Comprehensive Service Analysis (CSA)

- **Identify strengths and weaknesses of existing CTtransit Hartford Division**
  - Review current and near-term travel patterns
  - Assess system efficiency
  - Identify unmet transit needs

- **Recommend service improvements**
  - Integrate with new system investments
  - Serve existing riders better
  - Attract new riders
  - Improve over-all system productivity
Additional Analysis

**WEEKDAY PASSENGERS PER REVENUE HOUR**

**SURVEY TRADE-OFF QUESTIONS**

- More frequent weekday bus service:
  - Daily Riders: 65%
  - Non-Riders: 35%

- Bus running more frequently but on fewer streets:
  - Daily Riders: 66%
  - Non-Riders: 34%

- More bus stops for shorter walk to my destination:
  - Daily Riders: 48%
  - Non-Riders: 52%

- More weekend service:
  - Daily Riders: 28%
  - Non-Riders: 72%

- Provide real-time bus arrival info at major stops:
  - Daily Riders: 41%
  - Non-Riders: 59%

- Longer weekday service hours:
  - Buses running on more streets but less frequently:
  - Fewer bus stops, longer walk, faster service:
  - Later or more frequent service on weekdays:
  - Provide real-time information on mobile apps:
Recommendations

- **Enhanced Transit Corridors**
  - Franklin Avenue, Park Avenue, Farmington Avenue, Albany Avenue, and Main Street in Hartford
  - Burnside Avenue in East Hartford

- **Improved Service to Bradley**
  - Higher frequency, branded service

- **Regional Loop**
  - Suburban-to-suburban trips without transferring in Hartford

- **TNCs / Flex Service**
  - Improve first/last mile connections to transit
  - Replace transit in areas that cannot support fixed-route bus service

- **Buckland Hills Improvements**
  - TOD possibilities at park-and-ride lot
  - Bi-directional service around Buckland Hills retail area
This map represents a long-term vision of the recommended route changes contained in this study. Implementation of any or all of these changes is dependent on future Title VI analysis, public outreach, and other service change considerations.
Impact of Recommendations

- **Service Hours**
  - 18% Increase Overall
  - Weekdays: 8% | Saturdays: 18% | Sundays: 55%

- **Weekday Ridership***
  - Increases 9%, from 59,214 to 64,644

- **Service Efficiency**
  - Remains roughly the same, from 265 to 267 riders per hour

- **Cost**
  - Operating expenses proportional to service hour increase

*Based on 2014 data – does not include CTfastrak
Additional Information

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- **Study Documents:**
  http://crcog.org/2016/05/comprehensive-transit-service-analysis/