



Capital District Transportation Authority



# Route Performance Report Fiscal Year 2024

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June 2024

Questions:

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# Fiscal Year 2024 Route Performance Report

## Introduction

This is CDTA’s ridership report for all CDTA bus services from April 2023 through March 2024. It includes information about the performance of routes, a description of recent service changes, and a look at the year ahead with service change recommendations. It guides planning activities for the next 12-18 months and helps the company to efficiently deploy resources.

## Route Evaluation

The evaluation of our route network is outlined in the Transit Development Plan (TDP). This report is based on that document. The TDP focuses on two primary criteria:

**Total Ridership:** The TDP establishes thresholds and ranges of ridership by route category. We enhance evaluation by looking at annual boardings, daily boardings, and boardings by time of day. Acceptable annual ridership thresholds are defined by service type:

Service Type	Minimum Annual Boardings
Trunk (including BusPlus)	250,000
Neighborhood	100,000
Express	30,000
Commuter	16,000

**Ridership Productivity:** This measure divides total ridership by total revenue hours, to indicate whether resources are being used efficiently. A route may have high ridership, but due to an over-allocation of resources, still be unproductive. Productivity thresholds are also defined by service type:

Service Type	Minimum Riders per Hour
Trunk (including BusPlus)	25
Neighborhood	20
Express	15
Commuter	12

Routes that fall below ridership and productivity thresholds are considered for restructuring and/or promotional opportunities to increase customer use. Routes that exceed the threshold for a category are examined to determine whether service enhancements are warranted. Although total riders and riders per hour are primary quantitative measures, routes are also evaluated based on other factors, such as year-to-year trends, operational impacts, and the needs of sensitive communities (low-income individuals, seniors, and people with disabilities).

**CDTA Route Performance – Fiscal Year 2024  
(Sorted by Productivity)**

Trunk	Neighborhood	Commuter	Express	Blue Line	Red Line	Purple Line	Special	Flex
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Route	Description	Total Rides	Revenue Hours	1-Year Trend	2-Year Trend	Rides per Rev. Hr.
<b>801-812</b>	Special Services	461,886	11,878	19%	41%	38.9
<b>12</b>	Washington Ave.	1,367,430	38,977	3%	22%	35.1
<b>1</b>	Central Ave./Wolf Rd.	1,218,989	37,540	19%	12%	32.5
<b>905</b>	BusPlus Red Line	1,918,181	67,211	20%	44%	28.5
<b>100</b>	Mid-City Belt	953,319	36,131	21%	44%	26.4
<b>524</b>	B'way/Menands Express	100,876	3,940	32%	155%	25.6
<b>233</b>	Albany/Schodack	91,161	3,742	44%	194%	24.4
<b>107</b>	Albany Glenmont	243,480	10,105	15%	30%	24.1
<b>85</b>	Troy-Waterford	543,741	22,771	20%	38%	23.9
<b>106</b>	Uptown Belt	642,042	27,056	28%	57%	23.7
<b>87</b>	Beman Park Sycaway	483,875	21,034	18%	43%	23.0
<b>922</b>	BusPlus Blue Line Cohoes-Delaware Branch	702,063	32,100	16%	59%	21.9
<b>353</b>	Mont Pleasant/Scotia	503,735	23,442	19%	46%	21.5
<b>355</b>	Schenectady/Wolf Rd.	469,159	22,207	19%	32%	21.1
<b>10</b>	Western Ave.	614,680	29,664	5%	23%	20.7
<b>351</b>	Broadway/Van Vranken	284,101	13,868	22%	46%	20.5
<b>370</b>	Troy/Schenectady	521,621	26,264	17%	38%	19.9
<b>923</b>	BusPlus Blue Line Waterford-Rail Trail Branch	617,768	31,365	17%	47%	19.7
<b>224</b>	Albany-Troy via I-90	178,750	9,265	25%	66%	19.3
<b>18</b>	Delaware Ave	320,707	16,649	18%	34%	19.3
<b>523**</b>	Exit 23/McCarty Express	49,410	2,619	-45%	-3%	18.9
<b>114</b>	Madison/Washington	555,938	29,795	34%	83%	18.7
<b>22</b>	Albany-Troy-Watervliet	486,551	27,794	14%	17%	17.5
<b>125</b>	Clinton/Sand Creek	140,825	8,063	12%	48%	17.5
<b>11**</b>	UAlbany Shuttle	106,788	6,326	-32%	-15%	16.9
<b>214</b>	Rensselaer 3rd St.	179,638	10,803	24%	39%	16.6
<b>13</b>	New Scotland Ave.	272,469	16,739	15%	30%	16.3
<b>712</b>	Harriman/Patroon Creek	21,015	1,310	13%	36%	16.0
<b>182</b>	Troy-Latham-Cohoes	428,643	27,944	17%	30%	15.3
<b>354</b>	Nott St./ViaPort Mall	69,834	4,734	2%	20%	14.8
<b>910†</b>	BusPlus Purple Line	383,580	28,581	-	-	13.4*
<b>117</b>	Guilderland/Colonie	51,595	4,039	31%	14%	12.8
<b>540</b>	Northway Express	73,705	5,948	7%	62%	12.4

Route	Description	Total Rides	Revenue Hours	1-Year Trend	2-Year Trend	Rides per Rev. Hr.
289	Griswold Hgts - St. Mary's	72,224	5,830	7%	0%	12.4
190	Fuller/Wolf	29,553	2,436	8%	3%	12.1
763	Albany/Sch'dy via Rt. 20	30,896	2,568	17%	48%	12.0
419†	Route 9/Lake George	5,069	438	-	-	11.6
600	Neighborhood Belt	103,587	9,195	75%	-	11.3
352	Altamont Ave./McClellan	24,741	2,205	40%	59%	11.2
450	Sch'dy-Wilton via Rt. 50	287,966	25,767	15%	33%	11.2
286	Troy/Wynantskill	52,756	4,804	19%	41%	11.0
111	Western Ave/Fuller Rd	25,575	2,370	-	-	10.8
737	Corporate Woods/Airport	47,234	4,803	13%	16%	9.8
525**	Albany Riverfront Express	24,045	2,496	-30%	41%	9.6
404†	Hudson Falls/Ft. Edward	12,837	1,371	-	-	9.4
560	Thruway Express	26,919	3,125	107%	-	8.6
601	S. Amsterdam & Rt. 30	59,301	7,377	75%	-	8.0
407†	West Glens Falls	2,018	274	-	-	7.4
519	Delmar Bypass Express	11,312	1,543	66%	366%	7.3
411†	Glen St/Walmart	5,219	724	-	-	7.2
115**	Madison/Western Ave	5,742	819	-19%	198%	7.0
412†	Glen St/Aviation Mall	3,395	511	-	-	6.6
522**	Hudson River Express	3,570	611	-56%	-54%	5.8
602	Amsterdam-Sch'dy	54,791	9,422	151%	-	5.8
405†	Moreau/S. Glens Falls	1,763	327	-	-	5.4
452	Skidmore/Wilton via Saratoga	49,059	9,382	-5%	24%	5.2
Flex	Guilderland/Colonie	94,497	23,920	34%	150%	4.0
402†	Bay St/College	2,382	621	-	-	3.8
451	Ballston Spa/W. Saratoga	15,230	4,127	10%	20%	3.7
Flex	Southern Saratoga	32,008	9,260	28%	432%	3.5
155	Suburban Circulator	1,020	347	-5%	-10%	2.9

\* The Purple Line has since increased to 24.1 rides per hour in FY2025.

\*\* Route eliminated during FY24.

† New route added during FY24.

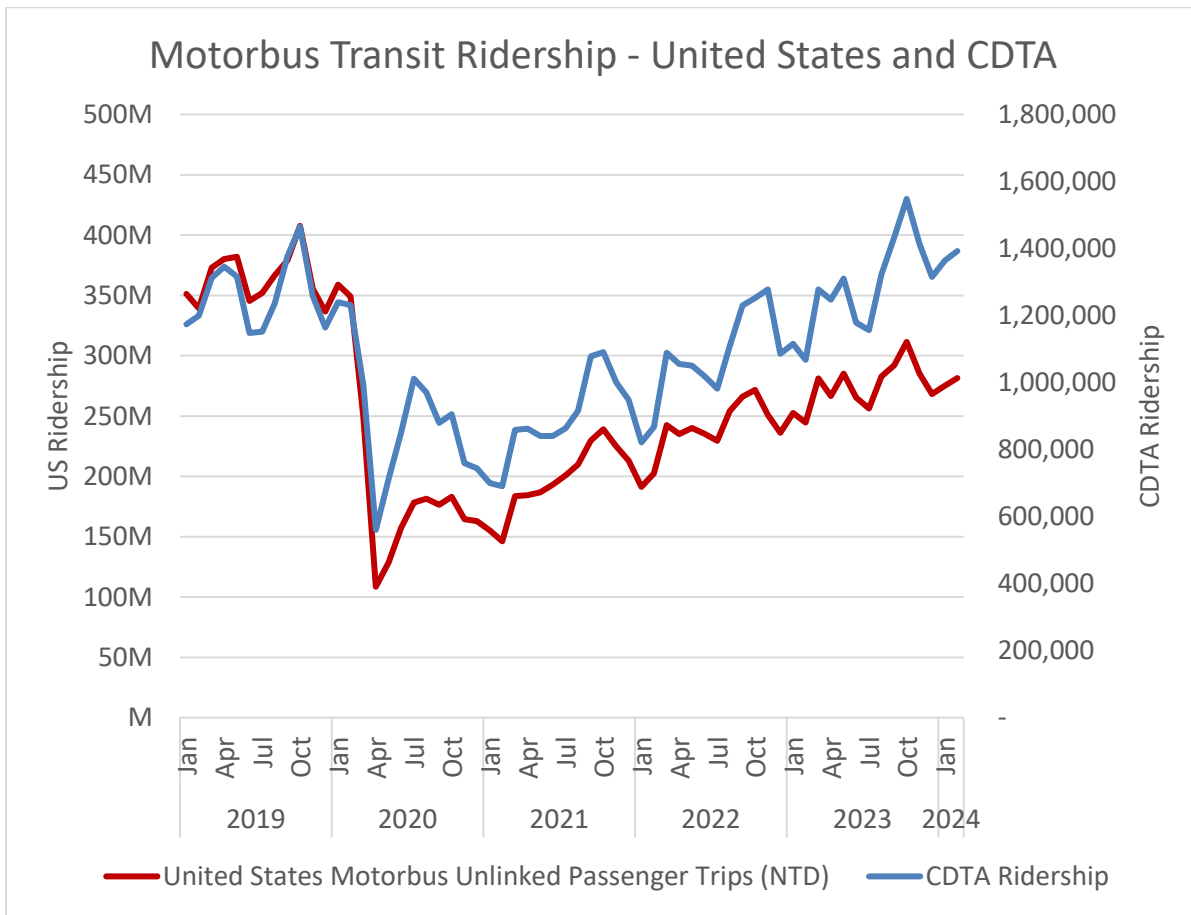
## Fiscal Year 2024 CDTA Route Performance – General Discussion

### State of Affairs & Ridership

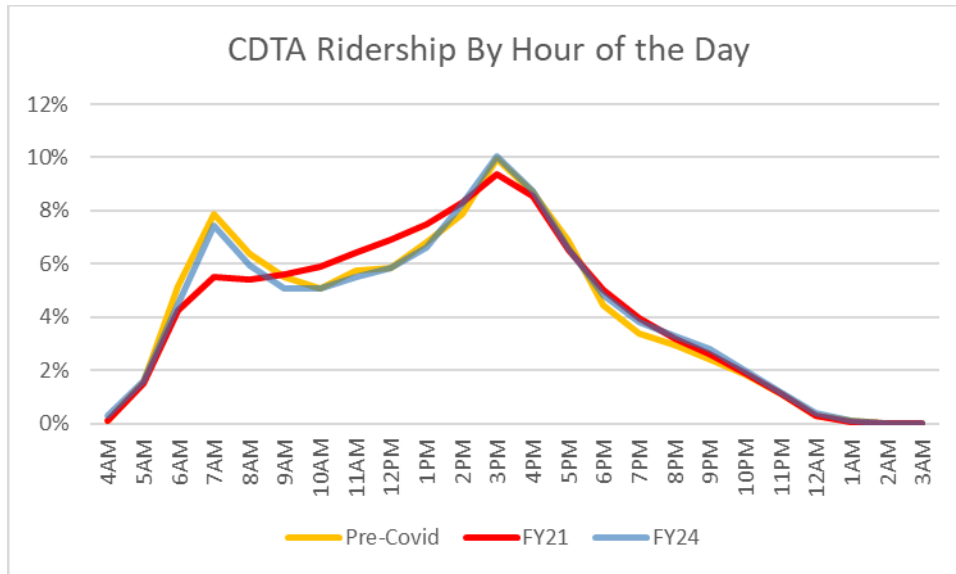
In Fiscal Year 2024, CDTA provided 16.5 million rides, a 20% increase from the year before and 3% more than Fiscal Year 2019, the last fiscal year unaffected by COVID. We operate more service hours than in Fiscal Year 2019, however, resulting in slightly lower productivity (20.3 rides per revenue hour, versus 22.2 in Fiscal Year 2019).

### Post-COVID Ridership

CDTA continues to outperform the national trend on post-COVID transit ridership recovery, having fully restored its ridership to pre-pandemic levels while the country remains at approximately 77% of pre-COVID levels.



Further confirming CDTA’s return to normal conditions is the distribution of ridership by hour of day. Before COVID, CDTA had peak ridership during the morning commute, and then again during the commute home (yellow line). Commuting trips dropped the most during the pandemic due to work-from-home arrangements, turning daily peaks into a flatter shape (red line). By 2022, the pre-COVID peak hours had returned, and they have remained consistent since (blue line).



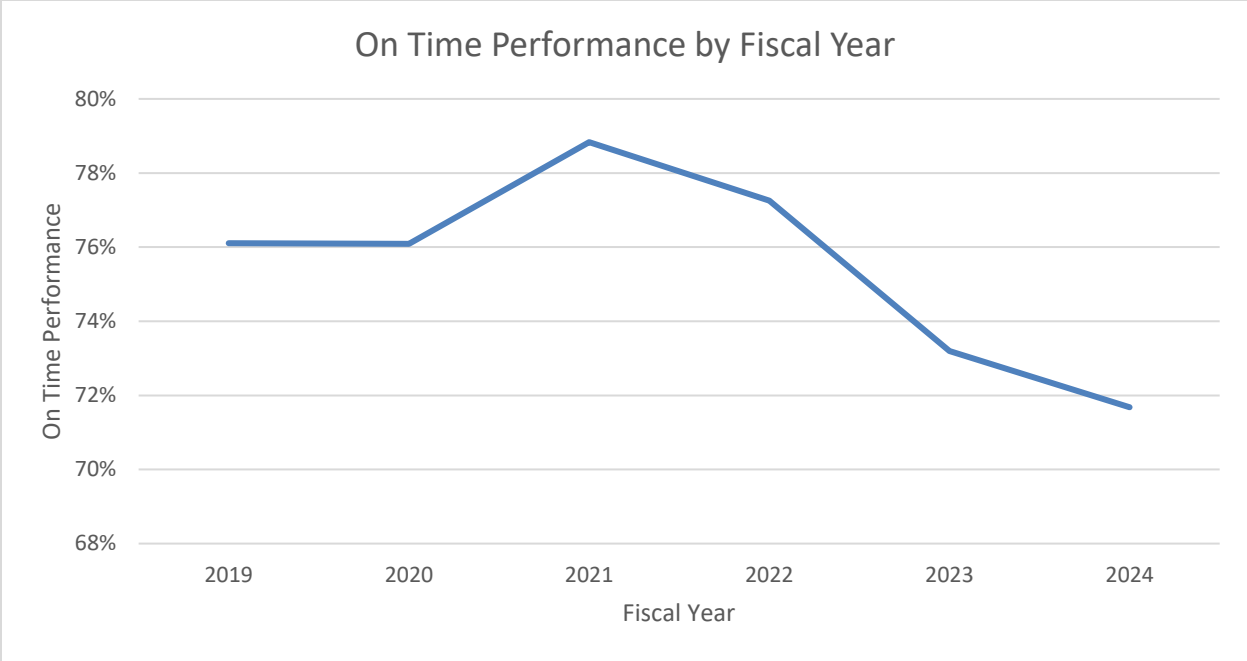
### Post-COVID Headcount

While ridership has returned to pre-COVID levels, service has also increased over the same period. At the same time, retaining drivers has become more challenging. Although most industries were affected by COVID and associated employment disruptions, transit faced its own unique challenges. Close-quarters interaction during social distancing rules, non-compliance with mask mandates, tensions over fare evasion, and hostility towards drivers are among the issues facing transit operators. Partially because of this, despite recruiting at record levels, CDTA continues to have driver availability issues.

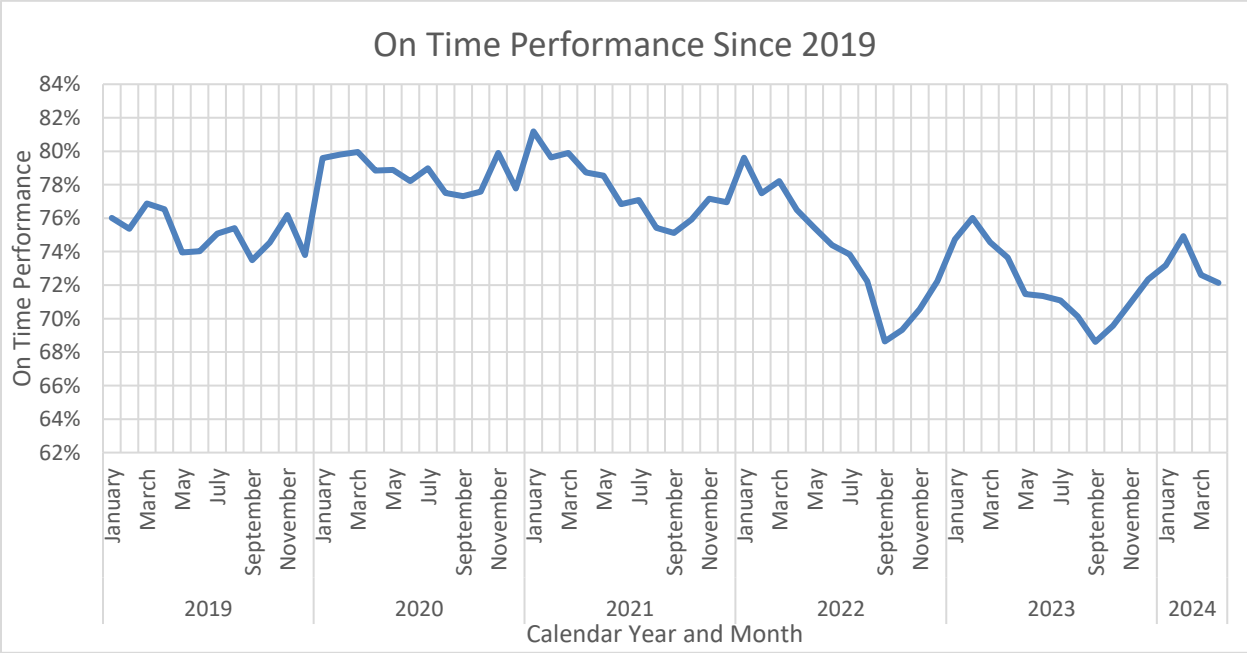
In response to these challenges, CDTA has made a significant effort to maintain service levels and minimize service cuts. The summer seasons have proven to be the most challenging; summer trip cuts can exceed 1% of scheduled trips. Dispatchers piece together open work using extra list operators and overtime. Additionally, regular shifts are often extended to ten hours, rather than the standard eight. Service is scheduled to cut slack out of run times, which reduces the operator’s ability to take breaks, regroup, and catch up if stops begin to fall outside of the on-time window.

### On-Time Performance

On-Time Performance was 71.7% in Fiscal Year 2024. This is 4.4% lower than Fiscal Year 2019 and represents a downward trend since a high point of 78.8% during Fiscal Year 2021, when on-time performance was improved thanks to COVID lockdown policies.



On-time performance has also developed a seasonal pattern since 2022, wherein on-time performance is highest in winter and lowest in summer.



Customers surveys indicate on-time performance remains an important issue for customers. CDTA should continue to make efforts to reverse this trend. This seasonal pattern arguably existed before 2022, but it has become obvious since then. There are a handful of possible explanations, including:

1. Schedules have less slack than in the past. Traffic in summer is higher, meaning drivers fall behind more. Previously, drivers might have had too much slack in winter.



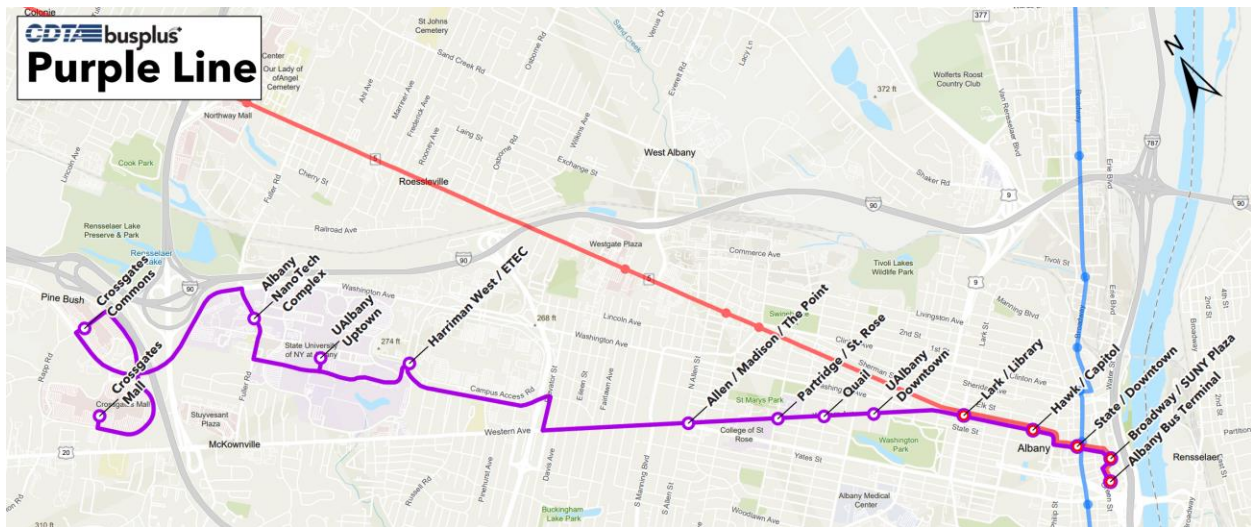
2. More cover work in the summer due to drivers taking off. More cover work means drivers doing work they are not accustomed to, making it more likely that they will not reach the first stop of their first trip on time.
3. Increased school services. The 800 routes tend to have poor on-time performance. This is partly artificial, as the 800 routes are intentionally held until students leave at dismissal times.

## Service Changes and Accomplishments in FY 2024

CDTA adjusts the service network based on a variety of factors, including ridership, on-time performance, Universal Access agreements, and customer demand. In Fiscal Year 2024, the primary focus of service changes has been the implementation of the Purple Line BRT, expansion to the Glens Falls area, and adjustments to regular routes to reverse the trend of declining on-time performance.

### Purple Line BRT

CDTA introduced its third BRT line in November 2023. The Purple Line provides service from Downtown Albany to Crossgates Mall via Western Avenue, Harriman Campus, UAlbany, and Crossgates Commons. It includes transit signal priority, queue jumpers, enhanced waiting areas, and limited-stop service. Unlike previous BRT routes, the Purple Line includes its own busway on the UAlbany campus, as well as its own turn signal and contraflow lane on the Harriman Campus.



The Purple Line provided 374,000 rides between November 2023 and March 2024. It faces a unique challenge compared to the other BRT routes in that its biggest trip generator, UAlbany, is seasonal. Ridership drops significantly between semesters as students leave town and travel to campus less. Like the Blue Line, local routes provide similar service and many trips which could be taken on the Purple Line are likely still being taken on the local routes. In FY25, we expect ridership to grow as passengers become accustomed to the new service.

### Glens Falls Service

In late 2023, CDTA merged with Greater Glens Falls Transit (GGFT), culminating in operation of former GGFT routes by CDTA in January 2024. In the interest of familiarizing ourselves with the service characteristics, and planning goals of GGFT's former operations, CDTA has not changed

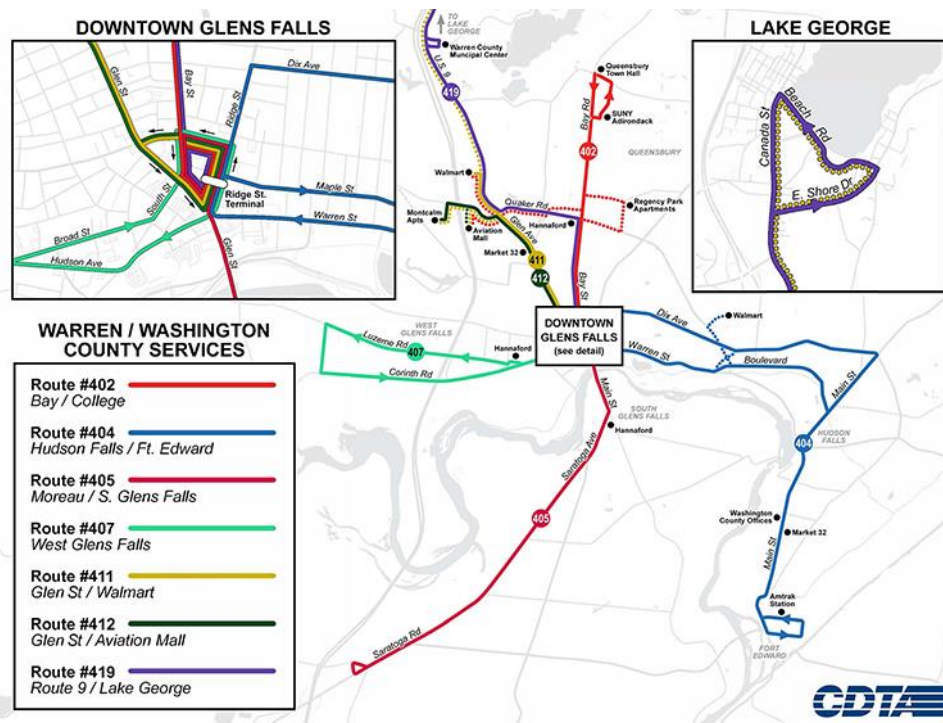


routes or schedules as of the preparation of this report. The only exception to this has been the elimination of GGF’s flag stop policy, transitioning to designated stops at 250 locations in the service area.

Glens Falls services are composed of the following routes:

- **#402** (Ridge St. Terminal to SUNY Adirondack via Bay St/Bay Rd)
- **#404** (Ridge St. Terminal to Hudson Falls and Fort Edward via Rt. 32 and Rt. 4)
- **#405** (Ridge St. Terminal to South Glens Falls via Rt. 9)
- **#407** (Ridge St. Terminal to West Glens Falls via Luzerne Rd/Corinth Rd)
- **#411/#412** (Ridge St. Terminal to Queensbury Walmart/Aviation Mall via Rt. 9)
- **#419** (Ridge St. Terminal to Lake George via Rt. 9)
- **#804** (East-West Commuter Shuttle)
- **#876** (Trolley from Ridge St. Terminal to Lake George via Rt. 9) (May-Oct only)
- **#877** (Trolley from Lake George to Bolton Landing via Rt. 9 & Rt. 9N) (May-Oct only)

Vehicles in Glens Falls are not equipped with Genfare fareboxes, automatic vehicle location (AVL), or automated passenger counters (APCs). As CDTA brings these vehicles up to the standard of those in the remainder of our service area, we will collect better data to inform service planning decisions.



*Map of CDTA services in Glens Falls (Summer trolleys not shown)*

## Gateway Plaza Mobility Hub

In December 2023, CDTA opened the Gateway Plaza Mobility Hub in Downtown Schenectady, marking the first facility of this type in our history. The Mobility Hub features enhanced landscaping,

an improved waiting area, a designated loading area for intercity buses, a secure driver restroom, a CDPHP *Cycle!* hub, and a DRIVE carshare space.

As Gateway Plaza marks the central transfer point between most Schenectady-based bus routes, CDTA modified routes to directly serve the Mobility Hub. In FY2025, CDTA intends to build two additional mobility hubs.

### **FLEX+**

CDTA expanded its FLEX service by adding FLEX+ from the Joseph L. Bruno Rail Station to Downtown Albany. This service operates similarly to the other FLEX zones, but booking is handled through a separate application. The FLEX+ app allows customers to book rides in advance to limit wait times.



### **Universal Access Contracts**

Since 2022, the number of Universal Access contracts has increased to nearly 50. New contracts include Albany Business Improvement District, BBL Hospitality, Beech-Nut, the City of Amsterdam, Discover Albany, Greater Amsterdam School District, Mildred Elly, NYSOGS, Schenectady County, St. Mary's Hospital, St. Peter's Hospital, and The Blake Annex. Total Universal Access rides were less than 2 million in FY22 accounting for 18% of all ridership. In FY 2024, 4 million Universal Access rides were taken, accounting for 25% of all ridership.

#### **New Contracts**

##### Downtown Albany Business Improvement District

All employees of businesses within the Downtown Albany Business Improvement District can ride CDTA for free. Ridership surpassed 10,000 in March 2024. No new service was created for this contract. The most popular routes include the Red Line, the Blue Line, Route #100, and Route #1.

##### BBL Hospitality

BBL Hospitality's ridership is currently around 2,500 a month. Their employees are widely distributed; the most popular routes include #100, #87 and #370, which serve Albany, Schenectady and Troy. Trips were added to Route #214 in support of this contract.

##### Beech-Nut

Beech-Nut's ridership is low (about 200/month). Employees are mainly riding Route #601, as it was extended partially to serve the Beech-Nut facility on NY Route 5S in support of the contract.

##### City of Amsterdam

The City of Amsterdam's contract began in January 2024. The first few months had about 100 rides each. No new service was created in support of this contract and most of the ridership is on routes #600, #601, #602.

##### Discover Albany

Discover Albany's contract began in August 2023. The Red Line and Route #1 make up 36% of all rides. All other significant ridership is on Albany routes. No new service was created to support this contract. Customers also make over a hundred trips a month on FLEX.

### Greater Amsterdam School District

The Greater Amsterdam School District contract began on day one of CDTA service in Montgomery County in August 2022. Rides have exceeded 10,000 in three out of seven months of the school year. A significant share of trips is on Routes #600 and #601. Routes #600 and #601 were created with the high school as their main trip generator in mind, and student ridership makes up more than half of all ridership on both routes.

### Mildred Elly

Mildred Elly's ridership is approximately 2,000 per month, and 20% of them use the Red Line or Route #1 to reach their campus on Central Avenue. No new service was created in support of this contract.

### NYSOGS

The NYSOGS contract began with new Downtown Albany commuter routes #523, #524, and #525, providing service mainly three Park & Ride lots around Albany, Empire State Plaza and Broadway. NYSOGS has since closed its McCarty Avenue lot and, as a result, CDTA is no longer providing Route #523. CDTA also ceased operating Route #525 to the Water Street lot. Before those two routes ceased operations, this contract had around 20,000 rides a month. Now it has around 15,000 rides per month. This contract was recently expanded to include all New York State employees, however, the passes have not yet been rolled out en masse.

### Schenectady County

Schenectady County's ridership is between 1,500-2,000 a month; 20% of ridership is on the Red Line and 50% is on Schenectady routes. No new service was created in support of this contract.

### St. Mary's Hospital

Like Amsterdam High School, St. Mary's Hospital's Universal Access contract began when CDTA rolled out service in Montgomery County. Ridership is between 300 and 400 a month, 70% of which is on Montgomery County routes. The other 30% is on routes in Schenectady County. Route #600 serves the hospital location on NYS Route 30, and Route #602 ends at St. Mary's location on Guy Park Avenue.

### St. Peter's Hospital

St. Peter's contract began as of September 2023. St. Peter's employees are already riding over 20,000 times a month. Route #106 serves 20% of that ridership as it serves the main St. Peter's Hospital location at New Scotland Avenue and Manning Boulevard. Ridership is distributed across many routes due to employees riding to St. Peter's satellite offices. Around 70 rides per month are taken on FLEX. Trips were added to Route #712 as part of this contract.

### The Blake Annex

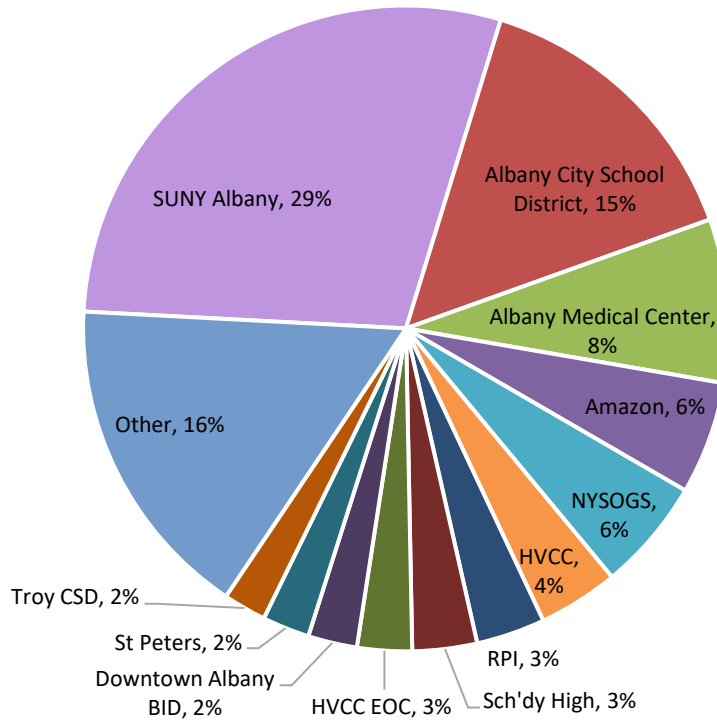
The contract with The Blake Annex began in September 2022. Ridership is around 500 a month; 20% of ridership is on Route #100 and 20% is on the Red Line. No new service was created in support of this contract.

### Universal Access Ridership Data

Organization	FY 2024 Rides
Albany City School District	601,969
Albany College of Pharmacy	9,193
Albany International Airport	40,492
Albany Law School	8,199
Albany Medical Center	333,774
Albany Public Library	6,878
Amazon	230,086
BBL Hospitality	26,367
Beech-Nut	843
City of Amsterdam	213
College of Saint Rose	75,636
Discover Albany	57,703
Downtown Albany Business Improvement District	100,042
Greater Amsterdam School District	87,265
Hudson Valley Community College	163,777
HVCC Employment Opportunity Center	111,774
Latham Pools	439
Maria College	12,674
Mildred Elley	22,065
New York State Office of General Services	228,820
Plug Power	52,105
Rensselaer Polytechnic Institute	140,442
Rivers Casino	48,901
Rosenblum	1,956
Russell Sage	26,136
Schenectady City School District	131,775
Schenectady County	17,446
Schenectady County Community College	62,165
Siena College	24,124
Skidmore	29,002
St Mary's Hospital	3,622
St Peters	96,376
Stewarts	32,272
SUNY Albany	1,177,460
SUNY Poly	6,623
The Blake Annex	5,853
Tri City Rentals	5,167
Troy CSD	87,846
Union College	5,306
<b>Grand Total</b>	<b>4,072,786</b>

	Fiscal Year 2022	Fiscal Year 2023	Fiscal Year 2024
Total Universal Access Rides (minus STAR)	1,974,669	3,076,943	4,072,786
Total CDTA Ridership (minus STAR)	11,221,487	13,439,979	16,146,122
<b>UA Share of Total Ridership</b>	<b>18%</b>	<b>23%</b>	<b>25%</b>

## Organization Share of Universal Access Ridership



## Summary of Service Changes – Fiscal Year 2024

The following is a summary of service changes that have occurred over the previous fiscal year.

### Service Enhancements – May 2023 to January 2024

Route	Day Type	Service Change
87	All days	Frequency increased
100	Weekdays	Frequency increased in PM peak and midday
106	Weekdays	Frequency increased during midday and evening
111	Weekdays, Saturdays	New Route (Purple Line changes)
114	Saturdays	Frequency increased all day Additional trips to UAlbany East Campus
117	Weekdays	Select trips extended to Shaker Place
182	Weekdays	Select trips extended to Wellness Way
233	Weekdays	Additional peak trips and extension to Nassau
351	Weekdays	Frequency increased in AM peak and midday
353	Weekdays	Frequency increased
370	All Days	Route extended to Shoppes of Latham Circle
450	Weekdays, Sundays	Frequency increased Select trips extended to Saratoga DSS
451	All days	Additional midday trips Extension to Saratoga Senior Ctr & Apts
600	Weekday	Frequency increased all day
601	Weekday	Frequency increased all day Select trips extended to Beech-Nut
840	Tuesday	Additional midday trips Extension to Saratoga Senior Ctr & Apts
873	Saturday	New Route – Sch'dy Nature Bus (Summer Only)
Purple Line	All days	New Route – Purple Line BRT
Glens Falls Routes	All days	CDTA operating former GGFT routes



### Service Reductions – May 2023 to January 2024

Route	Period	Service Change
10	All Days	Reduced frequency (Purple Line changes)
11	All Days	Route eliminated (Purple Line changes)
12	All Days	Reduced frequency (Purple Line changes)
13 & 18	All Days	Trips no longer serve ShopRite
115	Weekdays, Saturdays	Route eliminated (Purple Line changes)
522	Weekdays	Route eliminated due to low ridership
523	Weekdays	Route eliminated as part of new OGS contract
524	Weekdays	Frequency reduced as part of new OGS contract
525	Weekdays	Route eliminated as part of new OGS contract
712	Weekdays	Additional midday trips Short-turn at UAlbany
Red Line	Weekdays	Frequency decreased in peaks and midday
Red, Blue, Purple Line	All days	Early morning / late night span reductions

# Service Recommendations for Fiscal Year 2025

## Initial Adjustments to Glens Falls Service

As CDTA continues to ascertain the ridership and service characteristics of the former GGFT routes that we operate in Glens Falls, we will make targeted adjustments to the network to improve service quality and operational efficiency. Adjustments will be conservative in scope, focusing on opportunities for simplification and improved access from ridership generators such as SUNY Adirondack and Glens Falls City Schools.



*Downtown Glens Falls, near CDTA's Ridge Street Terminal.*

CDTA anticipates making more substantial adjustments to restructure the Glens Falls route network around ridership patterns and connect it to the remainder of the CDTA transit system. This connection may take the form of a regular fixed route between Glens Falls and Saratoga Springs, an extension of the Northway Xpress commuter bus, and/or another alternative not yet identified.

CDTA's ability to implement substantial medium-to-long term changes is constrained by the lack of technology platforms (Genfare fareboxes, automated passenger counters, etc.) on vehicles inherited from GGFT. Planning for changes can begin as soon as a statistically significant pool of data is generated, through a combination of manual on-board counts and installation of these technologies.

## On-time Performance Adjustments

The trend of declining on-time performance indicates the need for a concerted effort to identify and adjust routes that operate unreliably due to outdated run times, outdated segment time distributions, and/or inadequate minimum layovers.

As part of work picks throughout FY25, a portion of service changes should be reserved for updates to improve on-time performance, even if no other changes to service level or routing patterns are planned. Updated schedule components should be fed by service data from CDTA's INIT AVL system and optimized through the ATP module of HASTUS. The June 2024 pick includes several

changes of this type, affecting Routes #289, #354, #450, and #602. Other solutions such as seasonal run time variations, will be considered as well.

## Mobility Hubs

Building on the successful construction of the new Gateway Plaza Mobility Hub in Downtown Schenectady, CDTA plans to construction two additional mobility hubs in FY25. While smaller in footprint and ridership levels than Gateway Plaza, the new hubs will take advantage of the confluence of CDTA bus routes at strategic locations, connecting the routes to CDTA mobility products such as CDPHP *Cycle!* and DRIVE, while also improving waiting areas, pedestrian infrastructure, and landscaping.

The first of the two mobility hubs will be located at Liberty Square, which is formed by the intersection of 4<sup>th</sup> Street, Hills Street, and Liberty Street in the “Little Italy” neighborhood of Troy. Routes 85 and 224 will continue to serve this location at the mobility hub.

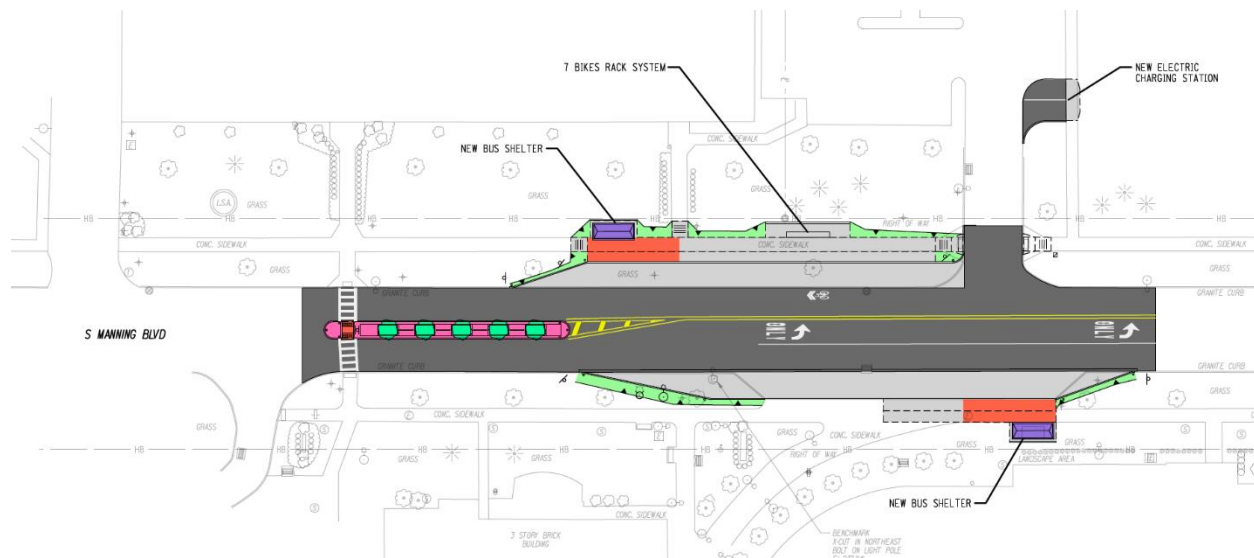


*Rendering of future Liberty Square Mobility Hub in Troy.*

The second mobility hub will be located on South Manning Boulevard in Albany, between Maria College and St. Peter’s Hospital. This location is served by Routes #13 and #106 and sees high ridership and transfer activity between these routes.

In addition to the amenities mentioned above for Liberty Square, the South Manning Mobility Hub will also allow for two-way bus operation on this roadway. Currently, Route #106 and short-turned trips on Route #13 make a large one-way loop via New Scotland Avenue and Whitehall Road to serve the hospital. With the reconfigured roadway in place, both routes will be able to stop in either direction, reducing travel times and improving operational efficiency.





*Plan view of future South Manning Mobility Hub in Albany.*

## Seasonal Service Adjustments

Ridership on CDTA routes serving colleges and universities are highly seasonal. During summer and winter recess periods major routes serving college and university campuses see 60% or less than when colleges and universities are in session.

Because of this, CDTA has the opportunity to reduce service levels on these routes between semesters, increasing operator availability and offsetting seasonal service increases elsewhere in the network (e.g., summer trolleys, Nature Bus, Grafton service). CDTA has seasonally adjusted service levels on routes provided directly under contract for many years. When the University at Albany, Rensselaer Polytechnic Institute, and Skidmore College went on break, Routes #11, #286, and #452 have been accordingly reduced, respectively.

With the June 2024 pick, CDTA will reduce service levels on regular routes that are not provided directly under contract, but whose route significantly varies when colleges and universities are not in session. At the University at Albany, Routes #12, #114, and #910 will see less frequent trips, while Route #111 will be suspended entirely. At Hudson Valley Community College, “off-season” trips on Route #224 will run every 45 minutes on weekdays instead of every 30 minutes. These adjustments tie the level of service to the level of demand and provide more balanced headcount needs throughout the year.

Regular service will resume with the start of the next semester at each school, though CDTA will continue to make adjustments throughout the year based on ridership levels.

## Purple Line Adjustments

Following the roll-out of Bus Rapid Transit lines and other major service-based initiatives, it is CDTA’s practice to make schedule adjustments after one year, as ridership levels and operational needs are usually different in “real life” from assumptions used during planning phases.

During FY25, CDTA will fine-tune the schedules of routes on the Washington-Western corridor – both the #910 Purple Line route itself, and the local routes that support it, based on changes in ridership patterns since the new service package rolled out. This will entail changes to service levels and scheduling details (run times and segment times).