

# **Board of Directors Monthly Meeting**

**Wednesday, February 28, 2024 | 12:00pm  
Board Room at 110 Watervliet Ave.**

# CDTA BOARD OF DIRECTORS MEETING AGENDA

**Wednesday, February 28, 2024 | 12:00pm | Board Room at 110 Watervliet Ave**

<b>Board Item</b>	<b>Responsibility</b>	<b>Page</b>
Call to Order	Jayne Lahut	
Approve Minutes of Wednesday, January 31, 2024		3
<b>Recognitions</b>	Carm & Jayme	
25 Years – Octavia Bryant, Albany Operator		
<b>Committee Reports: (Action Items Listed)</b>		
Board Operations Committee (2/14/24)	Jayne Lahut	
Performance Monitoring/Audit Committee (2/21/24)	Peter Wohl	
Community & Stakeholder Relations Committee (2/22/24)	David Stackrow	
Strategic & Operational Planning Committee (2/22/24)	Mike Criscione	
<b>Chief Executive Officer’s Report</b>	Carm Basile	7
<b>Board Member Comments</b>	Everyone	
<b>Upcoming Meetings</b>		
Wednesday, March 27, 2024 at 12:00pm in the Board Room at 110 Watervliet Ave		
<b>Adjourn</b>	Jayne Lahut	

**CAPITAL DISTRICT TRANSPORTATION AUTHORITY  
(And its Subsidiaries)  
110 Watervliet Avenue, Albany, New York and Microsoft Teams**

MINUTES OF WEDNESDAY, JANUARY 31, 2024 BOARD MEETING

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**MEMBERS PRESENT**

Jayne B. Lahut, Chairman  
Michael J. Criscione, Vice Chairman  
Denise A. Figueroa, Treasurer

Peter D. Wohl  
Patrick M. Lance  
David M. Stackrow

**MEMBERS PRESENT REMOTELY**

Georgeanna M. Nugent, Secretary

Jaclyn Falotico

**OTHERS PRESENT**

Carmino N. Basile, Chief Executive Officer  
Amanda Avery, General Counsel  
Mike Colins, VP Finance & Administration  
Chris Desany, VP Planning & Infrastructure  
Lance Zarcone, VP Operations  
Jaime Kazlo, Director of Corporate Comms  
Gary Guy, Director of Transportation  
Jack Grogan, Director of Risk Management  
Jonathan Scherzer, Director of Business Dev.  
Emily DeVito, Communications Manager

Jeremy Smith, Director of Facilities  
Dave Williams, Director of Maintenance  
Kelli Schreivogl, Director of HR  
Patricia Cooper, Director of Finance  
Thomas Guggisberg, Director of IT  
Mike Williams, Director of Planning  
Sarah Matrose, Internal Auditor  
Nicholas Chenard, Schenectady Superintendent  
Zachary Stever, President ATU Local 1321  
Vanessa Fox, Executive Assistant

CALL TO ORDER - At 11:58 AM, Chairman Lahut called the meeting to order and noted a quorum was present.

APPROVAL OF THE DECEMBER 20, 2023 BOARD MEETING MINUTES

Motion – Mr. Criscione  
Seconded - Ms. Figueroa  
Carried Unanimously

RECOGNITIONS

Carm Basile and Chairman Lahut presented the following awards and members offered their congratulations:  
30 Years – Mark Hichman, Schenectady Operator

COMMITTEE REPORTS

BOARD OPERATIONS COMMITTEE - Report from Chairman Lahut

Operations Committee met on Wednesday, January 17, 2024 at 9:15 AM via Microsoft Teams and at 110 Watervliet Ave.

Administrative Discussion Items

- We reviewed agendas for the January committee meetings.
  
- As a result of Dan Lynch’s resignation from the board, we had an opening for Performance Monitoring/Audit Committee chair. I talked with Peter Wohl and he has agreed to lead the committee. Thank you, Peter.
  
- The committee also discussed other vacancies on the board. This also includes our new counties Warren and Montgomery; they each have one seat on the board. We have spoken with the Governor’s office, and they are aware of this.

- Lisa Marrello provided an advocacy update and addressed the Governor’s recent State Address and preliminary budget.

The Governor’s Executive Budget Request provides an additional 8% in state operating assistance for CDTA. That is our starting point for advocacy. A long way to go.

- The next meeting of the committee is scheduled for Wednesday, February 14, 2024 at 9:15 AM via Microsoft Teams and at 110 Watervliet Ave.

PERFORMANCE MONITORING COMMITTEE - Report from Peter Wohl

Performance Monitoring Committee met on Wednesday, January 24, 2024 at 12:00 PM at 110 Watervliet Avenue, Albany and via Microsoft Teams.

Consent Agenda Items

*Resolution 01 – 2024 - 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.
- The Authority hereby approves a three-year contract to Remix of New York, NY for a total amount of \$148,750.

Motion – Mr. Stackrow  
 Seconded – Ms. Figueroa  
 Carried Unanimously

*Resolution 02 - 2024 – Approve 2023 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 Authority hereby approves the report on disposition of surplus items.

Motion – Ms. Figueroa  
 Seconded – Mr. Criscione  
 Carried Unanimously

*Resolution 03 - 2024 – Approve Contract for Fuel Purchase*

- 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.
- The Authority hereby approves 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.

Motion – Mr. Criscione  
 Seconded – Mr. Stackrow  
 Carried Unanimously

Administrative Discussion Items

- The annual review of the Procurement 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 of the Committee is scheduled for Wednesday, February 21, 2024 at 12:00 PM via Microsoft Teams and at 110 Watervliet Avenue.

COMMUNITY AND STAKEHOLDER RELATIONS COMMITTEE - Report from Dave Stackrow Community and Stakeholder Relations Committee met on Thursday, January 25, 2024 at 11:15 AM at 110 Watervliet Avenue, Albany and via Microsoft Teams.

#### Administrative Discussion Items

- Jon Scherzer provided results of our most recent STAR customer survey. Our consultants at TransPro talked to nearly 400 STAR customers in the fall to gather feedback on service.
- The survey looked at travel purpose, the reservation process and customer service. Overall, 95% of customers are satisfied with STAR service and 98% of those surveyed believe STAR brings value to the community.
- Customers said they were most satisfied with the ease of scheduling trips and safety on-board vehicles. They were least satisfied with on-time performance and with access to information on our website. Customers say the most important aspects of service are the span of operation, timeliness, and coverage of service.
- Jaime Kazlo provided a year-in-review report on Communications outreach, media relations and community engagement.
- Through the year, CDTA earned 195 earned media placements in television, newspaper, and radio. Stories focused on capital projects, expansion of service and community partnerships. Some of the initiatives that contributed to earned media were the start of the BRT Purple Line, Universal Access partnerships and our merger with Greater Glens Falls Transit.
- CDTA supported more than 100 organizations and businesses throughout 2023 to showcase our brand and reach into the communities we serve. Jaime outlined goals for the 2024 Communication and Community Engagement program. We will focus on innovation, community partnerships and creative ways to “tell the CDTA story.”
- Next meeting of the Committee will be on Thursday, February 22, 2024 at 11:15 AM via Microsoft Teams and at 110 Watervliet Avenue.

STRATEGIC AND OPERATIONAL PLANNING COMMITTEE - Report from Mike Criscione  
The Strategic and Operational Planning Committee met on Thursday, January 25, 2024 at 12:00 PM via Microsoft Teams and at 110 Watervliet Avenue.

Administration Discussion Items

*BRT Priority Corridor Study*

- Mike Williams provided an update on the BRT Priority Corridor Feasibility Study that is currently under way. With the roll out of the Purple Line, our 40 Miles of BRT vision has been completed.
- It is now time to examine the rest of the system and look for opportunities to consider BRT implementations in other corridors, *or at least* priority treatments in those corridors. CDTA is leading a study with our planning partners and a study advisory committee that includes the major urban cities, several municipalities, and other key stakeholders.
- We looked at high potential segments with minimum performance criteria and ranked the top eleven. Five of those were chosen for further development based on cost, need, ridership, travel time, and several other categories. Three of those concepts were advanced for more detailed planning and design.
- Concept #1 identified a potential BRT line between Schenectady and downtown Troy, continuing on to Hudson Valley Community College. Several representative station concept plans were developed, with a focus on transit priority measures, shelters, and pedestrian accessibility/safety.
- Concept #2 involved a new belt priority corridor, similar to the #100. Concept #3 involved a priority corridor originating at Latham Circle, continuing to the airport, Wolf Road, Central Avenue, Madison Avenue, and terminating at the train station.
- It was noted that these ideas will be accommodated in the TDP, and while they will not specifically be called out, the TDP will not preclude us from pursuing any of them. Next steps include performing a ridership potential analysis, looking at high-level costs, and examining Title VI considerations.
- Next meeting of the Committee will be on Thursday, February 22, 2024 at 12:00pm via Microsoft Teams and at 110 Watervliet Avenue.

CHIEF EXECUTIVE OFFICER'S REPORT – Carm Basile

- The Chief Executive Officer provided his report for January 2024.

UPCOMING MEETINGS

- Subject to the call of the Chair, Chairman Lahut announced the following meeting date:
  - Wednesday, February 28, 2024 at 12:00pm at 110 Watervliet Avenue.

ADJOURNMENT - 12:29 PM

Motion – Mr. Wohl  
Seconded – Ms. Figueroa  
Carried Unanimously

Respectfully submitted,

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Georgeanna M. Nugent, Secretary

Dated: January 31, 2024



## Memorandum

February 28, 2024

To: Chairman of the Board  
Board Members

From: Chief Executive Officer

Subject: CEO Report for February

### Overview

As we end February and spring into March, we are in the homestretch of our fiscal year. Our monthly performance metrics are evolving into a full year of operating statistics that we use to measure success and to chart a clear path forward for the company.

By any measure, CDTA performance is outstanding, with the work of our employees' producing results that are the best in upstate New York. These impressive results and the connections we provide to the community are a featured part of our advocacy work. These are the things that make us different, and we highlight these differences in outreach activities. The CDTA success story features our innovative programs, new services, and better ways to connect the region, the people who live and work here, and our economy. This is who we are and what we do best. A special thank you to our outstanding workforce who produce these results – they are the best in the transit industry.

An important part of the CDTA story is the development of our Bus Rapid Transit network. Last week, I spoke with a reporter from the Albany Business Review about BRT, its impact on our communities, our ridership, our company, and our brand. What started almost 20 years ago as a bold move to transform the Route 5 corridor between Schenectady and Albany has grown into a regional network of services, infrastructure development and partnership building. This network connects the major cities in our region, the largest suburban communities, major employment centers, retail centers and more than a dozen colleges and learning institutions.

The development and operation of our 40-mile network of BRT service has changed how we think about service delivery. High frequency, wide service spans and top of the line customer conveniences are now must haves in the CDTA service library. These service components are engrained on our trunk routes, and we have developed similar features to improve neighborhood and feeder services. This BRT focused approach to service deployment has resulted in a network that provides customers and partners with mobility options that are reliable, convenient, and easy to understand and use.

The Bus Rapid Transit network has seeded economic development activity along the corridors that they operate on. As this has happened, ridership grows, and it results in more service and more options for customers. Annual ridership on the Red and Blue Line corridor is approaching 8 million, which is almost half of our system total. We expect the Purple Line to generate similar ridership, which will push BRT use to more than 60% of our system total.

This service design and impressive results stimulate our Universal Access program towards more success. UA partners are attracted to the program by intelligent service design that supports their employees, students, and customers, getting them where they need to go at almost any time of the day or night. BRT is an anchor service and the backbone of our system. It is clearly one of the sparkplugs for our impressive ridership growth. Through the end of last month, there have been more than 13.5 million boardings on our system, which is almost 20% more than last year. At this pace, we will finish our fiscal year with 16 million boardings, one of our highest ridership totals in almost 20 years. Ridership totals and community value scores work hand-in-hand to make CDTA a valued regional partner.

As reported at the Strategic and Operational Planning committee, our staff is fine tuning our operating and capital plans for fiscal year 2024-25. We will have a balanced budget plan that incorporates our growing service territory, more employees, internal development programs, and initiatives like FLEX+ and expansion of CDPHP *Cycle!* and our DRIVE car share program. It anticipates focused hiring and retention plans that will move us towards full headcounts in the transportation and maintenance departments. Our capital plan will include more mobility hubs, new buses, including electric buses and required charging infrastructure, along with funding for site and concept development plans for a new West Facility.

Advocacy at the state level is continuing in earnest. As we approach the start of a new fiscal year on April 1, we are meeting with elected leaders, support staff and agency officials to tell the CDTA story and to encourage appropriate support for transit across New York state. This involves discussions about the work we do, the rapid expansion of our service territory, more Universal Access partners, increasing ridership and our community value scores. We are also meeting with community leaders to engage them in discussions about new ways to connect the Capital Region and ways to stimulate economic growth. We will highlight this cooperative approach at our annual State of CDTA event on March 5.

Our work in Warren County continues. The merged employees and services of Greater Glens Falls Transit are now one with CDTA. We have embedded this work into our operating structure and are pleased with the first few months of service. We are working to install our fare collection system on Glens Falls buses. This will provide revenue security and allow us to assemble and analyze ridership trends, routing opportunities, and fare collection possibilities. We are also moving towards the installation of our vehicle monitoring and reporting systems. Finally, our staff is working with the FTA to transfer all GGFT assets. All of this will occur during 2024, giving our new customers the conveniences and mobility options that are associated with CDTA.

To solidify our path forward, workforce development programs are being evaluated, modified, and strengthened. Led by our Human Resources staff, we have recruited more employees to CDTA. Although this is difficult, the benefits in our new collective bargaining agreement are helping these efforts. At the same time, we will add professionals to the HR staff who will focus on the development of learning pipelines at various levels of the company. These pipelines will encourage learning and provide advancement opportunities for employees. This work, which was identified as a top priority at our Board-Staff planning retreat will be a cornerstone effort in our work to make CDTA bigger and better.

The work to move CDTA from good to great is what makes us go. It is what got us to the point where we are at, and we will continue to fuel our engine that wants to go faster and connect the Capital Region. It is the CDTA way, and it is what convinces me that the best is yet to come.



## **Performance Measures**

Key Performance indicators are reviewed at CDTA committee meetings. The data for these reports covers January, and it is compared to data from January 2023.

We are in the homestretch for the current fiscal year and the development of our budget plan for fiscal year 2024-2025. Our financial standing allows this process to be more seamless than in the past with several options available to us. Ridership growth and corresponding increases in customer fare revenue highlight our position, along with continued increases in State Operating Assistance. We are grateful for our success and the support we receive. Our advocacy and community outreach efforts are a central theme in our success story.

Total operating revenue continues to be fueled by Universal Access accounts, which drive the customer revenue line. This month, customer fares were 12% over budget projections. Facility revenue was 18% over budget, reflecting parking activity at the Joseph L. Bruno Rail Station.

Expenses were over budget this month, mostly due to our reporting processes; January is a long month with extra “pay” days and two holidays. The workers compensation line reflects two large scheduled loss of use awards and our quarterly assessment payment to the Workers Compensation Board. The parts/tire/oil line was 20% over budget, mostly due to an unexpected need for expensive parts (fuel injectors, engines and exhaust turbos). The costs of our Glens Falls merger are sprinkled through the report; this will normalize over time.

### **Revenue:**

- Operating revenue was almost 8% over budget.
- MRT receipts were \$957,000, only 1% under budget.
- Customer revenue was \$1.8 million, 12% over budget.
- Facility revenue was \$296,000, 18% over budget.

### **Expenses:**

- Total expenses were 7% over budget.
- Salaries and wages were 9% over budget.
- Parts, tires and oil was 20% over budget.

### **Ridership Statistics:**

- Total ridership was 1.38 million; 21% higher than last January.
- STAR ridership was 28,750; 7% higher than last January.
- FLEX ridership was 10,500; 30% higher than last January.
- NX ridership was 6,400; 12% higher than last January.

### **Maintenance/Transportation Statistics:**

- We missed .2% of all trips (trip cuts were 175, slightly higher than last January).
- There were 51 accidents with 30 categorized as preventable.
- Scheduled maintenance work was at 83%.
- On time performance for fixed route service was 73%. STAR operated within our 10-minute scheduling window 76% of the time.

### **Customer Service:**

- Our call center processed 185 comments. There were 55 comments about STAR service.
- There were 827,000 page views at [www.gdta.org](http://www.gdta.org).

## Activity Report

Our community outreach program involves people working together to tell the CDTA story. This work develops partnerships, strengthens existing ones and provides us with opportunities to improve our service network and to offer new mobility options throughout our community.

- On Friday, February 9, I attended a NYPTA board meeting to talk about transit advocacy. We discussed the association's lobby day, the effectiveness of our messaging, and plans to move forward. At this point, individual members will meet with local delegations to tell their own stories (using NYPTA talking points), to advocate for themselves and the industry.
- On Friday, February 9, my wife Sheila and I attended the American Heart Association's annual Heart Ball at the Albany Capital Center. We joined Jaime Kazlo, Emily DeVito, Gary Guy and his wife Terri, and Alton Ming and his wife Tammi. It was great to see Gary recognized for his work on the association's leadership campaign.
- On Monday, February 12, I taped a segment for the Capital Region Chamber of Commerce' annual dinner. CDTA will be recognized with the Changemaker Award at the dinner, which will be held at the Albany Capital Center on March 14. Emily DeVito joined me at WMHT (producers of the videos for the dinner).
- On Monday, February 12, I met 16 new bus operators on their first day at CDTA. We talked about the work we do at CDTA, the people we serve and the expectations we have established for our company and our people. The new employees were enthused about joining CDTA – they will be ready for service by late March.
- On Tuesday, February 13, I was part of a panel discussion on board leadership and governance models. The panel was organized by Board Strong, a not-for-profit organization that provides boards and executive leadership with training, education and consultant services.
- On Wednesday, February 14, I attended a meeting of the Adirondack Glens Falls Transportation Council policy committee. The AGFTC is the Metropolitan Planning Organization for the Glens Falls/Lake George area. We are now members of the AGFTC and will participate in their activities. Our staff has been working with the AGFTC to move federal grant funds from GGFT to CDTA.
- On Thursday, February 15, I spoke to a class of students at Albany High School. This is part of a Junior Achievement program that we have been involved with for several years. I talked about our organization, what we do and career opportunities that are available. Lots of questions from the students about CDTA, how we are funded and how we are organized. The students were interested in employment and training opportunities. Emily DeVito accompanied me.
- On Thursday, February 15, I sat in on a presentation by Trent Griffin-Braaf to our operations and human resource staff. Trent who is President of Tech Valley Shuttle talked about his work attracting employees to his organization, particularly those who were formally incarcerated. He has developed his concept to a point where he now works

with the Division of Corrections and Community Supervision to ready people for the workplace before they are released from prison.

- On Thursday, February 15, I attended a meeting of the CRTC Policy Board. This was a special meeting called to modify the region's TIP to include the Livingston Avenue Bridge project, which is due to start later this year. The new bridge project will be one of NYSDOT's largest projects in recent memory.
- On Friday, February 16, I spoke with a reporter from the Albany Business Review about our Red Line BRT service. We talked about the growth of ridership, the success of our BRT network and our plans for future development and BRT deployment. The ABR is working on a story about the Central Avenue corridor, how it has changed over time, and the prospects for the future.
- On Tuesday, February 20, I attended a meeting of the CRTC Administrative and Financial committee. We reviewed the agency budget for the year along with cash flow projections. We discussed compensation increases for their staff and reviewed their annual work plan. The committee received an update on the CRTC office space lease, which is expiring; a move to a new location may be in their future.
- On Wednesday, February 21, I attended a United Way of the Greater Capital Region board meeting. Board members received updates on the organization's finances and staffing levels, reviewed a new performance indicator program, and discussed annual giving campaigns and grant expectations.
- On Wednesday, February 21, I toured the new CDPHP/Community Care building on Wellness Way in Latham. The building is the new headquarters for the organization(s) along with a centralized location for Community Care physicians and their services. We recently began bus service to Wellness Way under a Universal Access agreement with CDPHP and the Town of Colonie.
- On Thursday, February 22, I met with Saratoga Springs Mayor John Safford and Deputy Mayor Joanne Kiernan. We talked about the service we provide, the need for an expansion of our network and services, particularly on the west side of the city, and the potential for more bikes/bike racks. The administration is supportive of our efforts and pledged to work with us to improve mobility in the city.

### **Final Thoughts**

This is an exciting time of the year. We are developing our budget plan, which is the footprint for the year, we are advocating for CDTA and the transit industry, and we can feel the life of the spring season approaching the Capital Region. Best of all, we are experiencing remarkable success in all facets of our work. This excitement keeps CDTA moving forward, providing more opportunities for our employees and more mobility options for our community.

***CDTA Provides Mobility Solutions that Connect the Region's Communities***