



CDTA COMMITTEE AGENDA
Strategic and Operational Planning Committee
Thursday, July 23, 2026 | 11:00 AM
Microsoft Teams & 110 Watervliet Ave

Committee Item

Responsibility

Call to Order

Michael Criscione

Approve Minutes of Thursday, June 18, 2026

Michael Criscione

Consent Agenda Items

- Approve Proposed August Service Changes

Mike Williams

Administrative Discussion Items

- Route Performance Report

Ethan Warren

Next Meeting: Thursday, September 24, 2026, at 11:00am via Microsoft Teams and 110 Watervliet Ave.

Adjourn

Michael Criscione

Capital District Transportation Authority

Strategic and Operational Planning Committee

Meeting Minutes – June 18, 2026, at 11:02am; via Microsoft Teams and 110 Watervliet Ave.

In Attendance: Jayme Lahut, Jackie McDonough, Patrick Lance, Denise Figueroa, Georgie Nugent; Frank Annicaro, Amanda Avery, Jaime Kazlo, Gary Guy, Jon Scherzer, Patricia Cooper, Stacy Sansky, Mike Williams, Dave Williams, Sarah Matrose, Jack Grogan, Lance Zarcone, Rich Cordero, Emily DeVito, Kelli Schreivogl, Steve Wacksman, Rich Fanttozzi

Meeting Purpose

Regular monthly meeting of the Strategic and Operational Planning Committee. Board Member Pat Lance noted that a quorum was present. Minutes from May 21, 2026, meeting were reviewed and approved.

Administrative Discussion Item

Security Overview

- Cybersecurity remains a critical operational priority for CDTA. Transit service delivery—including scheduling, communications, fare systems, and vehicle technology—relies heavily on secure and reliable IT systems. A cyber incident could directly impact service reliability, customer confidence, and regulatory compliance.
- Our technology footprint continues to expand, including hundreds of servers, devices, and over 800 internet-connected systems, as well as dozens of bus-based technologies. This growth increases capability but also expands our exposure to cybersecurity risks.
- The most common and significant risks facing CDTA mirror broader industry trends:
 - Phishing and credential theft remain the primary entry points for attacks
 - Public transit and government entities are frequent targets due to their essential services
 - Risks are increasing due to cloud systems, vendor access, and remote connectivity
 - Artificial intelligence is accelerating both the scale and sophistication of cyber threats
- We have made measurable progress in strengthening our cybersecurity program:
 - A layered, risk-based approach to security across systems and operations
 - Continuous monitoring of systems
 - Increasing emphasis on detection, response, and recovery, not just prevention
 - Employee training and phishing awareness efforts
- An external audit by the New York State Office of the State Comptroller identified a single finding related to patching timelines. This issue has been resolved, and internal procedures have been strengthened to improve accountability and prevent recurrence.

- Remaining risks are primarily tied to the complexity of our operating environment:
 - Dependence on interconnected operational systems (e.g., dispatch, fare collection, communications)
 - Ongoing reliance on vendors and third-party access
 - Management of legacy systems and upgrade constraints
 - Identity-based threats (e.g., stolen logins)
- Our security strategy is focused on:
 - Strengthening identity and access controls while enhancing vendor oversight and governance
 - Continuing vulnerability remediation and monitoring
 - Aligning practices with national cybersecurity frameworks
 - Managing AI adoption through clear governance and controls
- CDTA's cybersecurity posture has materially improved and continues to mature. It should be viewed not simply as an IT function, but as an enterprise risk and operational continuity issue. Continued investment, governance, and organizational awareness will always be required.

Next Meeting

Thursday, July 23, 2026 at 11:00am via Microsoft Teams and 110 Watervliet Ave.

Memorandum

July 23, 2026

To: Strategic and Operational Planning Committee

From: Christopher Desany, Chief Operating Officer

Subject: Approval of August Pick

Background

Staff have developed the August 2026 pick and are seeking the Board's approval to move forward. The August 2026 pick continues the service rebalancing effort implemented in August 2025, November 2025, and May 2026, with approximately 15,000 additional hours in anticipated savings. This pick includes seasonal service changes, regular frequency and span adjustments to ten other routes, and the second phase of our Glens Falls Route Adjustments.

The May pick is planned to run from August 23, 2026, to November 29, 2026.

Frequency and Run Time Changes

The following regular service changes are proposed, saving an estimated 15,000 platform hours annually:

- 13 Weekday Reduce mid-day frequency from 45 to 60
- 13 Weekday Extend 2 peak round trips to Ohav Shalom
- 85 Weekday Recalibrate run times; reduce frequency from 20 to 25
- 114 Weekday Reduce frequency from 20 to 30
- 117 Weekday Reduce frequency from 30 to 45
- 125 Weekday Reduce mid-day frequency from 45 to 60
- 190 Weekday Restore route at September 2025 service level
- 370 Weekday Reduce frequency from 30 to 40
- 370 Sunday Reduce frequency from 40 to 60
- 910 Weekday Reduce early morning frequency from 30 to 40
- 910 Weekday Reduce morning span to start at 5:30am (currently 4:30am)
- 922/3 Weekday Reduce late night frequency from 20 to 30
- 922/3 Weekday Reduce late night span to end at 12:30am (currently 1:30am)
- Albany Routes Recalibrate run times

Glens Falls Route Adjustments (Phase II)

As part of the May 2026 pick, CDTA implemented Phase I of Glens Falls route adjustments, consisting of recalibrated run times and schedules with no significant service changes. With the August 2026 pick, CDTA will implement Phase II, consisting of more substantive changes to service levels based on our analysis of ridership / service data and public feedback from the community.

Proposed route changes will be as follows:

- 402 Weekday Extend route to cover Glens Falls Hospital and Hannaford
- 402 Saturday Eliminate “shopping bus” service
- 404 Weekday Extend span to 9:00pm
- 405 Saturday Eliminate service
- 407 Weekday Eliminate service except for 2 peak round trips
- 407 Saturday Eliminate service
- 411 Weekday Increase peak frequency from 60 mins to 40 mins
- 411 Sunday Add service
- 412 Weekday Increase peak frequency from 60 mins to 40 mins
- 419 Weekday No changes
- 713 Weekday Adjust trip times to cover 5:30pm shift end in Saratoga Springs
- 876 All days No changes
- 877 All days No changes

Proposed Action

I am *recommending* approval of the August service changes.

August 2026 Pick Service Changes

Planning Committee 07.23.2026

Goals



Service Rebalancing

- Ongoing effort to reduce operational costs and fiscal deficit
- Expected savings of approximately 15,000 annual platform hours
 - Approximately half the reduction vs. previous phases
 - Higher savings expected after crewing

Enhance Service Quality

- Ongoing effort to improve on-time performance

Implement Glens Falls Route Adjustments Phase II

- Follow-up on schedule improvements implemented May '26

Overview of Seasonal Changes



12 114 224
286 452 910

College and University Routes

- Routes return to regular service levels
- Reduction to Route #114 (regular service change)

96

Grafton Park Service

- Ends after Labor Day

875

Saratoga Springs Trolley

- Ends after Labor Day

876

877

Glens Falls – Lake George Trolleys

- Weekendonly service after Labor Day

Overview of Regular Changes



13

New Scotland Avenue

- Reduce midday frequency on weekdays

85

Fifth Avenue / South Troy

- Recalibrate run times, reduce frequency on weekdays

114

Madison Avenue / Western Avenue

- Reduce frequency on weekdays

125

Clinton Avenue / Sand Creek Road

- Reduce midday frequency on weekdays

Overview of Regular Changes

117 190 Guilderland / Colonie & Fuller Road / Wolf Road

- Reduce frequency on weekdays
- Use savings to restore Route #190

370 Schenectady / Troy

- Reduce frequency on weekdays and Sundays

910 BusPlus Purple Line

- Reduce early morning frequency and span on weekdays

922 923 BusPlus Blue Line

- Reduce late night frequency and span on weekdays

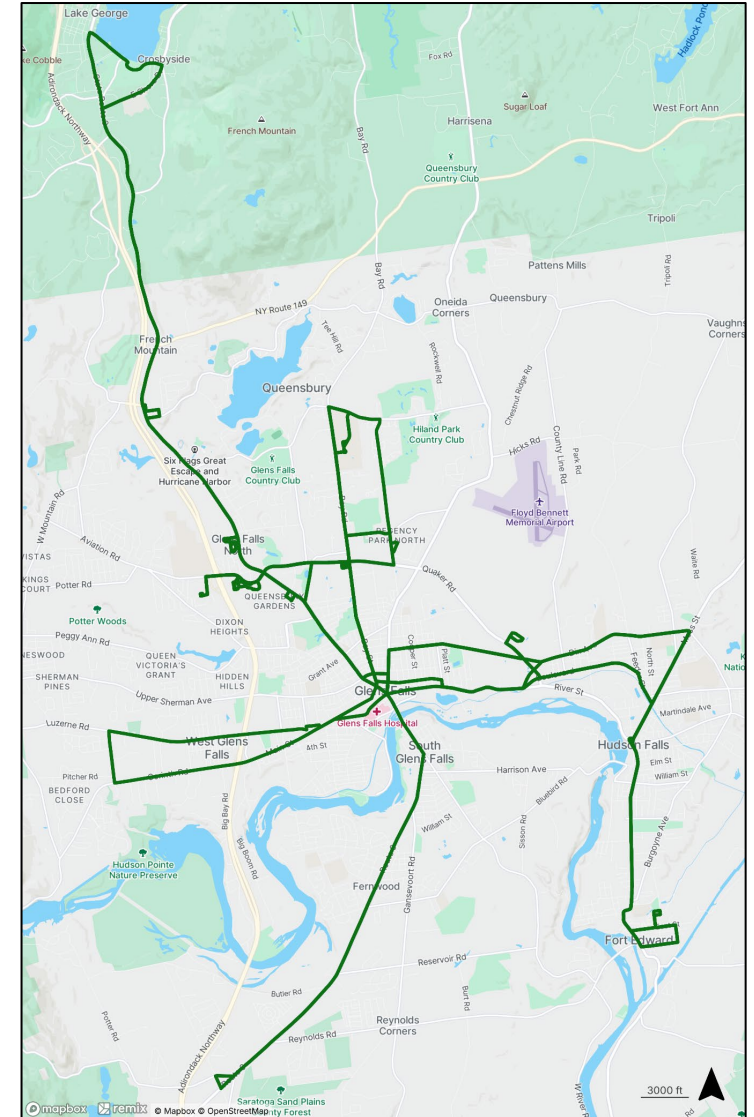
Glens Falls Route Adjustments

Phase I – May 24, 2026 (implemented)

- Optimization of existing route schedules
- Calibration of travel times using GPS data from buses
- Improvements to on-time performance
- No significant changes to service levels

Phase II – August 23, 2026

- Updates to routes and service levels
- Planning decisions based on:
 - Ridership and service data analysis
 - Input from the public and community stakeholders



Glens Falls Route Adjustments (Phase II)



402

Bay Road / College

- Extend route to cover Glens Falls Hospital and Broad Street Hannaford
- Eliminate Saturday service

404

Hudson Falls / Fort Edward

- Extend weekday service to 9:00pm

405

Moreau / South Glens Falls

- Eliminate route on Saturdays

407

West Glens Falls

- Eliminate most trips, preserve two round trips at peak hours

Glens Falls Route Adjustments (Phase II)



411

Glen Street / Walmart

- Increase frequency on weekdays
- Add Sunday service

412

Glen Street / Aviation Mall

- Increase frequency on weekdays

713

Saratoga Springs / Glens Falls

- Adjust Trip times to meet 5:30pm shift end in Saratoga Springs

419

Service to Lake George

876

877

- No changes

Next steps

- **Board approves Service Plan**
- **Outreach to public & elected officials**
- **Pick rolls out on August 23th, 2026**



THANK YOU!

Questions? | Comments? | Next Steps.

Route Performance Report

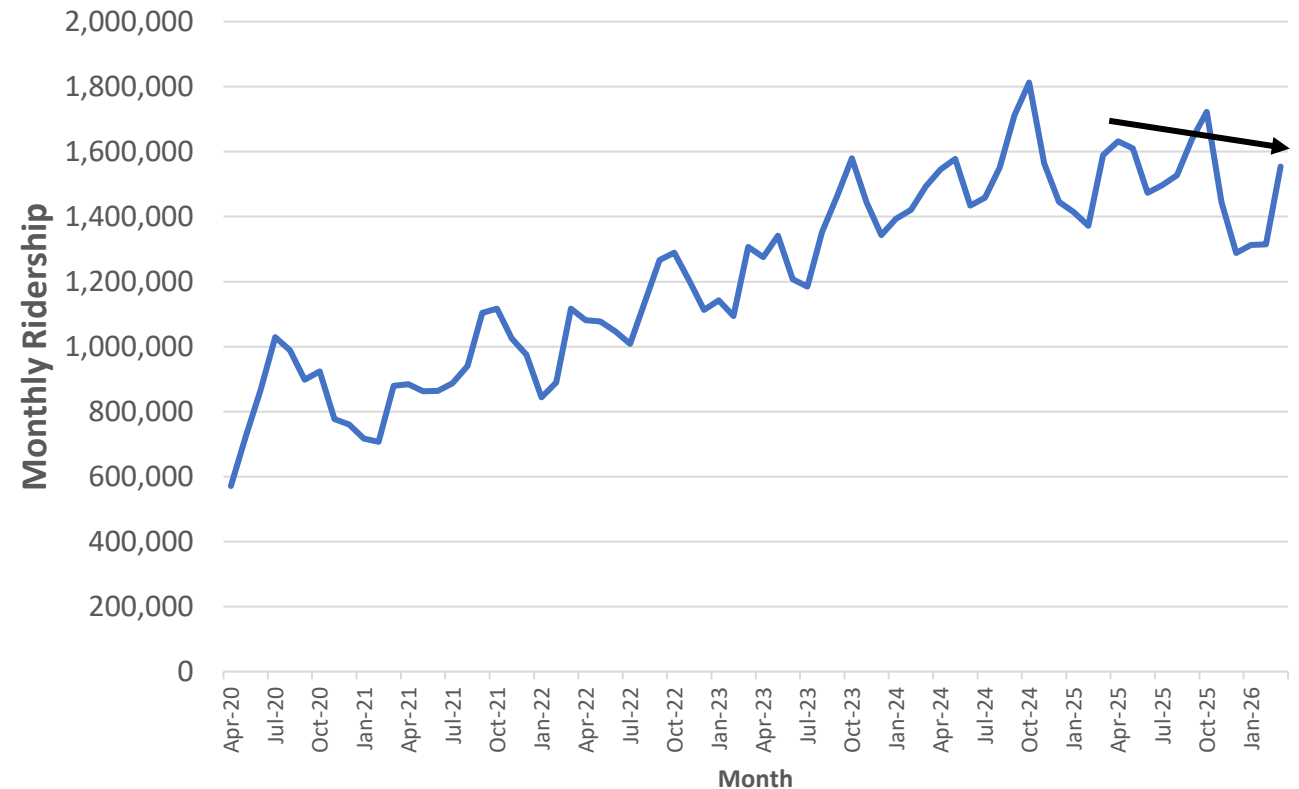
Fiscal Year 2026

Planning Committee 07.23.2026

Major Findings

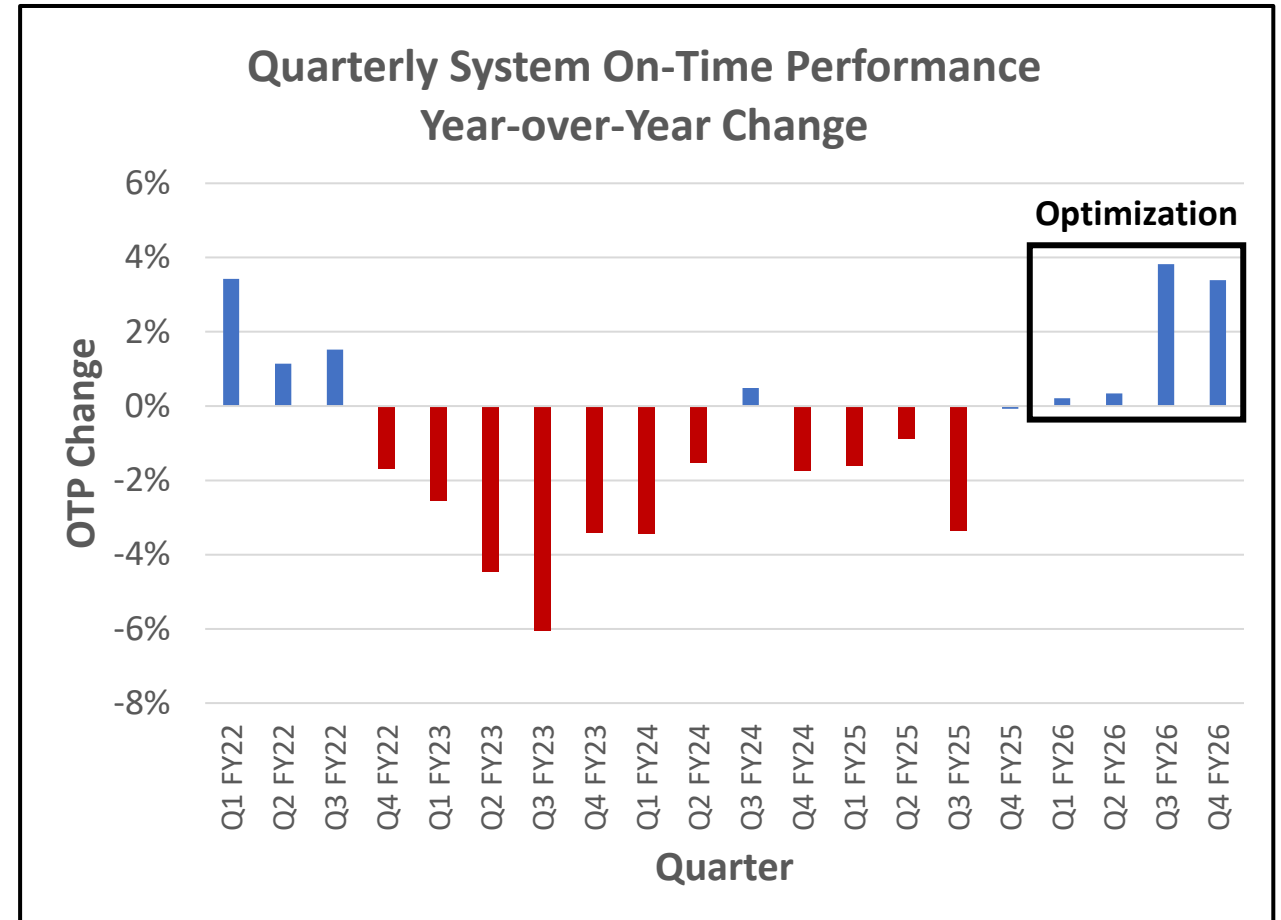
- **Ridership declined** with implementation of service rebalancing
 - Ridership: **18.0 million boardings** (-2% vs. FY25)
- **Productivity increased** with less service overall
 - Productivity: **22.9 boardings / rev. hr** (+6% vs. FY25)
- **Ridership still up** vs. years before
- **Frequent routes** (trunk, BRT) continue to lead the way

CDTA Ridership, FY21 to FY26



Major Findings

- **Lowest performing routes focus on coverage over frequent service**
 - Routes in Glens Falls, Saratoga Springs, Amsterdam
- **On-time performance improved (+1.9% vs. FY25)**
 - Schedules optimized in May '25 (Albany) Nov '25 (Troy), May '26 (Sch'dy / Amsterdam / Glens Falls)
 - Impact of service rebalancing
 - **By Sep '25:** First back-to-back quarters with positive OTP
 - **By Mar '26:** OTP consistently up 3-4%



Productivity by Route

Most Productive

Route	Description	Rides /Hour
1	Central Ave./Wolf Rd.	35.0
12	Washington Avenue	34.2
905	BusPlus Red Line	31.5
100	Mid-City Belt	31.2
910	BusPlus Purple Line	29.0

Least Productive

Route	Description	Rides /Hour
452	Skidmore / Wilton	6.0
405	Moreau / S Glens Falls	5.3
402	Bay / College	5.2
451	Ballston Spa-W Saratoga	4.9
155	Suburban Circulator	3.6

- Top four routes are the same as last year
- Productivity stable on busy routes
- Most increases came from rebalanced “middle of the pack” routes
- Purple Line productivity continues to increase
- Bottom routes remain in Glens Falls and Saratoga Springs

On-Time Performance by Route

Most On-Time

Route	Description	Percent On-Time
601	S. Amsterdam & Route 30	84%
233	Albany / Schodack	84%
224	Albany / Troy via I-90	83%
351	Broadway / Van Vranken	82%
190	Fuller / Wolf	82%

Least On-Time

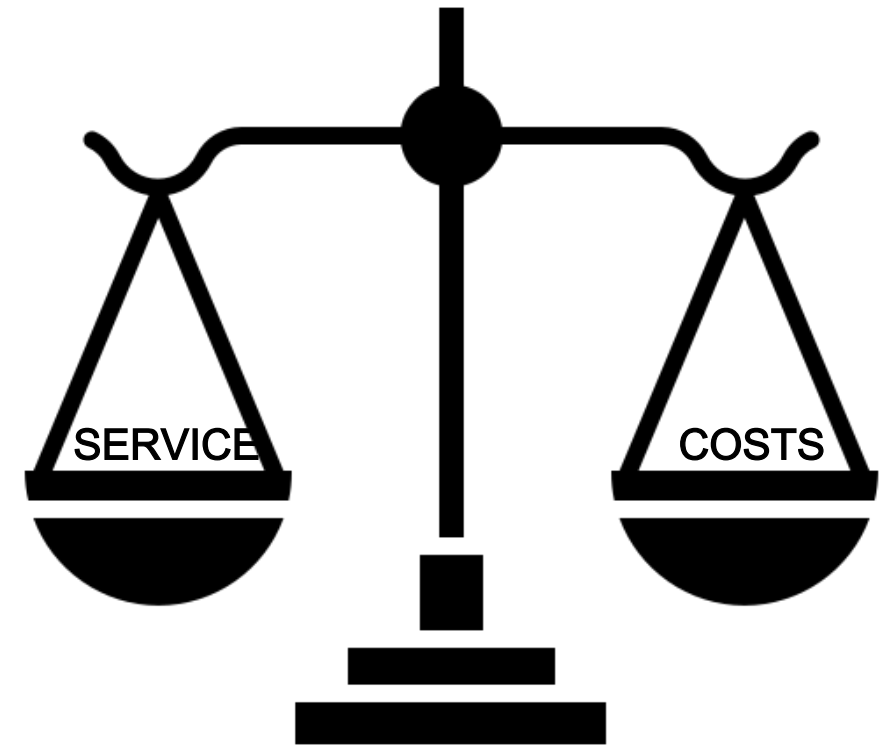
Route	Description	Percent On-Time
419	Route 9 / Lake George	62%
404	Hudson Falls / Ft. Edward	62%
712	Saratoga Springs / Glens Falls	61%
560	Thruway Xpress	59%
540	Northway Xpress	58%

- Best routes are mostly coverage-focused with low ridership
- Most OTP increases came from “middle-of-the-pack” routes
- Glens Falls routes inherited schedules & run times from GGFT
- Glens Falls schedules recalibrated in May ‘26, significant early improvements
- Early arrivals on NX/TX due to unique operating characteristics

2025-26 Service Changes

Service Rebalancing

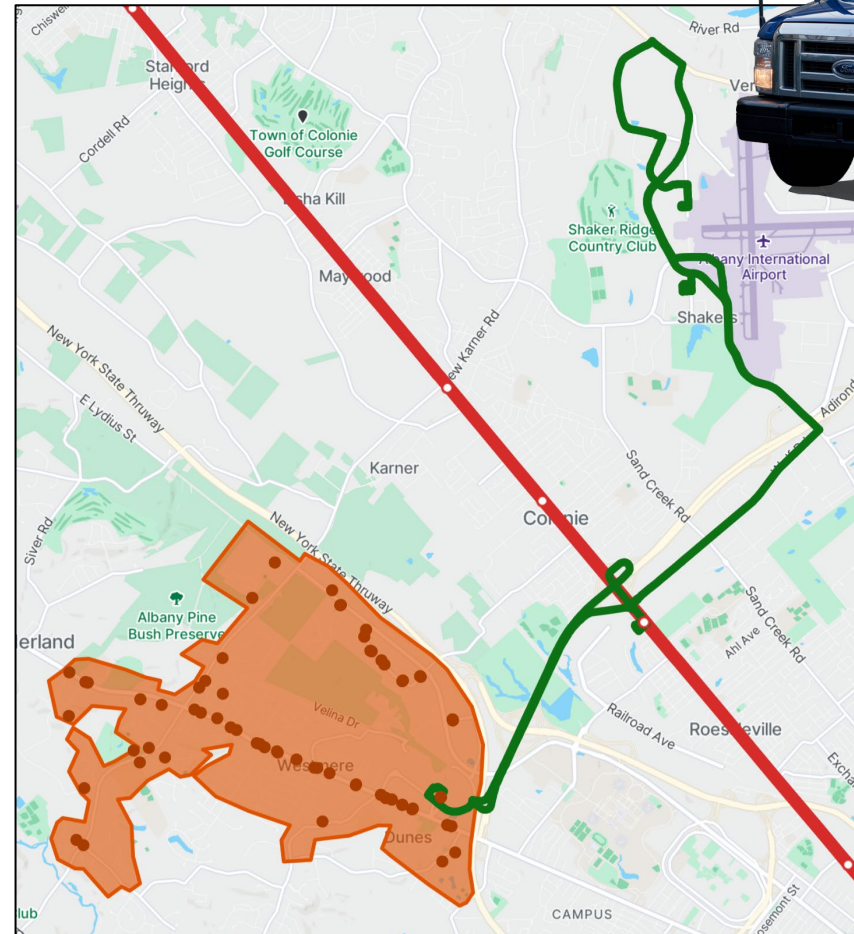
- **Level of service reduced systemwide to ensure financial stability**
 - Frequency and span reductions
 - Coverage reductions (Route #233, #352, #519)
 - Service reduced Aug '25, Nov '25, Jan '26, May '26
 - 90,000+ platform hours saved systemwide
 - Also contributed to OTP improvement
- **Service changes based on ridership levels (inc. Route Performance Report) and availability of alternatives**
- **Some savings reserved to improve OTP (example: Routes #100 & #106)**



2025-26 Service Changes

FLEX adjustments

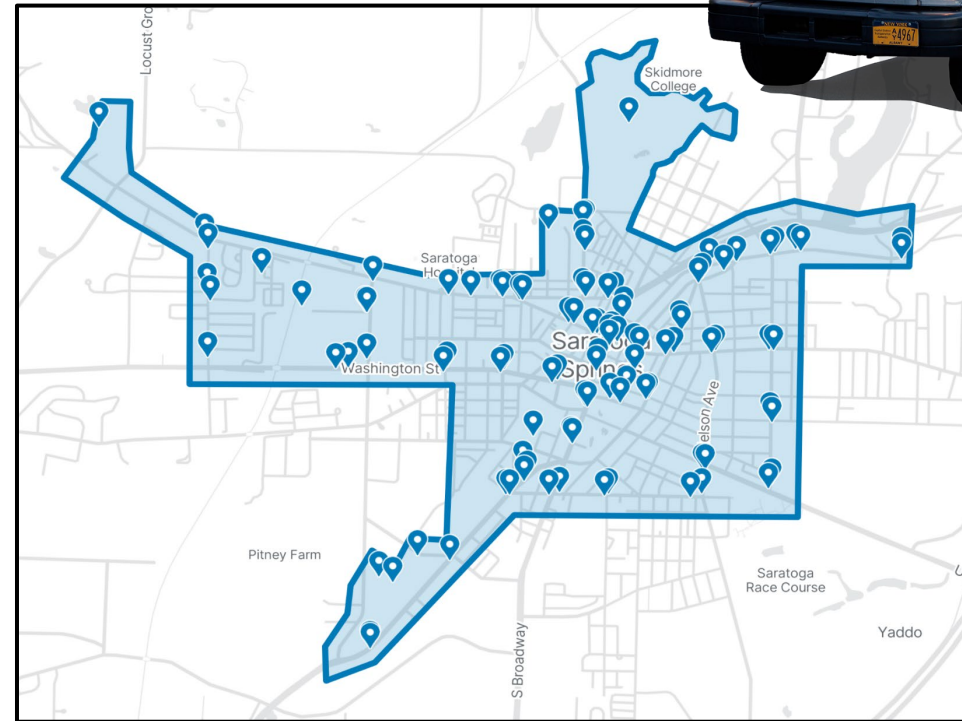
- **New TDP defined targeted role for microtransit to improve efficiency**
 - Most useful in areas with **low transit potential** but **medium to high transit need**
 - Feeding fixed routes instead of duplicating them
 - Small, compact zones (max 4 sq mi)
- **May '25: Guilderland-Colonie FLEX revised**
 - FLEX zone reduced to only Guilderland portion
 - New zone feeds routes at Crossgates Mall instead of duplicating them
 - Route #117 service increased to continue providing coverage on most productive segments
 - New **point-to-point** service model



2025-26 Service Changes

FLEX adjustments

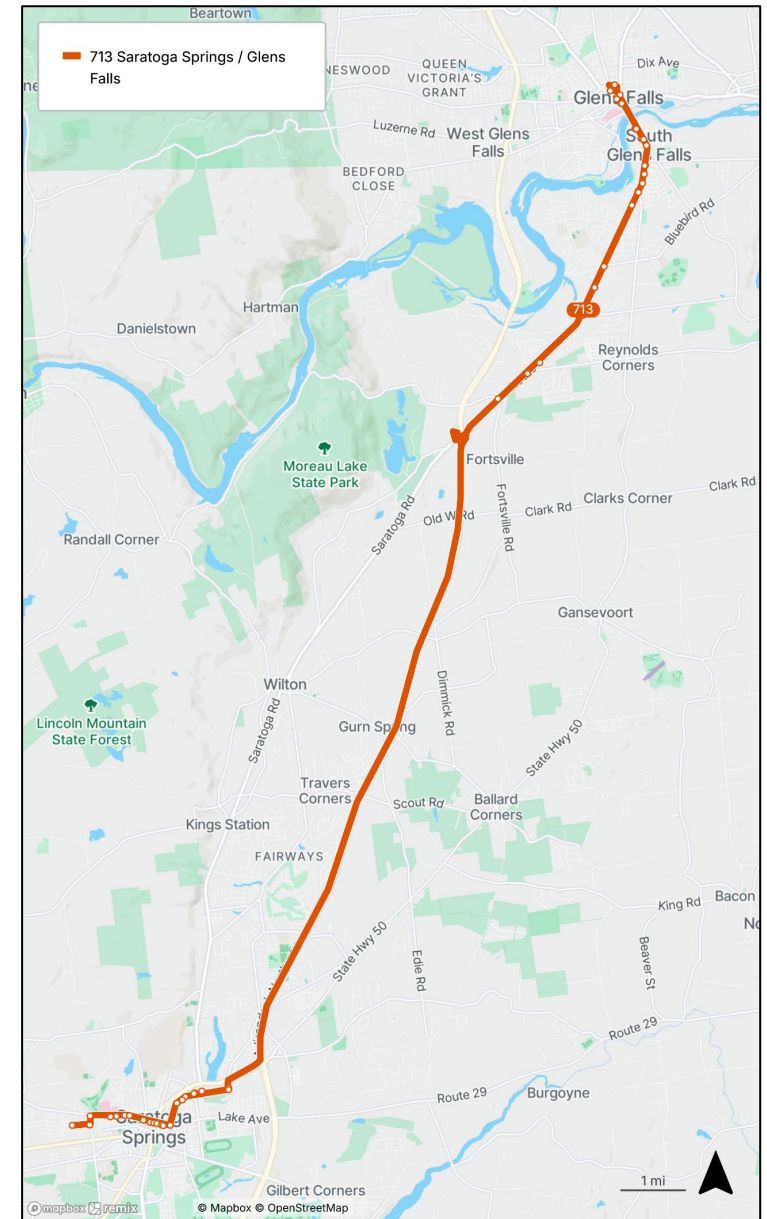
- **Nov '25: New Saratoga Springs Zone**
 - Small city with **low transit potential** but **medium transit need**
 - Low ridership on despite several restructuring initiatives since 2007
 - Routes #451 and #452 (ex. night trips) eliminated and replaced with new point-to-point FLEX zone
 - Routes #450, #840, and NX retained due to difference service characteristics
 - Improved wait times and overall service quality with no increase in CDTA resources



2025-26 Service Changes

Glens Falls Adjustments

- **Aug '25: New Route #713 added**
 - Direct connection between Glens Falls to the rest of the CDTA system via Saratoga Springs
 - Biggest request from customers and community since taking over GGFT service in 2024
- **Nov '25: #713 schedule adjusted**
 - Longer headway to provide adequate run time and improve OTP
- **May '26: Glens Falls Adjustments Phase I**
 - Run times and schedules optimized
 - No significant changes to service levels
 - Early data show significant OTP improvements
 - Phase II on Aug. 23



Universal Access Ridership

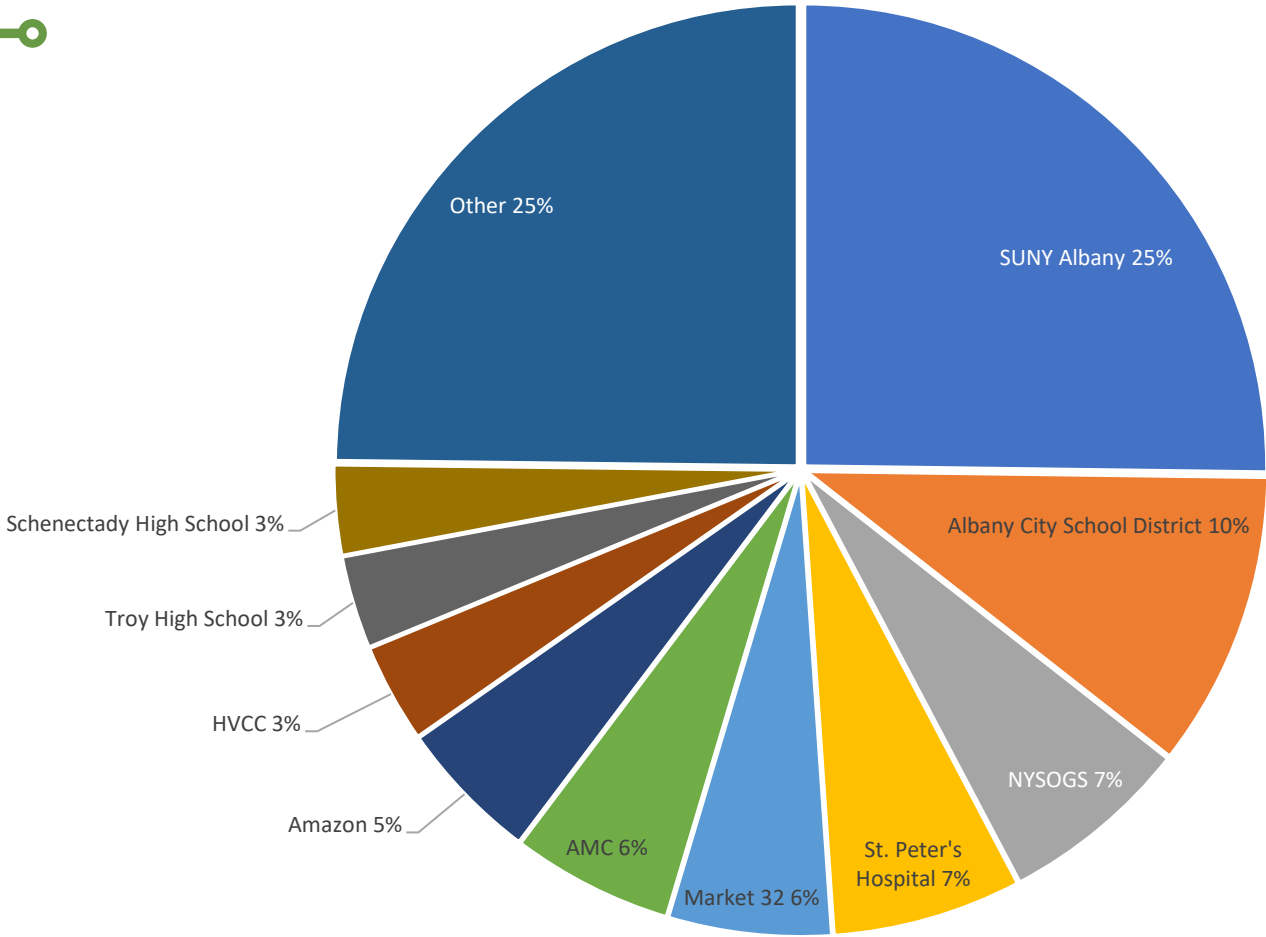
Organization	Total
UAlbany	1,406,863
ACSD	579,048
OGS	373,953
St Peters	370,237
Market 32	318,443
AMC	316,294
Amazon	279,179
HVCC	194,370
Troy High School	181,883
Schenectady School District	176,323
RPI	160,051
Discover Albany	134,955
EOC	112,792
Albany BID	106,434
SCCC	100,349
Greater Amsterdam School District	98,536
Russell Sage	56,685
Ellis Medicine	51,798
Rivers Casino	48,940

Organization	Total
Albany Airport	46,146
Stewart's	38,357
Mildred Elly	36,008
Skidmore	31,223
Troy BID	30,108
BBL	29,114
Plug Power	28,222
Schenectady County	27,626
Shaker Place	21,716
Siena	20,327
Albany County UA	19,776
CCP	17,647
Maria	17,087
Nurses Middle College	14,787
Whitney Young	13,871
ACP	12,936
Albany Law	11,215
Honest Weight	10,425
CDPHP	10,139

Organization	Total
SUNY Adirondack	9,710
St Marys	7,981
Fuller Road Management	7,082
Rosenblum	6,933
APL	6,742
Discover Schenectady	6,683
Union	6,639
Central Avenue BID	6,512
TriCity Rentals	4,476
The Blake Annex	3,765
British American UA	2,352
CRM	2,327
Glens Falls CSD	2,195
Catholic Central HS	2,066
563 New Scotland Ave	1,125
City of Amsterdam	575
Beechnut	424
NYSID UA	93

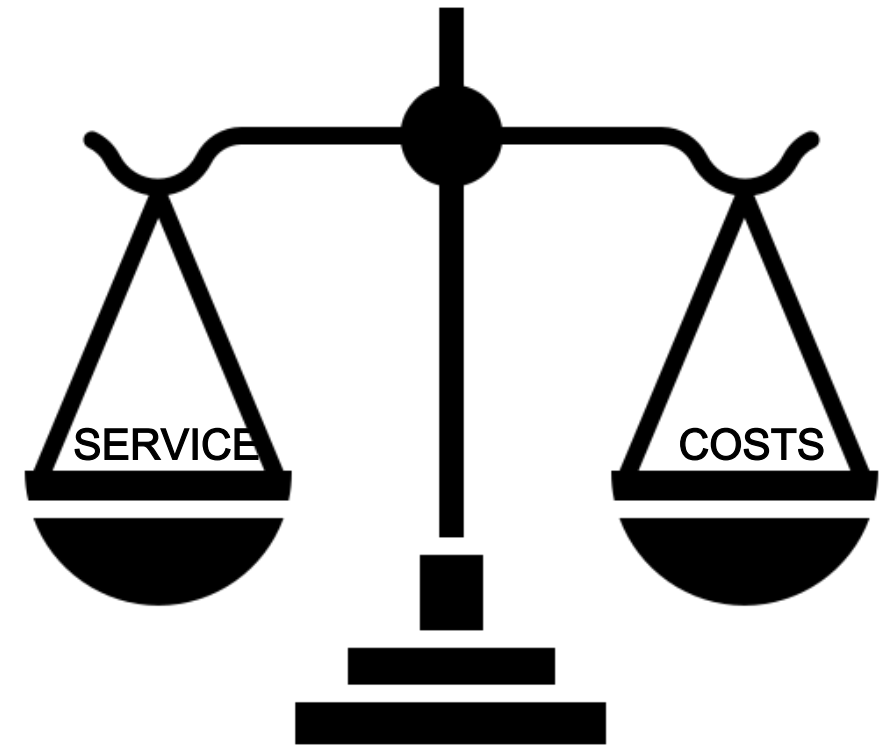
- Now at 56 partners (new partners in **bold**)
- 5.6 million rides (up from 4.7 million last year)
- 31% of annual ridership (up from 26% last year)
- Four new contracts, four ended contracts

Organizational Share of Universal Access Ridership



FY27 Service Rebalancing

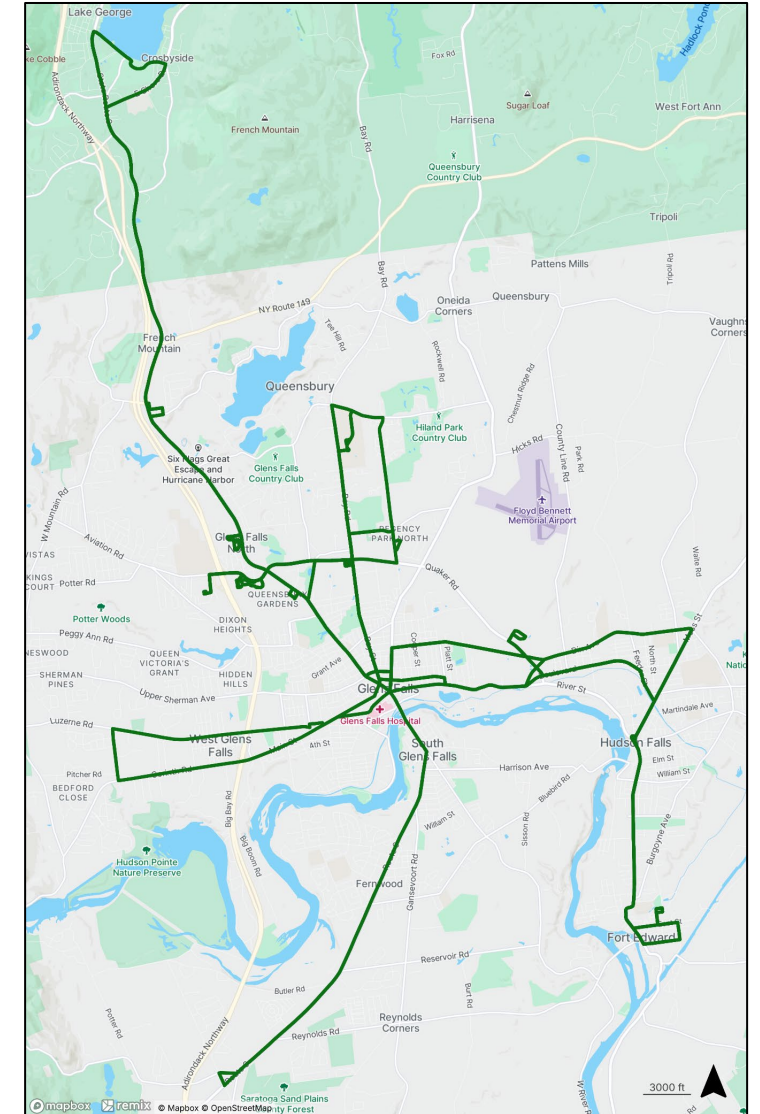
- **August '26: “Phase Four” of Service Rebalancing initiative**
 - >90,000 platform hours saved in previous phases
 - Smaller reduction planned for August (~15,000 hours instead of ~30,000 hours)
 - Continued emphasis on less productive routes, segments, and times of day wherever possible
 - Need for additional service rebalancing will be determined by future funding levels



Early FY27: Glens Falls Updates

Route Adjustments Phase II

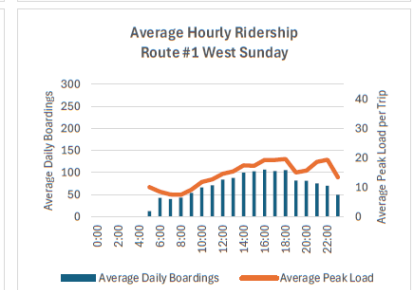
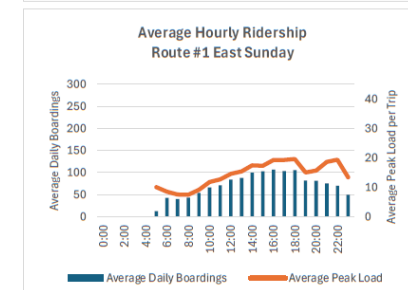
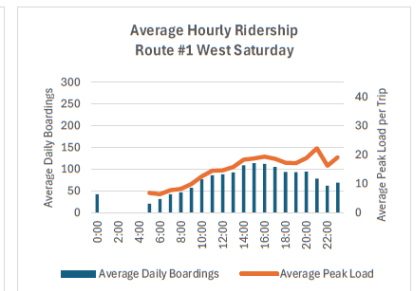
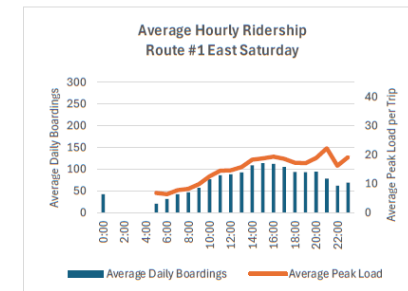
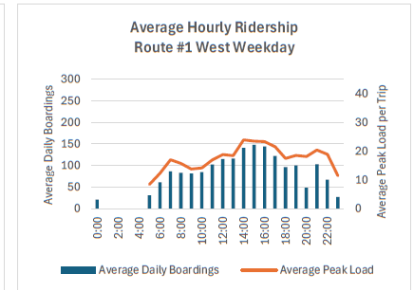
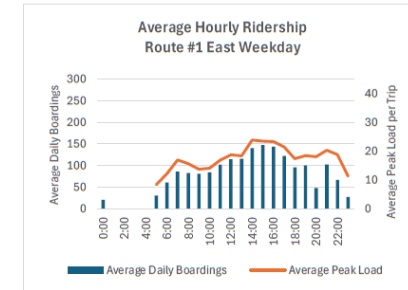
- **Increased service on most productive routes**
 - Increased frequency on Routes #411 and #412
 - New Sunday service on Route #411
 - Increased span on Route #404
- **Reduced service on least productive routes**
 - Route #402 eliminated on Saturdays
 - Route #405 eliminated on Saturdays
 - Route #407 eliminated except 2 round trips / day
 - Route #402 cover segment to Hannaford and GF Hospital
- No changes to Routes #419, #876, #877



New for 2026 RPR: Route Profiles

- Recommended as part of new TDP
- Available in full report
- Detailed descriptions of each fixed route
- Key service information
 - Corridors of travel and major destinations
 - Span of service
 - Frequency of service by time of day
- Key performance information
 - Productivity by day type
 - Ridership by time of day
 - Ridership by stop

Route 1			Description: Central Avenue, between Colonie Center and Downtown Albany (7 days a week)												
Central Ave./Wolf Rd.			Key Destinations: New York Capitol, Colonie Center, Albany City Hall, MVP Arena												
Service Type: Trunk															
Service Plan							Performance								
Day	Span		Headway (minutes)					Rev.	Rides	Prod.	On Tim	Earl y	Late	>30 Load	% Artic
	Start	End	AM	Pk	Mid	Pk	Eve	Hrs.							
Wk	5:00 AM	1:24 AM	17	15	15	15	19	26,227	951,309	36.3	73%	7%	20%		
Sat	5:15 AM	12:25 AM	21	15	15	15	19	4,859	156,242	32.2	73%	6%	22%		
Sun	5:53 AM	12:25 AM	19	15	15	15	19	5,158	160,616	31.1	77%	8%	15%		
Total								36,243	1,268,167	35.0	74%	7%	19%		



THANK YOU!

Questions or Comments?

