



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	
<ul style="list-style-type: none">• No Items Scheduled	
Administrative Discussion Items	
<ul style="list-style-type: none">• Review Committee Agendas• STAR KPI's – Where does it live?• Strategic Planning Update• Real Estate Update<ul style="list-style-type: none">○ Bokland Property○ Uncle Sam Property○ Albany Transit Center	Staff Liaisons Chris Desany Carm Basile 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	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.

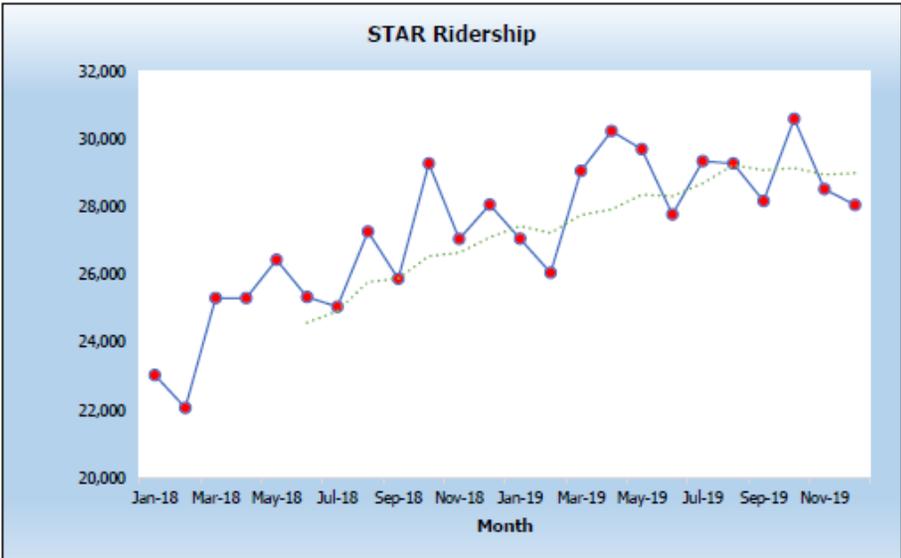
Executive Session

No items scheduled.

Next Meeting

Wednesday, February 12, 2020 at 9:15am here at 110 Watervliet Avenue, Albany

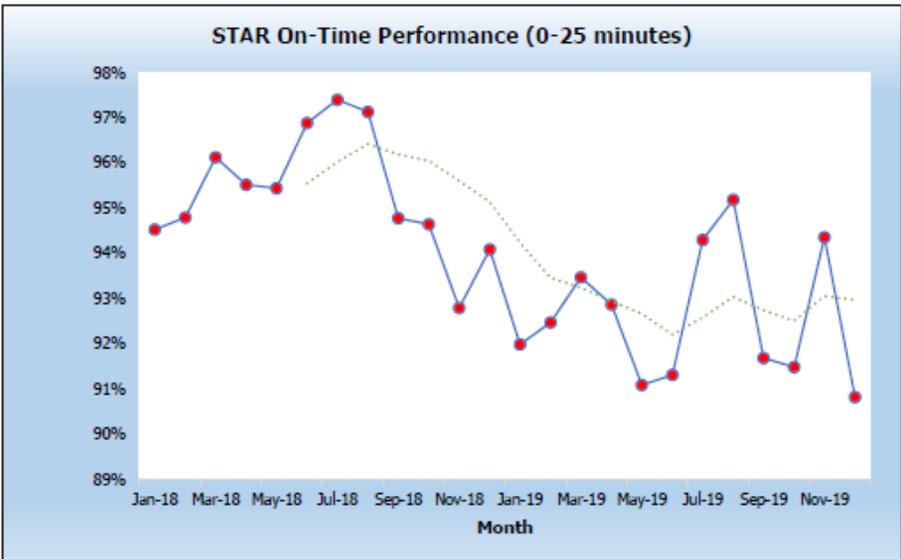
Patronage



Previous: 28,071

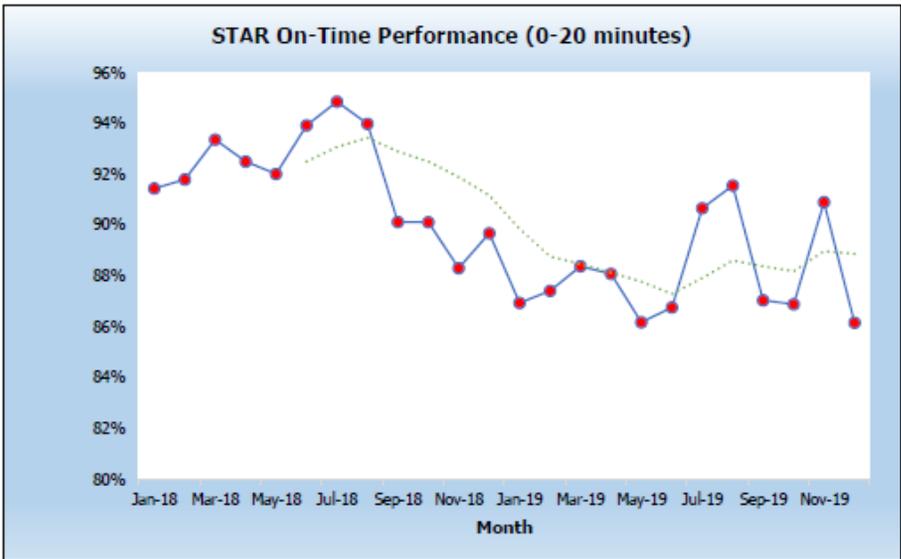
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Service Quality



Previous: 94%

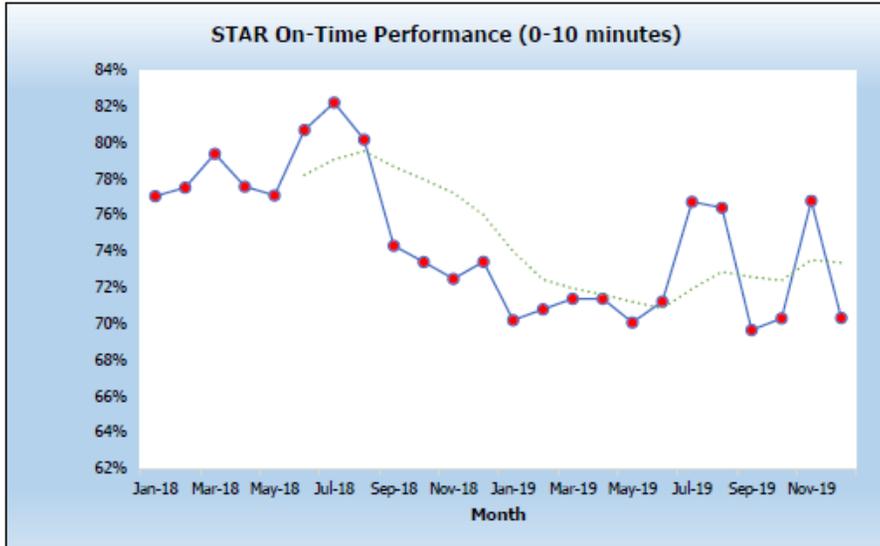
Current: 91%



Previous: 90%

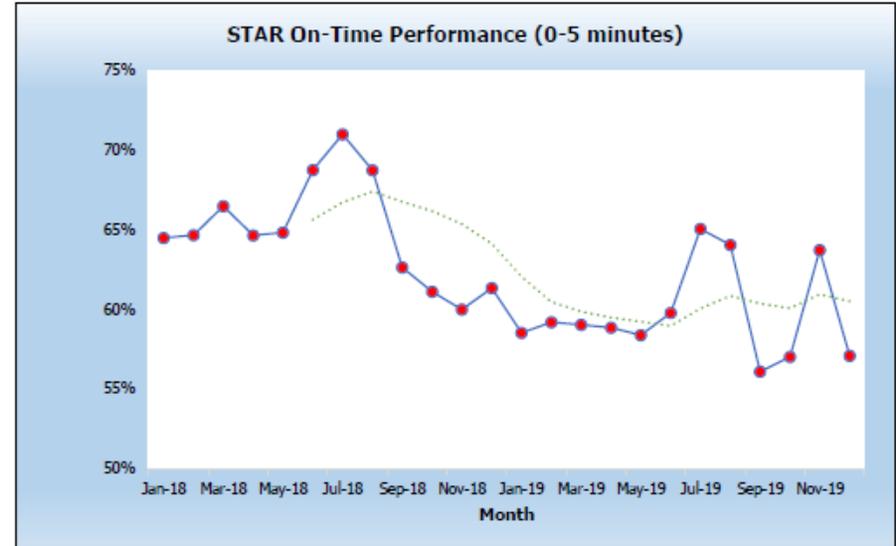
Current: 86%

Service Quality



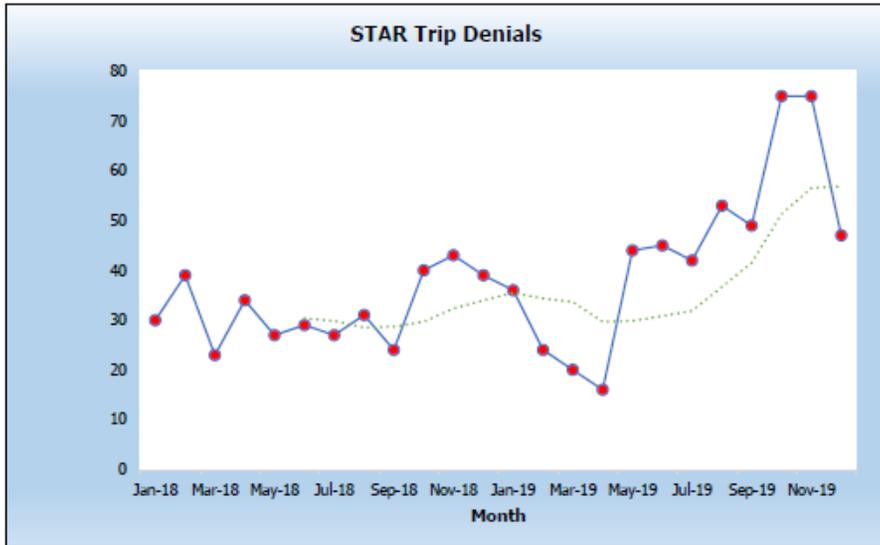
Previous: 73%

Current: 70%



Previous: 61%

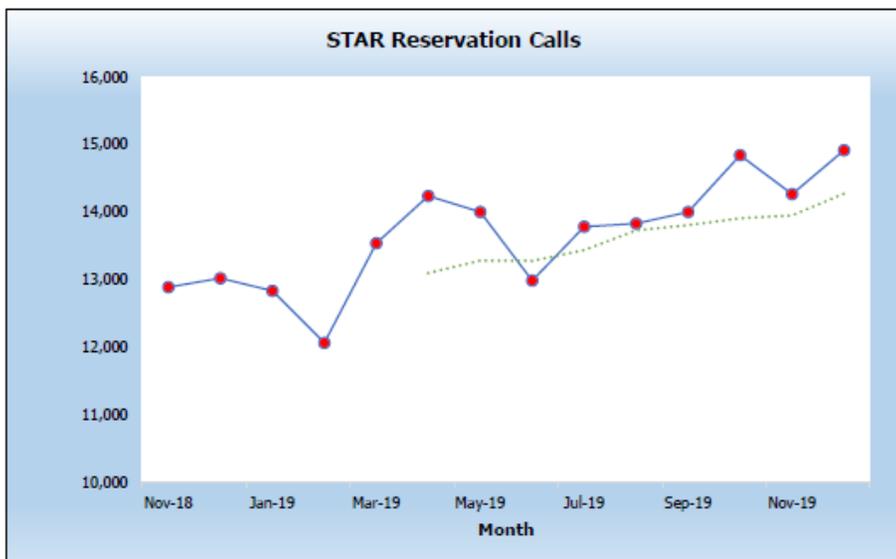
Current: 57%



Previous: 39

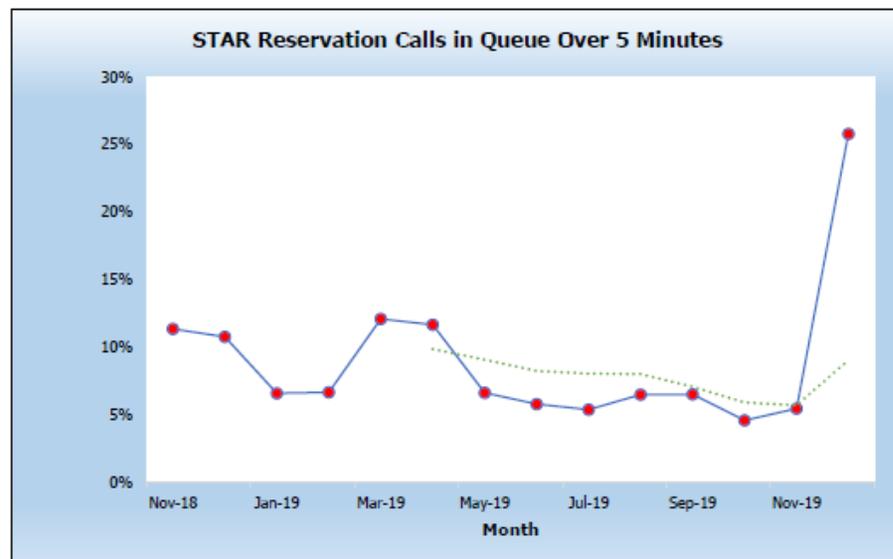
Current: 47

Customer Service



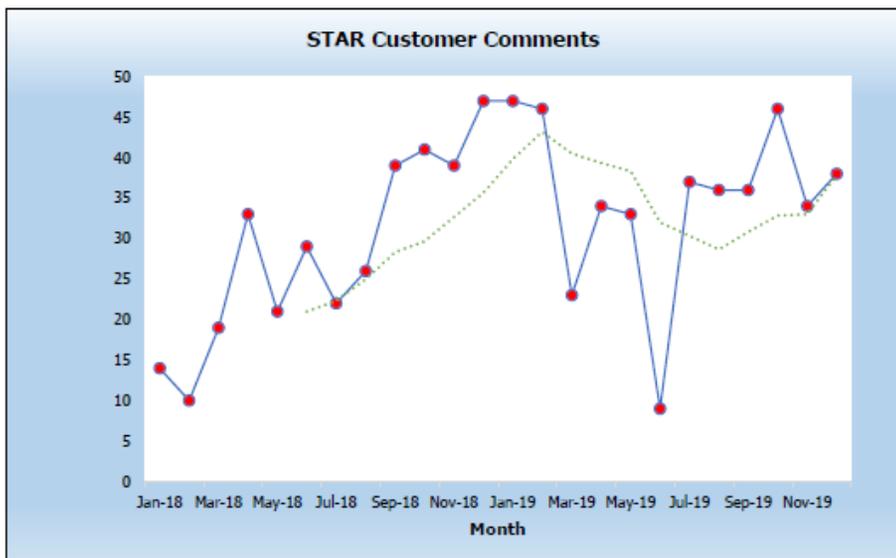
Previous: 13,022

Current: 14,914



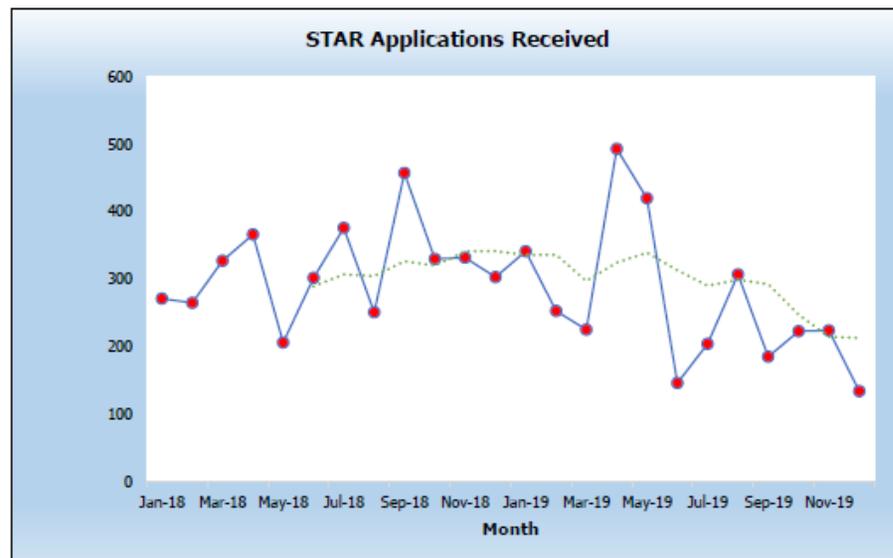
Previous: 11%

Current: 26%



Previous: 47

Current: 38



Previous: 303

Current: 134

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.