CDTA COMMITTEE AGENDA
Board Operations Committee
Wednesday, February 12, 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, January 15, 2020   Jayme Lahut

Consent Agenda Items
• No Items Scheduled

Administrative Discussion Items
• Review Committee Agendas                         Staff Liaisons
• STAR KPI’s – Where does it live?                 Chris Desany
• Strategic Planning Update                        Carm Basile
• Real Estate Update                               Chris Desany
  o Bokland Property
  o Uncle Sam Property
  o Albany Transit Center

Governance/Policy Issue Discussion Items
• No items scheduled

Executive Session
• No items scheduled

Adjourn                                             Jayme Lahut

Next Meeting: Wednesday, March 11, 2020, 9:15am at 110 Watervliet Avenue, Albany.
Capital District Transportation Authority  
Board Operations Committee  
Meeting Minutes – January 15, 2019 at 9:15am; 110 Watervliet Avenue, Albany

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

Meeting Purpose

This was a regularly scheduled meeting of the Board Operations Committee. Chairman Lahut noted that a quorum was present. Minutes from the Wednesday, December 4, 2019 meeting were reviewed and approved.

Consent Agenda Items

No items scheduled.

Administrative Discussion Items

- The Committee met on Wednesday, January 15. We reviewed the committee agendas for the month of January, which contained updates and progress reports on many of our projects. We also looked at the Committee and Board Calendar for the remainder of the year.

- Our work to develop a Strategic Plan for the company is continuing. We expect to meet with Barbara Gannon in the coming weeks to discuss our findings and the direction for the plan. Still on target to have the plan completed by the middle of this year.

- We continue to develop KPI’s and monitor STAR operating results. This report will begin to transition to the Performance Monitoring/Audit Committee.

- Advocacy Update – Lisa Marrello provided us with an update from the capitol. With the state of the state and the executive budget presented, we are now in advocacy season. Details to follow.

Executive Session

No items scheduled.

Next Meeting

Wednesday, February 12, 2020 at 9:15am here at 110 Watervliet Avenue, Albany
STAR Monthly Performance Report

Period: December 2019
Meeting: February 2020

**Patronage**

**STAR Ridership**

Previous: 28,071
Current: 28,058

**Service Quality**

**STAR On-Time Performance (0-25 minutes)**

Previous: 94%
Current: 91%

**STAR On-Time Performance (0-20 minutes)**

Previous: 90%
Current: 86%
Service Quality

STAR On-Time Performance (0-10 minutes)

Previous: 73%
Current: 70%

STAR On-Time Performance (0-5 minutes)

Previous: 61%
Current: 57%

STAR Trip Denials

Previous: 39
Current: 47
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. 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.