

# Board of Directors Monthly Meeting

Tuesday, August 13, 2024 | 9:15am  
Terrace at The Waters Edge  
Schenectady, New York

**CDTA BOARD OF DIRECTORS  
MEETING AGENDA  
Tuesday, August 13, 2024 | 9:15am | Terrace at The Waters Edge,  
Schenectady, New York**

<b>Board Item</b>	<b>Responsibility</b>	<b>Page</b>
Call to Order	Jayne Lahut	
Approve Minutes of Wednesday, July 24, 2024		3
<b>Action Items and Reports:</b>		
• Resolution 23 – Authorize Line of Credit	Mike Collins	6
• Monthly Management Report	Mike Collins	
• Performance Report	Chris Desany	
• Earned Media & Community Engagement Report	Jaime Kazlo	
<b>Board Member Comments</b>	Everyone	
<b>Upcoming Meetings</b>		
• Wednesday, September 25, 2024 – Board Meeting, via TEAMS and 110 Watervliet Avenue		
<b>Adjourn</b>	Jayne Lahut	

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

**MINUTES OF WEDNESDAY, JULY 24, 2024 BOARD MEETING**

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**MEMBERS PRESENT**

Jayne B. Lahut, Chairman  
Georgeanna M. Nugent, Secretary  
Denise A. Figueroa, Treasurer

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

**MEMBERS PRESENT REMOTELY**

Jackie McDonough

**MEMBERS NOT PRESENT**

Michael J. Criscione, Vice Chairman  
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  
Dave Williams, Director of Maintenance  
Emily DeVito, Communications Manager  
Jeremy Smith, Director of Facilities  
Patricia Cooper, Director of Finance

Thomas Guggisberg, Director of IT  
Joe Landy, Superintendent of Troy  
Mike Williams, Director of Service Planning  
Mike Valente, Assistant Superintendent  
Sarah Matrose, Internal Auditor  
Richard Cordero, Director of Service Quality  
Kelli Schreivogl, Director of HR  
Zachary Stever, ATU President  
Stacy Sansky, Director of Procurement  
Jack Grogan, Director of Risk Management

CALL TO ORDER - At 12:00 PM, Chairman Lahut called the meeting to order and noted a quorum was present.

APPROVAL OF THE JUNE 26, 2024 BOARD MEETING MINUTES

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

COMMITTEE REPORTS

BOARD OPERATIONS COMMITTEE - Report from Carm Basile

An administrative report from the committee to update business.

Administrative Discussion Items

- The upcoming Board Retreat will be on Tuesday, August 13, 2024 at the Water's Edge in Schenectady. We will be touring the new CDTA facility on Maxon Road Extension. After the tour we'll return to our retreat location and continue discussions for the development of the new space.
- The next meeting of the committee is scheduled for Wednesday, September 11, 2024 at 9:15 AM via Microsoft Teams and at 110 Watervliet Ave.

PERFORMANCE MONITORING COMMITTEE -

An administrative report from the committee to update business.

Administrative Discussion Items

- Mike Collins provided the Monthly Management Report for June. MRT exceeded budget for the first time in several months; we are 1% over budget for the first quarter. Customer Fares and Rail Station revenue continue to be strong; and we over budget by 8% and 13% respectively. Although wages are 3% under budget for the month, the year-to-date trend is a concern. Because of contributing factors such as

manpower, a recent labor contract, and service expansions, we may want to consider a wage realignment over the next few months. Workers' compensation expenses are 36% under budget due to fewer claims and no scheduled loss of use awards. Liability Claims are over budget because of several recent claim settlements. We are in a satisfactory budget position.

- Chris Desany gave the non-financial report for June. Fixed route ridership was up 17% this month and 19% YTD; STAR ridership was down 1% this month, but up 4% YTD; System Wide on-time performance is at 70%; STAR on-time performance was at 79%. We missed 0.22% of all scheduled trips. Preventable and non-preventable accidents were both at 18 this month.
- Next meeting of the Committee is scheduled for Wednesday, September 18, 2024 at 12:00 PM via Microsoft Teams and at 110 Watervliet Avenue.

#### STRATEGIC AND OPERATIONAL PLANNING COMMITTEE -

An administrative report from the committee to update business.

#### Consent Agenda Item

##### *Resolution 22 – 2024 – Authorization to Purchase Property*

- As we have been discussing with the Board over the last several months, we are advancing the development of a new “west facility” to support our operations. Due to the aging of the Schenectady garage, and the increase in services in the western and northern parts of our service area, staff has spent the last year exploring this concept.
- We have developed a program evaluation to identify high-level requirements. This included a service plan, program support needs, and sustainability choices. The Alternatives Analysis looked at seven options, four of which pointed to a new west location. The results of that study identified as the preferred option the Daily Gazette building, located at 2345 Maxon Rd. Ext. (next to our Schenectady Division).
- We have completed a Phase I environmental review, an independent appraisal, and a review appraisal (≈\$5M). We are in the process of reviewing existing leases, looking at the terms for a new lease for the existing owner, and starting the framework for a purchase agreement.
- **WE NEED A MOTION TO APPROVE** proceeding with negotiations with the owner for the purchase of this property and to establish a financing plan. Once the final details have been established, we will seek additional approval from the Board to close the purchase.

Motion – Mr. Wohl

Seconded – Ms. Nugent

Carried Unanimously

#### CHIEF EXECUTIVE OFFICER’S REPORT – Carm Basile

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

#### EXECUTIVE SESSION

Entered Executive Session: 12:30 pm

Motion – Mr. Wohl

Seconded – Ms. Figueroa

Unanimous Agreement

- An update regarding the hiring of a Chief Executive Officer, no formal actions were taken.

Exited Executive Session: 1:15 pm

Motion – Mr. Stackrow

Seconded – Ms. Figueroa

Unanimous Agreement

#### UPCOMING MEETINGS

- Subject to the call of the Chair, Chairman Lahut announced the following meeting date:
  - Tuesday, August 13, 2024, at 12:00pm at 110 Watervliet Avenue.
  - Wednesday, September 25, 2024, at 12:00 PM via Microsoft Teams and at 110 Watervliet Ave.

#### ADJOURNMENT - 1:18 PM

Motion – Ms. Figueroa

Seconded – Mr. Wohl

Carried Unanimously

Respectfully submitted,

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Georgeanna M. Nugent, Secretary

Dated: July 24, 2024

# Capital District Transportation Authority

## Agenda Action Sheet

**Subject:** Approve a Line of Credit  
**Committee:** Performance Monitoring/Audit  
**Meeting Date:** August 13, 2024

### **Objective of Purchase or Service:**

To establish a line of credit for cash flow purposes.

### **Summary of Staff Proposal:**

We issued an RFP for a \$10 million Line of Credit (LOC) and three banks responded. The LOC functions as bridge for operating and/or capital project funding as it provides flexibility to borrow money for a short period of time. We have used an LOC in the past for capital and operating purposes. In most cases, we use an LOC to pay bus manufacturers, and then we are reimbursed by grant programs of New York State to pay back the LOC. In some circumstances, we may need an LOC for operational needs in instances of delayed State Operating Assistance.

I recommend that we award to Community Bank based on rates, terms and conditions to provide a three-year LOC.

### **Financial Summary/Cost:**

Community Bank provided the best tax-exempt rate at 5.50%. The banks who proposed and their rates are:

1. J.P. Morgan Chase 6.78%
2. TD Bank 5.85%
3. Community Bank 5.50%

### **Proposed Action:**

I recommend awarding a three-year, \$10 million Line of Credit to Community Bank, N.A. headquartered in DeWitt, New York.

### **Manager:**

Mike Collins, VP of Finance & Administration

**CAPITAL DISTRICT TRANSPORTATION AUTHORITY**

**RESOLUTION No. 23 - 2024**

Authorize Line of Credit for Capital and Operating Expenses

**WHEREAS**, the Capital District Transportation Authority (the “Authority”) is charged by title 11-C of the Public Authorities Law with providing omnibus transportation within the Capital District transportation district, and

**WHEREAS**, the Authority is authorized by Public Authorities Law section 1306 to acquire the necessary equipment to meet its transportation objectives, and

**WHEREAS**, the Authority’s fleet replacement plan calls for the annual replacement of 1/12 of the Authority’s fixed-route buses, and

**WHEREAS**, the Authority has solicited competitive proposals from three financial institutions for a \$10 million Line of Credit, as a bridge measure to allow certain planned capital and operating expenditures in case of potential delays in funding, and

**WHEREAS**, after careful consideration, the Authority now recommends selecting the \$10 million Line of Credit from Community Bank for a three-year term based upon the options, rates and flexibility.

**NOW, THEREFORE, IT IS RESOLVED** as follows:

1. The Authority hereby authorizes a \$10 million Line of Credit from Community Bank for a three-year term, relating to certain capital and operating expenses.
2. Authority Staff is authorized to execute such documentation as may be required to engage such financial institution and implement the financing arrangement.
3. This Resolution shall take effect immediately.

CERTIFICATION

The undersigned, duly qualified and acting as Secretary of the Capital District Transportation Authority, certifies that the foregoing is a true and correct copy of a resolution adopted at a legally convened meeting of the Capital District Transportation Authority held on the 13th day of August, 2024.

Dated: August 13, 2024

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Georgeanna M. Nugent, Secretary

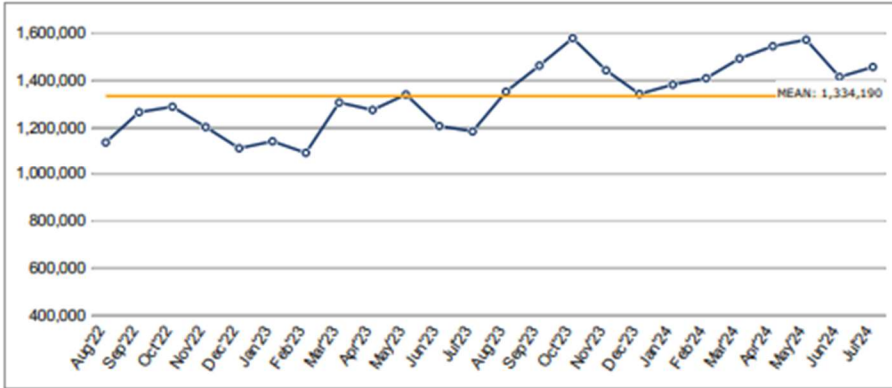
# Monthly Performance Report

Period: Jul'24

Meeting: Aug'24

Patronage / Mobility

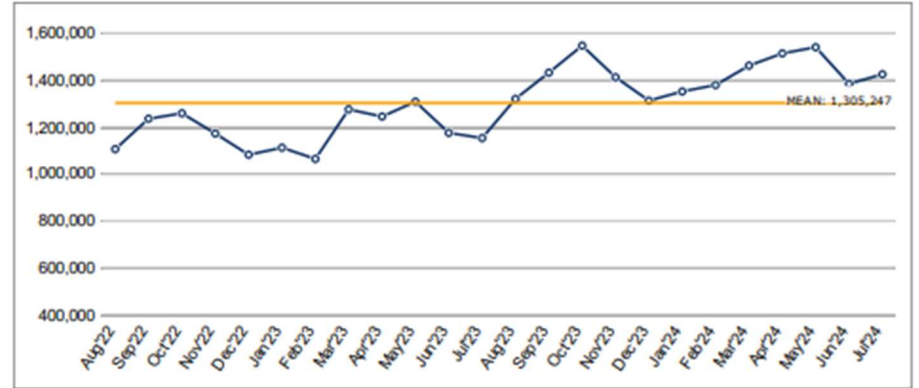
## Total Riders



Previous: 1,184,565

Current: 1,457,414

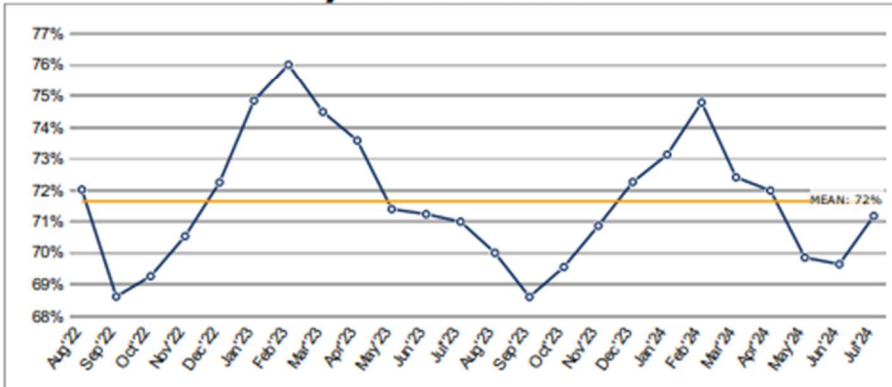
## Fixed Riders



Previous: 1,156,329

Current: 1,426,698

## System Wide OTP



Previous: 71.00%

Current: 71.18%



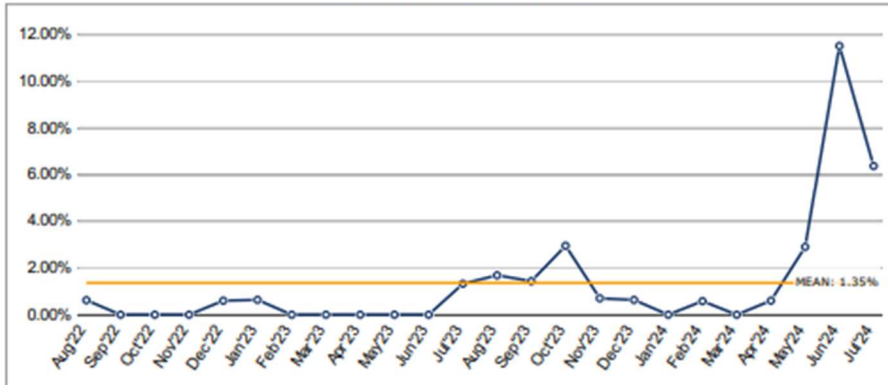
# Monthly Performance Report

Period: Jul'24

Meeting: Aug'24

## Reliability

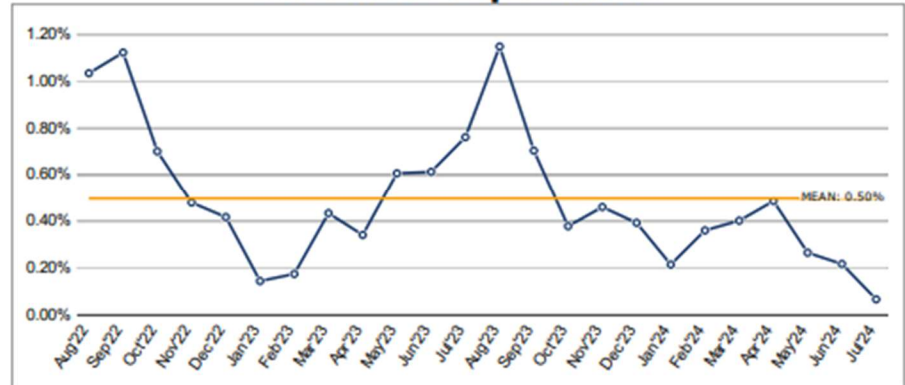
### PMI Not On Time



Previous: 1.3%

Current: 6.4%

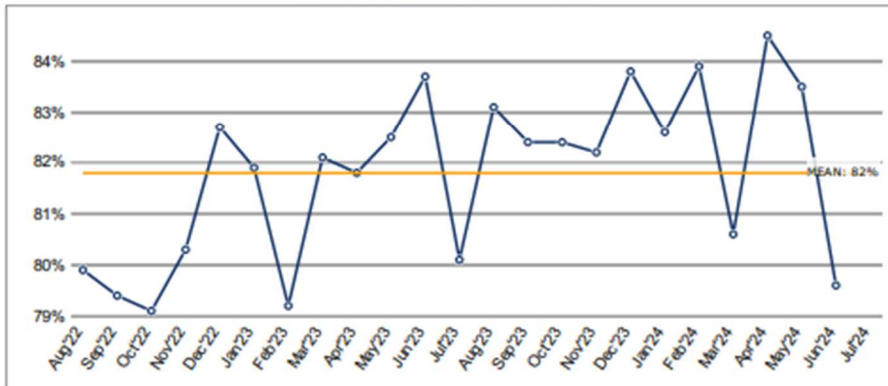
### Percent of Trips Missed



Previous: 0.76%

Current: 0.07%

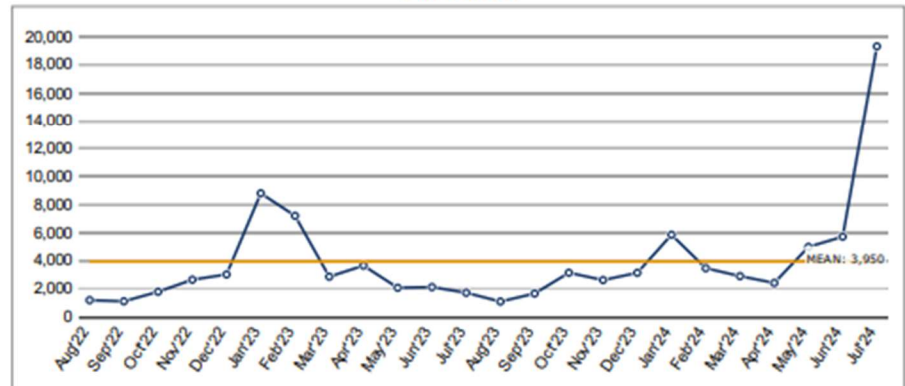
### Scheduled Work



Previous: 80.1%

Current: 79.6%

### MDBSI



Previous: 1,735

Current: 19,316

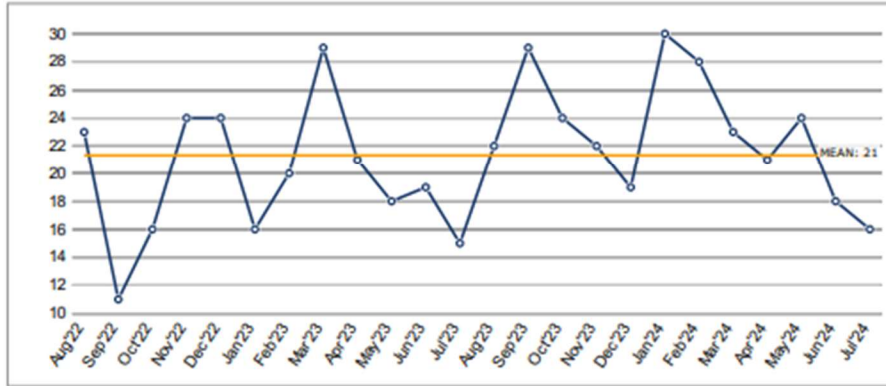
# Monthly Performance Report

Period: Jul'24

Meeting: Aug'24

## Safety

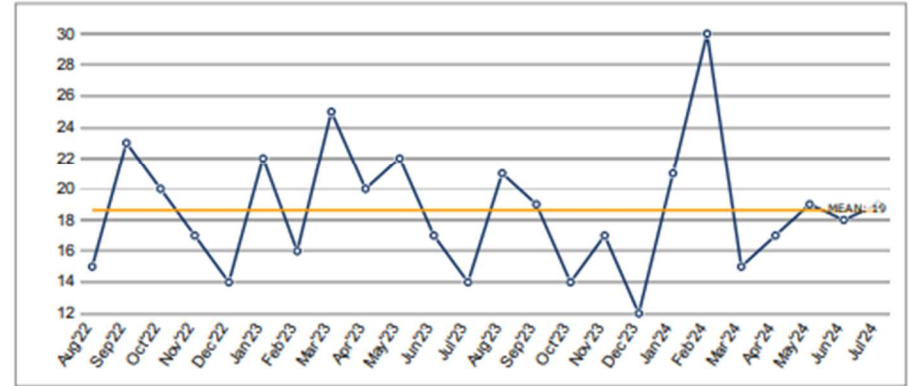
### Preventable Accidents



Previous: 15

Current: 16

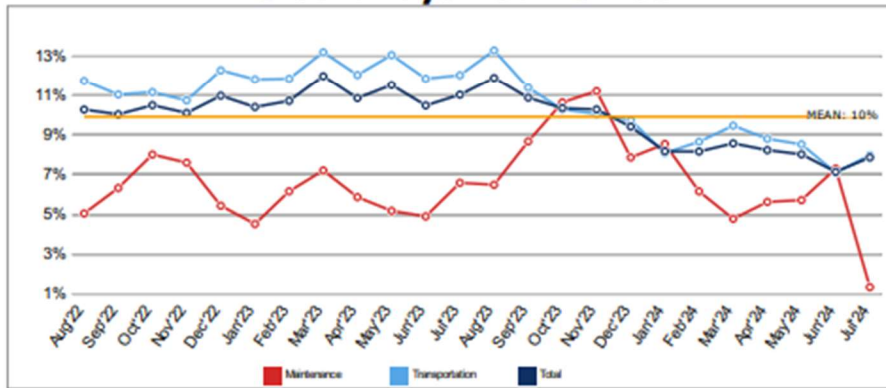
### Non-Preventable Accidents



Previous: 14

Current: 19

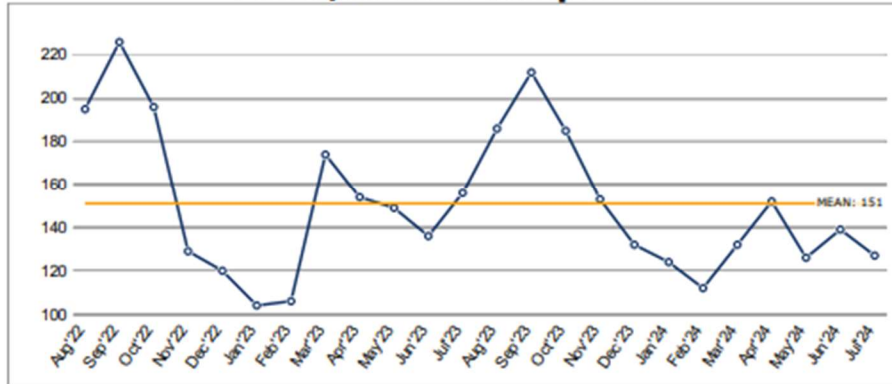
### Percent Days Not Worked



Previous: 11.0%

Current: 7.9%

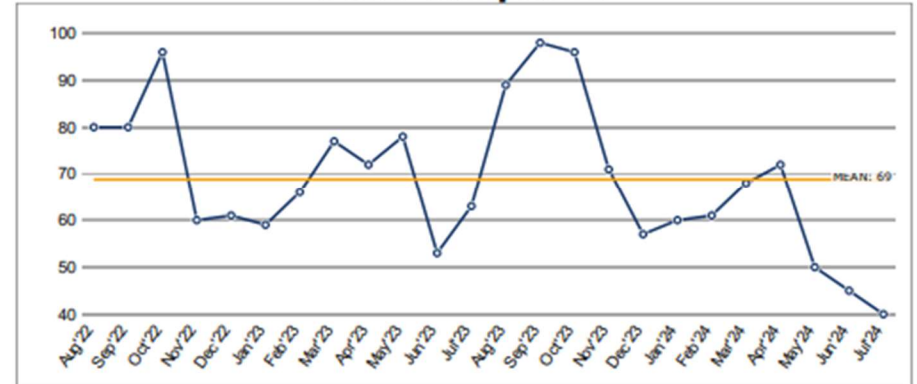
## Fixed/Shuttle Complaints



Previous: 156

Current: 127

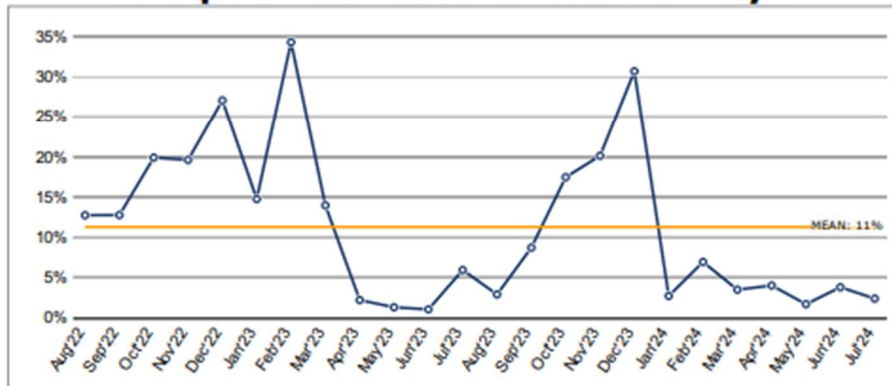
## Other Complaints



Previous: 63

Current: 40

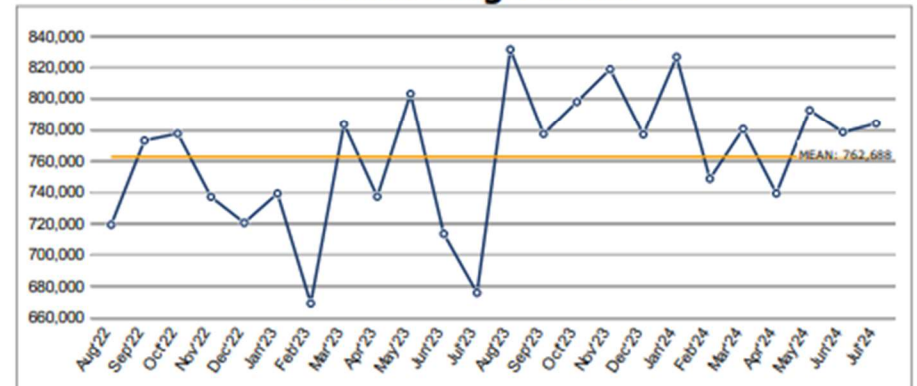
## Complaints Not Addressed in Ten Days



Previous: 5.9%

Current: 2.4%

## Website Page Views



Previous: 676,006

Current: 784,105

# Monthly Performance Report

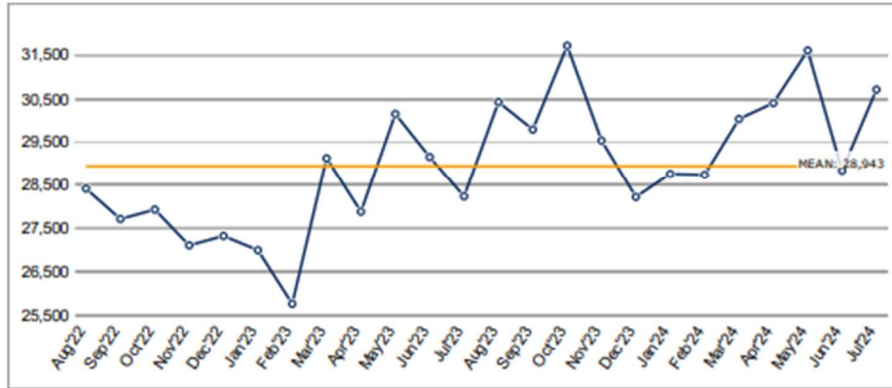
Period: Jul'24

Meeting: Aug'24

STAR Service

Page 5

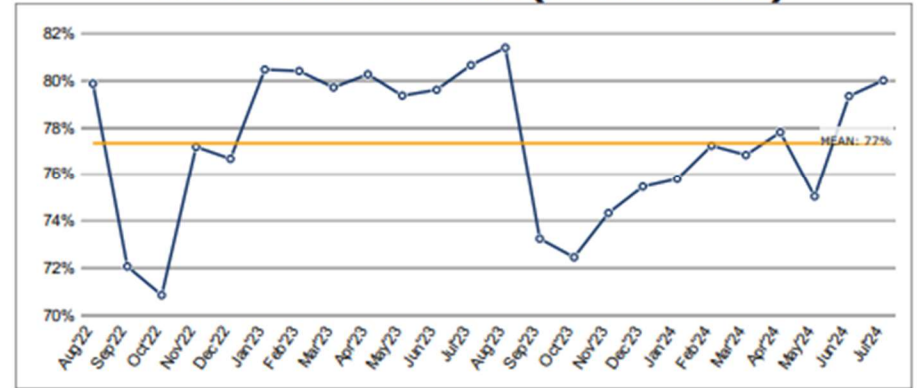
## STAR Riders



Previous: 28,236

Current: 30,716

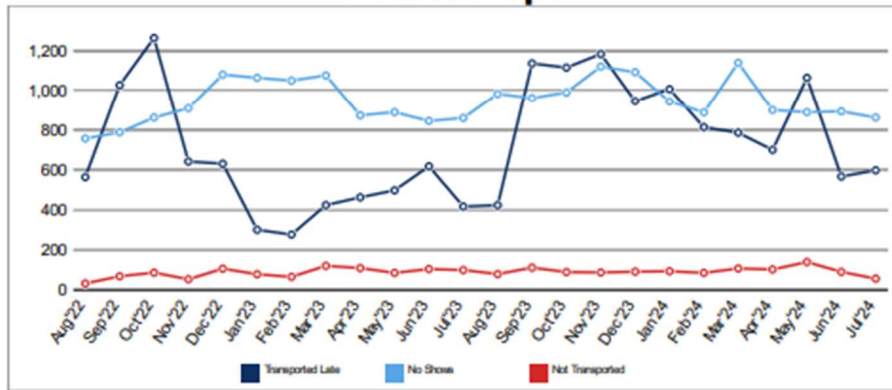
## On-Time Performance (0-10 Minutes)



Previous: 80.7%

Current: 80.0%

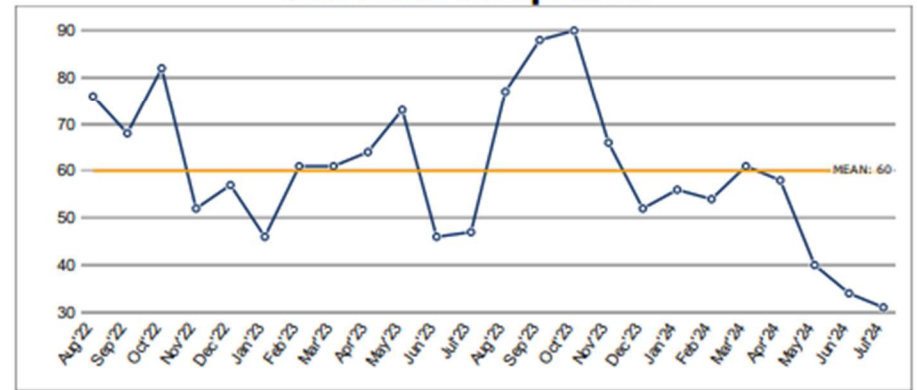
## Missed Trips



Previous: 1,377

Current: 1,517

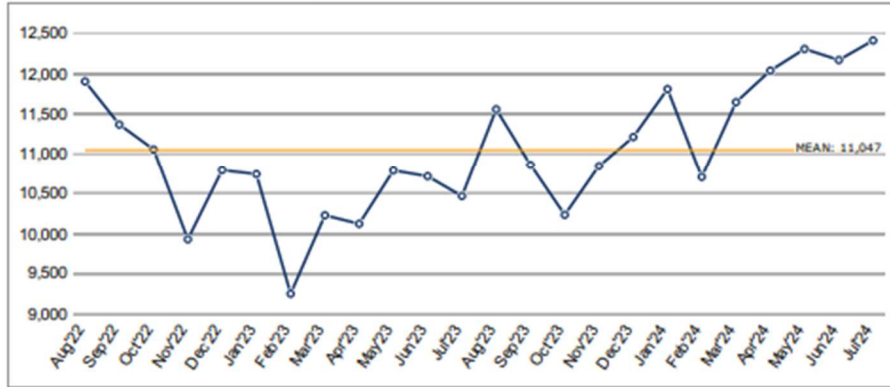
## Customer Complaints



Previous: 47

Current: 31

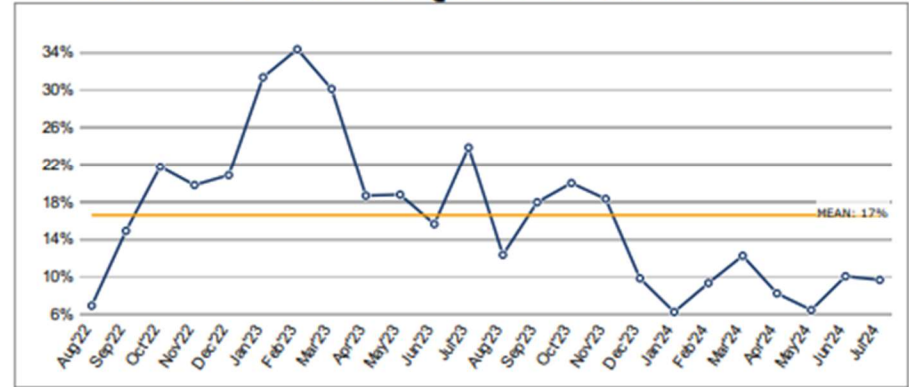
## Reservation Calls



Previous: 10,467

Current: 12,412

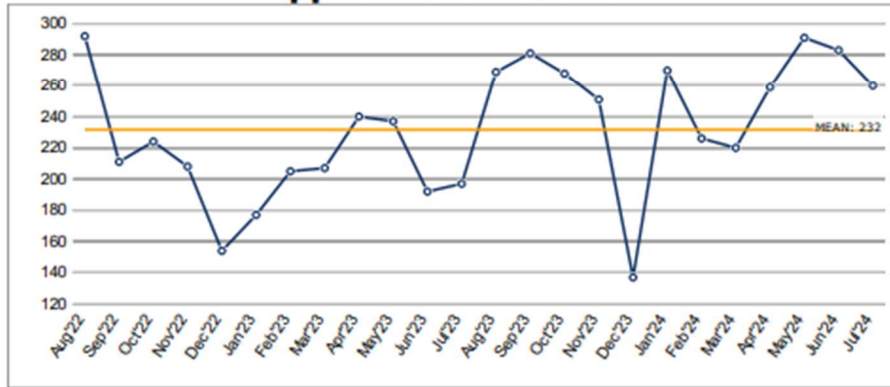
## Reservation Calls in Queue Over Five Minutes



Previous: 23.8%

Current: 9.6%

## Applications Received



Previous: 197

Current: 260



**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 PMIs 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.