



CDTA COMMITTEE AGENDA
Community and Stakeholder Relations Committee
Thursday, September 24, 2026 | 10:00 AM
CDTA, 110 Watervliet Avenue, Albany

Committee Item	Responsibility
Call to Order	Jackie McDonough
Approve Minutes of Thursday, July 23, 2026	Jackie McDonough
Administrative Discussion Items	
• Town Hall Progress Updates	Emily DeVito
• Earned Media/Community Engagement Report	Jaime Kazlo
Next Meeting: Thursday, October 22, 2026, at 10:00am via Microsoft Teams and 110 Watervliet Ave	
Adjourn	Jackie McDonough

Capital District Transportation Authority
Community and Stakeholder Relations Committee
Meeting Minutes – July 23, 2026, at 9:50 am; Microsoft Teams & 110 Watervliet Ave

In Attendance: Jayme Lahut, Jackie McDonough, Pat Lance, Denise Figueroa; Peter Wohl, Jaclyn Falotico, Michael Criscione, Frank Annicaro, Chris Desany, Trish Cooper, Jaime Kazlo, Amanda Avery, Lance Zarcone, Sarah Matrose, Jon Scherzer, Gary Guy, David Williams, Jack Grogan, Mike Williams, Stacy Sansky, Kelli Schreivogl, Thomas Guggisberg, Steve Wacksman, Meghan Gonyo, Keosha Miles, Calvin Young

Meeting Purpose

Regular monthly meeting of the Community and Stakeholder Relations Committee. Committee chair Jackie McDonough noted that a quorum was present. Minutes from June 18, 2026, meeting were reviewed and approved.

Administrative Discussion Items

Staff provided reports on seasonal services and the monthly earned media and community engagement report.

- Jaime Kazlo provided an update on the roll out of the company's core values and new Values in Motion awards. The initiative was launched in May, with the goal of building a culture centered on shared values and recognition.
- Over the last three months, the six refreshed Core Values were rolled out to all employees, led by CEO Frank Annicaro and his team. The values have been communicated in a number of ways to all employees including email, our employee app Blink, full color posters and digital signage in all facilities.
- The new Values in Motion program was also rolled out. This new rewards and recognition program was developed internally and allows all employees a chance to be recognized. It focuses on peer and supervisor nominations, monthly recognition ceremonies and a way to foster a company culture based on the new core values.
- Over the next several months, each core value will be featured, they will be integrated into onboarding and leadership development and look for ways to expand opportunities for employee nominations and participation.
- Jaime Kazlo provided the Earned Media and Community Relations report. Last month, we sent six press releases and earned five placements in television, newspapers, and radio with an estimated value of \$5,000.
- Stories included – the unveiling of our America 250 bus, the rollout of our summer services and summer fun pass and updated pricing on our car share program, DRIVE.

- We participated in several community events including the Port of Albany's America 250 event featuring tours of the USS Marinette Navy ship. We provided transportation for the community who were participating in the tours and for the Navy shipmen who were exploring and engaging in Capital Region activities over the fourth of July holiday.
- We would also like to congratulate one of our Travel Trainers, Barbara Artis who was honored at the Tri-City Valley Cats game last week for being named a National Grid Community Hero. Barbara always goes the extra mile to help our community and customers. She was nominated by the CDTA team. Congratulations Barbara!

Next Meeting

Thursday, September 24, 2026, at 10:00am via Microsoft Teams and 110 Watervliet Avenue.

Employee Voices: Town Hall Follow-Up & What's Next

Community & Stakeholder Relations Committee **09.24.2026**



Looking Back

- 10 Town Halls Held in August 2025
- Offered Different Times and Days
- Leadership Updates, Employee Questions and Transparency



Employee Feedback

- Fare Evasion & Payment Issues
- Operator Safety & Support
- Maintenance Morale
- Employee Engagement
- Clear Communication from Leadership



Conversation to Action

- Fare Evasion Campaign
- CDTA Ambassador Program
- Maintenance Morale (sign on bonus, commendation lunches, promotional testing)
- New Values, Employee Recognition Program, and Employee Engagement
- Communication in Monthly Employee Newsletter
- Vehicle Updates



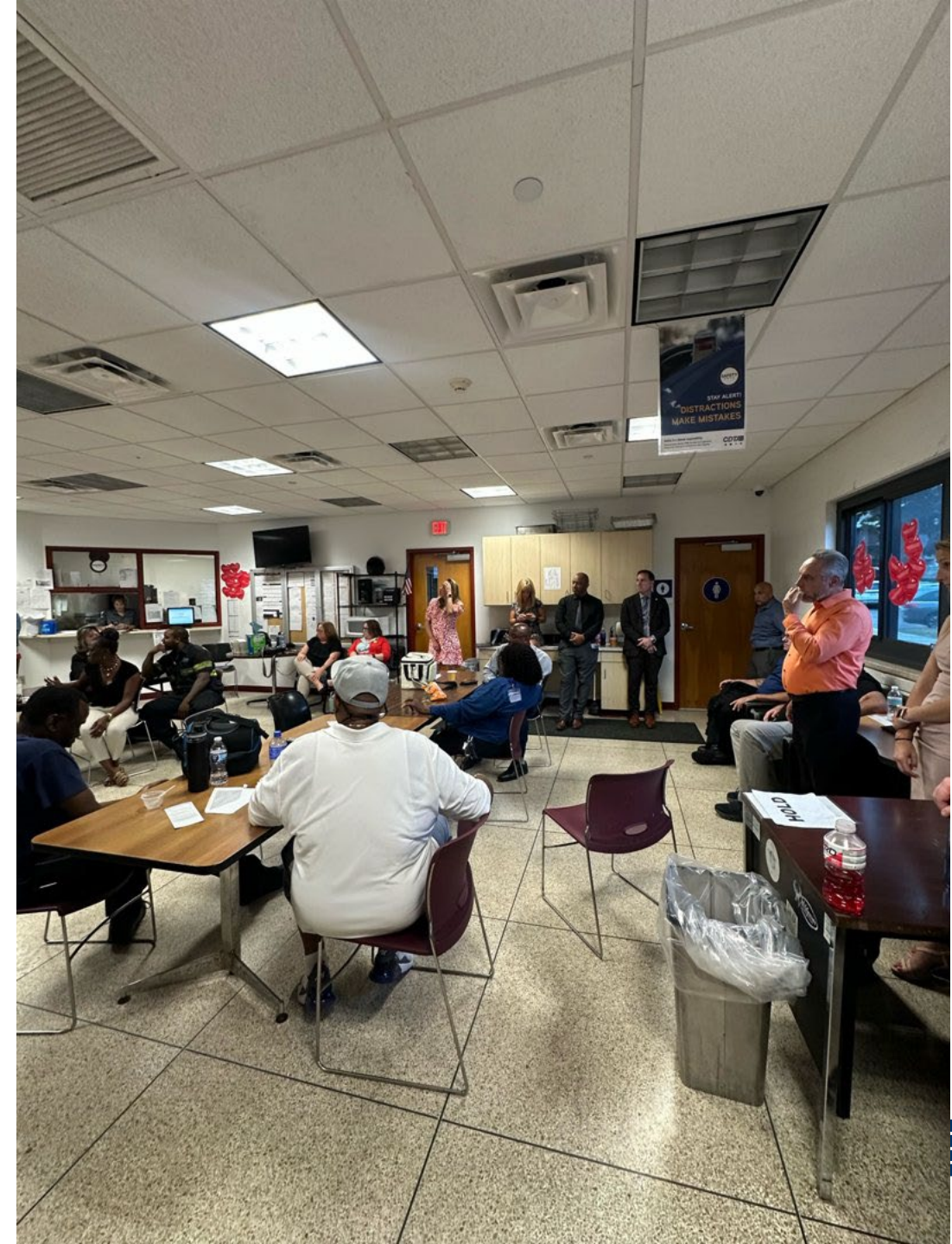
Blink Town Hall Survey

- Survey Offered Exclusively on Blink in August 2026
- Nearly 150 employees Responded
- 8 Questions
- What would encourage them to attend a town hall?
 - Company updates from leadership
 - Ability to ask questions
 - Learning about upcoming projects



Upcoming Town Halls

- Glens Falls: Oct. 14 at 11 AM
- Albany: Oct. 21 at 10 AM & 5 PM
- Troy: Oct. 27 at 10 AM & 5:30 PM
- Schenectady: Oct. 29 at 11 AM & 4:30 PM
- Promote on Blink, Monthly Employee Newsletter, Screens, Email, Postcard, and through Leadership



Questions?

Earned Media and Community Engagement Report

Community and Stakeholder Relations Committee 9.24.2026



Earned Media

Press Releases Sent: 6

Total Stories: 6

Total Value: \$6,000



Highlights

3.

Times Union

e-Edition Account

OPINION

Commentary: Upstate public transit deserves a bigger investment

Taxing the wealthiest New Yorkers would help connect more residents to jobs, health care and oppo

By **Jeremy Cooney**, *For the Times Union*
Sep 9, 2026

Trade Up: CDTA hiring for multiple roles, no college degree required

by J.T. Fetch | Tue, August 18, 2026 at 12:00 PM
Updated Tue, August 18, 2026 at 1:20 PM



LENS FALLS – The Capital District Transportation Authority (CDTA) has announced that Board Member Denise A. Figueroa has been named the 2026 Board Member of the Year by the American Public Transportation Association (APTA).

The award recognizes board members who have demonstrated outstanding leadership, governance, and commitment to advancing public transportation within their communities and across the nation, a press release explained.

Figueroa's recognition marks the second consecutive year that a member of the CDTA Board of Directors has received APTA's Board Member of the Year Award. Longtime Board Member David Stackrow, who represents Rensselaer County, was named APTA's Board Member of the Year in 2025.

Metro Magazine

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New York's CDTA Service Rebalancing Boosts Productivity, On-Time Performance

Despite a slight dip in ridership, the agency's FY2026 results show its service rebalancing strategy is helping the agency carry more riders per service hour while improving reliability.

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August 24, 2026

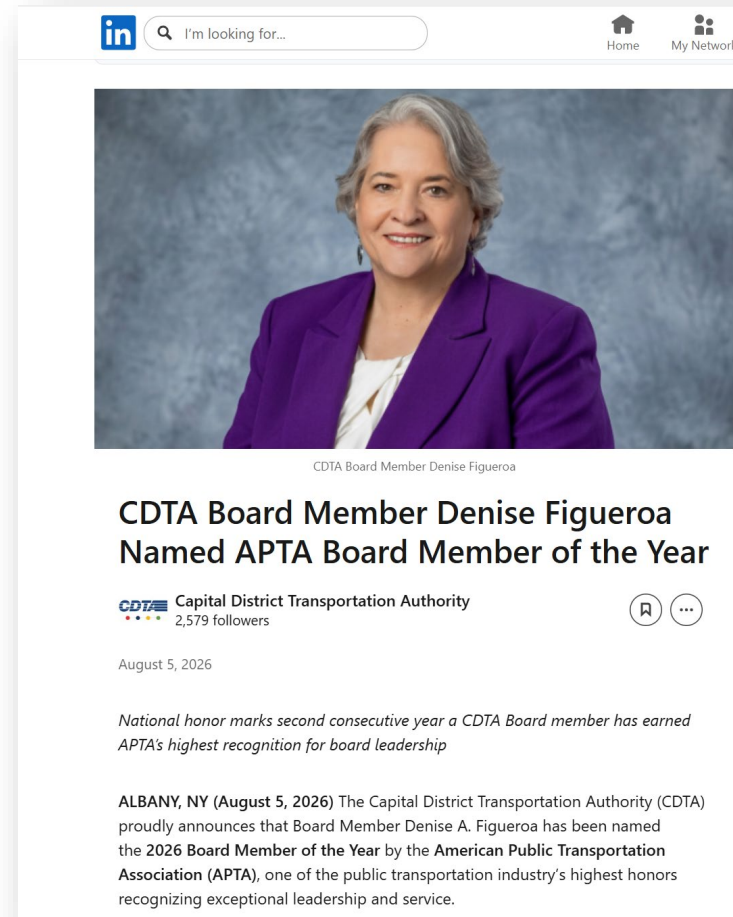


Looking ahead to FY2027, CDTA will continue implementing its service rebalancing strategy, including Phase 4 changes that began Sunday, August 23, 2026.

Social Media Stats

Follower Count- All platforms up

- Facebook: 9,896 followers
- Instagram: 7,140 followers
- Linked In: 2,579 followers



Internal Events



25th Anniversary of
the 9/11 Attacks

Community Engagement

Raymond Watkins Apartment residents return after public safety issues over weekend

by Emma Quinn | Mon, September 7, 2026 at 5:22 PM



Raymond Watkins Apartment residents return after public

The department thanked everyone who assisted over the weekend, including the American Red Cross, the CDTA, and other first responders, for their swift action and patience, especially during the holiday weekend.



Transportation for Red Cross
Response in Saratoga



Looking Ahead

- *Breast Cancer Awareness Month Kick-Off, October 1*
- *Pink Bus Pull, October 16*
- *Trunk or Treat, October 25*
- *Veterans Luncheon, November 9*

Questions?