is very pleased with their work. References were checked and found satisfactory.

Based on the bids received, we have determined to move forward with the base bid only from Callanan Industries Inc.

Financial Summary/Cost:

The base bid for the work is \$1,138,608. This contract is paid by the WWBRT Small Starts grant.

Proposed Action:

I recommend awarding a one-year contract for the construction of the Harriman East Purple Line BRT Stations to Callanan Industries, Inc. of Albany, NY an amount \$1,138,608 with a 20% contingency for a total not to exceed amount of \$1,366,330.

Manager:

Jeremy Smith, Director of Facilities

CAPITAL DISTRICT TRANSPORTATION AUTHORITY Staff Contract Award Certification

1.	TYPE OF CONTRACT (check one): Goods, Construction & Maintenance Services & Consultants Goods, Construction	nmodities & Suj ansportation & C	oplies Operation	al Services	Bus Purchase
2.	X One-Shot Deal: Complete scope and fixed value Fixed Fee For Services: Time and materials - open value Exclusive Purchase Contract: Fixed cost for defined com Open Purchase Contract: Commitment on specifications Change Order: Add on to existing contract				
3.	CONTRACT VALUE: \$1,366,330 (Not to Exceed)				
4.	PROCUREMENT METHOD (check one): Request for Proposals (RFP) Invitation	for Bids (IFB)		_	Other
5.	TYPE OF PROCEDURE USED (check one): Micro Purchases (Purchases up to \$2,499.00) X Sealed Bid/Invitation for Bids (IFB) (Over \$100,000) Professional Services (Over \$25,000)	Request f	or Propo	\$25,000 up to osals (RFP) urce (Non-Con	
6.	SELECTION CRITERION USED: Number of Proposals/Bids Solicited # <u>24</u> or Number of Proposals/Bids Received # <u>3</u>		<u>Adve</u>	<u>rtised</u>	
	Attach Summary	of Bids/Proposa	ls		
7.	Disadvantaged/Minority Women's Business Enterprise (D/MW	BE) involveme	nt		
	Are there known D/MWBEs that provide this good or service?		No		
	Number of D/MWBEs bidding/proposing	0	_		
	D/MWBE Certification on file?	Yes	No	Not Applie	able
	Was contract awarded to a D/MWBE?	Yes	No		
	Number of D/MWBE Subcontractors	<u>3(</u>	IWBE,	<u>2DBE)</u>	_
8.	LEGAL NAME and ADDRESS OF CONTRACTOR/VENDOR	: <u>Callanan Ind</u>	ustries,	Inc.	
		<u>PO Box 1509</u>	7		
		Albany, NY 1	2212		
8.	SOURCE OF FUNDS: <u>WWBRT Small Starts Grant</u>				
9.	COMPLIANCE WITH STATE AND FEDERAL RULES: Non-Collusion Affidavit of Bidder Disclosure & Certificate of Prior Non-Responsibility Determin Disclosure of Contacts (only RFPs) Certification with FTA's Bus Testing Requirements	nations			(<u>Yes</u> , No, N/A) (<u>Yes</u> , No, N/A) (Yes, No, <u>N/A</u>) (Yes, No, <u>N/A</u>)
10	. RESPONSIBLE STAFF CERTIFIES THE INTEGRITY OF T	HIS PROCUR	EMENI	C/CONTRAC	Г:



Bid Summary



Contract Name: n Infrastructure Improvements (Harriman East)

Contract No: CDTA FAC 231-2000

Date/Time of Opening:

June 4, 2025 1:00PM EST

Name Calanan industries, Inc. Name Calanan industries, Inc. DB MBE	Bidder Contact Information	Base Bid/Lump Sum Price	Bid Alternate- If Applicable	Subcontractors If known/as applicable	DBE/MWBE/SDVOB Status
Address: Base Bid Plus Alternate 1: \$1,375,704.45 2 DE ME WE SOVOB Contract: Buck Hellwg Base Bid Plus Alternate 1: \$1,375,704.45 3 DEE ME DEE	Names Collanen Industrias Inc		Alternate 1, \$227,006,21	(Names only)	
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Capital District Transportation Authority Agenda Action Sheet

Subject:	Approve Drug & Alcohol Policy
Committee:	Performance Monitoring/Audit
Meeting Date:	June 18, 2025

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 requires 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:

- <u>Regulatory Changes</u>: At this time, there are no regulatory changes.
- <u>Administrative Changes</u>: At this time, there are no administrative changes.

Financial Summary/Cost:

No Impact

Proposed Action:

I recommend approval of the 2025-2026 Drug and Alcohol Policy.

Manager:

Kelli Schreivogl, Director of Human Resources



Memorandum

Date:	June 18, 2025
To:	Performance Monitoring/Audit Committee
From:	General Counsel
Subject:	Risk Management and Workers Compensation Self-Insurance Accounts, as of 4/1/25

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

1. Risk Management:

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

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

•	Projected Losses (incurred but unpaid): (decrease of \$458,800 (29% for the quarter)	\$1,108,560
•	Self-Insured Retention (one)	\$2,000,000
•	Market Value of Account: (increase of \$23,585 (+.66%) for the quarter)	\$3,578,319

2. Workers Compensation:

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



- **Projected Claims**: (increase of \$28,248 (+.35%)for the quarter)
- Market Value of Account: \$11,205,697 (increase of \$250,603 (+3.23%) for the quarter)

3. Liability/Auto Claims:

As of 4/1/25, we had 42 pending liability claims, 31 of which were in suit. A number of inactive cases have been closed out. The majority of the active claims are in various stages of discovery, while a few have been referred to outside counsel and are nearing trial or other final disposition. As of 4/1/25, CDTA had 4 liability claims with reserves of \$10,000 or more, 3 of which have reserves of \$25,000 or more. It is always our intention to carry adequate funds to cover the aggregate value of anticipated losses.

\$8,166,193

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

Copy: Chairperson, Performance Monitoring Committee Chief Executive Officer



Memorandum

June 18, 2025	
To:	Performance Monitoring/Audit Committee
From:	Jack Grogan, Director of Risk Management
Subject:	Annual Report on Workplace Injuries and Costs - FY2025

Summary

This is the annual year-end report on workplace injuries. In FY2025, workplace injuries increased by 10 over the prior year. There were a total of 80 injuries with the majority of them in Transportation (45) and Maintenance (19). Major injuries are claims that involve an employee missing five or more days of work, which accounted for 14 claims (lost time claims). Below is a chart illustrating Workplace Injuries over the past five years.

Fiscal Year	Number of Injuries	Lost Time Claims
2025	80	14
2024	70	15
2023	72	16
2022	86	16
2021	80	15
Five-Year Average	77	15

The top four injuries are lower back, knee, ankle and shoulder accounted for a higher percentage of injuries this year. We continue to investigate root causes and develop strategies with assistance from our TPA to minimize these injuries and costs. Vehicular crashes and falls cause many of our claims. As you can see from the chart below, we also had two employee injuries at the Joe Bruno Station.

Division Injuries

Albany	Troy	Schenectady	STAR	Glens Falls	JBS
46	13	13	2	4	2

The Albany division incurred more injuries than any other division, but they are also the largest division. Troy and Schenectady experienced decreases in injuries, while STAR injuries remained the same. The Glens Falls division is new this year and has four claims.

Workers' Compensation costs consist of three main elements; (1) compensation (money paid to the employee injured on the job) (2) expenses; (3) medical fees. CDTA's total Workers' Compensation Costs for FY2025 were \$2,265,112, a decrease from last year.



Background

The Compensation expense is the clear driver of CDTA's overall workers' compensation costs. These are direct weekly payments to injured workers in the form of indemnity payments and Scheduled Loss of Use (SLU) awards. Indemnity payments are calculated by the Workers' Compensation Board based on an employee's average weekly wage. An SLU award is based on the degree of injury for a specific body part. Additional costs also include payments to attorneys. SLU awards continue to be a significant factor in our WC costs, amounting to \$2.1 million over the past five years.

On July 1, 2025, the WC Board is raising the maximum weekly benefit rate from \$1,171 to \$1,222. When these rates increase, the SLU awards increase as well.

Recommendations

Th following recommendations will help to address and improve the claims management process:

- Conduct safety audits and facility inspections to identify hazards early.
- Communicate Return to Work expectations early and regularly.
- Work closely with our Third-Party Administrator (TPA) for best practices and claims reviews.
- Consult (TPA) legal counsel on complex or litigated claims to avoid costly outcomes.
- Encourage ongoing communication between Superintendents and injured employees.
- Use analytics to identify trends and target high risk areas/departments.
- Continue to collaborate with the Business Council and participate in their claims and legislative meetings.

Copy: Mike Collins, VP of Finance and Administration

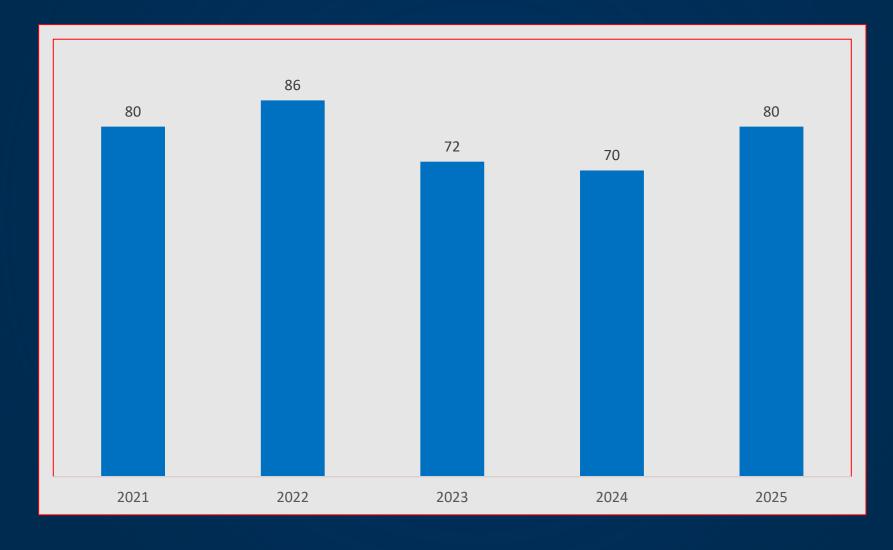
Workplace Injuries & Worker's Comp – FY25

Performance Monitoring/Audit Committee 06.18.2025





5-Year Workplace Injury Totals





Workplace Injuries & Worker's Comp

- 80 injuries in FY 2025
 - 14 considered severe
- An increase of 10 injuries from FY 2024
- Contributors for injury increases
 - More miles driven
 - Expansion of service
 - Additional facilities



Workplace Injuries & Worker's Comp

- Transportation Injuries 45
- Maintenance Injuries 19
- Top Injuries
 - Lower back
 - Knee
 - Ankle
 - Shoulder

- Breakdown by Division
 - Albany 46
 - Troy 13
 - Schenectady 13
 - FLEX/STAR 2
 - Glens Falls 4
 - Joseph L. Bruno Rail Station 2



Workplace Injuries & Worker's Comp

- Total Expenses for FY2025 = \$2,256,112
- Decrease from FY2025



Overall Cost Impacts

- Direct payments to injured workers are main driver of costs
- Indemnity payments and SLU
- Weekly rate increases to \$1,222 on July 1, 2025
- A slight increase from 2024
- SLU payments cost \$2.1 million in past 5 years



Actions Taken in 2024-2025

- Additional safety audits and facility inspections
- Improve communication of "return to work expectations"
- Regular contact with injured employees
- More claims review meetings with TPA
- Safety committees have helped identify workplace and environmental factors
- Collaborate with Business Council and participate in legislative meetings
- Use analytics to identify trends and target high risk areas
- Enhanced Workplace safety training; empower employees to think safety first



THANK

Questions? | Comments? | Next Steps.





Memorandum

June 18, 2025	
To:	Performance Monitoring/Audit Committee
From:	Rich Nasso, Superintendent of Safety & Training
Subject:	FY2025 Year End Accident Report

Background

This is the annual report on accidents for CDTA. 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 for FY2025 was 482. There were 247 (51%) preventable and 235 (49%) non-preventable. The total number of accidents represents a **decrease** of 9 total accidents, including a decrease of 21 preventable accidents. The accident rate per 100,000 miles decreased by 0.3 from FY2024.

FY24	Collision:	394	FY25	Collision:	409
	Passenger:	<u>97</u>		Passenger:	73
	TOTAL	491		TOTAL	482
FY24	Preventable:	268	FY25	Preventable:	247
	Non-Preventable:	<u>223</u>		Non-Preventable:	<u>235</u>
	TOTAL	491		TOTAL	482
	Accidents/100,000	<u>4.1</u>			<u>3.8</u>

<u>Highlights</u>

Highlights from FY2025 include a reduction of preventable accidents with our newest operators, which normally make up the largest portion of preventable accidents. We trained 149 new operators this year and revised our training program. This new program helped to reduce the percentage of accidents for first year operators.

We also initiated a new process for determining preventable accidents and significantly increased remedial training for Operators involved in these accidents. Over 80% of operators involved in a preventable accident receive 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 exterior mirrors. Mirror collisions make up 32 of the 247 preventable accidents (13%).

Overall preventable accidents are down 21, with a total accident reduction of 9, and the preventable accident rate decreased from 2.26 last year to 1.95 this year per 100,000 miles.



Safety Initiatives Continuing for FY2026

- 1. Accident goal is 3.3% (.5% reduction)
- 2. Refresher training in high-risk areas
- 3. Safety Committee
- 4. Phase three Video mirror technology
- 5. Safety Glasses Initiative
- 6. Updating Safety Awareness Signs throughout CDTA

We have revised the initial training program to include four weeks of STAR (in-service training) before coming back to receive specific route training. This is intended to provide a more comprehensive understanding of service areas, improve customer service skills, and a more consistent approach to serving customers with disabilities. Initial training also includes working with Transportation to pair 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 we have begun refresher training on this for all operators. Additional refresher training is being planned for pre-trip inspections, customer service, and distracted driving.

The Safety Committee has played an important part in the execution of our SMS and is helping to increase safety awareness and improve organizational safety. The collaborative nature of the committee (50/50 mix of ATU and Management 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).

Safety and Maintenance are working together for a Safety Glasses initiative to continue to ensure the proper use of safety glasses in all garages and required areas.

A companywide initiative to update existing Safety Awareness signs across all divisions has begun, including adding any additional Safety Awareness items as identified by the Safety Committee and the SMS.

New York State DMV 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 with advanced night vision technology and blind spot monitoring systems. The FY26 plan is to retro fit 25 fixed route buses with video mirrors.

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

Accident Overview FY2025

Performance Monitoring/Audit Committee 06.18.2025





THE AGENDA

- Accident Review for FY2025
- Annual Comparisons
- Safety Direction for FY2026



Total Accidents Comparison

FY24

- Collision: 394
- Passenger: 97
- Total: 491
- 4.1 Accidents Per 100K Miles

FY25

- Collision: 409
- Passenger: 73
- Total: 482
- 3.8 Accidents Per 100K Miles



Success for FY2025

Increase in Service

- 1.1 Million more miles driven, with a <u>decrease</u> of 21 preventable accidents
- Increased ridership of 6.5% with a <u>decrease</u> of 24 passenger accidents

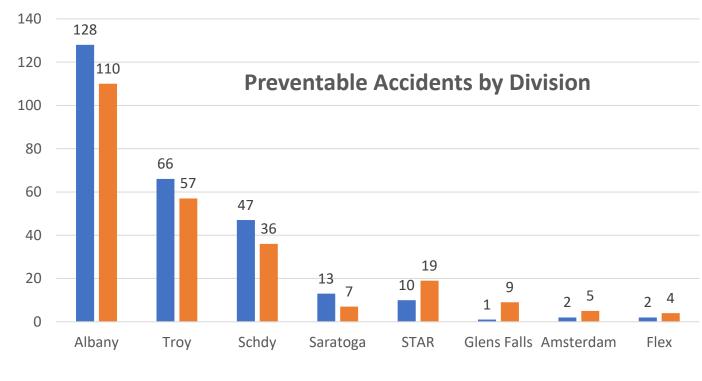
New Employees

- FY2025 149 New Operators
- Increased Attention for New and Existing Operators
 - Remedial training completed for over 80% of accidents within less than a week
 - More time spent with supervisors/mentors for in service training during the first 13 weeks of operator training



Preventable Accidents Comparisons

FY24 Preventable: 268 Non-Preventable: 223 Total: 491 FY25 Preventable: 247 Non-Preventable: 235 Total: 482



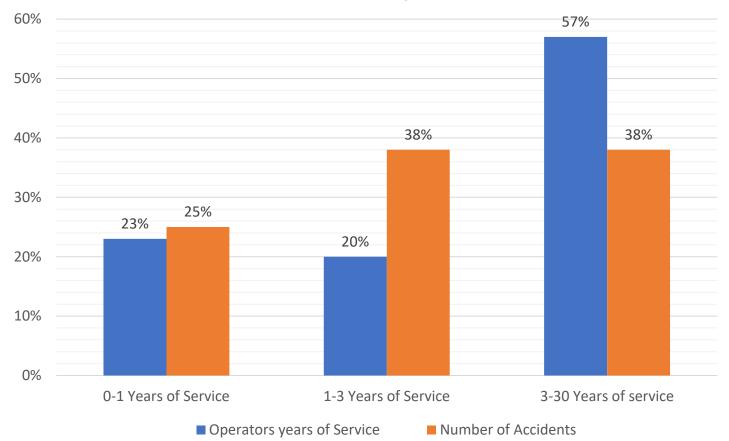
FY24 FY252

2.26 Preventable accidents Per 100K miles FY24 → 1.95 Preventable accidents Per 100K miles FY25



Accidents by Operator Experience

% of Accidents vs % of Experience FY-2025



Success for operators with less than 1 year of driving experience. This group size increased by 19% but accident reduction was 13%.







Focus Areas

- Safety Management System (SMS)
- Revised Initial Training Program
- High Risk Identified Refresher Trainings
- Safety Committee
 - Utilizes subject matter experts
 - Correct safety concerns quickly
- Safety Glasses Initiative
- Safety Awareness Sign Updates



Mirrorless Buses – Phase 3

NYS DMV Amends Vehicle and Traffic Law

- DMV approved video mirrors on transit vehicles
- This includes removing conventional mirrors

Luminator Video mirror

- Video Mirrors will be installed on 25 buses
- All operators will be trained

Blind Spot Information System pilot (BSI.S.)

• Adds visual and audible warning protection for blind spots on each corner of the bus for pedestrian activity







THANK

Questions? | Comments? | Next Steps.



Monthly Management Report May 2026



Monthly Management Report (MMR) - May 2025 Executive Summary									
Current Month								Year to) Date
REVENUE		Actual		Budget	(\$) Variance	(%) Variance	(\$)) Variance	(%) Variance
Mortgage Tax	\$	1,239,825	\$	1,054,167	\$ 185,658	17.61%	\$	516,881	24.52%
Customer Fares	\$	1,664,677	\$	1,809,808	\$ (145,131)	-8.02%	\$	(333,317)	-9.21%
New York State Aid	\$	5,766,267	\$	5,992,766	\$ (226,499)	-3.78%	\$	(452,998)	-3.78%
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EXPENSES		Actual	\$ \$	U U				·	
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EXPENSES Wages Materials & Supplies Professional Services	\$ \$ \$	Actual 5,647,990 228,629 565,502	\$ \$	5,976,923 183,421 495,867	\$ (328,933) \$ 45,208 \$ 69,635	-5.50% 24.65% 14.04%	\$ \$ \$	(648,591) 49,948 (115,232)	-5.43% 13.62% -11.62%
EXPENSES Wages Materials & Supplies Professional Services Purchased Transportation	\$ \$ \$ \$	Actual 5,647,990 228,629 565,502 1,237,686	\$ \$ \$	5,976,923 183,421 495,867 1,123,000	\$ (328,933) \$ 45,208 \$ 69,635 \$ 114,686	-5.50% 24.65% 14.04% 10.21%	\$ \$ \$ \$ \$	(648,591) 49,948 (115,232) 216,085	-5.43% 13.62% -11.62% 9.62%

Revenue Summary

- 1 MRT is 17.6% over budget in May and 24.5% over budget YTD.
- 2 Customer fares continue to trend under budget. Fares are 8% under budget in May and 9.21% under budget YTD. Navigator revenue increased over last month but cash fares decreased. We continue to dig into this to get a better understanding of why.
- 3 New York State Aid is under budget 3.78% due to the variance in the 9% budget increase we projected from NYS for our FY26 budget versus the actual STOA increase of 4.88% that we did receive in the final state budget.

Expense Summary

- 4 Wages are 5.5% under budget for the month and 5.4% YTD. The very slight increase is due to an extra weekend day in the month of May.
- 5 Material & Supplies is 24.7% over budget in May due to timing of purchases of supplies. YTD we are over budget by 13.6%.
- 6 Professional services are 14.4% over budget but under budget by 11.6% YTD, also due to timing.
- 7 Purchased Transportation is 10.2% over budget in May and 9.6% over budget YTD.
- 8 Utilities are 36.6% under budget this month and 30.5% under budget for the year. Spring months tend to be lower for utility usage.

Note Overall, we are in a satisfactory budget position.

CAPITAL DISTRICT TRANSPORTATION AUTHORITY MONTHLY MANAGEMENT REPORT CONSOLIDATED BALANCE SHEET

		May-25	May-24
Assets	Current Assets:		
	Cash	\$27,537,988	\$17,936,733
	Investments	\$43,762,586	\$52,672,029
	Receivables:	ψ 1 3,702,500	ψ 5 Ζ,07Ζ,0Ζ9
	Mortgage Tax	\$1,239,826	\$1,049,051
	Federal Grants	\$5,450,154	\$5,204,737
	New York State Operating Assistance	\$0	\$0
	Trade and Other	\$14,979,537	\$18,668,120
	Advances to Capital District Transportation Committee	\$1,065,373	\$1,079,370
	Materials, Parts and Supplies	\$6,534,224	\$5,103,460
	Prepaid Expenses	\$1,910,732	\$2,105,758
	Sub-Total Current Assets	\$102,480,420	\$103,819,256
	Noncurrent Assets: Capital Assets, net	\$156,959,812	\$151,592,554
	Deferred outflows of resources: Deferred outflows of resources related to OPEB	¢6 404 604	¢0 040 700
		\$6,404,604	\$9,213,739 \$4,240,084
	Deferred outflows of resources from pension Sub-Total Deferred outflows of resources:	\$3,720,844	\$4,240,984
	Sub-1 otal Deferred outflows of resources:	\$10,125,448	\$13,454,723
Total for Assets		\$269,565,681	\$268,866,533
Liabilities			
	Current Liabilities:		
	Accounts Payable	\$5,987,272	\$4,770,617
	Accrued Expenses	\$10,533,902	\$6,611,903
	Unearned Revenue	\$7,632,795	\$8,434,548
	Line of Credit	\$0	\$0
	Sub-Total Current Liabilities	\$24,153,969	\$19,817,067
	Noncurrent Liabilities:		
	Capital Lease Agreement	\$15,991,522	\$11,734,214
	Estimated Provision for Existing Claims and Settlements	\$9,101,300	\$10,100,469
	Other postemployment benefits	\$66,811,397	\$68,313,217
	Net Pension Liability	\$3,687,602	\$5,493,758
	Sub-Total Noncurrent Liabilities	\$95,591,821	\$95,641,659
	Deferred inflows of resources:		
	Deferred inflows of resources from pension	\$2,176,474	\$480,710
	Deferred inflows of resources from OBEP	\$39,316,956	\$38,379,964
	Sub-Total Deferred inflows of resources	\$41,493,430	\$38,860,674
Total for Liabilities		\$161,239,221	\$154,319,400
Net Position			
	Net Investment in Capital Assets	\$108,241,228	\$108,241,228
	Unrestricted	\$85,232	\$6,305,905
Total for Net Positio	'n	\$108,326,460	\$114,547,133
Total Liabilities and	Net Position	\$269,565,681	\$268,866,533

CAPITAL DISTRICT TRANSPORTATION AUTHORITY CONSOLIDATED STATEMENT OF OPERATIONS May-25

	To Date Actual	Annual Budget	17%
REVENUE:			
AUTHORITY	\$2,942,903	\$12,871,000	23%
TRANSIT	\$20,755,031	\$129,342,309	16%
ACCESS	\$132,772	\$630,000	21%
CDTA FACILITIES	\$713,187	\$4,186,924	17%
TOTAL REVENUE	\$24,543,892	\$147,030,233	17%
EXPENSE:			
AUTHORITY	\$3,760,761	\$23,698,326	16%
TRANSIT	\$19,468,277	\$119,545,669	16%
ACCESS	\$149,976	\$1,162,721	13%
CDTA FACILITIES	\$328,203	\$2,622,516	13%
TOTAL EXPENSE	\$23,707,216	\$147,029,233	16%
Revenue over (under) Expenses	\$836,676		
Depreciation	\$3.250.000		
Excess of Revenue over (under) Expenses	(\$2,413,324)		
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	\$3,750,000		
Transfer to Operating Fund	\$0		
Transfer from Worker's Comp Fund	\$0		
Transfer to Worker's Comp Fund	\$0		
*Net Excess of Revenue over (under) Expenses *Contribution to required fleet replacement.	\$1,336,676		

CAPITAL DISTRICT TRANSPORTATION AUTHORITY May-25

	CONSOLIDATED									
BUDGET VARIANCE REPORT		This Month					Year to	Date		Annual
	Actual	Budget	Variance	% Variance	Actu	al	Budget	Variance	% Variance	Budget
Operating Revenue										
Mortgage Tax	\$1,239,825	\$1,054,167	\$185,659	17.61%	\$2,62	25,214	\$2,108,333	\$516,881	24.52%	\$12,650,000
Customer Fares	\$1,664,677	\$1,809,808	(\$145,131)	-8.02%	\$3,28	36,300	\$3,619,617	(\$333,317)	-9.21%	\$21,717,699
Advertising Revenue	\$150,000	\$152,083	(\$2,083)	-1.37%	\$30	00,000	\$304,167	(\$4,167)	-1.37%	\$1,825,000
Facilites Income	\$345,445	\$336,410	\$9,035	2.69%	\$68	38,187	\$672,821	\$15,366	2.28%	\$4,036,924
Interest Income	\$21,514	\$8,333	\$13,181	158.17%	\$	55,716	\$16,667	\$39,049	234.30%	\$100,000
Misc. Income	\$19,420	\$14,125	\$5,295	37.49%	\$4	44,034	\$28,250	\$15,784	55.87%	\$169,500
Total Operating Revenue	\$3,440,882	\$3,374,927	\$65,955	1.95%	\$6,99	99,451	\$6,749,854	\$249,597	3.70%	\$40,499,123
Operating Assistance										
New York State Aid	\$5,766,267	\$5,992,766	(\$226,499)	-3.78%	\$11,53	32,533	\$11,985,531	(\$452,998)	-3.78%	\$71,913,186
County Aid	\$159,750	\$159,750	\$0	0.00%	\$3	19,500	\$319,500	\$0	0.00%	\$1,917,001
Federal Aid	\$2,554,660	\$2,554,660	\$0	0.00%	\$5,10	09,321	\$5,109,321	\$0	0.00%	\$30,655,923
Operating Grants	\$170,417	\$170,417	\$0	0.00%	\$34	40,833	\$340,833	\$0	0.00%	\$2,045,000
Total Operating Assistance	\$8,651,094	\$8,877,593	(\$226,499)	-2.55%	\$17,30	02,187	\$17,755,185	(\$452,998)	-2.55%	\$106,531,110
Total Revenue and Assistance	\$12,091,976	\$12,252,519	(\$160,544)	-1.31%	\$24,3	01,638	\$24,505,039	(\$203,401)	-0.83%	\$147,030,233
Expenses										
Salaries and Wages	\$5,647,990	\$5,976,923	(\$328,933)	-5.50%	\$11,30	05,256	\$11,953,847	(\$648,591)	-5.43%	\$71,723,081
Payroll Taxes	\$432,429	\$433,327	(\$898)	-0.21%	\$83	39,819	\$866,654	(\$26,835)	-3.10%	\$5,199,923
Health Benefits	\$1,094,558	\$1,195,190	(\$100,632)	-8.42%	\$2,18	36,041	\$2,390,380	(\$204,339)	-8.55%	\$14,342,278
Workers Compensation	\$263,199	\$228,060	\$35,139	15.41%	\$60	02,006	\$456,120	\$145,886	31.98%	\$2,736,718
Other Benefits	\$513,602	\$459,374	\$54,229	11.80%	\$90	06,274	\$918,748	(\$12,473)	-1.36%	\$5,512,485
Professional Services	\$565,502	\$495,867	\$69,636	14.04%	\$8	76,502	\$991,733	(\$115,232)	-11.62%	\$5,950,400
Materials & Supplies	\$228,629	\$183,421	\$45,208	24.65%	\$4	16,790	\$366,842	\$49,948	13.62%	\$2,201,050
Miscellaneous	\$120,650	\$108,156	\$12,494	11.55%	\$19	99,221	\$216,311	(\$17,091)	-7.90%	\$1,297,868
Purchased Transportation	\$1,237,686	\$1,123,000	\$114,686	10.21%	\$2,46	62,085	\$2,246,000	\$216,085	9.62%	\$13,476,000
Maintenance Services	\$488,485	\$454,060	\$34,425	7.58%	\$9	54,561	\$908,121	\$46,440	5.11%	\$5,448,725
Liability - Claims	\$78,300	\$39,583	\$38,716	97.81%	\$10	06,509	\$79,167	\$27,342	34.54%	\$475,000
Utilities	\$76,279	\$120,375	(\$44,096)	-36.63%	\$16	67,279	\$240,750	(\$73,471)	-30.52%	\$1,444,500
Fuel	\$604,014	\$669,747	(\$65,733)	-9.81%	\$1,22	26,819	\$1,339,494	(\$112,675)	-8.41%	\$8,036,966
Parts, Tires, Oil	\$667,728	\$641,917	\$25,811	4.02%	\$1,40	02,864	\$1,283,833	\$119,030	9.27%	\$7,703,000
General Insurance	\$128,774	\$123,520	\$5,254	4.25%	\$2	58,795	\$247,040	\$11,755	4.76%	\$1,482,240
Total EXPENSES	\$12,147,825	\$12,252,519	(\$104,695)	-0.85%	\$23,9 ⁴	10,819	\$24,505,039	(\$594,220)	-2.42%	\$147,030,233
Surplus/Deficit	(\$55,849)	\$0	(\$55,850)		\$39	90,819	\$0	\$390,819		\$0

CAPITAL DISTRICT TRANSPORTATION AUTHORITY May-25

				NON-TR	ANSIT				
BUDGET VARIANCE REPORT		This Mo	onth				Annual		
	Actual	Budget	Variance	% Variance	Actual	Budget	Variance	% Variance	Budget
Operating Revenue									
Mortgage Tax	\$1,239,825	\$1,054,167	\$185,659	17.61%	\$2,625,214	\$2,108,333	\$516,881	24.52%	\$12,650,000
Interest Income	\$21,286	\$8,333	\$12,953	155.43%	\$55,268	\$16,667	\$38,601	231.61%	\$100,000
Interest Inc-Invest/Change in Invest	\$96,971	\$0	\$96,971	0.00%	\$242,254	\$0	\$242,254	0.00%	\$0
Misc. Income - Authority	\$10,083	\$10,083	(\$0)	0.00%	\$20,167	\$20,167	\$1	0.00%	\$121,000
Total Operating Revenue	\$1,368,165	\$1,072,583	\$295,582	27.56%	\$2,942,903	\$2,145,167	\$797,737	37.19%	\$12,871,000
Expenses									
Labor - Authority	\$801,396	\$838,923	(\$37,527)	-4.47%	\$1,599,456	\$1,677,847	(\$78,390)	-4.67%	\$10,067,080
Fringe - Authority	\$508,255	\$483,961	\$24,294	5.02%	\$957,260	\$967,922	(\$10,662)	-1.10%	\$5,807,532
Materials & Supplies - Authority	\$44,399	\$15,706	\$28,693	182.69%	\$65,579	\$31,413	\$34,167	108.77%	\$188,475
Professional Services - Authority	\$272,716	\$269,073	\$3,643	1.35%	\$464,054	\$538,145	(\$74,092)	-13.77%	\$3,228,873
Other Expenses - Authority	\$342,260	\$367,197	(\$24,937)	-6.79%	\$674,412	\$734,394	(\$59,983)	-8.17%	\$4,406,367
Total Expenses	\$1,969,027	\$1,974,861	(\$5,834)	-0.30%	\$3,760,761	\$3,949,721	(\$188,960)	-4.78%	\$23,698,326
Surplus/(Deficit)	(\$600,861)	(\$902,277)	\$301,416		(\$817,858)	(\$1,804,554)	\$986,697		(\$10,827,326

CAPITAL DISTRICT TRANSPORTATION AUTHORITY May-25

				TRA	NSIT					
BUDGET VARIANCE REPORT		This Mo	nth				Year to I	Date		Annual
	Actual	Budget	Variance	% Variance	Ac	tual	Budget	Variance	% Variance	Budget
Operating Revenue										
Passenger Fares-Transit	\$934,331	\$1,093,137	(\$158,806)	-14.53%	\$1	,825,634	\$2,186,274	(\$360,640)	-16.50%	\$13,117,643
Contracts - Transit	\$664,171	\$664,171	\$0	0.00%	\$1	,328,343	\$1,328,343	\$0	0.00%	\$7,970,056
Advertising-Transit	\$137,500	\$139,583	(\$2,083)	-1.49%	:	\$275,000	\$279,167	(\$4,166)	-1.49%	\$1,675,000
Misc. Income - Transit	\$9,336	\$4,042	\$5,295	131.00%		\$23,867	\$8,083	\$15,784	195.27%	\$48,500
Total Operating Revenue	\$1,745,339	\$1,900,933	(\$155,594)	-8.19%	\$3	,452,844	\$3,801,867	(\$349,021)	-9.18%	\$22,811,199
Operating Assistance										
State Aid	\$5,766,267	\$5,992,766	(\$226,499)	-3.78%	\$11	,532,533	\$11,985,531	(\$452,998)	-3.78%	\$71,913,186
County Aid	\$159,750	\$159,750	\$0	0.00%	:	\$319,500	\$319,500	\$0	0.00%	\$1,917,001
Federal Aid - Transit	\$2,554,660	\$2,554,660	\$0	0.00%	\$5	,109,321	\$5,109,321	\$0	0.00%	\$30,655,923
Other Grants - Federal	\$170,417	\$170,417	\$0	0.00%	:	\$340,833	\$340,833	\$0	0.00%	\$2,045,000
Total Operating Assistance	\$8,651,094	\$8,877,593	(\$226,499)	-3.78%	\$17	,302,187	\$17,755,185	-\$452,998	-3.78%	\$106,531,110
Total Revenue and Assistance	\$10,396,432	\$10,778,526	(\$382,093)	-3.54%	\$20	,755,031	\$21,557,052	(\$802,019)	-3.72%	\$129,342,309
Expenses										
Labor - Maintenance	\$984,704	\$1,035,853	(\$51,149)	-4.94%	\$2	,029,044	\$2,071,706	(\$42,662)	-2.06%	\$12,430,236
Labor - Transportation	\$3,440,222	\$3,614,009	(\$173,787)	-4.81%	\$6	,828,402	\$7,228,017	(\$399,615)	-5.53%	\$43,368,105
Labor - STAR	\$393,949	\$422,130	(\$28,181)	-6.68%	:	\$793,149	\$844,260	(\$51,111)	-6.05%	\$5,065,560
Fringe	\$1,739,674	\$1,825,033	(\$85,359)	-4.68%	\$3	,352,180	\$3,650,067	(\$297,887)	-8.16%	\$21,900,399
Materials & Supplies	\$1,484,574	\$1,464,564	\$20,010	1.37%	\$3	,013,585	\$2,929,128	\$84,458	2.88%	\$17,574,766
Professional Services	\$365,835	\$278,711	\$87,124	31.26%		\$599,298	\$557,421	\$41,877	7.51%	\$3,344,527
Other Expenses	\$15,573	\$16,132	(\$559)	-3.47%		\$30,814	\$32,263	(\$1,449)	-4.49%	\$193,580
Purchased Transportation - STAR	\$968,925	\$827,083	\$141,842	17.15%	\$1	,893,419	\$1,654,167	\$239,252	14.46%	\$9,925,000
Liability - Claims	\$78,300	\$39,583	\$38,716	97.81%		\$106,509	\$79,167	\$27,342	34.54%	\$475,000
Liability - Insurance	\$107,711	\$119,125	(\$11,414)	-9.58%		\$221,205	\$238,250	(\$17,044)	-7.15%	\$1,429,497
Utilities - Transit	\$46,832	\$64,417	(\$17,584)	-27.30%		\$132,430	\$128,833	\$3,596	2.79%	\$773,000
Mat & Supplies - NX	\$8,592	\$2,083	\$6,509	312.42%		\$8,592	\$4,167	\$4,425	106.21%	\$25,000
Purchased Transportation - NX	\$130,936	\$178,417	(\$47,481)	-26.61%		\$268,106	\$356,833	(\$88,727)	-24.87%	\$2,141,000
Purchased Transportation - Vanpool	\$0	\$0	\$0	0.00%		\$18,000	\$0	\$18,000	#DIV/0!	\$0
Purchased Transportation - TX	\$84,754	\$75,000	\$9,754	100.00%	:	\$173,543	\$150,000	\$23,543	15.70%	\$900,000
Total Expenses	\$9,850,579	\$9,962,139	(\$111,560)	-1.12%	\$19	,468,277	\$19,924,278	(\$456,001)	-2.29%	\$119,545,669
Surplus/(Deficit)	\$545,853	\$816,387	(\$270,533)		\$1	,286,754	\$1,632,773	(\$346,018)		\$9,796,640

CAPITAL DISTRICT TRANSPORTATION AUTHORITY May-25

			AC	CESS TRAN	ISIT	SERVICE	S			
BUDGET VARIANCE REPORT		This Month						Annual		
	Actual	Budget	Variance	% Variance		Actual	Budget	Variance	% Variance	Budget
Operating Revenue										
Contracts - Access	\$66,175	\$52,500	\$13,675	26.05%		\$132,323	\$105,000	\$27,323	26.02%	\$630,000
Interest Income	\$228	\$0	\$228	0.00%		\$448	\$0	\$448	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	\$66,403	\$52,500	\$13,903	26.48%		\$132,772	\$105,000	\$27,772	26.45%	\$630,000
Total Revenue and Assistance	\$66,403	\$52,500	\$13,903	26.48%		\$132,772	\$105,000	\$27,772	26.45%	\$630,000
Expenses										
Labor - Access	\$11,002	\$48,300	(\$37,298)	-77.22%		\$21,630	\$96,600	(\$74,970)	-77.61%	\$579,600
Fringe Benefits - Access	\$7,395	\$4,200	\$3,195	76.07%		\$13,453	\$8,400	\$5,053	60.15%	\$50,400
Purchased Transportation	\$53,072	\$42,500	\$10,572	24.88%		\$109,017	\$85,000	\$24,017	28.26%	\$510,000
Rent and Utilities - Access	\$2,233	\$1,643	\$590	35.91%		\$3,876	\$3,287	\$590	17.95%	\$19,721
Other Expenses - Access	\$2,000	\$250	\$1,750	700.00%		\$2,000	\$500	\$1,500	300.00%	\$3,000
Total Expenses	\$75,702	\$96,893	(\$21,191)	-21.87%		\$149,976	\$193,787	(\$43,810)	-22.61%	\$1,162,721
Surplus/(Deficit)	(\$9,299)	(\$44,393)	\$35,094			(\$17,204)	(\$88,787)	\$71,582		(\$532,721)

CAPITAL DISTRICT TRANSPORTATION AUTHORITY May-25

		CDTA FACILITIES									
BUDGET VARIANCE REPORT		This Mo	onth				Year to	Date		Annual	
	Actual	Budget	Variance	% Variance		Actual	Budget	Variance	% Variance	Budget	
Operating Revenue											
JLB Station & Garage	\$68,238	\$112,418	(\$44,180)	-39.30%		\$136,622	\$224,836	(\$88,214)	-39.24%	\$1,349,016	
JLB Parking Revenue	\$237,772	\$213,951	\$23,822	11.13%		\$472,916	\$427,901	\$45,014	10.52%	\$2,567,408	
JLB Advertising	\$2,372	\$12,500	(\$10,128)	-81.02%		\$5,080	\$25,000	(\$19,920)	-79.68%	\$150,000	
SSTS	\$12,500	\$3,458	\$9,042	261.45%		\$25,000	\$6,917	\$18,083	261.45%	\$41,500	
Greyhound	\$67	\$0	\$67	0.00%		\$92	\$0	\$92	0.00%	\$0	
85 Watervliet Avenue	\$5,801	\$6,250	(\$449)	-7.19%		\$11,601	\$12,500	(\$899)	-7.19%	\$75,000	
Interest Income	\$4,387	\$333	\$4,054	1216.13%		\$8,261	\$667	\$7,594	1139.09%	\$4,000	
West Facility	\$26,808	\$0	\$26,808	100.00%		\$53,616	\$0	\$53,616	100.00%	\$0	
Total Operating Revenue	\$357,945	\$348,910	\$9,035	2.59%		\$713,187	\$697,821	\$15,366	2.20%	\$4,186,924	
Expenses											
Labor	\$16,717	\$17,625	(\$908)	-5.15%		\$33,425	\$35,250	(\$1,825)	-5.18%	\$211,500	
Fringe-Benefits	\$3,897	\$2,756	\$1,141	41.41%		\$7,794	\$5,512	\$2,282	41.40%	\$33,073	
Professional Services	\$11,015	\$10,833	\$182	1.68%		\$19,666	\$21,667	(\$2,001)	-9.23%	\$130,000	
Insurance	\$3,914	\$4,012	(\$98)	-2.44%		\$7,829	\$8,025	(\$196)	-2.44%	\$48,148	
Security	\$14,165	\$16,667	(\$2,501)	-15.01%		\$25,677	\$33,333	(\$7,657)	-22.97%	\$200,000	
Facilities Upkeep	\$9,936	\$37,875	(\$27,939)	-73.77%		\$10,313	\$75,750	(\$65,437)	-86.39%	\$454,500	
Facilities Repairs	\$5,151	\$12,083	(\$6,932)	-57.37%		\$10,647	\$24,167	(\$13,520)	-55.95%	\$145,000	
Utilities	\$7,584	\$51,167	(\$43,583)	-85.18%		\$10,125	\$102,333	(\$92,208)	-90.11%	\$614,000	
Materials & Supplies	\$0	\$2,125	(\$2,125)	-100.00%		\$0	\$4,250	(\$4,250)	-100.00%	\$25,500	
Parking Garage	\$60,506	\$41,667	\$18,839	45.21%		\$80,126	\$83,333	(\$3,208)	-3.85%	\$500,000	
85 Watervliet Avenue	\$5,997	\$8,607	(\$2,610)	-30.32%		\$11,899	\$17,214	(\$5,315)	-30.88%	\$103,286	
SSTS	\$5,018	\$13,126	(\$8,108)	-61.77%		\$17,152	\$26,252	(\$9,100)	-34.66%	\$157,509	
West Facility	\$64,049	\$0	\$64,049	100.00%		\$93,550	\$0	\$93,550	100.00%	\$0	
Total Expenses	\$207,951	\$218,543	(\$10,592)	-4.85%		\$328,203	\$437,086	(\$108,883)	-24.91%	\$2,622,516	
Surplus/(Deficit)	\$149,994	\$130,367	\$19,626			\$384,984	\$260,735	\$124,249		\$1,564,408	

CAPITAL DISTRICT TRANSPORTATION AUTHORITY MONTHLY MANAGEMENT REPORT

AGING OF ACCOUNTS RECEIVABLE

May-25						
	Amount	% of Total				
Current	\$378,645	4.84%				
31 - 60	\$225,249	2.88%				
61 - 90	\$4,365,112	55.75%				
91 - 120	\$215,044	2.75%				
Over 120	\$2,646,388	33.80%				
Total Accounts Receivable	\$7,830,438	100.00%				

AGING OF ACCOUNTS PAYABLE

	May-25	
	Amount	% of Total
Current	\$3,259,269	73.04%
31 - 60	\$988,700	22.16%
61 - 90	\$40,620	0.91%
90 & Over	\$173,892	3.90%
Total Accounts Payable	\$4,462,481	100.00%

ADDITIONAL INFORMATION

Apr-25					
	Amount	% of Total			
Current	\$5,950,2	16 57.87%			
31 - 60	\$434,8	15 4.23%			
61 - 90	\$256,9	22 2.50%			
91 - 120	\$1,819,6	60 17.70%			
Over 120	\$1,819,9	72 17.70%			
Total Accounts Receivable	\$10,281,5	85 100.00%			

Apr-25 Receivables over 120 days:	\$2,646,388
Breakdown of outstanding receivables over 120 days	
\$2,409,928 NYS DEPT. OF TRANSPORTATION	
\$87,500 CITY OF ALBANY	
\$60,000 PLUG POWER	
\$38,959 OTHER	
\$25,000 GREATER GLENS FALLS TRANSIT	
\$25,000 CITY OF SARATOGA SPRINGS	
\$2,646,387	

MORTGAGE RECORDING TAX				Fiscal Year to Date				
	May-25	May-24	Difference	%	2025	2024	Difference	%
Albany	\$390,142	\$241,618	\$148,524	61.47%	\$752,156	\$455,673	\$296,482	65.06%
Rensselaer	\$201,120	\$183,006	\$18,114	9.90%	\$330,935	\$316,720	\$14,216	4.49%
Saratoga	\$347,683	\$320,104	\$27,579	8.62%	\$1,053,904	\$527,189	\$526,714	99.91%
Schenectady	\$227,641	\$248,863	(\$21,222)	-8.53%	\$344,736	\$355,605	(\$10,869)	-3.06%
Warren	\$73,239	\$55,458	\$17,781	100.00%	\$143,483	\$125,244	\$18,239	100.00%
Total	\$1,239,825	\$1,049,050	\$190,776	18.19%	\$2,625,214	\$1,780,432	\$844,783	47.45%

	<u>Current Month</u> Year To Date
FY 2025	\$1,239,825 \$2,625,214
FY 2024	\$1,049,050 \$1,780,432

Mortgage tax is unpredictable. Average annual receipts over the past 20 years were \$11.6 million with an annual low of \$6.2 million and an annual high of \$17.5 million.

Highlight Summary May 31, 2025

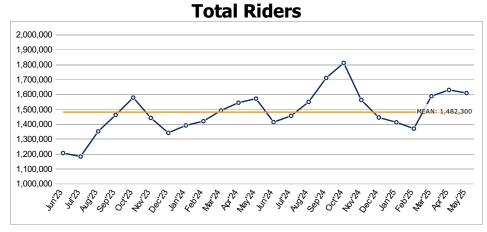
<u>RESTRICTED INVESTMENTS</u> Risk Management Account (Self-Insured) Workers' Comp. Account (Self-Insured)	<u>Fund Balances</u> \$3,590,552 \$10,965,231	<u>Current Obligations</u> \$1,138,560 \$7,962,740
Operating Account	\$15,073,947	
<u>Current Operating Reserve Obligations</u> Federal Operating Assistance in FY26		\$8,750,000
<u>Current Capital Reserve Obligations</u> Washington/Western BRT Project Match LowNo Electrification Project Match Redline Upgrade Project Match Redline Upgrade Safe Streeets for All Match FY26 5339 & 5307 Capital Match	\$13,085,033	\$3,344,205 \$3,981,039 \$1,856,078 \$1,323,600 \$341,775
<u>Current Vehicle Replacement Reserve Obligations</u> Vehicle Replacement Funds FY25 Vehicle Replacement Funds FY26	\$1,047,823	\$665,011 \$338,746

All Investment Accounts are reviewed quarterly.				
Average annual returns:				
Risk Management	4.43%			
Workers' Compensation	4.18%			
Operating Fund	4.33%			
Vehicle Replacement Fund	4.09%			
Capital Project	4.23%			

* 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.

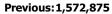
Period: May'25 Meeting: Jun'25

Patronage / Mobility

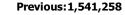




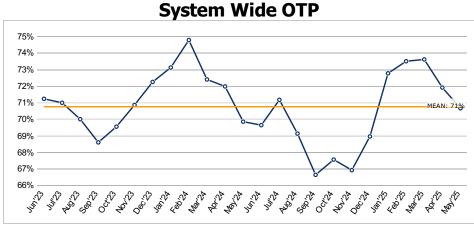
Fixed Riders



Current: 1,610,374



Current: 1,577,213



Previous: 69.86%

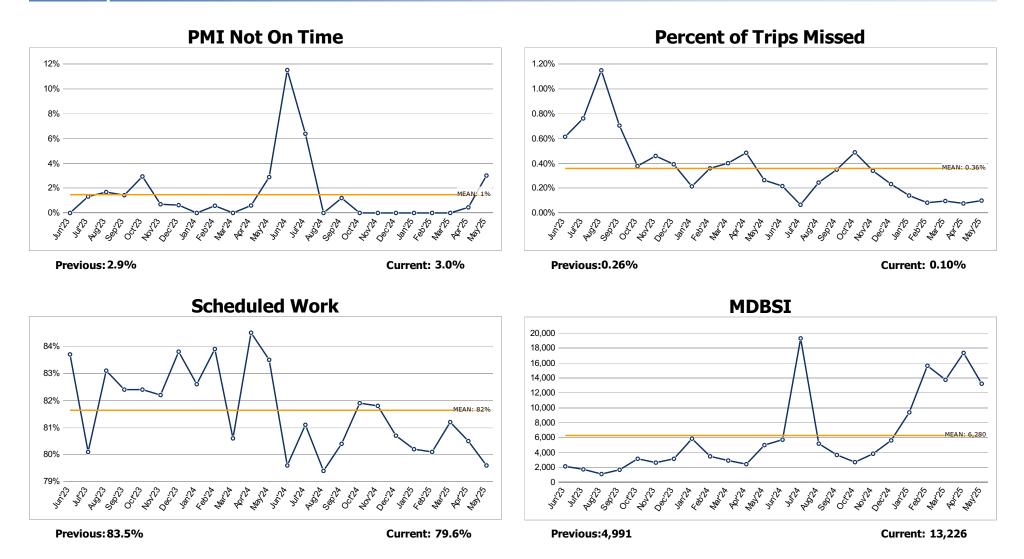
Current: 70.67%

Page 1

Period: May'25 Meeting: Jun'25

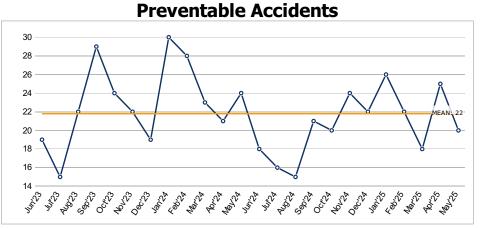
Reliability

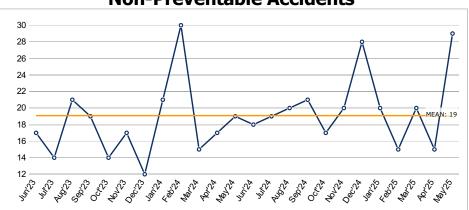
Page 2



Period: May'25 Meeting: Jun'25

Safety

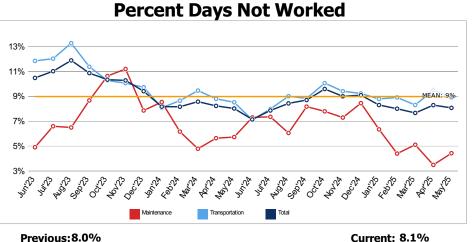




Previous: 24

Current: 20

Previous:19



Non-Preventable Accidents

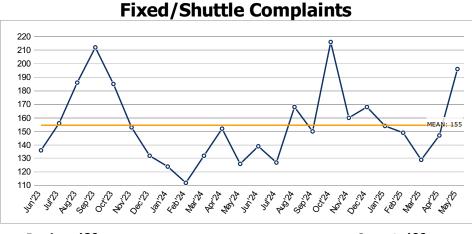
Page 3

Current: 29

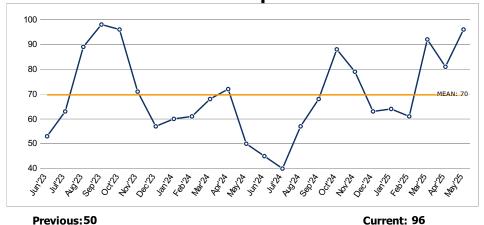
Period: May'25 Meeting: Jun'25

Customer Service

Page 4



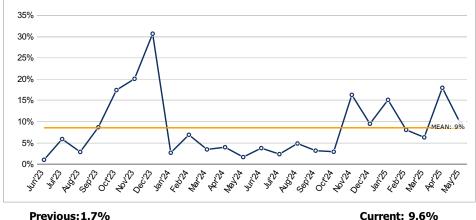
Other Complaints



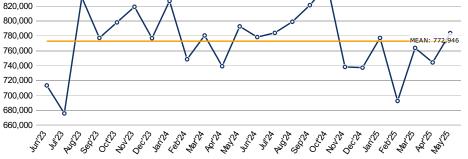
Previous: 126

Current: 196

Complaints Not Addressed in Ten Days



Website Page Views 860,000 840.000



Previous: 792,833

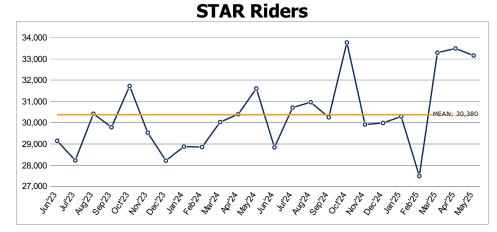
Current: 783,832

Period: May'25 **Meeting: Jun'25**

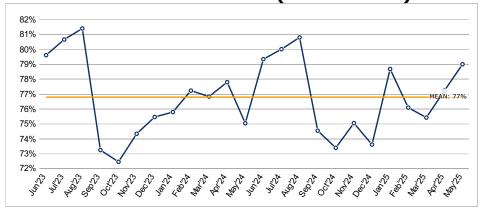
STAR Service

Page 5

Current: 79.0%



On-Time Performance (0-10 Minutes)



Previous:31,617

1,400

1,200

1,000

800

600 400

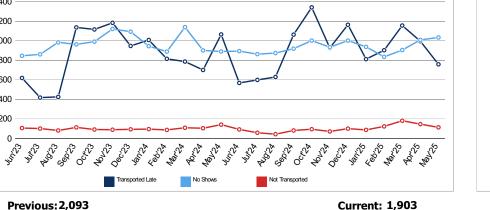
200

Λ

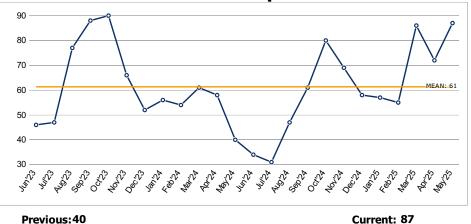
Current: 33,161

Previous:75.1%





Customer Complaints

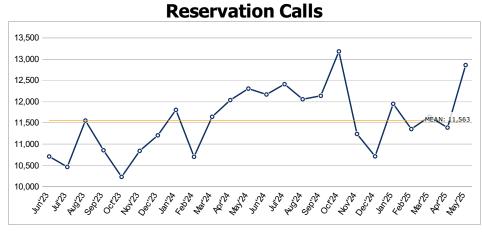


Period: May'25 Meeting: Jun'25

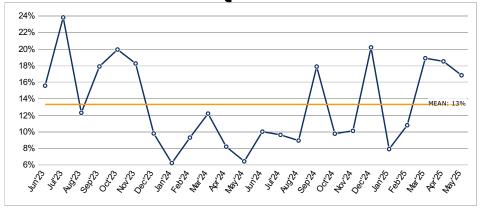
STAR Service

Page 6

Current: 16.8%



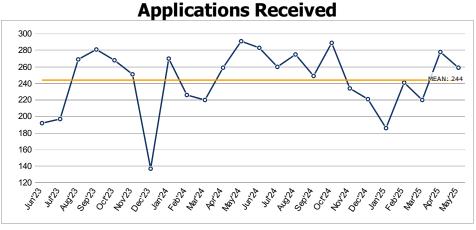
Reservation Calls in Queue Over Five Minutes



Previous: 12,307

Current: 12,860

Previous: 6.4%



Previous: 291

Current: 259

Period: May'25 Meeting: Jun'25

Definitions

Page 7

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 radio 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, disgualification, excused time, EMLA, 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.