2013 - 2014 Route Performance Report

Introduction

This is CDTA's annual report on route performance for fixed route services for fiscal year 2014 (April 1, 2013 to March 31, 2014). The report includes information on our route network, specifically ridership and productivity, a description of major service changes, and recommendations for the coming year. It will guide planning activities through fiscal year 2015 and help the organization use its resources in the most effective manner possible.

State of Affairs

With ridership continuing to increase and many routes at or near capacity, CDTA faces the challenge of accommodating new demand with minimal impacts to its budget. This year, CDTA instituted targeted service enhancements on its most heavily used services to address the most serious instances of overcrowding. Frequency and span has been improved on many trunk and neighborhood routes, as well as our flagship BusPlus Red Line. At the same time, resources from the lowest-performing routes are being reallocated, as priority is better given on corridors in need of additional capacity.

Completed in early 2014, the fully updated Transit Development Plan (TDP) provides guidance in planning the future transit system as demand continues to increase. Routes are now being adjusted on a micro level, with productivity standards for discrete day types time periods, allowing CDTA to invest its resources more precisely. On-time performance is also being addressed systematically, with routes now being regularly adjusted to improve schedule adherence alone. CDTA continues to plan for future service and infrastructure, moving forward with the expansion of BusPlus and exploring prospective opportunities to build Transit Centers.

Existing Route Evaluation

This evaluation focuses on CDTA's regular route service, which is evaluated on two criteria:

• <u>Total Riders:</u> The best way to evaluate transit service is to look at ridership. CDTA's Route Classification system establishes thresholds and ranges of ridership by route category. Acceptable ridership thresholds vary by the type of service:

Trunk/BusPlus – 250,000 annual riders Neighborhood – 100,000 annual riders Express – 30,000 annual riders Commuter – 15,000 annual riders

 <u>Ridership Productivity</u>: Riders per revenue-hour measures route productivity and indicates whether resources are used efficiently. A route may have high ridership, but due to over allocation of resources, still be unproductive. Productivity thresholds vary depending on the type of service:

Trunk/BusPlus – 25 riders/hour Express – 25 riders/trip Neighborhood – 15 riders/hour



Commuter – 12 riders/hour

On-Time Performance (OTP): On-time performance is measured by the percentage of time points that depart on time (between 1 minute early and 5 minutes late) on a given route. To bring CDTA on-time performance in line with industry standards, at least 85% of trips should arrive on time.

Routes that fall below acceptable thresholds are considered for corrective actions and assessments of promotional opportunities to increase usage. Routes that exceed the range for a category, or perform well above average, are examined to determine if a change in category is warranted, or if a route restructuring is advisable.

It is possible that a route may perform well in one criterion but not in another. If a route is underperforming in total ridership but over-performing in riders per hour, this could indicate the route warrants increased resources. If the opposite is true, a reduction in service may be warranted. Although total riders and riders per hour are clear quantitative measures, routes are also evaluated on the following:

- <u>Productivity Trend:</u> Changes over time are used to judge the effectiveness of route changes and other factors. CDTA provides new and restructured services with a trial, or growth period to obtain productivity targets.
- <u>Community Service Needs</u>: We consider community services, such as medical facilities, convalescent centers, and locations that serve seniors, disabled, and other special needs populations. This may also include geographic and social equity considerations.

The tables in this report show fiscal year 2014 performance data by route classification.



FY 2013-2014 PERFORMANCE TRUNK ROUTES

Route	Description	Total Riders	Revenue- Hours	Productivity Trend	Riders per Revenue Hour	On-Time Performance	Comment	
11	UAlbany Shuttle	443,777	10,531	+5.5%	42.1	70.6%	Part of future Washington-Western BRT corridor	
1	Central Avenue	1,355,944	32,707	-4.8%	41.5	67.0%	Service enhanced in January 2014	
12	Washington Avenue	1,486,773	37,357	+5.5%	39.8	65.8%	Part of future Washington-Western BRT corridor; service enhanced in January 2014	
905	BusPlus Albany-Schenectady	1,683,937	47,704	+3.3%	35.3	77.9%	Service enhanced in August 2013 & January 2014	
22	Albany-Troy via Watervliet	1,134,901	33,054	+9.5%	34.3	71.6%	Part of future River Corridor BRT; service enhancemenet planned for August 2014	
85	Troy-Waterford	619,631	22,792	+0.7%	27.2	67.3%	Part of future River Corridor BRT; service enhanced in May 2014	
10	Western Avenue	819,238	30,211	- <mark>5.0%</mark>	27.1	65.4%	Part of future Washington-Western BRT corridor	
7	Glenmont	369,073	14,732	+9.6%	25.1	64.1%	Part of future River Corridor BRT	
87	Beman Park/Sycaway	409,176	16,369	+10.5%	25.0	64.0%	Service enhanced in May 2014	Above productivit
6	Second Avenue	481,346	20,050	+9.3%	24.0	72.8%	Part of future River Corridor BRT	Below productivity threshold
80	Fifth Avenue	287,145	12,638	-7.1%	22.7	<mark>69.9%</mark>	Part of future River Corridor BRT	
18	Delaware Avenue	465,153	21,506	-9.9%	21.6	64.9%		1
13	New Scotland Avenue	425,688	21,860	-20.5%	19.5	66.1%	Service enhanced in May 2014; future universal access with Albany Med and Tri-City Rentals will increase ridership	1
	TOTAL	9,981,782	321,511	\geq	> <			
	AVERAGE	767,829	24,732	$>\sim$	31.0			
	% of System	62 2%	51 10%					

NOTES:

• Routes whose Productivity Trends are marked "N/A" have existed for less than two full years. For routes that have existed between two and three years, two years of data are used to compute the trend.



FY 2013-2014 PERFORMANCE **NEIGHBORHOOD ROUTES**

Ranked	by Riders per Revenue-Hour							10
Route	Description	Total Riders	Revenue- Hours	Productivity Trend	Riders per Revenue Hour	On-Time Performance	Comment	
100	Mid-City Belt	725,744	22,881	+11.3%	31.7	69.1%	Service enhancement planned for August 2014]
355	Schenectady / Colonie	649,571	22,838	-3.5%	28.4	62.9%		
224	Albany-Troy via I-90	286,284	10,416	+13.0%	27.5	68.3%	Frequency increased to accommodate high demand at HVCC (Aug 13, Oct 13, Jan 14)	
353	Mont Pleasant / Scotia	269,719	10,349	+16.0%	26.1	65.4%	Service enhancement planned for August 2014	
354	Nott Street / Rotterdam Sq. Mall	124,792	5,170	+15.0%	24.1	71.8%		
370	Troy / Schenectady	496,836	20,593	+7.5%	24.1	69.2%		
114	Madison / Washington	330,122	14,182	+39.6%	23.3	63.9%	Part of future Washington/Western BRT corridor	
289	Griswold Heights - St. Mary's	120,676	5,229	+22.6%	23.1	77.0%	Part of future Troy Restructuring	
<mark>351</mark>	Broadway / Van Vranken	203,572	9,553	+21.5%	21.3	61.6%		
182	Troy-Albany via Cohoes-Latham	415,649	21,228	+15.2%	19.6	<mark>68.3%</mark>		
138	Allen / Livingston	204,959	11,346	-17.8%	18.1	69.9%		
116	Albany / Menands	82,562	4,705	+1.8%	17.5	74.2%	Service eliminated on unproductive portion of this route, frequency increased on remainder; part of future River Corridor BRT	
190	Fuller / Wolf	183,657	10,479	N/A	17.5	72.8%		
50	Route 50	317,517	18,159	+4.5%	17.5	60.1%	Part of future Saratoga Restructuring	
125	Clinton / Sand Creek	212,985	12,411	-2.6%	17.2	68.0%	Service enhancement planned for August 2014	
214	Rensselaer 3rd Street	184,844	11,081	-15.9%	16.7	70.4%		
233	Albany / Schodack	74,932	4,726	+22.1%	15.9	66.8%		Above produ threshold
352	Altamont Ave / McClellan	65,402	5,228	+16.5%	12.5	<mark>61.0%</mark>	Service reduced in May 2014 due to low ridership	Below product threshold
280	Troy-Albia	65,801	5,277	+0.6%	12.5	79.2%	Service reduced in May 2014 due to low ridership; part of future Trov Restructuring	
117	Guilderland-Colonie Crosstown	93,169	9,207	N/A	10.1	70.3%	Service reduced in May 2014 due to low ridership	
473	Jefferson Street	106,695	11,672	+14.7%	9.1	69.5%	Part of future Saratoga Restructuring	
155	Suburban Circulator	112,046	11,719	N/A	9.6	70.3%	Service reduction planned for August 2014	
286	RPI Shuttle	24,684	3,843	N/A	6.4	69.3%	Contracted service with RPI; part of future Troy Restructuring	
472	Lake Avenue	33, <mark>101</mark>	5,780	-16.1%	5.7	56.9%	Part of future Saratoga Restructuring; service reduction planned for August 2014	
	TOTAL	5,385,319	268,070		\geq	1	A	4
	AVERAGE	224,388	11,170	> <	20.1]		
	% of System	33 6%	12 0%			-		

NOTES:

- In FY 2013, seven neighborhood routes were below the productivity threshold, along with three shuttles, for a total of ten. With these shuttles now reconsolidated into neighborhood routes, only seven routes of this type remain below the productivity threshold.
- Routes whose Productivity Trends are marked "N/A" have existed for less than two full years. For routes that have existed between two and three years, two years of data are used to compute the trend.



- The three-year productivity trend for Route #370 compares current productivity against the past-year productivity of the Route #70, which this route replaced.
- The three-year productivity trend for Route #182 compares current productivity against the past-year productivity of the Route #29, which this route replaced.

FY 2013-2014 PERFORMANCE COMMUTER ROUTES

Route	Description	Total Riders	Revenue- Hours	Productivity Trend	Riders per Revenue Hour	On-Time Performance	Comment]
763	Albany / Schenectady via Route 20	78,168	3,951	+11.3%	19.8	50.0%	Part of Washington-Western BRT corridor]
712	Harriman Campus / Patroon Creek	67,380	4,298	+3.7%	15.7	66.0%	Service enhanced in January 2014]
737	Corporate Woods / Airport	64,169	4,443	+17.7%	14.4	59.1%	Service enhanced in October 2013 and January 2014	Above productivity threshold
719	Altamont / Voorheesville	26,977	2,520	N/A	10.7	66.0%	Service enhanced in January 2014	Below productivity threshold
734	Hackett / Buckingham Pond	17,245	2,363	-25.3%	7.3	62.8%	Service reduced in May 2014; universal access with Albany Med and Tri-City Rentals will increase ridership	1
	TOTAL	253,939	17,574	\geq	\geq		ne nestore all'été a constructions de la strand de médical de la construction de la const	-
	AVERAGE	50,788	3,515	\geq	14.4	1		
	% of System	1.6%	2.8%					

NOTES:

• Only two commuter routes are below the productivity threshold, compared with four during the previous fiscal year.

FY 2013-2014 PERFORMANCE EXPRESS ROUTES

Ranked I	by Riders per Revenue-Hour	r						
Route	Description	Total Riders	Total Trips	Productivity Trend	Riders per Trip	On-Time Performance		
531	St. Luke's/Woodlawn Express	83,090	2,530	N/A	32.8	54.4%		
522	Hudson River Express	78,415	2,530	N/A	31.0	57.1%		
<mark>54</mark> 0	Northway Express	191,437	7,084	+34.6%	27.0	No Info	Ab thr	Above productivi threshold
530	RSM/Exit 26 Express	31,804	1,438	-10.7%	22.1	59.1%	Be thr	low proc eshold
520	Nassau Express	28,370	3,036	+29.7%	9.3	73.1%		
	TOTAL	413,116	16,618	$>\sim$	$>\sim$			
	AVERAGE	82,623	3,324	$>\sim$	24.5	1		
	% of System	2.6%	27%					

NOTES:

• Only two express routes are below the productivity threshold, compared with all five during the previous fiscal year.



FY 2013-2014 PERFORMANCE SEASONAL SERVICE

Ranked L	by Riders per Revenue-Hour					~
Route	Description	Total Riders	Revenue- Hours	Productivity Trend	Riders per Revenue Hour	On-Time Performance
875	Saratoga Trolley	4,971	1,486	N/A	3.3	38.4%
96	Grafton Summer Service	365	179	N/A	2.0	45.5
	% of System	0.03%	0.27%			

FY 2013-2014 PERFORMANCE **ON-TIME PERFORMANCE**

From a potential rider's perspective, one of the most crucial factors towards choosing to ride the bus is the reliability of the service. People taking trips to work, school, or appointments need to be assured of getting to their destination at the promised time. If a route fails to meet this expectation of reliability, then riders either must allow for extra time for the irregular service, or choose an alternative transit mode.

The work being completed toward improving route reliability focuses on segment times, time point locations, travel times between in-service trips, headway adherence, and recovery time. The goal of these efforts is to provide service that adheres to the route schedule, allows for passengers to spend minimal time waiting for transfers, and to eliminate service "bunching" on high demand corridors.

The challenges to achieve all of these objectives relate to the variability of a number of factors, including: traffic conditions, passenger demand, operator ability, and weather. Further, the accuracy of scheduled service segments must continually be scrutinized to verify that external factors have not invalidated the planned travel time.

The current state of reliability for CDTA service is not yet at the goal of 85% on-time performance. In order to improve this level of quality, Planning will use AVL system information and field observation to identify the areas of greatest concern and to make recommendations for changes. Recommendations will consider variance in peak and off-peak travel and dwell times. This process for improving on-time reliability should be viewed as an iterative process that will continue across service picks and changes for the foreseeable future. With each pick, it should be expected that incremental improvements will be observable both through data analysis and passenger perception.



Major Service Changes and Accomplishments

We implemented a number of service changes over the course of the previous fiscal year. The following is a summary of these activities and an assessment of the impact on ridership and productivity.

Transit Development Plan Update – FY 2014

Communities: Entire Service Area Routes: All

With the recommendations of the 2007 Transit Development Plan (TDP) having been implemented in the form of Bus Rapid Transit, multiple service restructurings, and a full rebrand of the regional transit system, CDTA staff has completed an update to the TDP for another five-year span. The updated TDP reaffirms CDTA's vision, mission, and core values while setting forth new guiding principles and processes for service planning changes.

This document identifies the expansion of the BusPlus Bus Rapid Transit system as our top planning priority for the immediate future. Other key recommendations include the construction of transit centers at locations with high ridership and transfer activity, upgrading the fleet with articulated buses and commuter coaches, and allocating more service resources to a "Transit Priority Network" of corridors that has proven to effectively generate ridership.

The recommendations of the TDP will have several effects on the format of the annual Route Performance Report. The addition of statistics and analysis of On-Time Performance (OTP), threshold adjustments, regular progress updates on the expansion of BusPlus and establishment of transit centers, and adjustments to regular routes at much finer levels of detail (e.g., by peak vs. offpeak periods, weekdays vs. weekends) have been made.

Albany Route Restructuring Phase 2 Adjustments – May 2013

Communities: Albany, Cohoes, Colonie, Niskayuna, Schenectady, Troy, Watervliet Routes: #129, #182, #370

One of the largest issues in the initial implementation of Albany County Route Restructuring was the unusually high degree of transfers required at Latham Farms. To mitigate this issue, we merged the patterns of original Routes #129 and #182 to create a new Route #182, which now connects Albany with Cohoes and Troy via Latham Farms.

Service levels from Route #182 were retained for the entire route, resulting in later night service and Sunday service along US Route 9. This change reduced the amount of platform hours required to run the service, resulting in improved efficiency and increased productivity. The new #182 performs at nearly 20 riders per revenue hour, approaching the level of productivity of several trunk routes, compared with figures in the mid-teens in previous years.



In response to on-time performance issues, Route #370 underwent minor changes to its pattern in downtown Schenectady, allowing the route more time and improving service reliability. This also allowed for better alignment with the new #182 to improve transfers between both routes.

Service Enhancements – August 2013 to May 2014

Communities: Entire Service Area

Routes: #1, #12, #13, #50, #85, #87, #116, #224, #712, #719, #737, #540, #905

As a result of increasing ridership trends over the past several years, many of our routes had begun to exceed capacity and warranted service enhancements to accommodate new demand.

During this fiscal year, enhancements to service frequency and span were targeted to routes at specific times of day where ridership exceeded the existing level of capacity. These changes have made CDTA service more available and reliable for the maximum number of customers, and increase customer comfort and safety as well by reducing the amount of standees.

Service enhancements	we instituted	throughout th	ne fiscal	year as follows:
		0		-

August 2013								
Route	Period	Service Change	Justification					
#224	Weekday, Mid-Day	Frequency increased from 45 mins to 30 mins	Increased demand due to new HVCC Universal Access Contract					
#905	Weekday, 5 pm – 7 pm	Frequency increased from 30 mins to 45 mins	High ridership during early evening					
#905	Weekday, Night	Span extended to 12:45 am	High ridership during late night					

October 2013							
Route	Period	Service Change	Justification				
		Frequency increased	Very high ridership in				
#224	Weekday, AM Peak	Veekday, AM Peak from 30 mins to 15					
		mins	HVCC contract				
#737	Weekday, AM & PM Peak	Frequency increased from 60 mins to 30 mins	Capacity loads during peak hours due to new tenant at Corporate Woods				



January 2014								
Route	Period	Service Change	Justification					
#1	Saturday	Frequency increased from 30 mins to 20 mins	Ridership exceeded capacity					
#12	Weekday, Afternoon	Frequency increased from 15 mins to 10 mins	Ridership exceeded capacity					
#12	Saturday, Afternoon & Evening	Frequency increased from 20 mins to 15 mins	Ridership exceeded capacity					
#12	Sunday, Afternoon & Evening	Frequency increased from 30 mins to 20 mins	Ridership exceeded capacity					
#224	Weekday, AM & PM Peak	Ridership increased from 30 mins to 20 mins	Very high ridership in PM peak due to HVCC contract					
#712	Weekday, AM & PM Peak	Additional trips	Exceeds productivity thresholds, evolving toward n'hood route					
#719	Weekday, AM & PM Peak	Additional trips to Elm Ave Park & Ride	Infrastructure enhancements at Elm Ave Park & Ride					
#737	Weekday, Mid-Day	Additional trips	Exceeds productivity thresholds, evolving toward n'hood route					
#905	Saturday, 10 am – 7 pm	Frequency increased from 30 mins to 15 mins	Ridership exceeded capacity					
#905	Saturday, Night	Span extended to 12:15 am	High ridership during late night					
#905	Sunday, Night	Span extended to 11:15 pm	High ridership during late night					

May 2014								
Route	Period	Service Change	Justification					
#13	Weekday, Evening	Frequency increased from 60 mins to 45 mins	High ridership during evening hours					
#50	Weekday, AM & PM Peak	Frequency increased from 60 mins to 50 mins	Route exceeds productivity threshold					
#85	Sunday, Evening	Span extended from 6:30 pm to 8:30 pm	High ridership during evening hours					
#87	Sunday, Evening	Span extended from 6:00 pm to 8:00 pm	High ridership during evening hours					
#116	Weekday, Mid-Day	Frequency increased	Route exceeds					



		from 70 minutes to 45	productivity threshold
		minutes	
#472	All Periods	Route extended to Wilton Mall	Connect Saratoga Springs to large ridership generator
#540	Weekday, PM Peak	Added 3:25pm trip, extended service to Corporate Woods	Increasing demand for early PM trip

Service Consolidations – August 2013 to May 2014

Communities: Entire Service Area Routes: #50, #116, #117, #280, #352, #472, #719, #734, #814

In order to minimize the impact of service enhancements on CDTA's budget, the least productive services had to be reduced in accordance with the level of demand. All reduced services were on routes below productivity thresholds or on parts of routes with extremely low ridership. In the future, more unproductive service may need to be reduced to continue enhancing high-ridership corridors, in order to best allocate our resources to the maximum amount of customers.

Service reductions were applied as follows:

May 2014						
Route	Period	Service Change				
#50	All Dominda	Deviations to Unlimited				
#30	All Penous	Potential				
#116	All Dominda	Service north of downtown				
#110	All Penous	Albany discontinued				
#117	Weekday, Evening	Span reduced to 7:45 pm				
#280	Weekday, Evening	Span reduced to 8:00 pm				
#280	Saturday, Morning	Span reduced to 8:45 am				
#280	Saturday, Evening	Span reduced to 7:15 pm				
#280	Sunday	Service discontinued				
#352	Weekday, Evening	Span reduced to 8:45 pm				
# 172	All Davida	Service to Pyramid Pines				
#+472	All Periods	Estates discontinued				
#710	7:15 am trip	Trip short-turned at Elm Ave				
#719	7.43 am mp	Park & Ride				
#734	9:00 am trip, 5:30 pm trip	Trips discontinued				
#814	Service ran only on	Service discontinued				
#014	Wednesdays	Service discontinued.				

In all instances, the justification for service reduction was low ridership.



On-Time Performance Adjustments – Ongoing

Communities: Entire System Routes: All

With large quantities of reliable on-time performance and segment time data available through the Automated Vehicle Location (AVL) system, CDTA is now making regular adjustments down to the minute along the length of routes with on-time performance issues. At each pick throughout this fiscal year, schedules on manageable numbers of these routes have been adjusted. In almost every case, these adjustments have necessitated only minor changes to the schedule, at no negative impact to customers.

Over the next several years, the entire CDTA route system will continue to be revamped in this manner, adding time where buses cannot make their schedules and removing it where buses have to wait at time points. This improves on-time performance and ensures the effective delivery of our service to the public. In addition to optimizing segment times, schedules will also be examined to better provide for transfers between intersecting routes.

Washington/Western Bus Rapid Transit - Ongoing

Communities: Albany, Guilderland Routes: #10, #11, #12, #114, #763

This year, the Alternatives Analysis Study for the Washington/Western Bus Rapid Transit line was completed and was submitted to the Federal Transit Administration (FTA) to advance the project through the Small Starts funding process. In July, the FTA has approved our application to join the program.

CDTA, in cooperation the Capital District Transportation Committee (CDTC), University at Albany, and municipalities have examined this corridor in detail, developing route alignment and service alternatives with detailed capital and operating cost estimates. With significant input from stakeholders and the public, a Locally Preferred Alternative has been identified and endorsed by the relevant boards and committees at CDTA and CDTC.

This alternative consists of an alignment along Western Avenue in the City of Albany, connecting to a dedicated busway through the Harriman and UAlbany Campuses and terminating at a new transit center at Crossgates Mall.



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River Corridor Bus Rapid Transit - Ongoing

Communities: Albany, Cohoes, Colonie, Menands, Troy, Waterford, Watervliet Routes: #6, #7, #116, #22, #80, #85, #522

This year, CDTA began the conceptual design and alternatives analysis study for the River Corridor Bus Rapid Transit project. Along with CDTC and corridor municipalities, we have studied this corridor to develop station locations, route alignment alternatives, and a working service plan for the River Corridor, and have developed initial capital and operating costs. Our current concept for the River Corridor follows Routes 32 and 4, from the Port of Albany in the South End to termini in Waterford and Cohoes via Downtown Albany, North Albany, Menands, Watervliet, Downtown Troy, and North Troy.

CDTA has strongly engaged key stakeholders and the public throughout the planning process and will continue to reach out. Throughout early 2014, planning staff met regularly with community groups, city staff, elected officials, and other stakeholders within the community. In late June and early July 2014, public meetings were held to help select a Locally Preferred Alternative (LPA) for the River Corridor.

CDTA has also coordinated with the municipal governments of cities along the River Corridor to partner on applications for other sources of funding to advance the project on a more aggressive timetable. If these alternate funds are awarded, this early progress on key aspects of the River Corridor will make it a more competitive project for federal funds.





New Universal Access Contracts - Ongoing

Communities: Albany, North Greenbush, Troy Routes: All

In Fiscal Year 2013-14, CDTA began universal access contracts with Maria College and Hudson Valley Community College (HVCC). As of the writing of this report, we have now established universal access agreements with nearly all colleges and universities in the service area.

CDTA's contract with HVCC was particularly heavily used, with over 375,000 rides being taken in Academic Year 2013-14. The HVCC contract is the second most-used of its type, after the contract with the University at Albany, which generates nearly 1.5 million rides per academic year. In order to accommodate the increase in demand as a result of providing free rides to students, faculty, and staff, CDTA added service to the routes serving HVCC at each pick throughout the fiscal year.

CDTA has also renegotiated new and updated contracts with several universal access partners, including Maria College and the College of St. Rose.



Service Recommendations for 2014 - 2015

August 2014 Service Improvements & Reductions

Communities: Entire System

Routes: #22, #80, #87, #100, #116, #117, #125, #155, #214, #224, #353, #472, #734, #737, #763, #815

In keeping with our goal of allocating service resources to our highest-performing routes, especially those that are encountering capacity load issues, CDTA proposes that the following adjustments be made to various routes for the August 2014 pick. These changes will increase service hours on the highest-performing routes and reduce service hours on the lowest-performing routes. Additionally, schedules on various other routes will undergo minor adjustments (generally not affecting level of service) to improve on-time performance.

Route	Period	Service Change
#22	Weekdays, Mid-Day	Increase frequency to every 15 minutes
#87	Saturdays	Increase peak travel time, shift minutes during midday (Improve OTP)
#100	Weekdays, Peaks	Increase frequency to every 20 minutes
#353	Weekdays, Peaks & Mid-Day	Increase frequency to every 30 minutes
#125	Weekdays, PM Peak	Increase travel time (Improve OTP) Increase travel time to every 25 minutes

Service Improvements

Service Reductions

Route	Period	Service Change
#155	Weekdays	Reduce frequency to every 45 minutes (peak), every 90 minutes (Mid-Day)
#472	Weekdays & Saturday Nights	Reduce span by 2.5 hours (to 8:55 pm)
#472	Sundays	Reduce span by 1 hour (start at 9:30 am)



Minor Adjustments

Route	Period	Service Change
#80	Weekdays	Shift minutes (Improved OTP)
#87	Saturday	Shift minutes during mid-day (Improved OTP)
#116	Weekdays	Shift recovery time (Improved OTP)
#117	Weekdays	Reroute service, removing buses from existing Route 7 & Vly terminus
#125	Weekdays	Shift minutes during peaks, add time point on Clinton Ave (Improved OTP)
#155	Weekdays	Shift trip times to match ridership needs
#214	Weekdays	Increase travel time on 1 st AM trip (Improved OTP), shift start time to match work start
#214	Saturdays	Schedule Saturday service to run Sunday circulation
#224	Weekdays	Reroute night circulation to service Empire State Plaza and short-turn at HVCC
#734	Weekdays	Shift minutes on eastbound trips, reduce travel time on westbound trips (Improved OTP)
#737	Weekdays	Reduce peak frequency to every 35 minutes, increase travel time, shift minutes (improved OTP)
#763	Weekdays	Increase travel times (improved OTP), shift trip times to match work start/end
#815	Wednesdays	Reroute at apartment buildings to stops on the street

Washington/Western Bus Rapid Transit

Communities: Albany, Guilderland Routes: #10, #11, #12, #114, #763

With Alternatives Analysis report having been completed this year, and a Locally Preferred Alternative approved, the Washington-Western BRT project can be placed in the pipeline for funding through the Federal Transit Administration's Small Starts program, which is a program tailored for BRT.

By the end of 2014, CDTA will obtain environmental clearance for the project through the NEPA (federal) and SEQRA (state) programs. Preliminary engineering of all aspects of the project is expected to be completed by the end of the fiscal year.



River Corridor Bus Rapid Transit

Communities: Albany, Cohoes, Colonie, Menands, Troy, Waterford, Watervliet Routes: #6, #7, #116, #22, #80, #85, #522

With the public outreach process for the River Corridor BRT Conceptual Design Study and Alternatives Analysis report having been completed, CDTA will complete this stage of the project with the approval of the recommended Locally Preferred Alternative by CDTA and CDTC's boards this fall. CDTA will then work to advance the River Corridor into the next phase which also consists of environmental review and preliminary engineering.

The River Corridor BRT plans to follow the same funding process through the Small Start program, but CDTA will seek other funding sources as they present themselves to allow for faster implementation of the project.

Transit Centers

Communities: Entire System Routes: All

At locations in the CDTA system with exceptionally high ridership, transfer activity, and economic development opportunities, the construction of transit centers is appropriate. These facilities improve the rider experience, give strong visibility, and impact development of the area. As stated earlier, transit centers are a major recommendation of our Transit Development Plan.

CDTA plans to implement a tiered system of Transit Centers that are tailored to the characteristics of their surroundings, consisting of Intermodal Terminals, Transit Hubs, and Transfer Stations. Intermodal Terminals offer numerous amenities, retail options, and service from various types of carriers. Transit Hubs are enclosed structures, while Transfer Stations are similar to our existing BusPlus stations.

In downtown Albany, CDTA proposes the construction of an Intermodal Terminal that will replace the existing Greyhound Albany Bus Terminal. This new facility will unite all three BusPlus Bus Rapid Transit lines, connect local routes in downtown Albany, and serve as the station for Greyhound and all other intercity bus carriers that serve the City of Albany. This year, the concept of a Downtown Albany Intermodal Terminal is currently being shared with key stakeholders, and CDTA will study the feasibility of various prospective locations.

At Crossgates Mall, which is currently the system's busiest single stop, CDTA proposes a Transit Hub as part of the Washington-Western Bus Rapid Transit project. This facility would provide direct access to the inside of the mall, an enclosed waiting area, exclusive bus access, park and ride spaces, and all the features and amenities characteristic of CDTA's BusPlus service and infrastructure (enhanced rider information, real time displays, level boarding, BRT branding, etc).

In downtown Troy, the level of ridership, service, and transfer activity also warrants a Transit Hub. The exact location of such a facility is somewhat flexible, but the site should ideally be as close to the center of CDTA services in downtown Troy (roughly, the high-volume paired stops at River St/Front St and 4th St/Fulton St) as possible. CDTA is currently researching various alternatives for



prospective locations for such a facility and coordinating with key stakeholders in the city to advance this project.

Troy Restructuring

Communities: Troy, TBD Routes: TBD

Because most of the routes serving the City of Troy have remained above productivity thresholds for years, a full-scale route restructuring similar to those in Albany, Schenectady, and Saratoga Counties was not conducted in this area. Instead, underproductive routes in southern Rensselaer County were restructured or eliminated in 2009, with changes to Troy routes taking a more piecemeal approach over time.

In the coming year, CDTA will evaluate routes serving the Eastside, Sycaway, and Frear Park neighborhoods of Troy, as well as the Rensselaer Polytechnic Institute. Several of these routes are performing below productivity standards, and present opportunities to reallocate resources along their most productive segments. Also, increasing development and demand for transit east of downtown Troy may justify a crosstown belt line, similar to Route #100 in Albany, connecting downtown with hospitals, educational institutions, and high-density residential neighborhoods throughout the central part of the city. In the coming year, CDTA will begin planning activities to implement these adjustments.

Saratoga Restructuring Adjustments

Communities: Saratoga Springs, TBD Routes: TBD

In 2007, CDTA restructured all Saratoga County neighborhood routes to increase service and encourage ridership growth. With the exception of Route #50, which connects downtown Schenectady with Saratoga Springs, Wilton Mall, and the Exit 15 Park & Ride, these new routes have failed to meet performance thresholds and rank among CDTA's lowest performing services. This is due in part to the high average income of residents and visitors within Saratoga Springs, and to the extremely compact nature of downtown Saratoga Springs, which generally allows most trips to be made on foot.

However, segments of these routes have generated a significant amount of ridership, and revealed valuable information about transit travel patterns within the City of Saratoga Springs. The strongest-performing segments in the city link Skidmore College with the downtown entertainment and shopping area, and downtown with Wilton Mall and the Exit 15 Park & Ride. A new neighborhood route network that focuses service on these activity hubs will be more likely to attract high ridership. In the coming year, CDTA will begin planning activities to implement these adjustments.

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Downtowner Routes

Communities: Albany, Schenectady, Troy Routes: TBD



With an increasing amount of development occurring in the downtown cores of the region's largest cities, the implementation of "Downtowner" service may be justified in certain cases. These routes would provide frequent, circulator-style service between key destinations in downtown business districts.

Downtowners use a different type of service design than most current transit routes in the Capital Region. These routes tend to attract tourist and business populations, as they connect multiple attractions, hotels, and transportation centers with a single-seat ride in a relatively confined geographic area. Connections to interurban transit hubs are especially crucial to the success of Downtowner service – in downtown Albany, for example, such a route would likely provide a connection to the Albany-Rensselaer Rail Station.

The likelihood and scope of Downtowner implementation could be influenced by the location of a large casino resort and hotel in the Capital Region, an initiative for economic development happening concurrently across New York State. If a casino is located in one of the two downtown locations (Schenectady or Rensselaer), more service may be allocated to that city's Downtowner, depending upon the amount of foot traffic generated by such a development.

In Saratoga Springs and Troy, the planning of Downtowner services will be done as part of their respective restructuring projects.

Articulated Bus Pilot

Communities: Entire System Routes: TBD

Many of CDTA's routes along high-ridership corridors are at capacity. Articulated buses can increase capacity with 50% more space than conventional buses. This capital investment provides an alternative to increasing operating costs with more frequency while reducing dwell times due to additional exit doors.

This year, CDTA will put two articulated buses into revenue service as a pilot study, to examine the feasibility of implementing more articulated buses throughout the fleet from a maintenance and operations perspective. These buses will be deployed on high-ridership routes and the BusPlus Red Line, to evaluate their effectiveness in alleviating capacity loads.





New Universal Access Contracts

Communities: Entire System Routes: All

With CDTA having now established universal access contracts with nearly all colleges and universities in the region, our focus is shifting to establishing new contracts with large employers. In 2012, we began our first contract with a non-educational institution, ShopRite Supermarkets. We are continuing to work toward an agreement with Albany Medical Center, which we hope to have in operation by the end of the fiscal year.

In the coming years, we intend to add more hospitals, residential apartment complexes, and supermarket chains to our network of universal access contracts, as well as any other businesses that are interested in the benefits that such agreements can provide.

