



CDTA COMMITTEE AGENDA

Board Operations Committee

Wednesday, January 15, 2020 at 9:15 AM; 110 Watervliet Avenue, Albany

Committee Item	Responsibility
Call to Order	Jayme Lahut
Ascertain Quorum & Approve Agenda	Jayme Lahut
Approve Minutes from Wednesday, December 4, 2019	Jayme Lahut
Consent Agenda Items	
<ul style="list-style-type: none">• No Items Scheduled	
Administrative Discussion Items	
<ul style="list-style-type: none">• Review Committee Agendas• Board Meeting Calendar Review• Strategic Planning Update• Uncle Sam Update• STAR Monthly Performance Report• Advocacy Update	Staff Liaisons Carm Basile Carm Basile Chris Desany Chris Desany Lisa Marrello
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	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

Capital District Transportation Authority Committee and Board Schedule 2020

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
<i>Wednesday, January 29 (noon)</i>	<i>Board</i>

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
<i>Wednesday, February 26 (noon)</i>	<i>Board</i>

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
<i>Wednesday, March 25 (noon)</i>	<i>Board</i>

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
<i>Wednesday, April 29 (noon)</i>	<i>Board</i>

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
<i>Wednesday, May 27 (noon)</i>	<i>Board</i>

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
<i>Wednesday, June 24 (noon)</i>	<i>Board</i>

July Meetings

Wednesday, July 15 (9:15am)	Board Operations
Wednesday, July 22 (noon)	Performance Monitoring
Thursday, July 23 (10:30am)	Community/Stakeholder Relations
Thursday, July 23 (noon)	Strategic/Operational Planning
<i>Wednesday, July 29 (noon)</i>	<i>Board</i>

September Meetings

Wednesday, September 16 (9:15am)	Board Operations
Wednesday, September 23 (noon)	Performance Monitoring
Thursday, September 24 (10:30am)	Community/Stakeholder Relations
Thursday, September 24 (noon)	Strategic/Operational Planning
<i>Wednesday, September 30 (noon)</i>	<i>Board</i>

October Meetings

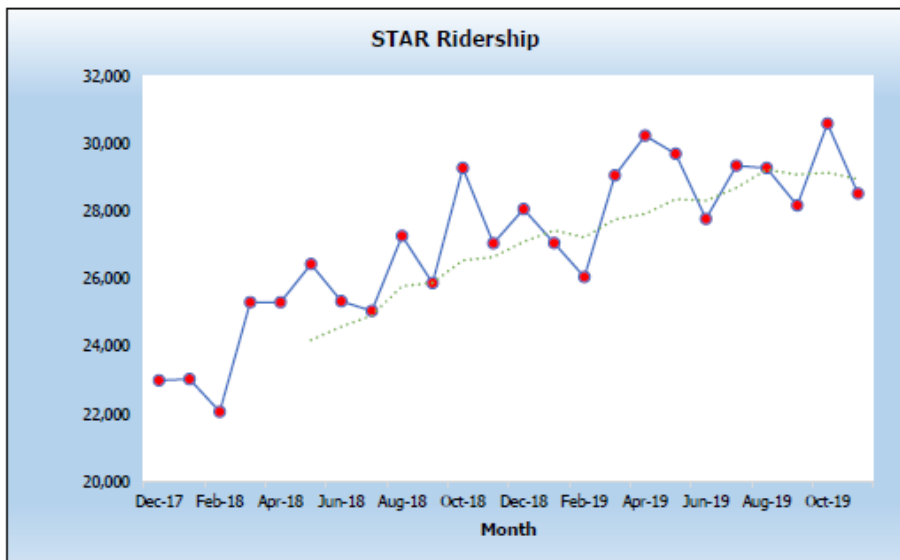
Wednesday, October 14 (9:15am)	Board Operations
Wednesday, October 21 (noon)	Performance Monitoring
Thursday, October 22 (10:30am)	Community/Stakeholder Relations
Thursday, October 22 (noon)	Strategic/Operational Planning
<i>Wednesday, October 28 (noon)</i>	<i>Board</i>

December Meetings

Wednesday, December 9 (9:15am)	Board Operations
Wednesday, December 16 (noon)	Performance Monitoring
Thursday, December 17 (10:30am)	Community/Stakeholder Relations
Thursday, December 17 (noon)	Strategic/Operational Planning
<i>Wednesday, December 23 (noon)</i>	<i>Board</i>

Updated: December 26, 2019

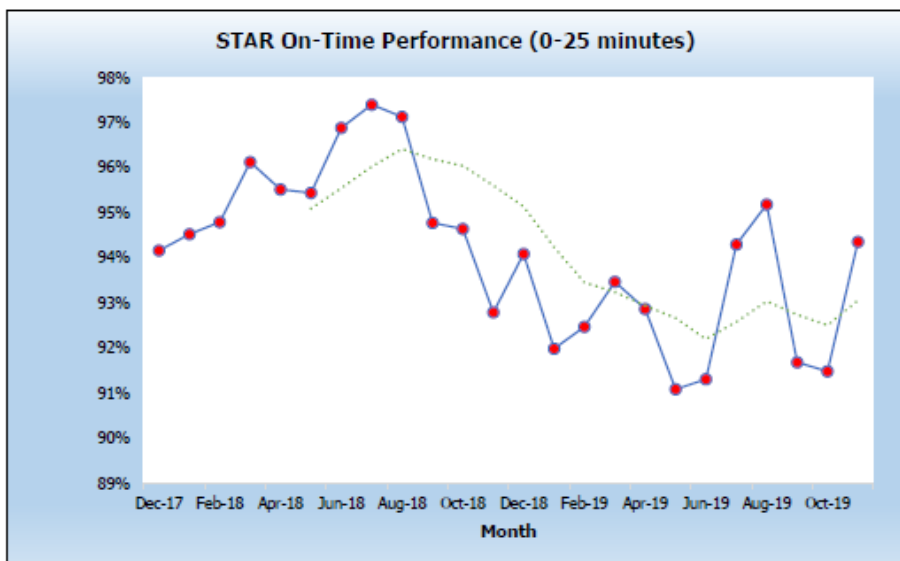
Patronage



Previous: 27,058

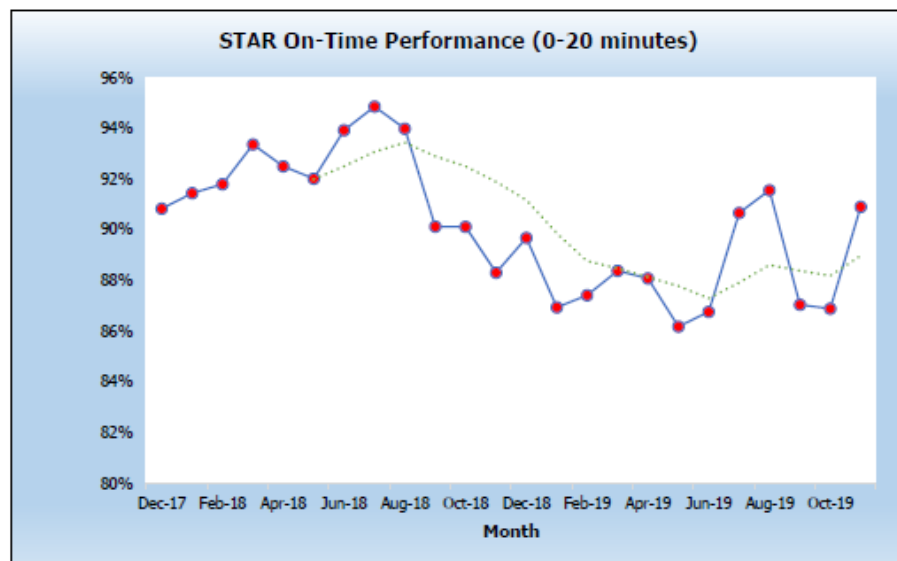
Current: 28,530

Service Quality



Previous: 93%

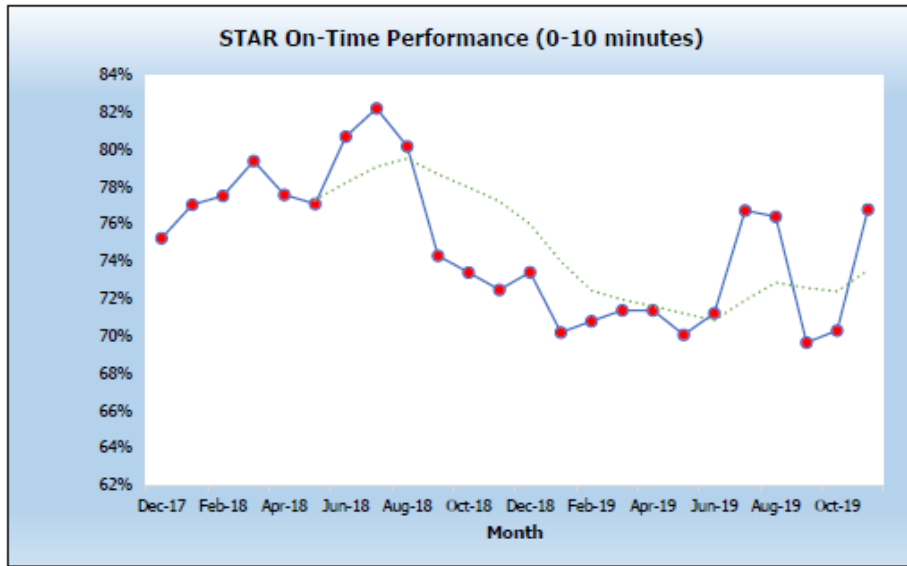
Current: 94%



Previous: 88%

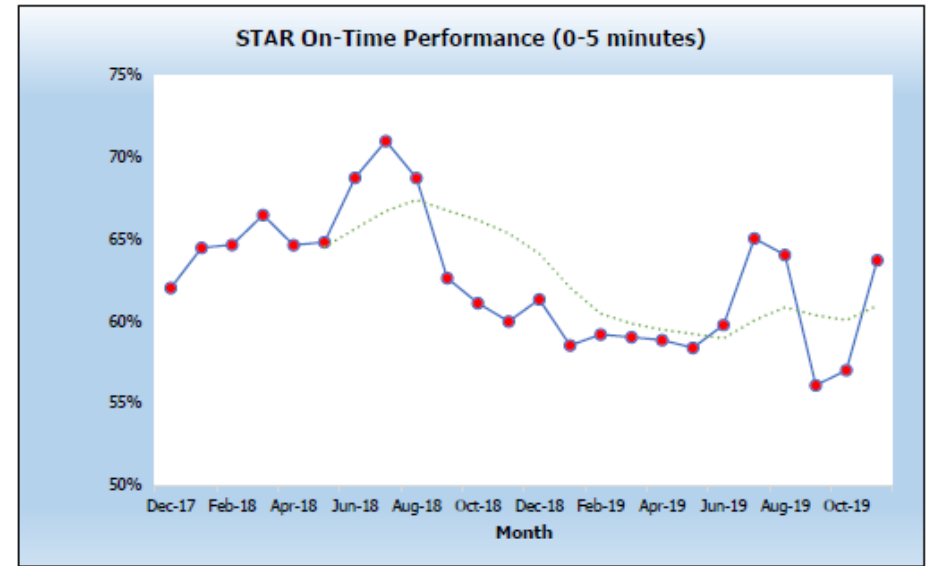
Current: 91%

Service Quality



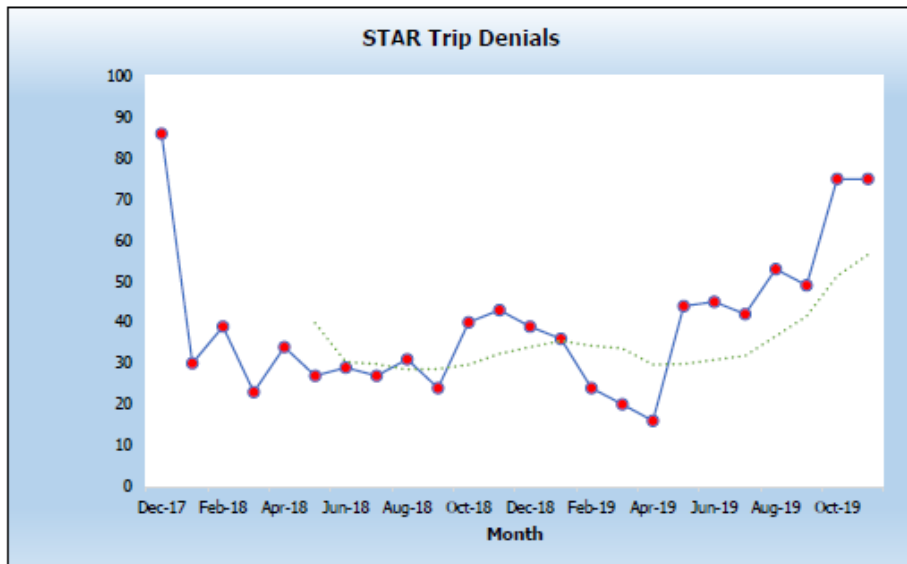
Previous: 72%

Current: 77%



Previous: 60%

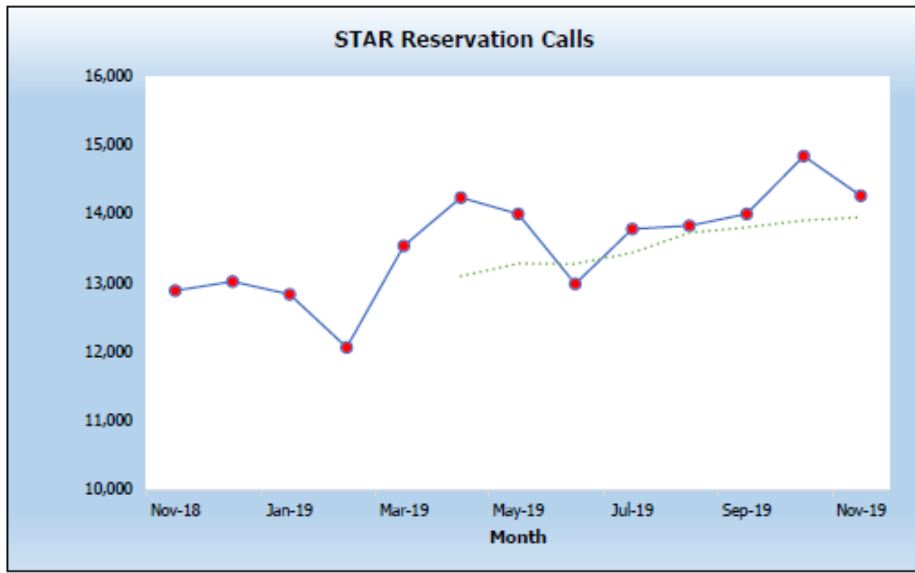
Current: 64%



Previous: 43

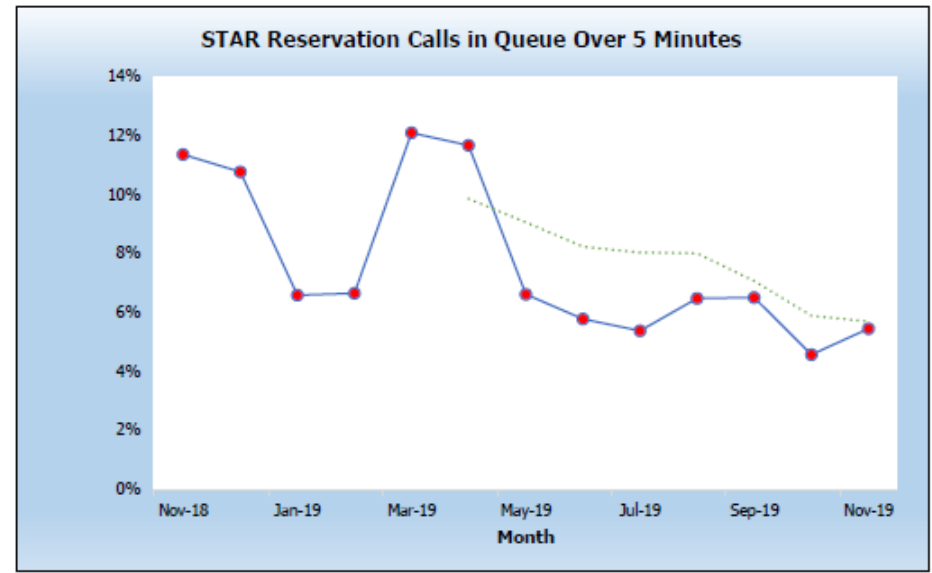
Current: 75

Customer Service



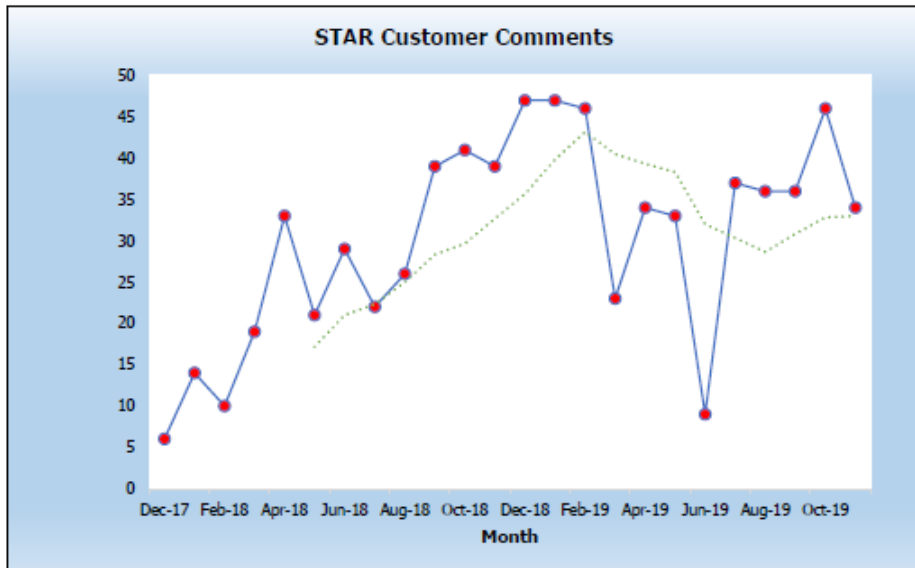
Previous: 12,886

Current: 14,264



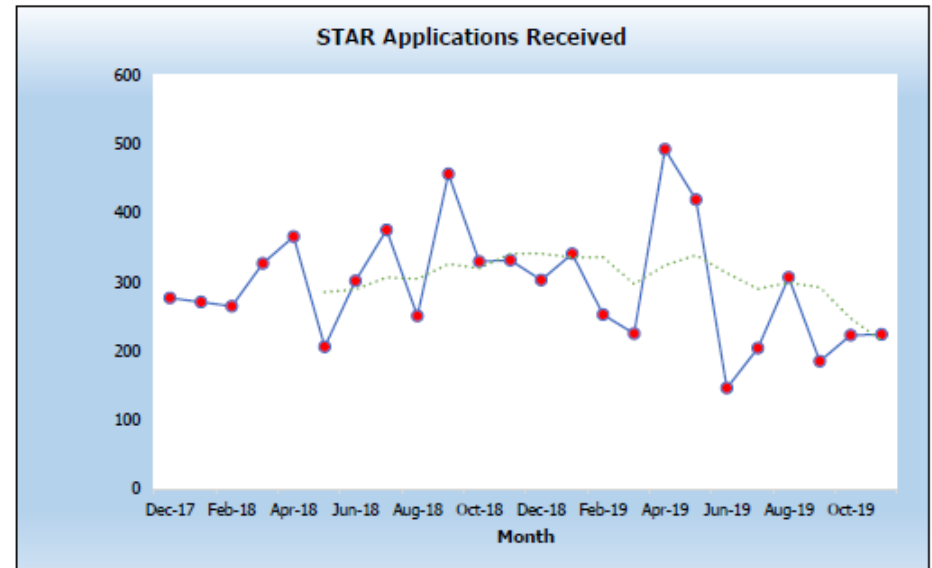
Previous: 11%

Current: 5%



Previous: 39

Current: 34



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.