

2011 Program Report Card: Connecticut Statewide Bus System (Connecticut Department of Transportation)

Quality of Life Result: All Connecticut residents have access to a safe and efficient intermodal transportation network

Contribution to the Result: Local, Express and Paratransit/ADA bus services in Connecticut provide alternative travel options for residents. The use of bus transit results in decreased roadway traffic congestion, a reduction in vehicle accidents, improved air quality, improved access for transit dependent populations (to work, education and other vital services,) as well as land use and economic benefits: all of which provide an improved quality of life for Connecticut residents. Increased congestion levels, a need for reverse commuting to suburban locations, and federal mandates to reduce air pollution present a growing opportunity for bus transit, which in many cases is the most cost-effective and flexible transit mode.

Actual SFY 10 Total Program Expenditures: \$188,790,557 **State Funding:** \$138,607,504 **Federal Funding:** \$1,458,002 **Other Funding:** \$4,958,085 (Local) + \$43,766,966 (Revenue)

Estimated SFY 11 Total Program Expenditures: \$195,666,500 **State Funding:** \$143,807,300 **Federal Funding:** \$1,500,000 **Other Funding:** \$5,188,400 (Local) + \$45,170,800 (Revenue)

Partners: CTTransit; Regional Planning Agencies (RPAs); Municipalities; Large Businesses; 10 transit agencies (districts); 14 paratransit services; Intrastate bus operators; Interstate bus operators; AMTRAK; Metro North Railroad; and Federal Transit Administration (FTA).

Funding for Statewide Public Bus Service:

There are separate line items in the state budget for fixed route, ADA Paratransit and Dial-a-Ride, as indicated below.

Bus Program \$ FY2010 (1)	Fixed Route and Express	Paratransit	Dial-a- Ride
Expenses	160,656,267	27,194,206	940,084
Fare Revenue	36,148,484	1,736,337	135,432
Other Revenue	5,566,938	179,775	0
State \$	113,530,822	24,500,321	576,361
Federal \$	1,458,002	0	0
Local \$	3,952,021	777,773	228,291

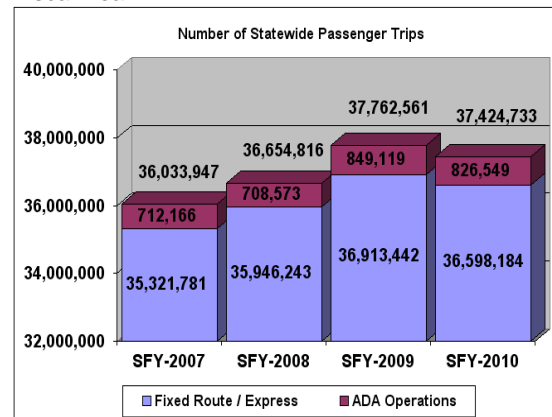
(1) All FY2010 dollars are unaudited

The State of Connecticut subsidizes a portion of the cost to operate fixed local bus service in twenty urban and rural service areas, ADA/Paratransit and Dial-a-Ride services, as well as express bus service in the Hartford area. These bus systems provide vital transportation links for the young, elderly, mobility impaired and transit dependent, as well as travel options for those riders who wish to use an option rather than their auto. CTTransit is the State-owned bus service, and is Connecticut's largest bus operator, providing over 80 percent (30 million) of all public bus passenger trips. Ten transit districts provide public bus operations for the remaining urban areas of the state (as well as five rural areas). In accordance with the Americans with Disabilities Act (ADA) of 1990, paratransit (on demand) services are provided by 14 transit operators in all areas with local fixed route bus service. The ADA paratransit program provides

mobility to people with qualifying disabilities who travel within the service area of the regular fixed-route bus system.

The approximate subsidy provided by the State of Connecticut as a proportion of overall operating costs in FY2010 was: Fixed Route--71%; ADA/Paratransit--90%; Dial-a-Ride--61%.

Performance Measure 1: SERVICE UTILIZATION - Number of Statewide Bus Passenger Trips by Fiscal Year



Story behind the baseline: The above Figure illustrates that bus transit ridership increased by 4.5 percent between fiscal 2007 and fiscal 2009. Riding the bus is beneficial to riders and other residents of Connecticut. Based upon average vehicle occupancy data, each bus passenger

removes 0.83 vehicles from roadways, thus decreasing green house gas (GHG) emissions, gasoline use and reducing highway congestion. Estimates of total yearly reductions for FY2006 to FY2008 are presented in the Table below.

Yearly Benefit of Fixed Route Bus & Paratransit (Calculations Based on Bus Passenger Miles of Travel (2)/(3))	FY2006 Base Year	FY2007 -1.3%	FY2008 +9.5%
Millions of Gallons of Fuel Saved (at 20.2 mpg fleet average)	5.79	5.72	6.29
Millions of Miles of Auto Travel Reduced	116.9	115.6	127.0
Tons of GHG CO ₂ equiv. Emissions Reduced	56,511	55,870	61,390
Millions of Dollars Saved by Customers Not Driving Autos (at \$0.50/mi)	\$58.4	\$57.8	\$63.5

(2) Estimates made using "Recommended Practice for Quantifying Greenhouse Gas Emissions from Transit," p.31-35, American Public Transportation Association, APTA CC-RP-001-09, Aug. 2009.

(3) Latest available data

Proposed actions to turn the curve: The Department's strategy to maintain and attract riders is to:

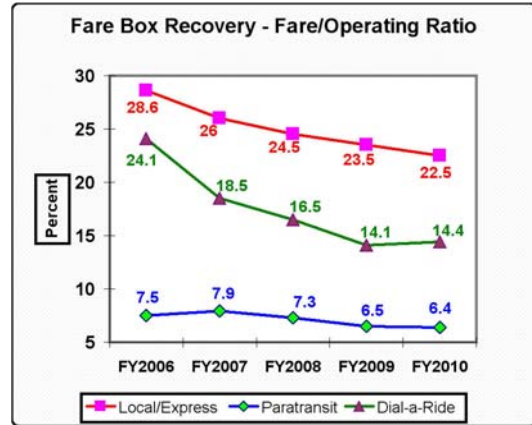
- Provide convenient and reliable service;
- Provide online passenger trip route planning and service information;
- Monitor usage and adjust capacity when merited;
- Adjust service hours or routes, as warranted;
- Increase frequency of service (reduce headway) where cost-effective;
- Continue marketing and advertising campaigns to portray benefits of transit use.

2011 Program Report Card: Connecticut Statewide Bus System (Connecticut Department of Transportation)

Quality of Life Result: All Connecticut residents have access to a safe and efficient intermodal transportation network

Performance Measure 2: COST

EFFECTIVENESS Fare Box Recovery Ratio by Fiscal Year



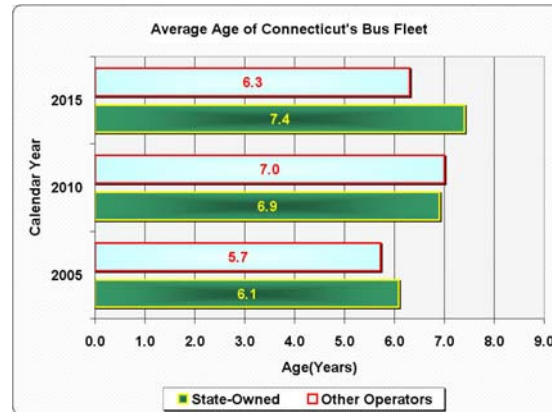
Story behind the baseline: Revenue for bus operations is primarily comprised of bus fares and advertising fees. In FY2010, the fares covered approximately 23 percent of costs for fixed and express bus operations and 6 to 14 percent of paratransit and Dial-a-Ride. These percentages have decreased each year since FY2006. Operating costs have risen while ridership has increased slightly and fare levels remain constant. Most of the increasing yearly deficit is subsidized by the State of Connecticut.

Proposed actions to turn the curve: Through resource identification, process improvement, and technology advances, the Department strives to contain costs and find innovative and more efficient ways to deliver services. A new fare collection system is being pursued that has the potential to reduce boarding times for passengers, and provide more flexible payment options.

A fare increase could be implemented to increase the fare box recovery ratio.

Performance Measure 3: TRANSIT INVESTMENT

Average Age of Bus Transit Fleet



Story behind the baseline: The expected life of heavy-duty transit buses is 12 years. Smaller buses and vans have a shorter life expectancy. An older fleet tends to require higher levels of maintenance, which results in the potential for a reduction in reliability of service.

Proposed actions to turn the curve:

Promote efficient system management and operations; maintain buses in a state of good repair; and, update fleet on the transit industry and FTA recommended schedule. The average age of the bus fleet should be six years, with replacement of one twelfth of the fleet annually. With the use of federal American Reinvestment and Recovery Act (ARRA) stimulus funds, the Department has placed orders for 132 new heavy-duty buses (95 Diesel and 37 Hybrid) for delivery by June 2011. Approximately 50 of these have already been received during 2010. These new buses offer the potential to reduce downtime, service calls, and pollutants and, to increase capacity for improved on-time performance. Riders are attracted to buses that are clean, comfortable, reliable and attractive.

Performance Measure 4: SYSTEM

ACCESSIBILITY - Fixed-Route Service - Percent of Population Within ¼ Mile of Fixed-Route Bus Service

(a) 2010 CT Population	Population and Employment within ¼ mile of local bus or 2.5 mile of express bus stop
(b) 2010 CT Employment	
(a) 3,544,380	70% -- 2,492,081 people
(b) 1,956,245	66% -- 1,290,834 people

ADA/Paratransit – Passenger Trips Provided to Eligible Clients

Fiscal Year (3)	Number of Eligible Clients	Passenger Trips Provided
2009	13,211	767,200
2008	12,038	728,240
2007	11,161	712,281

Story behind the baseline: The upper Table above indicates the percentage of Connecticut's population living or working near fixed bus routes. This statistic gives some measure to the reach of the system.

The ADA requires that paratransit users be pre-certified as eligible clients. The lower Table above shows the number of certified clients and the number of passenger trips provided. These statistics show how many residents are potentially accessible to the ADA service.

Proposed actions to turn the curve: Use customer surveys and rider feedback to improve service and meet future needs of customers.

If funding allowed, fixed bus service could be expanded to areas currently underserved or with no service. In conjunction with this, ADA services would be expanded, as these are federally mandated. If funding growth does not keep up with expense inflation, service would be reduced.