

Transit Development Plan

2025 - 2030

CDTA Planning Committee 08.21.2025



TDP Overview

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



Transit Development Plan



2025



Strategic Principles

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

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

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



Planning & Operating Principles

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



Fixed-Route

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



FLEX

- Support fixed route
- Efficiency
- Small zones



STAR

- Control costs
- Meet ADA



CDPHP Cycle!

- Connect with transit
- Support recreational and essential trips



DRIVE

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

Summary of Needs

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



Fixed-Route

- Service update
- Farebox recovery
- Garage space



STAR/FLEX

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



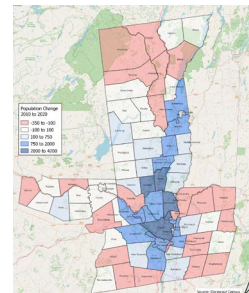
CDPHP Cycle! / DRIVE

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



Staff, Training, Resources

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



Coverage, Regional Change

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



Public Engagement

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



Fixed-Route

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



FLEX

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



STAR

- Expand Navigator to STAR



CDPHP Cycle!

- High customer satisfaction
- 20% use for errands



DRIVE

- Customers want increased availability
- More vehicles in more places



Recommendations

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

Other topics addressed:

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



Fixed-Route

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



FLEX

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



STAR

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



CDPHP Cycle!

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



DRIVE

- More vehicles
- Better reporting on customer usage



Standards

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

Other topics covered:

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

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



Fixed-Route

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



FLEX

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



STAR

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



CDPHP Cycle!

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



DRIVE

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



Next Steps

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



THANK YOU!

Questions? | Comments?

