

# Albany Route Restructuring Title VI Updates



CDTA Business Development  
November 2011

## **INTRODUCTION**

Beginning in fall of 2010, CDTA began an extensive planning process to review the service routes in the City Albany and within Albany County. The purpose of the Route Restructuring is to increase ridership and service productivity, while creating a budget neutral cost associated with this major service change. Routes were streamlined or eliminated to make service more efficient and reduce CDTA's operating budget. The Transit Development Plan (TDP) calls for the systematic restructuring of CDTA routes based on a set of policy principles to allow for reallocation of service with demand in a process heavily dependent on public input. Public input was by far the most important element of this process, and CDTA began involving the public over the course of a full year before the service change was implemented. On November 13, 2011 the much anticipated Albany Route Restructuring took effect.

CDTA defines a major service change is considered as a change in which the Authority's Board approval is required. Board approval is required when there is an aggregate change of 25% or more of transit vehicle miles of all of CDTA bus routes computed on an annual basis OR an aggregate change of 25% or more of transit service hours of all of CDTA bus routes computed on an annual basis. Exceptions include seasonal routes and emergency service changes.

Because the Albany Route Restructuring constitutes a 23.8% change in hours, it does not meet the CDTA's 25% policy threshold level defining a major service change in either miles or hours, CDTA conducted extensive outreach and public involvement as if we had reached that policy threshold. Once the new service change is implemented, CDTA will be constantly monitoring transit service through various technologies (farebox, automatic passenger counters,

GPS) as well observations of staff bus riders, the four travel trainers, and frequent customer surveys. If a disparity were to be found to exist, CDTA would take corrective action.

## **TITLE VI POLICY**

The Capital District Transportation Authority (CDTA), as the designated recipient of federal funds of the Federal Transit Administration (FTA), hereby submits this Title VI Program Update in conformance with Title VI of the Civil Rights Act of 1964, and the implementing regulations issued by the U.S. Department of Justice (28 CFR Part 42, Subpart F) and the U.S. Department of Transportation (49 CFR Part 2), and the Title VI Program Guidelines for Federal Transit Administration Recipients (Circular FTA C 4702.1 dated May 26, 1988 and supplemental instructions Title 49, Chapter 53, Section 5332 of the Code of Federal Regulations issued in 1998.

The purpose of this program is to ensure that no person shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance from the Federal Transit Administration (FTA).

The Capital District Transportation Authority (CDTA), through its Title VI Program, will meet the following objectives:

- To ensure that FTA-assisted CDTA benefits and related services are made available and are equally distributed without regard to race, color, or national origin.
- To ensure that the level and quality of CDTA's services are sufficient to provide equal access and mobility for any person without regard to race, color, or national origin.
- To ensure that opportunities to participants in the transit planning and decision-making process within the CDTA are provided to persons without regard to race, color or national origin.
- To ensure that CDTA's decisions on the location of transit services and facilities are made without regard to race, color, or national origin.

- To ensure that corrective and remedial action is taken to prevent discriminatory treatment of any beneficiary of CDTA's services based on race, color, or national origin.

## **THE PLANNING PROCESS**

### ***CUSTOMER SURVEYS***

An extensive public outreach and involvement process was held over the course of a year before the new service change was implemented. The planning process for the Albany Route Restructuring began in the fall of 2010, with CDTA staff identifying the levels of ridership on all routes within the Albany area. Fact Finders, a local market research firm, was hired in late fall 2010 early winter 2011 to assist in the survey preparation and to conduct additional public interviews. On board surveys were distributed and collected by CDTA staff over the course of a four month period. Surveys were widely distributed through mass mailings and email of riders in database. On street surveys were conducted by Fact Finders to capture riders and non-riders.

### ***COMMUNITY MEETINGS***

Also beginning in late 2010, early 2011 CDTA staff began the process of attending over twenty neighborhood association meetings. The meetings with community groups within Albany and surrounding suburbs, were set up to hear priorities for desired service improvements. In the spring of 2011, CDTA staff had also begun meetings with major employers / stakeholders on their service needs and desire to establish employee incentive programs.

Based upon the data collected from the surveys, meeting with stakeholders and community groups, and CDTA's individual route ridership data, a draft plan was developed in the spring of 2011. CDTA then set up neighborhood association meetings at which time

the draft plan was shown at each meeting, and residents had an opportunity to comment on the proposed changes. At these meetings “dot” exercises were conducted by which residents could identify which routes they wanted to see remain in effect and expressed their transit service needs.

All in all, CDTA staff undertook a substantial public input process to gather feedback to determine what service improvements riders, residents, and stakeholders wanted to see incorporated as part of the Albany Route restructuring process. The end result is that the outreach included meetings with over 30 neighborhood / tenant associations and community groups, over 3,500 surveys taken on-board buses, over 2,000 online and mail surveys, on-street interviews, and numerous meetings with major employers, shopping centers, hospitals, and colleges.

### **PUBLIC MEETINGS**

In July 2011, four public hearings were held allowing an opportunity for residents to comment on the revised route structure, and the draft service plan. In conjunction with the public meetings, CDTA prepared a webpage in which comments could be submitted from the public about the newly restructured service. The webpage received regular entries from its comments page for several months, until the last day to comment on July 21, 2011.

#### **The four public meeting dates, and locations are below:**

**Thursday July 7<sup>th</sup> from 4:00pm-8:00pm** - Albany Public Library - Arbor Hill/West Hill Branch (148 Henry Johnson Boulevard)

**Monday July 11<sup>th</sup> from 5:00pm-9:00pm** - Albany Housing Authority Headquarters, South End Neighborhood (200 South Pearl St)

**Wednesday July 13<sup>th</sup> from 4:00pm-8:00pm** - Albany Public Library - Main Branch (161 Washington Avenue). Purpose of this meeting is to target County wide residents.

**Thursday July 14<sup>th</sup> from 4:00pm-8:00pm** - Albany Public Library - Pine Hills Branch (517 Western Avenue). The purpose of this meeting was to target residents of Albany's uptown and midtown residents.

A separate tenant association meeting was held at Ohav Shalom housing site on Monday July 18<sup>th</sup> to address concerns for the senior's residing at this location.



At these meetings, customers were able to learn about the draft plan by viewing maps and new timetables, listen to a presentation, and speak directly with CDTA staff. Staff asked each customer to fill out a comment form and place it in a box. We also had the draft plan displayed online and people could call, email, or write to us with their comments. After the public comment period which was over two weeks, staff documented all of the comments and categorized them. Staff then adjusted the final plan to accommodate over 50% of the requests made.

## **RESULTS**

### **SERVICE CHANGES – CITY OF ALBANY**

The draft plan satisfies most of the major requests for improvements in the city of Albany received during the public input process. The plan includes areas with reduced or eliminated service, but these all had low ridership and have alternatives nearby. For every rider with service reduced, there are seven (7) with improved service. Additionally, for

every rider with service eliminated, seventy (70) will have improved service. Attached you will find comparison maps showing the current route system and the proposed service plan. By and large most residents were satisfied with the route restructure's outcomes. Most comments were received via the web, with the last day to comment on July 21. To mitigate ridership complaints in regard to the new service, additional meetings were held to address the issues.

CDTA began operating the newly restructured service on November 13, 2011. No fare changes were incurred as a result of the route restructuring.

## **ROUTE RESTRUCTURING OVERVIEW**

### **TRUNK LINE SERVICE IMPROVEMENTS**

**Route #6 (Second/Whitehall)** – This route will be split into two separate routes (#6 & #116). Route #6 will operate on South Pearl Street, Second Avenue, and Whitehall Road every 20 minutes during the day, evening service will be extended until 1:00 am, and Sunday service will be added. (Also see new neighborhood route Route #116).

**Route #7 (Glenmont)** – The frequency will be increased to every 25 minutes, service will be increased on Sundays and additional early morning and late night trips will be provided. These changes will increase the level of service between Albany and the Glenmont shopping centers. ***(with access to Downtown Albany via Mount Hope)***

**Route #12 (Washington Avenue)** – This route serves CDTA's three largest destinations (Crossgates Mall, the University at Albany and Downtown Albany). Service frequency will be increased to every 15 minutes during peak and mid-day hours. Trips into the Harriman State Campus will be eliminated (Please see new Route #112).

**Route #18 (Delaware Avenue)** – New Sunday service will be added, mid-day frequency will increase to every 30 minutes, service to the Slingerlands Price Chopper will be provided, while weekday and Saturday night service will be extended until 11:00pm.

***Although Route #8 will no longer operate, enhancements to Route #6 & #7 along with the addition of Route #100 & #138 will improve service in areas previously served by Route #8.***

### **NEW NEIGHBORHOOD SERVICE**

**Route #100 (Mid-City Belt)** – This new route will provide service on Morton Avenue, Holland Avenue, Quail Street, Livingston Avenue, and Pearl Street. It will offer direct connections between the South End, Arbor Hill and Albany Medical Center as well as the Stratton VA Medical Center. The route will provide better access to BusPlus and other major transit corridors. ***Route #100 replaces portions of Route #3, #8, and #9.***

**Route #114 (Madison/Washington)** – This new route will provide direct connections between Madison Avenue neighborhoods (via Washington Avenue) to Crossgates Mall, the University at Albany, the College of St. Rose and CDTA's Rensselaer Rail Station. ***Route #114 replaces portions of Route #3 and #4.***

**Route #116 (Albany Memorial/Menands)** – This new route will provide service between Steamboat Square housing complex, Downtown Albany, Memorial Hospital, neighborhoods in North Albany, Menands and Riverview Center (via Green Street, Pearl Street, Broadway, Van Rensselaer Boulevard and Wards Lane). ***Route #116 replaces portion of Route #6 between downtown and Riverview Center.***

**Route #125 (Clinton/Sand Creek)** – This new route will provide direct connections between Clinton Avenue and Colonie Center/Wolf Road (via Sand Creek Road) while improving access to BusPlus and Route 5 destinations. ***Route #125 replaces portions of Route #2 & #3.***

**Route #138 (Livingston/Allen)** – This new route will provide cross-town service on Allen Street and Livingston Avenue, offering direct connections between St. Peter's Hospital, Livingston Avenue and Lark Drive. The route will improve access to BusPlus and other major transit corridors. ***Route #138 replaces portions of Route #2, #8 & #30.***

### **NEW COMMUTER ROUTES**

**Route #712 (Patroon Creek/Harriman)** – This new route will provide direct connections, during the peak time periods, to the Harriman Campus and Patroon Creek from Downtown Albany (via Central and Colvin Avenues). ***Route #712 replaces Route #12 trips that previously served the Harriman Campus.***

**Route #734 (Hackett/Buckingham Pond)** – This new route will operate primarily during peak time periods between Downtown Albany, Hackett Boulevard, the Buckingham Pond neighborhood, Stonehedge Gardens and Ohav Shalom apartment complexes. ***Route #734 replaces portions of Route #4, #9, and #30.***

**Route #737 (Airport/Corporate Woods)** – This new route will operate primarily during peak time periods between Downtown Albany, Corporate Woods, Palisades Drive, Albany International Airport & British American Boulevard with an additional 8:15pm trip from Corporate Woods (via Northern Boulevard, Shaker and Everett Roads). ***Route #737 replaces portions of Route #27 & #31.***



### **ROUTE REDUCTIONS & CONSOLIDATIONS**

**Route #13 (New Scotland Avenue)** – The frequency on this route will be reduced to 15 minutes during peak periods. Albany Medical Center and St. Peter's Hospital will have increased service on Route #100 & #138. Route #13 will maintain routing on Holland and Delaware Avenues.

**Route #610 (Wolf Road)** – The route will operate every 25 minutes in peak periods, every 35 minutes during mid-day periods, and 45 minutes on the weekend. The route will terminate at Albany International Airport and Albany Nursing Home on weekends, and after 7:00pm on weekdays. New Commuter Route #737 will provide regular route service to Albany International Airport and British American Boulevard.

**Routes #611 & #612 (20 Mall & Route 5)** – These flexible service routes will have a peak frequency of every 60 minutes with a combined frequency of 30 minutes between the two routes. Route #611 will operate from 6:30am – 8:15pm on weekdays, while Route #612 will operate 6:00am to 11:30pm on weekdays and Saturdays Both routes will no longer service Crossgates Commons. ***Route #12, #712, and #114 will now serve Crossgates Commons.***

**Harriman Campus** - Route #712 will provide peak-only service to the Harriman Campus with most mid-day service eliminated.

**Corporate Woods** – Route #737 will provide 60-minute frequency to the office campus.

### **SERVICE ELIMINATIONS**

Exchange Street in West Albany was previously served by Route #2 and many of the stops will be within walking distance of Route #125 & #737.

Kenwood and Elsmere Avenues in Delmar were previously served by Route #18 and many of the stops are within walking distance of an improved Route #18 that remains on Cherry and Delaware Avenues.

### **MARKETING EFFORTS**

Extensive training of CDTA staff for the new route structure occurred before the official implementation. CDTA's Customer Service Representatives (CSR) within CDTA's call center were trained on the new routes, to more effectively answer CDTA's customer questions about the new service as they were received. CDTA's authority staff, field supervisor's, and bus operators were trained on the new route structure well before it was implemented.

CDTA's four travel trainers and planning interns were out riding buses and visible at bus stops, answering questions about the new service before and during the roll out. Social media was also used, including facebook and Twitter, to get the route restructuring message out to the public.

Marketing efforts and an extensive public education campaign was launched in the months leading up to the new service change. Flyers and mass mailings were distributed advertising the new service change in the months leading up to the new service.

On Monday November 14th the new service rolled out and CDTA staff was out in full force assisting the public, answering questions and directing customers to new bus routes. Once the new service was implemented, CDTA staff continued their efforts to assist riders and monitor customer comments about the restructured service. Public education and marketing efforts will continue to occur over the next several months. Customer comments will continue to be reviewed and any additional modifications to the service will take place in early 2012.





# **APPENDIX A**

## **Fact Finder's Vocal Rider Survey**



FACT FINDERS

2011 ALBANY ROUTE  
RESTRUCTURING RESEARCH

Report of Findings  
Vocal Rider Feedback Survey

Report Date: May 24, 2011





## TABLE OF CONTENTS

	<u>PAGE</u>
Topline Findings .....	1
Research Design & Methodology .....	10
<b>SECTION I:</b> Characteristics of Respondents .....	14
<b>SECTION II:</b> Traveling In and Around Albany .....	19
<b>SECTION III:</b> Potential Impact of Additional Service Hours .....	23
<b>SECTION IV:</b> Potential Impact of Amenity Changes .....	26
<b>SECTION V:</b> Desired Changes from CDTA .....	29
<b>SECTION VI:</b> Receptivity to Service Changes: Direct Access Changes .....	32
<b>SECTION VII:</b> Suggestions for CDTA to Promote Ridership .....	36



2011 Albany Route Restructuring Research  
Vocal Rider Feedback Survey

## TOPLINE FINDINGS





## TOPLINE FINDINGS

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### Research Overview

The CDTA Vocal Rider Feedback Survey has been designed and conducted by Fact Finders, Inc. as a component of CDTA's 2011 Albany Route Restructuring Research Program. This survey provides an understanding of riders' opinions about priorities and preferences for Albany County bus service among the segment of the rider community who live, work, or travel to Albany County and have contacted CDTA by phone, email, survey, or via the CDTA website with comments, complaints, requests, or suggestions. The results of the overall program of research will be used by CDTA to aid in designing an improved service package for Albany County. This report provides data from the Vocal Rider Feedback Survey. In order to assess Vocal Rider opinion in the Albany County area a mixed mode, quantitative survey was designed and conducted both online and via a mail survey.

### Characteristics of Albany County Vocal Riders

- ◆ Age: 4 in 10 (39%) Vocal Riders report being between 35 and 54 years of age, with a similar number (46%) being 55 years of age or older.
- ◆ Gender: 6 in 10 (59%) Vocal Riders are female and 4 in 10 (41%) are male.
- ◆ Annual Household Income: Fewer than 1 in 10 (6.5%) Vocal Riders are from households with over \$100,000 in annual household income, nearly one-quarter are from \$50 to \$100k households, one-third are from \$25 to \$50k, and nearly 4 in 10 (37%) are from households with incomes below \$25,000.
- ◆ Employment: Almost 7 in 10 (67%) Vocal Riders are employed, with half (52%) saying they are employed full time. Fewer than one-tenth (8%) are students, many of whom are employed at least part time. Almost one-fifth (18%) of the participants are retired.
- ◆ Car Available: Over one-quarter (28%) of Vocal Riders say they always have a car available and 4 in 10 (42%) say they never do.

### Traveling In and Around Albany

- ◆ About two-thirds (64%) of Vocal Riders use CDTA buses at least 5 days a week. Over one-fifth (22%) of Vocal Riders say they ride 1 to 4 days a week, and 14% ride occasionally (less than 1 day a week).
- ◆ Over two-thirds (67%) of Vocal Riders use CDTA buses to get to or from work. Half (48%) of Vocal Riders report using CDTA buses for shopping, nearly 4 in 10 (39%) for medical / dental appointments, and about 1 in 10 (13%) for school. Other reasons noted by Vocal Riders for using CDTA buses include the library, church, museum, socializing, meetings, getting kids to school, pursuing hobbies, and dining out.

## TOPLINE FINDINGS

(continued)

### Traveling In and Around Albany (continued)

- ◆ Over half (53%) of Vocal Riders perceive that it is easy to get around the Capital Region using CDTA buses. Over one-third (37%) feel that it is difficult.
- ◆ Most (92%) Vocal Riders feel CDTA buses are reliable, with almost 4 in 10 (38%) saying CDTA is very reliable. Fewer than 1 in 10 (8%) Vocal Riders say that CDTA bus service is not reliable.

### Potential Impact of Additional Service Hours (see graph below)

- ◆ When asked if any of 8 potential changes in service hours would cause the Albany County Vocal Riders to ride CDTA more often, 3 responses were mentioned most often: On Saturday during the day (48%), on Sunday during the day (48%), and every 30 minutes or less during weekdays (47%). All 8 potential changes were motivating to over one-quarter of Vocal Riders.
- ◆ Every 30 minutes or less during weekdays was the top response when asked which one change would be “most important” to Vocal Riders; it was selected by 27%. Mid-day between 9 AM & 3 PM and on Sunday during the day were both selected by 16% of Vocal Riders as most important.

### Potential Impact of Amenity Changes (see graph below)

- ◆ Information played most strongly when Albany County Vocal Riders were asked about 7 potential amenity changes. The change with the largest proportion of Vocal Riders saying they would ride CDTA more often if available, was “Real-Time Bus Arrival Information at the Stops” (59%). “Better Connections to Main Routes” was mentioned by 54% and “Customer Information, Route Maps & Schedules at the Bus Stops” and “Security Cameras at Bus Stops” were cited by half (52% and 50%, respectively). All 7 potential changes were motivating to over one-third of Vocal Riders.
- ◆ When asked to select the one most important, the amenity change with the highest proportion was “Better Connections to Main Routes,” selected by 30%. “Real-Time Bus Arrival Information at the Stops” was a close second with 27%, saying it is the most important among the 7 measured.

### Desired Changes from CDTA

- ◆ Consistent with most survey research for CDTA, the top category of response when asked what CDTA could do to make the Albany County routes better for Vocal Riders is “Access: Frequency / Schedule (69%).” No other category of response was close to this.

## TOPLINE FINDINGS

(continued)

### Desired Changes from CDTA (continued)

#### ◆ Sample of Vocal Rider Comments:

- Add more frequent routes, more buses from Western Avenue to New Scotland Ave, keep #4, #13 in operation, add more buses.*
- An Xpress bus that runs straight to the E.S.P. (Empire State Plaza).*
- Busy hours (work times or Xmas shopping) extra buses on.*
- Having a #6 and #18 on Sundays. People who work on weekends, especially Sunday, have to walk to Washington / Lark.*
- Improve service within Albany, point-to-point. Unless you are going to the mall or SUNY, service is too limited.*
- More direct and more frequent connections between the major east / west routes, i.e. more crosstown buses. You could use those little buses.*
- More service from Memorial Hospital to Wolf Road. Make Albany Memorial a transfer point from other routes.*
- Please have bus connections to main routes on Saturdays and Sundays.*
- Route the 19 bus as an extension of the #10 from 20-Mall, serving Crossgates, Stuyvesant, SUNY, state campus, St. Rose and then downtown.*
- Run #1 Central Avenue every 15 minutes from downtown Albany.*
- Run more frequently and/or for longer hours.*

- ◆ When asked what the highest priority should be to improve service, the dominant category was again: "Access: Frequency / Schedule." Other categories with about 10% response were "Should Run on Time," "Driver," and "Improve Safety".

#### ◆ Sample of Vocal Rider Comments:

- Add more buses in rush hour time (2 - 3 minute span.)*
- Be ON TIME, not early or late.*
- Better connections to main routes.*
- Better training of the bus drivers. Some of the drivers are scary to ride with. Short stops, weaving in traffic, yelling and horn blowing.*
- Get rid of the minor holidays acting as a Sunday schedule. I lost my job in Corporate Woods because of no transportation due to no bus service on minor holidays.*
- More buses on #13 New Scotland Ave or #55 route and #1 Central route. It is crowded. Daytime and night. People get cranky.*
- More buses or trips during peak times in the morning 7 am to 9 am, and 4 pm to 6 pm in the evening, or timing of routes during peak times.*
- Provide Sunday service throughout Albany County. Where you live should not determine if you can go anywhere on a Sunday.*
- Snow & ice removal at all the bus stops in winter.*
- The frequency rate at high frequent stops. 10 minutes apart, rather than 15 - 20 minutes.*

## TOPLINE FINDINGS

(continued)

### Receptivity to Service Changes: Direct Access Changes

- ◆ Vocal Riders were asked for feedback about the desire for direct route access to 23 locations, some specific destinations and some general areas. The top 4 locations to which the most Vocal Riders indicated they would ride CDTA more often if direct route access existed were: Colonie Center / Wolf Road, Crossgates Commons (Walmart), Crossgates, and Amtrak Station (Rensselaer). All 4 of these locations were of interest to 4 in 10 Vocal Riders or more.
- ◆ Participants were then asked to pick the top 3 locations which would be most important for direct access. These included Colonie Center / Wolf Road (30%), Crossgates (24%), and Crossgates Commons (Walmart) (19%). These 3 were followed closely by Amtrak Station (Rensselaer) (18%), Albany Medical Center (16%), and St. Peter's Hospital (15%).

### Suggestions for CDTA to Promote Ridership

- ◆ When asked for suggestions to increase their own use of CDTA bus service, again the top category of response was "Access: Schedule / Frequency" (53%). Some Vocal Riders also have concerns about drivers (10%) and buses running on time (9%).
- ◆ Sample of Vocal Rider Comments: "Access: Schedule / Frequency"
  - a) *Direct service from the 10,13,18,55 to the Amtrak station. b) Have the 19 go to 20-Mall and then in to Albany.*

*Expand existing shuttle bus system (more routes), better inform employees at call center about Washington Avenue Ext. shuttle. Bring back transfers.*

*I love riding the bus, but sometimes I can't get from here to there in a reasonable amount of time, so more frequent buses, on some routes, less distance between stops and better connections between the major east / west routes. For example, there are places I go on New Scotland Avenue, but there is no really rational way to get there from where I live near Western and Brevator.*

*Install a bus stop near Elsmere Ave and Feura Bush Road. Provide service from that bus stop to Downtown Albany and State Campus. Travel time to both destinations should be less than 1 hour. Provide better evening service to Delmar.*

*Just more buses, more often.*

*More direct routes and more frequent service. Better connections between routes. Saturday service on Madison Avenue in Albany. I rely on CDTA for work. I do not own a car.*

*More frequent buses on weekends, earlier service in early am, more frequent evening buses.*

*Save the 57X. Or at least provide parking to Colonie residents who live between Niskayuna and Rt 155 so they can catch the BusPlus without getting towed.*

*Sunday services to the malls. Many people have been asking for the 70 and 90 to run on Sundays! I've seen people complain to the drivers about this. With the constantly packed 70 and 90 on Saturdays, is that not a hint of potential ridership for Sunday?*

TOPLINE FINDINGS

(continued)

Suggestions for CDTA to Promote Ridership (continued)

◆ Sample of Vocal Rider Comments other than “Access”

*Be on time! Use technology & let me know where you are before I leave my home/work/shopping.*

*My time is just as valuable as yours.*

*Bus drivers need to be more courteous.*

*Free or discounted transfer between intersecting routes.*

*I hate waiting at certain bus stops, when the homeless wine-o's, etc., are out of control! More security at these stops.*

*I have repeatedly signed up to receive service alerts via e-mail and a friend of mine has also done so. AND neither one of us have received anything. So I question whether or not your software is registering the e-mail service request or if CDTA is actually using it. The past winter with the number of snow/ice storms were certainly a test. I first signed up about 2 years ago after having used the service alerts in Boston. And have signed up again and again and again.... to no avail. I've used the Safari and Firefox Internet browsers as I have a Mac and iPhone. Please fix!!*

*I wish there was some kind of way that HVCC students could get the same kind of service that UAlbany students do. They don't have to pay for the bus, but we do.*

*Keep the bus stops free of snow.*

*Make trips to Amtrak and the airport more convenient and more frequent.*

*Mindful bus drivers who remind passengers to give front seats to the elderly, and handicapped.*

*Mindful bus drivers who ask passengers to move to the rear of the bus.*

*More Swipers available in more locations. The hours I work make it impossible to get one.*

*Please consider those of us who are elderly, blind or diminished sight & disabled, and make route names and numbers clearer and more discernible. Since our faculties have slowed, the signs with dancing dots or flashes are impossible to decipher.*

*Provide real-time bus arrival information at bus stops. Fewer late buses.*

*Schedules posted at bus stops so I know if it is worth waiting for a bus.*

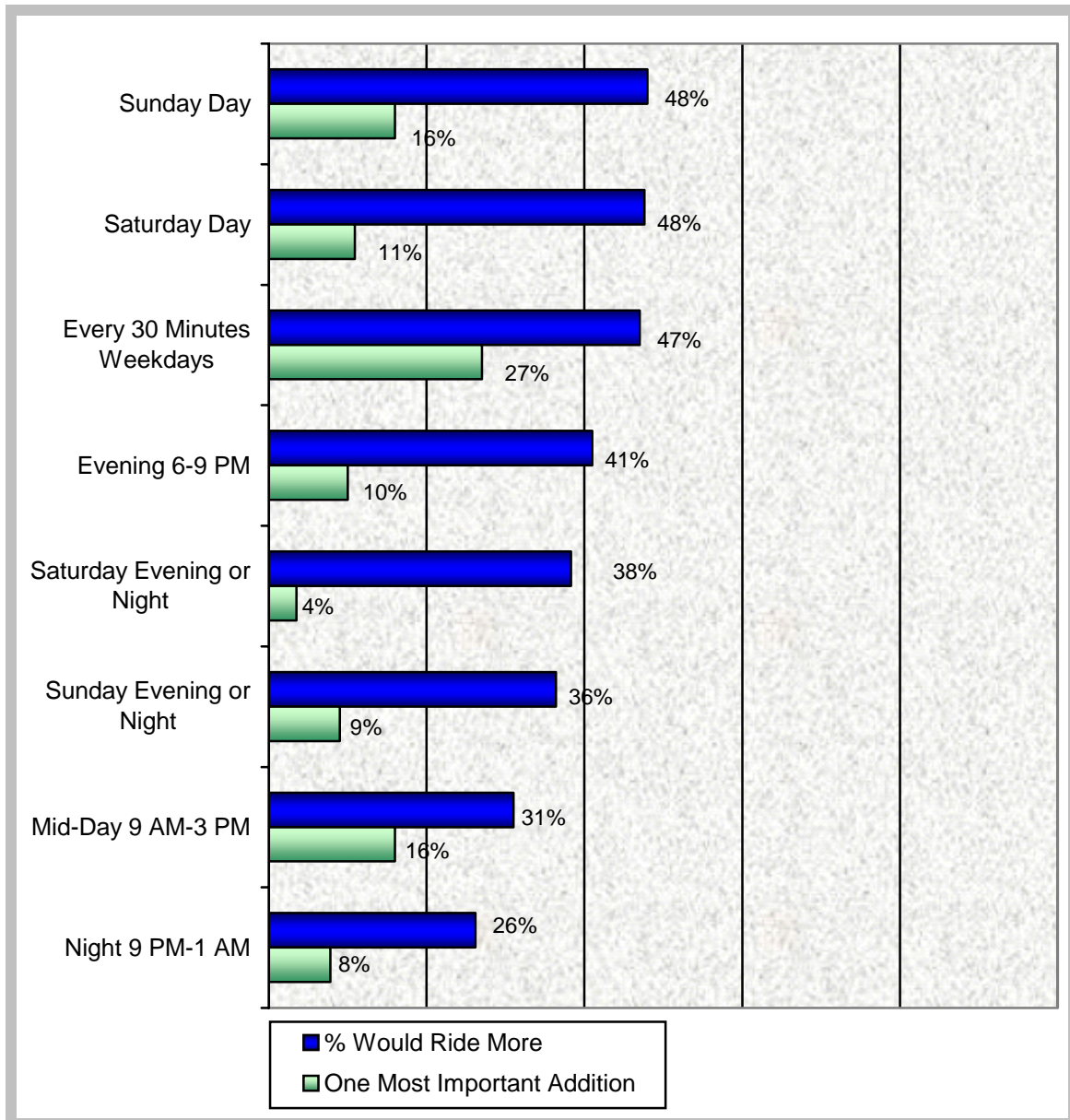
*The bus must always be on time. If buses are running late, have empty bus start somewhere mid-route. Don't line them up at every stop. It's like wearing a sign, "Incompetent!" Aren't you glad you don't take CDTA?*

*The trip planner on the web site doesn't work for me. I always have to use google. I liked the old trip planner. Some of the drivers need lessons in politeness.*



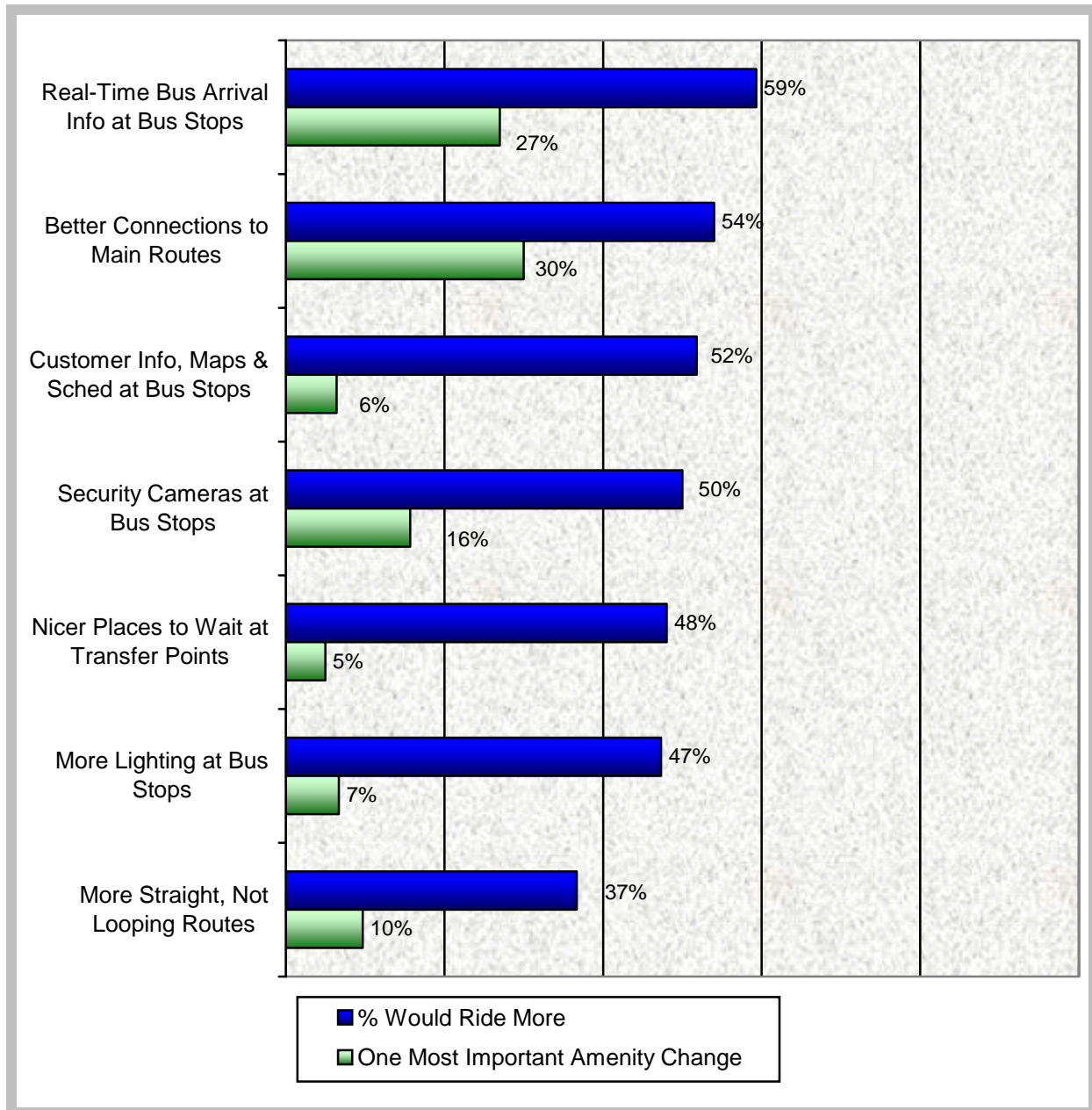
## 2011 CDTA ALBANY ROUTE RESTRUCTURING – TOPLINE FINDINGS

### Potential Impact of Additional Service Hours on Vocal Riders



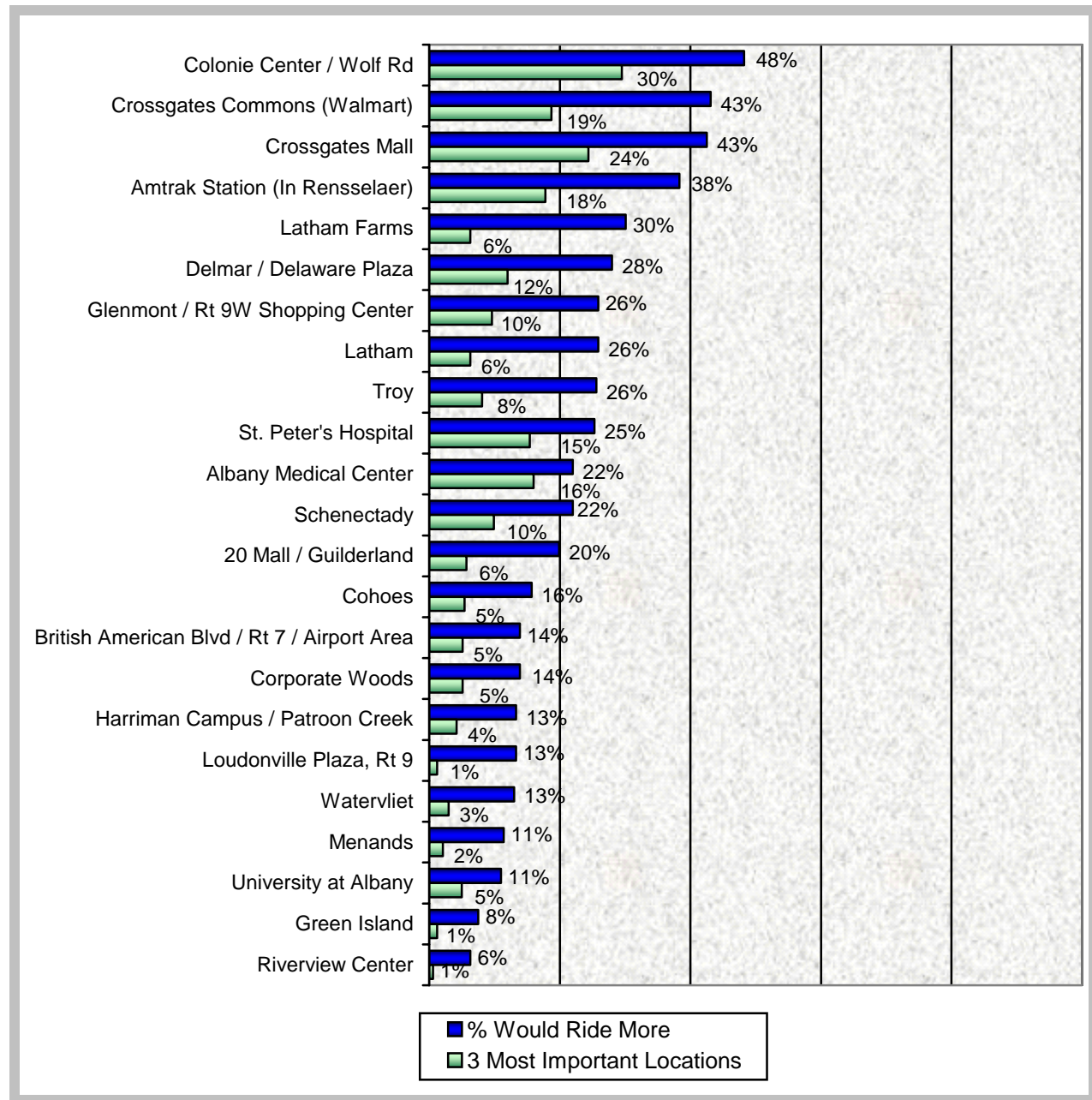
## 2011 CDTA ALBANY ROUTE RESTRUCTURING – TOPLINE FINDINGS (continued)

### Potential Impact of Amenity Changes on Vocal Riders



## 2011 CDTA ALBANY ROUTE RESTRUCTURING – TOPLINE FINDINGS (continued)

### Potential Impact of Direct Access Changes on Vocal Riders







2011 Albany Route Restructuring Research  
Vocal Rider Feedback Survey

## RESEARCH DESIGN & METHODOLOGY

## GOAL OF THE RESEARCH

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The CDTA Vocal Riders Feedback Survey has been designed and conducted by Fact Finders, Inc. as a component of CDTA's 2011 Albany Route Restructuring Research Program. This survey provides an understanding of riders' opinions about priorities and preferences for Albany County bus service among the segment of the rider community who live, work, or travel to Albany County and have contacted CDTA by phone, email, survey, or via the CDTA website with comments, complaints, requests, or suggestions. The results of the overall program of research will be used by CDTA to aid in designing an improved service package for Albany County. This report provides data from the Vocal Rider Feedback Survey.

## RESEARCH OBJECTIVES

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Specific measurements were developed to include the following measurement areas:

- ◆ Understand use of and attitudes toward the transit service in and around Albany County;
- ◆ Identify what, if anything, could be changed in the Albany County service that would encourage these riders to use CDTA more often, including potential changes to amenities, service hours, or providing more direct access to locations in and around Albany County;
- ◆ Gather suggestions for improvements to Albany County service;
- ◆ Characteristic information about Albany County vocal riders for analytic use.

## RESEARCH DESIGN & METHODS

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**Research Design:** In order to assess vocal rider opinion in the Albany County area a mixed mode, quantitative survey was designed and conducted both online and via a mail survey.

**Questionnaire Development:** The survey questionnaire was designed to accurately, comprehensively, and efficiently measure the research objectives. The development of the questionnaire involved interaction between Fact Finders and designated representatives of CDTA. Draft versions of the questionnaire were reviewed with CDTA and intermediate changes were made with the goal of producing a final questionnaire that is comprehensive, valid, and free from contextual bias.

**Database:** To accomplish the research as designed, CDTA provided Fact Finders a database of CDTA riders who live, work, or travel to Albany County and have contacted CDTA by phone, email, survey, or via the CDTA website with comments, complaints, requests, or suggestions. A total of 2339 riders were included in the database. After reviewing and cleaning the file, the records were flagged as to which mode of data collection they qualified for (i.e., online only, mail only, both, neither).

## RESEARCH DESIGN & METHODS

(continued)

**Data Collection Modes, Dates, and Outbound Counts:** The following schedule was used for the production and distribution of the survey for the data collection phase of this research.

- ◆ **Online Survey:** First invitation was email 3/11/2011 (Sent to N=539)  
*(Note: 3 reminder emails were sent.)* A total of 95 addresses bounced back as undeliverable, 160 surveys were completed, and of those, 147 were usable for analysis and reporting. Data collection was closed 4/5/11.
- ◆ **Mail Survey:** Mailed 3/25/2011 (Sent to N=1860)  
*(Note: Surveys were mailed to records with no email address and those whose email address bounced back as undeliverable.)* A total of 190 surveys were returned, and of those, 185 were usable. Data collection was closed 5/5/11.

**Data Coordination, Cleaning, and Processing:** Fact Finders input data from mail surveys, downloaded data from the online survey, coordinated compiling of data from both of these sources, cleaned the data (i.e., identified any issues with data from individual surveys, such as incompletes, partial/broken surveys, duplicated respondents, etc.), and processed the data in preparation for analysis and reporting. Once the database of responses was downloaded, cleaned of duplicated respondents, duplicated partial attempts, and ineligible respondents, a total of 332 usable surveys were available for analysis and reporting. The overall completion rate was 14%.

**Analysis and Reporting:** All data processing, analysis, and reporting has been conducted in-house by Fact Finders. Reporting is customized and includes tables, graphs, and analysis of verbatim responses to open-ended questions. All data are presented in the aggregate, allowing respondent anonymity to be maintained. Responses to open-ended questions are presented in this report in two ways: as a frequency distribution and as verbatim responses. All open-ended responses and additional comments presented were provided by participants, reviewed, but not edited for grammar or completeness. Instead, all of the responses to open-ended survey questions are presented intact, as typed by respondents in the online survey or as written by respondents in the mail survey. *(Note: Verbatim responses will be added to final report.)*

- ◆ **Frequency Distribution:** Organizing responses to the open-ended survey questions into quantifiable information requires development of coding schemes. Creating these schemes involves assessing the content of responses to each of the open-ended questions and then assigning separate numeric codes to each of the content areas. These numeric coding schemes accommodate multiple responses to each open-ended question by assigning a code to each topic or issue presented in the single response. In this report, up to 3 numeric codes were assigned for responses to each of the coded open-ended questions in the survey. These codes then allow for presentation of the responses as a frequency distribution.
- ◆ **Verbatim Responses:** All of the responses to open-ended survey questions are presented intact, as written. In some presentations, verbatim responses are sorted. In cases of multiple codes, verbatim responses are sorted according to the first response.



## RESEARCH DESIGN & METHODS

*(continued)*

**Missing Responses:** As with any self-administered questionnaire, some respondents chose not to answer every question. As is customary, the data are kept from all eligible respondents who participated in the research, even if they did not answer every question in the survey. Because of this, the number of respondents represented on each table varies from question to question. The (N) on each table indicates the number of respondents whose answers are represented on the table.



2011 Albany Route Restructuring Research  
Vocal Rider Feedback Survey

## SECTION I: CHARACTERISTICS OF RESPONDENTS

## AGE GROUP

Age Group	Vocal Riders Albany County
Under 18	1.0%
18 to 34	13.5%
35 to 54	39.2%
55 to 64	33.1%
65 or Older	13.2%
Total %:	100.0%
(N)	311

*In which age category do you belong?*

## GENDER OF RESPONDENT

Gender of Respondent	Vocal Riders Albany County
Male	40.8%
Female	59.2%
Total %:	100.0%
(N)	309

*Are you male or female?*

### ANNUAL HOUSEHOLD INCOME

Annual Household Income	Vocal Riders Albany County
Less Than \$15,000	21.5%
\$15,000 - \$24,999	15.7%
\$25,000 - \$34,999	14.9%
\$35,000 - \$49,999	18.0%
\$50,000 - \$100,000	23.4%
More Than \$100,000	6.5%
Total %:	100.0%
(N)	261

*What is your annual household income?*

### LEVEL OF EMPLOYMENT

Level of Employment	Vocal Riders Albany County
Full-Time	52.2%
Part-Time	10.4%
Not Employed	10.7%
Retired	18.4%
Student	3.7%
Part-Time & College Student	2.3%
Full-Time & College Student	2.3%
Total %:	100.0%
(N)	299

*Are you presently employed full-time, employed part-time, not employed, retired, a student, or other (Specify)?*

## AVAILABILITY OF HOUSEHOLD CAR

Availability of Household Car		Vocal Riders Albany County
Always		27.8%
Sometimes		30.7%
Never		41.5%
Total %:		100.0%
(N)		313

*How often is a car available to you in your household?*



## SUMMARY OF ZIP CODES

Zip Code Area	Vocal Riders in Albany County Zip Code Areas Where:			
	Live	Work	Go to School	Go to Most Often
<b>Uptown / Midtown Albany</b>	24.3%	11.4%	26.1%	10.5%
<b>Downtown Albany</b>	10.1%	21.3%	4.3%	2.3%
<b>Crossgates / Guilderland Area</b>	12.0%	6.6%	8.7%	14.1%
<b>Latham / Watervliet / Cohoes</b>	8.8%	9.5%	.0%	2.7%
<b>North / East (Troy, Rensselaer)</b>	2.2%	3.3%	26.1%	1.4%
<b>South / West (Berne, Delmar, Voorheesville, Glenmont, Schoharie)</b>	6.6%	1.9%	.0%	5.0%
<b>Schenectady County</b>	.6%	.5%	.0%	.0%
<b>Saratoga County</b>	.6%	.0%	.0%	.5%
<b>Other Areas</b>	34.7%	45.5%	34.8%	63.6%
<b>Total %</b>	100.0%	100.0%	100.0%	100.0%
<b>(N)</b>	317	211	23	220

*In which city, town, or village do you (live, work, go to school, go to most often for shopping, medical, etc).*



2011 Albany Route Restructuring Research  
Vocal Rider Feedback Survey

## SECTION II: TRAVELING IN AND AROUND ALBANY

## FREQUENCY RIDING CDTA BUS

Frequency Riding CDTA Bus	Vocal Riders Albany County
6 or 7 Days	33.3%
5 Days	30.5%
1 to 4 Days	22.0%
Occasionally (less than 1 day / week)	14.2%
Total %:	100.0%
(N)	318

*How many days a week do you ride on CDTA buses?*

## USUAL PURPOSE OF CDTA BUS TRIP

Usual Purpose of CDTA Bus Trip	Vocal Riders Albany County
Work	67.2%
Shopping	48.2%
Medical / Dental	38.6%
School	12.7%
Other	26.2%
(N)	332

*What is usually the purpose of your CDTA bus trip?*

*Note: Column may not sum to 100% due to the multiple response format of the question.*

## PERCEPTION OF GETTING AROUND BY CDTA BUS

Perception of Getting Around by CDTA Bus	Vocal Riders Albany County
Easy	53.0%
Difficult	36.8%
No Opinion	10.3%
Total %:	100.0%
(N)	321

*Do you think getting around in the Capital Region using CDTA  
is easy or difficult?*

## RELIABILITY OF CDTA BUSES

Reliability of CDTA Buses	Vocal Riders Albany County
Very Reliable	38.4%
Somewhat Reliable	53.8%
Not Reliable	7.9%
Total %:	100.0%
(N)	318

*Overall, how reliable do you feel CDTA buses are?  
Very reliable, somewhat reliable, or not reliable?*

**ROUTES RIDE MOST OFTEN**

Routes Ride Most Often	Vocal Riders Albany County
1 - Central Avenue	17.3%
2 - West Albany	3.5%
3 - Quail Street	7.0%
4 - Pine Hills	3.5%
6 - Second Avenue	4.8%
7 - Glenmont	3.5%
8 - Arbor Hill	4.2%
9 - Whitehall Road	4.8%
10 - Western Avenue	19.5%
11 - UAlbany Shuttle	1.3%
12 - Washington Avenue	10.9%
13 - New Scotland Avenue	14.1%
214 - Rensselaer - Third Street - Amtrak	.6%
18 - Delaware Avenue	8.0%
19 - Voorheesville	1.6%
21 - Altamont Express	.6%
22 - Albany - Troy - Watervliet	8.9%
224 - Albany - Troy - Rensselaer	.6%
27 - Corporate Woods	1.3%
29 - Albany - Cohoes via Route 9	3.2%
30 - Belt via Hackett	4.2%
31 - Shaker Road	.3%
232 - Hampton Manor	.3%
233 - Albany - Schodack	.3%
35x - Troy - Albany 787 Express	1.0%
ShuttleBUG Service	.3%
50 - Route 50	.3%
55 - Albany - Schenectady via Route 5	15.3%
55x - Schenectady - Albany Express	1.6%
57x - Albany Express via Thruway .	1.3%
63 - Albany - Schenectady	1.3%
NX - Northway Express	.6%
70 - Troy - Schenectady	.3%
82 - Troy - Cohoes - Green Island	3.5%
286 - RPI Shuttle	.3%
289 - Griswold Heights	.3%
90 - Troy - Latham - Crossgates	2.2%
Other	8.9%
(N)	313

*Which CDTA route do you ride most often?*

*Note: Column may not sum to 100% due to the multiple response format of the question.*



2011 Albany Route Restructuring Research  
Vocal Rider Feedback Survey

### SECTION III: POTENTIAL IMPACT OF ADDITIONAL SERVICE HOURS

## POTENTIAL IMPACT OF ADDITIONAL SERVICE HOURS (Summary Table: % Would Ride More)

<u>Service Additions</u>	Vocal Riders Albany County
On Saturday During the Day	47.6%
On Sunday During the Day	47.6%
Every 30 Minutes or Less During Weekdays	47.3%
In the Evening Between 6 & 9 PM	40.7%
On Saturday During the Evening or at Night	38.3%
On Sunday During the Evening or at Night	36.4%
Mid-Day Between 9 AM & 3 PM	31.3%
At Night Between 9 PM & 1 AM	26.2%
(N)	332

*Thinking about the hours the buses operate in Albany County,  
for each of the following, would you ride the bus more often or the same amount  
if more bus service were added during these hours?*

## MOST IMPORTANT SERVICE HOURS TO ADD

Most Important Service Hour Addition	Vocal Riders Albany County
Every 30 Minutes or Less During Weekdays	27.4%
Mid-Day Between 9 AM & 3 PM	16.1%
On Sunday During the Day	16.1%
On Saturday During the Day	10.9%
In the Evening Between 6 & 9 PM	9.6%
On Sunday During the Evening or at Night	8.7%
At Night Between 9 PM & 1 AM	7.8%
On Saturday During the Evening or at Night	3.5%
Total %:	100.0%
(N)	230

*Which one of the previous 8 additions to CDTA bus service  
would be most important to you?*





## SECTION IV: POTENTIAL IMPACT OF AMENITY CHANGES

## POTENTIAL IMPACT OF AMENITY CHANGES (Summary Table: % Would Ride More)

Amenity Changes	Vocal Riders Albany County
Real-Time Bus Arrival Information at the Stops	59.3%
Better Connections to Main Routes (55, 1, 10, 12, 22)	54.2%
Customer Information, Route Maps & Schedules at Bus Stops	51.8%
Security Cameras at Bus Stops	50.0%
Nicer Places to Wait at Transfer Points	48.2%
More Lighting at Bus Stops	47.3%
More Straight-Line Routes Rather than Looping	36.7%
(N)	332

*Thinking about the CDTA bus routes and stops in Albany County,  
for each of the following, if CDTA made this change,  
would you ride the bus more often or the same amount?*

## MOST IMPORTANT AMENITY CHANGE

Most Important Amenity Change	Vocal Riders Albany County
Better Connections to Main Routes	29.6%
Real-Time Bus Arrival Information at the Stops	27.0%
Security Cameras at Bus Stops	15.7%
More Straight-Line Routes Rather than Looping	9.7%
More Lighting at Bus Stops	6.7%
Customer Information, Route Maps & Schedules at Bus Stops	6.4%
Nicer Places to Wait at Transfer Points	4.9%
Total %:	100.0%
(N)	267

*Which one of the previous 7 changes to CDTA bus service  
would be most important to you?*



2011 Albany Route Restructuring Research  
Vocal Rider Feedback Survey

## SECTION V: DESIRED CHANGES FROM CDTA

## DESIRED CHANGES TO ALBANY COUNTY CDTA ROUTES

Desired Changes to Albany County CDTA Routes	Vocal Riders Albany County
Access: Schedule / Frequency	69.0%
Should Run on Time	9.8%
Driver	9.0%
Communication: The Bus / Scheduling / Routes / Advertising	7.5%
Seating / Crowded	6.3%
Shelters	6.3%
Improve Safety	5.5%
Reliable Service	2.4%
Increase Fare Value	2.0%
Other	7.8%
Nothing (Positive Comment)	4.3%
(N)	255

*What could CDTA do or change to make the Albany County bus routes,  
hours, locations, or connections better for you?*

*Note: Column may not sum to 100% due to the multiple response format of the  
question.*

## HIGHEST PRIORITY FOR CDTA TO IMPROVE SERVICE ON ALBANY COUNTY ROUTES

Highest Priority for CDTA	Vocal Riders Albany County
Access: Schedule / Frequency	45.0%
Should Run on Time	16.3%
Driver	10.8%
Improve Safety	10.8%
Seating / Crowded	8.0%
Communication: The Bus / Scheduling / Routes / Advertising	5.2%
Shelters	4.0%
Increase Fare Value	3.6%
Improve Comfort of Bus	2.4%
People / Clientele	2.4%
Reliable Service	2.4%
Not Fast / Takes Too Long	2.0%
Other	11.2%
Nothing (Positive Comment)	3.6%
(N)	251

*What should CDTA's highest priority be to improve bus service in Albany County?*

*Note: Column may not sum to 100% due to the multiple response format of the question.*



SECTION VI:  
RECEPTIVITY TO SERVICE CHANGES:  
DIRECT ACCESS CHANGES

**POTENTIAL IMPACT OF DIRECT ACCESS CHANGES**  
(Summary Table: % Would Ride More)

Direct Access Changes	Vocal Riders Albany County
Colonie Center / Wolf Rd	48.2%
Crossgates Commons (Walmart)	43.1%
Crossgates Mall	42.5%
Amtrak Station (In Rensselaer)	38.3%
Latham Farms	30.1%
Delmar / Delaware Plaza	28.0%
Glenmont / Rt 9W Shopping Center	25.9%
Latham	25.9%
Troy	25.6%
St. Peter's Hospital	25.3%
Albany Medical Center	22.0%
Schenectady	22.0%
20 Mall / Guilderland	19.9%
Cohoes	15.7%
British American Blvd / Rt 7 / Airport Area	13.9%
Corporate Woods	13.9%
Harriman Campus / Patroon Creek	13.3%
Loudonville Plaza, Rt 9	13.3%
Watervliet	13.0%
Menands	11.4%
University at Albany	11.1%
Green Island	7.5%
Riverview Center	6.3%
(N)	332

*CDTA would like your feedback on where you would like to see more direct bus service, without having to take more than one bus, in and around Albany County. If CDTA had more direct routes between your home or work (school / errands) and each of the following locations, do you think you would ride the bus more often or the same amount?*

*(Data shown: % of all respondents to the survey.)*



POTENTIAL IMPACT OF DIRECT ACCESS CHANGES

Direct Access Changes	Vocal Riders Albany County					
	More Often	The Same Amount	I Never Go There	No Opinion	Total %:	(N)
Colonie Center / Wolf Rd	58.2%	29.5%	5.5%	6.9%	100.0%	275
Crossgates Commons (Walmart)	52.0%	23.6%	14.2%	10.2%	100.0%	275
Crossgates Mall	51.6%	31.9%	8.1%	8.4%	100.0%	273
Amtrak Station (In Rensselaer)	46.9%	16.6%	24.0%	12.5%	100.0%	271
Latham Farms	37.7%	18.9%	29.1%	14.3%	100.0%	265
Delmar / Delaware Plaza	35.5%	21.0%	30.5%	13.0%	100.0%	262
Glenmont / Rt 9W Shopping Center	33.0%	20.3%	34.9%	11.9%	100.0%	261
Latham	34.0%	19.0%	30.8%	16.2%	100.0%	253
Troy	32.4%	26.0%	26.0%	15.6%	100.0%	262
St. Peter's Hospital	31.0%	36.5%	20.3%	12.2%	100.0%	271
Albany Medical Center	27.0%	34.4%	24.1%	14.4%	100.0%	270
Schenectady	28.4%	30.4%	24.5%	16.7%	100.0%	257
20 Mall / Guilderland	25.6%	19.4%	39.1%	15.9%	100.0%	258
Cohoes	20.2%	14.8%	45.9%	19.1%	100.0%	257
British American Blvd / Rt 7 / Airport Area	18.2%	15.4%	47.8%	18.6%	100.0%	253
Corporate Woods	18.2%	16.2%	46.2%	19.4%	100.0%	253
Harriman Campus / Patroon Creek	17.1%	21.4%	43.6%	17.9%	100.0%	257
Loudonville Plaza, Rt 9	17.4%	17.8%	45.1%	19.8%	100.0%	253
Watervliet	16.9%	25.5%	40.0%	17.6%	100.0%	255
Menands	15.3%	26.9%	41.4%	16.5%	100.0%	249
University at Albany	14.6%	28.0%	42.5%	15.0%	100.0%	254
Green Island	10.0%	19.1%	52.2%	18.7%	100.0%	251
Riverview Center	8.3%	20.6%	50.6%	20.6%	100.0%	253

CDTA would like your feedback on where you would like to see more direct bus service,  
without having to take more than one bus, in and around Albany County.  
If CDTA had more direct routes between your home or work (school / errands)  
and each of the following locations, do you think you would ride the bus more often or the same amount?

Note: Rows sum across to 100%.  
(Data Shown: Only for those responding to each individual question.)

### MOST IMPORTANT DIRECT ACCESS CHANGE PRIORITY OF LOCATIONS

Top 3 Most Important Locations for Direct Access	Vocal Riders Albany County
Colonie Center / Wolf Rd	29.5%
Crossgates Mall	24.4%
Crossgates Commons (Walmart)	18.7%
Amtrak Station (Rensselaer)	17.8%
Albany Medical Center	16.0%
St. Peter's Hospital	15.4%
Delmar / Delaware Plaza	12.0%
Schenectady	9.9%
Glenmont / Rt 9W Shopping Center	9.6%
Troy	8.1%
Latham	6.3%
Latham Farms	6.3%
20 Mall / Guilderland	5.7%
Cohoes	5.4%
University at Albany	5.4%
British Am Blvd / Rt 7 / Airport Area	5.1%
Corporate Woods	5.1%
Harriman Campus / Patroon Creek	4.2%
Watervliet	3.0%
Menands	2.1%
Green Island	1.2%
Loudonville Plaza, Rt 9	1.2%
Riverview Center	.6%
(N)	332

*Of all the locations we listed, which 3 would be most important to you?*

*Note: Column may not sum to 100% due to the multiple response format of the question.*



SECTION VII:  
SUGGESTIONS FOR CDTA TO  
PROMOTE RIDERSHIP

## SUGGESTIONS FOR CDTA TO PROMOTE RIDERSHIP

Suggestions for CDTA to Promote Ridership	Vocal Riders Albany County
Access: Schedule / Frequency	52.9%
Driver	10.3%
Should Run on Time	9.3%
Communication: The Bus / Scheduling / Routes / Advertising	7.4%
People / Clientele	6.9%
Increase Fare Value	6.9%
Seating / Crowded	6.9%
Improve Safety	5.4%
Not Fast / Takes Too Long	3.4%
Improve Comfort of Bus	2.5%
Shelters	2.0%
Other	10.3%
Nothing (Positive Comment)	8.3%
(N)	204

*Is there anything CDTA could do that would get you to ride the bus more often?*

*Note: Column may not sum to 100% due to the multiple response format of the question.*

## **APPENDIX B**

### **Origin-Destination Survey**

**Please read each item and mark all responses clearly only in the boxes provided.**

For CDTA Personnel only					
Route	Scheduled Departure Time				Direction
#8	<input type="text"/>	<input type="text"/>	:	<input type="text"/>	<input type="text"/>
					AM
					PM
					Northbound
					Southbound

**1. Where are you coming FROM?** (Mark one box only)

- ☐ Home
 ☐ School / College  
☐ Work
 ☐ Shopping  
☐ Recreation / Social
 ☐ Medical / Dental  
☐ Other: \_\_\_\_\_

**2. Where did you get ON this bus?** (Mark one box only)

- ☐ Second Ave / McCarty Ave / Southern Blvd  
☐ Kenwood / Port of Albany / Mount Hope  
☐ South Pearl (Mount Hope to Second Av)  
☐ South Pearl (Second Av to Madison Av)  
☐ Green St / Rensselaer St / Madison Ave  
☐ South Pearl (Madison Av to State Street)  
☐ North Pearl (State St to Lark Dr)  
☐ Lark Drive (North Pearl St to Livingston Av)  
☐ Livingston Avenue  
☐ West End loop (Quail St, Ontario St, Clinton Ave, Manning Blvd, Wash Av)

**3. How did you get TO the stop to board this bus?**

- ☐ Transferred from another bus route (What route?) \_\_\_\_\_  
☐ Walked (How many minutes?) \_\_\_\_\_  
☐ Drove alone and parked  
☐ Was dropped off  
☐ Biked



**4. Where are you going TO?** (Mark one box only)

- ☐ Home
 ☐ School / College  
☐ Work
 ☐ Shopping  
☐ Recreation / Social
 ☐ Medical / Dental  
☐ Other: \_\_\_\_\_

**5. Where will you get OFF this bus?** (Mark one box only)

- ☐ Second Ave / McCarty Ave / Southern Blvd  
☐ Kenwood / Port of Albany / Mount Hope  
☐ South Pearl (Mount Hope to Second Av)  
☐ South Pearl (Second Av to Madison Av)  
☐ Green St / Rensselaer St / Madison Ave  
☐ South Pearl (Madison Av to State Street)  
☐ North Pearl (State St to Lark Dr)  
☐ Lark Drive (North Pearl St to Livingston Av)  
☐ Livingston Avenue  
☐ West End loop (Quail St, Ontario St, Clinton Ave, Manning Blvd, Wash Av)

**6. How did you get TO the stop to board this bus?**

- ☐ Transfer to another bus route (What route?) \_\_\_\_\_  
☐ Walk (How many minutes?) \_\_\_\_\_  
☐ Drive alone  
☐ Will be picked up  
☐ Bike



7. What would be the most helpful service improvement on Route #8? (Mark one box only)

- ☐ More frequent service    ☐ Later night service  
☐ Connect different areas    ☐ Simpler route (fewer loops)  
☐ Other: \_\_\_\_\_

8. To what new location would bus service from your neighborhood be the most helpful? (Mark one box only)

- ☐ Albany Medical Center  
☐ Colonie Center / Wolf Road  
☐ Corporate Woods  
☐ Crossgates Mall / Crossgates Commons  
☐ Delmar / Glenmont  
☐ Latham / Cohoes  
☐ Saint Peter's Hospital  
☐ Twenty Mall / Guilderland  
☐ University at Albany  
☐ Other: \_\_\_\_\_

THANK YOUR FOR YOUR INPUT!

For more information, please visit

[www.cdta.org/albanyservice](http://www.cdta.org/albanyservice)



## CDTA requests your help planning bus service!

Please fill out this brief survey.  
Tell us about the one-way trip you are  
currently taking on this bus.

*CDTA is conducting a major restructuring of its routes in Albany County to better serve our riders.*

*Surveys obtain an accurate picture of transit ridership patterns on CDTA routes. The results of this survey are necessary to plan for future improvements.*

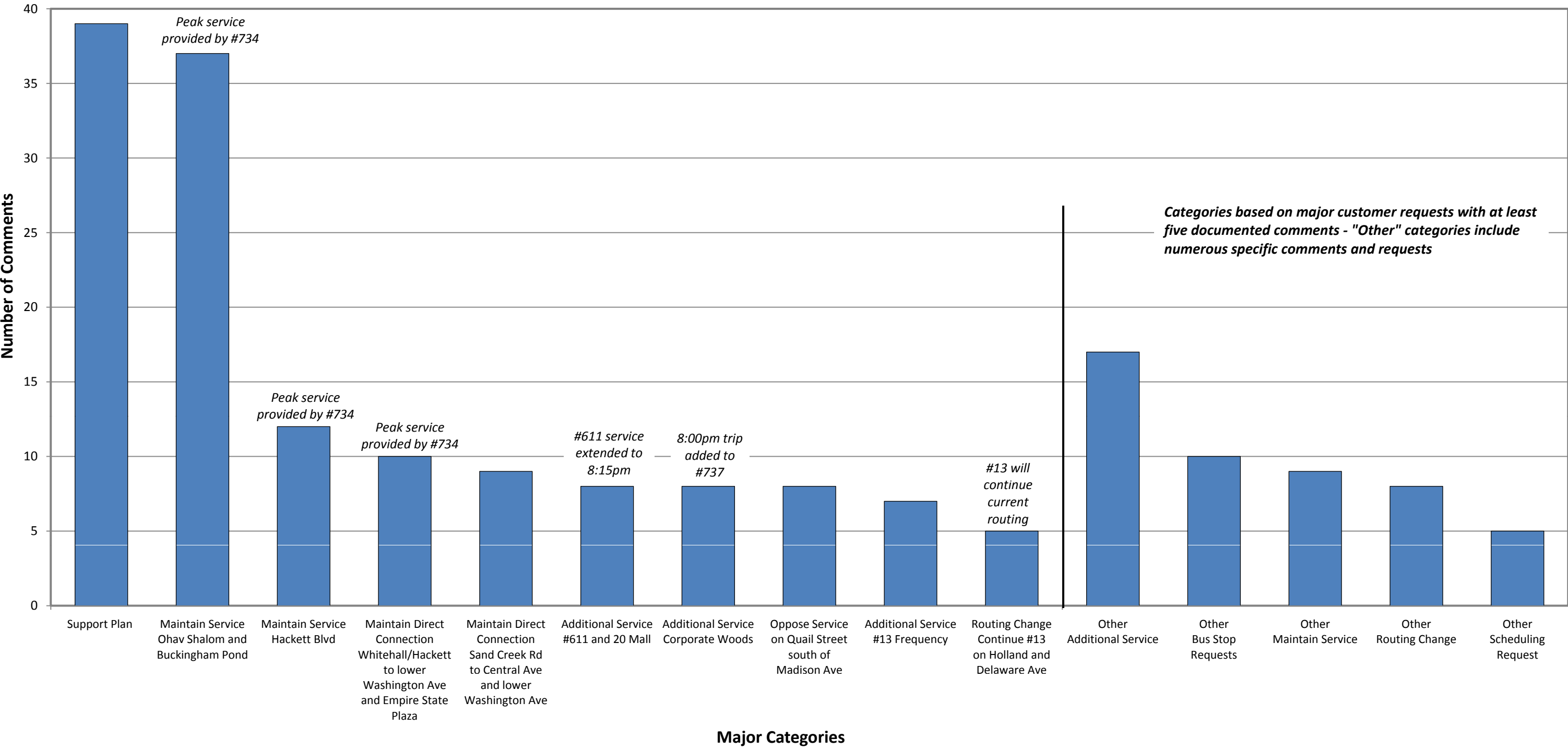


## **APPENDIX C**

### **Summary of Public Comments**



**Albany County Route Restructuring**  
*Summary of Public Comments*



## **APPENDIX D**

### **Neighborhood and Stakeholder Meeting Schedule**

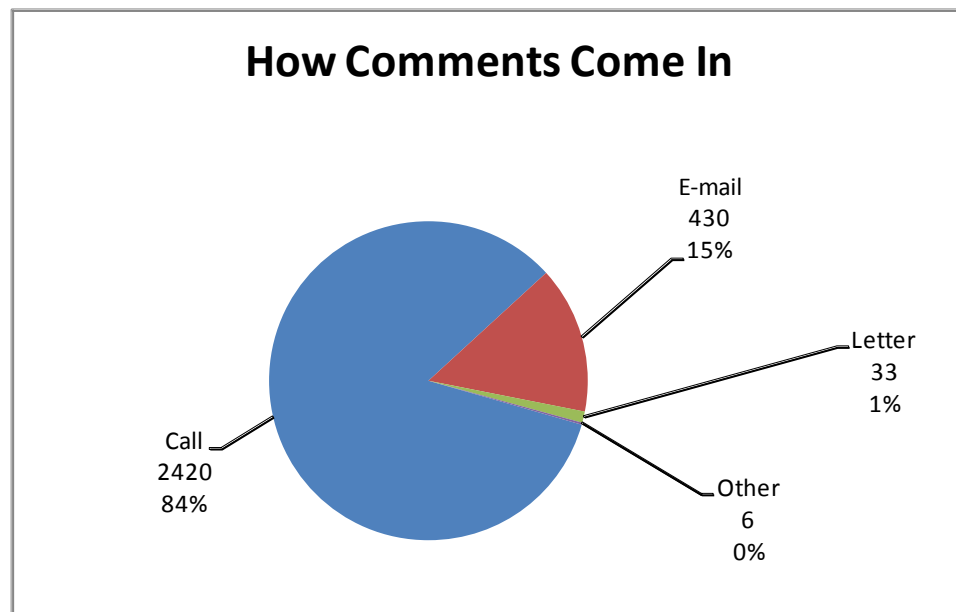
Date / Time	Organization	Location
September 15 <sup>th</sup> , 6:30pm	Citizens for Public Transportation Committee	Albany Public Library Main Branch
September 16 <sup>th</sup> , 5:30pm	A Village	Trinity Alliance
October 21 <sup>st</sup> , 7:00pm	Pine Hills Neighborhood Association	Hanner Cultural Center at the LaSalle School
October 26 <sup>th</sup> , 6:00pm	South End Neighborhood Association	John A. Howe Library
October 28 <sup>th</sup> , 6:30pm	Mansion Hill Neighborhood Association	Mansion Hill Inn
October 29 <sup>th</sup> , 6:00pm	Steamboat Square Homes	20 Rensselaer Street
November 3 <sup>rd</sup> , 6:30pm	Council of Albany Neighborhood Associations	Albany Public Library Main Branch
November 4 <sup>th</sup> , 7:00pm	Delaware Avenue Neighborhood Association	Delaware Avenue Branch Library
November 9 <sup>th</sup> , 7:00pm	North Albany Neighborhood Association	North Albany American Legion Post
November 10 <sup>th</sup> , 7:30pm	Washington Park Neighborhood Association	First Presbyterian Church
November 16 <sup>th</sup> , 3:00pm	Westview Homes	680 Central Avenue
November 17th, 7:00pm	Helderberg Neighborhood Association	Sage College Campus Center
November 17th, 6:00pm	Ida Yarbrough Homes	270 North Pearl Street
November 18th, 7:00pm	McKownville Improvement Association	Holiday Inn - Western Avenue
November 22nd, 7:00pm	West End Neighborhood Association	West End Presbyterian Church
November 22nd, 7:00pm	2nd Avenue Neighborhood Association	Parks Building - Hoffman Avenue
December 2nd, 7:00pm	New Scotland-Woodlawn Neighborhood Association	First Congregational Church (405 Quail Street)
December 4th, 1:30pm	W.I.T.H.	Howe Public Library
December 10th, 11:00am	Townsend Park Homes	45 Central Avenue
December 14th, 7:00pm	Park South Neighborhood Association	139 Knox Street
December 15th, 6:00pm	Whitehall Neighborhood Association	Myers Middle School
December 27th, 6:00pm	Arbor Hill Neighborhood Association	Arbor Hill / West Hill Library
January 11th, 5:30pm	Ten Broek Neighborhood Association	Ten Broek Mansion
January 19th, 7:00pm	New Albany Neighborhood Association	Pine Hills Library
January 20th, 7:00pm	Center Square Neighborhood Association	Westminster Presbyterian Church
January 25th, 9:30am	Northeast Association of the Blind at Albany	NABA Headquarters
January 25th, 7:00pm	Bethlehem PATHS Committee	Bethlehem Town Hall
February 28th, 7:00pm	Arbor Hill Neighborhood Association	Arbor Hill Library

## **APPENDIX E**

### **CDTA's Customer Complaint Process**

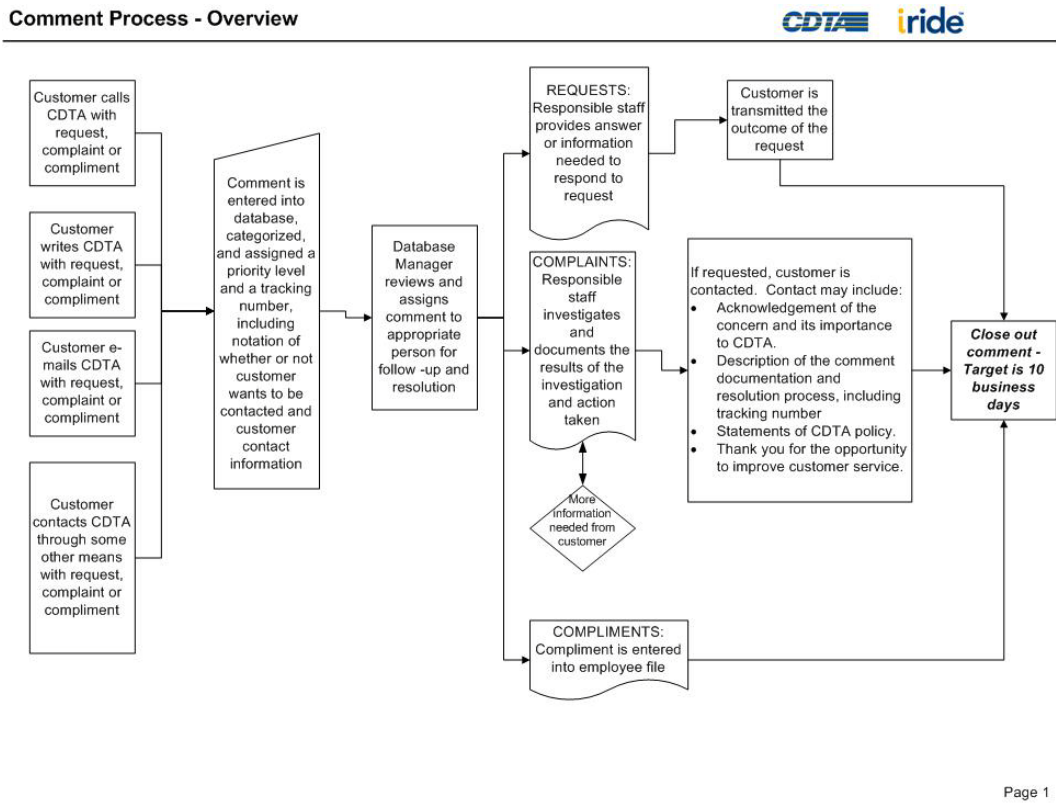
# CDTA's Title VI Complaint Process

CDTA Customers who wish to file a Title VI grievance can either use the regular CDTA Comment process or they can contact CDTA's legal department directly. CDTA accepts comments through our call center, website, letters and petitions, and through other means. We have a single central database to track all such customer contact, which includes the capability to categorize and sort according to the type of complaint, as well as to track the response to the comment. The distribution of the means by which comments come into the CDTA Comment Tracking database for the period from January to December 2010 appears below.



For any discrimination complaints, the superintendent of the division in which the complaint was issued, performs a follow up evaluation and if necessary, the video surveillance is used to determine what incident occurred, and whether the driver was at fault. From that point forward, if disciplinary action is necessary, then CDTA's superintendent will decide what disciplinary actions are to be taken, following established procedures. Once a complaint is received, CDTA's target is to close the comment within ten business days. CDTA's Title VI complaint information can be found on CDTA's website and is attached herein. CDTA produces an annual report on the Customer Comment activity, which is reported to the Board of Directors and includes breakdowns of the types of comments received and documentation of their resolution. The most recent report is available upon request.

Figure 1: CDTA’s Customer Comment Process



## Figure 2: CDTA's Title VI Complaint Process via Website

CDTA: Capital District Transportation Authority. About CDTA: Overview: N.Y.S. Regul... Page 1 of 1

[HOME](#) > [ABOUT CDTA](#) > [OVERVIEW](#) > [FEDERAL REGULATIONS](#)

### FEDERAL REGULATIONS

In order to inform the public that CDTA does not discriminate on the basis of race, color, national origin or income status, CDTA has placed the following public notification on its website. This notification also includes a statement that CDTA is compliant with Title VI of the Civil Rights Act of 1964 and 49 CFR 21.9 (d). Further, this notification includes brief instructions on how to file a Title VI complaint for those who believe that he or she has been discriminated against, in violation of this policy:

#### CDTA's Title VI Policy

*In accordance with CDTA's responsibilities under Title VI of the Civil Rights Act of 1964, and pursuant to 49 CFR 21.9 (d), it is CDTA's goal to ensure that no one is denied participation in, or denied the benefits of, or is otherwise discriminated against in the provision of public transportation by commuter rail because of race, color, or national origin or income level.*

*CDTA is in compliance with Title VI of the Civil Rights Act of 1964 and 49 CFR 21.9 (d).*

*Any information regarding CDTA's Title VI policy/procedures can be requested from CDTA's Legal Department. CDTA has established a Title VI complaint procedure for anyone who believes he or she has been discriminated, against in violation of this policy. Complaints related to Title VI can be filed with CDTA Legal Department.*

[Site Accessibility](#) | [Privacy Policy](#) | [Disclaimer](#) | [Site Map](#) | [Site Feedback](#) |

Capital District Transportation Authority • 110 Watervliet Avenue, Albany, New York  
12206 | Main Office: 518-437-8300 | Customer Info Center: 518-482-8822

The New York State Department of Transportation (NYSDOT) also has a Title VI Department and their complaint process is provided below in the event that the customer is seeking to document the complaint with the State.

### Figure 3: NYSDOT Title VI Complaint Process

Title VI/EJ/LEP/ADA

Page 1 of 5

7 > MEXIS MAIN > DOING BUSINESS WITH NYSDOT > CIVIL RIGHTS > TITLE VI/EJ/LEP/ADA 150

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#### Title VI

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**Title VI Coordinator, James Cummings**

Email Address: jcumming@dot.state.ny.us  
Phone: (518) 457-0948, Fax: (518) 485-5517

The purpose of the New York State Department of Transportation's (NYSDOT) Title VI/Environmental Justice program is to establish and implement Procedures that comply with Title VI of the Civil Rights Act of 1964, as amended, the Environmental Justice Executive Order 12898, Executive Order 13166, Limited English Proficient, the Civil Rights Restoration Act of 1987, Title 49 CFR Part 21 as well as related statutes and regulations. The provisions include, but are not limited to, prohibiting discrimination on the grounds of race, color, sex, age, national origin, religion, disabling condition, or being included within minority populations and/or low income populations, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity administered by NYSDOT.

**Procedure to Process and Resolve Complaints**

**Purpose**

The purpose of the Complaints of Discrimination procedure is twofold: 1) to resolve grievances and 2) eliminate risks and improving programs and service activities. No one shall be treated unfairly without some due process and redress for having their rights compromised. Our goal is to eliminate discriminatory activities in our daily practices, processes and programs. By implementing a thorough system of checks and balance it places the Department in compliance with Federal and State Laws and executive orders. No one should be denied an opportunity to participate in the process of government because of barriers that bar their inclusion whether it is Environmental Justice, Limited English Proficiency or disabilities.

**Authority**

The Commissioner of the New York State Department of Transportation has issued a policy against illegal discrimination both in our Internal and External Civil Rights programs. The policy is supported by 23 CFR 200.9 (b)(3) of the Code of Federal Regulations.

**Relevant Federal Statutes**

- Title VI of the Civil Rights Act of 1964 and amendments
- The Age Discriminatory Act of 1975
- The Civil Rights Restoration Act of 1987
- Rehabilitation Act of 1973 (Section 504)
- The Americans with Disabilities Act of 1990
- The Civil Rights Act of 1991

**Relevant State Statutes**


- Article 15 New York State Human Rights Law
- Article 15A New York State Minority and Women Business Enterprises Law

**Definition**



Complaints may be submitted to FHWA, NYSDOT, other primary recipients and sub recipients, the United States Department of Transportation (USDOT), and the United States Department of Justice (USDOJ).

**This procedure does not deprive you of your right to file a complaint with:**

The New York State Division of Human Rights at: [www.dhr.state.ny.us](http://www.dhr.state.ny.us)   
The U.S. Equal Employment Opportunity Commission at: [www.eeoc.gov](http://www.eeoc.gov)   
The U.S. Department of Transportation at: [www.dot.gov](http://www.dot.gov)   
The U.S. Department of Justice at: [www.usdoj.gov](http://www.usdoj.gov)   
Federal Highway Administration at: [www.fhwa.dot.gov](http://www.fhwa.dot.gov) 

**Discrimination:**

That act or action whether intentional or unintentional, through which a person in the United States, solely because of race, color, religion, sex, or national origin has been otherwise subjected to unequal treatment under any program or activities. Additionally, no programs or activities in receipt of Federal Financial Assistance as indicated by the in Federal Highway Administration under title 23 U.S.C. will permit illegal discriminatory practices in any of its programs and activities. Non compliance with this mandate can affect federal financial assistance.

**Action**

Any person/s or entity who believes they have been subjected to unlawful discrimination based on race, color, sex, age, national origin, religion, disability in any programs, activities and services of the New York State Department of Transportation or organization funded through the Department may file a complaint. The complaint may be filed by the individual or their representative. A complaint must be filed no later than 180 days after the date of the alleged discrimination, unless extended by the Department.



Complainants can obtain a complaint form by contacting the Title VI Coordinator, Office of Civil Rights, NYSDOT, 50 Wolf Road, Albany, NY 12232 or via an email request to [Jcumming@dot.state.ny.us](mailto:Jcumming@dot.state.ny.us). A Complaint form can also be acquired at any of the 11 Regional Offices of the New York State Department of Transportation. After completing the complaint form and submitting it, the investigation will commence and within thirty (30) days a determination rendered. The Complainant will be notified of our determination and resolution. If Complainant is not satisfied with the determination and or resolution he/she has ten (10) calendar days to appeal to the Commissioner. Acknowledgements of appeals are not required unless the Complainant's appeal has been accepted. The appeals process should be completed in ten (10) calendar days with a letter to the Complainant from the Commissioner or her Representative of the final decision.

The Title VI Coordinator and the Region both are authorized to receive, investigate, and make determinations and recommendations to the Director of the Office of Civil Rights.

All complaints filed with the Department shall be categorized and reported to FHWA within sixty (60) days as part of the agency's requirement to effectively monitor Title VI complaints as required of 23 CFR 200.9 (d)(3).

**Complaints Format**

The Department will assure that its sub recipients and partners investigate complaints of discrimination as an oversight responsibility. In the event no forms are available, the person or persons can write a letter to the Department's Title VI Coordinator with the necessary information. The letter should include name and address of the Complainant and who is or are the identified respondent/s. It is critical that you provide as much detailed information as possible such as dates, times, locations, witnesses, supervision addresses and telephone numbers, if known. The letter should be dated and addressed to: Title VI Coordinator, Office of Civil Rights, NYS Department of Transportation, 50 Wolf Road, Albany 12232.

See Complaint Form (Word)  (PDF) 

**Send your written external complaint directly to:**

Title VI Coordinator  
Office of Civil Rights  
New York State Department of Transportation  
50 Wolf Road 6th Floor  
Albany, New York 12232

## Regional Title VI Coordinators

<u>Region 1:</u>  328 State Street  Schenectady, NY 12305  (518) 388-0388  (518) 388-0347 FAX  Regional Dir: Mary Ivey  R. Title VI Coord.: Jim Boni	<u>Region 2:</u>  207 Genesee Street  Utica, NY 13501  (315) 793-2482  (315) 793-2230 FAX  Regional Dir: Mike Shamma  R. Title VI Coord.: Heather Johnson
<u>Region 3:</u>  109 S. Warren Street  State Tower Bldg. Suite 518  (315) 448-7344  (315) 448-7362 FAX  Regional Dir: Carl Ford  R. Title VI Coord.: Erin Cole	<u>Region 4:</u>  1530 Jefferson Rd.  Rochester, NY 14623  (585) 272-3348  (585) 427-7294 FAX  Regional Dir: Kevin O'Buckley  R. Title VI Coord.: Debbie Sullivan
<u>Region 5:</u>  125 Main Street  Buffalo, NY 14203  (716) 847-3105  (716) 847-3353 FAX  Regional Dir: Alan Taylor  R. Title VI Coord.: Susan Surdej	<u>Region 6:</u>  107 Broadway  Hornell, NY 14843  (607) 324-8427  (607) 324-8436 FAX  Regional Dir: Peter E. White  R. Title VI Coord.: Raul Estela
<u>Region 7:</u>  317 Washington Street	<u>Region 8:</u>  4 Burnett Blvd.

Watertown, NY 13601  (315) 785-2331  (315) 785-2483 FAX  Regional Dir: R. Carey Babyak  R. Title VI Coord.: Greg Grimshaw	Poughkeepsie, NY 12603  (845) 575-6037  (845) 575-6005 FAX  Regional Dir: Joan Dupont  R. Title VI Coord.: Bascom Durham
<u>Region 9:</u>  44 Hawley Street  Binghamton, NY 13901  (607) 721-8100/8109  (607) 721-8113 FAX  Regional Dir: John Williams  R. Title VI Coord.: Lorraine Arrow	<u>Region 10:</u>  Veterans Memorial Highway  NYS Office Building  Hauppauge, NY 11787  (631) 952-6106  (631) 952-6772 FAX  Regional Dir: Subi Chakraborti  R. Title VI Coord.: Pat Audinot
<u>Region 11:</u>  One Hunters Point Plaza  Long Island City, NY 11101  (718) 482-4784  (718) 482-4601 FAX  Regional Dir: Philip Eng  R. Title VI Coord.: Judith Peter	

**Sub Recipients/Contractors/Consultants/MPOs & Partners**

The above entities that fall under the Department's oversight are required to have a Title VI Coordinator to receive, investigate and resolve complaints of discrimination filed against their organization by employees, applicants or the public. If you experience any difficulty in complaints resolution, do not hesitate to contact the Regional Title VI Coordinator for assistance.

**What about your right to file with outside agencies?**

## **APPENDIX F**

### **CDTA's Service Change Policy**

# **CAPITAL DISTRICT TRANSPORTATION AUTHORITY**

## **Resolution NO. 42 - 2010**

### **Adoption of Public Hearing Policy Guidelines**

**WHEREAS**, the Capital District Transportation Authority (Authority) is required to conduct certain public hearings, and is also required to have a policy regarding the conduct of public hearings, and

**WHEREAS**, the Authority has previously established and followed a public hearing policy, and now desires to adopt one comprehensive written document outlining the public hearing process, and

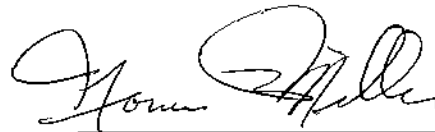
**WHEREAS**, the proposed policy has been reviewed and has been recommended for adoption in its current form, as attached.

**NOW, THEREFORE BE IT RESOLVED**, that the Public Hearing Policy of the Capital District Transportation Authority dated November 23, 2010 be approved and adopted in its entirety.

### **CERTIFICATION**

The undersigned, duly elected 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 23rd day of November, 2010.

Dated: November 23, 2010



\_\_\_\_\_  
Norman L. Miller, Secretary

# **CAPITAL DISTRICT TRANSPORTATION AUTHORITY**

## **Policy for Public Hearings**

### **I. PURPOSE**

The public hearing process is used by the Authority to solicit and receive comments and input about major decisions affecting fares, service levels and other factors impacting the business of CDTA. The policy encourages comments and input so that information may be considered as part of a comprehensive and thoughtful decision making process.

### **II. PUBLIC HEARINGS**

Public Hearings or similar occurrence shall be scheduled by CDTA to consider matters listed below. In addition, CDTA may, as it deems appropriate, schedule other types of input sessions on matters regarding subjects not listed below.

#### **1. FARES and RATES**

FARES and RATES shall include any increase in charges and fees assessed for use of CDTA transit services including cash fares, pass or ticket fares, paratransit services or amendments to eligibility criteria for fare categories. This also includes RATES charged for parking facilities operated by CDTA. Reduced or promotional fare adjustments shall not be subject to public hearings. Promotional fares include modifications to fare structures that are established on a short-term basis for promoting service and encouraging increased ridership.

#### **2. MAJOR ADJUSTMENTS OF TRANSIT SERVICE**

MAJOR ADJUSTMENTS OF TRANSIT SERVICE include:

- (a) Any aggregate change of 25% or more of transit vehicle miles of all CDTA bus routes computed on an annual basis; or
- (b) Any aggregate change of 25% or more of transit service hours of all CDTA bus routes computed on an annual basis; or
- (c) EXCEPTIONS: Exceptions to major adjustments of transit service include:
  - (2) Seasonal variations, unless the variation, as compared to operations during the previous season, falls within the definitions of major adjustments listed above.
  - (3) Emergency service changes may be implemented immediately without a public hearing provided that the circumstances under which the change is being taken is made by the Chief Executive Officer. Emergency service changes include changes to route or service frequencies that are necessary due to a disaster, which impairs public health or safety; changes in access to public streets (street closures); or the ability of CDTA equipment to travel on public streets.

#### **3. ENVIRONMENTAL IMPACT REVIEWS**

ENVIRONMENTAL IMPACT REPORTS or Negative Declarations required by the National or State Environmental Quality Act are subject to public hearings, meetings, forums or any similar occurrence.

#### **4. OTHER PUBLIC HEARINGS**

OTHER PUBLIC HEARINGS shall be conducted as required by federal or state laws or regulations, including but not limited to, public hearings required prior to the submission of FTA grant applications. (CDTA public hearings are not required for Authority grant applications when, after public notice of the intent to apply for the grant, none is requested by the public.)

### **III. ESTABLISHMENT AND NOTICE OF PUBLIC HEARINGS**

#### **1. AUTHORITY TO SET PUBLIC HEARING**

In order to provide sufficient notice of public hearings, the CDTA Board of Directors shall designate the time and place for public hearings at least 10 days in advance of the proposed date, unless more notice is required by law.

#### **2. LEGAL PUBLICATION OF NOTICE**

Once the Board of Directors has decided to hold a public hearing, notice of the public hearing shall be prepared to include a general description of the hearing subject matter and the date, time and location of the hearing. Notices shall be published at least once in a major newspaper of general circulation within the CDTA service area.

#### **3. SPECIAL PROVISIONS REGARDING ENVIRONMENTAL MATTERS**

In the case of public hearings relating to negative declarations or environmental impact reports, expanded legal notice or public review and comment periods may apply. In such situations, CDTA General Counsel shall review and determine public comment and notification periods, which may be required by State or Federal law or regulation.

#### **4. OTHER NOTICES**

Notices of public hearings may be sent to elected officials or others that oversee areas affected by the subject of the public hearing or public agencies as determined by the Chief Executive Officer. In addition to legal notices, the Chief Executive Officer may direct distribution of additional notices to enhance public awareness of the proposed hearing. These notices may include, but are not limited to:

- (a) Publications in newspapers oriented to specific groups or neighborhoods that may be affected by the subject of the public hearing;
- (b) Direct mail notices to neighborhoods or customers that may be affected by the subject of the public hearing;
- (c) Information signs and/or fliers placed on buses and/or bus stops on affected routes as the situation may warrant;
- (d) Press releases to area newspapers in the affected areas;
- (e) Website publication; email distributions and/or
- (f) Display advertisements in local newspapers(s) in affected areas.



## **IV. CONDUCT OF PUBLIC HEARINGS**

### **1. HEARING PROCEDURES**

Public hearings may be conducted at a regular, adjourned-regular or a special meeting of the Board of Directors. Proceedings shall generally include, but are not limited to:

- (a) Announcement of the purpose of the hearing.
- (b) At the discretion of the Board Chair, introduction of the Directors and other Authority Officers and Staff who are present.
- (c) An introduction by the Board Chair, the Chief Executive Officer, or the CEO's designee, of the subject matter being considered at the public hearing.
- (d) Receipt of public comments. Comments are typically preceded by an announcement that speaker forms should be completed by each speaker so each individual may be recognized in an orderly manner. The allocation of time per speaker shall be established by the Board Chair.
- (e) Following receipt of all comments, the public hearing shall be closed. If the Board chooses not to take action immediately following close of the public hearing, the Board Chair shall announce the time and date at which the Board will consider the decision. How soon the Board makes its decision after the close of the public hearing is within the Board's discretion, unless a State or Federal law or regulation or Board policy requires a decision within a specific period of time.
- (f) Prior to the initiation of a public hearing or prior to the close of a public hearing, the Board of Directors may, by motion, continue any hearing to a specific time, date and place. As soon as practical after the Board's action to continue the item, but no more than 24 hours after that action, a notice of continuance shall be posted following the procedures for any public hearing.

### **2. WRITTEN and EMAIL COMMENTS:**

In addition to oral comments, written and email comments will be accepted prior to the close of the public hearing. Written and email comments will also be accepted for a specified time period following the public hearing as determined by CDTA. Copies of all written and email comments will be included in the record of the hearing and be included as part of any decision on the matter

### **3. RECORD OF HEARING:**

The minutes of the public hearing will be maintained as a record of the meeting and distributed to board members for consideration. Court reporter services may be provided if requested by the CDTA Board Secretary, Chief Executive Officer, or General Counsel.

## **APPENDIX G**

### **Albany Route Restructure Press Release**



## Press Release

FOR IMMEDIATE RELEASE

Contact: Margo Janack 518.437.6842w 518.377.2437h margoj@cdta.org

October 4, 2011

### **CDTA Announces Albany County Service Improvement Changes Featuring More Cross town Service and Better Job Connections**

#### ***“What’s Your Number” Awareness Campaign Encourages Customers to “Learn, Ride & Connect”***

(Albany, NY) – The Capital District Transportation Authority (CDTA) announced that a series of significant improvements will be made to Albany County service effective on Sunday, November 13<sup>th</sup>. CDTA is changing more than a dozen Albany County bus routes to better connect customers with jobs, health services and major destinations. The plan is based on extensive input from riders, residents and stakeholders through community meetings, surveys and on-street interviews. The final plan reflects route and service adjustments made by CDTA as a direct result of public input from the proposed plan released in July 2011.

“We’ve designed a new route system, shaped largely by public input from beginning to end that focuses on lifestyles and travel needs that will better prepare us to meet future Capital Region transit demands,” said CDTA Chairwoman Denise Figueroa. “The route changes offer even more reliable service as we continue to improve mobility for our customers.”

CDTA will launch a comprehensive public education and awareness campaign entitled **“What’s Your Number? Learn, Ride and Connect”** to help riders understand the service changes and discover where new connections are made.

The initial plan, based on transit needs prioritized by the community, was presented to the public in the spring and was further adjusted to include top customer requests. The primary elements of the plan are summarized below.

- **Improved Trunk Routes** – CDTA trunk routes operate seven (7) days a week, from early morning until late night. Customers using **Routes #6, #7, #12, & #18** will see increased frequency, later night and New Sunday service and consistent trip patterns with no deviations.

-more-

- **New Neighborhood Network**—Neighborhood routes will improve service to destinations outside of downtown Albany by:
  - Establishing additional cross-town service
  - Increasing level of service on streets with high ridership
  - Providing new service to areas with high demand
- **Improved Commuter Routes**—Provide more direct, peak period connections throughout Albany County to customer-requested locations including Albany International Airport, Corporate Woods, Harriman State Campus, Ohav Shalom and Stonehenge Apartment Complexes along with Patroon Creek Boulevard.

This budget neutral plan will move resources from one area to the other, providing service where most people are likely to use it. Fares for service will remain the same. Several new route numbers and names will reflect the new destination and type of service through color-coding and number of digits as follows. The three main categories are trunk routes (two digit numbers with a blue indicator), neighborhood routes (three digit numbers with Albany County routes starting with a “1” and a green indicator) and commuter routes (three digit numbers starting with a “7” and an orange indicator.) Below is an example of all three service type indicators and how they might appear on Bus stop signs.



Riders are encouraged to visit [www.cdta.org](http://www.cdta.org) to obtain additional details on route changes and to view a color coded route map of the new service network. In the next few weeks, CDTA will educate riders on the changes through the presence of Travel Trainers on buses, supervisors at bus stops, attendance at community meetings in targeted areas, and distribution of information on the new plan throughout Albany County.

Anyone needing more information on the Albany County Service Improvement Plan, and access to November 13<sup>th</sup> schedules, is encouraged to visit [www.cdta.org](http://www.cdta.org) or contact CDTA’s Customer Information Center at 482-8822. Customers may also map out their new route using the CDTA trip planner at [www.cdta.org](http://www.cdta.org) and inserting any date after November 12, 2011. Information operators are on duty 6am-7pm weekdays and 8am-6pm weekends and holidays.

## **APPENDIX H**

**What's Your Number?**

**Marketing Brochure**

What you need to know

Route Reductions and Consolidations	
Routes #	Service Description effective Nov. 13, 2011
<b>Route #13</b> (New Scotland Avenue) 13	<ul style="list-style-type: none"><li>Will now run every 15 minutes during peak periods.</li><li>Maintains routing on Holland and Delaware Avenues, with service to Hackett Middle School, per public request</li><li>Routes #100 and #138 serve Albany Medical Center and St. Peter's Hospital</li></ul>
<b>Route #18</b> (Delaware Avenue) 18	<ul style="list-style-type: none"><li>Will no longer travel on Kenwood and Elsmere Avenues; many stops within walking distance of stops on Cherry and Delaware Avenues.</li></ul>
<b>Route #610</b> (Wolf Road) Flex Service 610	<ul style="list-style-type: none"><li>Operates every 25 minutes in peak periods, every 35 minutes during mid-day periods, and 45 minutes on the weekend</li><li>Route terminates at Albany International Airport and Albany Nursing Home on weekends, and after 7:00 p.m. on weekdays</li><li>New commuter route #737 provides regular service to Albany International Airport and British American Boulevard.</li></ul>
<b>Route #611 &amp; #612</b> (20 Mall & Route 5) Flex Service 611 612	<ul style="list-style-type: none"><li>No longer serves Crossgates Commons – use Routes #12, and #712 for Crossgates Commons</li><li>Peak frequency of every 60 minutes, with a combined frequency of 30 minutes between the two routes</li><li>Route #611, which operates Monday-Friday has service extended to 8:30 p.m., per public request</li></ul>

Discontinued Routes	
Routes no longer operating as of Nov. 13, 2011	New Routes/Options
<b>2</b> <b>Route #2</b> (West Albany)	Portions of Routes #125, #737, and #138 No service on Exchange Street
<b>3</b> <b>Route #3</b> (Quail Street Belt)	Portions of Routes #100, #114, and #125
<b>4</b> <b>Route #4</b> (Pine Hills)	Portions of Routes #114 & #734
<b>8</b> <b>Route #8</b> (Arbor Hill)	Portions of Routes #6, #7, #100, #116 & #138
<b>9</b> <b>Route #9</b> (Whitehall Road)	Portions of Route #6, #10 & #100
<b>27</b> <b>Route #27</b> (Corporate Woods)	Route #737
<b>30</b> <b>Route #30</b> (Belt via Hackett)	Portions of Routes #6, #138 & #734
<b>31</b> <b>Route #31</b> (Shaker Road)	Portions of Route #737

“CDTA has designed a new route system, shaped largely by public input, that offers customers even more reliable service, enhances mobility and prepares us to meet future Capital Region transit demands.”

– Carm Basile, Chief Executive Officer, CDTA

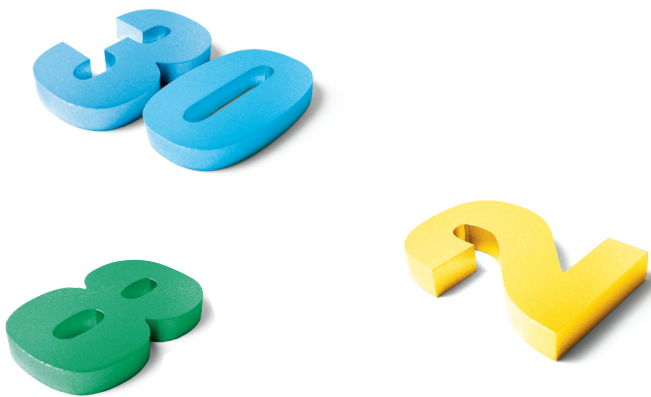
FOR MORE INFORMATION:

- Visit [www.cdta.org/albanyservice](http://www.cdta.org/albanyservice).
- Call us at (518) 482-8822.
- Pick up a brochure or schedules on the bus or at any CDTA sales outlet.
- Schedule a travel training session with a CDTA Travel Trainer.
- Use CDTA's online trip planner to map out your new connections.



Albany County routes are changing.

Starting November 13, 2011



What's your number?

Learn Ride Connect



Albany Route Restructuring Q&A

- What is changing?** More than a dozen Albany County routes will change, based on transit needs prioritized by the community.
- **Improved Trunk Routes** –increased frequency, later night service, new Sunday service and consistent trip patterns (no deviations)
  - **New Neighborhood Network**—Neighborhood routes will improve service to destinations outside of downtown Albany by:
    - Establishing additional cross-town service – New or improved service will be provided on Morton Avenue, Holland Avenue, Quail Street and Allen Street
    - Increased frequency to areas with high demand
  - **Improved Commuter Routes**—Provide more direct, peak period connections throughout Albany County
- Why is CDTA changing Albany County bus routes?** CDTA is putting public transportation where people want and need it most. The service improvement plan is based on extensive input from riders, residents and stakeholders. The plan reflects adjustments made as a direct result of public input from the proposed plan released in July 2011.
- When are the routes changing?** The Albany County Route Restructuring has two phases. Service changes to routes in the city of Albany and surrounding suburbs of Bethlehem, Guilderland, Menands, and Southern Colonie will begin November 13, 2011. A second phase, planned for the summer of 2012, will affect routes in Altamont, Cohoes, Green Island, Latham, Voorheesville and Watervliet.
- Will all the routes in Albany County be affected?** No. Trunk routes #1, #11, and #22 will see no service change. Express routes and routes traveling primarily in other counties will not be affected.
- Will the cost to ride CDTA services change?** No. CDTA's base fare will continue to be \$1.50. Customers who use SWIPER cards or other pre-paid bus passes will continue to see discounted pricing for all CDTA services except STAR and Northway Express, which have their own fare structures.
- Will there be changes to express, BusPlus or NX service options?** No. The Albany County Route Restructuring does not change the current Express or NX Commuter service options that CDTA offers. BusPlus' route, schedule and hours of operation will not change. New neighborhood routes will provide better access to all Route 5 services, providing customers more connections to major transit corridors. NX Commuter vehicles will still provide service from points north into Downtown Albany, featuring coach seating and complimentary Wi-Fi.
- Does this change my STAR paratransit options?** As fixed routes change, there may be changes to CDTA's STAR service provided to customers who are unable to use our regular route system due to disability or impairment. STAR customer pick-up and drop off destinations must be within a 3/4 mile of current CDTA fixed route service.



**LEARN WHAT'S NEW**  
Beginning November 13, 2011, CDTA is changing more than a dozen Albany County bus routes to better connect customers with jobs, health services and major destinations.

**RIDE MORE**  
Albany County service changes bring increased frequency, later night service, added Sunday service—all for the same great price. The new network is easy to understand and use—clear, identifiable route names and fewer trunk route deviations.

**CONNECT BETTER**  
CDTA improves your connections with direct access to more landmark destinations and shorter wait times. Neighborhood routes offer more cross-town service and increased frequency to areas with high demand.

Trunk Route Improvements

Trunk routes operate 7 days a week from early morning to late night with frequent service.

Service Improvements beginning Nov. 13, 2011	Service Description
<div>6</div> <b>Route #6 (Second/Whitehall)</b> Split into two routes: #6 and #116	<ul style="list-style-type: none"><li>Operates on South Pearl Street, Second Avenue and Whitehall Road</li><li>Will now run every 20 minutes</li><li>Evening service extended until 1:00 a.m.</li><li>Sunday service added</li></ul>
<div>7</div> <b>Route #7 (Glenmont)</b>	<ul style="list-style-type: none"><li>Increased service to Glenmont shopping centers</li><li>Will now run every 25 minutes</li><li>Increased Sunday service</li><li>Additional early morning/late night trips</li></ul>
<div>12</div> <b>Route #12 (Washington Ave.)</b> Also see new Commuter Route #712	<ul style="list-style-type: none"><li>Serves CDTA's three largest destinations [Crossgates Mall, the University at Albany and Downtown Albany]</li><li>Now Serves Super Wal-Mart / Crossgates Commons</li><li>Will run every 15 minutes until 8 p.m. and every 30 minutes until service stops at 12:30 a.m.</li></ul>
<div>18</div> <b>Route #18 (Delaware Avenue)</b>	<ul style="list-style-type: none"><li>Serves Slingerlands Price Chopper</li><li>Will now run every 30 minutes in mid-day</li><li>Weekday and Saturday night service until 11:30 p.m.</li><li>Sunday service will be added</li></ul>



MORE DIRECT CONNECTIONS TO:

**DOWNTOWN ALBANY**  
Empire State Plaza, Pearl Street, State Street, Times Union Center

**HOSPITALS**  
Albany Medical Center, Albany Memorial Hospital, VA Hospital, and St. Peter's Hospital

**UNIVERSITIES & COLLEGES**  
University at Albany, College of Saint Rose, Sage Colleges

**SHOPPING CENTERS**  
Crossgates Mall, Crossgates Commons, Colonie Center, Glenmont Shopping Centers

**TRANSPORTATION HUBS**  
Albany International Airport & the CDTA Albany-Rensselaer Rail Station

**New Neighborhood Routes**  
Neighborhood routes operate weekdays and Saturday until 9p.m. or later. Routes run every 30 minutes in peak periods (Monday - Friday, 6-9 a.m. and 3-6 p.m.) and every 60 minutes in mid-day (9 a.m. – 3 p.m.) and on Saturdays.

New Neighborhood Routes beginning Nov. 13, 2011	Service Description
<div>100</div> <b>Route #100 (Mid-City Belt)</b> Replaces portions of Route #3, #8, and #9	<ul style="list-style-type: none"><li>Service to Morton Avenue, Quail Street, Livingston Avenue, and Pearl Street</li><li>Direct connections between the South End, Arbor Hill, Albany Medical Center and Stratton VA Medical Center</li><li>Operates weekdays and Saturday past midnight and includes Sunday service</li></ul>
<div>114</div> <b>Route #114 (Madison/Washington)</b> Replaces portions of Route #3 and #4	<ul style="list-style-type: none"><li>Direct connections between Madison Avenue neighborhoods, Crossgates Mall, the UAlbany, College of St. Rose and CDTA's Rensselaer Rail Station</li><li>Operates weekdays and Saturday until midnight</li></ul>
<div>116</div> <b>Route #116 (Albany/Menands)</b> Replaces portions of Route #6 between Downtown Albany and Riverview Center	<ul style="list-style-type: none"><li>Service from Riverview Center to 700 South Pearl Street</li><li>Will serve North Albany locations, Memorial Hospital, Downtown Albany and Menands</li><li>Route will extend from downtown Albany to major South End housing complexes.</li><li>Operates weekdays only with no late evening service</li></ul>
<div>125</div> <b>Route #125 (Clinton/Sand Creek)</b> Replaces portions of Route #2 and #3	<ul style="list-style-type: none"><li>Direct connections between Clinton Avenue and Colonie Center/Wolf Road (via Sand Creek Road)</li><li>Improves access to BusPlus and Route 5 destinations</li><li>Operates weekdays and Saturday past 11:00 p.m.</li></ul>
<div>138</div> <b>Route #138 (Livingston/Allen)</b> Replaces portions of Route #2, #8 and #30	<ul style="list-style-type: none"><li>Cross-town service on Allen Street and Livingston Avenue, offering direct connections between St. Peter's Hospital, Livingston Avenue and Lark Drive</li><li>Operates weekdays until 10 p.m. and Saturday until 7:30 p.m.</li></ul>

**New Commuter Routes**  
Commuter routes operate during peak commuting hours (Monday -Friday, 6-9 a.m. and 3-6 p.m.) with limited mid-day trips.

New Commuter Routes beginning Nov. 13, 2011	Service Description
<div>712</div> <b>Route #712 (Patroon Creek/Harriman Campus)</b> Replaces Route #12 trips that served the Harriman Campus	<ul style="list-style-type: none"><li>Direct connections from Downtown Albany to the Harriman Campus</li><li>New service to Patroon Creek and the Harriman Campus from Downtown Albany via Central and Colvin Avenues</li><li>Route extends to UAlbany, Crossgates Mall, and Wal-Mart at Crossgates Commons.</li></ul>
<div>734</div> <b>Route #734 (Hackett/Buckingham Pond)</b> Replaces portions of Route #4, & #30	<ul style="list-style-type: none"><li>Operates between downtown Albany, Hackett Boulevard, Buckingham Pond neighborhood, Stonehenge Gardens and Ohav Shalom apartment complexes</li></ul>
<div>737</div> <b>Route #737 (Corporate Woods/Airport)</b> Replaces portions of Route #27 & #31	<ul style="list-style-type: none"><li>Operates between Downtown Albany, Corporate Woods, Palisades Drive, Albany Int'l Airport and British American Boulevard</li><li>Additional 8:15 p.m. trip from Corporate Woods (via Northern Boulevard, Shaker and Everett Roads), added per public request</li></ul>