



CDTA COMMITTEE AGENDA
Strategic and Operational Planning Committee
Thursday, April 21, 2022 | 12 PM | Microsoft Teams & 85 Watervliet Ave

Committee Item	Responsibility
Call to Order	Jayne Lahut
Approve Minutes of Thursday, March 24, 2022	Jayne Lahut
Administrative Discussion Items	
• Route Performance Report	Ross Farrell
Next Meeting: Thursday, May 19, 2022 at 12:00pm via Microsoft Teams and 85 Watervliet Ave.	
Adjourn	Jayne Lahut

Capital District Transportation Authority

Strategic and Operational Planning Committee

Meeting Minutes – March 24, 2022 at 12:00pm; via Microsoft Teams and 110 Watervliet Ave.

In Attendance: Peter Wohl, Jayme Lahut, Denise Figueroa, Mike Criscione, Pat Lance, Georgie, Nugent, Jackie Falotico; Carm Basile, Amanda Avery, Mike Collins, Chris Desany, Lance Zarccone, Thomas Guggisberg, Jaime Kazlo, Vanessa Salamy, Jon Scherzer, Gary Guy, Ross Farrell, Jeremy Smith, Kelli Schreivogl, Dave Williams, Ethan Warren

Meeting Purpose

Regular monthly meeting of the Strategic and Operational Planning Committee. Committee Chair Mike Criscione noted that a quorum was present. Minutes from the February 17, 2022 meeting were reviewed and approved.

Consent Agenda Items

FY2023 Budget Approval -

- After several months of work, we have developed a spending plan for Fiscal Year 2022-23. The plan allows us to expand our service footprint, introduce innovative programs and to support technology initiatives that we are advancing.
- Most of the spending is for people; in fact, 70% of what we spend is for wages and benefits. This will continue as we work to attract more people to jobs at CDTA.
- Our funding streams have changed a bit and most of this is good news. Mortgage tax receipts continue to be healthy although we expect some slowing as the housing market cools. Customer and facility revenue rose steadily throughout last year, and we have budgeted for continued increases.
- State operating assistance will increase, and we continue to use American Rescue Act funds in our federal assistance line. This program is providing stop gap funding while revenue lines fully recover. The budget calls for \$114 million in spending and it is balanced with corresponding revenue. We also want to advance a five-year capital plan.
- The first year of the Capital Plan is funded with \$34 million from grants. About \$20 million will fund new buses. The remainder will be used for facility projects, IT infrastructure, and funding the refresh of Red Line equipment and amenities.
- Approving the FY2023 operating plan totaling \$114,349,217, and the five-year capital plan totaling \$329,581,704 will be recommended to the board for approval.

Next Meeting

Thursday, April 21, 2022, at 12:00pm via Microsoft Teams and at 85 Watervliet Ave.

September 2021 - February 2022 Route Performance Report

Introduction

This is CDTA's ridership report for all fixed route services from September 2021 through February 2022. It includes information about the performance of CDTA routes, a description of recent service changes, and a look forward with recommendations for the coming year. This report guides planning activities for the next 12-18 months and helps the company to deploy resources in the most effective manner possible.

Route Evaluation

The evaluation of the CDTA route network is outlined in the CDTA Transit Development Plan (TDP). This report is based on that document. However, CDTA has not updated its TDP since before the beginning of the COVID-19 pandemic. Productivity and ridership goals which were feasible before COVID-19 are difficult to achieve now. The TDP standards may need to be adjusted in the future, but that is not the purpose of this document. The TDP focuses on two primary criteria:

Total Ridership: The TDP establishes thresholds and ranges of ridership by route category. CDTA enhances evaluation by looking at the rate of annual boardings, daily boardings, and boardings by time of day. For CDTA, acceptable annual ridership thresholds are defined by service type:

Trunk Routes (including BusPlus) – at least 250,000 boardings

Neighborhood Routes – at least 100,000 boardings

Express Routes – at least 30,000 boardings

Commuter Routes – at least 16,000 boardings

Ridership Productivity: This performance measure divides total ridership by total revenue hours, to indicate whether resources are being used efficiently. A route may have high ridership, but due to an over-allocation of resources, still be unproductive. Productivity thresholds are also defined by service type:

Trunk Routes (including BusPlus) – 25 rides/hour

Express Routes – 20 rides/hour

Neighborhood Routes – 15 rides/hour

Commuter Routes – 12 rides/hour

Routes that fall below ridership thresholds are considered for service restructuring and/or promotional opportunities to increase customer use. Routes that exceed the threshold for a category are examined to determine whether service enhancements are warranted. Although total riders and riders per hour are CDTA's primary quantitative measures, routes are also evaluated based on many other factors, such as year-to-year trends, operational impacts, and the needs of sensitive communities, including low-income individuals, seniors, and people with disabilities.

**CDTA Route Performance – September 2021 to February 2022
(Sorted by Productivity)**

	Trunk	Neighborhood	Commuter	Express	Blue Line	Red Line	Flex
Route	Description	Total Rides	Revenue Hours	1-Year Trend	2-Year Trend	Rides per Revenue Hour	
12	Washington Avenue	609,487	18,677	48%	-22%	32.5	
1	Central Ave./Wolf Rd.	509,017	24,653	6%	-1%	20.6	
100	Mid-City Belt	313,457	16,193	20%	-28%	19.3	
87	Beman Park Sycaway	172,606	9,013	36%	-12%	19.1	
107	Albany Glenmont	87,795	4,748	-3%*	-	18.5	
905	BusPlus Red Line	635,191	35,593	10%	-9%	17.8	
106	Uptown Belt	207,450	11,761	37*	-	17.6	
114	Madison/Washington	164,364	9,955	74%	-21%	16.5	
353	Mont Pleasant/Scotia	164,369	10,118	-3%	-52%	16.2	
523	Exit 23 / McCarty Express	37,328	2,316	-	-	16.1	
10	Western Avenue	235,640	15,396	23%	-27%	15.3	
355	Schenectady/Wolf Rd.	165,826	10,944	11%	-69%	15.2	
85	Troy-Waterford	179,850	12,013	1%	-36%	15.0	
351	Broadway/Van Vranken	92,953	6,246	14%	-64%	14.9	
18	Delaware Avenue	113,350	7,730	14%	-43%	14.7	
370	Troy/Schenectady	172,789	12,657	9%	-50%	13.7	
233	Albany/Schodack	14,847	1,091	32%	-49%	13.5	
738	Latham Shuttle	2,520*	192	-	-	13.1	
22	Albany-Troy-Watervliet	188,773	14,602	-28%	-60%	12.9	
13	New Scotland Avenue	100,778	7,815	22%	-41%	12.9	
224	Albany-Troy via I-90	56,815	4,497	42%	-61%	12.6	
11	UAlbany Shuttle	84,387	6,814	122%	-23%	12.4	
922/923	BusPlus Blue Line	431,972	35,147	48%*	-	12.3	
214	Rensselaer 3rd Street	64,259	5,271	19%	-21%	12.2	
354	Nott Street/ViaPort Mall	27,472	2,303	2%	-56%	11.9	
712	Harriman/Patroon Creek	6,954	620	-2%	-70%	11.2	
182	Troy-Latham-Cohoes	149,742	13,589	6%	-27%	11.0	
125	Clinton/Sand Creek	41,164	3,891	16%	-54%	10.6	
289	Griswold Heights - St. Mary's	29,691	2,827	11%	-36%	10.5	
524	Broadway Menands Express	25,824	2,468	-	-	10.5	
540	Northway Express	27,648	2,875	N/A	-69%	9.6	
117	Guilderland/Colonie Crosstown	21,270	2,253	19%	-58%	9.4	
190	Fuller/Wolf	12,775	1,433	28%	-81%	8.9	
450	Schenectady-Wilton via Rt 50	101,143	11,802	1%	-55%	8.6	
286	Troy / Wynantskill	18,352	2,362	22%	-22%	7.8	
352	Altamont Ave/McClellan	7,453	1,094	7%	-54%	6.8	
763	Albany/Schenectady via Rt 20	9,163	1,366	30%	-81%	6.7	
737	Corporate Woods/Airport	18,085	2,815	6%	-61%	6.4	
525	Albany Riverfront Express	10,371	1,687	-	-	6.1	
530	Exit 26 Express	3,910	689	-	-62%*	5.7	
115	Madison Ave / Western Ave	915*	189	-	-	4.8	
452	Skidmore/Wilton via Saratoga	21,373	4,659	65%	-53%	4.5	
761	Glenville Tech Park	885	226	-	-	3.9	
519	Delmar Bypass Express	1,275	374	-	-	3.4	
522	Hudson River Express	2,417	719	59%*	-88%*	3.4	
451	Ballston Spa-West Saratoga	5,436	1,711	35%	-69%	3.1	
Flex	Colonie	18,454	7,070	52%	-	2.6	
155	Suburban Circulator	327	172	-42%	-98%	1.9	
Flex	Southern Saratoga	4,256	5,284	-	-	0.8	

*This route's ridership trend is based on a more narrow timeframe because the route was not in service for the full September through January timeframe either this year, last year or two years ago.

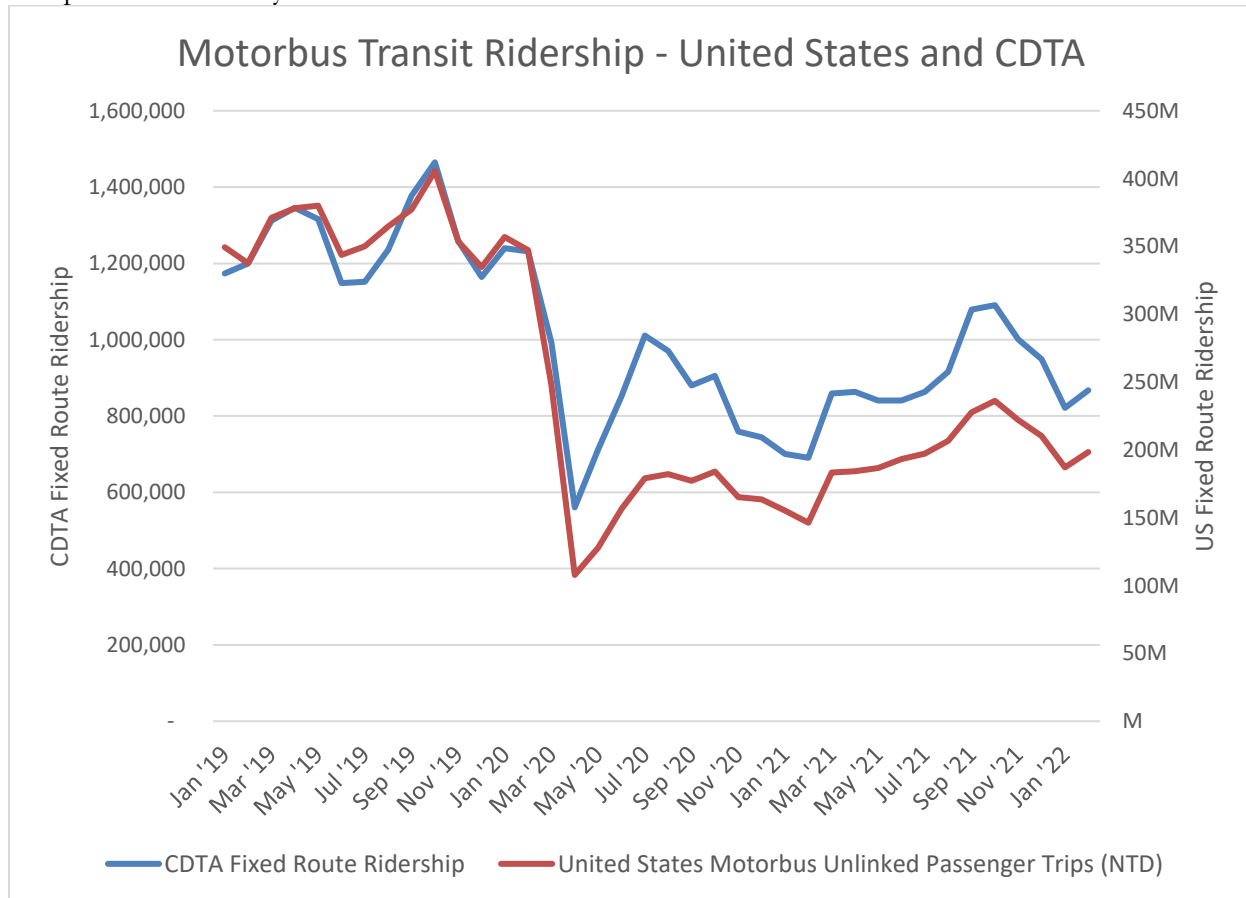
September 2021 – February 2022 CDTA Route Performance – General Discussion

State of Affairs & Ridership

Between September 2021 and February 2022, CDTA provided 5.5 million rides, a 26% increase from the year before. This is, however, a 30% decrease (2 million rides) from two years prior, before the COVID-19 pandemic.

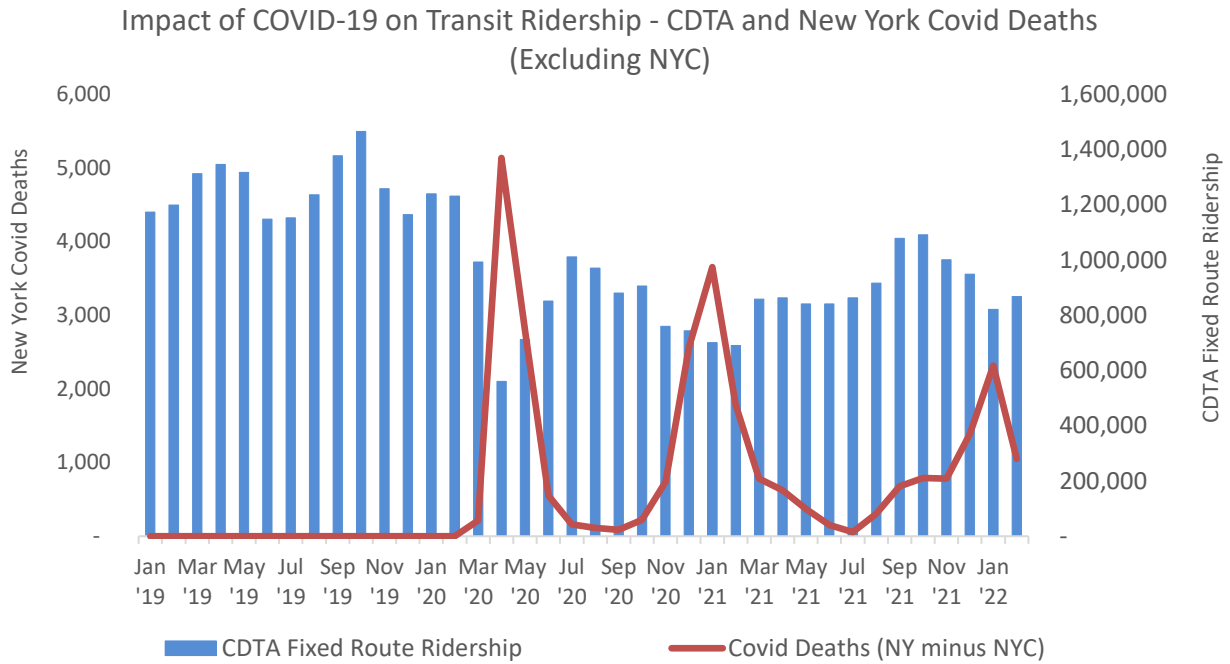
Impacts of the COVID-19 Pandemic

Over the past year, CDTA retained 67.2% of its pre-pandemic ridership. While the loss of ridership is frustrating, CDTA has weathered better than the country as a whole, which is retaining only 55.6% over the same time period. Recent months are encouraging. Ridership in February 2022 is 71% compared to February 2019.

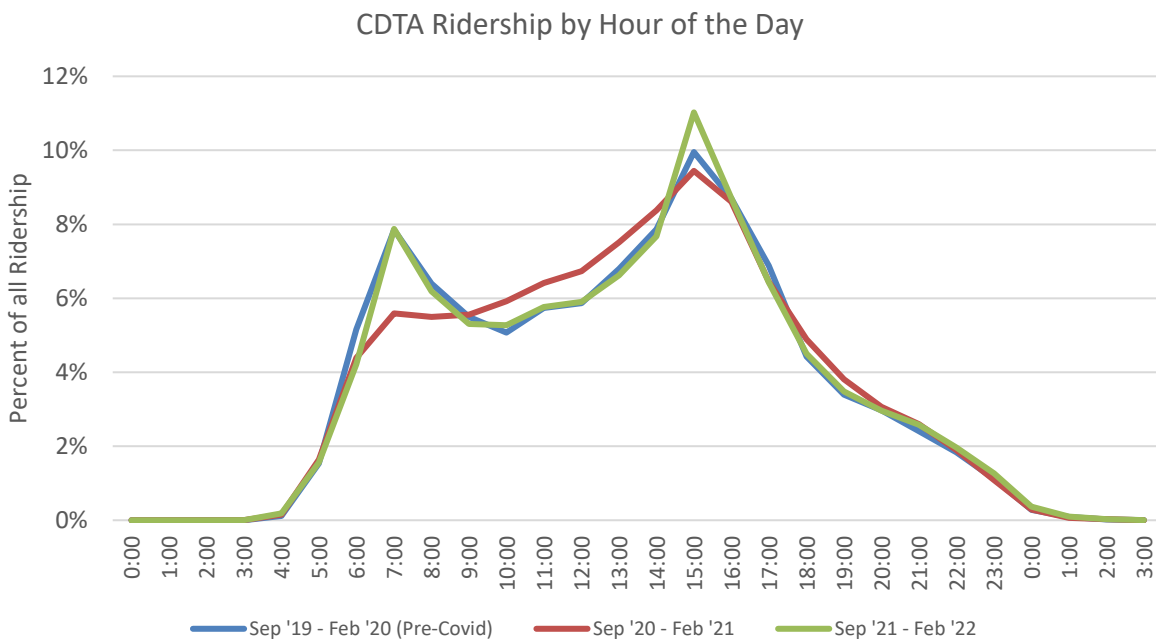


When comparing CDTA ridership to New York COVID-19 deaths, the indication is that ridership is likely still being affected by the pandemic. COVID-19 deaths were chosen for this comparison rather than cases because deaths are a better predictor of the public’s behavior and of government restrictions. For example, the Omicron wave was less impactful than previous waves despite far more cases because it generally triggered less severe illness.

Competing concurrent influences make it difficult to draw precise conclusions from this relationship, but there is an apparent correlation between COVID-19 waves and decreases in CDTA ridership, which at least suggests that COVID-19 is still affecting ridership.



Whether these effects are primarily due to customers reacting to immediate COVID-19 waves or customers who have more or less permanently changed their travel behaviors is not certain. Ridership by hour of the day has nearly returned to normal, however, which suggests at least that the ridership loss will not be fixed only by people fully returning to work.



Service Changes and Accomplishments Since 2019

CDTA regularly makes adjustments to the service network based on a variety of factors, including ridership data, on-time performance data, new Universal Access agreements, and customer demand. Since the last Route Performance Report in October 2019, the primary focus of service changes has been CDTA's response to the COVID-19 pandemic.

January 2020 to January 2021 – Overall Changes

Mirroring national trends, CDTA ridership declined with the onset of the COVID-19 pandemic in March 2020. CDTA reduced service in response, tying individual changes to service types and ridership levels. For example, ridership on commuter and express routes decreased dramatically (over 90% in some cases), as their customers were more likely to own a vehicle and to have begun working remotely. CDTA reduced service extensively on these and other low-ridership routes. Additional service to schools and colleges/universities was largely suspended due to remote instruction.

While CDTA's more productive services also lost ridership, they retained a larger share of pre-pandemic levels. This, combined with distancing requirements and suspension of fare collection in mid-2020, led to service *increases* to ensure ample capacity. CDTA brought most trunk/BRT routes to a weekday peak headway at or below ten minutes. During this time, CDTA also rolled out the Blue Line BRT and associated local service changes.

February 2021 to January 2022 – Overall Changes

In 2021, the "lockdowns" instituted in 2020 were lifted or reduced, leading to a steady ridership increase. Although ridership did not return to pre-pandemic levels, CDTA began restoring reduced service during this year. At the same time, relaxed distancing policies and re-institution of fares allowed CDTA to reduce trunk and BRT headways closer to pre-pandemic levels. CDTA also adjusted the Blue Line to address needs observed during early operation of the service.

Lastly, in 2021 CDTA entered into new Universal Access agreements that included service changes. For example, CDTA adjusted Routes #100 and #233 to bring service to the Amazon facility in Schodack, and Route #738 was established to serve Plug Power in Latham. A detailed description of these new services is provided in the sections below.

Routes #523, #524 and #525 (NYSOGS)

In August 2021, CDTA began a new commuter service between Downtown Albany and the park and rides owned by NYSOGS. This was part of a universal access agreement described in sections below. The three routes and their park & rides include:

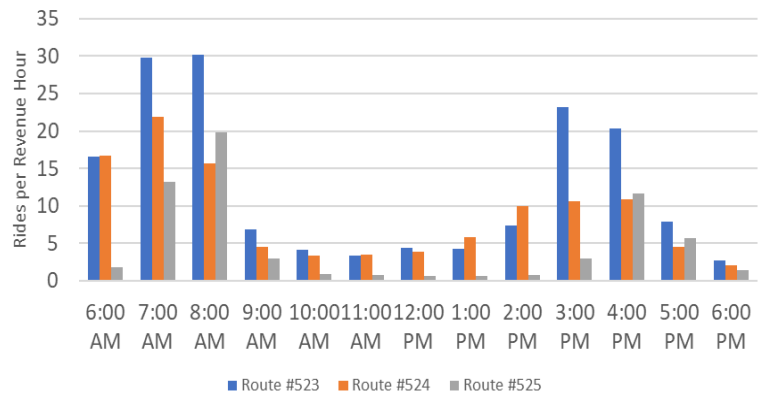
1. Southern Albany at Exit 23 (Route #523)
2. 80 Broadway in Menands (Route #524)
3. Water Street Lots beneath I-787 (Route #525)

Each route runs from approximately 6 AM to 7 PM, with 9-15 minute frequencies during regular commuting hours. CDTA also provided access between the Liberty Lots (adjacent to the Albany Bus Terminal) and the Empire State Plaza with the existing Route #114.

High productivity is observed during normal commuting hours and lower productivity at all other times. Overall, route #523 has been the most productive, followed by #524, with the #525 being the least. The #524 and #525 were adjusted in late January to increase productivity. The table below shows the change in productivity after the adjustment.

Month	523	524	525
Jan '22	14.2	10.1	5.9
Feb '22	14.6	13.0	7.3

Routes 523-525 (NYSOGS)
Routes Productivity by Hour of the Day

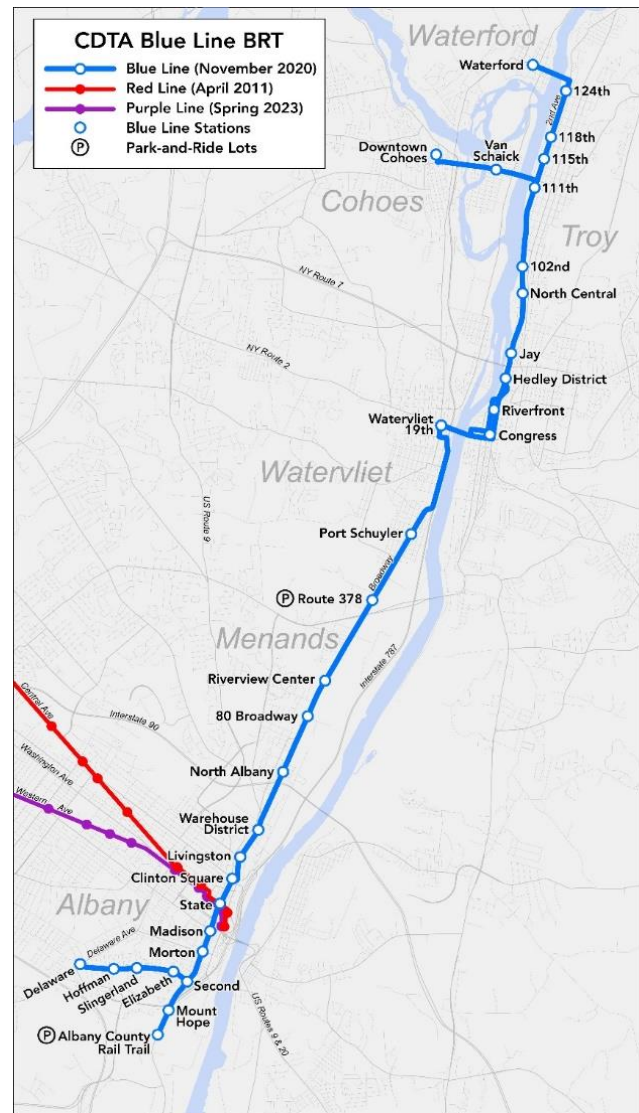


BusPlus Blue Line

In November 2020, CDTA rolled out its second BusPlus Bus Rapid Transit service, the Blue Line. The Blue Line provides service between Albany and Waterford, also serving Menands, Cohoes, Watervliet and Troy. The Blue Line is divided into two route numbers, #922 and #923. The two routes are duplicates of one another except on their northern and southern ends. At the northern end, the #922 takes the 112th Street bridge out of Troy and ends in Cohoes, while the #923 takes the 126th Street bridge to end in Waterford. At the southern end, the #922 ends on Whitehall Road in Albany and the #923 ends at the eastern end of the Albany County Rail Trail in Albany.

Between September 2021 and February 2022, the Blue Line accounted for 7.8% of total fixed route ridership.

As with the initial rollout of the Red Line, CDTA wanted to know how much ridership the Blue Line has actually generated, rather than ridership siphoned off from competing routes. To evaluate this, CDTA grouped together Routes #922, #923, #22, #85, #6, #7, #106, and #107 as the River Corridor. Note that Routes #106 and #107 replaced Routes #6 and #7. That replacement



occurred at the same time as the Blue Line rollout. Both routes are similar but not identical to their predecessors.

Even though River Corridor ridership did drop by 20% from pre-pandemic levels the year the Blue Line was rolled out, it significantly outperformed the rest of the system, which dropped by 45%.

FLEX On-Demand

CDTA introduced its FLEX microtransit service in January 2020 as a pilot. FLEX initially served an area west of Albany including Wolf Road and NY-155, Western Avenue north to the Albany International Airport, and several additional pickup points at special locations, such as UAlbany Collins Circle, Latham Farms and the Harriman Campus. CDTA has since adopted FLEX as a permanent service, lowered the price from \$3.00 to \$1.50 and expanded to Southern Saratoga County as of September, 2021. The new Southern Saratoga service covers Mechanicville and Clifton Park.

Ridership on the Colonie service has remained mostly steady, while the Southern Saratoga service appears to still be growing.

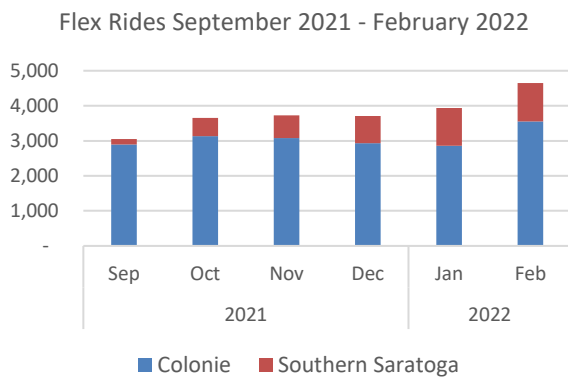


Figure 2: CDTA Flex Albany County Service Area

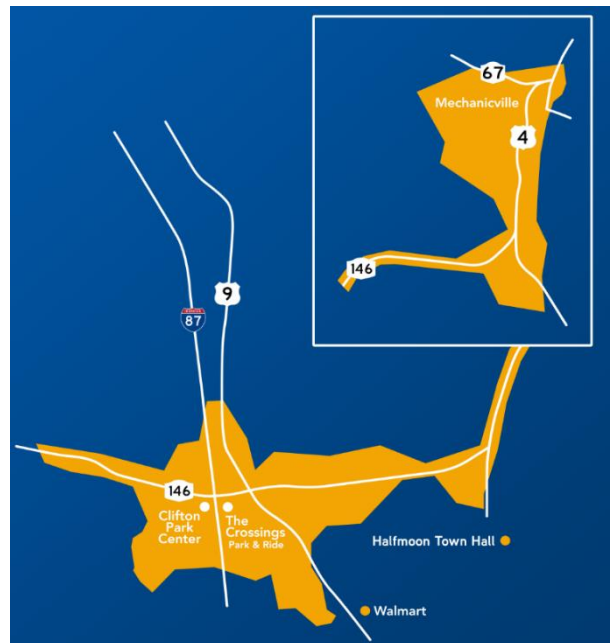


Figure 2: CDTA Flex Southern Saratoga County Service Area

Universal Access Contracts

Since the last route performance report in April 2019, the number of Universal Access contracts has increased to 26, a net increase of seven. SUNY Polytechnic Institute and ShopRite Supermarkets ended their contracts, but nine other organizations started new contracts. CDTA counted over 1.3 million Universal Access rides from September 2021 through February 2022, accounting for 24.7% of total ridership. Many contracts are with colleges and schools, but other popular contracts such as the NYS Office of General Services and Albany Medical Center show the broad appeal of Universal Access.

New Contracts

Schenectady High School

In September 2021, CDTA began providing bus service for Schenectady High School on Route #810. As this is a new service for SCSD, the total ridership on Route #810 is difficult to track, but was verified with manual counts. The #810 operates in neighborhoods throughout the city and is open to the general public.



Albany Leadership Charter School

Albany Leadership is a private school located on Hackett Boulevard in Albany, with students from throughout the Capital Region. A significant number of its students reside in Schenectady, so ALCS joined the Universal Access program in September 2021 to allow a direct connection from downtown Schenectady to neighborhoods adjacent to the school. This service is provided on Route #811, which is open to the general public and adds another option for customers seeking express service between Schenectady and Albany.

Albany Law School

One of the latest educational institutions to join, Albany Law began its Universal Access contract in 2019, including all students, faculty, and staff. The college is served by Routes #13, #18, #100, and #114, which provide connections throughout the City of Albany and the region. The program also includes CDPHP *Cycle!* bike sharing access.

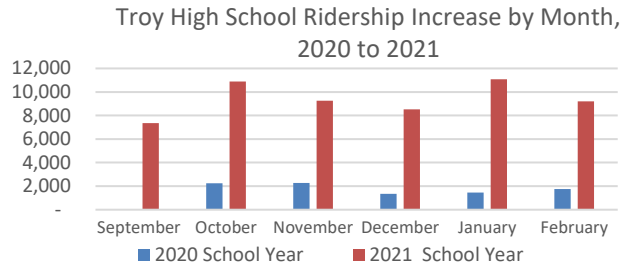


Universal Access Contract	Rides
University at Albany	480,767
Albany High School	274,031
Albany Medical Center	114,918
State Employee Transit (NYSOGS)	91,339
Rensselaer Polytechnic Institute	70,494
Troy City School District	56,314
Hudson Valley Comm. College	55,687
College of Saint Rose	39,774
Schenectady City School District	27,924
Schenectady County Comm. College	26,296
Skidmore College	16,379
Rivers Casino	15,297
Russell Sage College	13,125
Albany County Airport Authority	12,460
Educational Opportunity Center	12,054
Stewarts Shops	10,515
Shoprite	8,263
Siena College	7,068
Albany Law School	4,465
Albany College of Pharmacy	4,356
Albany Leadership Charter School	4,195
Maria College	4,113
Albany Public Library	3,665
Plug Power*	2,332
Latham Pools	1,673
Tri City Rentals	1,357
Union College	1,100
Rosenblum Companies	822
Total	1,360,783

* Plug Power's contract began in December 2021.

Troy High School (Expanded Service)

Troy High School's Universal Access program began in October 2020. CDTA increased its contract for school bus service in September 2021, which brought with it increased ridership (+440%). Service is provided by Routes #87, #286, and #802.



The Rosenblum Companies

The Blue Line BRT station at 4th & Congress Streets in Troy was designed and constructed in partnership with the Rosenblum Companies, who also developed an adjacent lot into a mixed-use development called the Vicina. The partnership also produced a Universal Access contract for all residents and tenants of the Vicina and the nearby News Apartments.



Plug Power

One of the region's fastest growing companies, Plug Power is expanding its current site in Colonie and developing a new manufacturing location in Bethlehem. In 2021, they joined the Universal Access program to reduce parking demand and provide service to each site. The Route #738 connects lots at the Albany Airport to the current location, while the Routes #13 and #18 will be extended to access the new location.



Stewart's Shops

One of the largest employers in the region with numerous convenience stores along CDTA bus routes, Stewart's is a natural fit for the Universal Access program. Stewart's contract began in July 2021. Free access to transit is a means for the company to attract a wider array of employees who require transit for their commute each day.



Latham Pools

Latham Pool Products, Inc. expanded to a new site in the Scotia/Glenville Business Park. To attract employees, the company joined the Universal Access program, which led to the addition of Route #761 in July 2021. This new route connects the park to Scotia, downtown Schenectady, and over 10 other routes. CDTA is in discussions with other tenants of the park to allow their employees free access to the service where appropriate.



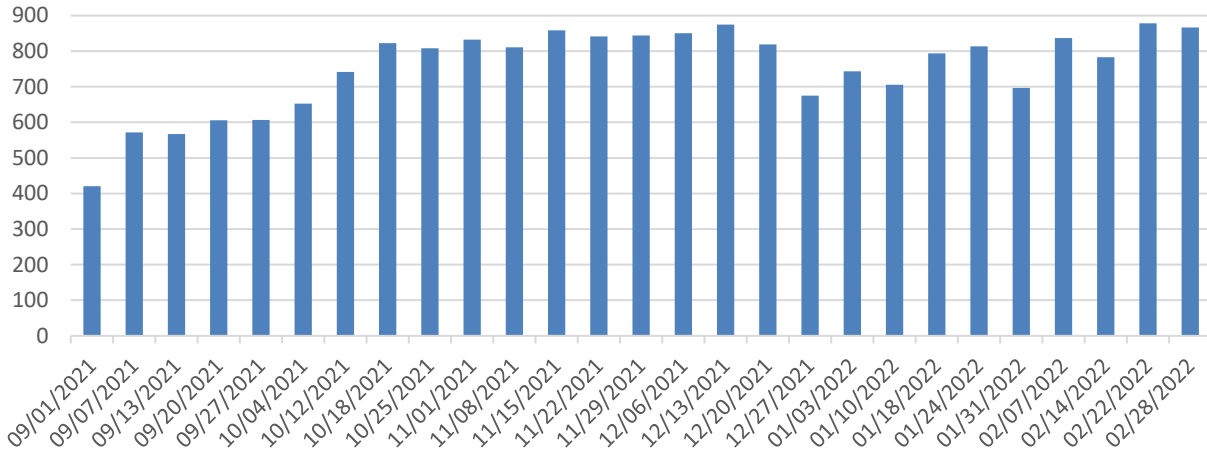
State Employee Transit Program via NYS Office of General Services

In March 2020, CDTA established an agreement with the New York State Office of General Services to provide a *Navigator* card to any NYS employee purchasing a parking pass in select lots and garages. This agreement included the adjustment of existing routes and establishment of new routes (#523/#524/#525) to state-owned park & ride lots in Albany and Menands.

Due to the impacts of COVID-19, service did not begin until August 2021. Although many state employees continue to work remotely and only a portion of the service package has been deployed, the program has been successful, showing a fairly steady state of 15,000-17,000 rides per month. Even more encouraging is the fact that pass recipients continue to broaden the routes they use across the CDTA network beyond the #523, #524, and #525.



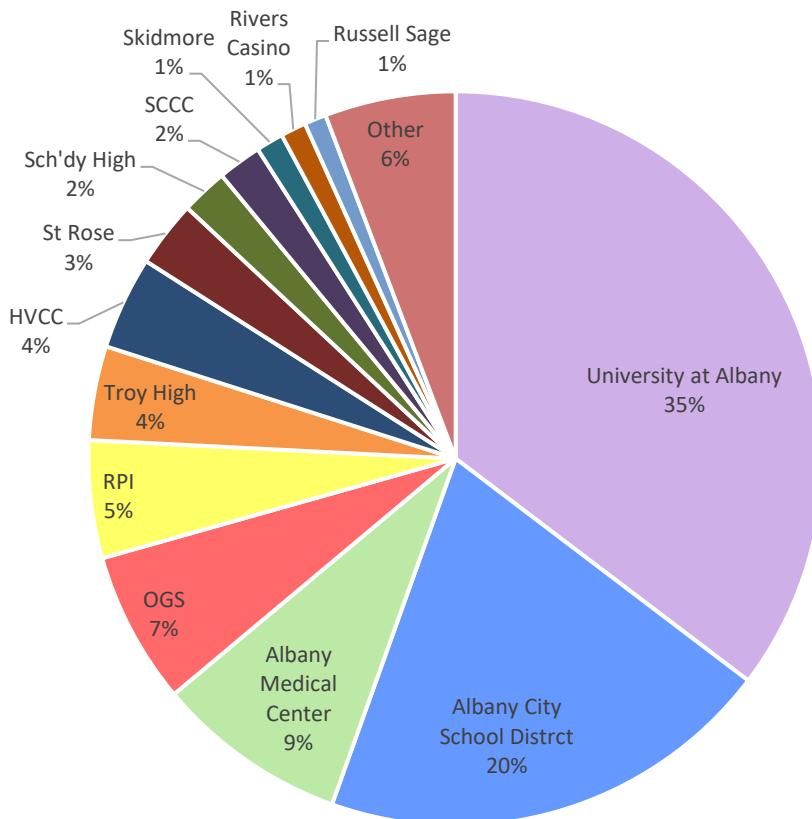
State Employee Transit Program (NYSOGS)
Average Weekday Ridership by Week



**Ridership on snow days, holidays, or adjacent days are excluded in determining average weekday ridership*

Ridership for the OGS contract reached a peak of almost 900 rides per weekday prior to Thanksgiving 2021. It then experienced a slight downturn due to the holidays, as well as the increase in state employees working from home due to the Omicron variant. Ridership has picked back up again in February. Future growth of the program is tied to the impacts of the pandemic and the rate at which state employees return to the office. In the meantime, a reduced service plan will match the level of ridership with demand.

Universal Access Ridership by Contract, September 2021 - February 2022

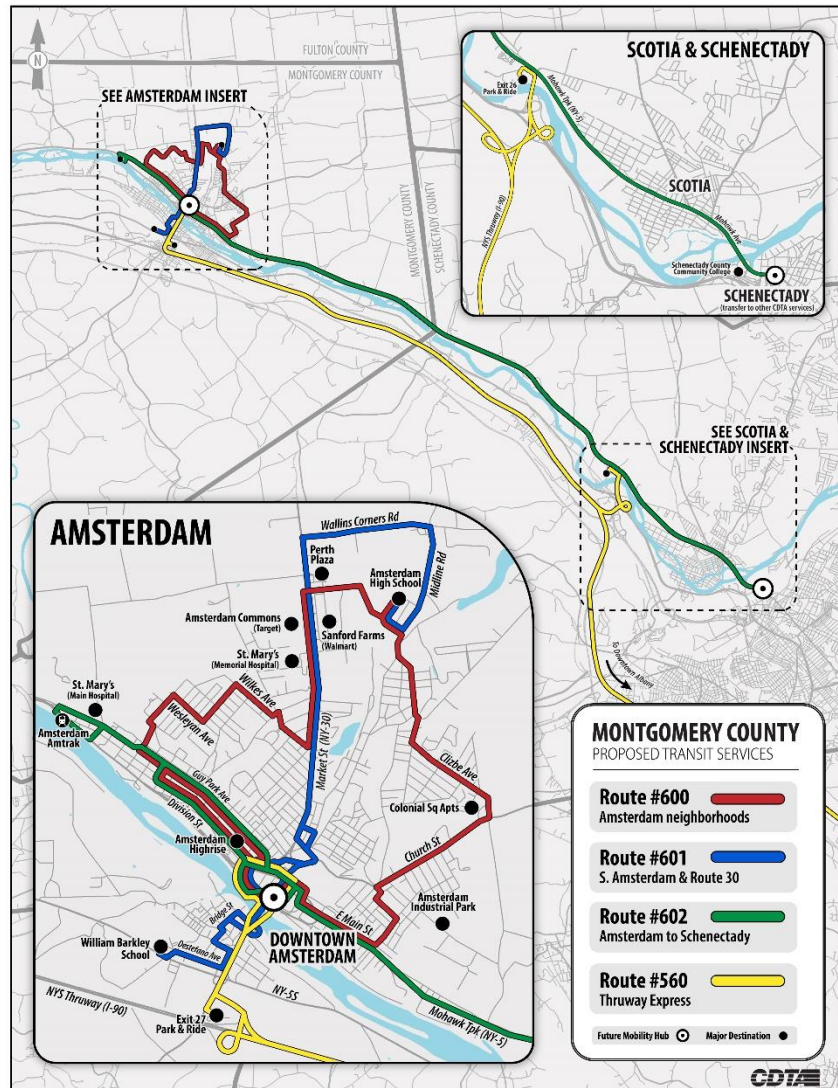


Service Recommendations for 2022-2023

Montgomery County

In April 2018, the City of Amsterdam eliminated its municipal bus service. During this time, NYSDOT and Montgomery County conducted a transit study which recommended CDTA as a service provider. The study showed that transit service would be successful due to Amsterdam’s dense, walkable neighborhoods, which have populations with low rates of car ownership. Transit is also viable in the village centers and employment destinations along the Mohawk River, Route 5 & 5S, and Route 30.

In September 2021, the Montgomery County legislature voted unanimously to become the fifth county in CDTA’s service area. The first phase of operations will begin in August 2022 with service focused on neighborhoods, downtown, hospitals, and employment centers in and adjacent to Amsterdam, as well as connections to job opportunities and the existing route network in Schenectady and Albany. Future phases of the plan will extend service to other areas of Montgomery County and increase the frequency/span of service rolled out in the initial phase. CDTA will also improve infrastructure at key locations to improve operations and increase access to adjacent neighborhoods and ridership generators.



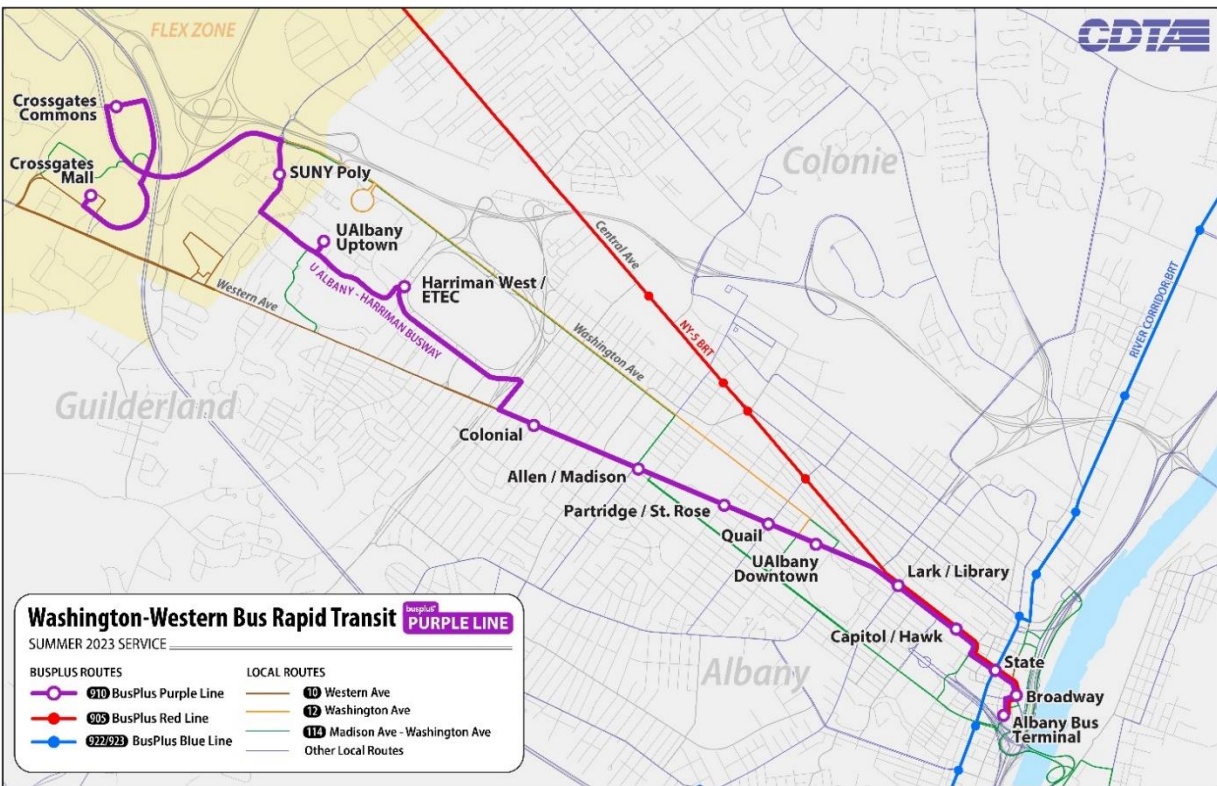
Planning for a regular route network in Montgomery County is occurring in conjunction with other initiatives to recruit operators and mechanics in the area, provide transit service to Greater Amsterdam School District, and establish a satellite garage to store and maintain the associated fleet.

Washington/Western Bus Rapid Transit – BusPlus Purple Line

Construction is underway on CDTA’s third Bus Rapid Transit line, which will operate between Downtown Albany and Crossgates Mall along segments of Washington and Western Avenues, as well as a 1-mile busway. The Purple Line will provide direct access to the University at Albany, College of Saint Rose, SUNY Polytechnic Institute, Harriman State Office Campus, and numerous city neighborhoods with transit supportive populations.

Service will begin operations in 2023. The original service plan will be adjusted in the Fall of 2022 after post-pandemic ridership levels are determined. Adjustments will be focused on frequency and span of service with minimal changes to routing. The frequency reductions of Routes #10 & #12 outlined in the original service plan have already occurred during the pandemic, so further reductions are expected to be minimal. The current service plan calls for:

- New Route #910 – BusPlus Purple Line with service every 7-10 minutes during peak and 12-15 minutes during off-peak and weekends
- Route #10 – Reduction of trips into Stuyvesant Plaza with increased FLEX microtransit
- Route #11 – Replaced by Route #910
- Route #12 – Reduction of peak frequency from every 12 minutes to every 15 minutes; late night service replaced by Route #910
- Route #712 – To be replaced by #910 and FLEX microtransit for service to Harriman Campus
- Route #114 & #115 – Routes merged to provide direct connection from Rensselaer Rail Station and UAlbany East Campus to BRT corridor and UAlbany campuses in Albany



BRT and County Expansion

In Spring 2022, CDTA in partnership with the Capital District Transportation Committee (CDTC) will begin a study to determine the feasibility of new bus rapid transit lines. The study will focus on corridors which have maintained ridership through the pandemic and have the potential for future growth based on land use, zoning regulations and regional development patterns. If a corridor or corridors are identified, the study will be used for entrance into the Federal Transit Administration's Small Starts program, which funds bus rapid transit projects.

CDTA will also explore the potential to expand into other counties within its enabling legislation. The definition of the Capital Region has changed since the creation of CDTA in 1970, and there may be a need to extend CDTA's route network to Warren, Washington, Columbia, Greene, and/or Fulton counties, similar to what is being done for Montgomery County.

School Service

CDTA provides fare-free access to its route system for students in various regional school districts through its Universal Access program. The districts with the largest ridership include the Albany City School District (One high school and three middle schools) and Schenectady City School District. CDTA supplements its service with additional trips to accommodate capacity constraints when students are traveling to/from their schools. To accommodate a growth in ridership while maintaining existing service levels, CDTA will comprehensively review the student ridership patterns in the Albany and Schenectady School Districts. The resulting plans will adjust how school trips are distributed along the route system to expand geographic coverage while maximizing productivity.

In addition, CDTA will add the Greater Amsterdam School District to its Universal Access program. Service will be provided to Amsterdam High School via additional trips on the #600 and #601. These routes will have their northern terminus be the high school itself, providing CDTA an excellent layover location and allowing high school students service throughout the week – ideal for sports and other afterschool activities.

Route Restructurings


It has been over a decade since CDTA has redesigned its route system in its entirety. This, plus the impacts of COVID-19, suggest the need to comprehensively restructure services to meet changing demands. There is also a need to rethink what the Transit Development Plan considers “productive” service, whether ridership per hour is the best metric, and if existing thresholds should be adjusted.

CDTA plans to begin by partnering with CDTC to carry out a deeper dive into ridership, focusing on routes by stop, segment, and time of day, and develop a means to infer passenger origins and destinations from existing data. This information will provide the basis for a county-by-county restructuring of our services, which could begin in late 2023. CDTA's intent would be to match the level of service with demand, while using our new mobility services (such as Drive, CDPHP Cycle!, Scoot, vanpool, and FLEX) to maintain or expand geographic coverage.

Appendix


Summary of Service Changes - January 2020 to January 2022

Service Increase 

Service Decrease 

No Change 

New Routes 

Route Eliminated 

Route	Jan '20	Apr '20	Jul. '20	Sep '20	Nov '20	Jan '21	Apr '21	Jun '21	Sep '21	Jan. '22
1	-	-	↑	-	↓	-	-	↓	-	↓
6	-	↓	↑	-	X					
7	-	↓	↑	-	X					
10	-	↓	↑	-	-	-	-	-	-	-
11	-	↓	-	↑	-	-	-	-	↑	-
12	-	↓	↑	↑	-	↓	-	-	-	↑
13	-	↓	↑	-	-	-	-	-	-	-
18	-	↓	↑	-	-	-	-	-	-	-
22	-	-	↑	-	↓	-	↓	-	-	-
80	-	↓	↑	-	X					
85	-	-	↑	-	-	-	↓	-	-	-
87	-	↓	↑	-	-	-	↓	-	-	-
100	↑	-	↑	-	-	↓	-	-	-	-
106					★	↑	-	-	-	-
107					★	-	-	-	-	-
114	-	↓	↑	-	-	-	-	-	-	-
115										★
117	-	↓	-	-	-	-	-	-	-	↓
125	-	↓	-	-	-	-	-	-	-	-
138	↑	↓	-	-	X					
155	-	↓	↓	-	-	-	-	-	-	-
182	-	↓	↑	-	-	-	-	-	-	-
190	-	↓	↓	↓	-	-	-	-	-	↓
214	-	↓	↑	-	-	-	-	-	-	-
224	-	↓	-	-	-	-	-	-	-	-
233	-	↓	-	-	-	-	-	-	-	-
286	-	↓	↓	↑	-	-	-	-	↑	-
288				★	-	-	-	X		
289	↑	-	↑	-	-	-	-	-	-	-
351	↑	↓	↑	-	-	-	-	-	-	-
352	-	↓	-	-	-	-	-	-	-	-
353	↑	-	↑	-	-	↓	-	-	-	-
354	-	↓	-	-	-	-	-	-	-	-
355	-	↑	-	-	↓	-	-	-	-	-
370	-	↓	↑	-	↑	-	-	-	-	-
450	-	↓	↑	-	-	-	-	-	-	-
451	-	↓	↑	-	-	-	-	-	-	-
452	-	↓	↓	↑	-	-	-	-	-	-
519									★	-
520	-	X								
522	-	X			★	-	-	-	-	-
523									★	-
524									★	-
525									★	-
530	-	X							★	-
531	-	X								
540	-	↓	↑	-	-	-	-	-	↑	-
712	-	↓	-	-	-	-	-	-	-	-
716	-	X								
719	-	X								
734	-	X								
737	-	-	-	-	-	-	-	-	-	-
738									★	-
761								★	-	-
763	-	↓	↑	-	-	-	-	-	-	-
905	-	↑	↑	-	-	↓	-	-	-	-
922/923					★	-	↓	↓	-	↓

**CDTA Route Performance – September 2021 to February 2022
(Sorted by 1 Year Trend)**

Trunk	Neighborhood	Commuter	Express	Blue Line	Red Line	Flex
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Route	Description	Total Rides	Revenue Hours	1-Year Trend	2-Year Trend	Rides per Revenue Hour
11	UAlbany Shuttle	84,387	6,814	122%	-23%	12.4
114	Madison/Washington	164,364	9,955	74%	-21%	16.5
452	Skidmore/Wilton via Saratoga	21,373	4,659	65%	-53%	4.5
522	Hudson River Express	2,417	719	59%*	-88%*	3.4
Flex	Colonie	18,454	7,070	52%	-	2.6
922/923	BusPlus Blue Line	431,972	35,147	48%*	-	12.3
12	Washington Avenue	609,487	18,677	48%	-22%	32.5
224	Albany-Troy via I-90	56,815	4,497	42%	-61%	12.6
106	Uptown Belt	207,450	11,761	37*	-	17.6
87	Beman Park Sycaway	172,606	9,013	36%	-12%	19.1
451	Ballston Spa-West Saratoga	5,436	1,711	35%	-69%	3.1
233	Albany/Schodack	14,847	1,091	32%	-49%	13.5
763	Albany/Schenectady via Rt 20	9,163	1,366	30%	-81%	6.7
190	Fuller/Wolf	12,775	1,433	28%	-81%	8.9
10	Western Avenue	235,640	15,396	23%	-27%	15.3
286	Troy / Wynantskill	18,352	2,362	22%	-22%	7.8
13	New Scotland Avenue	100,778	7,815	22%	-41%	12.9
100	Mid-City Belt	313,457	16,193	20%	-28%	19.3
214	Rensselaer 3rd Street	64,259	5,271	19%	-21%	12.2
117	Guilderland/Colonie Crosstown	21,270	2,253	19%	-58%	9.4
125	Clinton/Sand Creek	41,164	3,891	16%	-54%	10.6
18	Delaware Avenue	113,350	7,730	14%	-43%	14.7
351	Broadway/Van Vranken	92,953	6,246	14%	-64%	14.9
355	Schenectady/Wolf Rd.	165,826	10,944	11%	-69%	15.2
289	Griswold Heights - St. Mary's	29,691	2,827	11%	-36%	10.5
905	BusPlus Red Line	635,191	35,593	10%	-9%	17.8
370	Troy/Schenectady	172,789	12,657	9%	-50%	13.7
352	Altamont Ave/McClellan	7,453	1,094	7%	-54%	6.8
737	Corporate Woods/Airport	18,085	2,815	6%	-61%	6.4
182	Troy-Latham-Cohoes	149,742	13,589	6%	-27%	11.0
1	Central Ave./Wolf Rd.	509,017	24,653	6%	-1%	20.6
354	Nott Street/ViaPort Mall	27,472	2,303	2%	-56%	11.9
450	Schenectady-Wilton via Rt 50	101,143	11,802	1%	-55%	8.6
85	Troy-Waterford	179,850	12,013	1%	-36%	15.0
712	Harriman/Patroun Creek	6,954	620	-2%	-70%	11.2
107	Albany Glenmont	87,795	4,748	-3%*	-	18.5
353	Mont Pleasant/Scotia	164,369	10,118	-3%	-52%	16.2
22	Albany-Troy-Watervliet	188,773	14,602	-28%	-60%	12.9
155	Suburban Circulator	327	172	-42%	-98%	1.9

Note: Routes #115, #519, #523, #524, #525, #530, #738, and #761 and Flex Southern Saratoga weren't in service a year ago. Route #540 lacks ridership data because automatic passenger counters weren't installed at this time.

115	Madison Ave / Western Ave	915*	189	-	-	4.8
519	Delmar Bypass Express	1,275	374	-	-	3.4
523	Exit 23 Express	37,328	2,316	-	-	16.1
524	Broadway Menands Express	25,824	2,468	-	-	10.5
525	Albany Riverfront Express	10,371	1,687	-	-	6.1
530	Exit 26 Express	3,910	689	-	-62%*	5.7
540	Northway Express	27,648	2,875	N/A	-69%	9.6
738	Latham Shuttle	2,520*	192	-	-	13.1
761	Glenville Tech Park	885	226	-	-	3.9
Flex	Southern Saratoga	4,256	5,284	-	-	0.8

*This route's ridership trend is based on a more narrow timeframe because the route was not in service for the full September through January timeframe either this year, last year or two years ago.

**CDTA Route Performance – September 2021 to February 2022
(Sorted by Ridership)**

Route	Description	Total Rides	Revenue Hours	1-Year Trend	2-Year Trend	Rides per Revenue Hour
905	BusPlus Red Line	635,191	35,593	10%	-9%	17.8
12	Washington Avenue	609,487	18,677	48%	-22%	32.5
1	Central Ave./Wolf Rd.	509,017	24,653	6%	-1%	20.6
922/923	BusPlus Blue Line	431,972	35,147	48%*	-	12.3
100	Mid-City Belt	313,457	16,193	20%	-28%	19.3
10	Western Avenue	235,640	15,396	23%	-27%	15.3
106	Uptown Belt	207,450	11,761	37*	-	17.6
22	Albany-Troy-Watervliet	188,773	14,602	-28%	-60%	12.9
85	Troy-Waterford	179,850	12,013	1%	-36%	15.0
370	Troy/Schenectady	172,789	12,657	9%	-50%	13.7
87	Beman Park Sycaway	172,606	9,013	36%	-12%	19.1
355	Schenectady/Wolf Rd.	165,826	10,944	11%	-69%	15.2
353	Mont Pleasant/Scotia	164,369	10,118	-3%	-52%	16.2
114	Madison/Washington	164,364	9,955	74%	-21%	16.5
182	Troy-Latham-Cohoes	149,742	13,589	6%	-27%	11.0
18	Delaware Avenue	113,350	7,730	14%	-43%	14.7
450	Schenectady-Wilton via Rt 50	101,143	11,802	1%	-55%	8.6
13	New Scotland Avenue	100,778	7,815	22%	-41%	12.9
351	Broadway/Van Vranken	92,953	6,246	14%	-64%	14.9
107	Albany Glenmont	87,795	4,748	-3%*	-	18.5
11	UAlbany Shuttle	84,387	6,814	122%	-23%	12.4
214	Rensselaer 3rd Street	64,259	5,271	19%	-21%	12.2
224	Albany-Troy via I-90	56,815	4,497	42%	-61%	12.6
125	Clinton/Sand Creek	41,164	3,891	16%	-54%	10.6
523	Exit 23 / McCarty Express	37,328	2,316	-	-	16.1
289	Griswold Heights - St. Mary's	29,691	2,827	11%	-36%	10.5
540	Northway Xpress	27,648	2,875	N/A	-69%	9.6
354	Nott Street/ViaPort Mall	27,472	2,303	2%	-56%	11.9
524	Broadway Menands Express	25,824	2,468	-	-	10.5
452	Skidmore/Wilton via Saratoga	21,373	4,659	65%	-53%	4.5
117	Guilderland/Colonie Crosstown	21,270	2,253	19%	-58%	9.4
Flex	Colonie	18,454	7,070	52%	-	2.6
286	Troy / Wynantskill	18,352	2,362	22%	-22%	7.8
737	Corporate Woods/Airport	18,085	2,815	6%	-61%	6.4
233	Albany/Schodack	14,847	1,091	32%	-49%	13.5
190	Fuller/Wolf	12,775	1,433	28%	-81%	8.9
525	Albany Riverfront Express	10,371	1,687	-	-	6.1
763	Albany/Schenectady via Rt 20	9,163	1,366	30%	-81%	6.7
352	Altamont Ave/McClellan	7,453	1,094	7%	-54%	6.8
712	Harriman/Patroon Creek	6,954	620	-2%	-70%	11.2
451	Ballston Spa-West Saratoga	5,436	1,711	35%	-69%	3.1
Flex	Southern Saratoga	4,256	5,284	-	-	0.8
530	Exit 26 Express	3,910	689	-	-62%*	5.7
738	Latham Shuttle	2,520*	192	-	-	13.1
522	Hudson River Express	2,417	719	59%*	-88%*	3.4
519	Delmar Bypass Express	1,275	374	-	-	3.4
115	Madison Ave / Western Ave	915*	189	-	-	4.8
761	Glenville Tech Park	885	226	-	-	3.9
155	Suburban Circulator	327	172	-42%	-98%	1.9

*This route's ridership trend is based on a more narrow timeframe because the route was not in service for the full September through January timeframe either this year, last year or two years ago.

**CDTA Route Performance – September 2021 to February 2022
(Sorted by 2 Year Trend - Pre-Covid-19 Comparison)**

Route	Description	Total Rides	Revenue Hours	1-Year Trend	2-Year Trend	Rides per Rev. Hour
1	Central Ave./Wolf Rd.	509,017	24,653	6%	-1%	20.6
905	BusPlus Red Line	635,191	35,593	10%	-9%	17.8
87	Beman Park Sycaway	172,606	9,013	36%	-12%	19.1
114	Madison/Washington	164,364	9,955	74%	-21%	16.5
214	Rensselaer 3rd Street	64,259	5,271	19%	-21%	12.2
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12	Washington Avenue	609,487	18,677	48%	-22%	32.5
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10	Western Avenue	235,640	15,396	23%	-27%	15.3
182	Troy-Latham-Cohoes	149,742	13,589	6%	-27%	11.0
100	Mid-City Belt	313,457	16,193	20%	-28%	19.3
289	Griswold Heights - St. Mary's	29,691	2,827	11%	-36%	10.5
85	Troy-Waterford	179,850	12,013	1%	-36%	15.0
13	New Scotland Avenue	100,778	7,815	22%	-41%	12.9
18	Delaware Avenue	113,350	7,730	14%	-43%	14.7
233	Albany/Schodack	14,847	1,091	32%	-49%	13.5
370	Troy/Schenectady	172,789	12,657	9%	-50%	13.7
353	Mont Pleasant/Scotia	164,369	10,118	-3%	-52%	16.2
452	Skidmore/Wilton via Saratoga	21,373	4,659	65%	-53%	4.5
125	Clinton/Sand Creek	41,164	3,891	16%	-54%	10.6
352	Altamont Ave/McClellan	7,453	1,094	7%	-54%	6.8
450	Schenectady-Wilton via Rt 50	101,143	11,802	1%	-55%	8.6
354	Nott Street/ViaPort Mall	27,472	2,303	2%	-56%	11.9
117	Guilderland/Colonie Crosstown	21,270	2,253	19%	-58%	9.4
22	Albany-Troy-Watervliet	188,773	14,602	-28%	-60%	12.9
224	Albany-Troy via I-90	56,815	4,497	42%	-61%	12.6
737	Corporate Woods/Airport	18,085	2,815	6%	-61%	6.4
530	Exit 26 Express	3,910	689	-	-62%*	5.7
351	Broadway/Van Vranken	92,953	6,246	14%	-64%	14.9
540	Northway Express	27,648	2,875	N/A	-69%	9.6
355	Schenectady/Wolf Rd.	165,826	10,944	11%	-69%	15.2
451	Ballston Spa-West Saratoga	5,436	1,711	35%	-69%	3.1
712	Harriman/Patroun Creek	6,954	620	-2%	-70%	11.2
763	Albany/Schenectady via Rt 20	9,163	1,366	30%	-81%	6.7
190	Fuller/Wolf	12,775	1,433	28%	-81%	8.9
522	Hudson River Express	2,417	719	59%*	-88%*	3.4
155	Suburban Circulator	327	172	-42%	-98%	1.9

Note: Routes #106, #107, #115, #519, #523, #524, #525, #738, #761, #922, #923 did not exist two years ago. Most of these are re-workings of existing routes, but they are different enough from their predecessor that they should not be compared.

106	<i>Uptown Belt</i>	207,450	11,761	37*	-	17.6
107	<i>Albany Glenmont</i>	87,795	4,748	-3%*	-	18.5
115	<i>Madison Ave / Western Ave</i>	915*	189	-	-	4.8
519	<i>Delmar Bypass Express</i>	1,275	374	-	-	3.4
523	<i>Exit 23 Express</i>	37,328	2,316	-	-	16.1
524	<i>Broadway Menands Express</i>	25,824	2,468	-	-	10.5
525	<i>Albany Riverfront Express</i>	10,371	1,687	-	-	6.1
738	<i>Latham Shuttle</i>	2,520*	192	-	-	13.1
761	<i>Glenville Tech Park</i>	885	226	-	-	3.9
922/923	<i>BusPlus Blue Line</i>	431,972	35,147	48%*	-	12.3
Flex	<i>Colonie / Guilderland</i>	18,454	7,070	52%	-	2.6
Flex	<i>Southern Saratoga</i>	4,256	5,284	-	-	0.8

*This route's ridership trend is based on a more narrow timeframe because the route was not in service for the full September through January timeframe either this year, last year or two years ago.

September 2021 - February 2022 Route Performance Report

*Strategic and Operational Planning Committee
April 21, 2022*

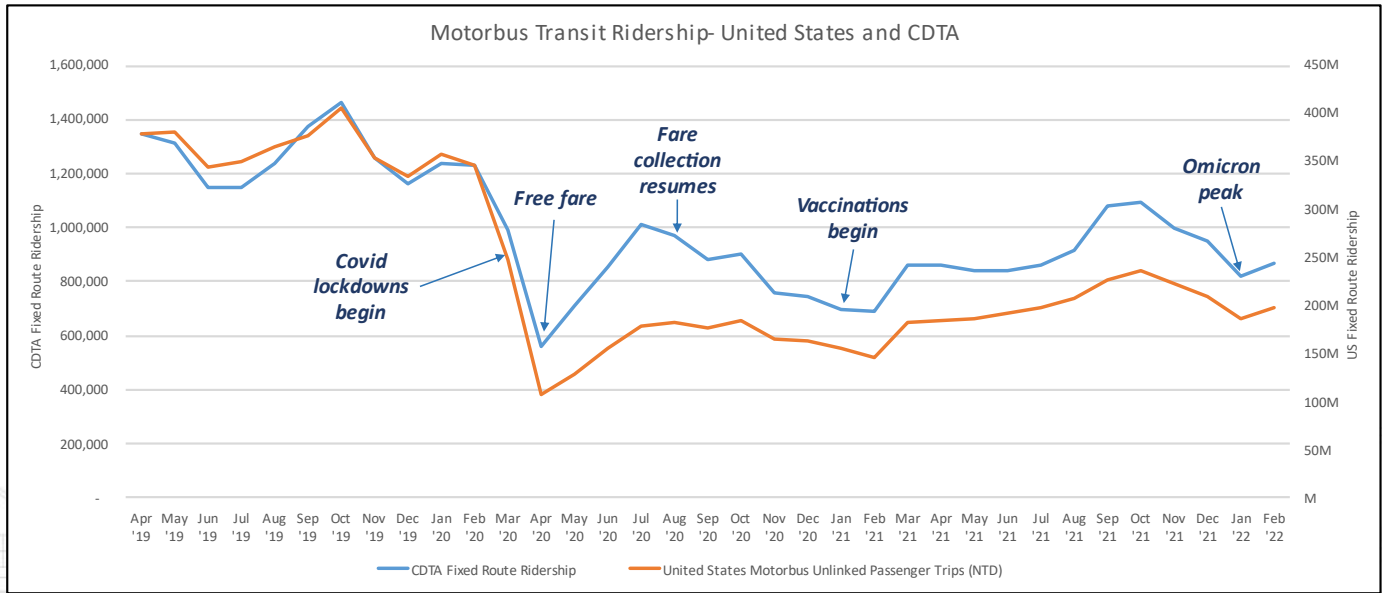


Major Findings

- CDTA's ridership recovery is better than the national average
- Down 30% from two years ago (current vs preCovid); narrowing each month (March down only 17%)
- Ridership is up 26% from last year
- Bus Rapid Transit has grown as a share of CDTA ridership
- Number of Universal Access contracts increased (25% of ridership)
- New normal in ridership patterns is setting in

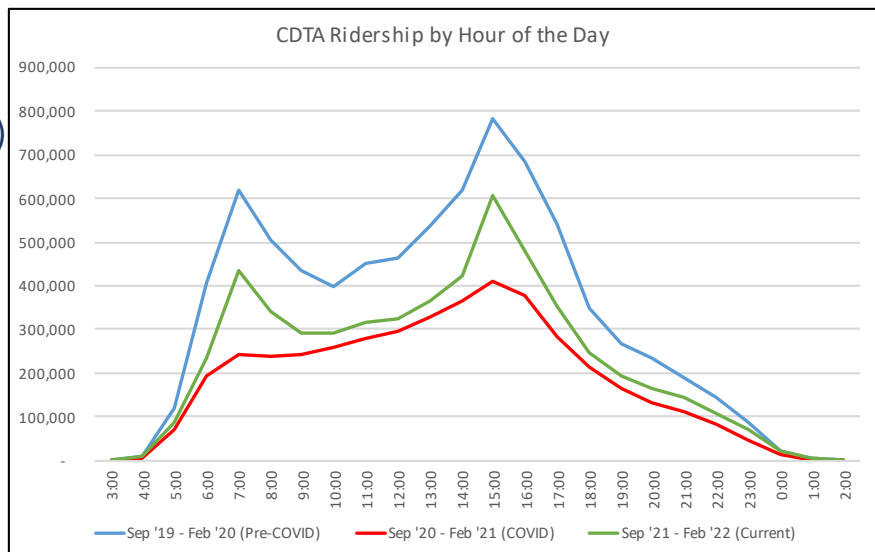


Total Ridership, CDTA and the US – 2019 – Present



Possible Signs of “New Normal”

- Covid commuting slump (red) is gone
- Current ridership loss is evenly distributed throughout the day, not due to work-from-home policies exclusively



Top 15 Most Productive Routes

Route	Description	Rides /Hour
12	Washington Avenue	32.5
1	Central Ave./Wolf Rd.	20.6
100	Mid-City Belt	19.3
87	Beman Park Sycaway	19.1
107	Albany Glenmont	18.5
905	BusPlus Red Line	17.8
106	Uptown Belt	17.6
114	Madison/Washington	16.5
353	Mont Pleasant/Scotia	16.2
523	Exit 23 / McCarty Express	16.1
10	Western Avenue	15.3
355	Schenectady/Wolf Rd.	15.2
85	Troy-Waterford	15.0
351	Broadway/Van Vranken	14.9
18	Delaware Avenue	14.7

Top 15 Highest Ridership Routes

Route	Description	Rides
905	BusPlus Red Line	635,191
12	Washington Avenue	609,487
1	Central Ave./Wolf Rd.	509,017
922/923	BusPlus Blue Line	431,972
100	Mid-City Belt	313,457
10	Western Avenue	235,640
106	Uptown Belt	207,450
22	Albany-Troy-Watervliet	188,773
85	Troy-Waterford	179,850
370	Troy/Schenectady	172,789
87	Beman Park Sycaway	172,606
355	Schenectady/Wolf Rd.	165,826
353	Mont Pleasant/Scotia	164,369
114	Madison/Washington	164,364
182	Troy-Latham-Cohoes	149,742



Bottom 15 Least Productive Routes

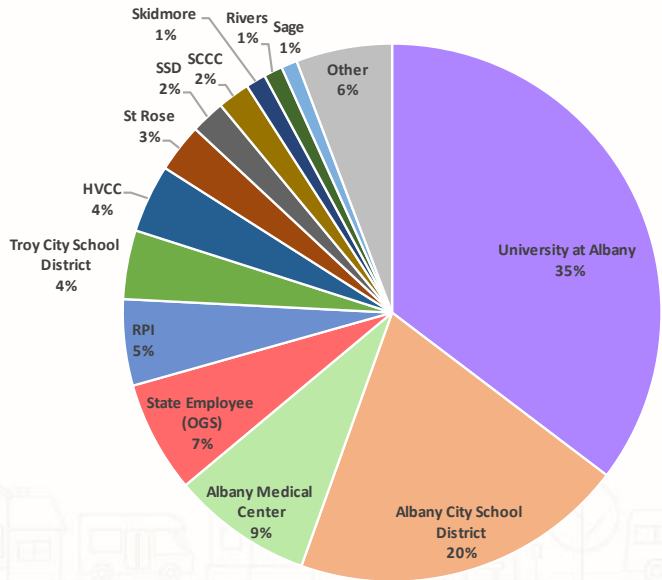
Route	Description	Rides /Hour
286	Troy / Wynantskill	7.8
352	Altamont Ave/McClellan	6.8
763	Albany/Schenectady via Rt 20	6.7
737	Corporate Woods/Airport	6.4
525	Albany Riverfront Express	6.1
530	Exit 26 Express	5.7
115	Madison Ave / Western Ave	4.8
452	Skidmore/Wilton via Saratoga	4.5
761	Glenville Tech Park	3.9
519	Delmar Bypass Express	3.4
522	Hudson River Express	3.4
451	Ballston Spa-West Saratoga	3.1
Flex	Colonie	2.6
155	Suburban Circulator	1.9
Flex	Southern Saratoga	0.8

Bottom 15 Lowest Ridership Routes

Route	Description	Rides
233	Albany/Schodack	14,847
190	Fuller/Wolf	12,775
525	Albany Riverfront Express	10,371
763	Albany/Schenectady via Rt 20	9,163
352	Altamont Ave/McClellan	7,453
712	Harriman/Patroon Creek	6,954
451	Ballston Spa-West Saratoga	5,436
Flex	Southern Saratoga	4,256
530	Exit 26 Express	3,910
738	Latham Shuttle	2,520*
522	Hudson River Express	2,417
519	Delmar Bypass Express	1,275
115	Madison Ave / Western Ave	915*
761	Glenville Tech Park	885
155	Suburban Circulator	327



Universal Access

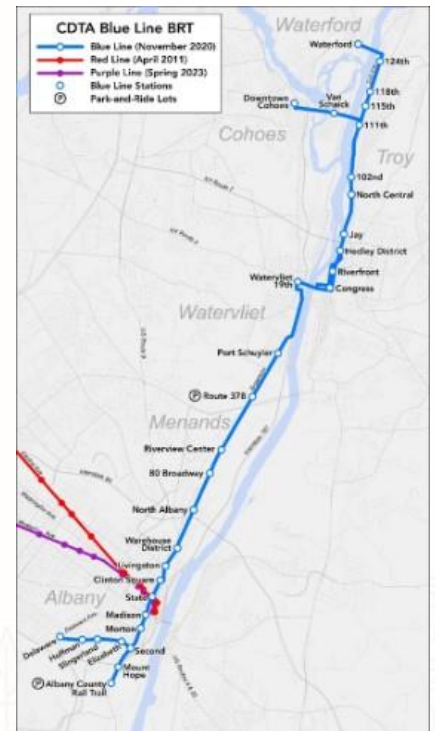
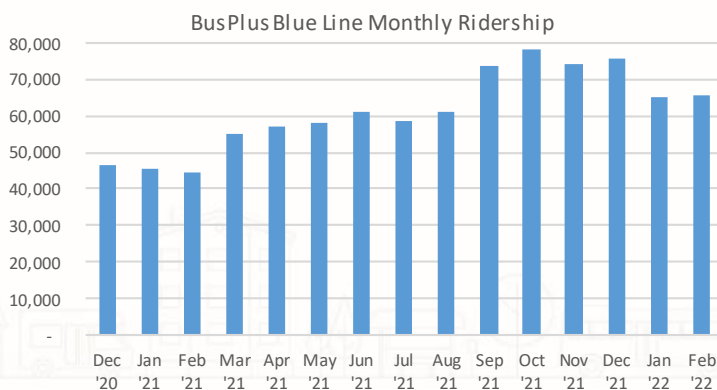


New Contracts



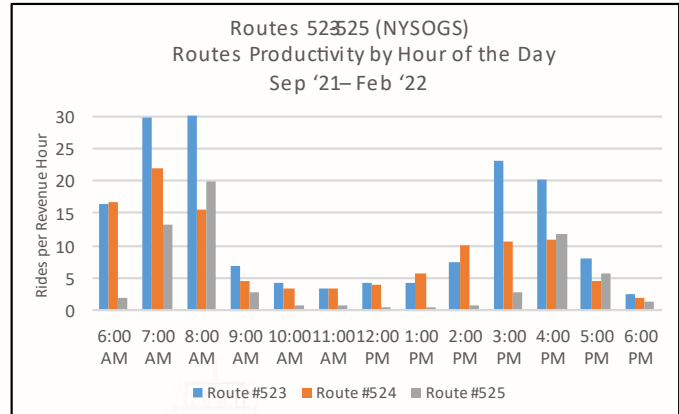
BusPlus Blue Line

- Averaging 3,000 weekday rides as of the end of February
- Productivity lower than desired due to amount of service (not ridership)
- Tightening running times and minor reduction in frequencies planned for Summer 2022



State Employee Transit

- New Universal Access and service contract (August 2021)
- Three new routes run from parkand-rides to Downtown Albany
- Productivity/ridership varies by route and time of day
- Service adjustment in January increased productivity



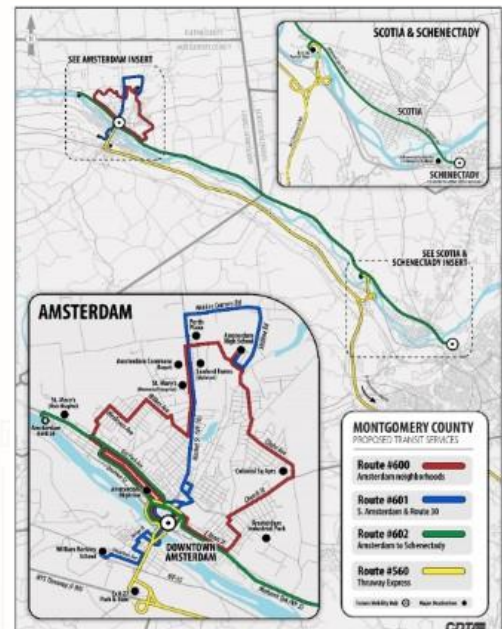
Productivity by Month	#523	524	525
Jan '22	14.2	10.1	5.9
Feb '22 (post-adjustment)	14.6	13.0	7.3



FY23 Objectives

Montgomery County Expansion

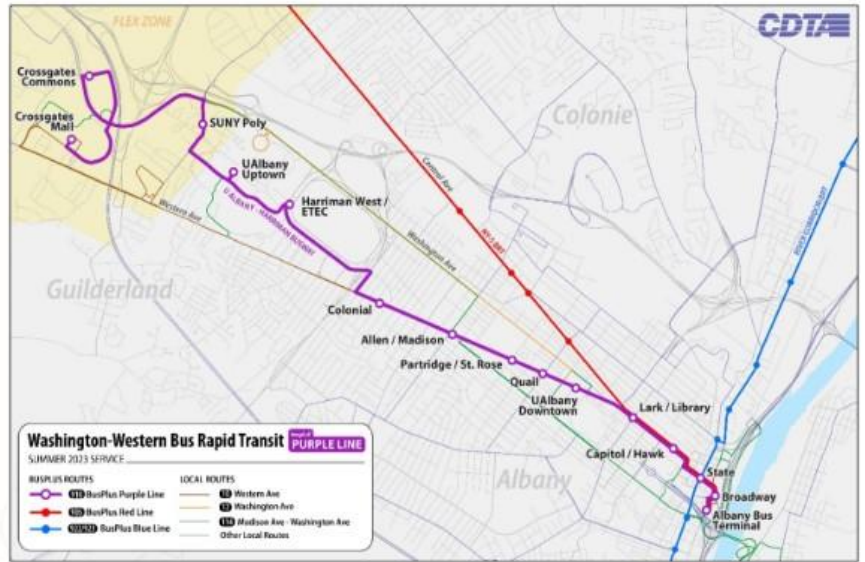
- Phase 1 in late summer 2022
- 3 neighborhood routes
- 1 commuter coach express (TX Thruway Xpress)
- Focused on connecting Amsterdam neighborhoods to surrounding retail/job centers
- Includes access for Amsterdam School District



FY23 Objectives

BusPlus Purple Line (#910)

- 3rd BRT line
- Connect downtown Albany, UAlbany, Harriman, SUNY Poly and Crossgates
- 1-mile busway
- Under construction with service beginning in Summer/Fall 2023



FY23 Objectives

Other Service Initiatives

- Restructure service for Schenectady and Albany Schools
- Match service to operator availability; make work more attractive
- Analyze ridership by stop and origin destination data for county-by-county route restructuring

