



CDTA COMMITTEE AGENDA

Board Operations Committee

Via Microsoft Teams or In-Person

Wednesday, August 12, 2020 at 9:15am (110 Watervliet Avenue, Albany)

Committee Item	Responsibility
Call to Order	Jayne Lahut
Ascertain Quorum & Approve Agenda	Jayne Lahut
Approve Minutes of Wednesday, July 15, 2020	Jayne Lahut
Consent Agenda Items	
<ul style="list-style-type: none">• Adopt Strategic Framework	Carm Basile
Administrative Discussion Items	
<ul style="list-style-type: none">• Review Committee Agendas• Collective Bargaining Agreement<ul style="list-style-type: none">○ Expectation/Discussion• Troy Transit Center Update	Staff Carm Basile Mike Collins Chris Desany
Governance/Policy Issue Discussion Items	
<ul style="list-style-type: none">• No items scheduled	
Executive Session	
<ul style="list-style-type: none">• No items scheduled	
Adjourn	Jayne Lahut

Next Meeting: Wednesday, September 16, 2020 at 9:15am via Microsoft Teams/Board Room

Capital District Transportation Authority

Board Operations Committee

Meeting Minutes – July 15, 2020 at 9:15am; 110 Watervliet Avenue, Albany

In Attendance: Jayme Lahut, Mike Criscione, Dave Stackrow, Denise Figueroa, Georgie Nugent, Jackie Falotico, Carm Basile, Amanda Avery, Mike Collins, Chris Desany, Jaime Watson, Vanessa Salamy,

Meeting Purpose

This was the regularly scheduled meeting of the Board Operations Committee. Jayme Lahut noted that a quorum was present. Minutes from the June 10, 2020 meeting were reviewed and approved.

Consent Agenda Items

No items scheduled.

Administrative Discussion Items

- The Board and the Staff Leadership Team have finalized a framework for the Strategic Plan. Seven strategic pillars speak to the priorities and direction of the organization. The pillars will help to organize work, develop initiatives, and monitor progress. They will be engrained in company activities and drive our efforts to widen the mobility options we offer. The pillars and associated goals can be updated and modified as appropriate.
- The committee discussed the mission statement and made suggestions to versions that have been discussed. The statement will focus on CDTA's ability to improve mobility and provide connections. The statement that was agreed upon is, *CDTA provides mobility solutions that connect the region's communities.*
- Carm Basile presented the CEO Work Plan Report for 2020-21 and the Plan for 2021-22. In addition to implementing the strategic plan, focus areas will be on Leadership Development, Service Expansion, and consideration of new mobility options like FLEX and Scooters.
- Carm gave an overview on our COVID-19 response plan. Ridership is increasing and we are matching it with increased service. Changes were made to routes on July 12, most of which increase the frequency on trunk routes to pre-COVID levels. We also expect our first shipment of barriers to be delivered in the next few weeks; delivery and installation will continue throughout August. We expect to move towards front door boarding and fare collection with a target date of Wednesday, August 19.
- We remain at 50% capacity on Authority staff in the buildings. Staff rotate schedules and work from home to reduce density in the workplace.

- Electrification – we have operated four electric buses for about 6 months. So far, there have been few issues, and the pilot is going well. Staff will present early results at the August meetings. There are a series of decisions to be made regarding future purchases, funding for purchases, and infrastructure to support more vehicles. This includes discussion about facilities, capacity, and support from National Grid. Staff will prepare for discussion with the appropriate board committee(s) in the coming months.

Next Meeting

Wednesday, August 12, 2020 at 9:15am via Microsoft Teams and at 110 Watervliet Avenue.

Memorandum

August 5, 2020

To: Chairman, Board Operations Committee
Members, Board Operations Committee

From: Chief Executive Officer

Subject: Adoption of Strategic Plan Framework

Recommendation:

For the committee to endorse the framework of CDTA's Strategic Plan and advance it to the board for approval. The framework consists of a mission statement and seven strategic pillars.

Background:

For the past 8-10 months, board members and a staff leadership team have been working to develop a Strategic Plan for the company. The plan will be a roadmap for our work over the next 3-5-years. We engaged Barbara Gannon to help us with this work. Barbara is an expert in this area and has done similar work at transit properties of our size and scope. This experience has been invaluable, and she has helped us to understand concepts, to solve problems, and keep the project moving forward. She has done this during the COVID-19 crisis, which is a testament to her skill and the resolve of the board and staff leadership team.

Details:

Last week, CDTA celebrated its 50th Anniversary. This milestone highlighted the success of our company, the dedication of more than 10,000 men and women who have worked here, the efforts of our board of directors, and our relationships in the community. Over the last 50 years, we have developed into one of the best systems in North America. And there is much more for us to do as we transition from a bus company to a mobility manager. Realizing that we have many opportunities to pursue, our board of directors identified the need for a Path Forward for CDTA. The plan needs to reaffirm our mission, to provide structure to the work we do, and be a tool that guides employees in the development of initiatives and work plans.

Our work began last November when we assembled at the Hearst Media Center along with community stakeholders. We spent the day talking about the work we do, thinking about the way we are perceived in the community, and highlighting ways to be better at what we do. This was the launching point for development of strategic pillars, which serve as the foundation of the plan. The leadership team met regularly and collected lots of data, to examine trends and to continually ask "what are we learning and what else do we need to know." This information was shared with board members and their input was solicited along the way. Data collection and discussions centered on three groups – employees, customers, and stakeholders. The needs of each group were examined, and information collected to help us understand what they want from

CDTA and what the relative importance was to those. The three groups are an integral part of the plan's framework.

The seven strategic pillars are the foundation of the plan. They speak to the priorities of CDTA and the direction we want to go; they highlight how we think and act in the development of our work. The staff will use the pillars to organize work, to develop initiatives, and to monitor progress. They will be engrained in company activities and will drive our efforts to widen and deepen the mobility choices we provide to the people of the region. The pillars and associated goals can be updated and modified as appropriate.

Mission Statement

CDTA provides mobility solutions that connect the region's communities.

Strategic Pillars

- *Stakeholders* - CDTA supports a wide range of partners with exceptional products, services, and regional leadership.
- *Financial Stewardship* - CDTA maintains a solid financial foundation that optimizes opportunities and ensures long term relevance and viability.
- *Employees* - CDTA acknowledges that our strength comes from employees. That strength is rooted in a commitment to diversity, inclusiveness, and mutual respect.
- *Customers* - CDTA delivers outstanding customer experiences with a thoughtful and inclusive approach to all that it does.
- *Service/Mobility* - CDTA builds innovative and sustainable infrastructure systems that deliver connected, regional services. We match resources to demand and continually seek out opportunities and expanded markets.
- *Innovation* - CDTA supports the region with innovative, thoughtful, and creative mobility solutions.
- *Community* - CDTA plays an active role in in region, making the community a better place to live and work.

Summary

Although ten months seems like a long time, in strategic planning terms, it is very short. Thank you to board members and the staff leadership team for a job well done. The plan and its contents will serve CDTA well. I support an endorsement of the strategic framework.