



June 30, 2020

Spencer P. Hellwig
40 McMaster Street
Ballston Spa, NY 12020

Carm Basile
Chief Executive Officer
518-437-6840
carmb@cdta.org

Dear Mr. ~~Hellwig~~  Hellwig:

I hope you and your family are healthy and you are finding ways to stay connected during this challenging time. As the Capital Region begins to reopen, I want to update you on the CDTA service plan and changes we are making to keep customers and the community safe.

Just like every other business, this has been a difficult time for CDTA. At the beginning of April, weekday ridership had fallen from more than 55,000 per day to 25,000 per day. Slowly and steadily, we are recovering, and weekday ridership is now 32,000 per day. Lots of work to do but as the region recovers and reopens, we are hopeful of continued ridership gains.

To keep pace with the reopening process, we will bring our core trunk routes back to full service. This will happen on Sunday, July 12, 2020. Some of these routes will have more frequency than normal to accommodate social distancing requirements on buses. A number of other service adjustments will be made to align our neighborhood services and connections. If all goes well, we expect most of our service network to be back to normal by Labor Day.

In the next few weeks, we will begin to install protective barriers on all buses. This is designed to protect bus operators and improve the safety and security of our system. Once we begin to install the barriers, we plan to engage our revenue processing system and begin collecting fares (we have not collected fares since April 6 when we instituted rear door only boarding). This is an important next step to normal operation for us.

During the coming days, we will begin the customer notification process. There may be some confusion as we bring services back, install new devices and begin new systems. We will be as flexible and responsive as possible and will provide appropriate support services. Please let us know if you hear from a constituent who needs help.

Our success comes from great relationships and community support. I appreciate what you do to help us and to make what we do matter to the people of the Capital Region. Thank you.

Cordially,


Carm Basile
Chief Executive Officer

Jayne B. Lahut
Chairman
Schenectady County

Michael J. Criscione
Vice Chairman
Albany County

Mark Schaeffer
Secretary
Albany County

David M. Stackrow
Treasurer
Rensselaer County

Georgeanna M. Nugent
Saratoga County

Jaclyn Falotico
Schenectady County

Denise A. Figueroa
Albany County

Patrick M. Lance
Labor Representative

Carm Basile
Chief Executive Officer

Service Changes

Contact: 518.482.8822 or visit www.cdta.org

Effective Sunday, July 12, 2020

All service adjustments listed will begin the week of July 12th. Routes not listed will continue to operate with the same service levels. Express services on routes #520, #522, #530, #531 will continue to be on pause for the time being.

Service Enhancements:

- **Route #1 (Central Avenue)** – Frequencies will be improved throughout the schedule on weekdays, Saturday and Sundays.
- **Route #6 (Second Avenue – Whitehall Road)** – Will resume regular weekday schedule.
- **Route #7 (Albany / Glenmont)** – Frequencies will be improved throughout the schedule on weekdays, Saturday and Sundays.
- **Route #10 (Western Avenue)** – Will resume regular weekday schedule.
- **Route #22 (Albany – Troy via Watervliet)** – Frequencies will be improved throughout the schedule on weekdays, Saturday and Sundays.
- **Route #80 (Troy Fifth Avenue)** – Frequencies will be improved for weekdays and Saturdays.
- **Route #85 (Waterford – Troy)** – Will resume regular weekday schedule, along with frequency enhancements on weekends.
- **Route #114 (Madison Avenue – Washington Avenue)** – Will resume regular weekday schedule.
- **Route #182 (Troy – Albany via Cohoes and Latham)** – Will resume regular weekday schedule, along with frequency enhancements on weekends.
- **Route #353 (Scotia – Mt. Pleasant)** – Frequencies will be improved throughout the schedule on weekdays, Saturday and Sundays.
- **Route #370 (Troy / Schenectady)** – Will resume the regular weekday schedule.
- **Route #450 (Schenectady – Wilton via Route 50)** – Frequencies will be improved throughout the schedule on weekdays, Saturday, and Sundays.
- **Route #905 (BusPlus Red Line)** – Frequencies will be improved throughout the schedule on weekdays, Saturday, and Sundays.

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Service Reductions:

- **Route #190 (Fuller Road – Wolf Road)** – Service frequency will be reduced to every 2 hours on weekdays and Saturdays.
- **Route #451 (Ballston Spa – West Saratoga)** – New turnaround at the south end will now occur at either Quad Graphics or the Saratoga YMCA. Connections to the #450 will allow for service to Ballston Spa.
- **Route #452 (Skidmore College – Wilton Mall)** – Reroute service near Marion Ave. Route will now turnaround at Fresh Market Plaza. Transfers to the #450 will allow for connections to Wilton Mall.
- **Route #763 (Albany/Schenectady via Route 20)** – Reroute service near Crossgates Mall. Service will operate between Mohawk Harbor, Schenectady, and Crossgates Mall. Customers needing to continue to Albany can transfer to the #10, #12, #114.

Service Eliminations:

- **Route #117 (Guilderland – Colonie Crosstown)** – Service will no longer operate west of Crossgates Mall. Customers should consider CDTA *FLEX* service as an alternative. Service will operate every 90 minutes weekdays and Saturdays.
- **Route #155 (Suburban Circulator)** – **Service is eliminated.** Customers should consider *FLEX* as an alternative.

Timing Adjustments: Trip start times will be modified starting on July 12th, please check schedules to verify arrival and departure times.

- **Route #12 (Washington Avenue)**
- **Route #13 (New Scotland Avenue)**
- **Route #18 (Delaware Avenue)**
- **Route #87 (Troy – Sycaway)**
- **Route #100 (Mid-City Belt)**
- **Route #214 (Rensselaer Third Street)**
- **Route #351 (Van Vranken Avenue – Broadway)**