



**CDTA COMMITTEE AGENDA**  
**Strategic and Operational Planning Committee**  
**Thursday, August 21, 2025 | 12:00 PM**  
**Microsoft Teams & 110 Watervliet Ave**

**Committee Item**

**Responsibility**

Call to Order

Mike Criscione

Approve Minutes of Wednesday, June 18, 2025

Mike Criscione

**Administrative Discussion Items**

- Transit Development Plan Review
- Annual Route Performance Report

Ethan Warren  
Mike Williams

Next Meeting: Thursday, September 18, 2025, at 12:00 pm via Microsoft Teams and 110 Watervliet Ave.

Adjourn

Mike Criscione

## **Capital District Transportation Authority**

### **Strategic and Operational Planning Committee**

**Meeting Minutes – June 18, 2025, at 12:13 pm; via Microsoft Teams and 110 Watervliet Ave.**

In Attendance: Michael Criscione, Jayme Lahut, Pat Lance, Peter Wohl, Dave Stackrow, Georgeanna Nugent, Jackie McDonough, Denise Figueroa, Jaclyn Falotico; Frank Annicaro, Amanda Avery, Mike Collins, Chris Desany, Lance Zarcone, Jaime Kazlo, Jon Scherzer, Gary Guy, Mike Williams, Ethan Warren, Rich Cordero, Trish Cooper, Kelli Schreivogl, Stacy Sansky, Thomas Guggisberg, Dave Williams, Sarah Matrose, Jack Grogan, Jeremy Smith, Jeanette Stumbaugh, Elide Oyanedel, Emily DeVito

### **Meeting Purpose**

Regular monthly meeting of the Strategic and Operational Planning Committee. Committee Chair Michael Criscione noted that a quorum was present. Minutes from the May 22, 2025, meeting were reviewed and approved.

### **Consent Agenda Item**

#### Approve Realignment Strategy and August Pick

- Over the past five years, CDTA has experienced record setting ridership and incredible growth in our service offerings. However, as costs increase and Federal COVID-19 relief funding comes to an end, we are entering a new phase of financial stewardship that requires careful planning and strategic adjustments. In response, we are initiating a comprehensive realignment plan that will guide both our budget and service delivery decisions moving forward.
- This realignment effort will focus on improving operational efficiencies, eliminating redundancies, and strategically deploying mobility services where they are most effective and needed. We will do all this, while at the same time monitoring the quality of the customer experience *and* the employee experience.
- The Committee discussed the financial background, a multi-faceted service adjustment strategy, and a Phase I (August) day of service plan. The plan addresses only part of what we expect to be the FY 2027 deficit. We will work on strategies in parallel with this initial rollout to close that gap as well.
- The current proposal involves consolidating services (90,000+ hours) over the next 12 to 18 months. These changes include adjustments to service levels (frequency and span), coverage (geography), and integration of mobility on demand (FLEX) where it makes sense. This will begin with the August service changes (pick), the details of which were provided at the meeting.
- Through this process, we remain committed to delivering high-quality, equitable transit services while ensuring fiscal responsibility and resilience for the future.
- A resolution to approve the service realignment strategy beginning with the changes for the August pick will be recommended to the board.

### **Next Meeting**

Thursday, August 21, 2025, at 12:00 pm via Microsoft Teams and at 110 Watervliet Ave.

# Transit Development Plan

## 2025 - 2030

CDTA Planning Committee 08.21.2025



## TDP Overview

- Comprehensive document outlining short-, medium- and long-term goals, strategies, and actions for improving CDTA services.
- Builds on the transit vision laid out in the 2014 TDP by focusing on improved quality, reliability, and accessibility.
- Provides an opportunity to adapt CDTA's service network to new regional trends and needs.



### Transit Development Plan

2025





# Strategic Principles

Strategic Principles capture CDTA's overarching vision for its suite of services.

These help CDTA make choices about service design and which objectives to prioritize.

<b>Ridership and Impact</b>		Provide services that are well used and have a positive impact on customers' lives and the region.
<b>Diversity of Services</b>		Go beyond lifeline services to fully cover people's transportation needs and reduce the need to own a personal vehicle.
<b>Support Cities</b>		Support dense, urban environments where CDTA services are naturally supplemented by density and walkability.
<b>Regional Leadership</b>		Promote the CDTA vision in regional land use decisions and use CDTA services to encourage transit-supportive development.
<b>Engagement</b>		Maintain regular engagement with CDTA customers and the public. Continuously re-align services and work to meet customer needs.
<b>Safety</b>		Ensure that CDTA's operational practices and capital investments promote a safe environment for our customers, our employees, and the public.
<b>Simplicity</b>		Make CDTA services simple to use for people new to the region and CDTA, or transit more broadly, as well as long-time customers.
<b>Image</b>		Maintain CDTA's positive image in the region.
<b>Team Focus</b>		Cultivate and support CDTA staff who work every day to put service out on the road. Align services and projects with staff capacity, competitive salaries, and professional development opportunities.



# Planning & Operating Principles

Planning & operating principles apply strategic principles to individual CDTA services.



## Fixed-Route

- Improve infrastructure on busy routes
- Build quality waiting areas
- Make transfers easy
- Align fare policy



## FLEX

- Support fixed route
- Efficiency
- Small zones



## STAR

- Control costs
- Meet ADA



## CDPHP Cycle!

- Connect with transit
- Support recreational and essential trips



## DRIVE

- Save CDTA riders having to own a car “just in case”

# Summary of Needs

CDTA's review of existing conditions and input from CDTA staff resulted in a list of issues and opportunities.



## Fixed-Route

- Service update
- Farebox recovery
- Garage space



## STAR/FLEX

- High cost per ride
- Some customers can shift to fixed route



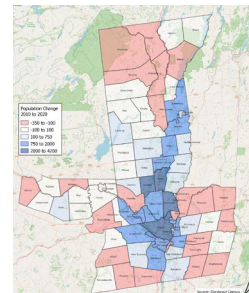
## CDPHP Cycle! / DRIVE

- Cycle! doesn't run year-round
- DRIVE usage not well understood



## Staff, Training, Resources

- Driver and maintenance tech shortage
- Operational impacts of capital and service plans



## Coverage, Regional Change

- No need for major geographic coverage change
- Continued growth in Saratoga will require attention





# Public Engagement

CDTA conducted public outreach in two phases, both of which involved the public, major partners, authority staff, and operations. Feedback was taken in person and through surveys.



## Fixed-Route

- Frequency is a top priority
- OTP is a common concern
- Want more service information
- More cross-town transfers *could* work



## FLEX

- Customers dissatisfied with service availability (wait times)
- More connections to fixed route than *Cycle!* or FLEX



## STAR

- Expand Navigator to STAR



## CDPHP Cycle!

- High customer satisfaction
- 20% use for errands



## DRIVE

- Customers want increased availability
- More vehicles in more places





# Recommendations

CDTA used the summary of needs and public feedback to produce a list of recommendations to advance the strategic and planning/operating principles under the new TDP.

Other topics addressed:

- Infrastructure
- Staff support
- Fare Payment
- Regional Leadership
- Bus Storage
- Incorporating New Technologies
- A “Gold Standard” of Service
- And more...



## Fixed-Route

- Service realignment/restructuring
- Refocus on reliability
- Infrastructure Priority Network
- Frequent Network



## FLEX

- New models for FLEX service
- Investigate booking in advance
- Better reporting
- Mix STAR and FLEX



## STAR

- Dispatch from all garages
- Reassess client/trip eligibility
- More data on bus stop accessibility



## CDPHP Cycle!

- Investigate year-round service
- Better reporting
- Innovative partnerships



## DRIVE

- More vehicles
- Better reporting on customer usage



# Standards

Standards are used both when **planning service** and when **monitoring performance** of services in operation.

Other topics covered:

- Infrastructure
- Land use and development
- Service monitoring
- Data collection
- Reporting

More **performance standards** TBD for STAR, Cycle and DRIVE



## Fixed-Route

- **Transit Need/Potential**
- **Headway and span by route type**
- **Maximum passenger loads**
- **On-time performance**
- **Rides per revenue hour**



## FLEX

- **Service span and coverage**
- **Pricing**
- **On-time performance**



## STAR

- **ADA guides service parameters**
- **On-time performance**
- **Calls in queue over five minutes**
- **Complaints**



## CDPHP Cycle!

- **Rack site selection guidelines**
- **Rides per bike rack per day**
- **Times without a bike available**



## DRIVE

- **Site selection guidelines**
- **Out of service %**
- **Balance of use and availability**



## Next Steps

- Board review
- Prepare finalized document
- Vote on adoption in September
- Implementation begins

# THANK YOU!

Questions? | Comments?

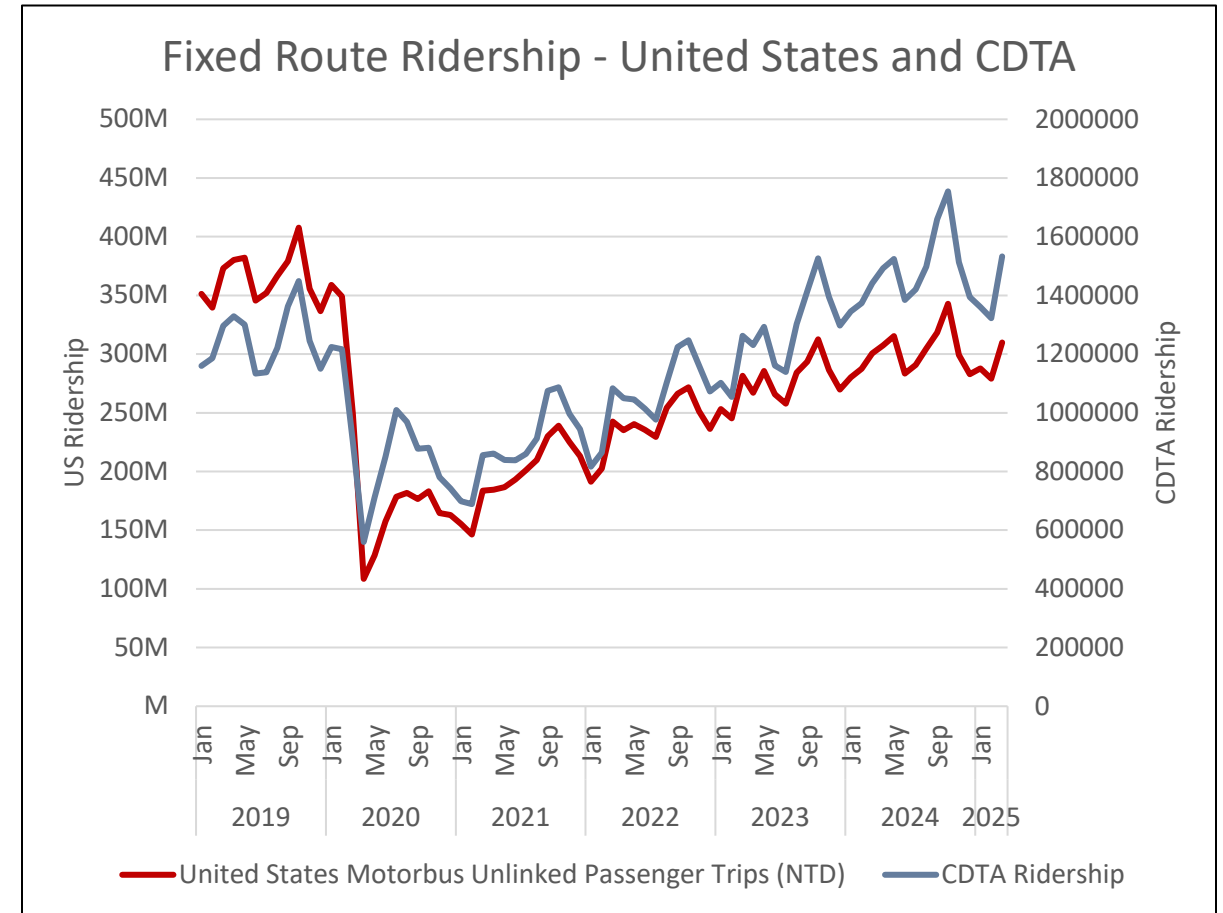
# Route Performance Report

## Fiscal Year 2025

Planning Committee 08.21.2025

# Major Findings

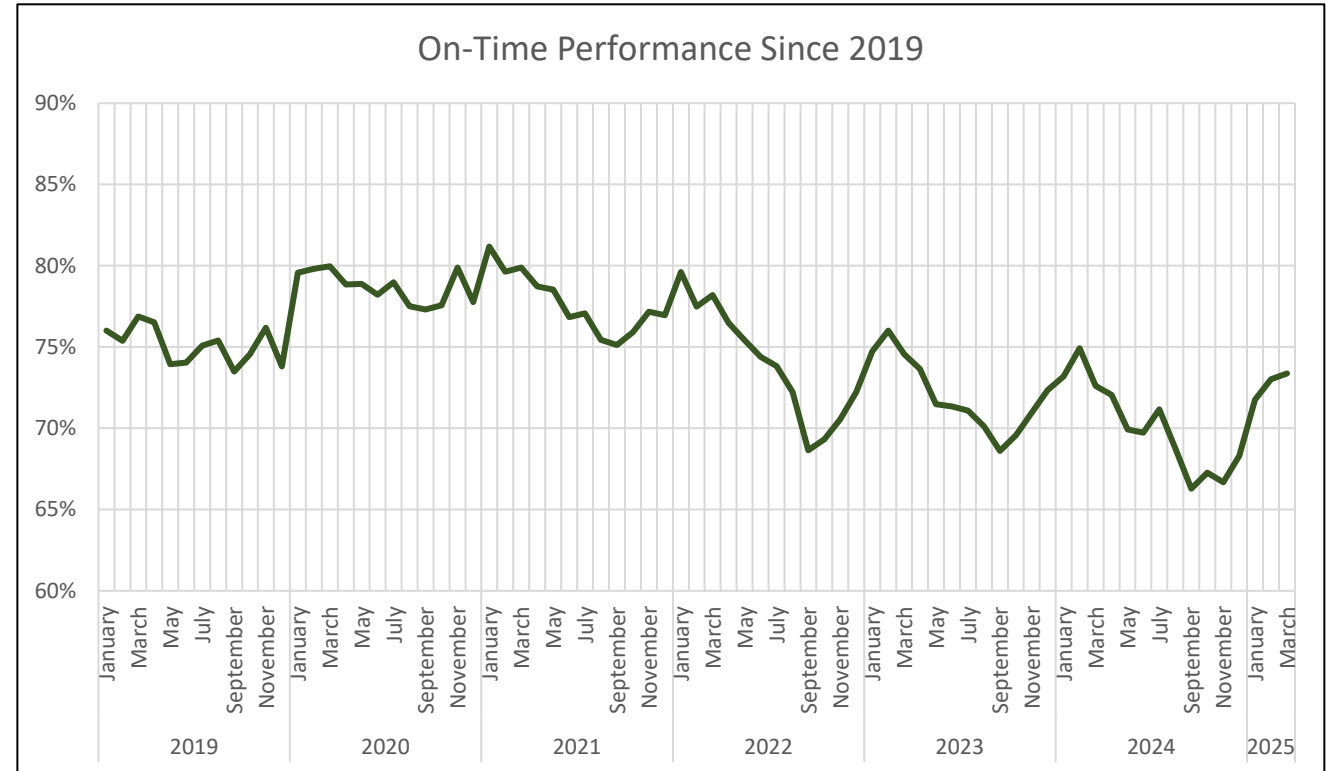
- **Ridership and productivity** continued to grow; set new record
  - Ridership: **18.5 million boardings** (+12% vs. FY24)
  - Productivity: **21.6 boardings / rev. hr** (+7% vs. FY24)
- **Universal Access** ridership continues to grow (+20% vs. FY24)
- **Frequent routes** (trunk, BRT) continue to lead the way
  - **Purple Line BRT** ridership continues to grow, but excess capacity provides opportunity for savings





# Major Findings

- **Lowest performing routes focus on coverage over frequent service**
  - Routes in Glens Falls, Saratoga Springs, Amsterdam
- **On-time performance continued to decline (-1.8% vs. FY24)**
  - Routes with optimized schedules outpacing remainder of the system
  - Planning Department applying new scheduling method to future changes
  - Service rebalancing in FY26 expected to have positive effect (greater driver and vehicle availability)



# Productivity by Route

## Most Productive

Route	Description	Rides /Hour
<b>1</b>	Central Ave./Wolf Rd.	<b>36.2</b>
<b>12</b>	Washington Avenue	<b>33.3</b>
<b>905</b>	BusPlus Red Line	<b>32.4</b>
<b>100</b>	Mid-City Belt	<b>30.2</b>
<b>524</b>	Bway-Menands Express	<b>28.0</b>

## Least Productive

Route	Description	Rides /Hour
<b>412</b>	Glen St / Aviation Mall	<b>3.8</b>
<b>419</b>	Route 9 / Lake George	<b>3.6</b>
<b>Flex</b>	Southern Saratoga	<b>3.1</b>
<b>155</b>	Suburban Circulator	<b>2.7</b>
<b>402</b>	Bay/College	<b>2.1</b>

- Top five routes are the same as last year
- Routes 905 & 100 passed 30 rides/hr
- Top five are mostly up by ~4 per rides/hr
- Route 12 grew more slowly, likely due to Purple Line
- Bottom routes are mostly in Glens Falls and Saratoga Springs

# On-Time Performance by Route

## Most On-Time

Route	Description	Percent On-Time
<b>601</b>	S. Amsterdam & Route 30	86%
<b>190</b>	Fuller/Wolf	85%
<b>602</b>	Amsterdam to Schenectady	82%
<b>351</b>	Broadway/Van Vranken	81%
<b>600</b>	Neighborhood Belt	80%

## Least On-Time

Route	Description	Percent On-Time
<b>155</b>	Suburban Circulator	63%
<b>100</b>	Mid-City Belt	61%
<b>605</b>	Amsterdam to Schenectady	59%
<b>540</b>	Northway Express	57%
<b>106</b>	Uptown Belt	56%

- 351 stands out as having good ridership (23.6 per hr) *and* good OTP
- Glens Falls and 800 series are excluded from OTP analysis
- 605 began operating in June 2024

# 2024-25 Service Changes

## Seasonal Service Adjustments

- Ridership on several routes varies significantly with college/university breaks – up to **40% drop in summer**
  - **#12, #114, #910** (University at Albany)
  - **#224** (Hudson Valley Community College)
- Total capacity on UAlbany routes has increased significantly since implementation of **Purple Line BRT**
- Starting in June 2024, CDTA began reducing service on these routes between late May and late August
- **FY25: 6,200** hours in annual savings vs. FY24
- **FY26: 3,800** hours in annual savings vs. FY25



# 2024-25 Service Changes

## Liberty Square Mobility Hub

- South Central / Little Italy, Troy
- Shared by Routes #85 and #224.
- Intersection transformed into “pocket park” with enhanced landscaping, seating, public space



*Liberty Square Mobility Hub*

## South Manning Mobility Hub

- Outside St. Peter’s Hospital, Albany
- Shared by Routes #13 and #106.
- Allows two-way circulation on S. Manning Blvd
  - **Benefits to Route #106:** More direct service, shorter travel times



*South Manning Mobility Hub*



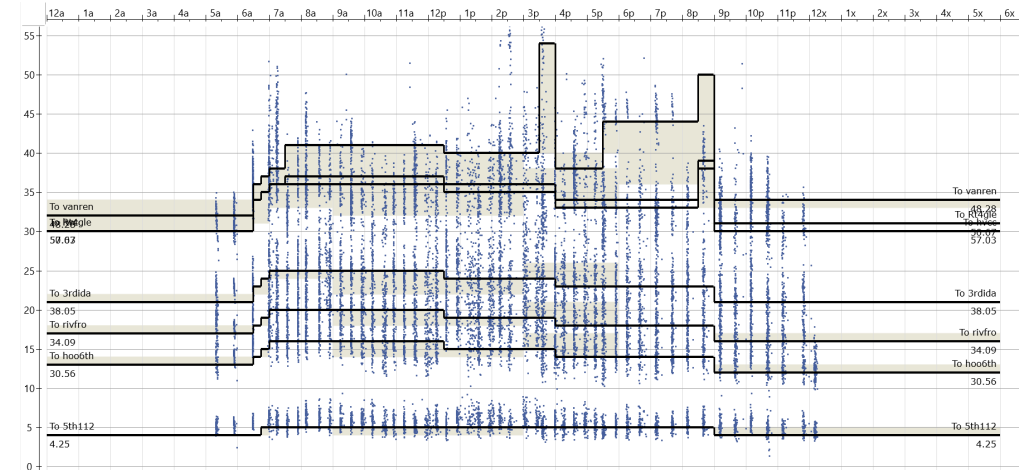
# 2024-25 Service Changes

## Albany schedule optimization

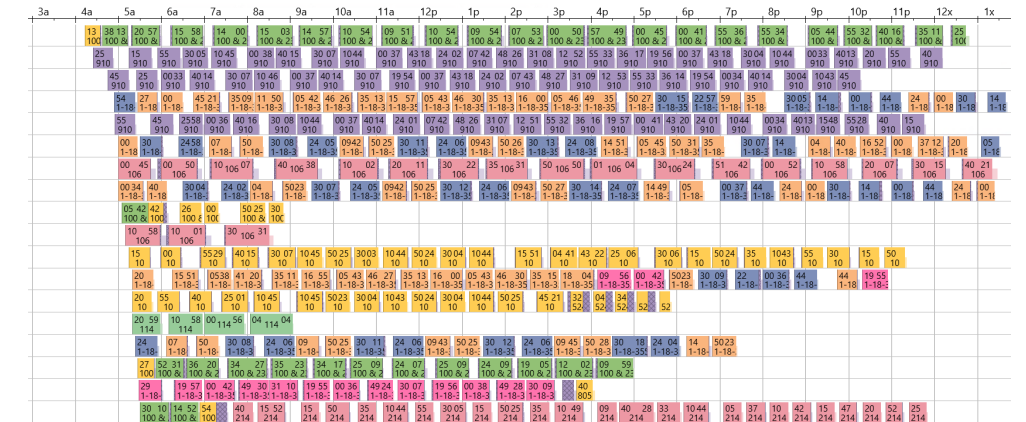
- CDTA partnering with CSched to bring scheduling practices in line with industry standards
- **January 2025:** Began pilot project to streamline and optimize Albany schedules on weekends
- Recalibrated run times, more efficient blocking
- **May 2025:** Extended project to Albany weekdays
- **Early results:** Albany routes outpacing system for OTP

## Other OTP adjustments

- Run times adjusted on other routes in satellite divisions (#289, #354, #450, #602)



Run time calibration in HASTUS



Blocking solution in HASTUS



# Universal Access Ridership

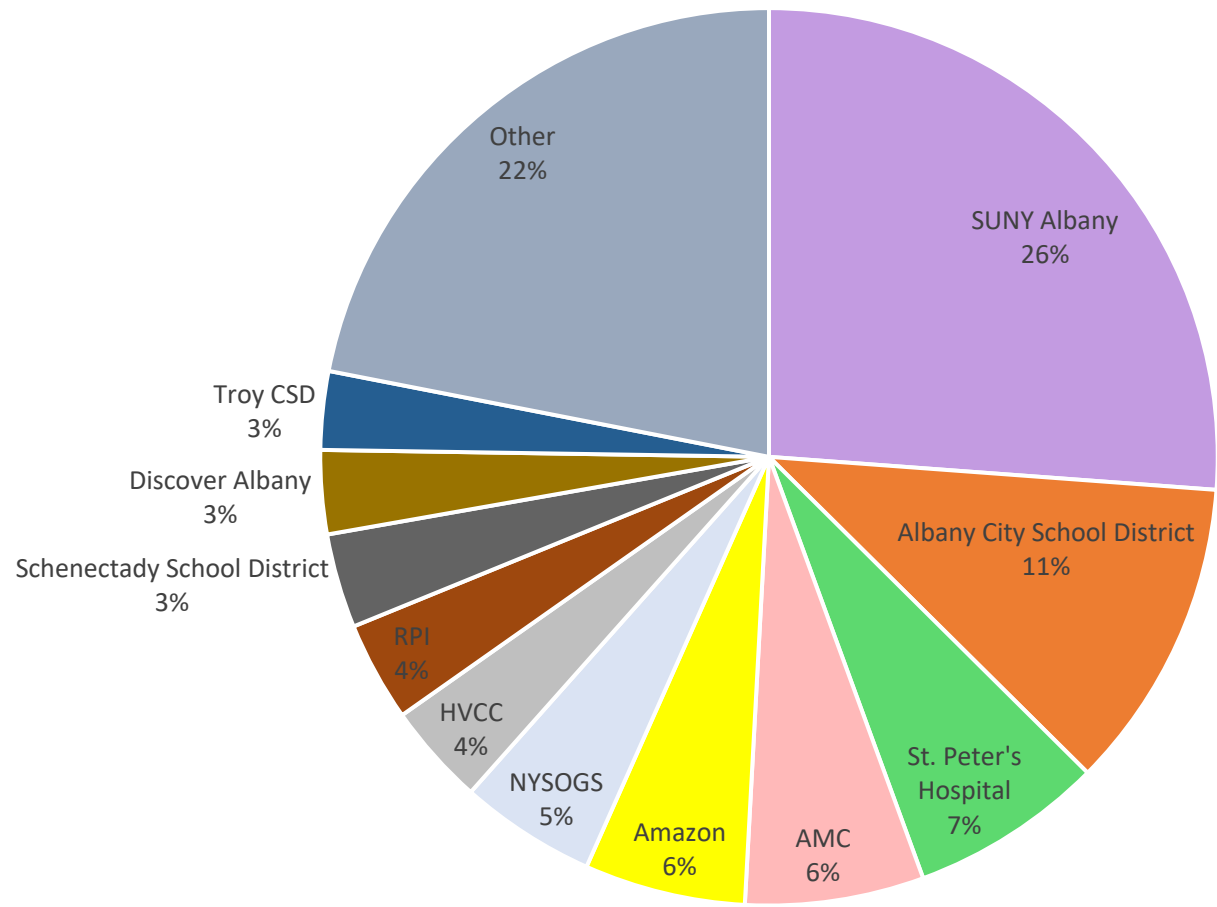
Organization	Total
SUNY Albany	1,247,762
Albany City School District	536,756
St. Peter's Hospital	332,974
Albany Medical Center	307,078
Amazon	276,883
NYSOGS	233,851
HVCC	174,724
Rensselaer Polytechnic Institute	171,302
Schenectady School District	162,033
Discover Albany	143,862
Troy City School District	134,505
Albany BID	124,278
Educational Opportunity Center	111,759
Greater Amsterdam School District	94,889
SCCC	82,450
<b>Market 32</b>	<b>64,694</b>
Rivers Casino	48,344

Organization	Total
Russell Sage	47,151
Albany Airport	42,017
Plug Power	40,021
Nurses Middle College	37,519
Stewarts	32,716
Mildred Elley	32,104
Skidmore College	30,933
Troy BID	29,611
BBL Hospitality	28,952
Schenectady County	26,097
<b>Ellis Medicine</b>	<b>23,644</b>
Siena College	22,302
Shaker Place	18,562
Maria College	13,405
<b>Community Care Physicians</b>	<b>10,926</b>
Albany College of Pharmacy	10,573

Organization	Total
Albany Law School	9,503
Albany Public Library	6,392
Union College	6,180
St. Mary's Hospital	5,869
<b>Honest Weight</b>	<b>5,654</b>
Tri City Rentals	5,267
Rosenblum Companies	5,186
The Blake Annex	5,041
Catholic Central High School	4,636
Fuller Road Management	4,413
<b>Central Avenue BID</b>	<b>4,072</b>
<b>SUNY Adirondack</b>	<b>3,853</b>
<b>Whitney Young</b>	<b>2,699</b>
Beech Nut	1,945
City of Amsterdam	889
<b>CRM Properties</b>	<b>745</b>
Glens Falls City School District	209

- Now at 50 partners (new partners in bold)
- 4.7 million rides (up from 4 million last year)
- 26% of annual ridership (up from 25% last year)
- One ended contract (St. Rose)

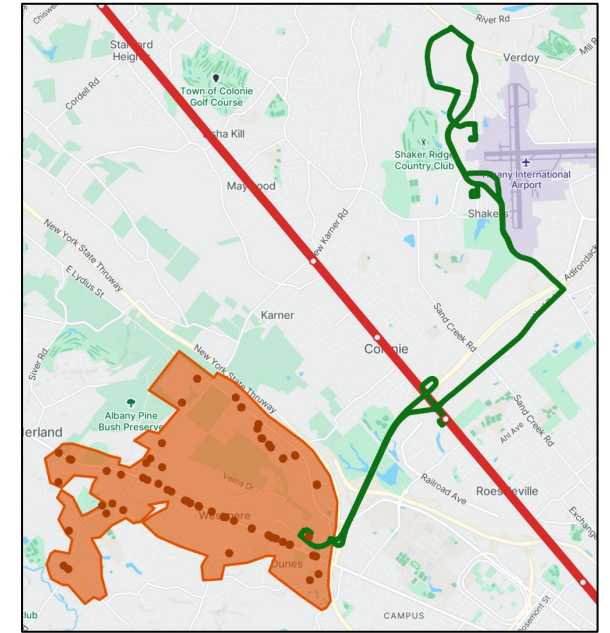
# Organizational Share of Universal Access Ridership



# Early FY26: May FLEX Changes

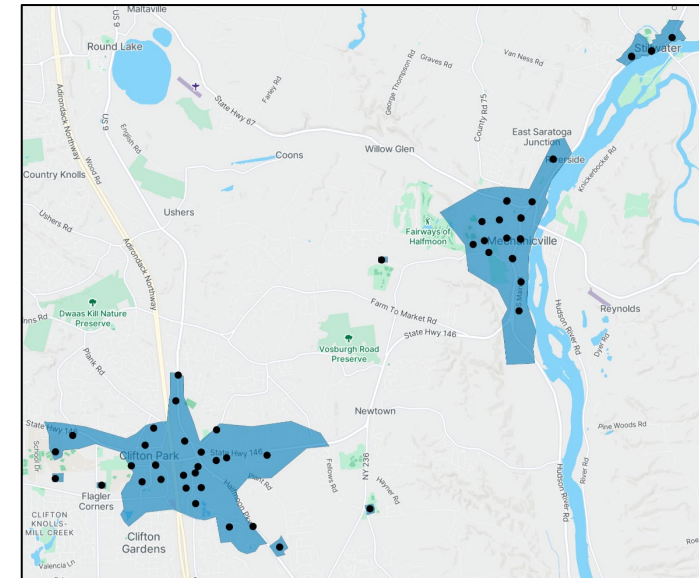
## FLEX Guilderland/Colonie Zone

- Reduced size of zone, increased service on Route #117 to cover northern portion.
- Switched to **point-to-point** service model.
- **12% increase** in total ridership, **44% increase** in productivity.



## FLEX Southern Saratoga Zone

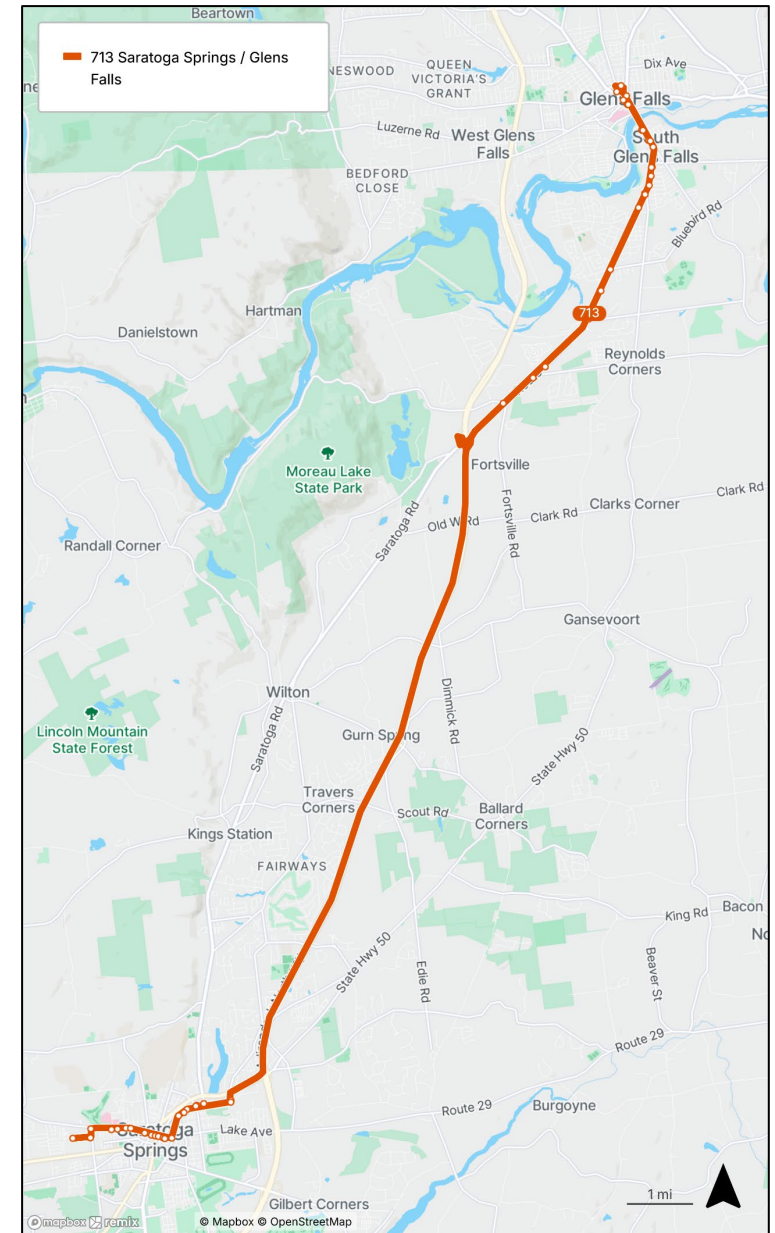
- Switched to **point-to-point** service model.
- Slight coverage adjustments in Stillwater.
- No other changes.




# Early FY26: Route #713

## New Fixed Route

- Connection from Downtown Glens Falls to Downtown Saratoga Springs
- #1 request from Warren County since CDTA began operation of former GGFT services in January 2024
- Operates via Route 9 & Interstate 87
- Operates on weekdays, mostly during peak hours.
- Also connects to Saratoga Springs Rail Station



# FY26 Service Rebalancing

- 
- **Recommendation: Targeted service reductions**
    - Need to bring scale of system in line with fiscal budget and operator headcount
    - Recommended as Phase I of Implementation Plan in upcoming TDP
    - Based on comprehensive evaluation of ridership and service
    - Emphasis on less productive routes, segments, and times of day wherever possible
  - **First phase: August 2025 pick**
    - Service level reductions to Routes #10, #12, #87, #114, #19, #190, #910
    - Coverage reduction to Route #233 (will no long serve Village of Nassau)
    - Confirmed annual savings of **>32,000 hrs**
  - **Future phases**
    - Similar savings anticipated in future picks
    - November changes currently being finalized



# THANK YOU!

Questions or Comments?

