

SUSQUEHANNA REGIONAL TRANSPORTATION AUTHORITY

Unaudited Financial Statement & Statistical Notes for December 2023

The financial statements enclosed with these notes, are as of December 31, 2023. This is the end of the second quarter of fiscal year 2024.

The presented financial statements reflect the adopted fiscal year 2024 budget.

The income statement includes comparative previous fiscal year to date information.

Ridership

- Year to date comparisons to the prior year are as follows:
 - Fixed Route: Increased 12% in ridership compared to the previous year.
 - Paratransit: Year to date ridership was 2% greater than last year. This is down from a 5% increase last month. This reduction in ridership growth was the result of fewer operating days in December this year than in December last year because the Christmas Holiday fell on a Monday rather than Sunday (as was the case in December 2022). The cyclical nature of trip demand also had an impact. See Featured Information below for more on this.
 - Commuter Express: Experienced a 3% decrease from last year's figures. This is an improvement over the 9% decrease last month as all but the Route between York to Maryland recorded an improvement.
 - Microtransit: Had a 22% increase in ridership compared to the same period last year.

Revenue

- Year to Date Grant and Contract Income is below budget by \$2.3 million because less subsidy has been required than the budget anticipated. This accumulated positive variance will begin to go in the other direction as costs increase in the second half of the year.

Expenses

- Year to Date Total Expenses are \$2.9 million lower than the budget.
- The number of unfilled positions was reduced by 13 to 61 since last month. 61 unfilled positions represents 9% of approved positions (down from 11% last month). For more information, please see the open positions graph and numbers by Division in the SRTA Dashboard.

Reserves

- The Authority's cash balances are consistent with its target to have 180 days cash on hand.

Line of Credit

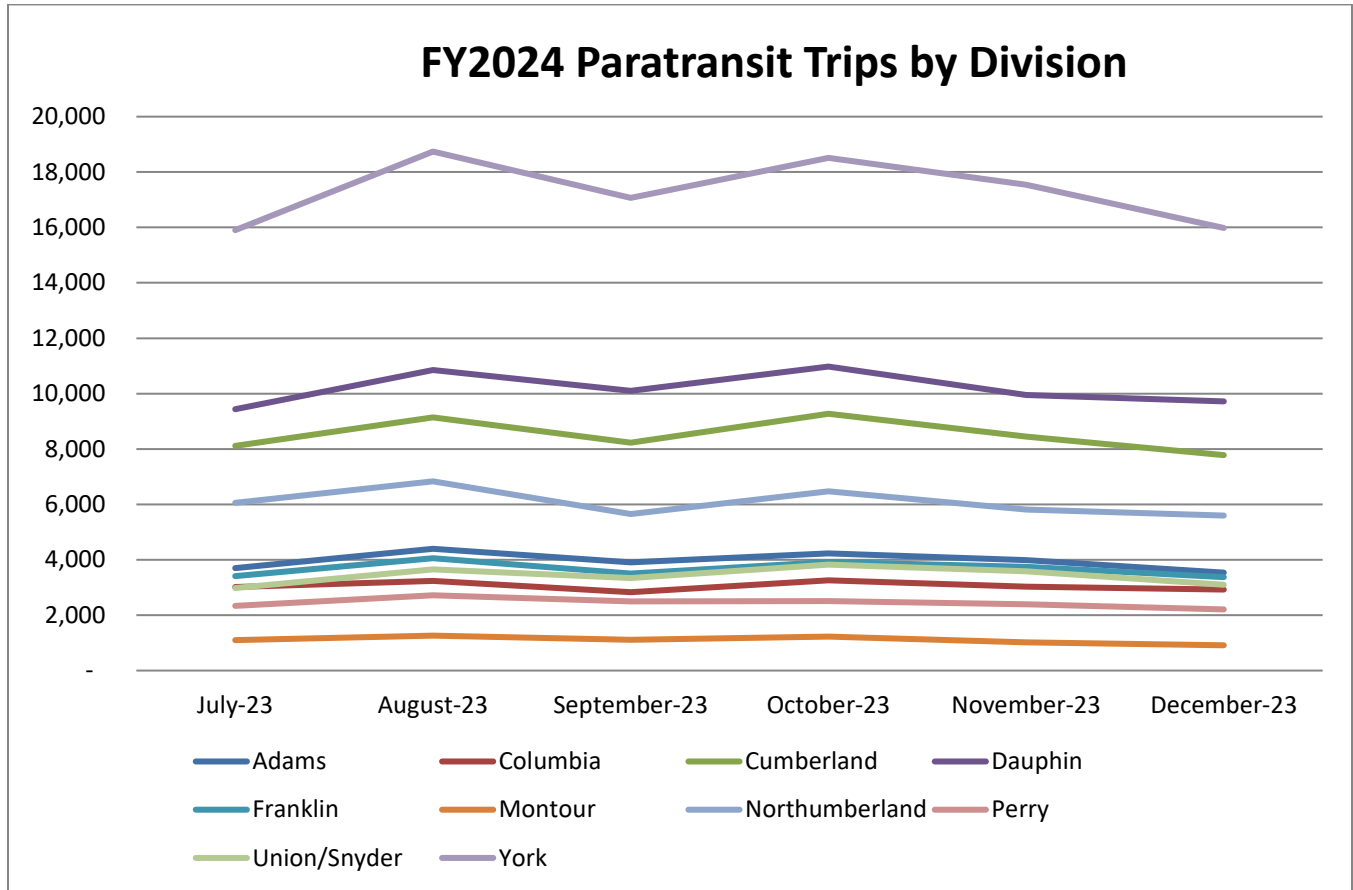
- There were no draws on the organization's lines of credit.

Capital Expenditure (over \$50,000)

- Computer & Networking Equipment \$82,435
- Maintenance Software \$191,300

Featured Information

Below is a graph showing this fiscal year's Paratransit trips by Division by month. This graphic presentation demonstrates the cyclical nature of trip volume. High points and low points mirror one another regardless of Division indicating that the time of year has the same impact everywhere in the organization.



Additional Featured Information

To increase safety, security, customer service and awareness for staff and passengers, rabbit has added the position of Transit Safety Ambassador (TSA). There are currently two (2) full time TSAs on staff. A summary of their activities during the 2023 calendar year below.

| TSA Activities - 2023 Calendar Year | | |
|--|---------------|-------------------------------|
| | Events | Incurred Time (In Hrs) |
| Transfer Center/Bus Stops | 1,012 | 1,163.88 |
| Mobile Bus Ops (Rte Ride Along) | 603 | 842.55 |
| Driver/Employee Assist | 33 | 21.16 |
| Police/EMS Request | 5 | 2.12 |
| Dispatch Directed Incident | 2 | 1.08 |
| Customer Assist | 1 | 1.00 |
| Mental Health Issue/Referral | 1 | 0.50 |
| De-escalation Incident | - | - |
| Homeless/Sick/Other Assist | - | - |
| Enforcement Code of Conduct | - | - |
| Other | 1,430 | 1,139.02 |
| Totals - 2023 | 3,087 | 3,171.31 |

Susquehanna Regional Transportation Authority
Income Statement

For The Period Ended December 31, 2023

| | | Period To Date | | Year To Date | | Budget Variance | Year To Date December 31, 2022 |
|---------------------------------------|-------------------------------|----------------|----------------|---------------|----------------|-----------------|-----------------------------------|
| | | Actual | Current Budget | Actual | Current Budget | | |
| \$ | 0 | | | | | | |
| REVENUE | | | | | | | |
| | Operating Revenue | \$ 2,305,429 | \$ 2,116,455 | \$ 12,041,952 | \$ 12,698,730 | \$ (656,778) | \$ 10,500,566 |
| | Grant/Contract Income | \$ 2,067,259 | \$ 3,023,471 | \$ 15,846,655 | \$ 18,140,826 | \$ (2,294,171) | \$ 16,530,379 |
| TOTAL REVENUE | | \$ 4,372,688 | \$ 5,139,926 | \$ 27,888,608 | \$ 30,839,556 | \$ (2,950,948) | \$ 27,030,945 |
| | | | | | | | |
| | Wages | \$ 1,859,892 | \$ 2,233,427 | \$ 12,300,602 | \$ 13,400,562 | \$ 1,099,961 | \$ 12,110,282 |
| | Benefits | \$ 1,043,111 | \$ 1,337,781 | \$ 6,823,518 | \$ 8,026,686 | \$ 1,203,169 | \$ 6,650,750 |
| | Services | \$ 262,247 | \$ 319,309 | \$ 1,389,443 | \$ 1,915,854 | \$ 526,411 | \$ 1,441,577 |
| | Fuel | \$ 378,099 | \$ 409,573 | \$ 2,509,631 | \$ 2,457,438 | \$ (52,193) | \$ 2,290,651 |
| | Tires | \$ 23,277 | \$ 27,453 | \$ 146,389 | \$ 164,718 | \$ 18,329 | \$ 158,605 |
| | Materials and Supplies | \$ 128,704 | \$ 135,466 | \$ 758,199 | \$ 812,796 | \$ 54,597 | \$ 781,764 |
| | Utilities | \$ 142,537 | \$ 113,299 | \$ 640,177 | \$ 679,794 | \$ 39,617 | \$ 486,297 |
| | Casualty and Liability Costs | \$ 152,425 | \$ 127,062 | \$ 852,529 | \$ 762,372 | \$ (90,157) | \$ 667,130 |
| | Purchased Transportation | \$ 262,669 | \$ 360,768 | \$ 1,828,402 | \$ 2,164,608 | \$ 336,206 | \$ 1,919,530 |
| | Miscellaneous Expenses | \$ 58,121 | \$ 29,675 | \$ 346,497 | \$ 178,050 | \$ (168,447) | \$ 147,207 |
| | Leases and Rentals | \$ 10,509 | \$ 11,833 | \$ 69,674 | \$ 70,998 | \$ 1,324 | \$ 194,151 |
| | Passed Through Expenses | \$ 51,095 | \$ 34,280 | \$ 226,293 | \$ 205,680 | \$ (20,613) | \$ 183,001 |
| TOTAL EXPENSES | | \$ 4,372,688 | \$ 5,139,926 | \$ 27,891,354 | \$ 30,839,556 | \$ 2,948,203 | \$ 27,030,945 |
| | | | | | | | |
| TOTAL NON OPERATING GRANT INCOME ** | | \$ 427,883 | \$ 487,652 | \$ 2,910,888 | \$ 2,925,912 | \$ 15,024 | \$ 2,960,081 |
| TOTAL NON OPERATING GRANT EXPENSES ** | | \$ 425,352 | \$ 484,878 | \$ 2,888,996 | \$ 2,909,268 | \$ 20,271 | \$ 2,968,140 |
| | | | | | | | |
| REE/(EER) | | \$ 2,531 | \$ 2,774 | \$ 19,145 | \$ 16,644 | \$ (7,993) | \$ (8,059) |
| | | | | | | | |
| CAPITAL REVENUES AND EXPENSES | | | | | | | |
| | Capital Grant Income/(Refund) | \$ 296,735 | \$ - | \$ 7,343,967 | \$ - | \$ - | \$ 5,901,987 |
| TOTAL CAPITAL REVENUES AND EXPENSES | | \$ 296,735 | \$ - | \$ 7,343,967 | \$ - | \$ - | \$ 5,901,987 |
| REE/(EER) | | \$ 299,266 | \$ 2,774 | \$ 7,363,112 | \$ 16,644 | \$ (7,346,468) | \$ 5,893,927 |
| NET REE/(EER) | | \$ 299,266 | \$ 2,774 | \$ 7,363,112 | \$ 16,644 | \$ (7,346,468) | \$ 5,893,927 |

**FindMyRide, UMPC, GMCO, ICB, GHP

Susquehanna Regional Transportation Authority
Balance Sheet

As of December 31, 2023

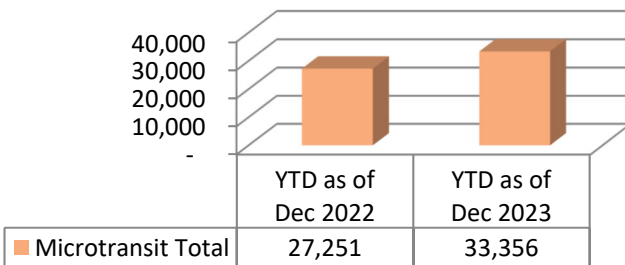
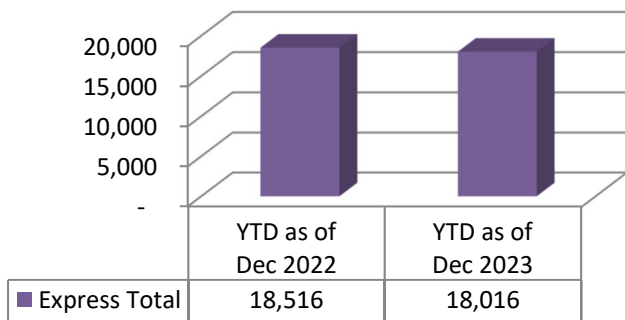
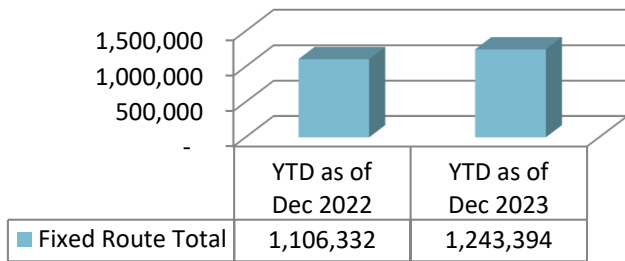
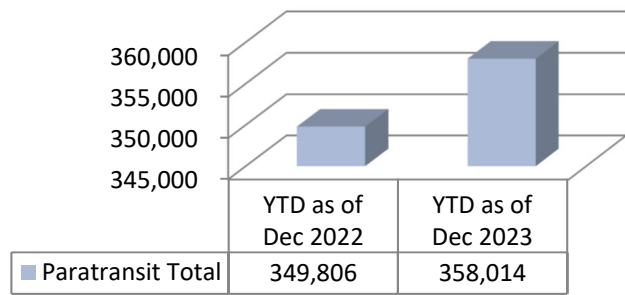
ASSETS

| | | | |
|--------------------------|----------------------------------|-----------------|-----------------------|
| CURRENT ASSETS | | | |
| | Unrestricted Cash | \$ 15,375,989 | |
| | Restricted Cash | \$ 178,287 | |
| | Reserved Cash - Capital Projects | \$ - | |
| | Accounts Receivable | \$ 12,760,163 | |
| | Materials & Supplies Inventory | \$ 1,047,860 | |
| | Prepaid Expenses | \$ 1,473,684 | |
| | Other Current Assets | \$ - | |
| TOTAL CURRENT ASSETS | | | \$ 30,835,983 |
| FIXED ASSETS | | | |
| | Buildings and Improvements | \$ 99,930,412 | |
| | Revenue Equipment | \$ 60,319,509 | |
| | Tools and Equipment | \$ 4,320,675 | |
| | Accumulated Depreciation | \$ (77,448,273) | |
| TOTAL FIXED ASSETS (NET) | | | \$ 87,122,322 |
| TOTAL ASSETS | | | <u>\$ 117,958,305</u> |

LIABILITIES AND NET ASSETS

| | | | |
|----------------------------------|-----------------------------|---------------|-----------------------|
| CURRENT LIABILITIES | | | |
| | Accounts Payable | \$ 4,617,424 | |
| | Accrued Leave and Payroll | \$ 1,572,211 | |
| | Accrued Expenses | \$ 1,210,650 | |
| TOTAL CURRENT LIABILITIES | | | \$ 7,400,284 |
| DEFERRED REVENUE | | | |
| | Revenue Received in Advance | \$ 23,093,572 | |
| TOTAL DEFERRED REVENUE | | | \$ 23,093,572 |
| OTHER LIABILITIES | | | |
| | Capital Lease Obligation | \$ - | |
| | Accrued Sick Pay | \$ - | |
| | Current Notes Payable | \$ - | |
| | Consortium Buses | \$ - | |
| TOTAL OTHER LIABILITIES | | | \$ - |
| NET ASSETS | | | |
| | Unrestricted Equity | \$ 56,081,007 | |
| | Restricted Equity | \$ 15,520 | |
| | Capital Grants | \$ 31,367,921 | |
| TOTAL NET ASSETS | | | \$ 87,464,449 |
| TOTAL LIABILITIES AND NET ASSETS | | | <u>\$ 117,958,305</u> |

OPERATIONS – December



MAINTENANCE – December

Preventative Maintenance
Late 1%



On-time
99%

167 PMs Complete; 2 Overdue

Adams – 9 Completed; 0 Overdue

Columbia – 4 Completed; 0 Overdue

Cumberland – 20 Completed; 0 Overdue

Dauphin – 34 Completed; 0 Overdue

Franklin – 7 Completed; 0 Overdue

Montour – 0 Completed; 0 Overdue

Northumberland – 17 Completed; 1 Overdue

Perry – 9 Completed; 0 Overdue

Union/Snyder – 13 Completed; 1 Overdue

York – 56 Completed; 0 Overdue

Road Calls:

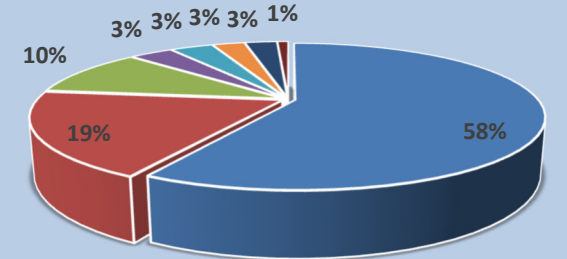
| | Dec. 2023 | YTD FY2024 | Dec. 2022 | YTD FY2023 |
|------------|-----------|------------|-----------|------------|
| Mechanical | 8 | 75 | 11 | 73 |
| Non-Mech. | 4 | 57 | 7 | 51 |

SAFETY – December

| | Dec. 2023 | YTD as of Dec. 2023 | Dec. 2022 | YTD as of Dec. 2022 |
|------------------|-----------|---------------------|-----------|---------------------|
| Preventable | 12 | 68 | 20 | 102 |
| Non-Preventable | 6 | 57 | 9 | 48 |
| Passenger Injury | 0 | 6 | 1 | 2 |
| Employee Injury | 3 | 26 | 5 | 20 |

CUSTOMER COMPLAINTS – December

Count Distribution By Category
117 Complaints/Commendations



| | | |
|------------------|------------------|-----------------|
| Service Issue | Operator Problem | Safety |
| Customer Service | Vehicle Issue | Service Request |
| Other | Civil Rights | |

| | Dec. 2023 | YTD as of Dec. 2023 | Dec. 2022 | YTD as of Dec. 2022 |
|------------------|-----------|---------------------|-----------|---------------------|
| Total Complaints | 117 | 812 | 156 | 976 |

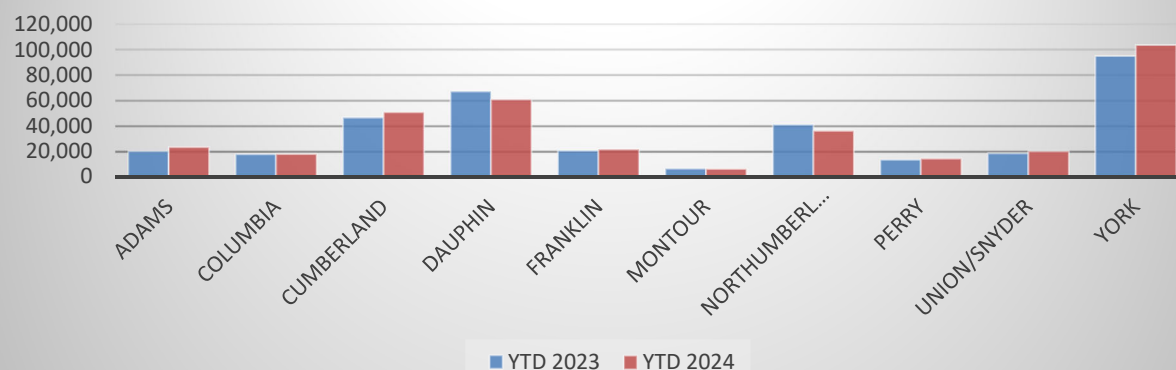
MARKETING – December

| | Dec. 2023 | YTD as of Dec. 2023 | Dec. 2022 | YTD as of Dec. 2022 |
|------------------------------|-----------|---------------------|-----------|---------------------|
| PR Exposures | 4 | 29 | 0 | 22 |
| Outreaches | 0 | 22 | 0 | 16 |
| Views/ Pageviews | 128,224 | 866,400 | 122,778 | 809,642 |
| Event Count/Unique Pageviews | 338,458 | 2,297,131 | 99,384 | 651,263 |
| Users | 23,430 | 155,148 | n/a | n/a |
| Bikes | 1,848 | 16,223 | 1,827 | 14,406 |

Paratransit Ridership - YTD

| | YTD 2023 | YTD 2024 |
|-----------------------|----------|----------|
| <i>Adams</i> | 20,602 | 23,760 |
| <i>Columbia</i> | 18,112 | 18,288 |
| <i>Cumberland</i> | 46,845 | 50,988 |
| <i>Dauphin</i> | 67,273 | 61,025 |
| <i>Franklin</i> | 20,885 | 22,003 |
| <i>Montour</i> | 6,944 | 6,632 |
| <i>Northumberland</i> | 41,287 | 36,412 |
| <i>Perry</i> | 13,861 | 14,677 |
| <i>Union/Snyder</i> | 18,928 | 20,483 |
| <i>York</i> | 95,069 | 103,746 |

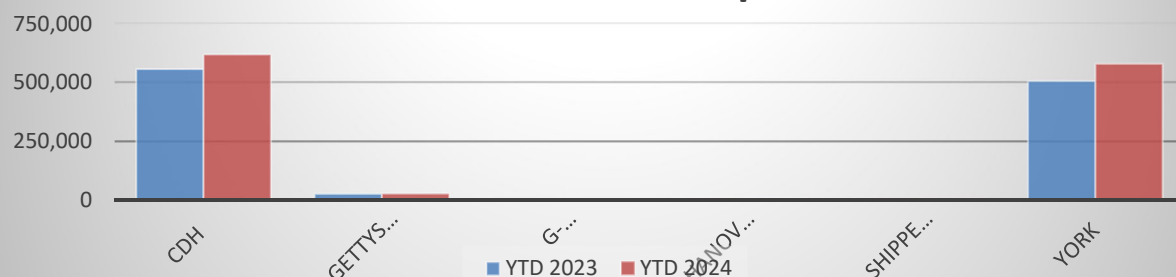
Paratransit Ridership - YTD



Fixed Route Ridership -YTD

| | YTD 2023 | YTD 2024 |
|---------------------------------|----------|----------|
| <i>CDH</i> | 555,381 | 616,935 |
| <i>Gettysburg</i> | 28,103 | 29,307 |
| <i>G-burg/Hanover Connector</i> | 4,684 | 4,538 |
| <i>Hanover</i> | 7,349 | 8,773 |
| <i>Shippensburg</i> | 6,771 | 6,300 |
| <i>York</i> | 504,044 | 577,541 |

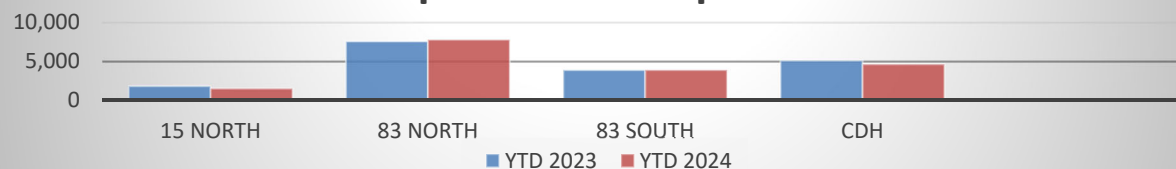
Fixed Route Ridership - YTD



Express Ridership - YTD

| | YTD 2023 | YTD 2024 |
|-----------------|----------|----------|
| <i>15 North</i> | 1,866 | 1,583 |
| <i>83 North</i> | 7,603 | 7,813 |
| <i>83 South</i> | 3,909 | 3,935 |
| <i>CDH</i> | 5,138 | 4,685 |

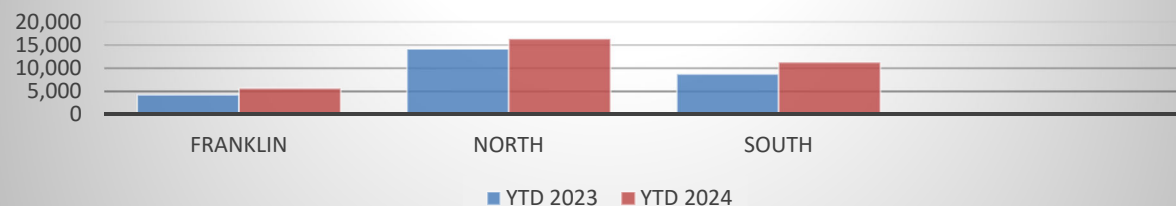
Express Ridership - YTD



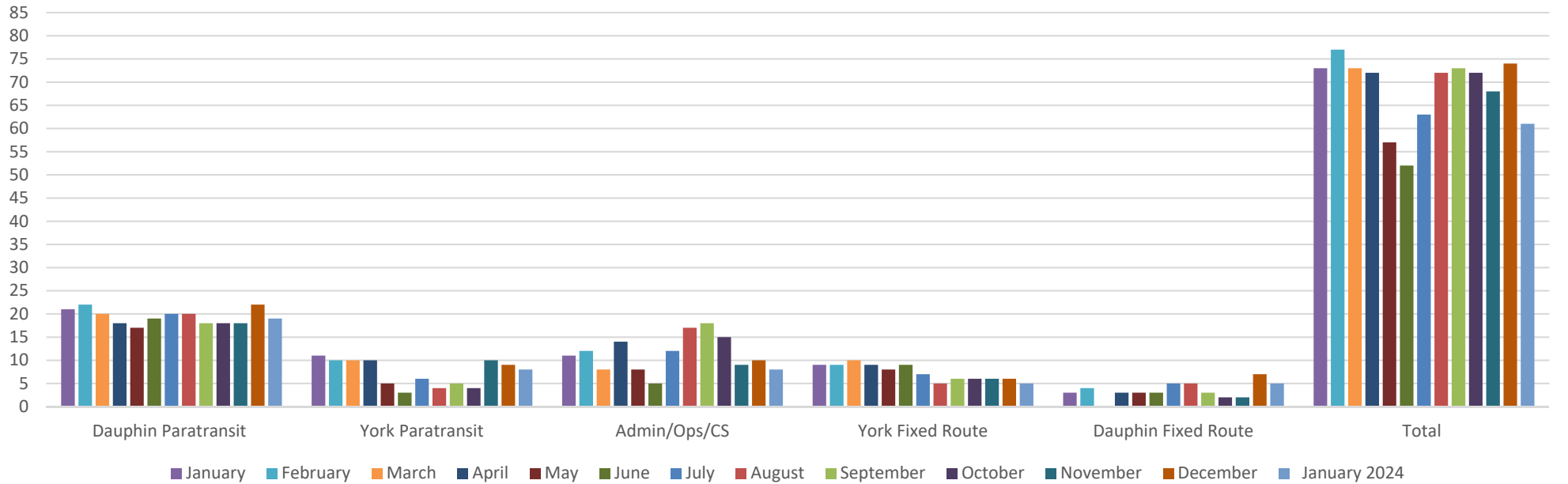
Microtransit Ridership – YTD

| | YTD 2023 | YTD 2024 |
|------------------------------|----------|----------|
| <i>Franklin (Began 8/22)</i> | 4,288 | 5,678 |
| <i>North</i> | 14,220 | 16,378 |
| <i>South</i> | 8,743 | 11,300 |

Microtransit Ridership - YTD



Top 5 Divisions- Open Positions



| January 2024 | FMLA/LOA | Approved Positions | Current employees | Number approved openings |
|--|----------|--------------------|-------------------|--------------------------|
| Adams Operators | 1 | 30 | 30 | 0 |
| Administrative/Operations Support/Customer Service Rep | 2 | 153 | 145 | 8 |
| Columbia Operators | | 12 | 11 | 1 |
| Cumberland Operators | 1 | 31 | 28 | 3 |
| Dauphin Fixed Route | | 90 | 85 | 5 |
| Dauphin Info Specialists | | 2 | 2 | 0 |
| Dauphin Maintenance (Mechanics, Serviceperson) | 1 | 20 | 18 | 2 |
| Dauphin Paratransit | 1 | 33 | 14 | 19 |
| Franklin Operators | 2 | 32 | 27 | 5 |
| Montour Operators | | 9 | 8 | 1 |
| Northumberland Operators | 1 | 30 | 30 | 0 |
| Perry Operators | 2 | 22 | 22 | 0 |
| Union/Snyder Operators | 1 | 34 | 33 | 1 |
| York Express | | 7 | 6 | 1 |
| York Fixed Route | 1 | 63 | 58 | 5 |
| York Maintenance (Mechanics and Porters) | | 17 | 15 | 2 |
| York Paratransit | 3 | 60 | 52 | 8 |
| Totals - January 2024 | 16 | 645 | 584 | 61 |