

■ Message from the Chief Executive Officer

As we celebrate 40 years of connecting the Capital Region, it's been another successful year at the Capital District Transportation Authority. We enjoyed a modest but steady increase in ridership, launched our new BusPlus service, and strengthened community partnerships.

We have created new relationships with the business community, which has led to the expansion of our transportation access program with area colleges as a solution to their travel needs. The University at Albany, the Sage Colleges and Skidmore College joined RPI, and the College of St. Rose in extending CDTA transportation privileges to students, faculty and staff. We are taking this successful program to more businesses as expanded access and savings are keys to promoting transit.

We have continued the process of efficiently restructuring our route network with a successful effort in Schenectady County that brought better connections to employment, medical institutions and shopping centers. Those changes resulted in a 15% ridership increase on Schenectady routes and allowed for the integration of BusPlus along with the impending revitalization of the Schenectady Train Station.

CDTA continues to pioneer accessibility across the Capital Region, offering benefits to customers, municipalities and the environment. Public transit holds a critical role in building a more sustainable society and our bikeable bus program made huge strides this year as local bicycle groups supported more than 50,000 bike boardings. Year two of our bike rack program put additional racks throughout Albany County, allowing for residents to combine transit service with their sustainable travel plans.

The use of improved technology opens doors to innovative programs and offers immediate customer interaction. Our new smartphone and website applications provide customers with CDTA information at their fingertips. Technology lets riders know when buses are scheduled to arrive, to plan a trip using multiple CDTA services and provides the best way to take advantage of our route network. We expect to incorporate real-time information, traffic signal priority and queue jump lanes at BusPlus stations along the NY Route 5 corridor, which is just the beginning of how we will further enhance the customer experience.

Please let us know how we can help you, your constituents, your employees or anyone with you are associated with and thank you for your support.

Cordially,



Carm Basile
Chief Executive Officer

