

# GREATER HARTFORD AREA COMPREHENSIVE TRANSIT SERVICE ANALYSIS

## Advisory Committee Meeting #3 April 29, 2015, 2:00 PM at CTtransit Offices Meeting Summary

### Welcome

Jennifer Carrier of CRCOG welcomed the group and thanked the committee for their patience over the winter as project meetings were postponed to allow CTDOT and **CTtransit** to focus on **CTfastrak** implementation. She congratulated CTDOT and **CTtransit** on the opening of **CTfastrak** and the early success of the new busway.

There have been two changes in project management since the committee last met. Jennifer introduced Cara Radzins of CRCOG, who will help manage the study, and Boris Palchik, the new project manager for Nelson\Nygaard Consulting Associates.

### Public Forum

There were no public comments.

### Minutes from November 4, 2014 Advisory Committee Meeting

A motion was made by Vicki Shotland, seconded by Lyle Wray, to accept the minutes from the Advisory Committee meeting held on November 4, 2014. This motion was passed unanimously.

### Update on CTfastrak Implementation (CTDOT)

Lisa Rivers, CTDOT – Public Transportation, provided an update on **CTfastrak**. Although ridership numbers have yet to be officially released, the service had a great initial turnout of riders trying out the system during the first few weeks. Anecdotally, CTDOT has heard that many riders have found they can make trips with fewer transfers and are using the service in different ways. Parking lots have been full, and with limited space available, CTDOT is hoping riders shift to use the circulator routes feeding into the guideway.

(Note: after the meeting David Lee of **CTtransit** provided the group with an opportunity to tour the **CTfastrak** operations center.)

### Update on Comprehensive Service Analysis (CSA) Process

Boris Palchik of Nelson\Nygaard provided an update on the CSA. The *Existing Conditions and Service Overview Report* and the *Stakeholder Input Summary* are under final review and should be posted on the study website shortly (<http://hartfordtransitstudy.com>). Mr. Palchik provided a summary of key findings from each report.

The study team has also completed their evaluation of the operation and performance of each existing bus route and prepared detailed Route Profile Reports. Mr. Palchik provided a sample of the type of analysis performed for each route. A series of meetings are now being held with CRCOG, CTDOT, and **CTtransit** to review these Route Profiles and to collectively identify potential actions to strengthen the transit system. For example, certain bus routes might merit more frequent service

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or perform better if the alignment were adjusted. Other adjustments might be made to direct resources from low performing routes to areas with higher demand.

As these Route Profiles are finalized, they will be posted on the website for public review. Public meetings will then be held to get customer input on the potential ideas for service changes. CRCOG also hopes to schedule meetings with individual town planners to discuss potential service change scenarios in different areas (e.g. east of the river, north of Hartford, south of Hartford, etc.).

Mr. Palchik indicated that the study website would become more robust as these materials are posted. Nelson\Nygaard is also developing a customer tradeoff survey to be posted on the website. This will be used to get rider priorities on service related trade-offs, such as higher frequency or more route coverage.

Jennifer Carrier also reminded the group that the Transit Data Repository at UConn is prepared to start working with CRCOG to upload transit data and statistics into their database.

### **Discussion**

Lyle Wray of CRCOG noted that, outside the downtown core, the Hartford region has “intermediate” density, and it is difficult to effectively provide transit service within the last mile of a destination. Many potential riders are within walking distance of a bus stop in outlying areas, but a poor pedestrian environment prevents them from making this walk. (e.g. West Farms Mall area.). He noted other parts of the country, such as Dallas, TX or Santa Clara, CA, are trying pilot projects to use Bridj or Uber to provide the last leg of a transit trip in these outlying destinations.

There was a suggestion that public outreach efforts focus on malls or other locations where people are congregated.

In response to a question regarding future traffic impacts and bus circulation in downtown Hartford, David Lee noted that *CTtransit* routes from east of the river will soon be extended across downtown to terminate at Union Station. Jennifer Carrier noted that CRCOG is helped to implement signal coordination in the downtown area to help the flow of cars and buses.

Mark Pellegrini of Manchester noted his town would like to increase bus ridership and is interested in working with the study team to figure out how this might best be done. Michelle Lipe from South Windsor was also interested in how adjustments would be made in small towns that don't have many routes.

Municipalities east of the river expressed an interest in hearing more specifics regarding any proposals or plans related to a potential Fastrak-East guideway.

### **Next Steps**

CRCOG, *CTtransit*, and CTDOT will continue reviewing the *Route Profiles* with Nelson\Nygaard. Once all *Route Profiles* are finalized, a round of public information sessions will be held (currently targeted for early summer). The next Advisory Committee meeting is also anticipated to be scheduled for early summer.

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**In Attendance**

- Advisory Committee
  - Richard Almeida, CTDOT – Transit and Ridesharing
  - Jeff Cormier, City of Hartford (for Thom Deller)
  - Maureen Lawrence, CTDOT – Public Transportation
  - Dave Lee, *CTtransit*
  - Michelle Lipe, South Windsor
  - Molly Parsons, CTDOT – Intermodal Planning
  - Mark Pellegrini, Manchester
  - Ed Perzanowski, *CTrides* (for Russell McDermott)
  - Lisa Rivers, CTDOT – Public Transportation
  - Vicki Shotland, GHTD
  - Peter Souza, Town of Windsor
  - Ron Van Winkle, Town of West Hartford
  - Lyle Wray, CRCOG
- Interested Parties
  - Janet Wallans, Commission on Disability Issues
- Study Team
  - Jennifer Carrier, CRCOG
  - Anne Galbraith, ASG Planning
  - Boris Palchik, Nelson\Nygaard
  - Cara Radzins, CRCOG
  - Stefan Reul, CRCOG