

# **Board of Directors Monthly Meeting**

**Wednesday, November 18, 2020 | 12:00pm  
Via Microsoft Teams & at 110 Watervliet Ave.**



## CDTA BOARD OF DIRECTORS MEETING AGENDA

Wednesday, November 18, 2020 | 12:00pm | 110 Watervliet Avenue, Albany  
and Microsoft Teams

<b>Board Item</b>	<b>Responsibility</b>	<b>Page</b>
Call to Order	Jayne Lahut	
Ascertain Quorum and Approve Agenda	Jayne Lahut	
Approve Minutes of Wednesday, October 28, 2020	Jayne Lahut	3
<b>Recognition/Updates</b>	Carm Basile/ Jayme Lahut	
<ul style="list-style-type: none"><li>• Jose George – Bus Operator, Troy - 20 Years</li><li>• Malkit Singh – Bus Operator, Albany - 20 years</li><li>• Kimberly Hoke – Bus Operator, Albany - 20 years</li><li>• Roger Thompson – Bus Operator, Albany - 20 Years</li><li>• Jefferson Young – Bus Operator, Troy - 20 years</li></ul>		
<b>Committee Reports: (Action Items Listed)</b>		
Board Operations Committee (Canceled)	Jayne Lahut	
Performance Monitoring/Audit Committee (11/12/2020)	Denise Figueroa	
<ul style="list-style-type: none"><li>• Resolution 44 - Approve Contract for Advocacy Services</li></ul>		15
Community and Stakeholder Relations Committee (11/12/2020)	Jackie Falotico	
Strategic and Operational Planning Committee (11/12/2020)	Michael Criscione	
<ul style="list-style-type: none"><li>• Resolution 45 – Approve Title VI Program</li></ul>		19
<b>Chief Executive Officer’s Report</b>	Carm Basile	
<b>Upcoming Meetings</b>		
Wednesday, December 23, 2020 at 12:00pm via Microsoft Teams and 110 Watervliet Avenue, Albany		
<b>Adjourn</b>		

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

**MINUTES OF WEDNESDAY, OCTOBER 28, 2020 BOARD MEETING**

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**MEMBERS PRESENT**            Jayme B. Lahut, Chairman  
   Michael J. Criscione, Vice Chairman  
   Patrick M. Lance  
via Microsoft Teams:        Denise A. Figueroa  
   Georgeanna M. Nugent  
   Jaclyn Falotico  
   Mark Schaeffer, Secretary

**MEMBERS EXCUSED**        David M. Stackrow, Treasurer

**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  
   Jack Grogan, Director of Risk Management  
   Philip Parella, Jr., Director of Finance  
   Jaime Watson, Director of Corporate Communications  
   Vanessa Salamy, Executive Assistant  
via Microsoft Teams:        Sarah Matrose, Internal Auditor  
   Stacy Sansky, Director of Procurement  
   Ross Farrell, Director of Planning  
   Jonathan Scherzer, Director of Marketing  
   Jeremy Smith, Director of Facilities  
   Thomas Guggisberg, Director of IT

**CALL TO ORDER**            At 12:09 p.m., Chairman Lahut called the meeting to order.  
   • Chairman Lahut noted that a quorum was present.

**AGENDA APPROVAL**  
   Motion – Mr. Criscione  
   Seconded – Ms. Figueroa  
   Carried Unanimously

**APPROVAL OF THE SEPTEMBER 30, 2020 BOARD MEETING MINUTES**  
   Motion – Ms. Figueroa  
   Seconded – Mr. Criscione  
   Carried Unanimously

**COMMITTEE REPORTS**

**BOARD OPERATIONS COMMITTEE** - Report from Vice Chairman Criscione  
   • Board Operations Committee met on Wednesday, October 14, 2020 at 9:15am at 110  
   Watervliet Avenue, Albany and via Microsoft Teams.

**Consent Agenda Items**  
   • No items scheduled.

### Administrative Discussion Items

- The committee reviewed agendas for the October meetings. We had several consent items this month along with exciting updates about our Strategic Plan.
- Budget Planning will begin shortly for next year's budget. We will convene a budget planning committee shortly. Predicting next year's budget will be a challenge. COVID-19 has had a large impact on how we and our partners do business, making it difficult to forecast traditional revenue streams. The preliminary budget will be presented in December.
- Lisa Marrello gave an update on advocacy and prospects for resuming normal governing activities. We continue to talk with local delegates about what CDTA has done to combat COVID-19, what our predicted budget might look like, as well as the need for Board Nominations to be moved.
- The next meeting of the committee is scheduled for Wednesday, November 4, 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, October 21, 2020 at 12:00pm at 110 Watervliet Avenue, Albany and via Microsoft Teams.

### Audit Committee Items

- No items scheduled.

### Consent Agenda Items

#### *Resolution No. 38 – 2020 – Approve Purchase of Auto/General Liability Insurance*

- Auto and General Liability Insurance provides protection against claims for injury and damage to people and property caused by our operation. We are self-insured for \$2 million, with excess insurance coverage of \$8 million and \$5 million, for total coverage of \$13 million. We received one proposal for each layer. We have seen in an increase in premiums and reduced market options this year because of industry insurance claims over the past two years.
- The proposals we received are from a good firm and they have met all our criteria.
- The Authority hereby approves a one-year \$8 million excess policy with American Alternative Insurance Company of Princeton, NJ; a \$5 million excess policy with Allied World National Assurance Company of NY, and a Non-Certified Acts of Terrorism policy with Lloyds of London in NY with the total one-year premium cost of \$447,723.

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

#### *Resolution No. 39 – 2020 – Approve Purchase of Auto/Physical Damage Insurance*

- Auto Physical Damage insures our vehicles in the event of fire, theft, and collision. The insurance is priced based on the value of our fleet. Our fleet value increased \$5 million this year.
- We received one proposal from our incumbent carrier Lexington Insurance. Because of market losses and capacity restrictions, our \$30 million program was reduced to \$25 million. We received a \$5 million excess proposal from Homeland Insurance to keep the structure of our program the same.

- The Authority hereby approves a one-year contract to Lexington Insurance of Boston, MA and Homeland Insurance of Plymouth, Minnesota for \$289,723

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

*Resolution No. 40 – 2020 – Approve Purchase of Worker’s Compensation Excess Insurance*

- Workers’ Compensation Excess Insurance provides protection against large claims for employee injuries occurring on the job that exceed \$750,000. CDTA is self-insured for the first \$750,000.
- The incumbent has left the market; our broker received several quotes with different program options from 3 carriers. Staff recommends increasing our self-insured retention level to \$1 million. This will reduce the premium increase due to losses in the excess insurance market.
- The Authority hereby approves a one-year contract to ACE/CHUBB insurance company of 436 Walnut Street, Philadelphia, PA for \$265,668.

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

*Resolution No. 41 – 2020 – Approve Contract of Articulated Bus Purchase*

- Our current contract for articulated buses is expiring, and an RFP process was conducted. We received 1 proposal for a new five-year contract. Stacy Sansky provided a detailed summary of the procurement process, including the technical and price review method.
- New Flyer, the incumbent, provided a Best and Final Offer of \$806,990 (only 1% more than the last price we paid for this type of vehicle). Staff recommends a five-year contract with New Flyer.
- The Authority hereby approves a five-year contract with New Flyer of America, Winnipeg, Canada at a cost of \$806,990 per bus plus selected options.

Motion – Ms. Figueroa  
 Seconded – Mr. Criscione  
 Carried – 5 Yay, 1 Nay

Investment Committee

- No items scheduled.

Administrative Discussion Items

- Mike Collins gave the Monthly Management Report. After the first six months of the year, MRT is 18% more than budget estimates; we had our first full month of customer revenue, which is good to see. Although we record STOA at 100%, we only receiving 70% of what was passed in the state budget; and, our 5307 grant is available for us to draw from. Total revenue is 40% above budget for the year.
- On the expense side, wages are 5.6% under budget for the year; health benefits are 5% under budget; materials and supplies are 45% over budget, most of this is for purchase of protective barriers for bus operators. Expenses are 8.5% under budget for the year.

- Our financial picture remains strong because of the CARES Act and the continued payouts of STOA by the state. We are projecting to end the fiscal year within budget.
- Mike Collins gave the Monthly Non-Financial Report. Total ridership is down 34% year-to-date. STAR boardings are down 48% for the year. Fixed route on-time performance is 74%; STAR on-time performance is at 86%. There were 15 preventable accidents and 22 non preventable accidents this month, well within our normal expectations.
- Next meeting of the Committee is scheduled for Thursday, November 12, 2020 at 12:00pm via Microsoft Teams and at 110 Watervliet Avenue.

#### COMMUNITY AND STAKEHOLDER RELATIONS COMMITTEE - Report from Jackie Falotico

- The Community and Stakeholder Relations Committee met on Thursday, October 22, 2020 at 11:30am at 110 Watervliet Avenue, Albany and via Microsoft Teams.

#### Administrative Discussion Items

- Jonathan Scherzer presented an update on how we will roll out the new Strategic Plan using a hands-on approach to ensure that the plan is a CDTA product, driven by employees and adopted by our Board of Directors.
- This rollout will involve a new suite of marketing assets containing the printed plan and targeted collateral such as bus ads, posters, etc. Other components will be employee road shows to solicit feedback and branding the plan.
- The committee will report quarterly updates on the progress of the plan, its initiatives, and work plans. The organization is also being realistic and will focus on a few key initiatives for each pillar in year one. This allows for tangible progress to keep company-wide momentum.
- Jaime Watson summarized the monthly Media/Community Engagement report. There were 20 media stories on television and newspaper. Highlights included the success of the CDTA Cycle! Program, the opening of the CDTA Health Center, and our partnership with APTA's national safety efforts.
- Jaime also discussed the dedication and commitment CDTA's employees have to giving back to the community. Despite COVID, CDTA participated in the PRIDE Center's 50th Anniversary, the Tri-City Valley Cats Fall Festival, and the Real Men Wear Pink campaign. CDTA will hold its Annual Pink Bus Pull this Friday, October 30th, at 1:00PM featuring teams of essential workers throughout the Capital Region. The public can follow along on CDTA's Facebook page live.
- Next meeting of the Committee will be on Thursday, November 12, 2020 at 11:00am 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, October 22, 2020 at 12:00pm at 110 Watervliet Avenue, Albany and via Microsoft Teams.

#### Consent Agenda Items

##### *Resolution No. 42 – 2020 – Approve Disposition of Saratoga Property*

- In 2008, CDTA sought to establish a new operating and maintenance facility for its Saratoga County services. Since the 2011 acquisition of a property to facilitate this expansion, expected ridership increases have not materialized as hoped.

- The property was purchased for \$535,000 and has since been appraised at \$1M. Pyramid Brokerage Company was commissioned to broker the sale of the site. The property was listed on various brokerage sites and local/global MLS services, and the local market was canvassed for potential developers.
- The only offer made comes from Munter Enterprises, in an amount of \$600,000. Munter Enterprises is a construction and real estate development company who is responsible for the development of much of the Grande Park.
- With the current economic climate and pandemic conditions, the pool of potential buyers/developers has shrunk since the appraisal was done. Appraisals are also done through the lens of “highest and best use”, meaning there is an ideal buyer who needs to build an industrial building at the current time of the appraisal.
- The advantages of this buyer is that he knows the property, it would be a cash deal in short time, and he is a developer willing to take a chance on sitting on the property for an extended period of time. Disposition will be done in accordance with the Public Authorities Accountability Act and other applicable laws.
- The Authority hereby approves the disposition of the former Saratoga Bus Garage property for an amount of \$600,000 to Munter Enterprises.

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

*Resolution No. 43 – 2020 – Approve BRT Land Acquisitions*

- In October of 2016, the Board approved our land acquisition plan for the River BRT. That plan included an accounting of the parcels required to implement it. After executing the process, we published a Determination and Findings document which included the feedback from the public outreach activities. The Board approved our Determination and Findings in January of 2017, which included authorization to acquire the properties.
- This approach satisfies our Small Starts requirements; however, we want to be conservative and be sure to satisfy our internal guidelines as well. As such, three of the properties acquired were of high enough value that we are looking for an additional resolution to memorialize their approvals: 559 Broadway, 517 Delaware, and 720 South Pearl.
- The Authority hereby approves of the acquisition of three River BRT parcels outlined above.

Motion – Mr. Schaeffer  
 Seconded – Ms. Falotico  
 Carried Unanimously

Administrative Discussion Items

- Mike Collins gave a presentation and facilitated discussion on the status of the budget for the current year, and described the preliminary work done for next year’s budget.

- MRT is tracking well at 18% over budget, however RRS revenue is down 76%. STOA payments are coming in at 70%. We have not drawn down on our 5307 and the \$42.7M in CARES money has been exhausted. Wages are under budget by 5.6%, however we have not started OGS or BRT service. Fuel consumption is tracking very low, and we are looking into the source of this.
- Developing the budget for next year will be challenging. Predicting Universal Access contract and parking revenue, predicting STOA and federal assistance, right-sizing service, and analyzing additional COVID-related impacts will all be tricky.
- We will be back in December to recommend the preliminary budget submission to PARIS.
- Next meeting of the Committee will be on Thursday, November 12, 2020 at 11:30am via Microsoft Teams and at 110 Watervliet Avenue.

CHIEF EXECUTIVE OFFICER'S REPORT – Carm Basile

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

UPCOMING MEETINGS

- Subject to the call of the Chair, Chairman Lahut announced the following meeting date:
  - Wednesday, November 18, 2020 at 12:00pm via Microsoft Teams and at 110 Watervliet Avenue.

ADJOURNMENT

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

Respectfully submitted,

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Mark Schaeffer, Secretary  
Dated: October 28, 2020



## CHIEF EXECUTIVE OFFICER'S REPORT

As we inch closer to the holiday season, most of us start to reflect on how fortunate we are. For me, good fortune starts with CDTA. Despite the challenges we have endured over the past 7 months, the CDTA team amazes me as they work through COVID-19. The issues we face are the new normal and we are adapting our company to operate as efficiently as possible. Our employees have accomplished so much, most of the time with little fanfare or recognition – I am proud of everything they do to make CDTA a vital part of the Capital Region.

There are lots of issues in front of us, but few companies could accomplish what we have. For starters - complete the company's first comprehensive Strategic Plan; commemorate our 50<sup>th</sup> anniversary and highlight the importance of what we do; unveil our second Bus Rapid Transit line, we are the only system in upstate New York to operate this progressive service; push our bike share program to new heights; open a new employee health center, one of the few such facilities in the Capital Region, and continue to support and engage with a number of partners to give back to the communities we serve.

These accomplishments are indicative of what we are at CDTA – innovative, accomplished, involved and forward-thinking. The men and women who work here provide great service to our communities and they want to be on the cutting edge of product delivery. We take personal and professional pride in what we do and that shows every day. At the same time, we are community facing and look to be a partner whenever we can. Hardly a week goes by without an activity that reflects our community spirit – this month is no different – Real Men Wear Pink, United Way Giving and more.

As we move through the fall season, we continue to monitor ridership closely. It is our main performance indicator; it measures what we do and how well we do it. With swings brought on by remote work/schooling and changes in travel patterns, ridership is down almost 40%. On a normal weekday, we see around 35,000 boardings. Last year, there were 55,000 boardings on an average day. Although the drop is across the system, heaviest decreases are on routes that depend on business arrangements, like Universal Access accounts and Northway Express service, which is primarily used by the state workforce. Ridership generated by employers, colleges, and school districts is down as we adjust to COVID-19. This is accompanied by a shift in boarding patterns with flattened peaks and activity spread throughout the week. We are also managing the requirements of social distancing.

Our maintenance team continues to modify cleaning and disinfecting processes. Buses and facilities are cleaned and disinfected daily and we are testing products and modifying procedures to provide customers with safe equipment and facilities. We are talking with vendors who offer new systems and products. This is a balancing act that requires research and testing to ensure we add the right products to our cleaning menu. Our buses, facilities, and equipment are at their cleanest as we meet or exceed national safety standards.

We have joined with APTA and dozens of transit systems across the country to promote the Health and Human Safety Commitment Program. The centerpiece of the program is a pledge to employees, customers, and our community that we are constantly seeking the best methods for safety, security, and disinfecting. The pledge is posted throughout our system and on our equipment.

Operation of River Corridor BRT service will begin on Sunday, November 8. Most of the infrastructure is in place and we are receiving lots of comments about the new stations. People are noticing the lighting, sidewalks, crosswalks, and technology that accompanies them. New silver and blue BRT buses are ready for service and construction activities at the Troy garage are nearly complete. As we introduce BRT schedules, there will be new travel options for customers to choose from. This is the subject of our outreach, which includes an educational component, so customers understand how to use the service. We are in full gear promoting and communicating the service and we anticipate an exciting roll-out. A public event is being planned and we are zeroing in on a date for that.

While we work to restore ridership, use of CDPHP *Cycle!* continues to break records. Through last week, there have been 30,000 bike rides (in only 17 weeks). Our bikes were rolled out gradually to accommodate new cleaning and social distancing requirements. Bikes are a practical option in all situations, including a pandemic. We continue to look for ways to expand the program, make it even more flexible and add new options. Last week, we hosted a shared mobility event to give the community a glimpse of more possibilities (electric bikes and scooters). More to come on this exciting arm of CDTA mobility.

The CDTA Health Center powered by CDPHP is open. If media and employee interest is an indicator, the center is going to be very successful. We are merging physical examinations, drug/alcohol testing with a walk-in clinic to offer health care, advice about health care, seminars and more. This is designed to keep CDTA employees well and encourage them to be active participants in their health care.

After a few stops and starts, the Bokland building is coming down, paving the way for construction of a new parking facility. Parking is at a premium at our facilities and cars are spilling onto the streets, making the addition very timely. Special efforts will be made to connect the lot and create a campus feel at all our properties along Watervliet Avenue.

Earlier this month, we were saddened to hear that Senator Joseph L. Bruno died. The Senator championed projects throughout the region, including many at CDTA. He was a proponent of a strong infrastructure and he supported the development of transportation initiatives. He was very supportive of the Rensselaer Rail Station, providing needed capital assistance, and leading the way as an advocate for regional gateways and mobility choices for area residents. He was ahead of his time and CDTA lost a great friend and supporter.

We are ready to unveil the company's first formal Strategic Plan. When we started this project nearly a year ago, no one could have predicted a global pandemic that would have brought us to a standstill. Despite those challenges, we were able to persevere and bring this project to a close. I am grateful to our Board of Directors for guiding this work and being integrally involved each step of the way. A big thanks to the CDTA leadership team for their work to keep the process moving to a successful end. The plan includes a revised mission statement that highlights the work we do, the results we produce, and the benefits we bring to the region. As part of our efforts to introduce the statement, I am including it with this report:

*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 September and it is compared to September 2019.

Total ridership was 898,000 in September, 36% less than last September. Ridership counts have settled in at 35-40% less than last year. Lots of reasons for this, most notably remote working. Our largest ridership generators are employment centers in the region's principal cities. Those customers have not yet come back. Ridership generated from Universal Access accounts is much lower than usual. Full boarding counts are not likely to resume until employees and students return on something close to a full-time basis. Ridership on STAR buses has increased slowly; it is now 50% less than last year. Although Northway Express ridership continues to be low, there was an uptick in September, with boardings in September 86% lower than last September. NX ridership is tied closely to the state workforce in downtown Albany.

As we move through the second half of the year, we will continue to adjust service to demand. This will require close examination of ridership, service levels and resources. It is likely that some service will need to be reduced or modified to fit into new demand realities. We are also evaluating social distancing and spacing on trunk routes where ridership is heaviest.

I am pleased that our financial condition is solid, and we are looking ahead, with cautious optimism. As we reported in last week's Performance Monitoring meeting, September reports provide a six-month summary of our company. They are a snapshot of our operating performance and financial health. Although customer and facility revenue (mostly parking at Rensselaer Rail Station) continue to lag, there are signs of recovery for the second half of the year. It will take time for a full recovery and it is likely that adjustments will be made in next year's budget. Our staff has begun to work on the budget, and this will be a topic in Strategic and Operational Planning meetings over the next few months.

We have used the last of our CARES funds. As required by the Federal Transit Administration, we used this money before drawing other federal funds. This provided needed relief for CDTA and other transit systems across New York. CARES was stop-gap funding to offset significant drops in customer and facility revenue. We are grateful for this needed revenue and appreciate the efforts of FTA staff.

Low interest rates and a strong housing market continue to push Mortgage Recording Tax. Our year-to-date receipts are at \$6.6 million, 18% more than expectations. Customer revenue returned for the full month of September at \$926,000. This is welcome news after several months with no fare collection. It will take time to attract customers back to the system and elevate revenue to normal levels. Revenue from Rensselaer Rail Station continues to suffer from travel restrictions. Revenue for 6 months is \$434,000, well short of our \$1.8 million target. Most of this is parking revenue at the station.

September expenses were \$181,000 under budget; we are \$4.2 million under budget for the year. Savings are driven by the wage and benefits lines, purchased transportation (NX and STAR), fuel and professional services. We are reviewing all expense lines so that we understand what is causing the changes and how best to make projections moving into next fiscal year.

We missed 50 trips on the fixed route system; last September, we missed 34 trips. There were 37 accidents in September with 15 categorized as preventable; last September, we reported 46 accidents with 13 preventable. All preventative maintenance inspections were done on time. Scheduled maintenance work was at 84%, last September, it was 85%. On-time performance for fixed route buses was 74%; last September, it was 73%. STAR buses operated within our acceptable time window 86% of the time; last September this was 76%.

Our call center processed 230 comments compared to 235 last September. We received 14 comments about STAR compared to 34 last September. Response time to close customer inquiries within 10 days was at 95%. There were 566,000-page views at [www.cdta.org](http://www.cdta.org). Last September, there were 704,000-page views.

### **Community Engagement:**

We are excited about the return of safe community activities that CDTA can support. This month we supported the American Cancer Society's Real Men Wear Pink Kick-Off, the Tri-City Valley Cats Fall Festival, and the PRIDE Center 50<sup>th</sup> Anniversary Event.

### **Activity Report**

Our work is focused on strengthening mobility in our region. We support this by improving awareness of CDTA and what we do. This work happens in different venues, with lots of partners, and always with the support of CDTA employees.

- On Thursday, October 1, I was interviewed on Spectrum News about our Real Men Wear Pink Campaign. This runs throughout October and it has become a trademark fundraiser in the Capital Region. Jaime Watson arranges this, and she did several interviews throughout the day with media outlets.
- On Thursday, October 1, we kicked off our Real Men Wear Pink campaign with an event at CDTA. We were joined by Real Men and American Cancer Society staff. Lots of media attention with our Pink Bus, the star of the show. The Pink Bus moves around the region during October and it is the visual centerpiece for RMWP events. Hats off to Jaime Watson and her helpers as we complete our 5<sup>th</sup> RMWP campaign.
- On Thursday, October 1, I joined the NYPTA executive committee on a ZOOM meeting with New York State Department of the Budget staff. We talked about the budget year, revenue shortfalls and sources that fuel the State Operating Assistance (STOA) fund. Good discussion with lots of work to do in the coming months.
- On Tuesday, October 6, Lance Zarcone and I met with Bob and Steve Brown. The Browns operate NX service for us and they have been long time partners. We talked about ridership, service levels and prospects for a return to work by state employees. State employees make up nearly 90% of the NX ridership base and they are critical to the success of this service.

- On Wednesday, October 7, I chaired a virtual meeting of the United Way Executive Committee. We discussed the annual budget, external audit results, and local giving efforts. Workplace campaigns will require lots of attention by the United Way staff.
- On Wednesday, October 7, I spent time at the proposed site of the United Way Shared Services space. The space is part of the Kenmore development in downtown Albany (the old Steuben Club). If advanced, it will be the home of the United Way and a dozen not-for-profits who will share space and resources. This is an exciting possibility.
- On Tuesday, October 13, we opened the CDTA Health Center powered by CDPHP. Lots of media attention and curious CDTA employees in attendance to see this innovative concept. Dr. John Bennett, Chief Executive Officer at CDPHP talked about good health and lower health care costs, while Tony Hynes, CEO of Precision Valve talked about the impact that his health center has had on their workforce. Hats off to the CDTA team that built the center and got it up and running. An outstanding opening event to let the community know about the innovative work being done at CDTA.
- On Tuesday, October 13, I was interviewed by a reporter from WRGB about ridership levels and prospects for increases. We talked specifically about Northway Express ridership, which has seen a steep drop during the pandemic; I explained reasons for this and prospects for a return to normal levels.
- On Wednesday, October 14, I chaired the United Way annual meeting. It was held via ZOOM and covered required elements, including election of officers, annual awards, and budget presentations.
- On Wednesday, October 14, Amanda Avery provided ethics training to several staff members who are required to take this training by the Joint Commission on Public Ethics.
- On Thursday, October 15, I attended an unveiling of the United Way giving campaign video. It was previewed on the Times Union Center video screens on Pearl Street. The video will support the annual giving campaign. Jaime Watson joined me.
- On Thursday, October 15, I led a discussion on diversity, inclusion, and mutual respect with about 20 staff members. This was the first of many discussions we will have on the topic as we work to make CDTA a better place for employees.
- On Monday, October 19, I welcomed a new class of 7 bus operators to CDTA. We talked about the things CDTA does to connect communities and their role in this work. All of them have a Commercial Driver's License, which will shorten their training program. Great job by our Human Resources team who are filling positions on a regular basis.
- On Monday, October 19, I attended meetings of the Colonie Industrial Development Agency and Local Development Corporation. I am a member of these boards that work to stimulate economic opportunities in the town. The board awarded several COVID PPE grants and heard from developers who are moving major projects in the town.

- On Tuesday, October 20, I met with Michael Fleischer. Mike and I have known each other for many years; he was formerly Commissioner of the NYS Thruway Authority and Deputy Commissioner at NYSDOT. He is now a consultant and works with several transportation clients and advocates.
- On Wednesday, October 21, I was a judge for the American Council of Engineering's Excellence awards program. My panel judged 20 transportation entries. We have been active in the local chapter of ACE and they are supportive of our work.
- On Sunday, October 25, I spent time talking with Charlie Voelker on radio station WTMM-FM104.5. We talked about Real Men Wear Pink and reasons why CDTA is involved with the campaign. I highlighted the Bus Pull this coming Friday and encouraged everyone to be on the lookout for the Pink Bus.
- On Tuesday, October 27, we held a virtual town hall meeting to provide information about River Corridor BRT service and respond to questions from customers. This replaces face to face meetings that would have normally happened in our outreach work.
- Earlier this morning, I moderated a panel discussion on Service Restoration and Recovery as part of the New York Public Transit Association's annual conference. Like most events during the pandemic, the meeting was virtual. The conference drew about 125 participants.

### **Final Thoughts**

October has been a great month, filled with activities and accomplishments, and our agenda for November is just as full. That is the CDTA way – adapt to conditions, change with the times, and move forward towards success. The men and women of CDTA are not easily satisfied and it is their desire to always be better. Thank you to everyone for making CDTA so great!

#CDTAStrong

Copy: Senior Staff  
Director of Corporate Communications

**CAPITAL DISTRICT TRANSPORTATION AUTHORITY  
RESOLUTION No. 44 - 2020**

Authorizing Contract for Advocacy Services

**WHEREAS**, the Capital District Transportation Authority (the “Authority”) is charged with the continuance, development, and improvement of transportation facilities and services, requiring certain professional services, and

**WHEREAS**, the Authority is empowered by N.Y. Public Authorities Law section 1306 (8) to retain or employ such private consultants to serve on a contract basis, and

**WHEREAS**, the Authority has solicited and evaluated four responsive proposals for advocacy services in response to a general solicitation, and after interview and consideration of the work required staff has determined that the superior proposal was provided by Park Strategies, LLC of Albany, New York, and

**WHEREAS**, Authority staff now recommends the award of a three-year advocacy services contract, with two optional one-year renewals, to Park Strategies, LLC of Albany, NY for an annual cost of \$84,804 and a total amount not to exceed \$424,020 over the five-year contract term.

**NOW, THEREFORE, BE IT RESOLVED:**

1. The Authority hereby awards a three-year advocacy services contract with two optional one-year renewals to Park Strategies, LLC of Albany, NY for an amount not to exceed \$424,020 over the five-year contract term, subject to compliance with the proposal and contract documents.
2. The Chief Executive Officer is authorized to sign a contract in return for the charges and fees set forth in the request for proposal and contract documents.
3. The source of funding for these services shall be Executive Department Annual Operating Budget.
4. This Resolution shall take effect immediately.

**CERTIFICATION**

The undersigned, duly elected 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 18<sup>th</sup> day of November, 2020.

Dated: November 18, 2020

\_\_\_\_\_  
Mark Schaeffer, Secretary

## **Capital District Transportation Authority Agenda Action Proposal**

**Subject:** Contract award for advocacy services to Park Strategies, LLC of Albany, New York.

**Committee:** Performance Monitoring/Audit

**Committee Meeting Date:** November 12, 2020

**Board Action Date:** November 18, 2020

**Background:**

We use a professional firm to help us advocate at the state level.

**Purpose:**

The current contract is set to expire and a new one is required to maintain services.

**Summary of Proposal:**

A Request for Proposals (RFP) was issued outlining CDTA's need for advocacy services and expected outcomes of a partnership with an advocacy firm. The RFP requested firm qualifications including their transportation experience and familiarity with the Capital Region landscape. Four proposals were received, based on proposal reviews, consideration of the work required, and the work of the incumbent, staff recommends that we contract with Park Strategies.

Staff recommends a three-year contract with two optional one-year renewals for Advocacy Services be awarded to Park Strategies, LLC of Albany, NY for an amount not to exceed \$424,020 over the contract term.

**Financial Summary and Source of Funds:**

Annual Cost: \$84,804

Five Year Cost: \$424,020

Annual Operating Budget (Executive Office)

**Prepared by:**

Stacy Sansky, Director of Procurement

**Project Manager:**

Carm Basile, Chief Executive



## Memorandum

November 12, 2020

To: Performance Monitoring/Audit Committee  
Performance Monitoring Committee Members

From: Carm Basile, Chief Executive Officer

Subject: Recommendation to Engage Park Strategies

### Recommendation

Staff recommends award of a 3-year contract with 2 one-year renewal options for advocacy services to Park Strategies of Albany, New York. Park Strategies is one of the leading government relations firms in Albany. They focus on legislative and government strategy, regulatory monitoring, and budget analysis. They are the incumbent provider of this service.

### Background

We use a professional firm to help us advocate at the state level. They work with elected officials (and staff), and provide a coordinated strategy with state associations, trade groups, customer groups and others to insure transportation funding and policy development. We have been very successful with this work over the past several years. Our relationship at the Capitol and throughout the region is strong as we highlight the need for more and better mobility, and the funding required to do this.

We have contracted with Lisa Marrello and Park Strategies to do this work for the last 5 years (note that Ms. Marrello was previously at the Jackson Lewis firm). She has done excellent work and has matured our advocacy efforts and visibility with state and regional leaders. We have seen increases in state operating assistance, capital assistance and specific grant awards. Ms. Marrello is a trusted advisor to our staff and board members. She and her associates are well versed in CDTA issues and have a thorough understanding of what we do. They have invested the time and effort to learn about CDTA, the work we do and the opportunities we want to develop.

### Process

We issued a Request for Proposals in accordance with CDTA procurement procedures. We received proposals from – O'Donnell & Associates, Park Strategies, Shenker, Russo & Clark and Tress Capitol Advisors. Based on proposal reviews, consideration of the work required, and the work of the incumbent, staff recommends that we contract with Park Strategies.

### Principals

Lisa Marrello is the Managing Director at Park. She has spent more than 25 years representing clients at the state, federal and local level. She will be assisted by Jay Bove and Kevin Bronner (note that this team has been together for the past five years).

### Fees

The Park Strategies fee is \$7,067 monthly. It is the same fee that we have paid for the last two years. This is in our annual budget (in the Executive Department).

Copy: Vice President of Finance and Administration

**CAPITAL DISTRICT TRANSPORTATION AUTHORITY  
Staff Contract Award Certification**

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

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

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

One-Shot Deal: Complete scope and fixed value  
 X 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:**

\$84,804 Annually (NTE)                      **fixed**    estimated                      (circle one)

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

X 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)                       X Request for Proposals (RFP)  
 Professional Services (Over \$25,000)                       Sole or Single Source (Non-Competitive)

**6. SELECTION CRITERION USED:**

Number of Proposals/Bids Solicited # 13                      or                      **Advertised**  
Number of Proposals/Bids Received # 4

Attach Summary of Bids/Proposals

**7. Disadvantaged/Minority Women's Business Enterprise (D/MWBE) involvement**

Are there known D/MWBEs that provide this good or service?                      **Yes**    No  
Number of D/MWBEs bidding/proposing                      1  
D/MWBE Certification on file?                      Yes    No                      **Not Applicable**  
Was contract awarded to a D/MWBE?                      Yes    0  
Number of D/MWBE Subcontractors                      0

**8. LEGAL NAME and ADDRESS OF CONTRACTOR/VENDOR: Park Strategies, LLC**

111 Washington Ave, Suite 600  
Albany, NY 12210

**8. SOURCE OF FUNDS: Annual Operating Budget, Executive Office**

**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: November 9, 2020

**CAPITAL DISTRICT TRANSPORTATION AUTHORITY  
RESOLUTION No. 45 - 2020**

Approve 2020-2023 Title VI Program

**WHEREAS**, the Capital District Transportation Authority (Authority) is charged with providing transit services within the Capital District Transportation District, and

**WHEREAS**, the Authority is subject to a number of state and federal statutes and regulations, including those found at 42 U.S.C. §2000 *et seq.* and 49 C.F.R. 21, and is further subject to the oversight of the United States Federal Transit Administration, and

**WHEREAS**, the Authority is required to develop and approve a comprehensive Title VI Program, to be submitted to the Federal Transit Administration for review every three years, and

**WHEREAS**, the Authority has reviewed and updated the Title VI Program, and after extensive review and discussion, now recommends the approval and submission of the 2020-2023 Title VI Program to the Federal Transit Administration.

**NOW, THEREFORE, BE IT RESOLVED:**

1. The Authority hereby approves the 2020-2023 Title VI Program and directs its submission to the Federal Transit Administration.
2. This Resolution will not require any significant direct expenditure of public funds or result in any revenue.
3. 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 18<sup>th</sup> day of November, 2020.

Dated: November 18, 2020

\_\_\_\_\_  
Mark Schaeffer, Secretary

## Memorandum

Date: November 12, 2020

To: Strategic and Operational Planning Committee

From: Christopher Desany, Vice President of Planning & Infrastructure

Subject: Approval of Title VI Policy

### Overview:

The Title VI statute is an FTA regulation to ensure equity when transit systems make major service and operational decisions. As a federal funding recipient, CDTA must comply with Title VI regulations. The purpose of Title VI is to:

- Ensure that the level and quality of transit service is provided in a nondiscriminatory manner;
- Promote full and fair participation in transit decision-making without regard to race, color, or national origin;
- Ensure meaningful access to transit-related programs and activities by persons with limited English proficiency.

CDTA works to ensure that all decisions made under the umbrella of Title VI put our customers on a level playing field and do not unfairly favor or disfavor one demographic over another. The intent of Title VI is consistent with CDTA's goals to ensure 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 many years, and we fully support its goals and objectives. We performed an extensive analysis based on FTA regulations to develop our final plan, which was presented to the public in a Virtual Public Meeting on October 27th. The policy has been provided to you separately for review.

We are required to submit a Board-approved policy to FTA by the end of the calendar year. In summary, the policy contains:

- General requirements, including a copy of Title VI notifications and a report of investigations
- Service monitoring standards that include level and quality of service
- An analysis of our adherence to service monitoring standards (we do comply)
- The definition of a “major service change”
- The definition of a “disparate impact”
- The definition of a “disproportionate burden”
- A Public Participation Plan that describes customer and stakeholder outreach procedures
- A Limited English Proficiency Language Assessment Plan that describes our strategy for addressing customers who do not read, write, or speak English (provided under separate cover from the Title VI Policy document)

### Recommendation

At this time, I am recommending approval of the 2020-2023 Title VI Policy.

Copy: Chief Executive Officer



## Memorandum

November 18, 2020

To: Chairman of the Board  
Board Members

From: Chief Executive Officer

Subject: CEO Report for November

### Overview

As we continue to navigate through the issues brought about by COVID-19, I continue to be impressed by the work of the CDTA team. They are constantly adjusting what we do and how we do it. And in spite of the disruption and uncertainty that surrounds us, their resolve allows us to unveil Bus Rapid Transit service, showcase a new strategic plan, build extensions to our campus, break bike share use records and operate a new in-house Health Center. These are the things that separate CDTA from the transit industry pack and make this a special place to work.

If the COVID-19 experience has taught us anything, it is that your financial situation must be stable enough to handle periods of uncertainty. We have built a solid financial infrastructure and support systems that are helping us through difficult times. This is a featured part of our discussions at the state level regarding funding and opportunities. We are visiting with elected and government officials to talk about CDTA finances and to discuss what the state spending plan may look like. These meetings, which are coordinated by Lisa Marrello, give us a chance to talk about the work we do and highlight issues and areas of opportunity. We also discuss our financial realities and how that fits into larger discussions about infrastructure and better mobility. These meetings will continue for the next several weeks and they are aligned with our budget discussions.

In almost all our meetings, the featured topic is Bus Rapid Transit. People want to know about our new Blue Line service, which began operation last week. The 16-mile corridor has CDTA and BRT stamped all over it, thanks to gleaming new stations, vibrant signage and new buses that are operating smoothly. The blue and silver color scheme is eye catching, and customers are the beneficiaries of frequent service and coordinated local routes, which make travel along the corridor easier and more efficient than ever. We are looking forward to the grand unveiling tomorrow in downtown Troy as we head towards 40 miles of BRT service.

Another discussion item is CDPHP *Cycle!* Everyone wants to know how many bikes we have and how many rides have been taken. They are impressed with our reorganized *Cycle!* program and how it has been enhanced with Universal Access agreements. Everyone agrees that bicycling is a safe and efficient way to travel and they are inspired by what we have done to keep the system clean and safe. Through last week, there have been 35,000 bike rides (in only 20 weeks). For a reference point, last year's season total was 41,000 rides (more than 30 weeks).

All conversations with our stakeholders include a discussion about ridership. Although our report is that ridership is on the decline, we are optimistic that it will bounce back when COVID-19 lessens, and people resume more normal activities. This will take time and we are working to align service to demand while allowing for social distancing. The work of our employees is critical in this regard as we need to be flexible and develop appropriate service plans. For now, ridership is around 60-65% of what it was pre-COVID-19, with weekday boardings pushing 35,000. Our ridership comeback will be generated by major employers, colleges, and school districts, all of whom are key parts of our successful Universal Access program.

As customers return, they will find a different standard for cleanliness. Our buses and facilities are cleaned and disinfected daily and we are constantly modifying procedures to provide customers with safe equipment, facilities and services. As new products are introduced, we are working with vendors to find the right mix for CDTA. This requires constant discussion and changes, and our maintenance team has been outstanding in this work.

The CDTA Health Center powered by CDPHP is operating smoothly and employees are visiting with our nurse practitioner. We are merging physical examinations, drug and alcohol testing with clinical advice about prevention and health care. Our intent is to keep employees well and encourage them to be active participants in their own health care. We are working to merge activities and events organized by CDPHP into the agenda for the health center to provide even more options to employees and their families.

This is particularly timely as we battle against COVID-19. Our staff has developed detailed protocols for monitoring the health of employees, encouraging them to seek care if they do not feel well, and to monitor the progress of our efforts. This has required lots of changes throughout the company, new equipment, and new procedures that ensure that these measures are effective. The effort is led by Kelli Schreivogl in Human Resources and it is supported by people throughout the company. The CDTA day now begins with temperature checks at kiosks, check-ins with employees in quarantine status, operation of buses with barriers to protect bus operators and a flurry of cleaning and disinfecting systems that go on throughout the day. All this work requires its own reporting and tracking systems.

I am proud of the work of our employees during the pandemic. The CDTA team, more than 700 people, have worked together during the past 8 months to ensure that our community had the connections it needed to get customers where they need to go. This work continues as it looks like several more months before there is a sense of normalcy in what we do and how we do it.

Looking across the street the footprint for a new parking facility is evident. This construction work at the former Bokland building site will continue for several weeks, with appropriate infrastructure to be installed along with connections to 85 and 110 Watervliet Avenue. This is another sign of the progress we are making at CDTA; this project will pave the way for an expansion of the Albany garage to house more buses for more service and more mobility options for the people of our region.

As we reported at the Community and Stakeholder Relations committee meeting, we have developed a plan to unveil and explain our Strategic Plan to employees, customers and to our stakeholders. This effort will be tailored to the different groups so that they understand the importance of our strategic pillars and the roadmap that the plan sets for CDTA. This will show our community the work we have done to articulate a clear path towards success for CDTA.

## **Performance Measures**

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

Total ridership was 924,100 in October, 38% less than last October. We have settled at ridership levels that are 60-65% of what they were same time last year (pre-pandemic). There has been some uptick as people slowly return to their workplace. However, that is offset by uneasiness on college campuses where we generate a good deal of ridership activity. Activity on STAR buses is increasing, albeit slowly; ridership in October was 60% of what it was last October. Northway Express ridership continues to be low, with October boardings 86% lower than last October. NX ridership is tied closely to the state workforce in downtown Albany.

We are taking a deep look into service design so that we can make appropriate adjustments to meet demand. Moving forward, it is likely that we will modify or reduce some services to fit new demand realities and resource availability; all of this work will accommodate for social distancing and spacing on trunk routes where ridership is heaviest.

Thanks to good staff work, the financial condition of the company is on solid ground. Our ability to manage expenses is the key to our success. The wage and benefit lines continue to be under budget. This drives the rest of the expense lines, which are down significantly. In total, expenses were down 4.2% for October. The only outlier is Workers Compensation, which was 80% over budget. This was caused by two loss of use awards, which are costly. This happens when claimants are awarded one-time payments for injuries, which is on top of monthly benefits. We have discussed this several times in the Performance Monitoring committee meetings; it is one of the risks associated with a self-funded workers compensation program.

October was the first month that we did not show revenue exceeding expenses. With CARES funds exhausted, the onus is on us to manage the business in our new reality. Almost all revenue losses are linked directly to the pandemic; customer revenue is down 49% for the month and revenue at Rensselaer Rail Station is also down significantly (73%). Most of the RRS revenue is parking receipts, which are down 85%. There is light activity at the station as people have not yet returned to rail travel (trips to and from New York City). This is a growing concern along with the status of tenants, who provide important support services at the station. The highlight on the revenue side is Mortgage Recording Tax, which continues to outperform expectations. For the month, we are 17% ahead of budget (19% for the year). A strong local real estate market is driving MRT.

We missed 43 trips on the fixed route system; last October, we missed 41 trips. There were 37 accidents in October with 16 categorized as preventable; last October, we reported 38 accidents with 15 preventable. All preventative maintenance inspections were done on time. Scheduled maintenance work was at 87%, last October, it was 86%. On-time performance for fixed route service was 74%, the same as last October. STAR service operated within our acceptable time window 84% of the time; last October this was 70%.

Our call center processed 187 comments compared to 257 last October. We received 10 comments about STAR compared to 46 last October. Response time to close customer inquiries within 10 days was at 90%. There were 488,000-page views at [www.cdfa.org](http://www.cdfa.org). Last October, there were 784,000-page views.

### **Community Engagement:**

This month we wrapped up our fourth year with the American Cancer Society's Real Men Wear Pink Campaign. Our Pink Bus Pull has become a hallmark event for CDTA and the community. This year we held our event in a safe and responsible way at 110 Watervliet Avenue and welcomed essential workers to pull our Pink Bus. We had 10 teams from CDTA, Albany Police, Albany Fire, CDPHP, Albany Medical Center, Commercial Lending Advisors and NOVUS Clothing. Congratulations to the Albany Police Department who took top honors for the second year in a row. This event is a fun community event that also brings our employees together in the fight against cancer.

We also participated in the American Heart Association's Go Red for Women virtual event on November 10 and 12. The event is designed to increase women's heart health awareness and to help improve the lives of women globally. AHA is a new partnership for us and we will do more with them in the future.

We have kicked off our United Way giving campaign. CDTA has been a proud supporter of the United Way of the Greater Capital Region for its entire 50-year history. Supporting this organization and community is more important than ever as the United Way provides for those who are most impacted by COVID-19.

### **Activity Report**

As we approach the end of the calendar year, we are meeting with elected officials and agency staff about next year's state budget. At the same time, we continue to advance projects and are working with partners to develop new mobility options. This almost constant outreach improves awareness of CDTA and the things that we do throughout the region.

- On Wednesday, October 28, Lisa Marrello and I met with Assemblyman Phil Steck (conference call). We talked about CDTA activities, the start of River Corridor BRT and our financial concerns. We were joined by members of Lisa's team and the assemblyman's staff.
- On Thursday, October 29, our Leadership Team met with Barbara Gannon (Microsoft Teams) to work on implementation of our Strategic Plan. The group is tasked with aligning their work plans to the Strategic Pillars and corresponding goals. This will serve as a foundation to move forward and fully implement the plan.
- On Friday, October 30, I was part of the CDTA Pink Bus Pull. It was great to see people excited to be at 110 Watervliet Avenue supporting the Real Men Wear Pink campaign, the American Cancer Society and CDTA. Hats off to Jaime Watson and her team of volunteers (Allie Schreffler, Stacy Sansky, Lindsey Garney and Vanessa Salamy).
- On Monday, November 2, Lisa Marrello and I met with the Governor's transportation staff and Division of the Budget to talk about CDTA financial issues (conference call). We briefed them on our budget status and the prospects for next fiscal year. This information exchange is helpful as the state moves toward a new fiscal year and construction of the state budget.



- On Monday, November 2, I participated in a meeting about regional branding hosted by the Capital Region Chamber of Commerce (Zoom). I have been involved in this effort to coordinate regional promotion and sharing resources to make it a better place to live and work. CDTA is a great example of a coordinated, regional operating company. More to come on this exciting work.
- On Monday, November 2, Lisa Marrello and I met with Assemblywoman Pat Fahy and Assemblyman John McDonald (conference call). We talked about CDTA projects including River Corridor BRT, electric buses, and an expanded cycle effort. We updated the assembly members on our financial status and the prospects moving forward.
- On Tuesday, November 3 (Election Day), we operated a full service complement along with shuttles to get people to polling locations. Our services provide a convenient way to get to polling sites and we promoted this option on social media platforms. Many of our partners did the same to round out this effort.
- On Thursday, November 5, I called into several radio stations to talk about River Corridor BRT service. These conversations were designed to announce the service start on November 8 and to talk about the exciting features of the BRT service. In addition to the stations I was on (WGY, WFLY and WYJB), Jaime Watson appeared on several others to round out our media blitz.
- On Friday, November 6, I was interviewed on radio station WGDJ about the River Corridor BRT. I continue to talk about the infrastructure improvements we made in communities along the corridor (new sidewalks, crosswalks and signal systems).
- On Sunday, November 8, I was interviewed on WRGB-Ch 6 about the start of River Corridor BRT. This is part of our information campaign to introduce the service. Jaime Watson arranged the media activity and coordinated schedules.
- On Monday, November 9, I was interviewed by a reporter from WNYT-CH 13 about our new BRT line. We spoke about connections the service will provide to work sites on the corridor; we also talked about ridership in general and prospects for a ridership uptick.
- On Wednesday, November 11, I participated in a meeting of Executive Team Leaders for the American Heart Association campaign (Zoom). I was invited to join this group by Dr. John Bennett. The group is charged with developing a strategy to support the Heart Walk and other activities of the association. Jaime Watson joined me on this call.
- On Friday, November 13, we held a coronavirus team meeting. This group has been reconvened because of the surge in positive cases in our area. We talked about the well-being of our employees, ridership, service design and our work to disinfect vehicles, equipment, and facilities. The group will continue meeting to coordinate our efforts.
- On Monday, November 16, I welcomed a new class of 18 bus operators to CDTA as we continue expanding the capacity of our company. We talked about the things we do to connect communities and their role in this work. Great job by our Human Resources team who are working diligently to fill positions on a regular basis.

- On Tuesday, November 17, I met with John Tozzi a partner at Creighton Manning Engineering. CME does a good deal of planning, design, and engineering work for us, especially relating to Bus Rapid Transit. John and I meet periodically to talk about our relationship and ways to make it better and stronger.
- Earlier this morning, I chaired a meeting of the United Way Executive Committee. We talked about agency finances, employee giving campaigns and the status of our shared services project.

### **Final Thoughts**

As we approach Thanksgiving, we have so much to be thankful for. We work at a great company filled with great people. CDTA is a place where people take their work seriously and they want to provide customers with the best service possible. At the same time, it is a place where we realize that people are our most important commodity, and we must work together and take care of each other. Never has this been more apparent than now and my report tries to capture some of that spirit and report it to Board members and the community.

Thank you to our Board of Directors for your continued focus on making CDTA better. Your work and the work of the CDTA team ring true in our new mission statement:

*CDTA Provides Mobility Solutions that Connect the Region's Communities*

Copy: Senior Staff  
Director of Corporate Communications