

Board of Directors Monthly Meeting

**Wednesday, September 30, 2020 | 12:00pm
Via Microsoft Teams**



CDTA BOARD OF DIRECTORS MEETING AGENDA

Wednesday, September 30, 2020 | 12:00pm | 110 Watervliet Avenue, Albany
and Microsoft Teams

Board Item	Responsibility	Page
Call to Order	Mike Criscione	
Ascertain Quorum and Approve Agenda	Mike Criscione	
Approve Minutes of Wednesday, August 26, 2020	Mike Criscione	3
Recognition/Updates		
• 30 Years – Ken Stager Sr., Technical Trainer		
Committee Reports: (Action Items Listed)		
Board Operations Committee (09/16/2020)	Jayne Lahut	
Performance Monitoring/Audit Committee (09/23/2020)	Denise Figueroa	
• Resolution 35 - Approve Contract for Northway Express Service		14
• Resolution 36 - Approve Contract for Bus Batteries		18
Investment Committee (09/30/2020)		
Community and Stakeholder Relations Committee (09/24/2020)	Jackie Falotico	
Strategic and Operational Planning Committee (09/24/2020)	Michael Criscione	
• Resolution 37 - Approve River BRT Title VI Equity Analysis		23
Chief Executive Officer's Report*	Carm Basile	
Executive Session		
Upcoming Meetings		
Wednesday, October 28, 2020 at 12:00pm via Microsoft Teams and 110 Watervliet Avenue, Albany		
Adjourn		

CAPITAL DISTRICT TRANSPORTATION AUTHORITY
(And its Subsidiaries)
110 Watervliet Avenue, Albany, New York and Microsoft Teams

MINUTES OF WEDNESDAY, AUGUST 26, 2020 BOARD MEETING

MEMBERS PRESENT Jayme B. Lahut, Chairman
 Michael J. Criscione, Vice Chairman
 David M. Stackrow, Treasurer
 Patrick M. Lance
via Microsoft Teams: Denise A. Figueroa
 Georgeanna M. Nugent

MEMBERS EXCUSED Mark Schaeffer, Secretary
 Jaclyn Falotico

OTHERS PRESENT Carmino N. Basile, Chief Executive Officer
 Amanda A. Avery, General Counsel
 Michael P. Collins, Vice President of Finance and Administration
 Christopher Desany, Vice President of Planning and Infrastructure
 Jaime Watson, Director of Corporate Communications
 Lance Zarcone, Vice President of Operations
 Vanessa Salamy, Executive Assistant
via Microsoft Teams: Philip Parella, Jr., Director of Finance
 Sarah Matrose, Internal Auditor
 Ross Farrell, Director of Planning
 Jonathan Scherzer, Director of Marketing
 Jeremy Smith, Director of Facilities
 Thomas Guggisberg, Director of IT

CALL TO ORDER At 12:04 p.m., Chairman Lahut called the meeting to order.
 • Chairman Lahut noted that a quorum was present.

AGENDA APPROVAL

No Objections
Carried Unanimously

APPROVAL OF THE JUNE 24, 2020 BOARD MEETING MINUTES

Motion – Mr. Stackrow
Seconded – Mr. Criscione
Carried Unanimously

RECOGNITIONS

 • Hosted at Community & Stakeholder Relations Committee meeting on August 20, 2020.

COMMITTEE REPORTS

BOARD OPERATIONS COMMITTEE - Report from Jayme Lahut

 • Board Operations Committee met on Wednesday, August 12, 2020 at 9:15am at 110 Watervliet Avenue, Albany and via Microsoft Teams.

Consent Agenda Items

Resolution No. 28 – 2020 – Adopt Strategic Framework

- The Board and Staff Leadership team have finalized the framework for our strategic plan. This consists of a new mission statement and seven strategic pillars, which speak to the priorities and direction of the organization.
- The pillars will help us organize work, develop initiatives, and monitor progress. They will be engrained in company activities and drive efforts to widen the mobility options we offer; they can be updated and modified as appropriate.
- This framework will guide the strategic plan to its final form. Staff is working with a communications partner to develop collateral materials that will explain the plan to employees, to customers and community leaders.
- The Authority hereby approves and adopts The Strategic Framework and Mission Statement.

Motion – Mr. Criscione

Seconded – Mr. Stackrow

Carried Unanimously

Administrative Discussion Items

- The committee reviewed agendas for August.
- We discussed the contract negotiations, which will begin in spring 2021. The agreement with the Amalgamated Transit Union, Local 1321 expires in June 2021. This will be a continuing discussion item.
- We talked about our work to advance the electrification of the fleet and the requirements of our facilities. There is deep interest in this work and some commitments to fund it. Lots of things to understand and implications for bus purchases, facility design and expansion. This will be a continuing discussion item.
- We also talked about the Troy Transit Center and ways to improve customer facilities in downtown Troy. It is not likely that the Uncle Sam garage location can be developed as originally proposed; staff is evaluating other opportunities in downtown Troy.
- The next meeting of the committee is scheduled for Wednesday, September 16, 2020 at 9:15am via Microsoft Teams and at 110 Watervliet Avenue.

PERFORMANCE MONITORING COMMITTEE - Report from Denise Figueroa

- Performance Monitoring Committee met on Wednesday, August 19, 2020 at 12:00pm at 110 Watervliet Avenue, Albany and via Microsoft Teams.

Audit Committee Items

Resolution No. 29 – 2020 – Approve Contract for Engine Oil

- Three bids were received to provide heavy-duty engine oil for vehicles. Staff recommends awarding to the low bidder, Brenntag Lubricants Northeast at \$92,800, which represents a 22% price decrease. The contract is for one year with an optional renewal year tied to the Consumer Price Index. The total estimated contract value is \$185,600.
- The Authority hereby approves a one-year contract to Brenntag Lubricants Northeast of Manchester, New Hampshire for \$92,800 with an optional year for a total estimated contract value of \$185,600.

Motion – Mr. Criscione
Seconded – Mr. Stackrow
Carried Unanimously

Consent Agenda Items

Resolution No. 30 – 2020 – Approve Contract for Scheduling Software Maintenance

- HASTUS software is used for fixed route scheduling. The proprietary maintenance contract includes software updates, trip planning, and issue resolution. Staff recommends a one-year sole source maintenance contract to GIRO for the HASTUS software system.
- The Authority hereby approves this contract to GIRO of Montreal, Quebec, Canada for an amount not to exceed \$180,203.

Motion – Mr. Stackrow
Seconded – Mr. Criscione
Carried Unanimously

Resolution No. 31 – 2020 – Approve Contract for Protective Barriers

- Protective barriers have been installed on all vehicles to protect operators and customers from COVID-19. Because of this health emergency, staff used our emergency procurement procedures to buy barriers from Transit Guard.
- The Authority hereby approves a sole source contract to Transit Guard of Pagosa Springs, Colorado for \$480,500.

Motion – Mr. Criscione
Seconded – Mr. Stackrow
Carried Unanimously

Resolution No. 32 – 2020 – Approve Contract for Security Services at RRS

- We received 9 bids for security services at the Rensselaer Rail Station. Staff recommends a one-year contract with four optional renewal years for security services to FBY Security Services, the low bidder.
- The Authority hereby approves a one-year contract to FBY Security Services of Brooklyn, New York for \$162,326; we estimate the five-year value at \$811,632.

Motion – Ms. Figueroa
Seconded – Mr. Criscione
Carried Unanimously

Resolution No. 33 – 2020 – Approve Resolution to Accept State Grant for River BRT

- We have been awarded a state grant to help operate River BRT service. We discussed this first-time operating grant during this year's budget development process. The state requires a board resolution to accept state funding prior to being reimbursed.
- The Authority hereby approves the execution of an agreement with NYSDOT to accept \$4,435,000 to support River BRT.

Motion – Mr. Criscione
Seconded – Mr. Stackrow
Carried Unanimously

Resolution No. 34 – 2020 – Approve Resolution to Accept State Funds

- The state is providing \$3,461,124 for the purchase of 40-foot Gillig buses through the Transportation Modernization and Enhancement Program (MEP). The state also supports commuter service between Albany and Ulster County, which is operated by Adirondack Trailways. CDTA is the pass-through agent for this program and will be reimbursed \$684,299.
- The Authority hereby approves execution of an agreement with NYSDOT to accept \$4,145,423 to support the MEP program and the Adirondack Trailways pass-through arrangement.

Motion – Ms. Figueroa

Seconded – Mr. Criscione

Carried Unanimously

Investment Committee

- Next meeting of the committee will be September 30, 2020.

Administrative Discussion Items

- Mike Collins gave the Monthly Management Report. Our financial picture is solid because of the CARES Act and the partial payment of our state operating assistance. A bright spot in our budget is MRT, which was up 31% this month and up almost 11% for the year. All other revenue categories are well under budget. Total revenue is healthy at 64% above budget, but we are still reporting state assistance according to budgeted accruals, not what is received. Expenses are down by 11.5%.
- Mike Collins gave the Monthly Non-Financial Report. Total ridership is coming back, and we are down only 13% for the fiscal year. STAR is down 40% but continues to improve. On time performance for fixed route is at 75%; while STAR on-time performance was at 86%.
- Next meeting of the Committee is scheduled for Wednesday, September 23, 2020 at 12:00pm via Microsoft Teams and at 110 Watervliet Avenue.

COMMUNITY AND STAKEHOLDER RELATIONS COMMITTEE - Report from Patrick Lance

- The Community and Stakeholder Relations Committee met on Thursday, August 20, 2020 at 10:30am at 110 Watervliet Avenue, Albany and via Microsoft Teams.

Administrative Discussion Items

- After several months of not hosting our Service Award presentations due to COVID limitations we started them back up this month and held it during Community and Stakeholder relations. We awarded 6 employees with a combined 155 years of service. We will continue to hold our service award ceremonies each month from here on out.
- Jaime Watson and Jonathan Scherzer outlined plans for awarding our Community Champions contest winners. The contest will award 25 CDTA employees and 25 Community Heroes that have gone above the call of duty during the height of the COVID-19 pandemic. Awards for internal and external winners will be held over the next two weeks.
- Jaime Watson summarized the monthly Media/Community Engagement report. There were 27 media stories on television, in newspaper and online. Stories were related to our new River Corridor BRT line and related construction efforts, COVID service updates and the state's Pedal and Paddle program that CDPHP Cycle! is part of.

- Jaime also discussed the changing landscape of community engagement updated communications to keep employees, customers and the public informed about CDTA efforts surrounding COVID-19.
- Next meeting of the Committee will be on Thursday, September 24, 2020 at 11:30am via Microsoft Teams and at 110 Watervliet Avenue

STRATEGIC AND OPERATIONAL PLANNING COMMITTEE - Report from Mike Criscione

- The Strategic and Operational Planning Committee met on Thursday, August 20, 2020 at 12:00pm at 110 Watervliet Avenue, Albany and via Microsoft Teams.

Administrative Discussion Items

- Chris Desany gave a presentation and facilitated discussion on the electric bus pilot. We acquired four New Flyer electric buses last fall, and after partnering with the Center for Transportation and the Environment, we started to assess the viability of transitioning to this equipment. We reviewed the technology including the configuration of the vehicles, the chargers, and the data collection methodology.
- The buses have been in service since January and early indicators are positive. Maintenance costs per mile and availability are commensurate with like-aged diesel vehicles. Range performance is as advertised. Major variables that impact range (hourly and mileage-based) include ambient temperature and the nature of the route on which the vehicle is running. Urban core routes are among the most efficient.
- We discussed how this pilot relates to the broader rollout of additional vehicles, and the concerns relating to the infrastructure required to support them. We will continue to have follow-up conversations on these topics.
- Ross Farrell gave a presentation and facilitated discussion on the September 2020 service changes. Much of the system will remain unchanged except for the resumption of school/university services, schedule adjustments to select routes, and the possible rollout of services for State employees.
- Resumption of school services include support for the University at Albany, RPI, Skidmore, Albany School District, and other private schools.
- Due to their slow return, it is unknown when the access (and corresponding service) will begin for State workers. Other changes include adjusting select routes to better match service levels with demand, including #190, #1, and #7. Details were provided.
- Ross Farrell and Jeremy Smith gave a presentation and facilitated discussion on the November 2020 River BRT rollout. We reviewed the goals of the project including faster service/reduced travel times, eliminating transfers, and higher frequencies.
- The blue line will have limited stop service featuring branches at the north and south ends, with 7-12-minute weekday frequencies during most of the day, and 15-30 minutes in the early morning and late evening. Capital and operating costs were reviewed.
- Construction activities are primarily on schedule, with eight locations left to be completed before November. Amenities include improved pedestrian access, TSP, benches, rails, bike racks and garbage receptacles. We will also have a green shelter, and heated sidewalks, solar panels, and USB chargers at select locations. Due to late additions to the stop locations, there are a few sites that will be completed next year. Availability of pylons is being monitored.

- The Troy garage is also progressing well and is scheduled to be complete in October. Commissioning of buses and non-revenue vehicles are also on schedule.
- Jon Scherzer gave a presentation and facilitated discussion on the FLEX pilot. Our FLEX microtransit pilot program has been operating since January, providing service in a zone covering Colonie, Guilderland, and Latham. It has served more than 10,000 customers since inception.
- The next step in the pilot is to install fareboxes to evaluate fare collection and integrate it into our CAD/AVL system. The suggested price point is targeted between the cost of ride hailing and fixed route service. We are recommending a \$3.00 ride within a zone, with a 10-trip product. During this phase of the pilot we will assess how the fares affect demand. Next steps include integrating FLEX into our fare structure, developing an education and marketing plan, and developing a strategy for expanding the program.
- Next meeting of the Committee will be on Thursday, September 24, 2020 at 12:00pm via Microsoft Teams and at 110 Watervliet Avenue.

CHIEF EXECUTIVE OFFICER'S REPORT – Carm Basile

- The Chief Executive Officer provided his report for August (attached).

EXECUTIVE SESSION

- No items scheduled.

UPCOMING MEETINGS

- Subject to the call of the Chair, Chairman Lahut announced the following meeting date:
 - Wednesday, September 30, 2020 at 12:00pm via Microsoft Teams and at 110 Watervliet Avenue.

ADJOURNMENT

Motion – Mr. Criscione
 Seconded – Ms. Figueroa
 Carried Unanimously

Respectfully submitted,

Mark Schaeffer, Secretary

Dated: August 26, 2020

CHIEF EXECUTIVE OFFICER'S REPORT

As we move towards the end of traditional summer, some normal activities are apparent. College students are moving into dorms, school districts are planning for the start of a new year, and employers are working through heavy vacation periods. That is where normal ends as we work through the COVID-19 era. Colleges are returning but in different ways. School districts are reopening under remote/flexible schedules, with start dates backed into September or October. Some employees are returning to their workplaces while others are remote or on modified schedules. All these factors are impacting our ridership, our resources, and our bottom line.

We continue to adapt to a COVID-19 reality. Over the past week or so, protective barriers were installed on almost 250 buses. Hats off to our maintenance department for their work on this. Because shipments were delayed and hardware and plexiglass did not arrive at the same time, lots of scheduling work was needed to accomplish this task. True to form, the maintenance team accomplished this work in less than 72 hours. Installations are high quality and the team is already working on ways to make the barriers more resilient.

With barrier installation complete, we moved to resume fare collection. Although it was easy to pick August 19 as the day for this to begin, there were many details to work out, including customer education, software reconfiguration and crediting or adjusting Navigator accounts. This was accomplished with few complaints or missed steps. A coordinated effort across several CDTA departments, which always puts a smile on my face. I am looking forward to reporting on customer revenue next month!

We have had several employees test positive over the past 5 months; about two dozen employees have been placed in quarantine status. A few customers have reported to their county department of health that they rode on our buses after testing positive for COVID-19. As part of tracing efforts, we are notified so that precautionary steps can be taken. We are auditing mask-wearing compliance on buses and are pleased to report that more than 90% of our customers wear masks or face coverings. All of this has required a new approach to human resources, and we have dedicated staff to handle these matters. Another pivot point and job well done.

Although COVID-19 has slowed us down a bit, it has not impacted our history or plans to make CDTA bigger and better. We are celebrating our 50th Anniversary with activities that showcase our work, our employees, board members and stakeholders. With a vision for success, CDTA has evolved from an agency created to save failing private companies, into a regional transportation system and now growing into a mobility provider, a thought leader, and a key component of the regional economic engine. We are proud of our history and it has been fun to showcase it. Activities will continue for the rest of this year and into 2021.

Board action to endorse the framework of our strategic plan is another sign of the progressive nature of CDTA. Few companies could have completed this process while dealing with a pandemic that shut down the economy. Thanks to the resolve of board members and our staff leadership team, we have articulated a clear vision for CDTA over the next 3-5 years. Our strategic pillars are a realistic and innovative foundation that will push the limits of possibility, maintaining CDTA's position as an industry leader. We are working with a communications partner to develop collateral materials that will articulate the plan, our vision and community expectations. More on that in the coming weeks.

It was great to recognize the accomplishments of six long-tenured CDTA employees at the Community and Stakeholder Relations committee meeting last week. With the implementation of virtual meetings, it has been difficult to do this and we have a backlog of employees to be recognized. We are looking forward to bringing this fun part of our board meeting back to the agenda in September. It is an honor to recognize the work of our employees and they look forward to being with us.

Our nurse practitioner has started work in our Health Center. She is getting familiar with procedures and requirements so that she can develop a standard operating procedure for the center. This should be complete shortly and the Health Center will be ready for business after Labor Day. This is a progressive approach to employee wellness, and we have high hopes for its success. We are partnering with CDPHP to evaluate the programs that we offer through the Health Center to keep our employees fit and aware of their health status.

The Bokland building will come down in the next few weeks, clearing the way for a new parking facility to ease congestion on the Watervliet Avenue campus. It will also clear the way for a garage expansion project on the west side of the facility. This work is tied to service expansion and BRT projects. We appreciate the board's commitment to this work, which is complicated because of the links to several projects and grant fund sources.

As we discussed at the Strategic and Operational Planning committee meeting, there is lots of construction activity as we look to start Blue Line BRT service on the River Corridor. Work on the Troy Garage expansion and renovation is almost complete. Installation of stations, pylons and information displays is ongoing along the corridor, and schedule development is almost complete. We expect the first BRT bus to arrive in the coming weeks, with the total fleet of 20 expected on property by the first week in October. Marketing, advertising, and media materials are being produced. We are on schedule for a November start of our second BRT line. We continue to be the only upstate system to offer this advanced transit service to our community.

Lots of activity with CDPHP *Cycle!* Although the riding season was shortened by COVID-19, the program continues to attract members and bike riding is proving to be a great way to get around. We have deployed about 60% of our bikes (close to 300). With about 10 weeks under our belt, there have been close to 10,000 bike rides. We are introducing new programs all the time, including expanded Universal Access with our college partners, a *Cycle Access* program with area hotels and a partnership arrangement with the New York Canal Corporation, called NY Staycations. This is driving ridership and visibility. The *Cycle* team is using rigorous cleaning and disinfecting protocols; this will continue for the remainder of the riding season.

Performance Measures

Key Performance indicators for the company are included in monthly reports. Data is for July and it is compared to July 2019.

Total ridership was 1.03 million in July, 13% less than last June. As we add service and with a return to somewhat normal activities, ridership is steadily increasing. We are monitoring ridership with particular attention to capacity on trunk routes where the return is most notable. In the coming days, we will welcome college students back on board and we expect that to test capacity and resources. Another round of service adjustments are scheduled for the second week

in September to correspond to this. Ridership on STAR is increasing slowly along with reservation calls. There were 17,609 boardings on STAR buses in July, which is 40% less than last July. Northway Express ridership continues to be low as it is tied closely to state employees in downtown Albany, most of whom have not returned to the workplace on a regular basis. There were 1,651 boardings on NX buses in July; 89% lower than last July.

We continue to report a solid financial condition. The almost record performance of Mortgage Recording Tax has been a welcome bright spot on the operating revenue side of our financial reports. Year-to-date, MRT receipts are at \$4.1 million, 10% more than budget expectations. With fare boxes now operational, customer revenue should return to near normal levels. Our staff has worked with state and federal partners to ensure timely deposits and draws of available STOA and 5307 funds. Our ability to use CARES funds is the difference-maker for CDTA. We used this federal funding as intended, never expecting it to be more than stop-gap funding as we work to return to normal operations. Although our rate of spending has increased slightly, our financial picture is good with no storm clouds on the immediate horizon.

Expenses in July were almost \$700,000 under budget and \$3.7 million under budget for the first four months of the fiscal year. The three categories driving our savings are wages (and associated benefits), fuel costs and purchased transportation costs. As we produce more service hours and miles, wage and fuel savings will decrease along with purchased transportation costs as we fulfill more STAR trips and hopefully, add more NX services during the fall.

There were 60 missed trips on the fixed route system; last July, we missed 34 trips. Seasonal vacation period and lots of new employees is driving this slight tick-up. We reported 33 accidents in July with 10 categorized as preventable; last July, we reported 49 accidents with 12 categorized as preventable. All preventative maintenance inspections were done on time. Scheduled maintenance work was at 79%, same as last July. Fixed route timeliness was at 75%, same as last July. Our call center processed 164 comments compared to 218 last July. Response time to close inquiries within 10 days was at 87%, compared to 96% last July. We are addressing a few administrative issues to return response time to our high expectations. There were 608,000-page views at www.cdta.org. Last July, there were 696,000-page views.

Community Engagement:

Our community engagement report will return when activities resume in a recognizable format.

Activity Report

The CDTA team continues its work to recover from the setbacks of COVID-19. Outreach activities have not returned to normal as most people are not meeting in person and there is a noticeable shortage of events and activities that we are normally involved in. This has not stopped our team and we continue to move forward and position CDTA as a community leader.

- On Saturday, August 1, CDTA turned 50 years old. As the organization has grown and matured, it has met its legislative objective to bring several failing companies together to form a consolidated, regional entity. Over the past 50 years, more than 10,000 men and women have worked for CDTA and helped it become a leader in mobility, connections, and economic opportunity. I am proud of CDTA and everyone who works here!

- On Tuesday, August 4, I met virtually with members of the Governor’s transportation staff to talk about Bus Rapid Transit. The transportation staff is interested in our BRT projects, the stages of development for each and our vision for 40 miles of BRT service and what that will mean for CDTA, our customers and our communities.
- On Tuesday, August 4, I participated in an APTA webinar to unveil the National Transit Recovery Commitment Program. APTA is asking members to join in an industry pledge that our systems are operating safely as the country recovers from COVID-19. We have joined the program and pledged to promote what we are doing to connect people safely and thoughtfully. Details to follow.
- On Thursday, August 6, I provided opening remarks for the Albany Business Review’s virtual Straight Talk series. This session dealt with strategies to reopen business with a panel of experts talking about ways that companies are responding to COVID-19 challenges.
- On Tuesday, August 11, I was interviewed on radio station WGDJ (1300AM and 87.7FM). I spoke about the resumption of front door boarding and fare collection on all buses.
- On Wednesday, August 12, I spoke with a reporter from the Albany Business Review about resumption of front door boarding and fare collection. We also talked about the Troy Transit Center and ways to reconsider what we will do regarding a mobility hub in downtown Troy.
- On Monday, August 17, I welcomed our newest training class of bus operators to CDTA. A total of 7 people makes up the class; they all have a Commercial Driver’s License, which will get the through training in less than one month. They should be available for service around Labor Day.
- On Monday, August 17, I attended meetings of the Colonie IDA and LDC at Colonie Town Hall. I am a member of both boards, which work to facilitate economic development activities throughout the town. The board passed a resolution to allocate \$100,000 for a small grants program to help businesses in town purchase personal protective equipment.
- On Tuesday, August 18, Jaime Watson, Jon Scherzer, and I met with staff from Overit Communications. The Overit staff will help us develop the Strategic Plan framework into a written plan. They will develop appropriate collateral materials to communicate the plan and its objectives to employees, to community stakeholders, and to customers. We expect this to be done in a month or so.
- On Wednesday, August 19, we resumed front door boarding and fare collection on all CDTA buses. As we expected, there were a few hiccups, but in general, a smooth transition. Great job by the entire company, with special recognition to the maintenance department, for the work on barrier installation.

- On Wednesday, August 19, Mike Collins, and I met with leadership from the New York State Police Troup G to talk about security systems at Rensselaer Rail Station. Our former Director of Risk Management, Bob Sears joined us (Bob made the introduction).
- On Thursday, August 20, I attended a meeting of CDTC's Administrative and Financial committee. This is like our Board Operations committee and it is made up of the officers of the CDTC board. We talked about finances for the remainder of the year and the agenda for the September meeting of the CDTC Policy Board.
- On Tuesday, August 25, I attended a virtual meeting of the NYPTA Nominating Committee. The committee is charged with developing a slate of board officers for the coming year. There are lots new faces at NYPTA.

Final Thoughts

As I look back on the past 6 months, I am amazed at the work of the CDTA team, our board of directors, our employees, and our customers. We have managed through the COVID-19 crisis, we have adapted, and we have changed, while continuing to introduce new products and services. Few companies could have completed a Strategic Plan that will set the course for the company, introduced new services, expanded garages, and made changes necessary to keep employees and customers safe. We have done all that and more. With ridership at 85% of normal and most of our trunk routes operating at full capacity, we look ahead with cautioned optimism. COVID-19 looks like it will be with us for some time and the return to school could be yet another challenge for us.

All the while, we have been celebrating our Golden Anniversary with lots of activities to showcase the company, our employees, retirees and all the people who have worked so hard to make us so successful.

I am proud of our entire team and I am extremely confident that the best is still yet to come for CDTA! Happy 50th Anniversary!

Copy: Senior Staff
Director of Corporate Communications

**CAPITAL DISTRICT TRANSPORTATION AUTHORITY
RESOLUTION No.: 35 - 2020**

Awarding Sole Source One-Year Contract for Northway Commuter Service

WHEREAS, the Capital District Transportation Authority and its subsidiaries (“Authority”) is charged with the continuance, further development and improvement of transportation within the Capital District transportation district, and

WHEREAS, the Authority has undertaken to provide Northway Commuter Service (“NX”) between Saratoga and Albany, which shall be operated by another entity pursuant to contract, and

WHEREAS, the contract with Upstate Transportation of Saratoga, LLC will expire in November and COVID-19 has significantly reduced ridership and service levels on the NX corridor and,

WHEREAS, Upstate Transportation of Saratoga, LLC, has agreed to continue the NX service and hold pricing from the current contract for one more year before a competitive bid process is conducted, and

WHEREAS, Authority staff finds this to be fair and reasonable, and recommends a one-year sole source contract be awarded to Upstate Transportation of Saratoga, LLC, for the Northway Express Service for an amount not to exceed \$1.5 million, expiring on November 30, 2021.

NOW, THEREFORE, BE IT RESOLVED:

1. The Authority hereby awards a one-year sole source contract to Upstate Transit of Saratoga, LLC, for an amount not to exceed \$1.5 million, subject to the contractor’s compliance with the terms and conditions of the contract documents.
2. The source of funds for the Northway Commuter Service shall be from the FY2021/22 Operating Budgets.
3. Authority Staff is hereby authorized to execute all contract documents.
4. This Resolution shall take effect immediately.

CERTIFICATION

The undersigned, duly qualified and acting as Secretary of the Capital District Transportation Authority, certifies that the foregoing is a true and correct copy of a resolution adopted at a legally convened meeting of the Capital District Transportation Authority held on 30th day of September, 2020.

Dated: September 30, 2020

Mark Schaeffer, Secretary

Capital District Transportation Authority Agenda Action Proposal

Subject: A Sole source contract award for NX service to Upstate Transportation of Saratoga, LLC.

Committee: Performance Monitoring/Audit
Committee Meeting Date: September 23, 2020
Board Action Date: September 30, 2020

Background:

The contract for Northway Express (NX) service expires in November. NX provides commuter service from park and ride lots in Saratoga County to destinations in downtown Albany. The NX service is provided by a contractor (Upstate Transit) with CDTA owned coach style buses.

Purpose:

This contract will continue NX service for one more year before a competitive bid process is conducted.

Summary of Proposal:

Upstate Transit was awarded the NX contract in 2015 which expires in November. Like every transit property in the country, COVID has significantly reduced ridership and service levels that require properties to frequently adjust schedules to meet current demands. Because of low and changing ridership levels on the NX corridor, drafting an RFP that accurately defines service needs would make it challenging for a vendor to properly prepare a competitive bid.

Upstate Transit has agreed to hold pricing from current contract for another year, which staff finds to be fair and reasonable. Staff recommends a one-year sole source contract be awarded to Upstate Transportation of Saratoga, LLC for the Northway Express Service for an amount not to exceed \$1.5 million.

Financial Summary and Source of Funds:

The total cost of the NX service will not exceed \$1.5 million and it is funded in the FY2021/22 operating budgets.

Prepared by:

Stacy Sansky, Director of Procurement

Project Manager:

Lance Zarcone, Vice President of Operations

Memorandum

September 23, 2020

To: Performance Monitoring/Audit Committee
From: Lance Zarcone, Vice President of Operations
Subject: Sole Source NX Contract

Background:

CDTA provides the Capital Region with a menu of mobility options, fixed-route, commuter, and paratransit services. CDTA's commuter service, Northway Express (NX), connects people from park and ride locations in Saratoga County to destinations in downtown Albany. The NX service is provided by a contractor with CDTA owned coach style buses. The service operates Monday through Friday except for major holidays.

In 2015 the Upstate Transit of Saratoga LLC was awarded a one-year contract with an option to extend the agreement annually for additional one-year period for up to four years, that is set to expire November 30, 2020.

Justification:

Transit properties across the country have experienced decreases in ridership due to the COVID 19 pandemic. In order to help prevent the spread of the virus, CDTA has made several service changes to keep our employees, our customers and the community safe. Service levels are continuously adjusted to meet the demand of ridership.

The NX service is providing four morning and four afternoon trips currently. As most businesses continue working at a 50% capacity, ridership levels have held steady at rates lower than the five-year average.

With changing ridership levels on the Northway Express Service and the fluidity of the national pandemic, drafting an RFP that accurately defines service needs would make it challenging for a vendor to properly prepare their response for a competitive bid.

Recommendation:

Staff is recommending a one-year sole source contract be awarded to Upstate Transportation of Saratoga LLC, that expires on November 30, 2021.

CAPITAL DISTRICT TRANSPORTATION AUTHORITY
Staff Contract Award Certification

1. **TYPE OF CONTRACT (check one):**

Construction & Maintenance Goods, Commodities & Supplies Bus Purchase
 Services & Consultants Transportation & Operational Services

2. **TERMS OF PERFORMANCE (check one):**

One-Shot Deal: Complete scope and fixed value
 Fixed Fee For Services: Time and materials - open value
 Exclusive Purchase Contract: Fixed cost for defined commodity with indefinite quantity
 Open Purchase Contract: Commitment on specifications and price but no obligation to buy
 Change Order: Add on to existing contract

3. **CONTRACT VALUE:**

\$1,500,000 (NTE) fixed estimated (circle one)

4. **PROCUREMENT METHOD (check one):**

Request for Proposals (RFP) Invitation for Bids (IFB) Other

5. **TYPE OF PROCEDURE USED (check one):**

Micro Purchases (Purchases up to \$2,499.00) Small Purchases (\$25,000 up to \$100,000)
 Sealed Bid/Invitation for Bids (IFB) (Over \$100,000) Request for Proposals (RFP)
 Professional Services (Over \$25,000) Sole or Single Source (Non-Competitive)

6. **SELECTION CRITERION USED:**

Number of Proposals/Bids Solicited # 1 or Advertised
Number of Proposals/Bids Received # 1

Attach Summary of Bids/Proposals

7. **Disadvantaged Business Enterprise (DBE) involvement**

Are there known DBEs that provide this good or service? Yes No
Number of DBEs bidding/proposing 0
DBE Certification on file? Yes No Not Applicable
Number of DBE Subcontractors 0

8. **LEGAL NAME and ADDRESS OF CONTRACTOR/VENDOR:** Upstate Transit of Saratoga, LLC
207 Geyser Road
Saratoga Springs, NY 12866

8. **SOURCE OF FUNDS:** FY2021/22 Operating Budgets

9. **COMPLIANCE WITH STATE AND FEDERAL RULES:**

Non-Collusion Affidavit of Bidder (Yes, No, N/A)
Disclosure & Certificate of Prior Non-Responsibility Determinations (Yes, No, N/A)
Disclosure of Contacts (only RFPs) (Yes, No, N/A)
Certification with FTA's Bus Testing Requirements (Yes, No, N/A)

10. **RESPONSIBLE STAFF CERTIFIES THE INTEGRITY OF THIS PROCUREMENT/CONTRACT:**

Stacy Sansky, Director of Procurement DATED: September 15, 2020

**CAPITAL DISTRICT TRANSPORTATION AUTHORITY
RESOLUTION No.: 36 - 2020**

Awarding Contract for Purchase of Bus Batteries

WHEREAS, the Capital District Transportation Authority (the “Authority”) is charged by title 11-C of the Public Authorities Law with providing omnibus transportation within the Capital District transportation district, and

WHEREAS, the Authority is authorized by Public Authorities Law section 1306 to enter into contracts for the purchase of goods and services to meet its transportation objectives, and

WHEREAS, the Authority has solicited competitive bids for the purchase of bus batteries, and has determined that Electro Battery Systems, Inc. of Pompton Plains, New Jersey, was the low bidder and provided a 1% cost decrease from the previous contract, with a two-year estimated cost of \$150,572, and

WHEREAS, the Authority now desires to enter into a two-year battery purchase contract with Electro Battery Systems, Inc. of Pompton Plains, New Jersey.

NOW, THEREFORE, BE IT RESOLVED:

1. The Authority hereby awards a two-year contract for the purchase of bus batteries to Electro Battery Systems, Inc. of Pompton Plains, New Jersey, for a total two-year estimated cost of \$150,572, subject to acceptance and satisfaction of all contract terms and requirements.
2. Authority Staff is hereby authorized to execute the necessary documents.
3. The source of funds for this purchase will come from the FY2021 & FY2022 Operating Budgets.
4. This Resolution shall take effect immediately.

CERTIFICATION

The undersigned, duly qualified and acting as Secretary of the Capital District Transportation Authority, certifies that the foregoing is a true and correct copy of a resolution adopted at a legally convened meeting of the Capital District Transportation Authority held on the 30th day of September, 2020.

Dated: September 30, 2020

Mark Schaeffer, Secretary

Capital District Transportation Authority Agenda Action Proposal

Subject: Recommend a contract to purchase bus batteries from Electro Battery Systems, Inc of Pompton Plains, New Jersey.

Committee: Performance Monitoring/Audit

Committee Meeting Date: September 23, 2020

Board Action Date: September 30, 2020

Background:

The current battery contract is expiring and a new one is required. This is a routine action item.

Purpose:

Bus batteries are a required part for the operation of our vehicles. This item is procured every year or two.

Summary of Proposal:

An Invitation for Bids (IFB) was issued for a firm to provide a two-year contract for bus batteries. The scope of work outlined the estimated quantity and type of batteries required.

Four bids were received, and staff recommends a two-year contract be awarded to the incumbent Electro Battery Systems, Inc of Pompton Plains, New Jersey for \$150,572. Electro Battery was the low bidder and provided a 1% cost decrease from the previous contract.

Upon Board approval the contract will be executed immediately.

Financial Summary and Source of Funds:

The total two-year cost is \$150,572 and it will be funded in the FY2021 and FY2022 operating budgets.

Prepared by:

Stacy Sansky, Director of Procurement

Project Manager:

Lance Zarcone, Vice President of Operations

Memorandum

September 23, 2020

To: Performance Monitoring/Audit Committee

From: Lance Zarcone, Vice President of Operations

Subject: Approval of Bus Battery Contract

Background

Bus batteries are a high-volume part which are required to keep buses operating. CDTA procures bus batteries through an Invitation for Bid process to ensure consistent availability and volume pricing.

Justification

Four bids were received and reviewed. The low bidder is the incumbent; Electro Battery Systems who has performed satisfactorily over the past contract.

Recommendation

I recommend awarding a two-year contract to Electro Battery Systems, Inc. of Pompton Plains, New Jersey for an amount not to exceed \$150,572.

Copy: Chief Executive Officer
Director of Procurement



Bid Summary



Contract Name: Batteries for Transit Buses

Contract No: CDTA Maint 156-3000

Date/Time of Opening: August 18, 2020 1:00PM

Bidder Contact Information	Year 1 Prices	Year 2 Prices	Total Costs By Part Number (based on qty per year x cost per year)	DBE/MWBE/SDVOB Status
Name: Battery Systems, Inc. Address: 12322 Monarch St Garden Grove, CA Contact: Chris Tschombor Email: bids@batterysystems.net Phone: 310.667.9320	Year 1 Prices Part 7669 \$274.78 Year 1 Prices 13-49717-001 \$293.57	Year 2 Prices Part 7669 \$302.26 Year 2 Prices 13-49717-001 \$322.93	Two Year Cost for Part 7669 \$57,429.20 Two Year Cost for Part 13-49717-001 \$135,630 Total Contract Cost: \$193,059	DBE __ MBE __ WBE __ SDVOB __
Name: Northeast Battery & Alternator, LLC Address: 240 Washington St Auburn, NY Contact: John A Raughtigan, CPA Email: jraughtigan@northeastbattery.com Phone: 508.864.7432	Year 1 Prices Part 7669 \$183.33 Year 1 Prices 13-49717-001 \$286.25	Year 2 Prices Part 7669 \$192.63 Year 2 Prices 13-49717-001 \$301.31	Two Year Cost for Part 7669 \$37,503 Two Year Cost for Part 13-49717-001 \$129,263.20 Total Contract Cost: \$166,766	DBE __ MBE __ WBE __ SDVOB __
Name: The Battery Store Address: 3905 State St Schenectady, NY Contact: Jacquelyn Rhatigan Email: thebatterystore@ymail.com Phone:	Year 1 Prices Part 7669 No Bid Year 1 Prices 13-49717-001 \$282	Year 2 Prices Part 7669 No Bid Year 2 Prices 13-49717-001 \$287	Two Year Cost for Part 7669 No Bid Two Year Cost for Part 13-49717-001 \$125,180 Total Contract Cost: NA-did not bid all items	DBE __ MBE __ WBE X SDVOB __
Name: Electro Battery Systems, Inc. Address: 230 W Parkway Unit 3 Pompton Plains, NJ 07444 Contact: Todd Maupai Email: info@electrobattery.com Phone: 973.835.3334	Year 1 Prices Part 7669 \$141 Year 1 Prices 13-49717-001 \$274.80	Year 2 Prices Part 7669 \$145 Year 2 Prices 13-49717-001 \$279.80	Two Year Cost for Part 7669 \$28,560 Two Year Cost for Part 13-49717-001 \$122,012 Total Contract Cost: \$150,572	DBE __ MBE __ WBE __ SDVOB __

I, Carm Basile Chief Executive Officer of The Capital District Transportation Authority hereby certify that the above is a true, complete and accurate record of the bids received on the date and time listed above for this project.

Signature: _____

CAPITAL DISTRICT TRANSPORTATION AUTHORITY
RESOLUTION No.: 37 - 2020

Approval of River Corridor BRT Title VI Equity Analysis

WHEREAS, the Capital District Transportation Authority (the “Authority”) is charged with the continuance, development, and improvement of transportation facilities within the Capital District Transportation District, and

WHEREAS, in 2015 the Authority was awarded funds to begin initial station construction for the River Corridor Bus Rapid Transit (“River BRT”) project, and

WHEREAS, the Title VI statute is an FTA regulation that ensures equity when transit systems make major and operational decisions, and

WHEREAS, as a federal funding recipient, the Authority must comply with the Title VI rules that require service and fare decisions take into consideration the impact to our customers of all demographics, and

WHEREAS, pursuant to the Authority’s Title VI Program, a Service Equity Analysis must be conducted when major service changes are proposed, examining the effects of the service change to ensure that minority and low-income populations do not bear a disproportionate share of its adverse effects and that non-minority and non-low-income populations do not receive a disproportionate share of its benefits, and

WHEREAS, through a geographic data analysis of each individual service change as well as the total collective changes, Authority staff has determined that there will be no disparate impact upon minority populations, nor a disproportionate burden upon low-income populations and that no further changes must be made to the Blue Line service plan going forward, as set forth in the attached document, and

WHEREAS, Authority staff is requesting approval of the River Corridor Bus Rapid Transit Title VI Service Equity Analysis.

NOW, THEREFORE, BE IT RESOLVED:

1. The Authority hereby approves the River Corridor BRT Title VI Service Equity Analysis.
2. This Resolution shall take effect immediately.

CERTIFICATION

The undersigned, duly qualified and acting as Secretary of the Capital District Transportation Authority, certifies that the foregoing is a true and correct copy of a resolution adopted at a legally convened meeting of the Capital District Transportation Authority held on 30th day of September, 2020.

Dated: September 30, 2020

Mark Schaeffer, Secretary

Memorandum

September 24, 2020

To: Strategic and Operational Planning Committee

From: Christopher Desany, Vice President of Planning and Infrastructure

Subject: Approval of River BRT Title VI Equity Analysis

Overview

The Title VI statute is an FTA regulation that ensures equity when transit systems make major service and operational decisions. As a federal funding recipient, CDTA must comply with Title VI rules. The intent of Title VI is consistent with CDTA's goals that service and fare decisions take into consideration the impact to our customers of all demographics. The requirement to comply with Title VI has existed for years, and we fully support its goals and objectives.

As per CDTA's Title VI Program, CDTA must conduct a Service Equity Analysis when a major service change is proposed. A Service Equity Analysis examines the effects of the service change against regional demographic data to ensure that minority and low-income populations do not bear a disproportionate share of its adverse effects, and that non-minority and non-low-income populations do not receive a disproportionate share of its benefits.

A major service change is defined as a change that satisfies any of the following criteria:

- Adds or eliminates more than 15% of CDTA system revenue hours.
- Adds or eliminates more than 50% of the revenue hours of a trunk route, BusPlus route, or any other route that exceeds 10,000 annual revenue hours.

As the BusPlus Blue Line (River Corridor BRT) project satisfies the second criterion, staff performed and prepared the *River Corridor Bus Rapid Transit Title VI Service Equity Analysis* as required.

Justification

Through a geographic data analysis of each individual service change as well as the total collective changes, we have determined that there will be no disparate impact upon minority populations, nor a disproportionate burden upon low-income populations. Accordingly, no further changes must be made to the Blue Line service plan going forward.

In summary, the provided Equity Analysis document contains:

- A description of the Federal Title VI statute.
- An excerpt from FTA's Title VI guidance requiring Service Equity Analyses.
- Summary of proposed service changes, including the Blue Line and all local routes on the corridor (#6, #7, #22, #80, #85, #522, and #716)
- A description of CDTA's procedure for conducting a Service Equity Analysis.
- CDTA's definitions of "adverse effect", "disparate impact", and "disproportionate burden".
- An analysis of proposed individual service changes, confirming that no disparate impact nor disproportionate burden was found.
- An analysis of proposed cumulative service changes, confirming that no disparate impact nor disproportionate burden was found.
- Maps of proposed service changes with minority and low-income census tracts.

Recommendation

I am requesting approval of the *River Corridor Bus Rapid Transit Title VI Service Equity Analysis*.

Copy: Chief Executive Officer



Memorandum

September 30, 2020

To: Chairman of the Board
Board Members

From: Chief Executive Officer

Subject: CEO Report for September

Overview

As I write this it is warm and breezy and feels like summer. But leaves are falling from the trees and the calendar says fall. As the season changes, we are slowly recovering from a worldwide pandemic. Even as recovery advances, it is far from what we remember as normal just 7 months ago. For CDTA, many things have changed, and we are working to adapt and position our company for success moving forward. Any success comes from the outstanding efforts of our workforce, across all departments and every job category – CDTA people have stepped up, worked together, and gotten us through tough times.

We continue to monitor ridership. We had seen a steady increase in boarding activity through the summer. By late July, daily boarding counts were almost 85% of what they were at this time last year. An impressive rebound from the losses in April and May. As expected, the return to fare collection in mid-August slowed the increases and resulted in a 10-15% drop in boardings. As the dust settles, our average weekday boarding count is now about 35,000 or 65% of normal. A look at the first few weeks of September do not show any gains although we are hopeful of a boost in Universal Access ridership as travel habits become more regular. Fare collection has resumed and both cash and prepayment systems have come back solidly. As people update their *Navigator* cards and adjust balances, we expect revenue to rise and be prominent in our monthly reports.

Our ridership status reflects where we are relative to COVID-19; getting better but progress is slow. It has been about six weeks since protective barriers were installed on all buses. This transition has been relatively smooth. Bus operators and maintenance employees have adjusted, and we are incorporating changes into our cleaning and disinfecting processes. We continue to modify disinfecting schedules as better methods are developed. Our maintenance staff is testing new products that promise better results, easier application, or improved consistency.

As we adapt to requirements brought about by COVID-19, our company is moving forward. Most notable is the advancement of River Corridor BRT to implementation in November. Infrastructure installation is in full gear, and it's more than just silver and blue stations – in most locations, construction includes new sidewalks, many of which are heated, new crosswalks, signals and other items that improve the landscape for transit users, pedestrians and motorists along the corridor. In that regard, BRT is a community infrastructure investment that does not receive the attention it should. In the case of this 16-mile long corridor, community investments are being made in Waterford, Cohoes, Lansingburg, Troy, Watervliet, Menands, Albany.

Buses for the BRT line have arrived and are being readied for service by our maintenance employees. The final plans for schedules are complete and most of this work is in production. New classes of bus operators have been hired and trained as they get ready to operate River Corridor service and complimentary local routes; lots of balls in the air as we complete our marketing and communication plans. The outreach plan will have several components, including communication to our employees, to customers along the corridor, and to corridor partners and stakeholders. There will be direct, targeted marketing along with general advertising about the corridor and BRT services. We are looking forward to a busy month or two.

CDPHP *Cycle!* continues to roll with impressive results. Through last week, there have been more than 23,000 bike rides. This has been accomplished in only 14 weeks. More impressive is the fact that bikes were rolled out gradually to accommodate concerns about COVID-19. For comparison, last year with a full 7-month riding season, there were 41,000 bike rides. Outstanding work by Lindsey Garney and her team; lots of new programs and new partners as we expand this popular and healthy travel option.

My activity report shows several Community Champion events. This recognition effort was developed as part of our 50th Anniversary plan to further engrain CDTA into the community. What resulted was a fantastic response about people who do great work. Although we received nominations about recognizable people and organizations, most were about people who help others with small, targeted efforts. Most times, there is no funding involved, the community champions do it from the heart. It was refreshing to see an outpouring of support for these champions and we plan to make it an annual event. Great work by Jaime Watson and Allie Schreffler to organize the events and see it to the end.

Here at 110 Watervliet Avenue, our Health Center will open in the next few days. We are starting with regulatory activities – physical examinations and drug/alcohol testing. Once the on-site practitioners have the lay of the land, the center will operate like a walk-in clinic offering health care, advice about health care, and other services that are important to the well-being of CDTA employees. This will be a big step forward for us and our employees. A formal event to open the center is being planned with our partners at CDPHP.

The Bokland building across the street is scheduled to come down this week paving the way for construction of a new parking facility. As you can tell when you drive down Watervliet Avenue, parking is at a premium and this space will fill that need; we will make special efforts to connect it to 110 and create a campus feel here and along the hill to our facility at 85 Watervliet Avenue. As we have discussed, this is part of the domino effect of new service, more vehicles, and new opportunities for CDTA.

Our marketing, communication and creative staff are working on our Strategic Plan. They are tasked with bringing the plan to life so that it speaks to employees, customers, and community partners. This will include lots of collateral materials – print documents, posters, brochures, YouTube videos, and web displays. We will communicate it using a variety of outlets and social media platforms that get people's attention. In all of this, we will be highlighting the work we do, the results we produce, and the benefits we bring to the region. It will include an introduction of our revised mission statement:

CDTA Provides Mobility Solutions that Connect the Region's Communities

Performance Measures

Key Performance indicators for the company are included in our monthly reports. Data is for August and it is compared to August 2019.

Total ridership was 988,000 in August, 22% less than last August. As expected, we saw a decrease in ridership when we returned to fare collection and front door boarding on August 19. This was an almost immediate drop of about 10%. These are people who were riding because it was free, were taking extra trips because they could, and others who might not have been comfortable with the front door boarding process. We have welcomed college students back to our system but there are less of them riding (remote learning). Ridership halfway through September was down close to 35%. We are adjusting to this new reality, keeping a close eye on service levels, and making changes where appropriate. Ridership on STAR continues to increase slowly. In August it was down 40%; down 50% year to date. We have seen a recent uptick in reservation calls and inquiries about the service. Northway Express ridership continues to be low as it is tied closely to the state workforce in downtown Albany. There were 852 boardings on NX buses in August; 94% lower than last August.

Thanks to the careful use of CARES funding, our financial situation is solid, and we are looking forward with optimism. With the return to fare collection in mid-August, we have seen a recovery in the customer revenue line. It will take time for this to fully recover, especially with an expectation of less from Universal Access agreements, which are tied to college ridership. Revenue from facilities continues to lag, mostly because of a steep decline in parking activity at Rensselaer Rail Station. Year to date, parking revenue is 96% less than expectations (about \$1.1 million). Although we expect some improvement through the end of 2020, this line will likely suffer for some time.

Fueled by low interest rates and a strong regional housing market, revenue from the Mortgage Recording Tax continues to surge. Year-to-date receipts are at \$5.3 million, 12% more than expectations. We have seen a return to timely receipt of STOA funds (although payments are less than expected), and 5307 money is available for us to draw on. Our finance staff has been judicious in their use of funding to get us through unprecedented times. We used CARES funds as a stop-gap tool and that served us well. As we reported at the Performance Monitoring committee meeting, we have used all CARES funding; we expect to get through this fiscal year in good shape, but we are concerned about next year's operating budget. We will begin to construct the budget in the coming weeks, and it will take center stage in committee discussions over the next few months.

Expenses in August were \$355,000 under budget; we are \$4 million under budget for the fiscal year-to-date. A few categories driving our savings – wages and associated benefits, purchased transportation costs (NX and STAR), professional services and fuel.

We missed 54 trips on the fixed route system; last August, we missed 27 trips. This a normal level for summer months. We reported 38 accidents in August with 15 categorized as preventable; last August, we reported 43 accidents with 20 categorized as preventable. All but one preventative maintenance inspection was done on time. Scheduled maintenance work was at 82%, a bit better than last August (80%). Fixed route timeliness was at 74%, about the same as last August. Our call center processed 173 comments compared to 209 last August. Response time to close inquiries within 10 days was at 97% (last August was 96%). There were 566,000-page views at www.cdfa.org. Last August, there were 704,000-page views.

Community Engagement:

We will return to our normal reporting when activities and events return.

Activity Report

There are some signs of normalcy returning in our outreach work. We have seen several in person meetings and more activity regarding longer term work that impacts CDTA, the region and the state. As this happens, we stand ready to position CDTA as a reliable, thoughtful, and capable community leader.

- On Thursday, August 27, we presented 12 Community Champion awards at a ceremony in our Albany garage. The awards highlight the work that people do to make our community better and stronger. Jaime Watson, Allie Schreffler organized this great program.
- On Friday, August 28, we presented another 12 Community Champion awards at a ceremony outside the Albany facility. We used our 50th anniversary bus as a backdrop to recognize another group of outstanding community leaders. It was great to highlight what they do, which is often done silently.
- On Monday, August 31, Barbara Gannon, and I met (via zoom) to talk about communicating our strategic plan to employees throughout the company. This will be an important part of the roll out and we considered several ways to message the strategic pillars, which support the plan and make it important to what we do.
- On Wednesday, September 2, I filmed a video spot encouraging people to attend the NYPTA fall conference. The conference will be virtual, and the association staff is using social media channels to encourage attendance. My clip is one of several that will be assembled to help with this work.
- On Thursday, September 3, I attended a virtual meeting of the CDTC Policy Committee. This is the organization's board meeting, and we had a full agenda of items relating to the Transportation Improvement Program and funding for regional projects. All federal transportation funding flows through CDTC.
- On Tuesday, September 8, I spoke with new maintenance employees as part of their introduction to our company. We talked about their role in providing great service to customers. We also talked about the career ladder at CDTA, professional development opportunities, and ways that people progress through the company.
- On Wednesday, September 9, I chaired a virtual meeting of the United Way's executive committee. We discussed organizational finances and things that are being done during the pandemic to help those in need. Workforce giving campaigns are going to require more attention than ever before.
- On Wednesday, September 9, we presented Community Champion awards to CDTA employees in the Albany Division. The awards highlight the great work of our employees who were nominated by customers, co-workers, and community members.

- On Wednesday, September 9, I attended a virtual meeting of the Regional Development Coordinating Committee. RDCC includes CEO's from transportation and economic development organizations. We get together a few times a year to talk about ways to support regional development. Meetings are hosted by the Capital Region Chamber of Commerce.
- On Thursday, September 10, we presented Community Champion awards to CDTA employees in the Schenectady Division. More outstanding stories of great work and community connections by our employees.
- On Friday, September 11, I attended a NYPTA strategic planning meeting. The NYPTA executive committee meets every year (around this time) to develop messages and approaches for the upcoming legislative season. These discussions were dominated by COVID-19, its impact on transit systems across the state, and the financial implications moving forward. We were able to develop a set of objectives and agree to use social media to begin to highlight the work of our industry in very difficult times.
- On Wednesday, September 16, I chaired a virtual meeting of the United Way Board of Directors. I am beginning my second year as Board Chair and look forward to working through COVID-19 with the United Way. The crisis has put a spotlight on what the United Way does and the people it serves; its fundraising capabilities are needed more than ever before.
- On Thursday, September 17, I listened to an Albany Business Review Panel discussion, where they launched their Empower Women series. Panelists talked about their experiences as professional women and ways that they have achieved success. One of the panelists was our own Jaime Watson who did a great job talking about the challenges working in transit, which is a very a male-dominated industry/company. She did a great job!
- On Thursday, September 17, I attended a virtual meeting of the Capital Region Chamber of Commerce Board of Directors. I am a member of the board and the agenda item was to approve an affiliation with the Center for Economic Growth. This will be a positive step for regional economic development initiatives.
- On Thursday, September 17, I attended a virtual meeting of the NYPTA Board of Directors. We finalized plans for our fall conference in October, talked about our strategy for the 2020-21 legislative season, and reviewed our financial situation (member dues and conferences are down significantly).
- On Monday, September 21, I spoke to our newest class of 11 bus operators. They will be ready for service by the end of October, just in time for the start of River Corridor BRT. We talked about expectations for them and their ability to use the CDTA career ladder. Hats off to our Human Resources staff who are grinding through a difficult stretch with back-to-back-to-back classes and more than 50 people hired since the spring!

- On Monday, September 21, I attended meetings of the Colonie IDA and LDC Board of Directors. Meetings were held in person at Colonie Town Hall, a refreshing change. The boards were briefed on several development projects, which may require consideration by the IDA/LDC in the coming months.
- On Tuesday, September 22, I took part in a video shoot for a new United Way commercial. The commercial will be part of United Way's outreach, which coincides with annual giving efforts at local companies.
- On Wednesday, September 23, I attended a meeting of CBA Board of Trustees. Most of the trustees assembled at CBA (my second in person meeting of the week). I enjoy my work on the CBA board; many of their students use our service to get to/from the campus (95% of their students are in school every day).
- On Thursday, September 24, I attended a virtual meeting of the Discover Albany Board of Directors. There were updates about the hospitality industry in Albany County, which has suffered greatly during COVID-19. Discover Albany staff has several initiatives underway to help hotels and restaurants.
- On Friday, September 25, 2020, we presented Community Champion awards to CDTA employees in the Troy Division. It was great to close the program by honoring Troy employees for their community work. It was also nice to be joined by board members Mike Criscione and Pat Lance.

Final Thoughts

As we manage our way through new realities, I am continually impressed by the men and women of CDTA. They are adapting and changing, working hard every day to connect the Capital Region. At the same time, they can take a few minutes to highlight people in the community who make it work. People who do things because they are the right things, people who do things from the heart. We recognized more than 50 Community Champions and I want to recognize all the men and women of CDTA – our Community Champions. They make our company go, and because of them, the best is yet to come.

#CDTAStrong

Copy: Senior Staff
Director of Corporate Communications