



CDTA COMMITTEE AGENDA
Performance Monitoring/Audit Committee
Wednesday, February 21, 2024 | 12:00 pm | 110 Watervliet Ave
& Via Microsoft Teams

Committee Item	Responsibility
Call to Order	Peter Wohl
Approve Minutes of Wednesday, January 24, 2024	Peter Wohl
Audit Committee	
• Approve Annual Independence and Objectivity Statement	Sarah Matrose
• Quarterly Audit Report	Sarah Matrose
Administrative Discussion Items	
• Risk Management & Workers' Compensation Report	Amanda Avery
• Monthly Management Report	Mike Collins
• Monthly Non-Financial Report	Chris Desany
Next Meeting: Wednesday, March 20, 2024 at 12 pm via Microsoft Teams & 110 Watervliet Ave	
Adjourn	Peter Wohl

Capital District Transportation Authority

Performance Monitoring/Audit Committee

Meeting Minutes – January 24, 2024 at 12:00 PM; 110 Watervliet Avenue, Albany

In Attendance: Peter Wohl, Denise Figueroa, Jayme Lahut; Carm Basile, Mike Collins, Chris Desany, Lance Zarcone, Jaime Kazlo, Stacy Sansky, Gary Guy, David Williams, Trish Cooper, Jeremy Smith, Jon Scherzer, Thomas Guggisberg, Richard Cordero, Sarah Matrose, Jack Grogan, Vanessa Fox

Meeting Purpose

Regular monthly meeting of the Performance Monitoring/Audit Committee. Peter Wohl noted that a quorum was present. Minutes from the December 13, 2023 meeting were reviewed and approved.

Consent Agenda Items

Approve Contract for Planning Software

- A sole source contract is required for this planning software to help design, plan, and map routes. The current contract is expiring. The program allows planners, schedulers, and operations staff to develop routes and evaluate costs and the impact of proposed changes.
- A three-year contract to Remix of New York, NY for a total amount of \$148,750 will be recommended to the board for approval.

Approve Surplus Sales

- Each year we dispose of equipment, vehicles and parts that are beyond their useful life. Items are auctioned on eBay, sold for scrap metal, or recycled. Through these sales, \$87,529 was returned to the operating budget.
- The report on disposition of surplus items will be recommended to the board for approval.

Approve Contract for Fuel

- We monitor fuel costs looking at “forward pricing” provided by our supplier Mirabito. Given the volatility and world disruptions to the fuel market, future pricing recently dropped to \$2.75 per gallon (from \$3.00 per gallon). Since our current contract expires in August 2024, it was prudent to lock in this price. The \$2.75 price is less than our current price of \$2.78 per gallon, and it will lock in our price for one year starting in September of 2024.
- A one-year contract for diesel fuel from September 2024 through August of 2025 to Mirabito Energy Products of Binghamton, NY for a minimum contract value of \$5,900,000 will be recommended to the board for approval.

Administrative Discussion Items

- Stacy Sansky presented the annual review of the Procurement Report. The report reviews our processes, including change orders, sole source contracts and our Minority/Women Business Enterprise program. The committee discussed additional information regarding contract close outs, change orders and costs. This information will be provided in the next report. The Committee found the report to be satisfactory.

- Mike Collins gave the Monthly Management Report for December. We made a \$3.8 million budget adjustment in December to reflect additional state operating assistance provided after our budget was passed.
- MRT was 17% under budget for the month and is 6% under for the year; Customer revenue exceeded budget by 33% this month, mainly because of growth in Universal Access agreements; Rail Station revenue is 29% over budget for the month and 14% over for the year.
- Because of the recent collective bargaining agreement and the five-month retro payment, wages are 20% over budget for the month but 6% *under budget* for the year; Similarly, because of a one-time \$2.5 million payment to the employee pension plan, other benefits line is significantly over budget. Overall, we remain in a good financial position.
- Chris Desany gave the Non-financial Report for December. Fixed route ridership is up 21% this month, and 19% for the year; STAR ridership is up 3% for the month and 8% for the year; Fixed route on-time performance is improving and is at 72%; STAR on-time performance was at 76%. We missed 0.39% of all scheduled trips. Preventable accidents were at 19; and non-preventable accidents were at 12.

Next Meeting

Wednesday, February 21, 2024 at 12:00 pm via Microsoft Teams and at 110 Watervliet Ave.

Memorandum

February 21, 2024

To: Audit Committee Members
Carm Basile, Chief Executive Officer

From: Sarah Matrose, Internal Audit

Subject: Annual Independence and Objectivity Statement

Background:

The *International Standards for the Professional Practice of Internal Auditing* Standard 1100 – Independence and Objectivity requires the internal activity to remain independent, and internal auditors must be objective in performing their work by maintaining an unbiased and independent approach to audits, including reporting any conflict that may arise.

1110 - Organizational Independence

The chief audit executive must report to a level within the organization that allows the internal audit activity to fulfill its responsibilities. The chief audit executive must confirm to the board, at least annually, the organizational independence of the internal audit activity.

1110.A1 - The internal audit activity must be free from interference in determining the scope of internal auditing, performing work, and communicating results.

1111 – Direct Interaction with the Board

The chief audit executive must communicate and interact directly with the board.

1120 - Individual Objectivity (Standard)

Internal auditors must have an impartial, unbiased attitude and avoid any conflict of interest.

1130 - Impairment to Independence or Objectivity (Standard)

If independence or objectivity is impaired in fact or appearance, the details of the impairment must be disclosed to appropriate parties. The nature of the disclosure will depend upon the impairment.

Attestation:

The CDTA Internal Audit Department complies with Standard 1100 in that it remains independent, and audits are completed free from interference and with objectivity.

Memorandum

February 21, 2024

To: Performance Monitoring/Audit Committee
Carm Basile, Chief Executive Officer

From: Sarah Matrose, Internal Audit

Subject: Internal Audit Progress Report

Quarterly Progress Items:

- Internal Audit Independence and Objectivity Statement (*Annual Requirement*)
 - Annual attestation that I will continue to perform my function with an organizational independence and objectively without bias.
- Prevailing Wage Audit
 - Continued work by the Facilities Department to be compliant with the federal and state requirements.
- Attendance & Bonus Review Audit
 - Analysis of time keeping records for compliance with discipline and bonus payments issued.

On-Going Items:

- Risk Assessment Process
- Payroll Process Audit
 - Test work phase of reviewing Payroll policies and procedures to ensure proper controls are in place.
- Process reviews performed on a consultant basis to improve efficiencies and help streamline processes between departments.
- Continued support and finalization of Standard Operating Procedures (SOP)
 - Liaison for departmental Policy and SOP formatting uniformity, tracking, and document repository.

Professional Development Items:

- IIA Monthly President Calls
- The Conference That Counts Planning Committee Meetings

February 6, 2024

To: Audit Committee Members
 Chris Desany, Vice President of Planning & Infrastructure
 Jeremy Smith, Director of Facilities
 Carm Basile, Chief Executive Officer

From: Sarah Matrose, Internal Auditor

Subject: Prevailing Wages Audit Report

EXECUTIVE SUMMARY

The Prevailing Wages Audit was performed as part of the 2024 FY Audit Plan. The audit consisted of a review of public work related invoices for the period of November 1, 2023 through February 6, 2024. Our audit objective was to determine that CDTA procedures and controls related to the payment of prevailing wages are adequate, effective, and efficient.

The audit disclosed that the overall control environment is working as intended and no material weaknesses were noted.

I would like to express my appreciation for the cooperation and assistance extended by the Facilities Department staff during the audit.

BACKGROUND

New York State Labor Law requires that a minimum wage rate to be paid to all workers under a public work contract of any value. The “prevailing wage” is the combination of the basic hourly rate and any fringe benefits listed in the appropriate wage schedule; the higher of the two (federal and state) must be paid if the work meets the Federal criteria. The wage schedule and appropriate language must be included in any public works construction contract or agreement and the collection of weekly certified payrolls is required to be maintained for seven years after the completion of the project.

OBJECTIVE

The objective of our audit was to determine that CDTA procedures and controls are adequate, effective, and efficient and subcontracted employees’ wages were paid in accordance with the prevailing wage determination.

DETAILED SCOPE

The audit scope included a review of 34 out of 84 total invoices (40%) for services of construction, alteration, or repair activities on public work buildings paid between November 1, 2023, and February 6, 2024. Testing included the following topics:

- Verified the required certified payrolls were being submitted by contractors and subcontractors and maintained by CDTA staff.
- Verified appropriate prevailing wages and bona fide fringe benefits were paid to applicable contracted and subcontracted employees.

RESULTS OF AUDIT

The results of the audit found that the control environment is operating as intended. Certified payrolls were present, or the Facilities Coordinator had placed the invoice on hold for lack of appropriate supporting documentation for all 34 (100%) invoices reviewed. The Facilities Department’s commitment to understanding the regulatory guidance and educating our vendors has greatly improved the prevailing wage process.

February 21, 2024

To: Audit Committee Members
 Mike Collins, Vice President of Finance & Administration
 Lance Zarcone, Vice President of Operations
 Carm Basile, Chief Executive Officer

From: Sarah Matrose, Internal Auditor

Subject: Attendance & Bonus Review Audit Report

EXECUTIVE SUMMARY

The Attendance & Bonus Review Audit consisted of a review of Operator and Mechanic attendance records and quarterly bonus payments for the period of April 1, 2023 through June 30, 2023. Our audit objective was to determine that CDTA procedures and controls related to the recording of time and attendance and payment of bonuses are adequate, effective, and efficient.

The audit revealed that the controls are working as intended; however, the audit identified areas within the current workflow where process changes could create opportunities for improvement within the process.

The overall control environment has vastly improved based on the improvements Operations has made to the process. An approval process for deviations was implemented, as well as a more streamlined approach to payroll code management in an effort to enhance the overall accuracy of the process.

I would like to express my appreciation for the cooperation and assistance extended by the Operations Department staff during the audit.

BACKGROUND

CDTA utilizes a Positive Performance Counseling Policy to outline expectations for employee's attendance and respective discipline for any violations of the policy. CDTA also uses a quarterly attendance bonus program to reward employees who meet the criteria for exemplary attendance as outlined in the Employee Handbook.

OBJECTIVE

The objective of our audit was to determine that CDTA procedures and controls are adequate, effective, and efficient in ensuring attendance policies are being followed in relation to employee's attendance, discipline, and bonus payments and to identify any areas for improvements to the process that could yield significant benefits.

DETAILED SCOPE

The audit scope included a review of employee's timekeeping reports for the time period of April 1, 2023, and June 30, 2023. Testing included the following topics:

- Investigated any minus time noted for unexcused absences.
- Reviewed the Check Bonus Report to see if anyone paid the bonus had deviations that disqualified them.
- Examined appropriate disciplinary measures were followed if the Positive Performance Counseling policy was triggered by deviations.

RESULTS OF AUDIT

The results of the audit showed that the controls are working as intended; however, areas within the current workflow were identified where procedure changes could create opportunities for improvement within the process.

Summary of Findings

The below test work findings are based strictly on the data within Munis and Hastus and does not take into account the reasoning behind the changes.

- **Deviation Alterations** - 35 instances where a deviation was changed inconsistently.
 - 10 instances (29%) were changes between personal, United Way, and Go For Gold Days, or sick to sick paid, or excused
 - 22 instances (46%) were unexcused and/or unpaid deviations changed to excused and/or paid deviations.
 - 7 of these were paid a Quarterly Bonus based on the categorization.
 - 3 instances were excused and/or paid deviations changed to unexcused/unpaid.
 - 1 of these was paid a Quarterly Bonus based on the categorization.

- **Discipline Triggered** - 50 instances where discipline was triggered based on more than 2 deviations in the same month. Ten of these instances (20%) had attendance related discipline in the employee's file.
 - 32 instances in Albany
 - 4 instances (13%) had discipline in the employee's file.
 - 3 instances in Schenectady
 - No instances of discipline found in the employee's file.
 - 3 instances in STAR
 - No instances of discipline found in the employee's file.
 - 12 instances in Troy
 - 4 instances (33%) had a corresponding discipline in the employee's file.
- **Attendance Bonus** - Based on the information reviewed, 23 employees were paid an attendance bonus that should not have been based on their timekeeping records in HASTUS.

Again, please keep in mind that the above results are based strictly on data entered into the timekeeping systems and no follow-up was conducted to ask why the changes were made in any of these instances.

AUDIT RECOMMENDATIONS:

Since the completion of the test work phase of this audit, CDTA has made great progress in implementing additional controls into the process to enhance the accuracy and completeness of the deviations entered into the time keeping systems.

Time & Attendance Record Keeping

Audit recommends putting controls in place to help ensure the following –

- All Time & Attendance records should be kept in HASTUS, and no manipulation/manual edits should be made in Munis. Procedures should be followed, and Management should ensure all time records in HASTUS are accurate. When changes are made an upload of accurate data can be made into Munis.
 - Ensuring changes are made in HASTUS will help to reduce the number of manual changes made if the banks are accurate.
- Importance should be placed on accurately recording the deviation code at time of input. After the fact manipulation of records should be avoided at all costs.
- Implement an approval process for adjustment/deviations that are changed from an unexcused and/or unpaid to an excused and/or paid deviation should be approved by the Director of Transportation.
 - There will always be circumstances when mistakes are made, or unforeseen circumstances present themselves resulting in a manual override of pay codes, but these should rise to the level of a second review.

Attendance Discipline

- Audit recommends a review of the definition of a deviation and an occurrence and how they are utilized in relation to the Attendance Policy and associated discipline.
 - The test work showed that 80% of attendance deviations did not have corresponding discipline. Audit did not review the rolling calendar portion of the discipline to see if these instances were counted in a twelve-month period discipline; however, the way the policy is written leaves room for interpretation as to what an occurrence is and how to count the deviations.
- If HASTUS is utilized as the source of truth (as recommended above in #1), Superintendents can utilize the reports within HASTUS to monitor attendance and deviations on a more frequent basis to monitor attendance issues that trigger the Positive Performance Counseling Policy discipline.

Attendance Bonus Process

Audit recommends automating this process and removing the manual entry/submission of qualified individuals.

- Once the proper controls are in place, records in HASTUS and in turn, Munis, will accurately reflect the employees time and attendance records, and there should be no reason to manually review and manually handle the list of employees that is generated by a Crystal Report.

MANAGEMENT RESPONSE

Since the completion of the audit, Management has issued a memo to Transportation Superintendents implementing an approval process for all adjustment/deviations that are changing from an unexcused and/or unpaid to an excused and/or paid deviation. The responsibility for adjusting payroll codes was shifted from all Superintendents to a centralized payroll processor.

The overall control environment has vastly improved based on the improvements Operations has made to the process.

Memorandum

Date: February 16, 2024

To: Performance Monitoring/Audit Committee

From: General Counsel

Subject: Risk Management and Workers Compensation Self-Insurance Accounts,
as of 1/1/24

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): \$2,174,661
(increase of \$71,150 (+3.4%) for the quarter)
- **Self-Insured Retention** (one) \$2,000,000
- **Market Value of Account:** \$3,401,678
(increase of \$63,049 (+1.9%) for the quarter)

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:** \$8,600,674
(decrease of \$137,515 (-1.6%) for the quarter)
- **Market Value of Account:** \$10,303,210
(increase of \$249,939 (+2.5%) for the quarter)

3. Liability/Auto Claims:

As of 1/1/24, we had 47 pending liability claims, 39 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 1/1/24, CDTA had 9 liability claims with reserves of \$10,000 or more, all 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.

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/Audit Committee
Chief Executive Officer
Vice President of Finance & Administration

Monthly Management Report

January 2024

The logo for CDTA, featuring 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 positioned in the bottom right corner of the slide, set against a dark blue background with a diagonal gradient.

CDTA

Monthly Management Report (MMR) - January 2024

Executive Summary

			Current Month		Year to Date		
REVENUE	Actual	Budget	(\$) Variance	(%) Variance	(\$) Variance	(%) Variance	
1	Mortgage Tax	\$ 957,039	\$ 970,833	\$ (13,794)	-1.42%	\$ (527,812)	-5.44%
2	Customer Fares	\$ 1,767,818	\$ 1,577,038	\$ 190,780	12.10%	\$ 1,937,178	12.28%
3	JB Rail Station	\$ 296,102	\$ 251,076	\$ 45,026	17.93%	\$ 369,490	14.72%
EXPENSES	Actual	Budget	(\$) Variance	(%) Variance	(\$) Variance	(%) Variance	
4	Wages	\$ 5,616,635	\$ 5,139,289	\$ 477,346	9.29%	\$ (2,573,658)	-5.01%
5	Workers' Compensation	\$ 363,134	\$ 248,893	\$ 114,241	45.90%	\$ (340,855)	-13.69%
6	Maintenance Services	\$ 414,358	\$ 355,984	\$ 58,374	16.40%	\$ 74,647	2.10%
7	Parts, Tires, Oil	\$ 625,627	\$ 523,169	\$ 102,458	19.58%	\$ 138,016	2.64%
					YTD Revenue	2.03%	
					YTD Expenses	2.00%	

Revenue Summary

- 1 MRT receipts were close to budget this month; just 1.5% under budget for January, and 5.5% under for the year.
- 2 Customer Fares continue to do well and were 12% over budget this month, and 12% over for the year.
- 3 Rail Station revenue is 18% over budget this month and 15% over budget for the year.

Expense Summary

- 4 The wage line is over budget by 9% this month due to several factors. January had an extra day; two holidays; and \$75k of wages from Glens Falls. YTD however, is 5% under budget.
- 5 Workers' Compensation is over budget this month because of two Scheduled Loss of Use awards totaling \$100,000, and our quarterly assessment payment to the Workers' Compensation Board. YTD is 14% under budget.
- 6 Maintenance Services was 16% over budget this month due to timing issues for snow removal and radio maintenance. YTD is 2% over budget.
- 7 Parts were 20% over budget this month due to unexpected engine failures, repairs to fuel injectors, exhaust turbos and an engine was replaced. YTD is 2.6% over budget.

Note We are in a satisfactory budget position.

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

	Jan-24	Jan-23
Assets		
Current Assets:		
Cash	\$6,407,146	\$17,836,797
Investments	\$55,818,177	\$46,780,735
Receivables:		
Mortgage Tax	\$957,041	\$898,070
Federal Grants	\$2,116,365	\$0
New York State Operating Assistance	\$5,600,857	\$4,883,588
Trade and Other	\$10,636,754	\$17,579,364
Advances to Capital District Transportation Committee	\$930,390	\$345,353
Materials, Parts and Supplies	\$5,643,026	\$5,124,318
Prepaid Expenses	\$1,920,535	\$1,620,829
Sub-Total Current Assets	\$90,030,290	\$95,069,053
Noncurrent Assets:		
Capital Assets, net	\$145,407,960	\$144,083,485
Deferred outflows of resources:		
Deferred outflows of resources related to OPEB	\$12,022,874	\$14,832,009
Deferred outflows of resources from pension	\$4,403,268	\$5,680,235
Sub-Total Deferred outflows of resources:	\$16,426,142	\$20,512,244
Total for Assets	\$251,864,392	\$259,664,782
Liabilities		
Current Liabilities:		
Accounts Payable	\$5,452,215	\$7,022,757
Accrued Expenses	\$5,013,208	\$5,701,869
Unearned Revenue	\$3,370,934	\$17,675,737
Line of Credit	\$0	\$0
Sub-Total Current Liabilities	\$13,836,357	\$30,400,363
Noncurrent Liabilities:		
Capital Lease Agreement	\$12,119,974	\$14,162,821
Estimated Provision for Existing Claims and Settlements	\$10,418,705	\$10,510,056
Other postemployment benefits	\$66,724,317	\$83,355,200
Net Pension Liability	(\$2,045,372)	\$23,844
Sub-Total Noncurrent Liabilities	\$87,217,624	\$108,051,921
Deferred inflows of resources:		
Deferred inflows of resources from pension	\$7,245,814	\$7,188,915
Deferred inflows of resources from OBEP	\$44,999,278	\$33,307,240
Sub-Total Deferred inflows of resources	\$52,245,092	\$40,496,155
Total for Liabilities	\$153,299,073	\$178,948,439
Net Position		
Net Investment in Capital Assets	\$108,241,228	\$108,241,228
Unrestricted	(\$9,675,909)	(\$27,524,885)
Total for Net Position	\$98,565,319	\$80,716,343
Total Liabilities and Net Position	\$251,864,392	\$259,664,782

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

	<u>To Date Actual</u>	<u>Annual Budget</u>	83%
REVENUE:			
AUTHORITY	\$11,491,071	\$11,760,000	98%
TRANSIT	\$96,667,504	\$113,506,213	85%
ACCESS	\$683,345	\$550,000	124%
CDTA FACILITIES	\$2,985,446	\$3,162,908	94%
TOTAL REVENUE	\$111,827,366	\$128,979,121	87%
EXPENSE:			
AUTHORITY	\$16,697,330	\$20,230,978	83%
TRANSIT	\$85,865,872	\$104,671,068	82%
ACCESS	\$1,243,981	\$1,310,581	95%
CDTA FACILITIES	\$1,730,300	\$2,723,753	64%
TOTAL EXPENSE	\$105,537,483	\$128,936,382	82%
Revenue over (under) Expenses	\$6,289,883		
Depreciation	\$11,500,000		
Excess of Revenue over (under) Expenses	(\$5,210,117)		
Transfer from Capital Project Fund	\$1,000,015		
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	\$8,000,030		
Transfer to Operating Fund	(\$15,500,015)		
Transfer from Worker's Comp Fund	\$0		
Transfer to Worker's Comp Fund	(\$2,198,090)		
*Net Excess of Revenue over (under) Expenses	(\$13,908,177)		
*Contribution to required fleet replacement.			

CAPITAL DISTRICT TRANSPORTATION AUTHORITY

Jan-24

BUDGET VARIANCE REPORT

	CONSOLIDATED								Annual Budget
	This Month				Year to Date				
	Actual	Budget	Variance	% Variance	Actual	Budget	Variance	% Variance	
Operating Revenue									
Mortgage Tax	\$957,039	\$970,833	(\$13,794)	-1.42%	\$9,180,522	\$9,708,333	(\$527,812)	-5.44%	\$11,650,000
Customer Fares	\$1,767,818	\$1,577,038	\$190,780	12.10%	\$17,707,558	\$15,770,380	\$1,937,178	12.28%	\$18,924,456
Advertising Revenue	\$143,750	\$143,402	\$348	0.24%	\$1,673,928	\$1,434,023	\$239,905	16.73%	\$1,720,827
RRS & Facilities	\$296,102	\$251,076	\$45,026	17.93%	\$2,880,246	\$2,510,757	\$369,490	14.72%	\$3,012,908
Interest Income	\$2,518	\$1,667	\$852	51.11%	\$88,320	\$16,667	\$71,653	429.92%	\$20,000
Misc. Income	\$14,613	\$11,542	\$3,071	26.61%	\$208,841	\$115,417	\$93,425	80.95%	\$138,500
Total Operating Revenue	\$3,181,840	\$2,955,558	\$226,283	7.66%	\$31,739,416	\$29,555,576	\$2,183,840	7.39%	\$35,466,691
Operating Assistance									
New York State Aid	\$4,963,458	\$4,963,458	\$0	0.00%	\$49,634,583	\$49,634,583	\$0	0.00%	\$59,561,500
County Aid	\$159,750	\$159,750	\$0	0.00%	\$1,597,500	\$1,597,500	\$0	0.00%	\$1,917,001
Federal Aid	\$2,492,160	\$2,492,160	\$0	0.00%	\$24,921,603	\$24,921,603	\$0	0.00%	\$29,905,923
Operating Grants	\$177,334	\$177,334	\$0	0.00%	\$1,773,338	\$1,773,338	\$0	0.00%	\$2,128,006
Total Operating Assistance	\$7,792,702	\$7,792,703	\$0	0.00%	\$77,927,024	\$77,927,024	\$0	0.00%	\$93,512,430
Total Revenue and Assistance	\$10,974,542	\$10,748,260	\$226,283	2.11%	\$109,666,440	\$107,482,600	\$2,183,840	2.03%	\$128,979,121
Expenses									
Salaries and Wages	\$5,616,635	\$5,139,289	\$477,346	9.29%	\$48,819,227	\$51,392,885	(\$2,573,658)	-5.01%	\$61,671,462
FICA	\$407,243	\$350,325	\$56,918	16.25%	\$3,535,219	\$3,503,254	\$31,966	0.91%	\$4,203,904
Health Benefits	\$1,036,915	\$1,062,573	(\$25,658)	-2.41%	\$9,569,201	\$10,625,725	(\$1,056,524)	-9.94%	\$12,750,871
Workers Compensation	\$363,134	\$248,893	\$114,241	45.90%	\$2,148,076	\$2,488,932	(\$340,855)	-13.69%	\$2,986,718
Other Benefits	\$368,881	\$405,457	(\$36,576)	-9.02%	\$5,985,909	\$4,054,573	\$1,931,337	47.63%	\$4,865,487
Professional Services	\$451,712	\$510,430	(\$58,718)	-11.50%	\$4,816,596	\$5,104,302	(\$287,706)	-5.64%	\$6,125,162
Materials & Supplies	\$174,065	\$166,169	\$7,896	4.75%	\$1,673,411	\$1,661,686	\$11,726	0.71%	\$1,994,023
Miscellaneous	\$88,811	\$81,238	\$7,573	9.32%	\$896,519	\$812,378	\$84,141	10.36%	\$974,853
Purchased Transportation	\$1,078,166	\$1,005,500	\$72,667	7.23%	\$10,213,989	\$10,054,996	\$158,993	1.58%	\$12,065,995
Maintenance Services	\$414,358	\$355,984	\$58,375	16.40%	\$3,634,484	\$3,559,837	\$74,647	2.10%	\$4,271,804
Liability - Claims	\$23,679	\$33,333	(\$9,655)	-28.96%	\$582,839	\$333,333	\$249,505	74.85%	\$400,000
Utilities	\$87,526	\$137,768	(\$50,241)	-36.47%	\$795,926	\$1,377,675	(\$581,749)	-42.23%	\$1,653,210
Fuel	\$684,000	\$636,251	\$47,749	7.50%	\$6,295,899	\$6,362,506	(\$66,607)	-1.05%	\$7,635,007
Parts, Tires, Oil	\$625,627	\$523,169	\$102,458	19.58%	\$5,369,704	\$5,231,688	\$138,016	2.64%	\$6,278,025
General Insurance	\$114,385	\$91,883	\$22,502	24.49%	\$992,582	\$918,833	\$73,749	8.03%	\$1,102,600
Total EXPENSES	\$11,535,137	\$10,748,260	\$786,877	7.32%	\$105,329,581	\$107,482,601	(\$2,153,019)	-2.00%	\$128,979,121
Surplus/Deficit	(\$560,595)	\$0	(\$560,594)		\$4,336,858	(\$0)	\$4,336,859		\$0

CAPITAL DISTRICT TRANSPORTATION AUTHORITY
Jan-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	\$957,039	\$970,833	(\$13,794)	-1.42%	\$9,180,522	\$9,708,333	(\$527,812)	-5.44%	\$11,650,000
Interest Income	\$2,280	\$1,667	\$613	36.78%	\$87,123	\$16,667	\$70,456	422.74%	\$20,000
Interest Inc-Invest/Change in Invest	\$326,987	\$0	\$326,987	0.00%	\$2,160,927	\$0	\$2,160,927	0.00%	\$0
Misc. Income - Authority	\$6,250	\$7,500	(\$1,250)	-16.67%	\$62,500	\$75,000	(\$12,500)	-16.67%	\$90,000
Total Operating Revenue	\$1,292,556	\$980,000	\$312,556	31.89%	\$11,491,071	\$9,800,000	\$1,691,071	17.26%	\$11,760,000
Expenses									
Labor - Authority	\$734,751	\$705,247	\$29,504	4.18%	\$7,037,111	\$7,052,467	(\$15,356)	-0.22%	\$8,462,960
Fringe - Authority	\$394,436	\$390,026	\$4,409	1.13%	\$3,953,057	\$3,900,263	\$52,794	1.35%	\$4,680,315
Materials & Supplies - Authority	\$9,986	\$12,290	(\$2,304)	-18.75%	\$171,294	\$122,896	\$48,398	39.38%	\$147,475
Professional Services - Authority	\$260,034	\$282,045	(\$22,011)	-7.80%	\$2,665,126	\$2,820,452	(\$155,325)	-5.51%	\$3,384,542
Other Expenses - Authority	\$355,045	\$296,307	\$58,737	19.82%	\$2,870,743	\$2,963,072	(\$92,329)	-3.12%	\$3,555,686
Total Expenses	\$1,754,251	\$1,685,915	\$68,336	4.05%	\$16,697,330	\$16,859,149	(\$161,818)	-0.96%	\$20,230,978
Surplus/(Deficit)	(\$461,695)	(\$705,915)	\$244,219		(\$5,206,259)	(\$7,059,149)	\$1,852,890		(\$8,470,978)

CAPITAL DISTRICT TRANSPORTATION AUTHORITY
Jan-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	\$951,179	\$933,700	\$17,479	1.87%	\$9,850,214	\$9,337,000	\$513,214	5.50%	\$11,204,400
Contracts - Transit	\$747,505	\$597,505	\$150,001	25.10%	\$7,175,197	\$5,975,047	\$1,200,150	20.09%	\$7,170,056
Advertising-Transit	\$131,250	\$130,902	\$348	0.27%	\$1,548,928	\$1,309,023	\$239,905	18.33%	\$1,570,827
Misc. Income - Transit	\$8,363	\$4,042	\$4,321	106.92%	\$166,141	\$40,417	\$125,725	311.07%	\$48,500
Total Operating Revenue	\$1,838,297	\$1,666,149	\$172,149	10.33%	\$18,740,480	\$16,661,486	\$2,078,994	12.48%	\$19,993,783
Operating Assistance									
State Aid - General	\$4,770,375	\$4,770,375	\$0	0.00%	\$47,703,750	\$47,703,750	\$0	0.00%	\$57,244,500
State Aid - PBT	\$159,750	\$159,750	\$0	0.00%	\$1,597,500	\$1,597,500	\$0	0.00%	\$1,917,000
State Aid - Northway Commuter S.	\$33,333	\$33,333	\$0	0.00%	\$333,333	\$333,333	\$0	0.00%	\$400,000
County Aid	\$159,750	\$159,750	\$0	0.00%	\$1,597,500	\$1,597,501	\$0	0.00%	\$1,917,001
Federal Aid - Transit	\$2,492,160	\$2,492,160	\$0	0.00%	\$24,921,603	\$24,921,603	\$0	0.00%	\$29,905,923
Other Grants - Federal	\$177,334	\$177,334	\$0	0.00%	\$1,773,338	\$1,773,338	\$0	0.00%	\$2,128,006
Total Operating Assistance	\$7,792,702	\$7,792,703	\$0	0.00%	\$77,927,024	\$77,927,025	\$0	0.00%	\$93,512,430
Total Revenue and Assistance	\$9,630,999	\$9,458,851	\$172,149	1.82%	\$96,667,504	\$94,588,511	\$2,078,994	2.20%	\$113,506,213
Expenses									
Labor - Maintenance	\$944,434	\$833,205	\$111,229	13.35%	\$8,383,780	\$8,332,046	\$51,734	0.62%	\$9,998,455
Labor - Transportation	\$3,481,226	\$3,200,472	\$280,754	8.77%	\$29,832,171	\$32,004,719	(\$2,172,548)	-6.79%	\$38,405,663
Labor - STAR	\$381,413	\$326,445	\$54,968	16.84%	\$2,890,270	\$3,264,454	(\$374,184)	-11.46%	\$3,917,345
Fringe	\$1,593,175	\$1,657,058	(\$63,883)	-3.86%	\$17,335,900	\$16,570,584	\$765,316	4.62%	\$19,884,700
Materials & Supplies	\$1,465,759	\$1,299,615	\$166,144	12.78%	\$13,084,255	\$12,996,150	\$88,105	0.68%	\$15,595,380
Professional Services	\$201,411	\$218,352	(\$16,941)	-7.76%	\$2,564,117	\$2,183,517	\$380,601	17.43%	\$2,620,220
Other Expenses	\$5,154	\$10,629	(\$5,476)	-51.51%	\$128,361	\$106,292	\$22,070	20.76%	\$127,550
Purchased Transportation - STAR	\$743,178	\$690,273	\$52,904	7.66%	\$7,458,097	\$6,902,732	\$555,365	8.05%	\$8,283,278
Liability - Claims	\$23,679	\$33,333	(\$9,655)	-28.96%	\$582,839	\$333,333	\$249,505	74.85%	\$400,000
Liability - Insurance	\$100,194	\$88,217	\$11,978	13.58%	\$782,982	\$882,167	(\$99,185)	-11.24%	\$1,058,600
Utilities - Transit	\$69,292	\$81,013	(\$11,721)	-14.47%	\$551,121	\$810,133	(\$259,012)	-31.97%	\$972,160
Mat & Supplies - NX	\$0	\$2,083	(\$2,083)	-100.00%	\$62,807	\$20,833	\$41,973	201.47%	\$25,000
Purchased Transportation - NX	\$123,130	\$178,417	(\$55,286)	-30.99%	\$1,206,277	\$1,784,167	(\$577,890)	-32.39%	\$2,141,000
Purchased Transportation - Vanpool	\$24,600	\$25,000	(\$400)	-1.60%	\$220,677	\$250,000	(\$29,323)	-11.73%	\$300,000
Purchased Transportation - TX	\$80,592	\$78,476	\$2,116	100.00%	\$782,218	\$784,764	(\$2,546)	-0.32%	\$941,717
Total Expenses	\$9,237,237	\$8,722,589	\$514,648	5.90%	\$85,865,872	\$87,225,890	(\$1,360,018)	-1.56%	\$104,671,068
Surplus/(Deficit)	\$393,762	\$736,262	(\$342,499)		\$10,801,632	\$7,362,621	\$3,439,012		\$8,835,145

CAPITAL DISTRICT TRANSPORTATION AUTHORITY

Jan-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	\$69,134	\$45,833	\$23,301	50.84%	\$682,148	\$458,333	\$223,815	48.83%	\$550,000
Interest Income	\$239	\$0	\$239	0.00%	\$1,197	\$0	\$1,197	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	\$69,373	\$45,833	\$23,539	51.36%	\$683,345	\$458,333	\$225,012	49.09%	\$550,000
Total Revenue and Assistance	\$69,373	\$45,833	\$23,539	51.36%	\$683,345	\$458,333	\$225,012	49.09%	\$550,000
Expenses									
Labor - Access	\$58,609	\$58,837	(\$228)	-0.39%	\$519,617	\$588,368	(\$68,751)	-11.68%	\$706,041
Fringe Benefits - Access	\$12,454	\$14,985	(\$2,531)	-16.89%	\$130,199	\$149,849	(\$19,650)	-13.11%	\$179,819
Purchased Transportation	\$106,667	\$33,333	\$73,333	220.00%	\$546,721	\$333,333	\$213,387	64.02%	\$400,000
Rent and Utilities - Access	\$1,643	\$1,643	\$0	0.00%	\$16,939	\$16,434	\$505	3.07%	\$19,721
Other Expenses - Access	\$0	\$417	(\$417)	-100.00%	\$30,506	\$4,167	\$26,339	632.14%	\$5,000
Total Expenses	\$179,372	\$109,215	\$70,157	64.24%	\$1,243,981	\$1,092,151	\$151,831	13.90%	\$1,310,581
Surplus/(Deficit)	(\$110,000)	(\$63,382)	(\$46,618)		(\$560,636)	(\$633,818)	\$73,181		(\$760,581)

CAPITAL DISTRICT TRANSPORTATION AUTHORITY
Jan-24

BUDGET VARIANCE REPORT	CDTA FACILITIES								Annual Budget
	This Month				Year to Date				
	Actual	Budget	Variance	% Variance	Actual	Budget	Variance	% Variance	
Operating Revenue									
RRS Station & Garage	\$72,323	\$66,667	\$5,656	8.48%	\$690,776	\$666,667	\$24,109	3.62%	\$800,000
RRS Parking Revenue	\$208,510	\$174,909	\$33,601	19.21%	\$2,026,785	\$1,749,090	\$277,695	15.88%	\$2,098,908
RRS Advertising	\$12,500	\$12,500	\$0	0.00%	\$125,000	\$125,000	\$0	0.00%	\$150,000
SSTS	\$2,688	\$2,467	\$222	8.98%	\$33,600	\$24,667	\$8,934	36.22%	\$29,600
Greyhound	\$89	\$0	\$89	0.00%	\$1,448	\$0	\$1,448	0.00%	\$0
85 Watervliet Avenue	\$5,801	\$6,667	(\$866)	-12.99%	\$58,007	\$66,667	(\$8,659)	-12.99%	\$80,000
Interest Income	\$6,692	\$367	\$6,325	1724.98%	\$49,830	\$3,667	\$46,163	1259.00%	\$4,400
Total Operating Revenue	\$308,602	\$263,576	\$45,026	17.08%	\$2,985,446	\$2,635,757	\$349,690	13.27%	\$3,162,908
Expenses									
Labor	\$16,202	\$15,083	\$1,119	7.42%	\$154,657	\$150,832	\$3,825	2.54%	\$180,998
Fringe-Benefits	\$2,929	\$1,617	\$1,312	81.14%	\$28,379	\$16,171	\$12,208	75.50%	\$19,405
Professional Services	\$8,111	\$6,667	\$1,445	21.67%	\$78,990	\$66,667	\$12,323	18.48%	\$80,000
Insurance	\$7,335	\$3,333	\$4,001	120.04%	\$63,534	\$33,333	\$30,200	90.60%	\$40,000
Security	\$25,487	\$37,783	(\$12,296)	-32.54%	\$129,060	\$377,833	(\$248,773)	-65.84%	\$453,400
Facilities Upkeep	\$25,230	\$28,917	(\$3,687)	-12.75%	\$189,828	\$289,167	(\$99,338)	-34.35%	\$347,000
Facilities Repairs	\$17,140	\$14,083	\$3,056	21.70%	\$210,217	\$140,833	\$69,384	49.27%	\$169,000
Utilities	\$14,230	\$48,238	(\$34,008)	-70.50%	\$205,122	\$482,375	(\$277,253)	-57.48%	\$578,850
Materials & Supplies	\$2,106	\$1,250	\$856	68.50%	\$3,167	\$12,500	(\$9,333)	-74.67%	\$15,000
Parking Garage	\$51,050	\$45,000	\$6,050	13.44%	\$494,624	\$450,000	\$44,624	9.92%	\$540,000
85 Watervliet Avenue	\$7,025	\$10,425	(\$3,400)	-32.61%	\$70,825	\$104,250	(\$33,425)	-32.06%	\$125,100
SSTS	\$14,252	\$14,583	(\$331)	-2.27%	\$101,503	\$145,833	(\$44,330)	-30.40%	\$175,000
Total Expenses	\$191,097	\$226,979	(\$35,882)	-15.81%	\$1,730,300	\$2,269,794	(\$539,495)	-23.77%	\$2,723,753
Surplus/(Deficit)	\$117,505	\$36,596	\$80,908		\$1,255,147	\$365,962	\$889,184		\$439,155

CAPITAL DISTRICT TRANSPORTATION AUTHORITY MONTHLY MANAGEMENT REPORT

AGING OF ACCOUNTS RECEIVABLE

Jan-24		
	Amount	% of Total
Current	\$668,004	9.23%
31 - 60	\$1,169,592	16.16%
61 - 90	\$316,898	4.38%
91 - 120	\$4,582	0.06%
Over 120	\$5,076,733	70.16%
Total Accounts Receivable	\$7,235,809	100.00%

Dec-23		
	Amount	% of Total
Current	\$1,731,574	21.44%
31 - 60	\$508,983	6.30%
61 - 90	\$223,971	2.77%
91 - 120	\$958,736	11.87%
Over 120	\$4,653,550	57.62%
Total Accounts Receivable	\$8,076,814	100.00%

AGING OF ACCOUNTS PAYABLE

Jan-24		
	Amount	% of Total
Current	\$3,178,642	71.07%
31 - 60	\$941,066	21.04%
61 - 90	\$46,966	1.05%
90 & Over	\$305,719	6.84%
Total Accounts Payable	\$4,472,393	100.00%

Jan-24 Receivables over 120 days: \$5,076,733

Breakdown of outstanding receivables over 120 days.	
\$4,917,227	NYS DEPT. OF TRANSPORTATION
\$87,500	CITY OF ALBANY
\$47,006	OTHER
\$25,000	CITY OF SARATOGA SPRINGS
\$5,076,733	

ADDITIONAL INFORMATION

MORTGAGE RECORDING TAX					Fiscal Year to Date			
	Jan-24	Jan-23	Difference	%	2024	2023	Difference	%
Albany	\$404,917	\$550,101	(\$145,184)	-26.39%	\$3,297,860	\$4,570,888	(\$1,273,028)	-27.85%
Rensselaer	\$104,792	\$167,047	(\$62,255)	-37.27%	\$1,368,930	\$1,851,599	(\$482,669)	-26.07%
Saratoga	\$219,408	\$459,680	(\$240,272)	-52.27%	\$3,231,347	\$4,870,863	(\$1,639,516)	-33.66%
Schenectady	\$163,330	\$199,737	(\$36,407)	-18.23%	\$1,217,793	\$1,522,603	(\$304,810)	-20.02%
Warren	\$64,592	\$0	\$64,592	100.00%	\$64,592	\$0	\$64,592	100.00%
Total	\$957,039	\$1,376,565	(\$484,118)	-35.17%	\$9,180,522	\$12,815,953	(\$3,635,431)	-28.37%

Current Month Year To Date

FY 2024	\$957,039	\$9,180,522
FY 2023	\$1,376,565	\$12,815,953

Mortgage tax is unpredictable. Average annual receipts over the past 20 years were \$11 million with an annual low of \$6.2 million and an annual high of \$17 million.

**Highlight Summary
January 31, 2024**

<u>RESTRICTED INVESTMENTS</u>	<u>Fund Balances</u>	<u>Current Obligations</u>
Risk Management Account (Self-Insured)	\$3,388,524	\$1,991,211
Workers' Comp. Account (Self-Insured)	\$9,959,680	\$8,427,494
 Operating Account	 \$28,989,093	
 <u>Current Operating Reserve Obligations</u>		
Federal Operating Assistance in FY24		\$4,000,000
 <u>Current Capital Reserve Obligations</u>	 \$12,505,004	
Washington/Western BRT Project Match		\$9,000,000
LowNo Electrification Project Match		\$3,000,000
 <u>Current Vehicle Replacement Reserve Obligations</u>	 \$975,876	
Vehicle Replacement Funds		\$524,011

All Investment Accounts are reviewed quarterly.	
Average annual returns:	
Risk Management	4.49%
Workers' Compensation	3.66%
Operating Fund	5.06%
Vehicle Replacement Fund	5.39%
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.

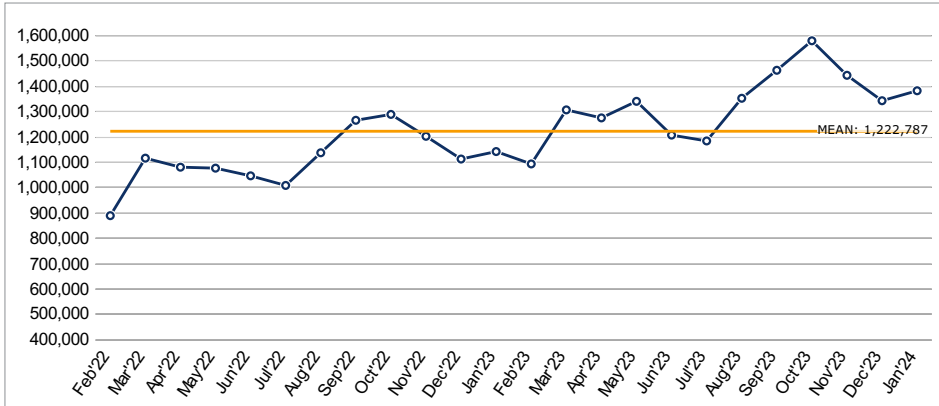
Monthly Performance Report

Period: Jan'24

Meeting: Feb'24

Patronage / Mobility

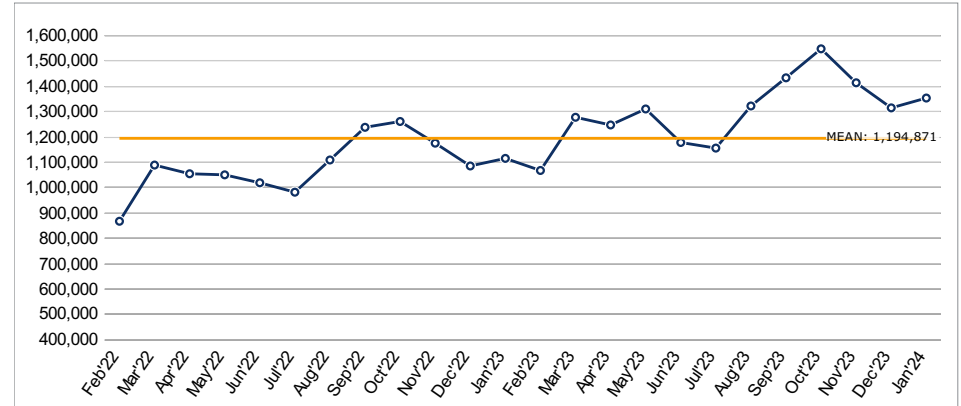
📍 Total Riders



Previous: 1,142,666

Current: 1,382,596

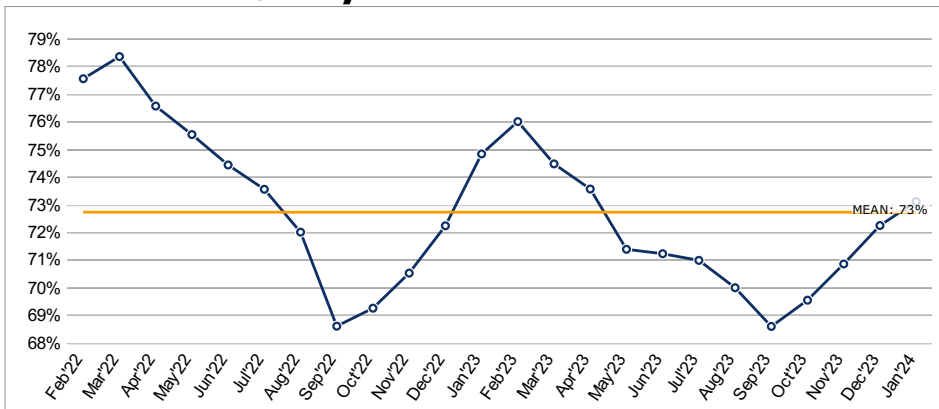
📍 Fixed Riders



Previous: 1,115,670

Current: 1,353,832

📍 System Wide OTP



Previous: 74.85%

Current: 73.13%

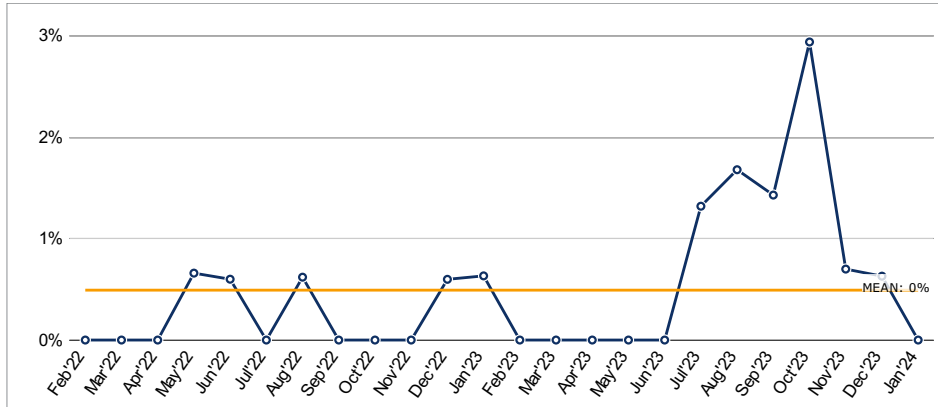
Monthly Performance Report

Period: Jan'24

Meeting: Feb'24

Reliability

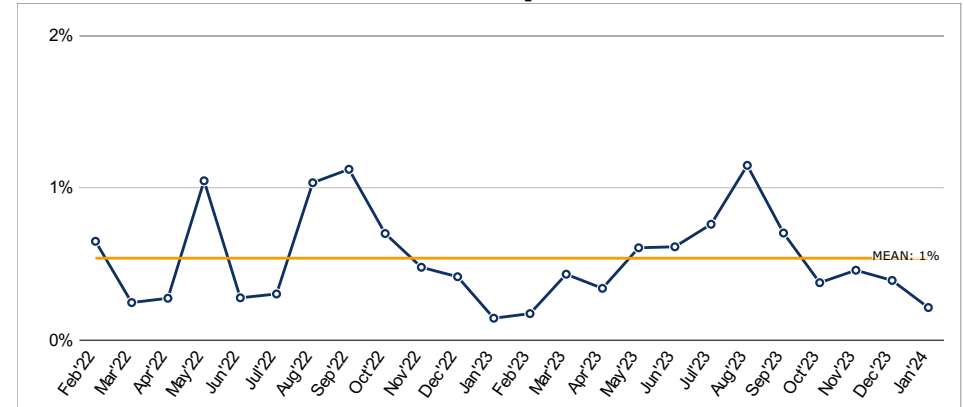
PMI Not On Time



Previous: 0.6%

Current: 0.0%

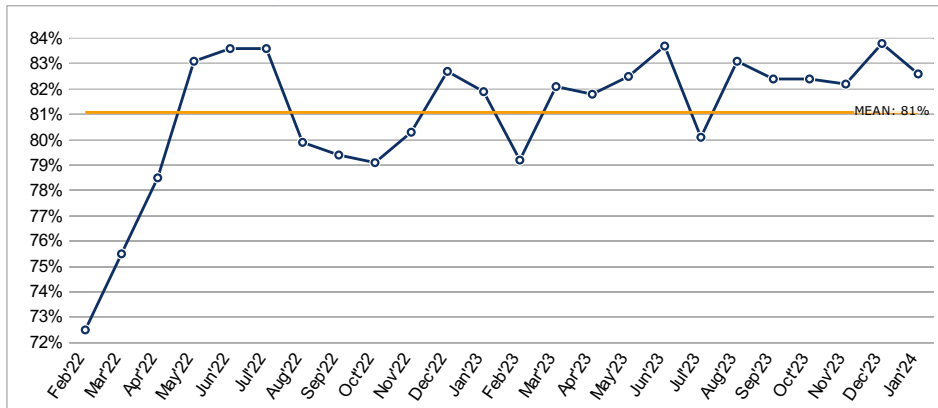
Percent of Trips Missed



Previous: 0.14%

Current: 0.21%

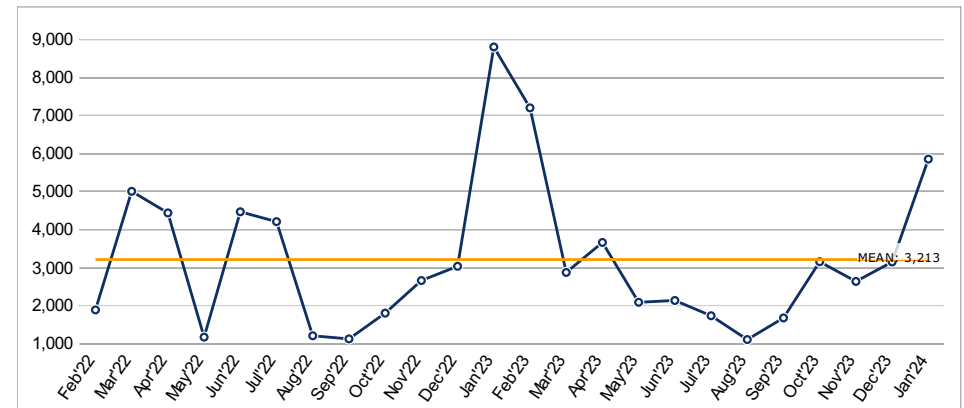
Scheduled Work



Previous: 81.9%

Current: 82.6%

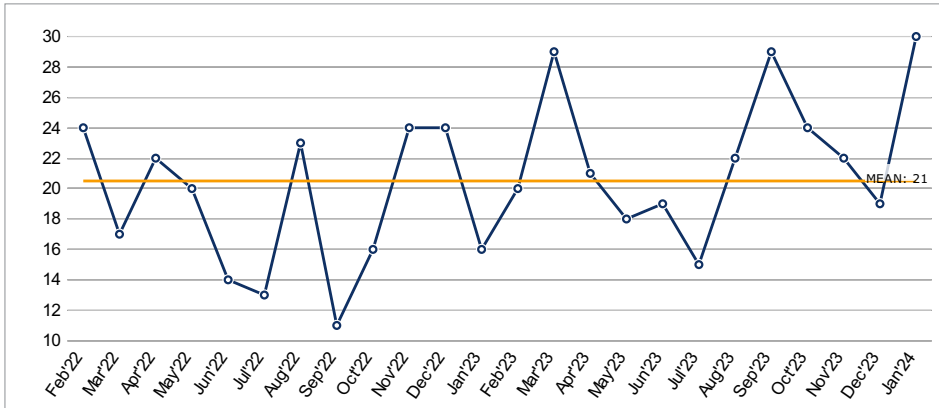
MDBSI



Previous: 8,805

Current: 5,856

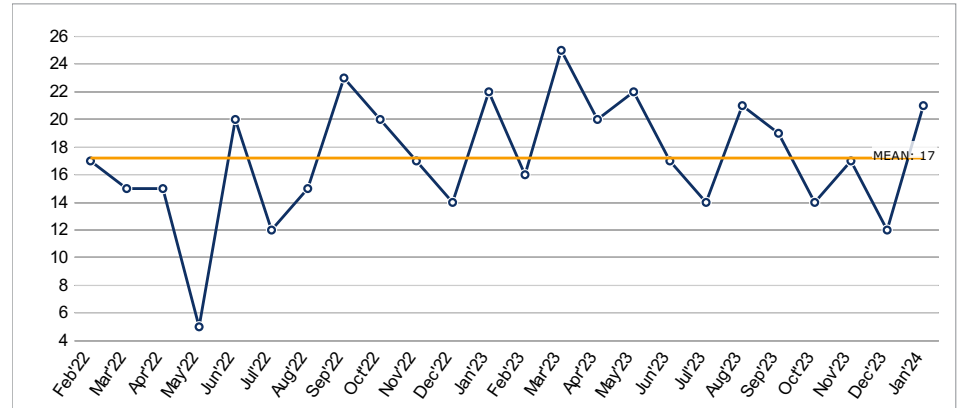
Preventable Accidents



Previous: 16

Current: 30

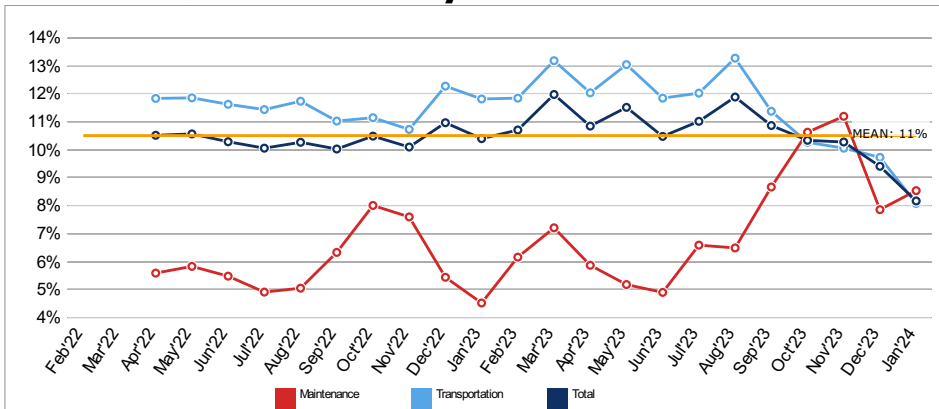
Non-Preventable Accidents



Previous: 22

Current: 21

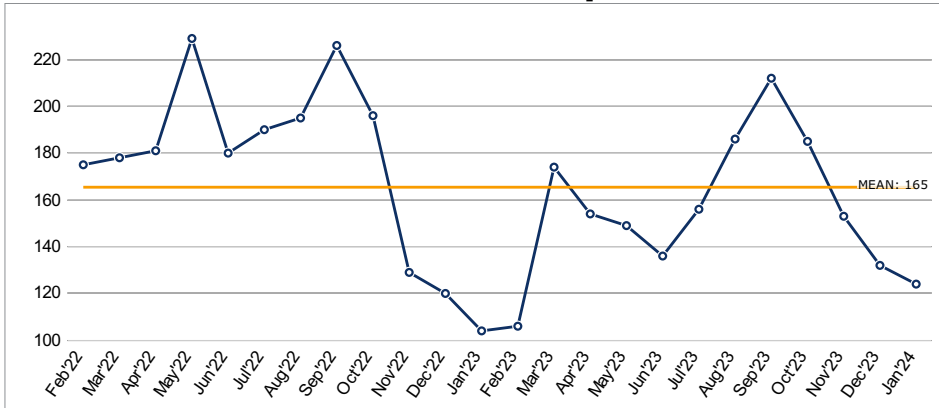
Percent Days Not Worked



Previous: 10.4%

Current: 8.2%

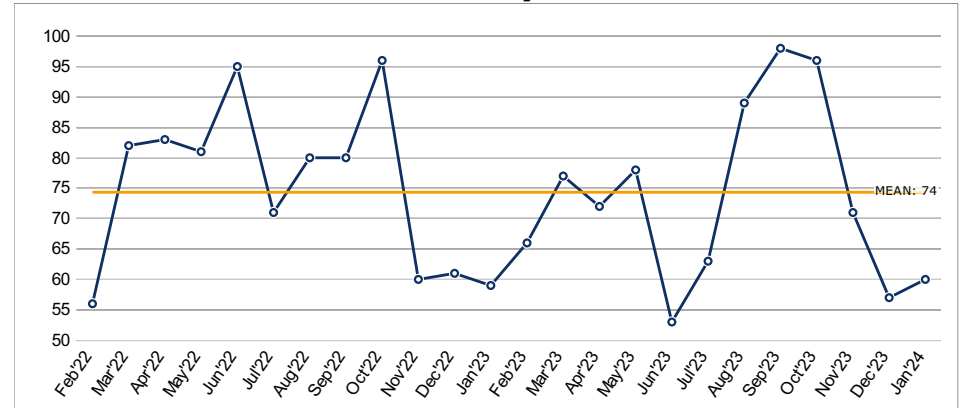
Fixed/Shuttle Complaints



Previous: 104

Current: 124

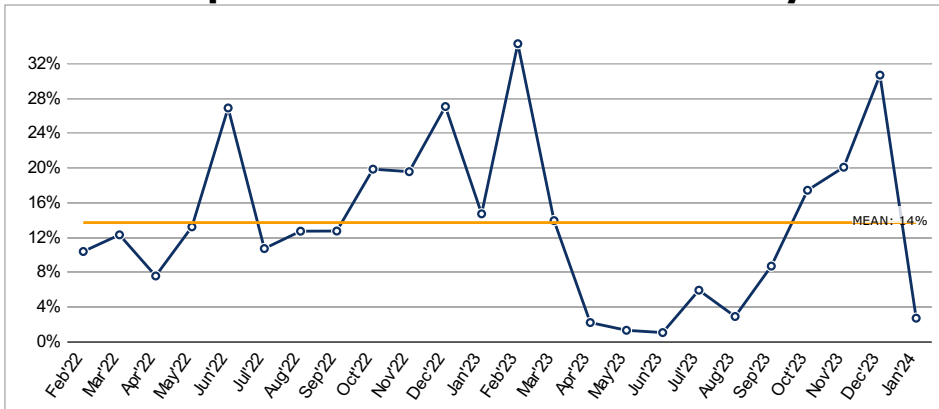
Other Complaints



Previous: 59

Current: 60

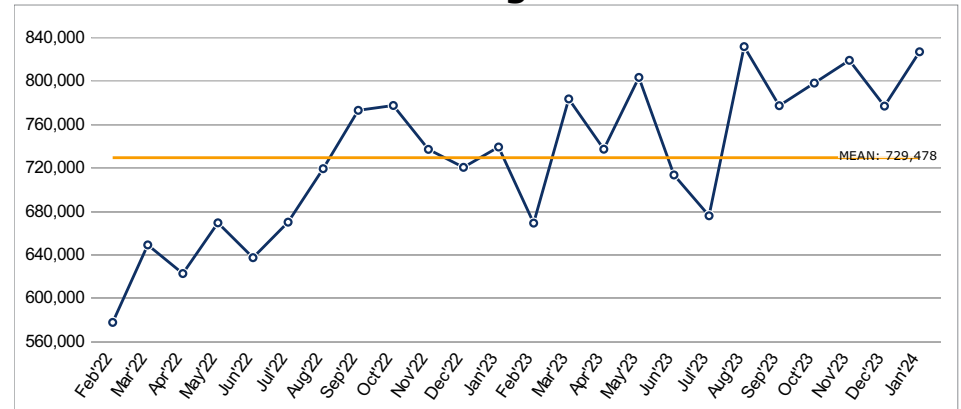
Complaints Not Addressed in Ten Days



Previous: 14.7%

Current: 2.7%

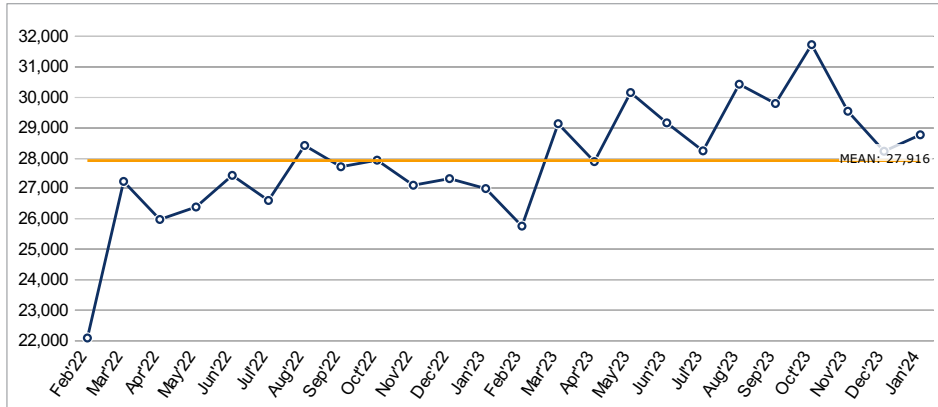
Website Page Views



Previous: 739,308

Current: 826,981

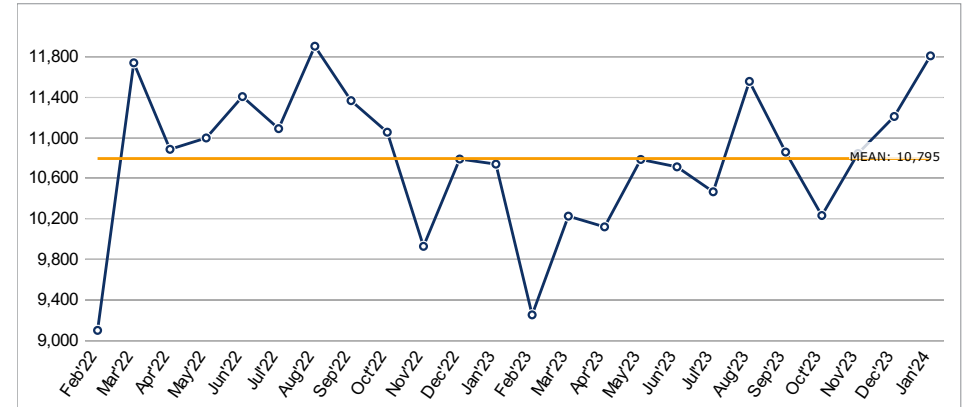
STAR Riders



Previous: 26,996

Current: 28,764

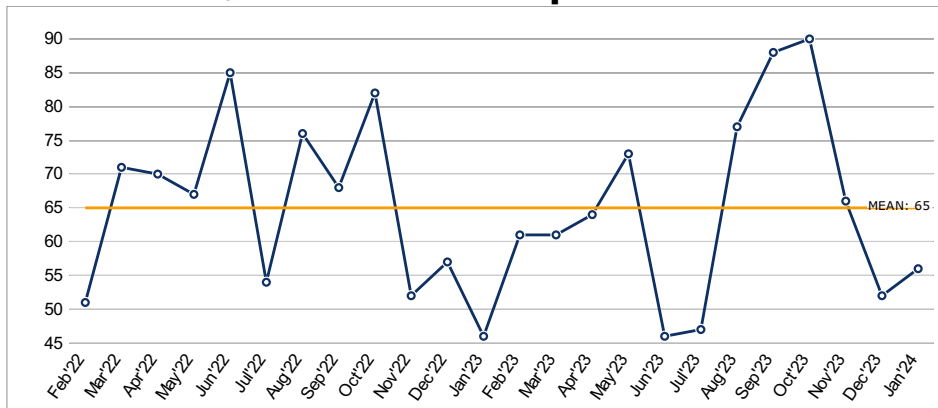
Reservation Calls



Previous: 10,740

Current: 11,800

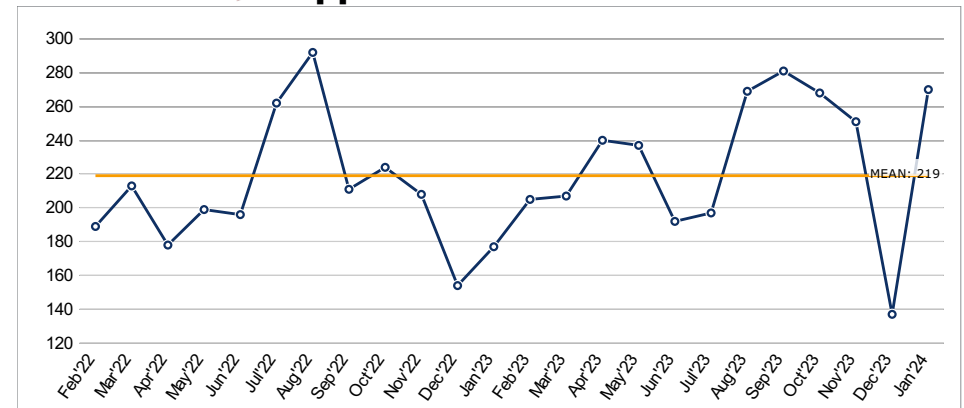
Customer Complaints



Previous: 46

Current: 56

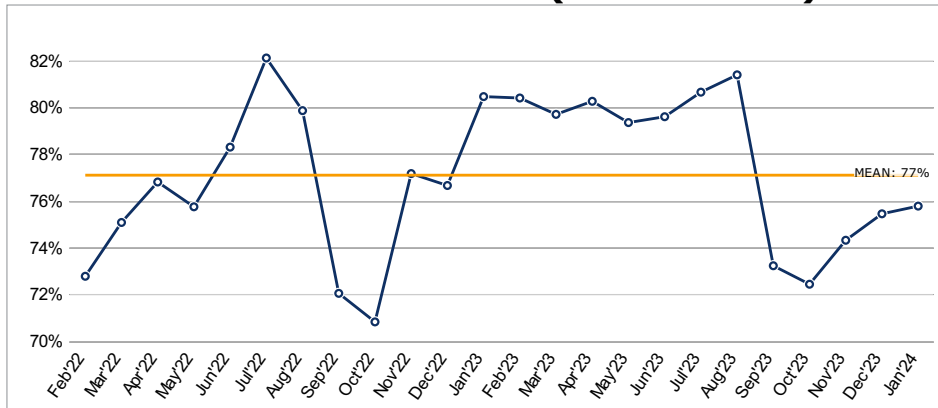
Applications Received



Previous: 177

Current: 270

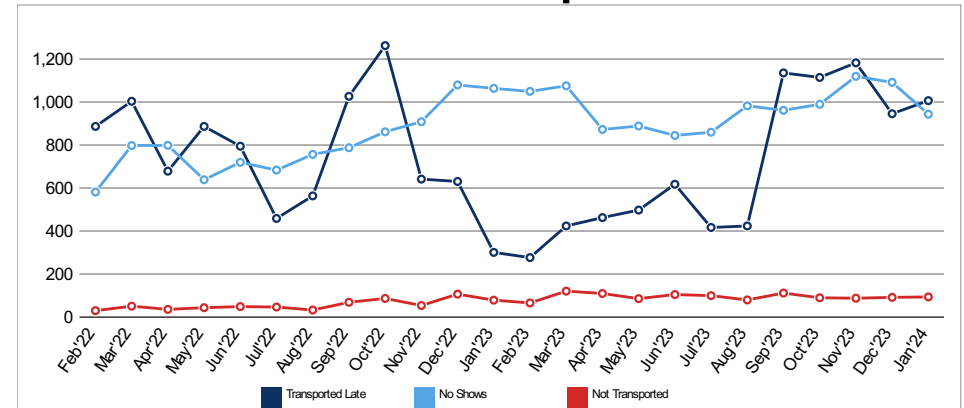
📌 On-Time Performance (0-10 Minutes)



Previous: 80.5%

Current: 75.8%

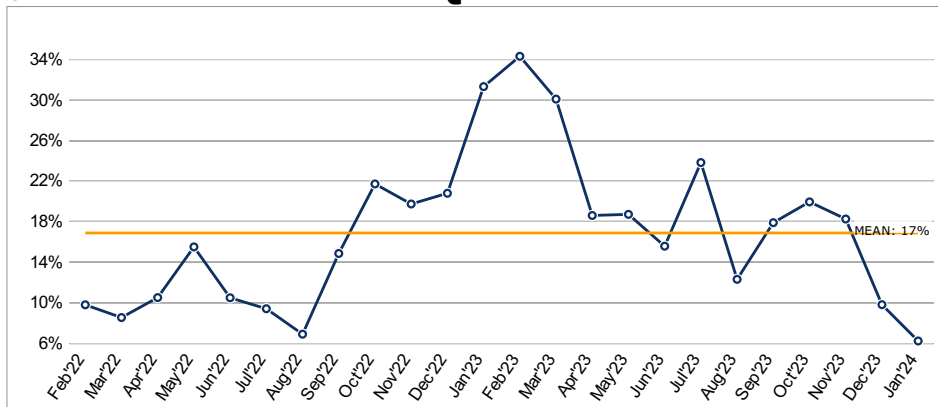
📌 Missed Trips



Previous: 1,444

Current: 2,045

📌 Reservation Calls in Queue Over Five Minutes



Previous: 31.3%

Current: 6.2%

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.