



Comprehensive Transit Service Analysis

Advisory Committee Meeting #5

MARCH 2016

Agenda

- Key survey findings
- Review of preliminary scenarios
- Summary of public meetings
- Overview of recommendations



Key Survey Findings

- **Online survey open from July 2015 – February 2016**
- **Survey available in English and Spanish**
 - 1,076 surveys completed in English
 - 3 surveys completed in Spanish
- **Hard copies were available at January public meetings and distributed at Travelers**
 - 81% of surveys completed online
 - 19% paper surveys

CTtransit Online Survey

2. How often do you use CTtransit?

Daily

Several times per week

A few times per month

On rare occasions only

Never

3. What is your gender?

Male

Female

4. What is your age?

13 or under

14-18

19-25

26-35

36-64

65 or over

5. Which category best describes your ethnic or racial background (select all that apply)?

White

Black/African American

Asian

Native Hawaiian/Pacific Islander

American Indian or Alaska Native

Hispanic

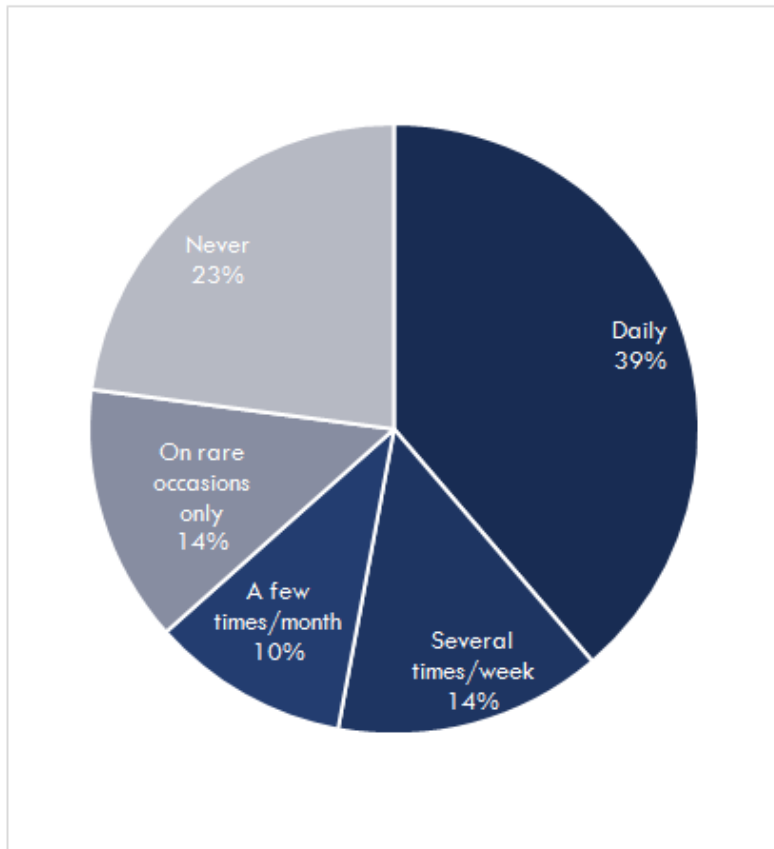
Do not care to respond

Other (please specify)

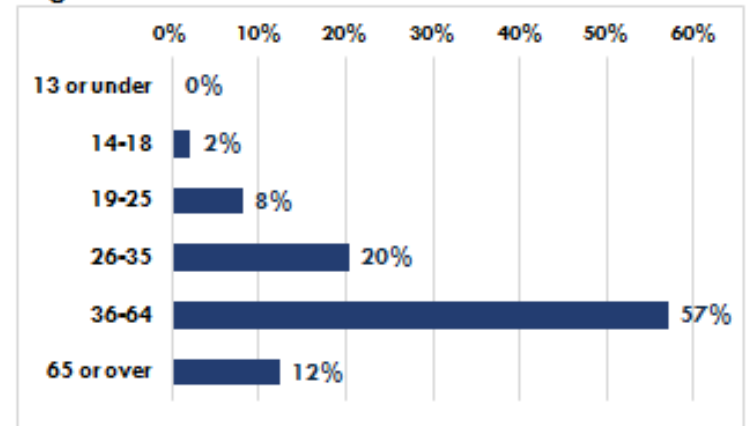
Key Survey Findings

Profile of Respondents:

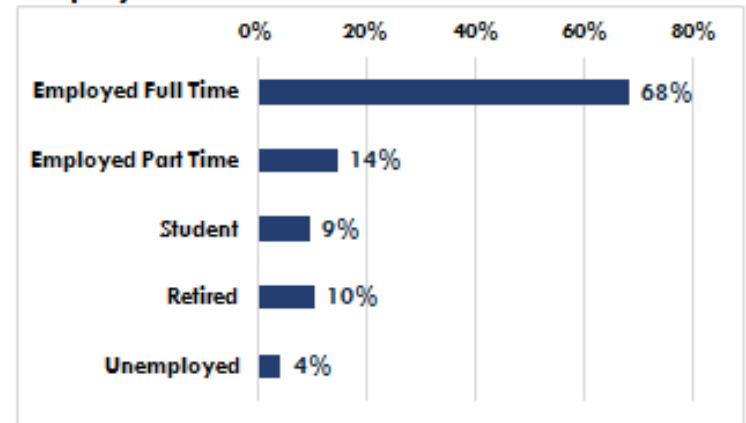
Typical CTtransit Use



Age



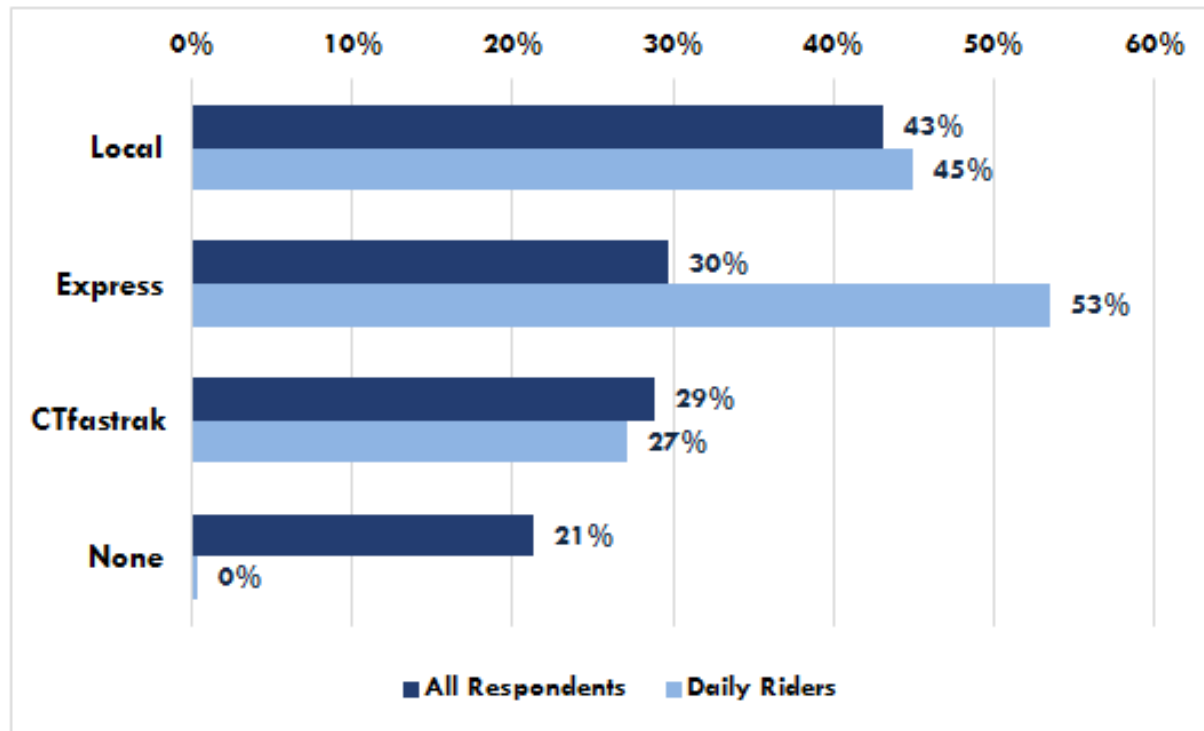
Employment Status



Key Survey Findings

■ Transit Use:

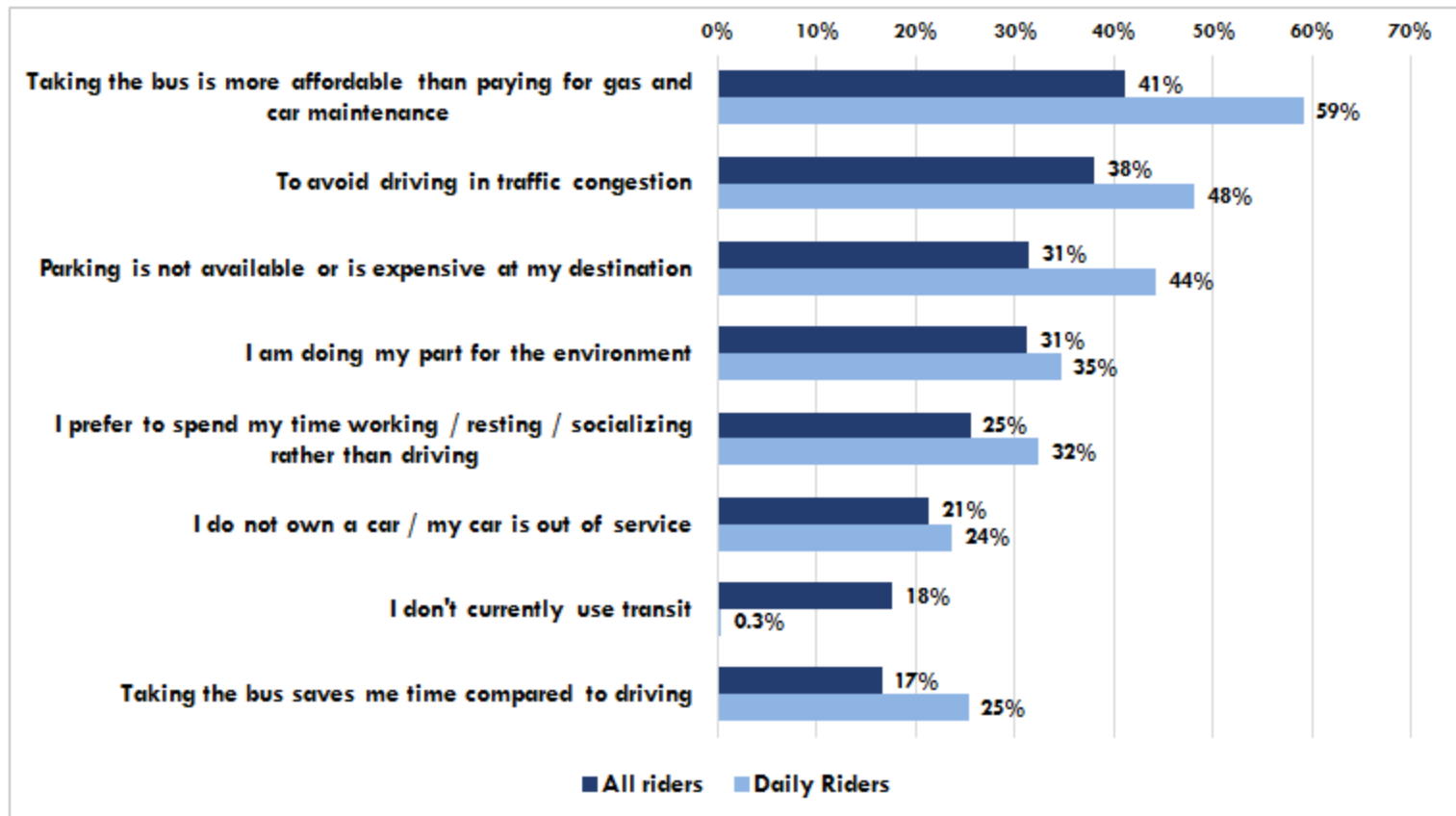
Type of Services Used in a Typical Day*



* respondents could choose more than one answer

Key Survey Findings

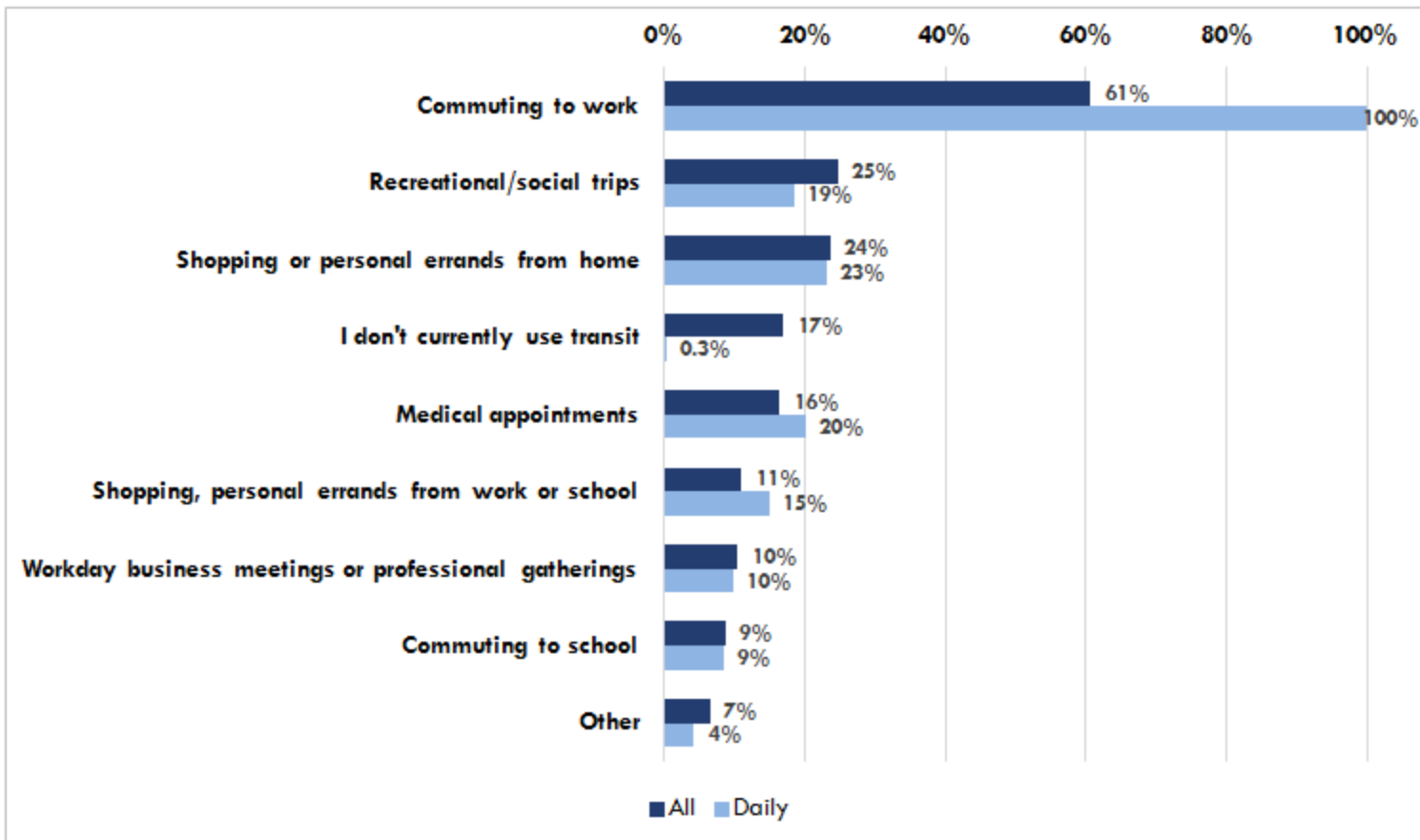
Reasons for using transit:



*respondents could choose more than one answer

Key Survey Findings

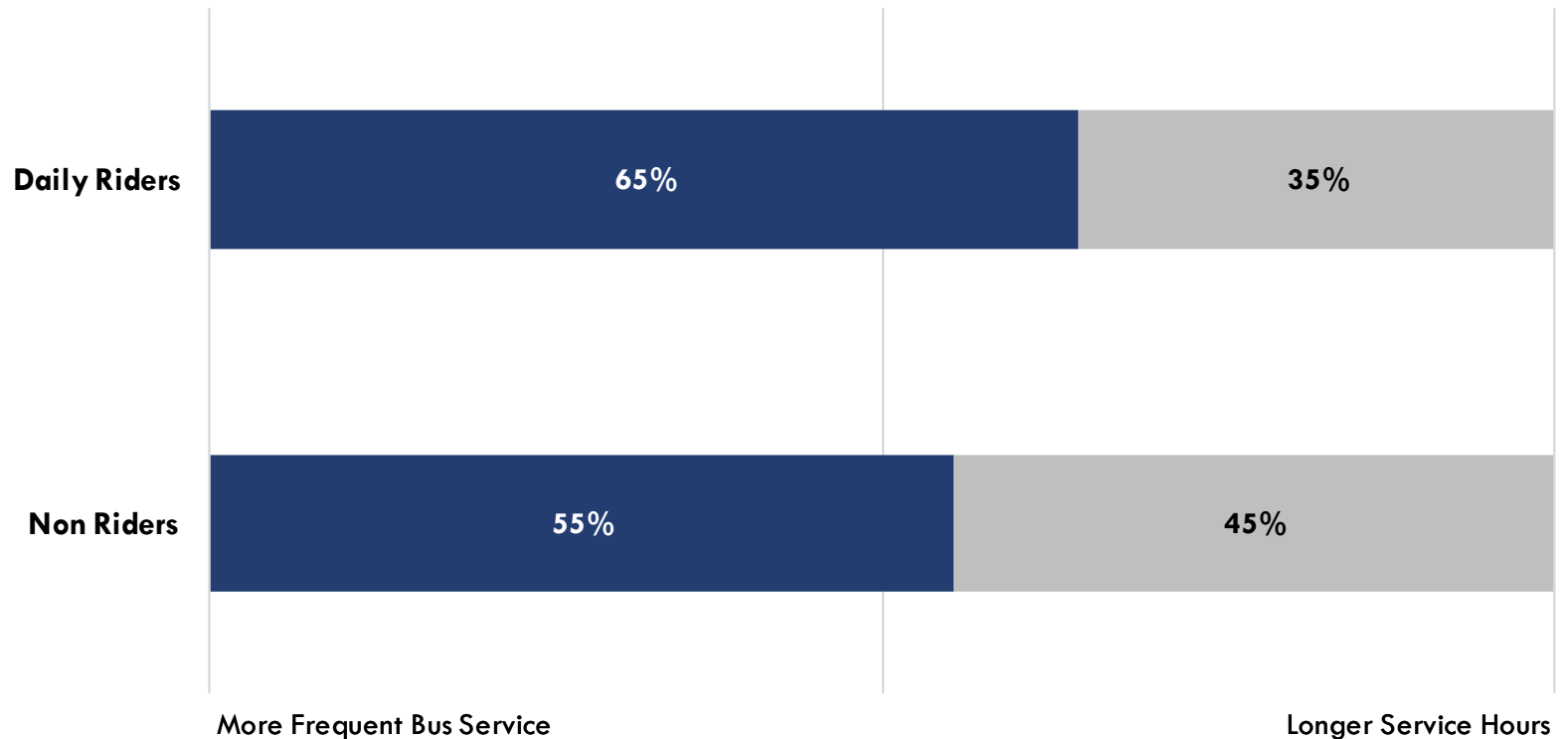
■ Types of trips taken on transit:



*respondents could choose more than one answer

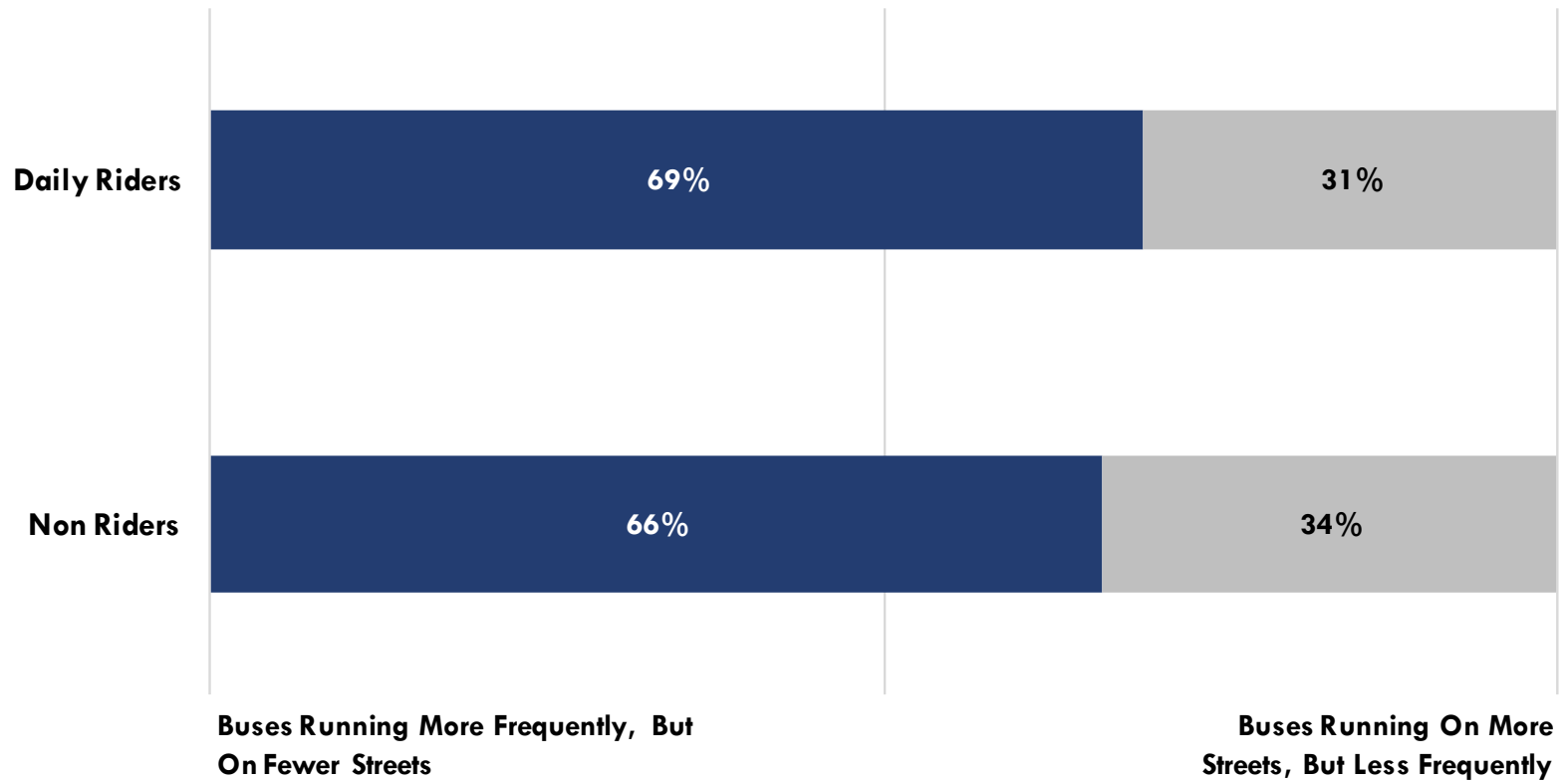
Key Survey Findings

- Area of agreement: frequency vs. span of service



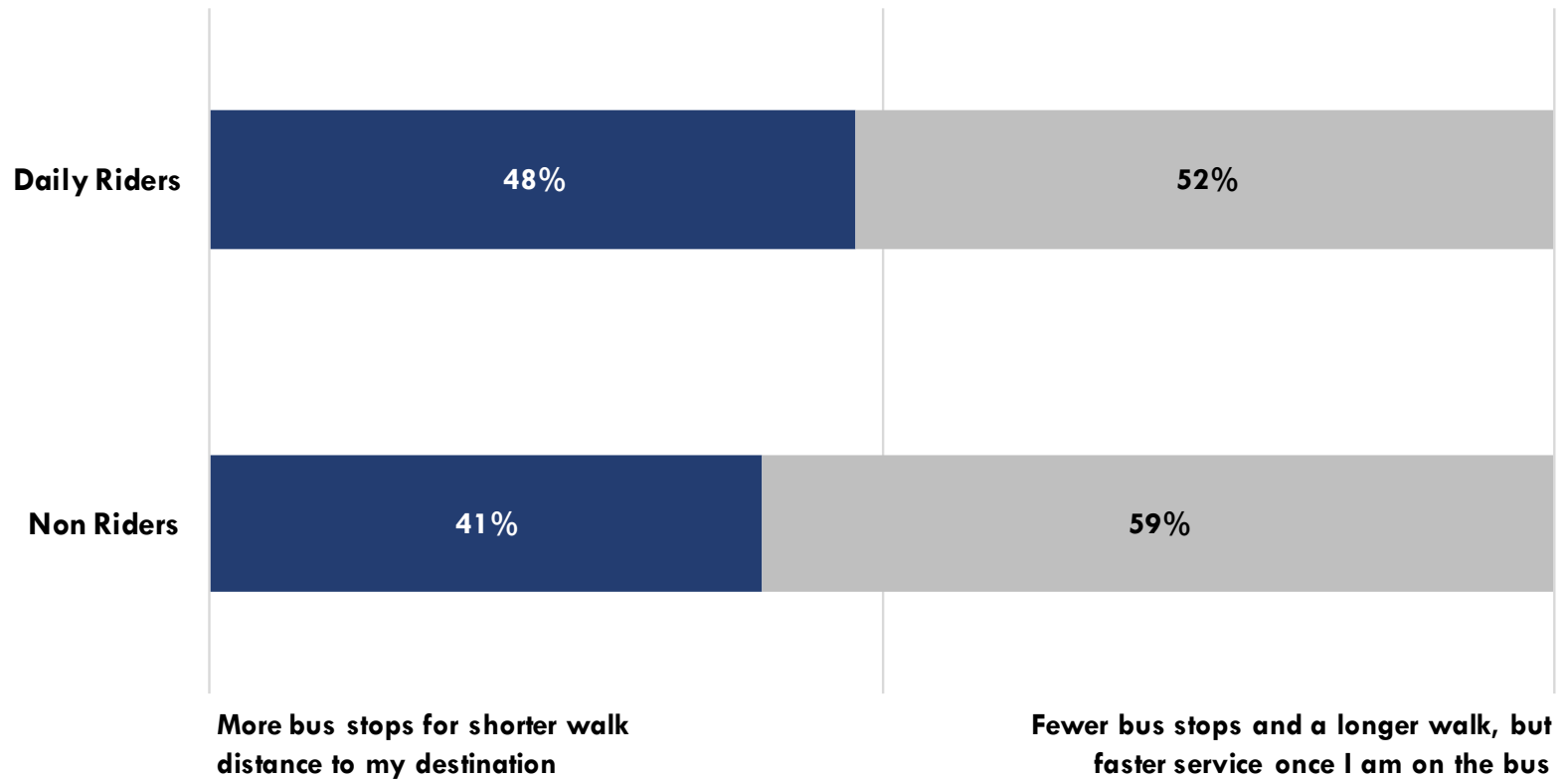
Key Survey Findings

- **Area of agreement: coverage vs. frequency**



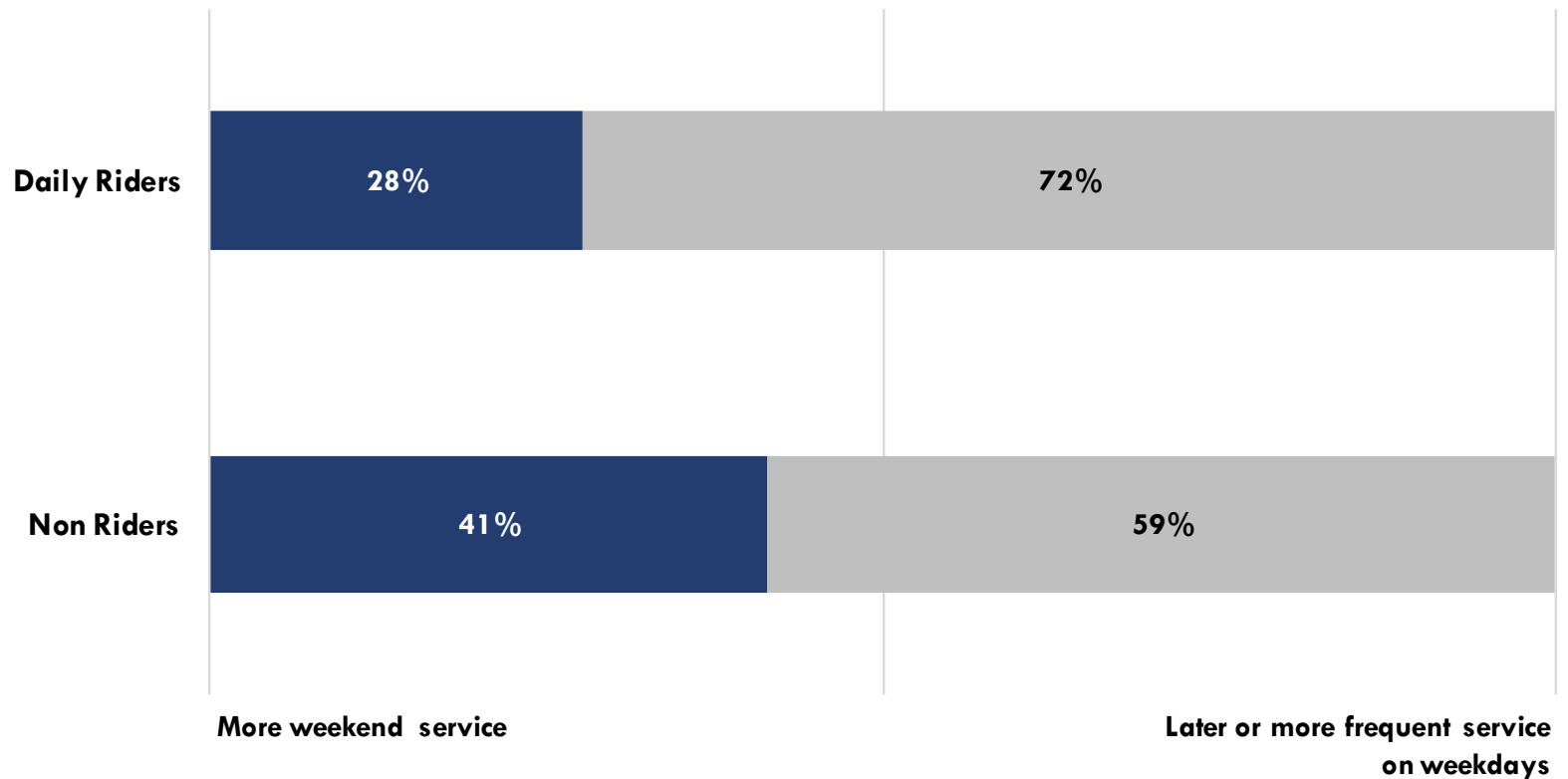
Key Survey Findings

- **Area of agreement: shorter walk vs. faster service**



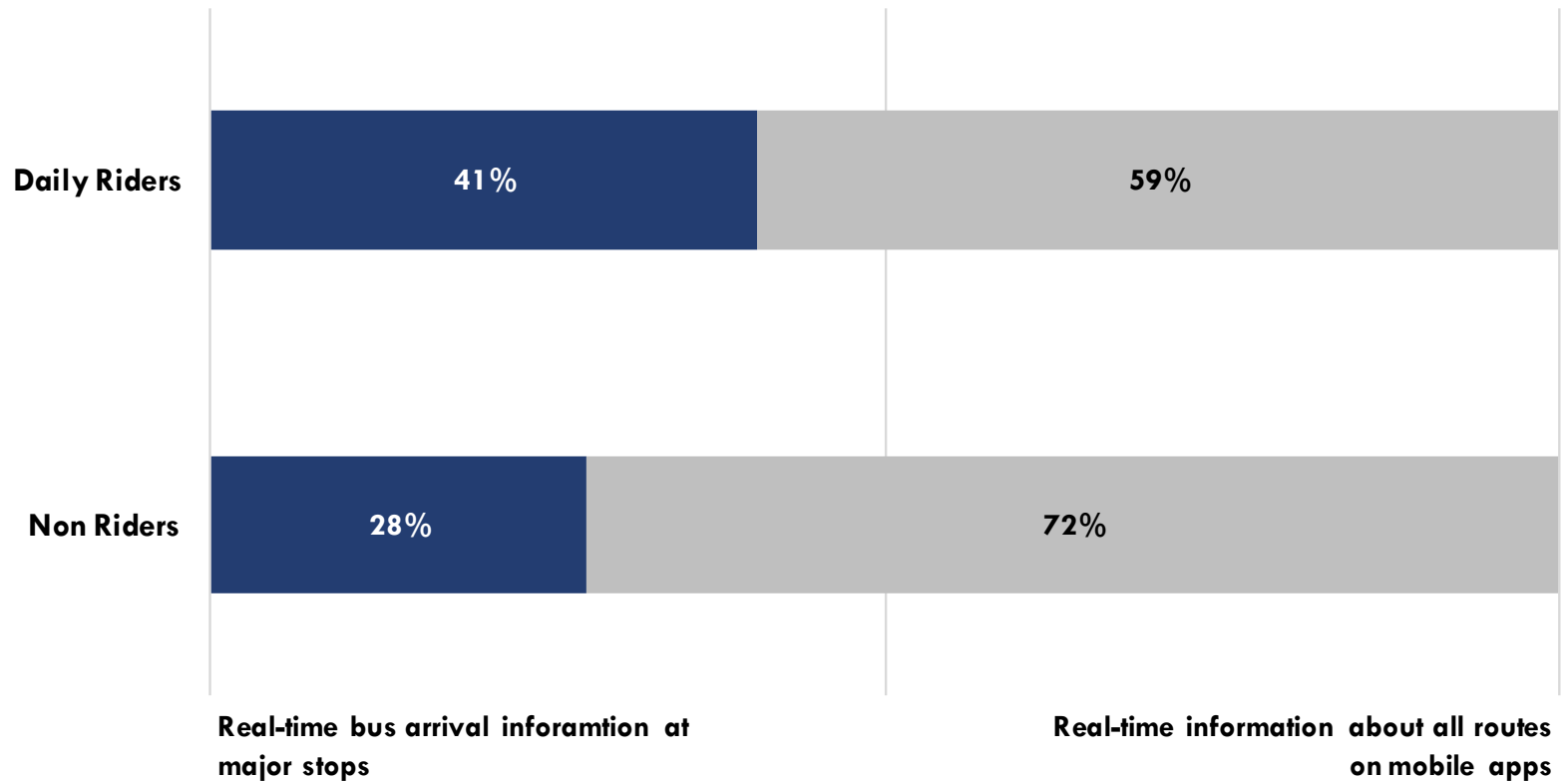
Key Survey Findings

- Area of agreement: more weekend vs. more weekday service



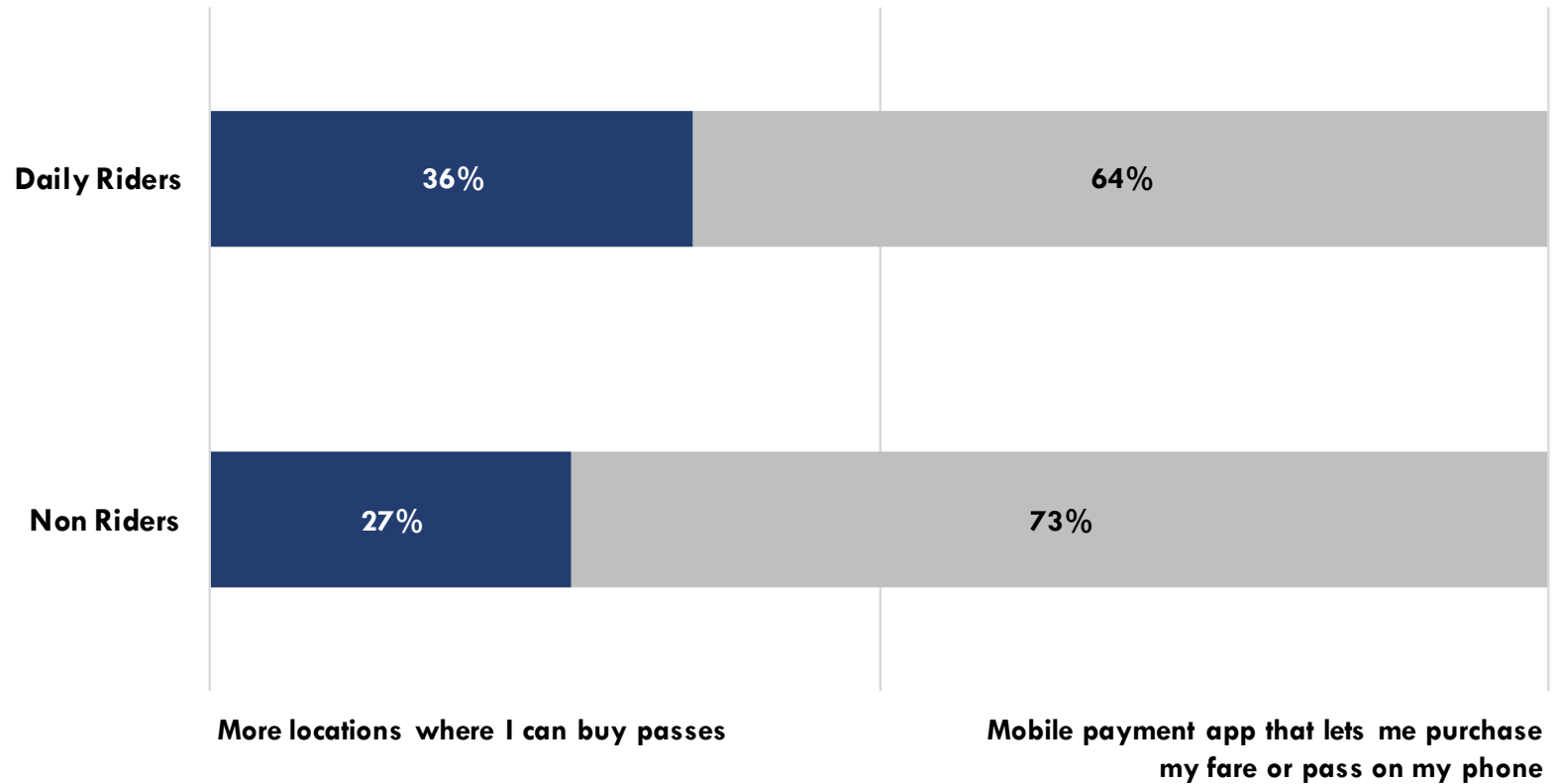
Key Survey Findings

- Area of agreement: stop-level info vs. mobile apps



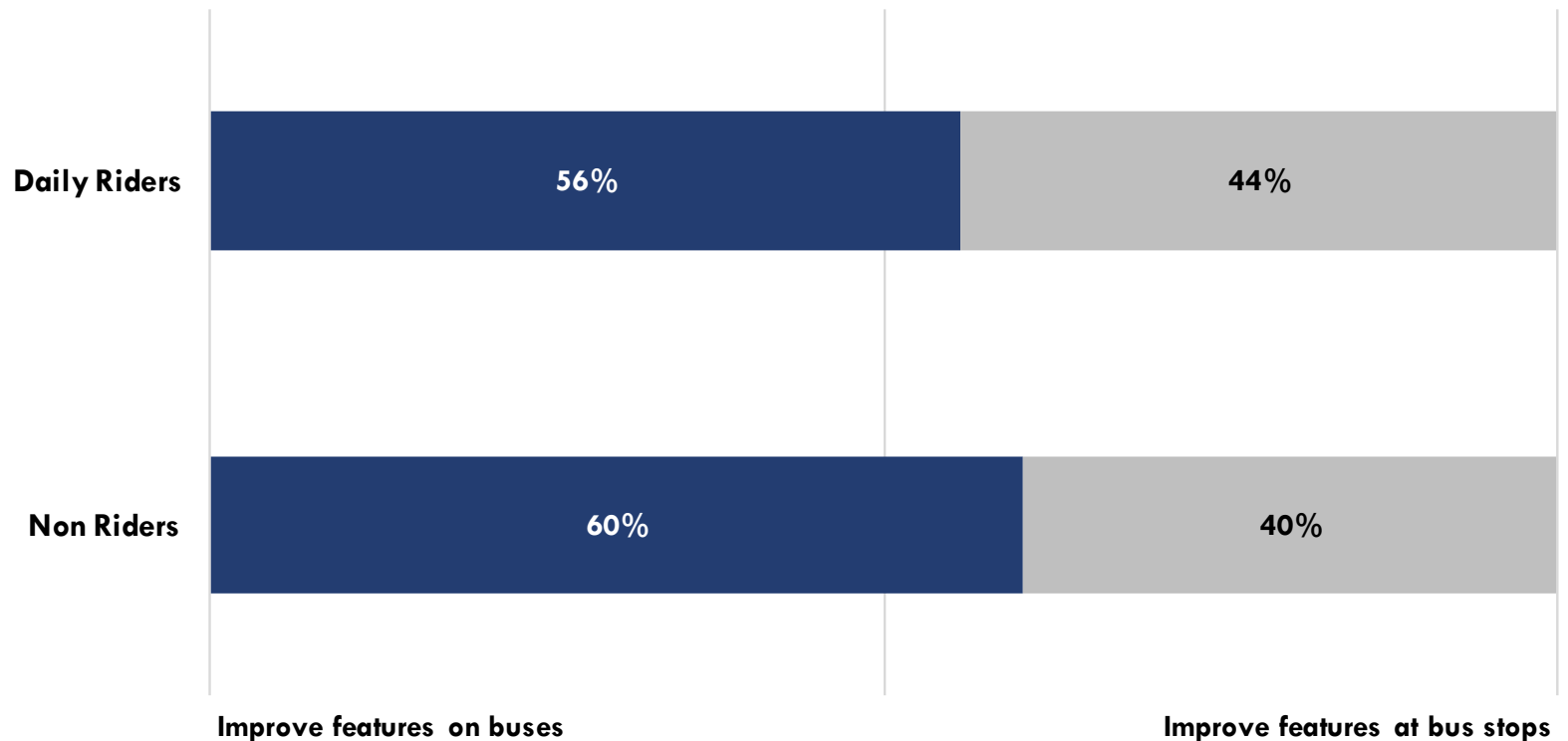
Key Survey Findings

- **Area of agreement: more pass outlets vs. mobile ticketing**



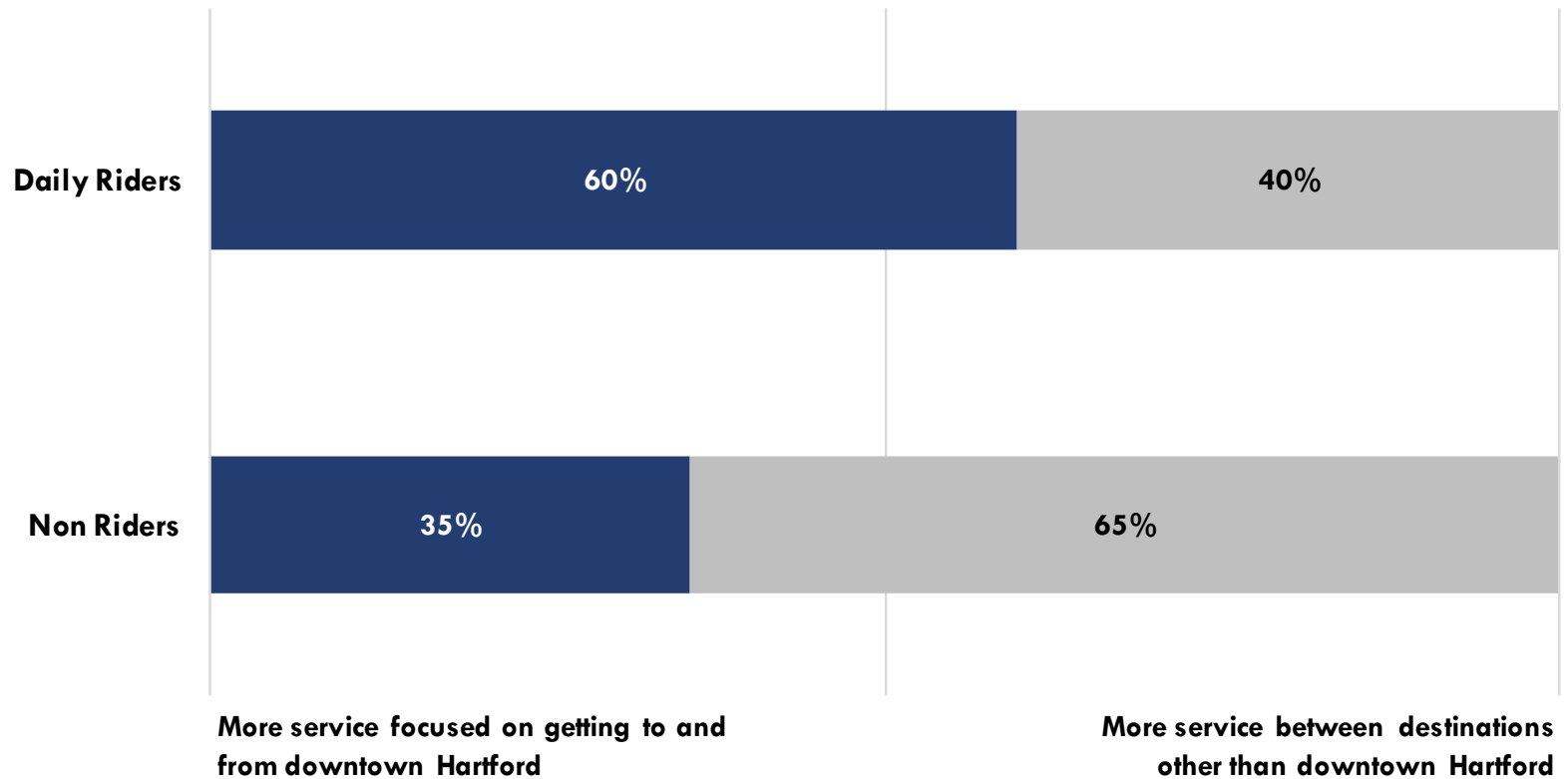
Key Survey Findings

- **Area of agreement: enhanced buses vs. enhanced bus stops**



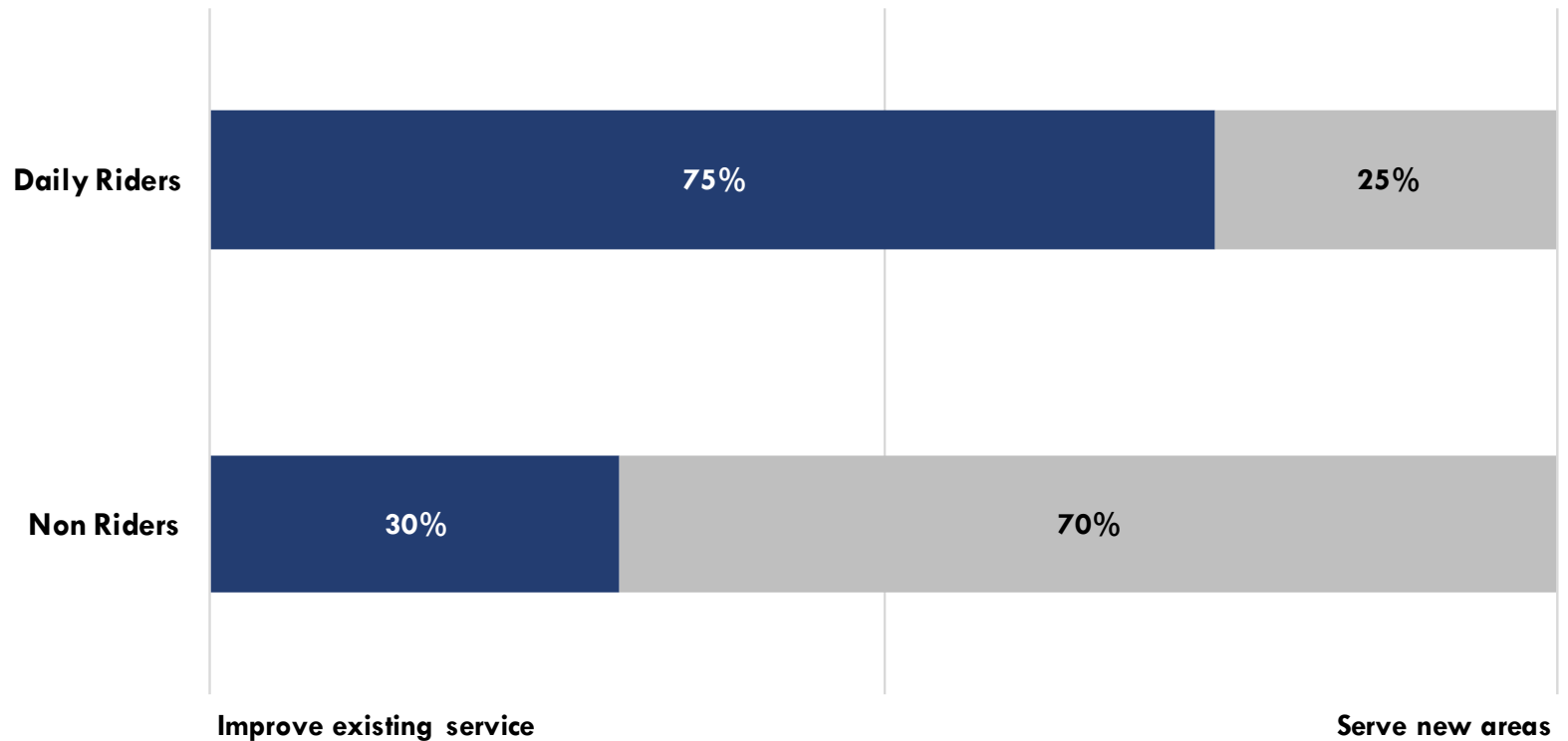
Key Survey Findings

- **Area of divergence: downtown vs. cross-town service**



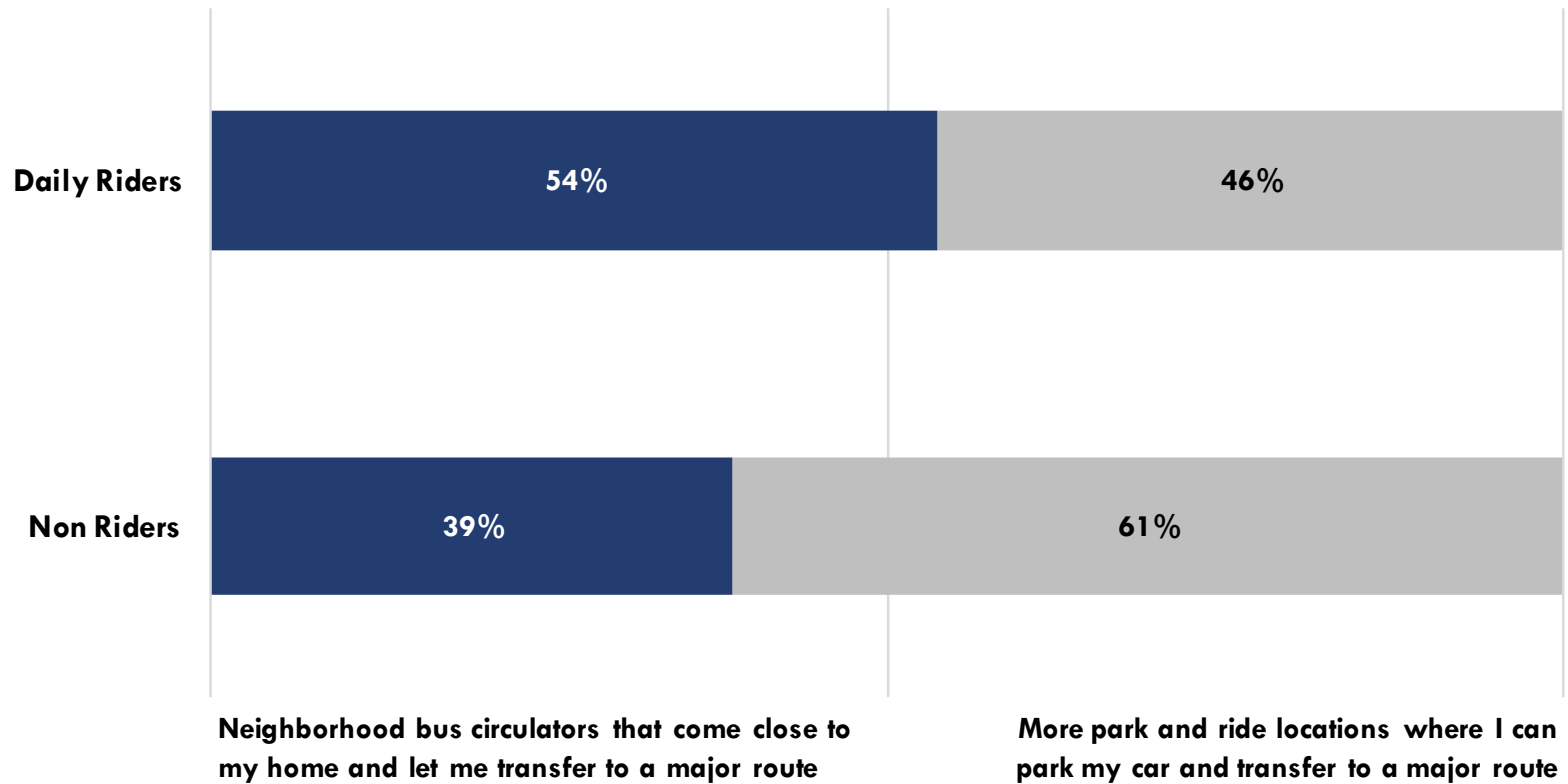
Key Survey Findings

- **Area of divergence: improve service vs. serve new areas**



Key Survey Findings

- **Area of divergence: more circulators vs. more park-and-rides**



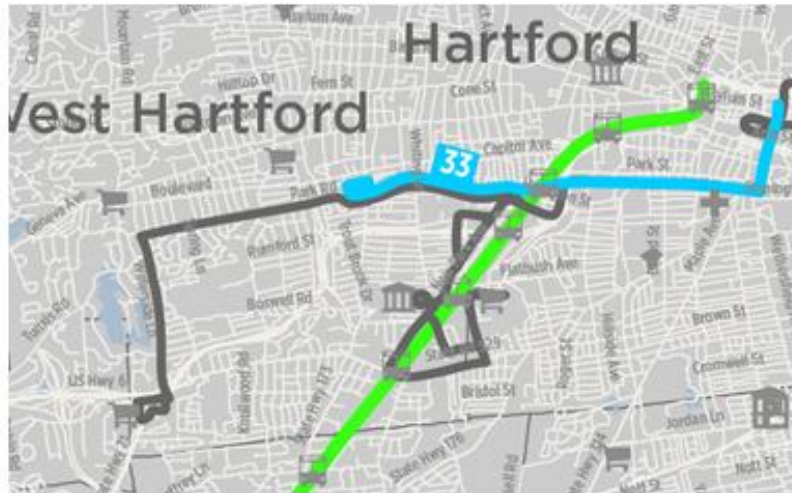
Review of Preliminary Scenarios

- **Scenario I: Streamline Service** – Focuses on relatively minor improvements to individual routes to address opportunities identified through the Route Profile process
- **Scenario II: Regional BRT Network** – Provides a fundamentally different vision of transit service in the Hartford region by introducing Arterial BRT service and building on the success of **CTfastrak**



ROUTE 33: PARK STREET - PARK ROAD

Legend	
	Potential Scenario
	Existing Route
	Potential BRT
	CTfastrak



SCENARIO 1

- Truncate route at Quaker Lane (service to Westfarm Mall available via transfer to Routes 128 at Parkville Station)



SCENARIO 2

- Operate route between West Hartford Center and Parkville Station to connect to CTfastrak service and potential Arterial BRT service along Farmington corridor and Park/New Park corridor
- Service to Westfarm Mall available via transfer to Routes 128 at Parkville Station
- Frequent service to downtown Hartford available via transfers to CTfastrak or potential Arterial BRT along Farmington or Park/New Park corridors

The changes shown above represent ideas being considered to modify this route, but no specific changes are proposed at this time.

Review of Preliminary Scenarios

■ Establish Family of Services

- Bus Rapid Transit (BRT)

 - CTfastrak

 - Arterial BRT

- Flyer Service

- Shuttles

- Local Service - Tier I

- Local Service - Tier II

- Cross-Town Service

- Circulators

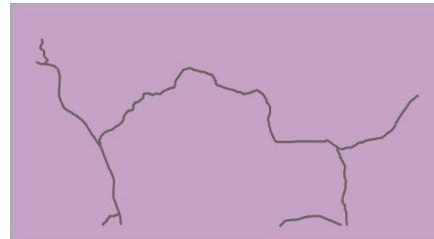
- Express Service



Review of Preliminary Scenarios

- Consider “Flex” Services in lower-density areas

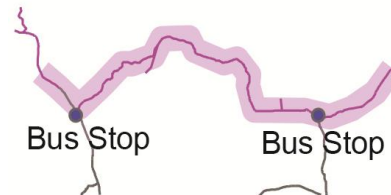
- Demand Response:



- Anchored Flex Route:



- Deviated Fixed-Route:



Summary of Public Meetings

- **Five formal public meetings over three days featuring presentation and Q&A**
 - Goodwin College (East Hartford)
 - Whiton Memorial Library (Manchester)
 - Hartford Public Library
 - Elmwood Community Center (West Hartford)
 - Windsor Town Hall
- **Five rider “drop-in” sessions at key bus stops over three days**
 - Buckland Hills Mall
 - Parkville Station
 - Copaco Center
 - Flatbush Station
 - Wethersfield Shopping Center
- **152 attendees, 59 comments**



Summary of Public Meetings

- **Riders love CTfastrak!**
 - Some still figuring out connecting routes, new travel patterns
 - Has helped riders see opportunities and be amenable to change
- **General buy-in to “transit corridor” concept**
 - Understand opportunity for faster/frequent services
 - Agreement on selected corridors and location of outlying hubs
 - In favor of consistent service frequencies and later service
- **Faster service seems to be top concern**
 - Where proposed, many favorable comments in favor of faster service (e.g. arterial BRT, Bradley Flyer)
- **Very favorable feedback on Route 20**
 - Crosstown connector between Copaco and West Harford Place

Summary of Public Meetings

- **Those living in outlying communities with low ridership want more service**
 - Want more service *and* faster connections to downtown
 - Like the idea of hubs in their communities, but mixed feedback where proposing new transfers
 - Comments against discontinuing certain service segments:
 - Wilson community center on Matianuck Road, Windsor
 - Rocky Hill
 - Wethersfield to Middletown connections
 - A few requests to further extend service:
 - Further south into Glastonbury
 - More service in Simsbury
 - Palisado Avenue Windsor
 - Meriden connections

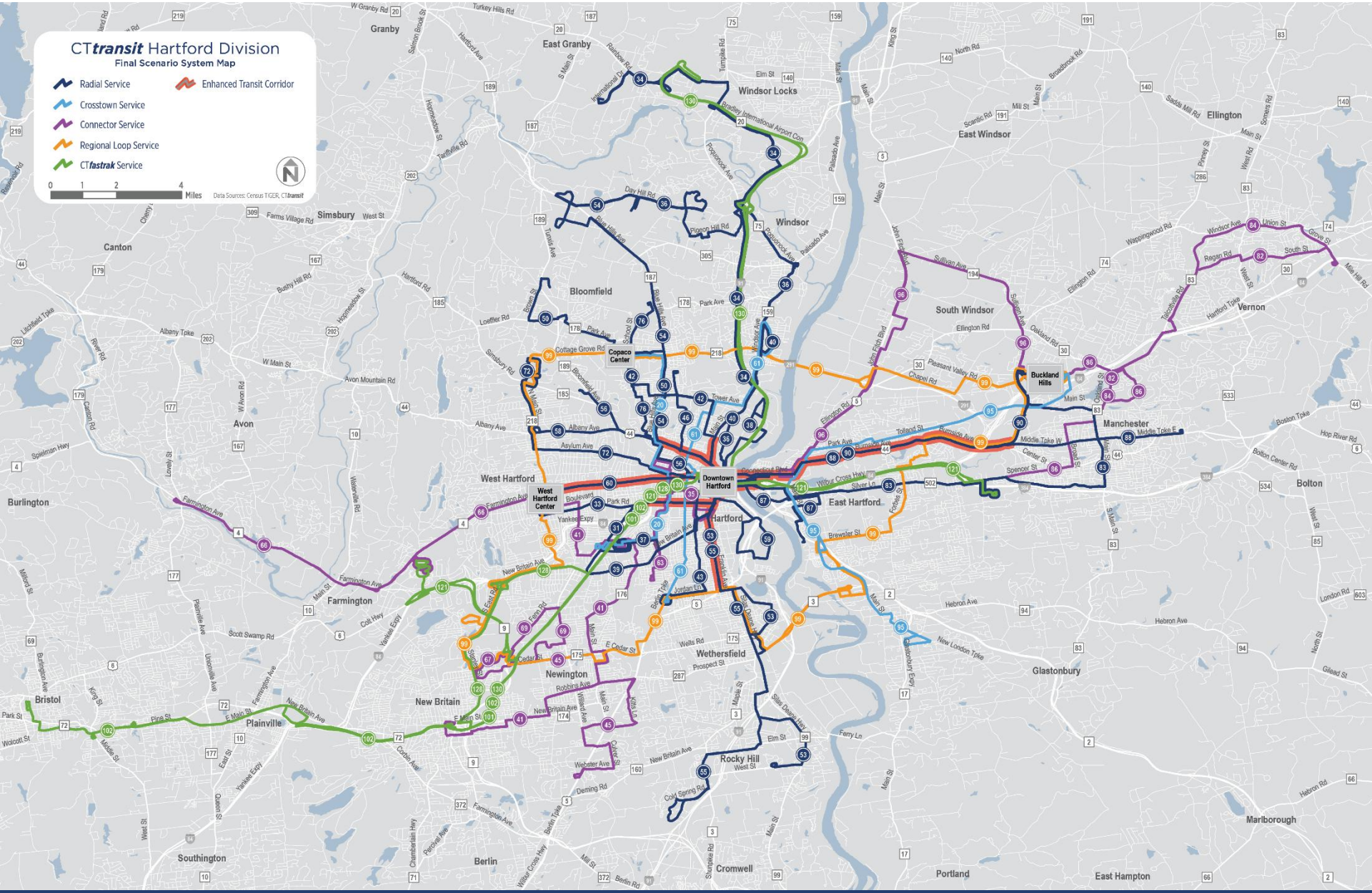
Overview of Recommendations

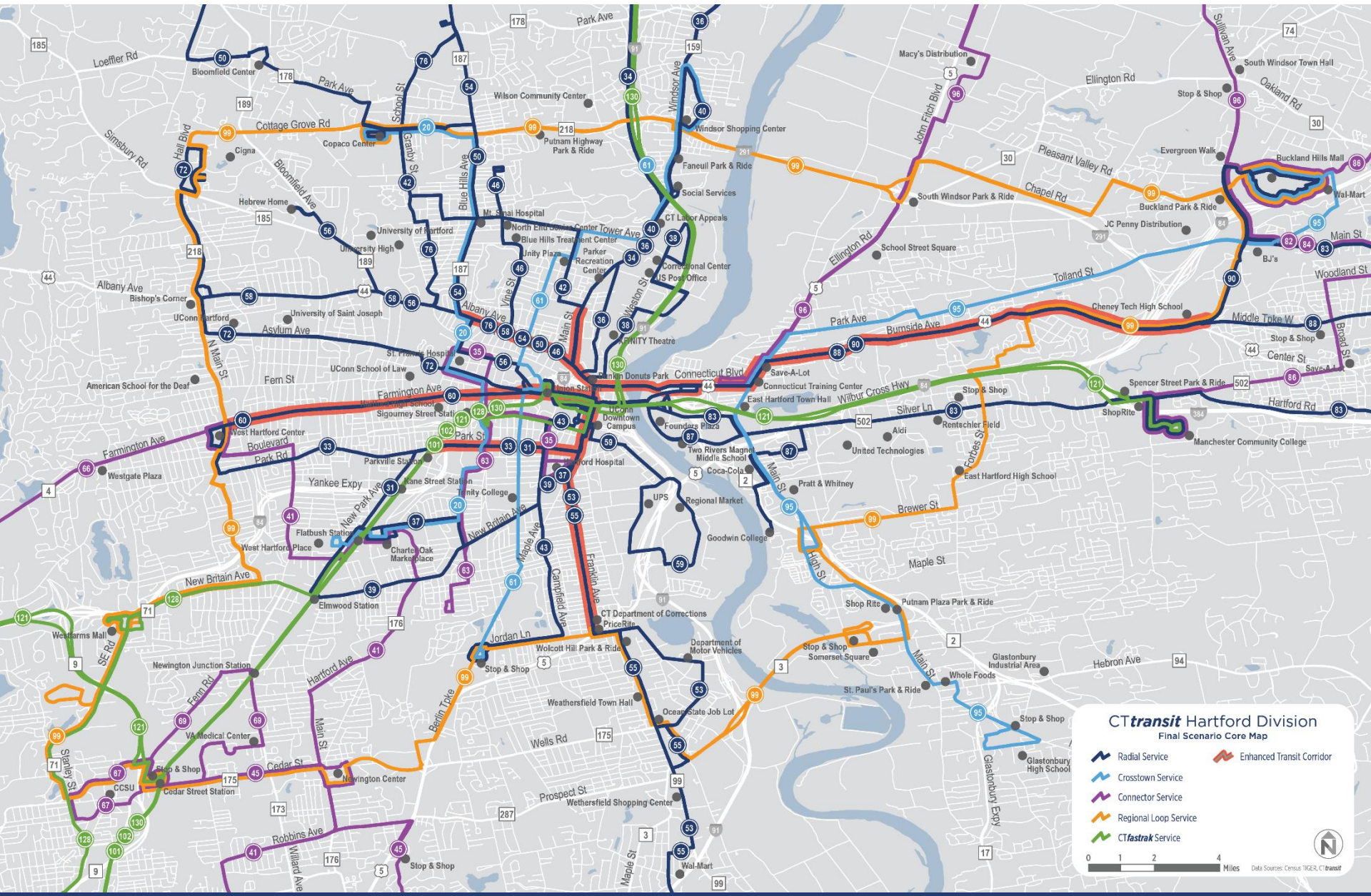
- **Replaced Arterial BRT with Enhanced Transit Corridors**
 - High service frequency in the short-term, focus of capital investments in the long-term
- **Reduced service categories to 5 (6 with Express)**
 - More emphasis on function, less on frequency
- **Rebranded some CTfastrak service**
 - Bradley Flyer and MCC Flyer designated CT*fastrak* (with some modifications)
 - 140, 144, 153, and 161 redesignated as other service types
- **Operating plan emphasizes simplicity for users and improved efficiency for CTtransit**
 - Clockface schedules / Scalable cycle times
 - Sufficient but not excessive recovery time

CTtransit Hartford Division
Final Scenario System Map

-  Radial Service
-  Crosstown Service
-  Connector Service
-  Regional Loop Service
-  CTfastrak Service

0 1 2 4 Miles
Data Sources: CoreGIS, TIGER, CTtransit





CTtransit Hartford Division
Final Scenario Core Map

- Radial Service
- Connector Service
- Regional Loop Service
- CTfastrak Service
- Enhanced Transit Corridor

0 1 2 4 Miles
Data Sources: Census TIGER, CTtransit

Subsidized TNC Service

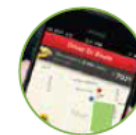
- Transit agencies are beginning to explore innovative ways to provide first/last mile connections in lower-density areas
- Flex service is a more cost-effective approach than fixed-route service, but it is still inherently inefficient
- Transportation Network Companies (TNC) such as Uber and Lyft have proven their ability to provide timely service at affordable prices in metro areas
- TNCs have recently begun partnering with public and private partners to facilitate subsidized service, making trip costs comparable to transit fares

TAKING YOU PLACES

TRANSPORTATION ALTERNATIVE

PSTA is partnering with Uber and United Taxi to provide access to the public transit network in underserved areas. PSTA will pay half the fare, up to \$3 per ride to and from designated stops within the zone.

Wheelchair van service is available for those unable to ride in a sedan by calling 727-536-7433 x1 and asking for same-day PSTA service



NO WONDERING



NO WAITING

Subsidized TNC Service

■ Case Study – St. Petersburg, FL

- Alternative Uber/taxi service to neighborhoods underserved by fixed-route transit
- Transit agency pays half the Uber/taxi fare up to \$3 per ride between designated bus stops and the neighborhood service zone
- Customers enter code in Uber app to receive subsidy OR call taxi provider to request a subsidized trip



Subsidized TNC Service

- **Case Study – Evesham, NJ**
 - Designated driver program
 - Full cost of Uber trip covered by town as long as trip begins at a participating bar and ends at residence in the town
 - Can not be used for bar hopping
 - Only active between 9 p.m. and 2 a.m.

Subsidized TNC Service

- **Case Study – Summit, NJ**
 - Holiday traffic reduction program
 - \$5 maximum price for Uber trip anywhere within the town during the month of December (ends Jan 2nd)
 - Helps reduce parking congestion and supports local businesses by incentivizing residents to shop locally

Next Steps

- **Prepare Draft Final Report and Implementation Plan**
- **Final Advisory Committee, Fall 2016**
- **Public Presentations, Fall 2016**
- **Incorporate Final Comments in Final Report**