## CDTA COMMITTEE AGENDA
### Board Operations Committee
**Wednesday, January 15, 2020 at 9:15 AM; 110 Watervliet Avenue, Albany**

<table>
<thead>
<tr>
<th>Committee Item</th>
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<tr>
<td>Call to Order</td>
<td>Jayme Lahut</td>
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<tr>
<td>Ascertain Quorum &amp; Approve Agenda</td>
<td>Jayme Lahut</td>
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<td>Approve Minutes from Wednesday, December 4, 2019</td>
<td>Jayme Lahut</td>
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### Consent Agenda Items
- No Items Scheduled

### Administrative Discussion Items
- Review Committee Agendas                         | Staff Liaisons |
- Board Meeting Calendar Review                    | Carm Basile    |
- Strategic Planning Update                        | Carm Basile    |
- Uncle Sam Update                                 | Chris Desany   |
- STAR Monthly Performance Report                  | Chris Desany   |
- Advocacy Update                                  | Lisa Marrello  |

### Governance/Policy Issue Discussion Items
- No items scheduled

### Executive Session
- No items scheduled

### Adjourn
- Jayme Lahut

Next Meeting: Wednesday, February 12, 2020, 9:15am at 110 Watervliet Avenue, Albany.
Capital District Transportation Authority
Board Operations Committee
Meeting Minutes – December 4, 2019 at 9:15am; 110 Watervliet Avenue, Albany

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

Meeting Purpose

This is an additional meeting of the Board Operations Committee. Chairman Lahut noted that a quorum was present. Minutes from the Thursday, October 17, 2019 meeting were reviewed and approved.

Consent Agenda Items

No items scheduled.

Administrative Discussion Items

- The Committee met on Wednesday, December 4 at CDTA. We reviewed the committee agendas for the month of December, which contained updates and progress reports on many of our current projects.

- Our work to develop a Strategic Plan for the company is continuing. Our staff leadership team is collecting data from stakeholders, customers, and employees to help with this work. We expect to meet with Barbara Gannon early in 2020.

- We talked briefly about the budget for next fiscal year and a timetable for detailed meetings in the Strategic and Operational Planning Committee. With 8 months completed in this fiscal year, our financial condition is strong, and we expect to close out the year in a good position.

- We continued our discussion about STAR performance data and have incorporated several Key Performance Indicators into a monthly dashboard report. We will continue to develop KPI’s and monitor STAR operating results.

Executive Session

No items scheduled.

Next Meeting

Wednesday, January 15, 2020 at 9:15am here at 110 Watervliet Avenue, Albany
### January Meetings
- **Wednesday, January 15 (9:15am)**: Board Operations
- **Wednesday, January 22 (noon)**: Performance Monitoring
- **Thursday, January 23 (10:30am)**: Community/Stakeholder Relations
- **Thursday, January 23 (noon)**: Strategic/Operational Planning
- **Wednesday, January 29 (noon)**: Board

### February Meetings
- **Wednesday, February 12 (9:15am)**: Board Operations
- **Wednesday, February 19 (noon)**: Performance Monitoring
- **Thursday, February 20 (10:30am)**: Community/Stakeholder Relations
- **Thursday, February 20 (noon)**: Strategic/Operational Planning
- **Wednesday, February 26 (noon)**: Board

### March Meetings
- **Wednesday, March 11 (9:15am)**: Board Operations
- **Wednesday, March 18 (noon)**: Performance Monitoring
- **Thursday, March 19 (10:30am)**: Community/Stakeholder Relations
- **Thursday, March 19 (noon)**: Strategic/Operational Planning
- **Wednesday, March 25 (noon)**: Board

### April Meetings
- **Wednesday, April 15 (9:15am)**: Board Operations
- **Wednesday, April 22 (noon)**: Performance Monitoring
- **Thursday, April 23 (10:30am)**: Community/Stakeholder Relations
- **Thursday, April 23 (noon)**: Strategic/Operational Planning
- **Wednesday, April 29 (noon)**: Board

### May Meetings
- **Wednesday, May 13 (9:15am)**: Board Operations
- **Wednesday, May 20 (noon)**: Performance Monitoring
- **Thursday, May 21 (10:30am)**: Community/Stakeholder Relations
- **Thursday, May 21 (noon)**: Strategic/Operational Planning
- **Wednesday, May 27 (noon)**: Board

### June Meetings
- **Wednesday, June 10 (9:15am)**: Board Operations
- **Wednesday, June 17 (noon)**: Performance Monitoring
- **Thursday, June 18 (10:30am)**: Community/Stakeholder Relations
- **Thursday, June 18 (noon)**: Strategic/Operational Planning
- **Wednesday, June 24 (noon)**: Board
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**Updated:** December 26, 2019
STAR Monthly Performance Report
Period: November 2019
Meeting: January 2020

Patronage

STAR Ridership

Previous: 27,058
Current: 28,530

Service Quality

STAR On-Time Performance (0-25 minutes)

Previous: 93%
Current: 94%

STAR On-Time Performance (0-20 minutes)

Previous: 88%
Current: 91%
Customer Service

STAR Reservation Calls

- Previous: 12,886
- Current: 14,264

STAR Reservation Calls in Queue Over 5 Minutes

- Previous: 11%
- Current: 5%

STAR Customer Comments

- Previous: 39
- Current: 34

STAR Applications Received

- Previous: 332
- Current: 224
Definitions

STAR Ridership - Count of passengers on every booking which was successfully taken from a pick-up location to a drop-off location.

STAR On-Time Performance - Percentage of bookings which were on-time for both their pick-up and, where applicable, their drop-off. A pick-up is considered on-time if the vehicle arrived no more than 25 minutes after the pick-up scheduled time. If the booking has a drop-off scheduled time (such as in the case of a doctor appointment), the vehicle must also arrive at the drop-off no later than that scheduled time to be considered on-time. If the booking has no drop-off scheduled time, then the drop-off is not considered for on-time performance. In instances where the vehicle arrived at the pick-up but the client did not take the trip (such as no-shows, missed trips and cancels-at-door), on-time performance is only judged by pick-up arrival time since the drop-off cannot be performed. Only considers trips for which data entry is complete and has passed a quality check.

STAR Trip Denials - Trips which meet the FTA definition of a trip denial. This means all trips which were scheduled over an hour before or after the original requested time.

Excludes same-day dispatching.

STAR Reservation Calls in Queue Over 5 Minutes - Count of times customers had to wait for over five minutes before being connected with a STAR reservationist after selecting to do so.

STAR Customer Comments - Number of comments related to STAR service.

STAR Applications Received - Counts every client whose application has been received and entered in Trapeze.