



Capital District Transportation Authority



# Route Performance Report

## Fiscal Year 2025

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June 2025

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# Fiscal Year 2025 Route Performance Report

## Introduction

This is CDTA's Route Performance Report (RPR) for all CDTA bus services from April 2024 through March 2025. It includes information about the performance of routes, a description of recent service changes, and a look at the year ahead with service change recommendations. It guides planning activities for the next 12 months and helps the company to efficiently deploy resources.

## Route Evaluation

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

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

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

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

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

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

## CDTA Route Performance – Fiscal Year 2025

### (Sorted by Productivity)

Trunk	Neighborhood	Commuter	Express	Blue Line	Red Line	Purple Line	Special	Flex
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Route	Description	Total Rides	Revenue Hours	1-Year Ridership Trend	2-Year Ridership Trend	Productivity	1-Year Productivity Trend	2-Year Productivity Trend
<b>1</b>	Central Avenue	1,357,926	37,556	11%	32%	36.2	11%	32%
<b>12</b>	Washington Avenue	1,117,949	33,548	-18%	-16%	33.3	-5%	-2%
<b>905</b>	BusPlus Red Line	2,028,159	62,580	6%	27%	32.4	14%	42%
<b>100</b>	Mid-City Belt	1,116,839	36,996	17%	41%	30.2	14%	33%
<b>524</b>	B'way - Menands Express	85,388	3,054	-15%	12%	28.0	9%	45%
<b>85</b>	Troy-Waterford	629,575	22,755	16%	39%	27.7	16%	44%
<b>800 Series</b>	Special Services	585,644	21,839	27%	47%	<b>26.8</b>	<b>-32%</b>	<b>-23%</b>
<b>107</b>	Albany Glenmont	264,834	10,195	9%	25%	26.0	8%	20%
<b>355</b>	Sch'dy / Wolf Rd	544,111	22,003	16%	38%	24.7	17%	38%
<b>106</b>	Uptown Belt	703,227	28,916	10%	40%	24.3	2%	19%

<b>353</b>	Scotia / Mont Pleasant	589,487	24,799	17%	39%	23.8	11%	18%
<b>351</b>	B'way / Van Vranken	335,079	14,177	18%	44%	23.6	15%	35%
<b>87</b>	Beman Park / Sycaway	551,923	23,443	14%	35%	23.5	2%	8%
<b>910</b>	BusPlus Purple Line	1,142,000	48,760	198%	-	23.4	75%	-
<b>922/923</b>	BusPlus Blue Line	1,480,063	63,620	12%	31%	23.3	12%	33%
<b>233</b>	Albany / Schodack	93,304	4,077	2%	47%	22.9	-6%	11%
<b>224</b>	Albany-Troy via I-90	200,422	9,032	12%	40%	22.2	15%	43%
<b>370</b>	Troy / Schenectady	603,633	27,952	16%	36%	21.6	9%	26%
<b>18</b>	Delaware Avenue	346,696	16,718	8%	27%	20.7	8%	19%
<b>22</b>	Albany-Troy-Watervliet	505,116	25,372	4%	18%	19.9	14%	29%
<b>125</b>	Clinton / Sand Creek	162,305	8,169	15%	29%	19.9	14%	29%
<b>10</b>	Western Avenue	560,943	28,383	-9%	-4%	19.8	-5%	6%
<b>214</b>	Rensselaer 3rd Street	209,967	11,009	17%	44%	19.1	15%	41%
<b>114</b>	Madison / Washington	559,804	31,810	1%	35%	17.6	-6%	8%
<b>13</b>	New Scotland Avenue	289,232	16,701	6%	22%	17.3	6%	16%
<b>182</b>	Troy-Latham-Cohoes	518,991	30,283	21%	42%	17.1	12%	29%

<b>712</b>	Harriman / Patroon Creek	24,653	1,443	17%	33%	17.1	6%	24%
<b>354</b>	Nott Street / ViaPort Mall	64,922	3,831	-7%	-5%	16.9	15%	17%
<b>763</b>	Albany / Sch'dy via Rt 20	34,846	2,597	13%	32%	13.4	12%	40%
<b>540</b>	Northway Express	79,357	6,044	8%	16%	13.1	6%	16%
<b>190</b>	Fuller / Wolf	32,442	2,503	10%	18%	13.0	7%	15%
<b>289</b>	Griswold Heights - St. Mary's	71,206	5,625	-1%	6%	12.7	2%	9%
<b>117</b>	Guilderland / Colonie Crosstown	50,848	4,090	-1%	30%	12.4	-3%	28%
<b>286</b>	Troy / Wynantskill	57,857	4,820	10%	31%	12.0	9%	28%
<b>352</b>	Altamont Ave / McClellan	25,508	2,219	3%	44%	11.5	2%	51%
<b>450</b>	Schenectady-Wilton via Rt 50	336,223	29,789	17%	34%	11.3	1%	3%
<b>600</b>	Neighborhood Belt	107,936	9,631	4%	97%	11.2	-1%	6%
<b>111*</b>	Western Av / Fuller Rd	14,335	1,387	-44%	-	10.3	-4%	-
<b>737</b>	Corporate Woods / Airport	52,059	5,125	10%	25%	10.2	3%	26%
<b>404</b>	Hudson Falls / Fort Edward	51,499	5,764	301%	-	8.9	-5%	-
<b>560</b>	Thruway Express	27,687	3,178	47%	244%	8.7	45%	101%
<b>519</b>	Delmar Bypass Express	13,495	1,554	19%	98%	8.7	18%	26%

<b>605**</b>	Amsterdam-Sch'dy via Mall	17,240	2,018	-	-	8.5	-	-
<b>601</b>	S. Amsterdam & Route 30	58,150	7,974	-2%	77%	7.3	-9%	246%
<b>602</b>	Amsterdam-Sch'dy via Exit 26	51,719	7,794	-6%	137%	6.6	14%	84%
<b>452</b>	Skidmore / Wilton via Saratoga	54,819	9,625	12%	7%	5.7	9%	4%
<b>407</b>	West Glens Falls	6,372	1,254	216%	-	5.1	-31%	-
<b>411</b>	Glen St / Walmart	14,717	3,005	182%	-	4.9	-32%	-
<b>405</b>	Moreau / S. Glens Falls	6,571	1,500	273%	-	4.4	-19%	-
<b>451</b>	Ballston Spa - West Saratoga	19,223	4,507	26%	39%	4.3	16%	19%
<b>Flex</b>	Colonie	108,643	27,689	15%	55%	3.9	-1%	-
<b>412</b>	Glen St / Aviation Mall	8,049	2,096	137%	-	3.8	-42%	-
<b>419</b>	Route 9 / Lake George	4,197	1,165	-17%	-	3.6	-69%	-
<b>Flex</b>	Southern Saratoga	29,474	9,512	-8%	18%	3.1	-10%	-
<b>155</b>	Suburban Circulator	908	341	-11%	-16%	2.7	-9%	-12%
<b>402</b>	Bay / College	5,514	2,683	131%	-	2.1	-46%	-
<b>Total</b>		<b>18,013,085</b>	<b>834,507</b>	<b>12%</b>	<b>34%</b>	<b>21.6</b>	<b>7%</b>	<b>17%</b>

\*Route was eliminated during FY25.

\*\*Route was established during FY25.

## CDTA Route On-Time Performance

### Fiscal Year 2025\*

Route	Description	Percent On Time	Percent Early	Percent Late	One-Year OTP Trend	Two-Year OTP Trend
601	S. Amsterdam & Route 30	86%	7%	8%	2%	11%
190	Fuller/Wolf	85%	6%	8%	2%	3%
602	Amsterdam – Sch'dy via exit 26	82%	9%	9%	2%	3%
351	B'way / Van Vranken	81%	3%	16%	-2%	1%
600	Neighborhood Belt	80%	9%	10%	2%	8%
524	Broadway - Menands Express	80%	5%	15%	0%	-1%
352	Altamont Ave / McClellan St	80%	8%	12%	2%	3%
354	Nott Street / Via Port Mall	80%	2%	18%	2%	-4%
22	Albany-Troy-Watervliet	79%	3%	18%	1%	-1%
452	Skidmore / Wilton via Saratoga	78%	8%	14%	6%	8%
286	Troy / Wynantskill	78%	7%	15%	3%	-3%
224	Albany-Troy via I-90	77%	6%	17%	-1%	-4%
353	Scotia / Mont Pleasant	77%	1%	22%	-4%	-6%
214	Rensselaer 3rd Street	77%	9%	14%	-3%	-6%
87	Beman Park / Sycaway	76%	4%	20%	0%	4%
233	Albany / Schodack	76%	5%	20%	-5%	-4%
Flex	Colonie	76%	-	24%	11%	-
451	Ballston Spa - West Saratoga	75%	10%	16%	5%	-2%
712	Harriman / Patroon Creek	74%	9%	17%	2%	-4%



<b>107</b>	Albany / Glenmont	72%	7%	21%	-4%	-6%
<b>13</b>	New Scotland Avenue	72%	7%	21%	-2%	-3%
<b>85</b>	Troy - Waterford	72%	6%	22%	1%	-2%
<b>370</b>	Troy / Schenectady	71%	6%	23%	0%	-6%
<b>10</b>	Western Avenue	71%	6%	23%	-1%	-4%
<b>737</b>	Corporate Woods / Airport	71%	10%	19%	-3%	-4%
<b>910****</b>	BusPlus Purple Line	71%	12%	18%	-1%	-
<b>922/923</b>	BusPlus Blue Line	70%	3%	26%	-3%	1%
<b>763</b>	Albany / Sch'dy via Rt 20	70%	3%	27%	-2%	-9%
<b>12</b>	Washington Avenue	70%	6%	24%	0%	-1%
<b>182</b>	Troy-Latham-Cohoes	70%	6%	25%	0%	-4%
<b>289</b>	Griswold Heights / St. Mary's	69%	5%	25%	-3%	-4%
<b>117</b>	Guilderland / Colonie Crosstown	69%	14%	17%	-1%	-7%
<b>519</b>	Delmar Bypass Express	69%	13%	17%	1%	-3%
<b>114</b>	Madison / Washington	68%	4%	28%	-5%	-6%
<b>125</b>	Clinton / Sand Creek	68%	5%	27%	5%	-1%
<b>1</b>	Central Avenue	68%	10%	22%	-1%	-5%
<b>355</b>	Schenectady / Wolf Rd	67%	8%	25%	-1%	-6%
<b>18</b>	Delaware Avenue	67%	6%	27%	-2%	-5%
<b>450</b>	Schenectady-Wilton via Rt 50	67%	5%	29%	7%	-7%
<b>905****</b>	BusPlus Red Line	66%	17%	17%	-4%	-6%
<b>560</b>	Thruway Express	65%	27%	9%	-4%	-4%

<b>Flex</b>	Southern Saratoga	64%	-	36%	-8%	-
<b>111**</b>	Western Ave / Fuller Rd	64%	13%	23%	2%	-
<b>155</b>	Suburban Circulator	63%	17%	21%	-1%	-6%
<b>100</b>	Mid-City Belt	61%	14%	25%	0%	-4%
<b>605***</b>	Amsterdam to Sch'dy via Mall	59%	3%	38%	-	-
<b>540</b>	Northway Express	57%	25%	18%	-2%	-4%
<b>106</b>	Uptown Belt	56%	11%	33%	-9%	-13%
<b>Grand Total</b>		<b>70%</b>	<b>8%</b>	<b>22%</b>	<b>-2%</b>	<b>-3%</b>

\*800 Series routes are excluded since many of them begin trips when a school finishes letting students out, rather than sticking strictly to a schedule. Glens Falls routes are also excluded since the Init CAD/AVL system has not been installed on Glens Falls buses.

\*\*Route was eliminated during FY25.

\*\*\*Route was introduced during FY25.

\*\*\*\*Routes 905 and 910 follow headway management, meaning operations staff aim to achieve predictable spacing of vehicles (such as “a vehicle every 12 minutes”) rather than hitting specific scheduled arrival times. Reporting has not yet adjusted for this.

# Fiscal Year 2025

## CDTA Route Performance – General Discussion

### Ridership and Productivity

Fixed route ridership has broken all previous annual records.

Service Type	FY25 Ridership	1-Year Trend	2-Year Trend
BRT	4,650,222	28%	71%
Trunk	5,359,360	-1%	10%
Neighborhood	6,962,258	14%	40%
Express	205,927	-27%	-31%
Commuter	111,558	13%	19%
Microtransit	138,117	9%	45%
800 Series	585,644	27%	47%
<b>Total</b>	<b>18,013,085</b>	<b>12%</b>	<b>34%</b>

Productivity is the ultimate measure of the viability of a route, since it captures the balance of input and output. In that respect, CDTA is doing well. Productivity is however still 3% lower than it was in Fiscal Year 2019.

Service Type	FY25 Productivity	1 Year Trend	2 Year Trend
BRT	26.6	17%	31%
Trunk	26.2	5%	18%
Neighborhood	18.7	5%	22%
Express	14.9	7%	11%
Commuter	12.2	7%	32%
Microtransit	3.7	-3%	N/A
800 Series	26.8	-32%	-23%
<b>Total</b>	<b>21.6</b>	<b>7%</b>	<b>17%</b>

**BRT** routes have seen the strongest growth and now have slightly higher productivity than trunk routes. Ridership growth is heavily due to the addition of the Purple Line, although Red and Blue Line ridership together grew by 8% and 29% compared to FY24 and FY23, respectively.

**Trunk** routes are also doing quite well, even with new competition from the Purple Line and associated service drops. This is the main reason for the relatively weak but still positive performance of trunk routes as a whole.

The addition of Glens Falls pulled down **Neighborhood** and **800 series** productivity. No Glens Falls route exceeds ten rides per hour. The productivity of 800 series routes outside Glens Falls actually rose to 41.8 rides per hour, a 6% and 20% 1-year and 2-year productivity growth trends respectively.

**Commuter** service continues to struggle, although some routes have increased their productivity significantly. Even before COVID, commuter routes generally didn't get above 13 rides per hour. Some routes, like #763, have improved their productivity relative to pre-COVID, but this has only been achieved by reducing total revenue hours. Overall commuter ridership is less than half of what it was pre-COVID.

**Express service** also generally serves a commute function, and has experienced a decline similar to Commuter service: better productivity, but only at the cost of significant reduction of overall service and ridership. CDTA rolled out significant new service to support the New York State Office of General Services contract, then pulled service back when two of the OGS park and ride lots were closed.

## On-Time Performance

On-time performance has declined over the past two years, in line with a trend that started shortly after the onset of the COVID-19 pandemic.

Service Type	FY25 OTP	1-Year Trend	2-Year Trend
BRT	69.1%	-2.8%	-2.2%
Trunk	71.8%	-0.3%	-2.0%
Neighborhood	69.7%	-1.2%	-4.2%
Commuter	71.4%	-1.4%	-5.1%
Express	69.9%	-9.8%	-11.6%
Microtransit	75.0%	-10.2%	N/A
Grand Total	70.0%	-1.8%	-3.4%

On-time performance is doing quite well in Amsterdam, which saw 81% on-time performance in FY25. This is believed to be due to the lower ridership and relatively low traffic in Amsterdam, making it much easier to hit timepoints reliably. Bus routes that received schedule optimization in FY25 (discussed in the following section) are also

outperforming the remainder of the CDTA system. In FY26, the Planning Department will apply this practice to all new service changes. Lastly, we expect that the anticipated Service Rebalancing initiative will have a positive effect on on-time performance by enhancing operator and vehicle availability throughout the day.

## Service Changes and Accomplishments in FY 2025

CDTA adjusts the service network based on a variety of factors, including ridership, on-time performance, Universal Access agreements, and customer demand. In Fiscal Year 2025, service changes primarily consisted of modest schedule and routing adjustments to accommodate new infrastructure investments and improve operational efficiency throughout the transit system.

### Mobility Hubs

In late 2024, building upon the success of the Gateway Plaza Mobility Hub in Downtown Schenectady, CDTA opened two additional Mobility Hubs at high-volume locations. As with Gateway, these new facilities connect intersecting bus routes to alternative mobility options such as CDPHP *Cycle!* and *DRIVE* while also improving waiting areas, pedestrian infrastructure, and landscaping.

In South Central Troy, we transformed the intersection of Fourth Street, Hill Street, and Liberty Street into Liberty Square, integrating the mobility hub into a new neighborhood plaza also featuring enhanced landscaping, seating, and public space. Routes #85 and #224 continue to serve this location as they did the previous local bus stop at the corner of Fourth Street and Liberty Street.



*Liberty Square Mobility Hub.*

In Albany near Saint Peter's Hospital, where Routes #13 and #106 intersect, we reconfigured a block of South Manning Boulevard to accommodate improved pedestrian infrastructure, new bus shelters, and connections to CDTA mobility products, creating the

South Manning Mobility Hub. The redesigned roadway now allows buses to circulate South Manning Boulevard in both directions, shortening and simplifying the alignment of Route #106. This has resulted in shorter trip times, providing faster service for customers and a more efficient schedule.



*South Manning Mobility Hub.*

## Seasonal Service Reductions

Throughout the course of the year, transit ridership varies based on seasonal operating conditions and the schedules of major ridership-generating institutions, such as colleges and universities. While CDTA typically adjusts service levels on routes specifically targeted to serve these institutions, such as Routes #286 (RPI) and #452 (Skidmore), several “regular” routes have been identified whose ridership significantly declines during the summer months and returns in the fall.

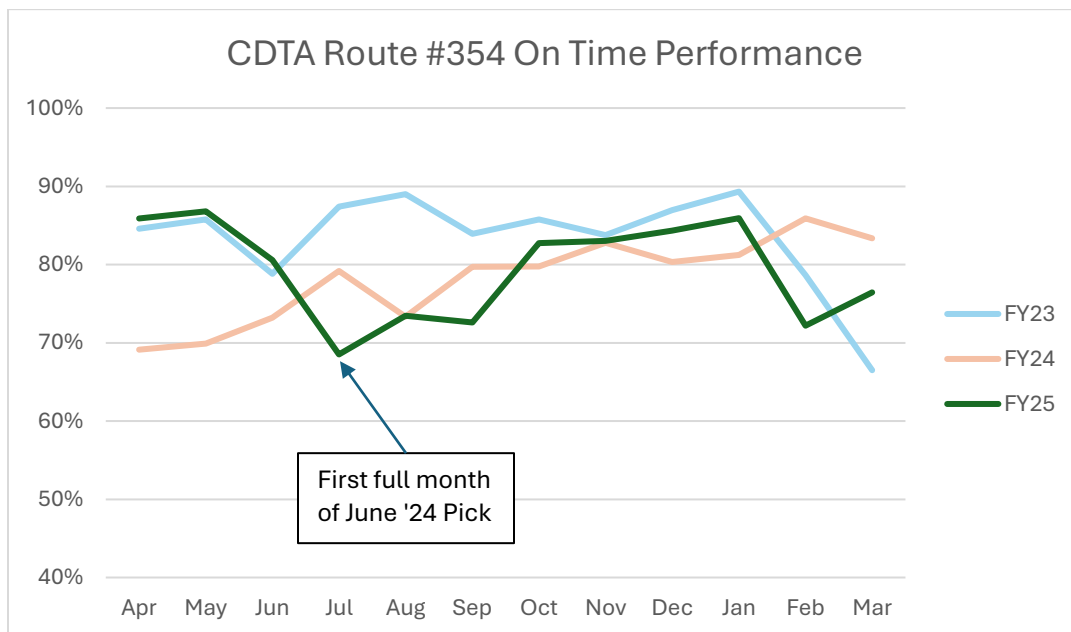
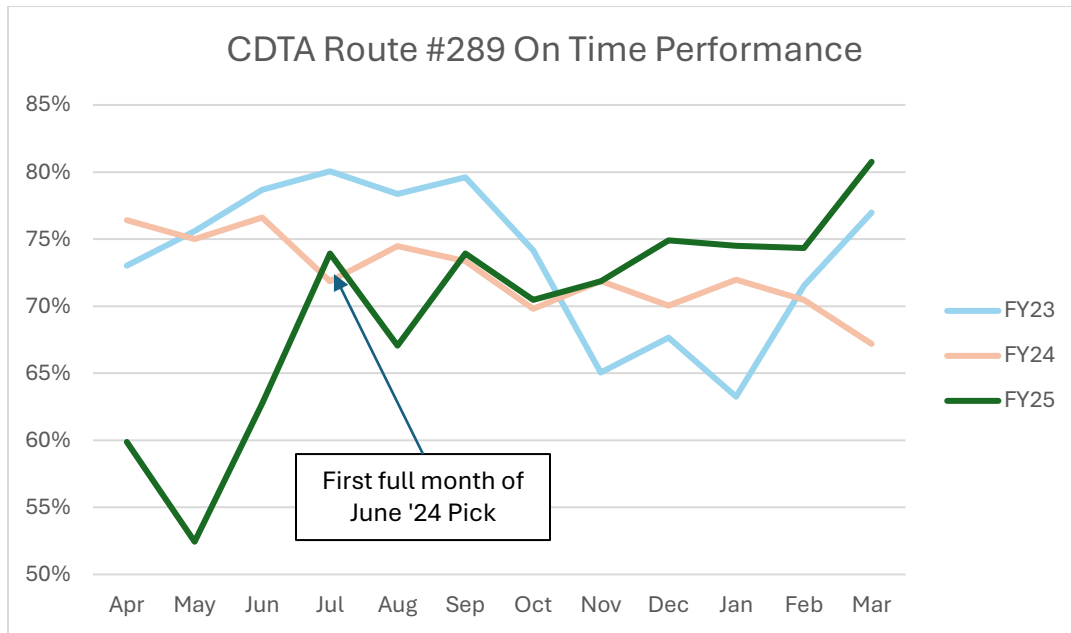
In the summer of 2024, as part of the effort to bring the size of the transit system in line with our driver headcount and fiscal budget, CDTA began a program of seasonally reducing the service levels on routes whose ridership is heavily driven by the University at Albany (#12, #114, #910) and Hudson Valley Community College (#224). During the summer months, these routes still run at levels commensurate with their service classifications, but slightly reduced from their regular-year service levels.

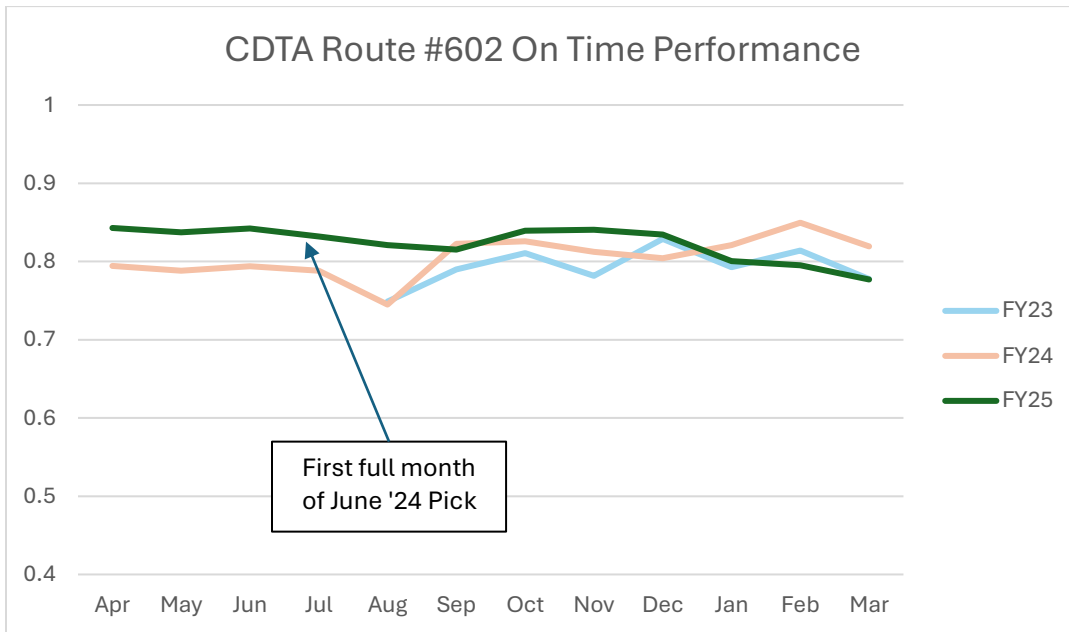
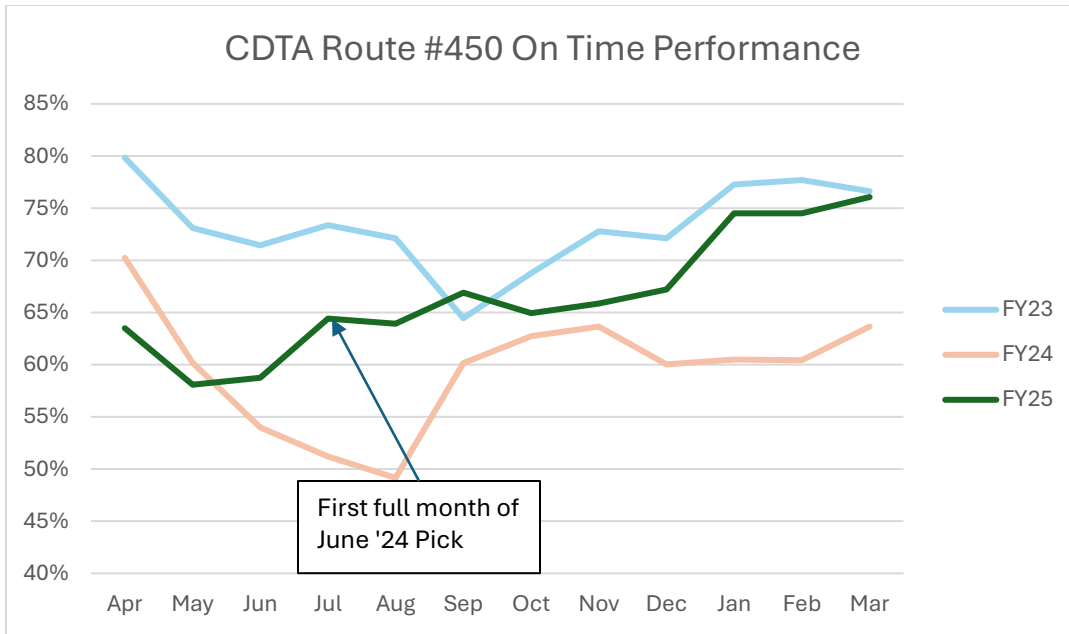
In FY 2025, these reductions generated approximately 6,200 hours in annual savings while maintaining adequate service and capacity on the affected corridors. In FY26, additional reductions saved another 3,800 hours on top of the FY25 savings.

## On-Time Performance Adjustments

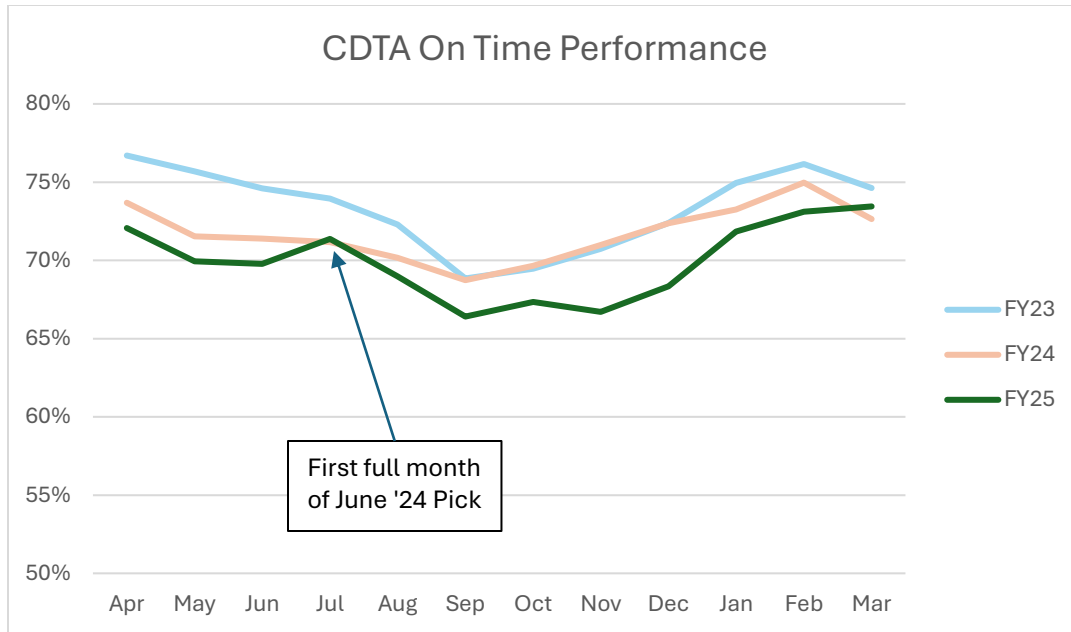
The FY24 RPR called for work to stop the downward trend in CDTA’s on-time performance. Service Planning has worked to improve the on-time performance of several routes, including #289, #354, #450, #602. While CDTA’s overall on-time performance continued to decline in Fiscal Year 2025, these routes have performed better than the system average,

indicating that Planning's efforts at least slowed the rate of decrease. The graphs on the following pages show on-time performance changes over time on Routes #289, #354, #450, and #602, as well as the performance of the entire system.









CDTA has also partnered with consultants from Courval Scheduling (CSched) to bring our scheduling procedures in line with industry best practices, as part of an effort to improve both operational efficiency and on-time performance. In January 2025, CDTA and CSched began a pilot project to apply these new practices to our production schedules, starting with Albany routes on weekends.

This project re-calibrated run times using aggregated live data from CDTA's Automated Vehicle Location (AVL) system, improved the efficiency of trip blocking through strategic interlining between bus routes, and improved the process by which blocks are turned into crews for driver assignment. In May 2025, just after the start of FY26, the second phase of this project was undertaken, applying the same types of improvements to Albany routes on weekdays. Planning staff are currently being trained on CSched's improved scheduling methodology, with plans to apply it to CDTA's remaining routes as part of future service changes.

While on-time performance data from the Albany Schedule Optimization pilot project late in the fiscal year is still being analyzed, early reports suggest that these routes have also generally outperformed the remainder of the system since their schedules were updated.

## Initial Adjustments to Glens Falls Service

The Fiscal Year 2024 RPR anticipated conservative changes to improve efficiency in Warren County. In Summer 2025, CDTA made several operational adjustments to the summer trolleys serving Glens Falls and Lake George (Routes #876 and #877). Operator breaks were improved, while underutilized trips were discontinued.

Route #713, which will run from the Saratoga Springs Rail Station and Downtown Saratoga Springs to downtown Glens Falls, will begin operation in August 2025, satisfying the top customer and stakeholder request associated with Warren County since CDTA began operating service in January 2024. This route is described in greater detail in the FY 2026 Service Recommendations found later in this document.

# Universal Access Contracts

Since Fiscal Year 2024, the number of Universal Access contracts has increased to 50. New contracts include Albany Business Improvement District, BBL Hospitality, Beech-Nut, the City of Amsterdam, Discover Albany, Greater Amsterdam School District, Mildred Elly, NYSOGS, Schenectady County, St. Mary's Hospital, St. Peter's Hospital, and The Blake Annex. Total Universal Access rides were less than 2 million in FY22 accounting for 18% of all ridership. In FY 2024, 4 million Universal Access rides were taken, accounting for 25% of all ridership. 4.7 million Universal Access rides were taken in FY 2025, accounting for 26% of all ridership.

## New Contracts

### Central Avenue Business Improvement District

The contract with the Central Avenue BID began in June 2024. Monthly ridership is around 450 and concentrated on Routes #905 and #1.

### Community Care Physicians

The contract with CCP began in May 2024. Monthly ridership is around 1,000 and distributed across routes in Schenectady, Albany, and Troy.

### CRM Properties

The contract with CRM Properties began in January 2025. CDTA is still in the process of setting up customer cards for fixed route. Monthly ridership on STAR is around 250.

### Ellis Medicine

The contract with Ellis Medicine began in July 2024. Monthly ridership is around 3,000 and concentrated on Schenectady routes.

### Glens Falls City School District

The contract with Glens Falls City School District began in October 2024. Monthly ridership was around 100 but has since stopped being used by students. CDTA operates Route #804 as part of this contract.

### Honest Weight

The contract with Honest Weight began in July 2024. Monthly ridership is around 700 and concentrated on Albany routes.

## Market 32

The contract with Market 32 began in December 2024. Monthly ridership is around 20,000 and is distributed across Albany, Schenectady, and Troy.

## SUNY Adirondack

The contract with SUNY Adirondack began in August 2024. Monthly ridership is around 500-800 when school is in session, and 300-400 when school is not in session. Ridership is distributed across all Glens Falls routes, but mainly routes# 404 and #402.

## Whitney Young

The contract with Whitney Young began in January 2025. Monthly ridership is around 1,100, mainly on Albany and Troy routes.

## Ended Contracts

### College of Saint Rose

The College of Saint Rose closed in May 2024. This contract previously had around 6,500 rides a month during the school year, and 64,000 rides a year.

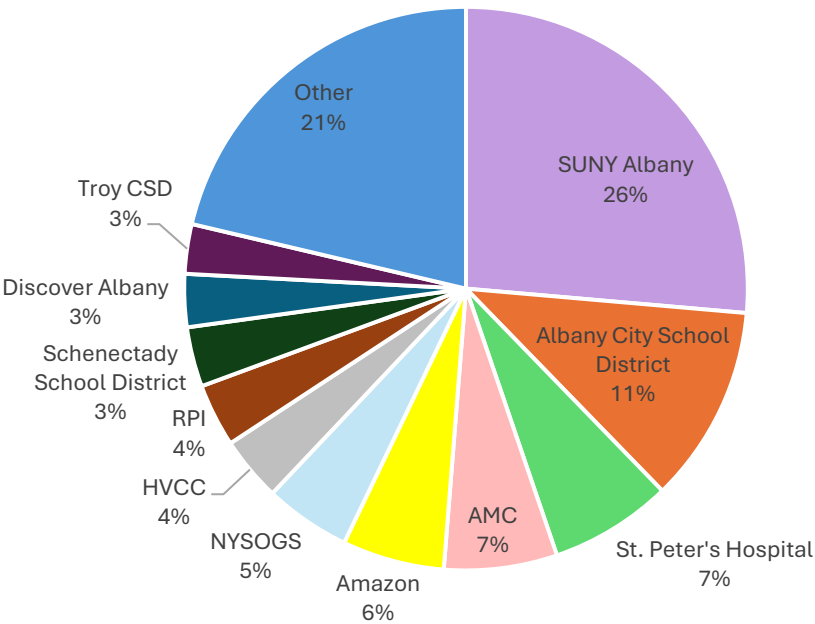
## Universal Access Ridership Data

Organization	Total
SUNY Albany	1,247,762
Albany City School District	536,756
St. Peter's Hospital	332,974
Albany Medical Center	307,078
Amazon	276,883
NYSOGS	233,851
Hudson Valley Community College	174,724
Rensselaer Polytechnic Institute	171,302
Schenectady School District	162,033
Discover Albany	143,862
Troy City School District	134,505
Albany BID	124,278
Educational Opportunity Center	111,759
Greater Amsterdam School District	94,889
SCCC	82,450
Market 32	64,694
Rivers Casino	48,344
Russell Sage	47,151
Albany Airport	42,017
Plug Power	40,021
Stewarts	32,716
Nurses Middle College	37,519
Mildred Elley	32,104
Skidmore College	30,933
Troy Business Improvement District	29,611
BBL Hospitality	28,952
Schenectady County	26,097
Ellis Medicine	23,644
Siena College	22,302
Shaker Place	18,562
Maria College	13,405
Community Care Physicians	10,926
Albany College of Pharmacy	10,573
Albany Law School	9,503
Albany Public Library	6,392
Union College	6,180
St. Mary's Hospital	5,869

Organization	Total
Honest Weight	5,654
Tri City Rentals	5,267
Rosenblum Companies	5,186
The Blake Annex	5,041
Catholic Central High School	4,636
Fuller Road Management	4,413
Central Avenue BID	4,072
SUNY Adirondack	3,853
Whitney Young	2,699
Beech Nut	1,945
City of Amsterdam	889
CRM Properties	745
Glens Falls City School District	209

	FY 2023	FY 2024	FY 2025
<b>Total UA Rides</b>	2,979,344	4,081,665	4,729,711
<b>Total CDTA Rides</b>	13.7M	16.5M	18.5M
<b>UA Share</b>	21.6%	24.5%	25.6%

Organizational Share of CDTA Universal Access Ridership, FY25



## Summary of Service Changes – Fiscal Year 2025

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

### June 2024 Pick

Route	Day Type	Service Change
#12	Weekday	Summer Reduction – Frequency Reduced
#111	Weekday & Saturday	Summer Reduction – Route Suspended
#114	Weekday	Summer Reduction – Frequency Reduced
#224	Weekday	Summer Reduction – Frequency Reduced
#910	All days	Summer Reduction – Frequency Reduced
#22	Weekdays	Peak frequency reduced to 20 minutes
#354/#602	Saturday & Sunday	Routes combined into new Route #605
#450	All Days	Extensions to Quad Graphics eliminated

### August 2024 Pick

Route	Period	Service Change
#12	Weekday	Regular service restored
#114	Weekday	Regular service restored
#224	Weekday	Regular service restored
#910	All days	Regular service restored
#111	Saturday & Sunday	Route eliminated
#114	All days	Route operates on Western Ave instead of Washington Ave, replacing Route #111

## October 2024 Pick

Route	Period	Service Change
#411	Weekday	Extension to Lake George eliminated
#450	Weekday	Select trips extended to Town of Milton
#451	All Days	Route extended to Stewart's Ice Cream Plant
#601	Sunday	Sunday service eliminated
#602	Weekday	Select trips extended to Amsterdam High School via Locust Ave
#804	Weekday	Revised routing to cover more neighborhoods with school tripper

## January 2025 Pick

Route	Period	Service Change
#10	Weekday	Peak frequency reduced to 20 minutes
#22	Sunday	Span reduced to 8:15am-10:30pm
#106	All Days	Trips operate in both directions on Manning Boulevard via Mobility Hub
#125	Weekday	Evening span reduced to end at 7:45pm
#289	Weekday & Saturday	Evening span reduced to end at 7:30pm
#601	All days	Extensions to Beech Nut eliminated
#737	Weekday	Select trips extended to British American Blvd
Albany Routes	Saturday & Sunday	Schedule optimization: Updated run times and trip blocking

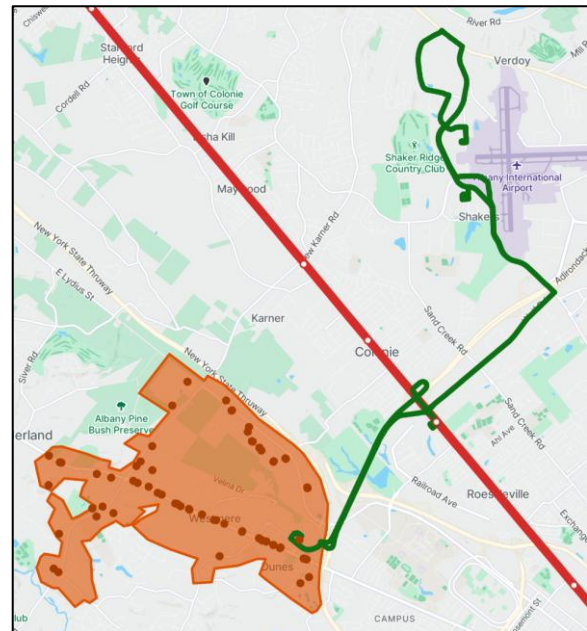


# Early Accomplishments and Service Recommendations for Fiscal Year 2026

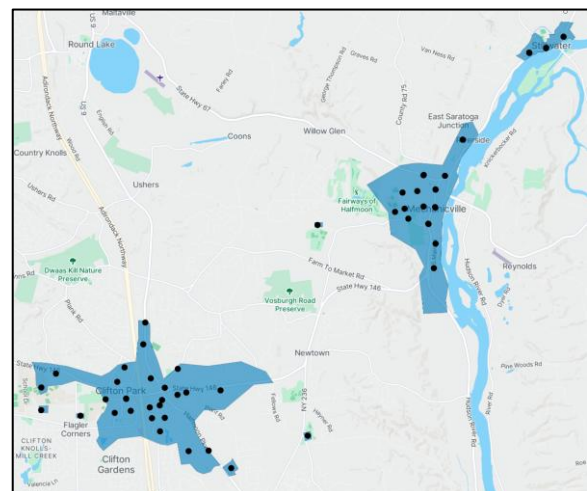
## Flex Adjustments – May 2025 and ongoing

CDTA's upcoming Transit Development Plan (TDP) Update, expected to be adopted by our Board of Directors in September 2025, includes guidelines for more efficient and reliable design of our FLEX microtransit service. The TDP will recommend that we deploy FLEX in a more strategic, targeted form than in the past, focusing primarily on connections to fixed routes in smaller zones that exhibit a need for transit despite low transit propensity in terms of the population density and built environment. In May 2025, shortly after the end of the fiscal year, CDTA made several changes to its two existing FLEX zones in line with this new service design methodology.

In both zones and in all future zones, CDTA now operates FLEX service on a *point-to-point* model that constrains trip booking to designated locations, most of which are shared with fixed-route bus stops where they are present. This is contrasted with the previous *curb-to-curb* model, which allowed pick-ups and drop-offs anywhere within a zone. While the old model provided convenience in terms of service coverage, the new model allows for shorter wait times and lower operating costs.



*Revised Guilderland FLEX Zone.*



*Revised Southern Saratoga FLEX Zone.*

The former Guilderland-Colonie FLEX zone was also substantially reconfigured at this time. Trip booking data revealed that over 90% of all FLEX trips in this zone were occurring either

south of the Thruway and west of the Northway, or along fixed routes on Central Avenue (#1, #355, #910) and Wolf Road (#117, #190). Based on this information, CDTA reduced the size of this zone to cover only its southern third, mostly within the Town of Guilderland. At the same time, Route #117 was expanded to run seven days a week every 30 to 40 minutes, providing adequate capacity for the discontinued portion of the zone.

Early ridership data suggest that this change was highly successful, reducing net operating costs by nearly 10,000 hours while increasing total ridership and reducing wait times. With upcoming adoption of the TDP, CDTA intends to apply the new FLEX model to other areas around the region, primarily where existing fixed routes fail to generate adequate ridership to continue operating as-is.

## Service Rebalancing

Service planning in Fiscal Year 2026 will focus on improvements to operational efficiency to a greater degree than in previous years, with the goal of bringing the size of CDTA's system in line with our capacity to fund and pay for it.

Since approximately 2015, while maintaining our data-driven approach to service design, CDTA has generally pursued a strategy of local and regional expansion, extending service to new communities while providing increased service levels and additional mobility options throughout the system. This period included the opening of the Blue Line BRT (November 2020) and Purple Line BRT (November 2023), expansion of local services into Montgomery County and Warren County, and the expansion of CDTA's Universal Access partnerships, increasing from fewer than 20 partners in 2015 to nearly 50 at present.

While these initiatives have helped thousands of customers and enhanced CDTA's regional profile, they have also significantly increased operating costs and headcount requirements. Given the expiration of Federal COVID-19 relief funds, a lack of sufficient alternative funding sources, and an ongoing operator deficit affecting service quality, CDTA must rebalance its service levels against new conditions to ensure that we can continue to sustainably and reliably operate for those who need it most. To accomplish this, CDTA will implement a series of targeted service reductions in Fiscal Year 2026, as recommended in the upcoming Transit Development Plan update.

To the greatest extent possible, reductions will focus on routes, segments of routes, and times of day that produce below established ridership thresholds, although slight reductions to most services will be required. The first phase of Service Rebalancing will

occur with the August 2025 pick, saving over 32,000 annual hours of operating costs, with future phases being implemented in future picks throughout FY26 and early FY27.

## Route #713 (Connection from Glens Falls to Saratoga Springs)

Since CDTA began operating service in Warren County in early 2025, the top community request has been for a fixed-route connection between Glens Falls and the remainder of the CDTA transit system. Currently, CDTA operates routes within Glens Falls and in the communities that immediately surround it, but as an “island” of service disconnected from the remainder of the Capital Region.

Effective in August 2025, CDTA will begin operating Route #713, connecting Downtown Glens Falls to Downtown Saratoga Springs and the Saratoga Springs Rail Station via Interstate 87 (Adirondack Northway) and portions of U.S. Route 9. This route will operate from Monday to Friday, providing connections primarily during peak travel hours. Planning will evaluate ridership and service data in the months following roll-out to identify opportunities for future improvements.

