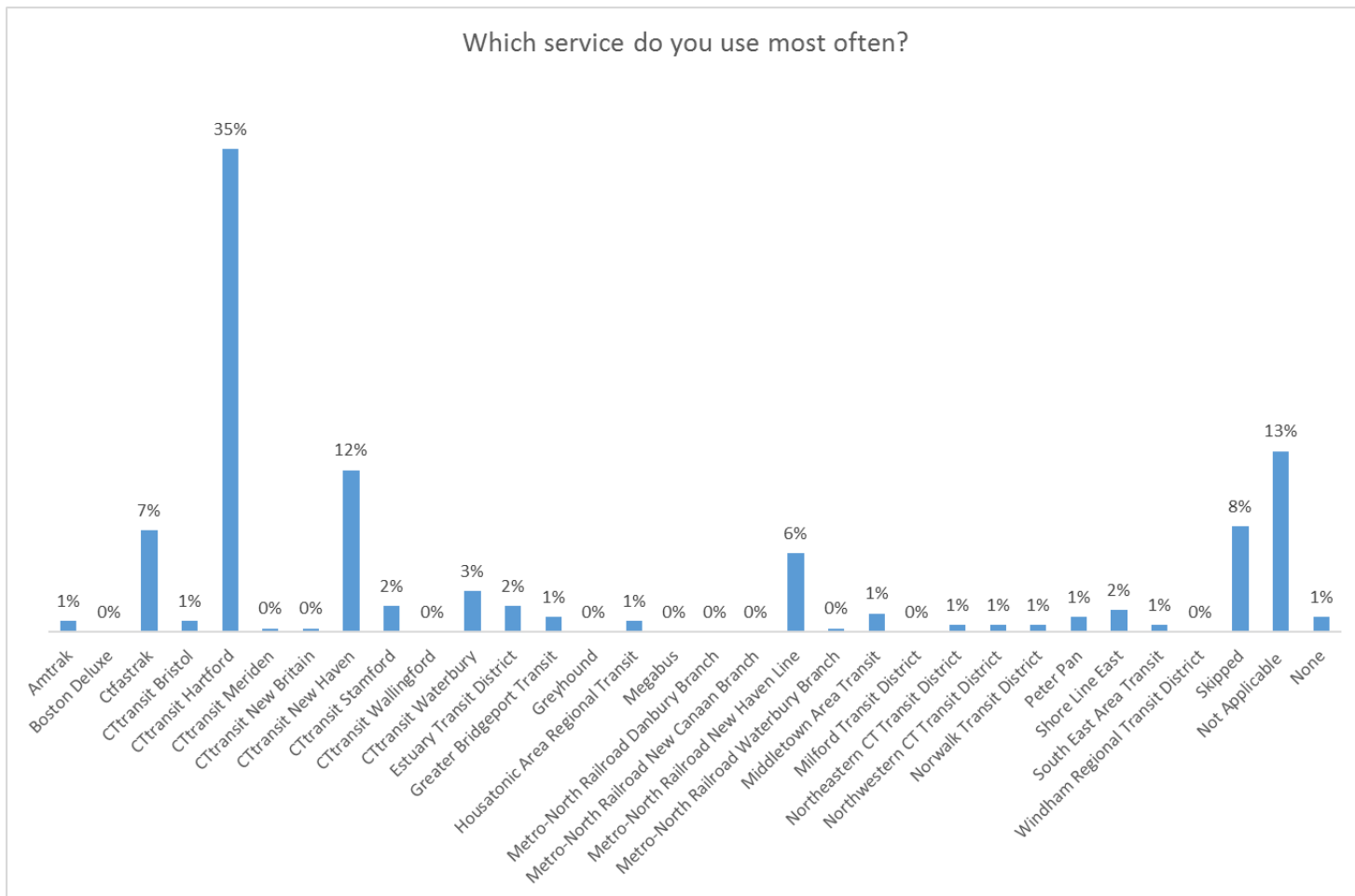




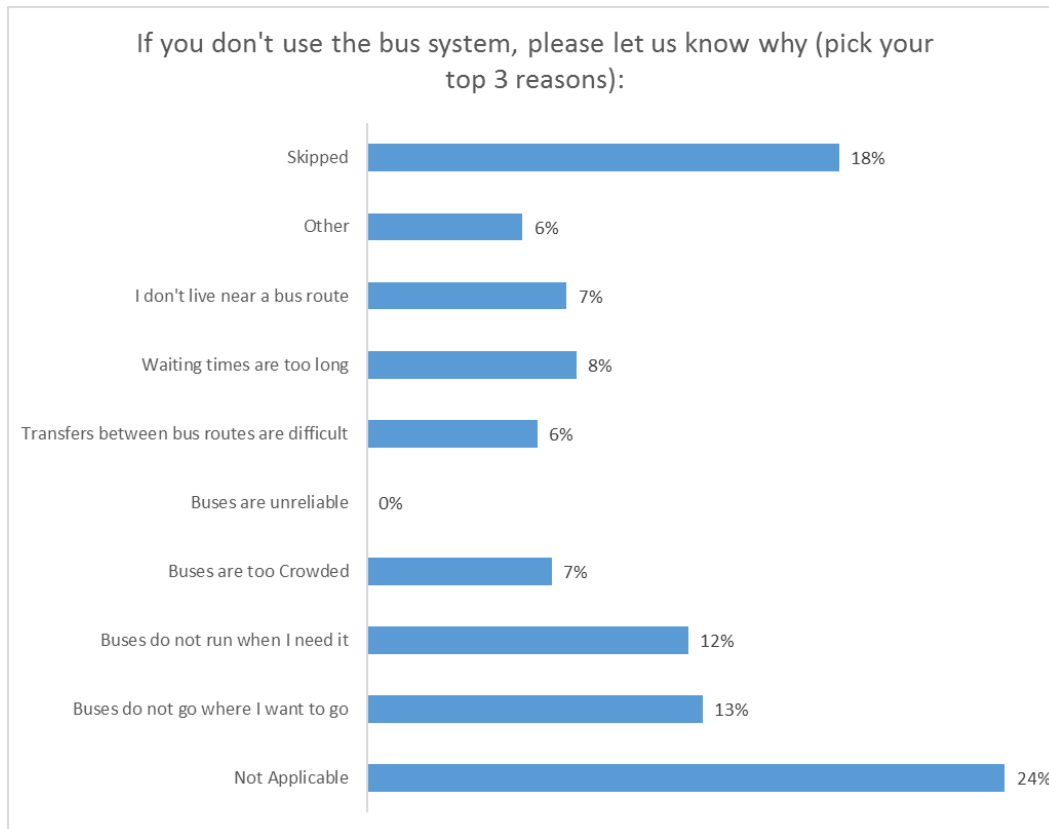
Figure 1. Transit Usage Question 1: Which service do you use most often?



Respondents who indicated they do not use transit were asked to cite the three primary reasons why; 139 respondents cited at least one reason, more than the number of respondents that described themselves as non-transit users. The top three reasons cited included “Buses do not go where I want to go,” (13%), “Buses do not run when needed,” (12%), and “Wait times for buses are too long,” (8%). (See Figure 2).

Respondents were given an option to choose “Other” and provide their own reason for not using transit. Responses to the “Other” category included the use of other modes of transportation (such as cars, and walking), long trip times on buses, unsanitary conditions on the bus, perceived safety concerns, and unfamiliarity with the bus system. (See Table 1).

**Figure 2. Transit Usage Question 2: If you don't use the bus system, please let us know why (pick your top three reasons).**

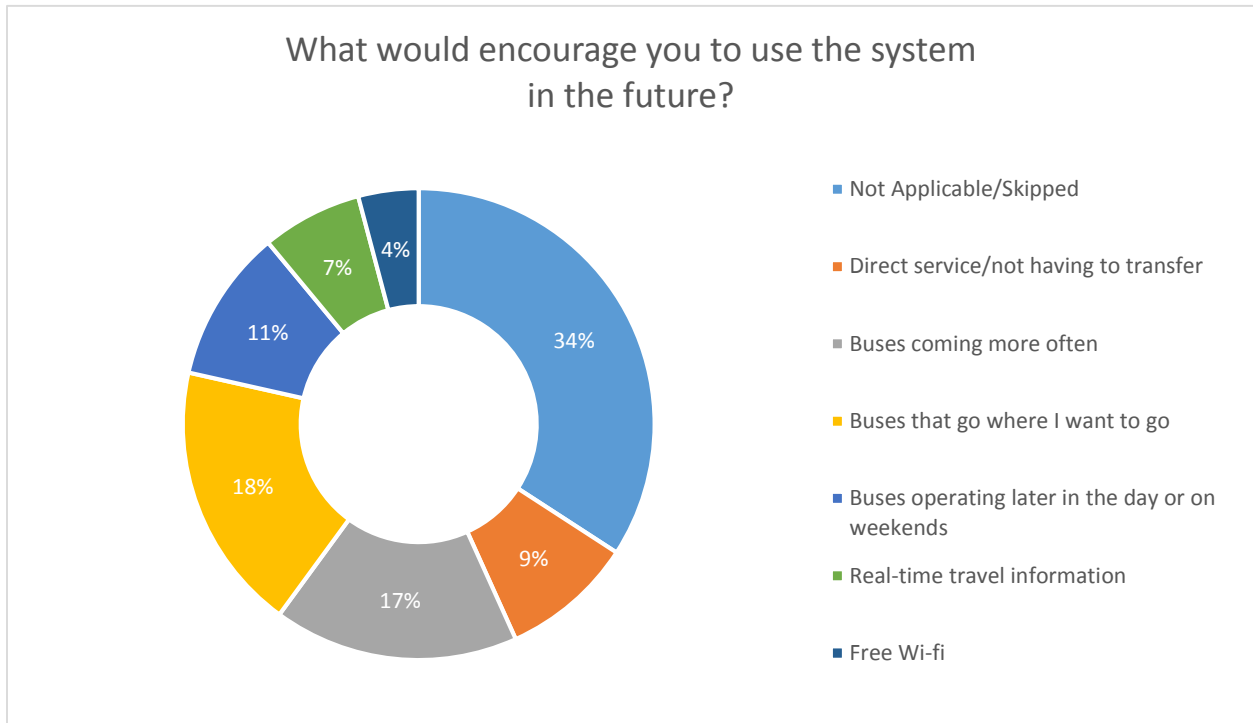


**Table 1. Question 2: Responses to "Other" Category.**

Bus Maintenance (unsanitary)	2
Bus Route does not run regularly	2
Bus Route longer, does not meet needs	3
Bus Route not fast enough	4
Bus Route not followed by drivers	1
Bus System is intimidating	1
Bus System not needed	2
Difficult to travel with young children	1
Lack of Bus amenities	2
Lack of information to access system	2
Long Distances between bus stops and to bus stops	2
Other mode of transportation (Car)	4
Other modes of transportation (Walk)	1
Safety	1
Unfamiliar with Bus Route	1

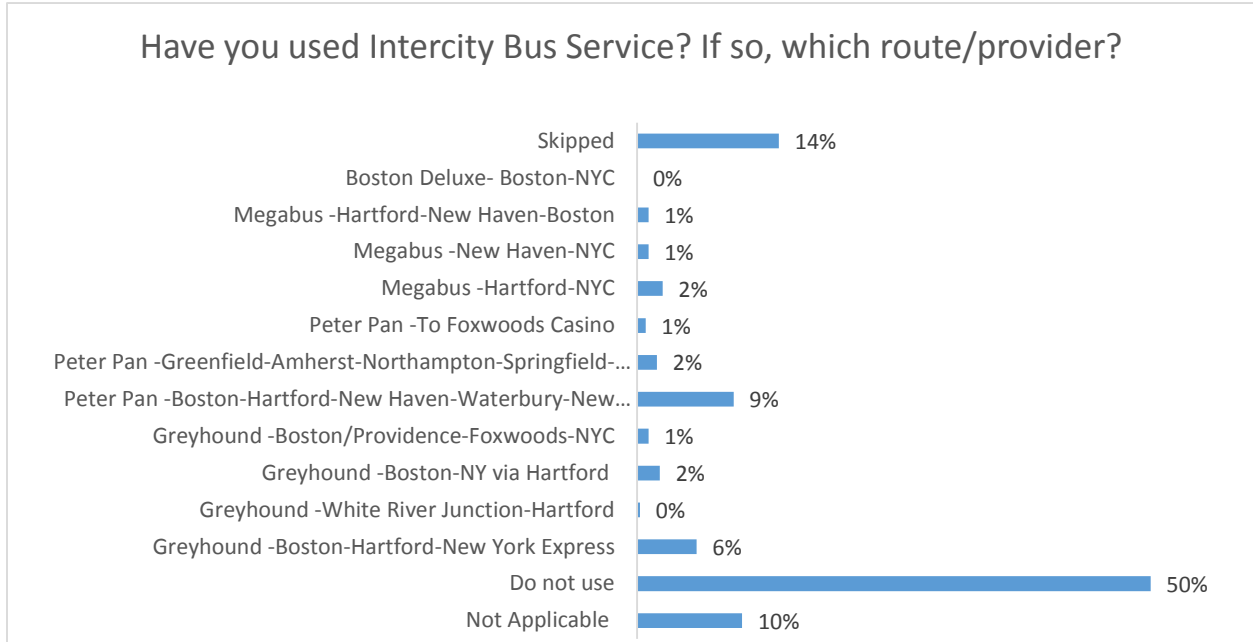
The third transit usage question asked participants about what improvements would encourage them to use the bus system in the future. The most popular responses included, “Buses that go where I want to go,” (18%), “Buses coming more often,” (17%), and, “Buses operating later in the day or on weekends,” (10%). (See Figure 3).

**Figure 3. Transit Usage Question 3: What would encourage you to use the system in the future?**



Half of respondents answered that they do not use the intercity buses and another 14% skipped this question. For those respondents who use intercity bus for travel, they primarily use two routes, Peter Pan's-Boston-Hartford-New Haven-Waterbury-New York (9%), and the Greyhound's-Boston-Hartford-New York Express (6%). (See Figure 4).

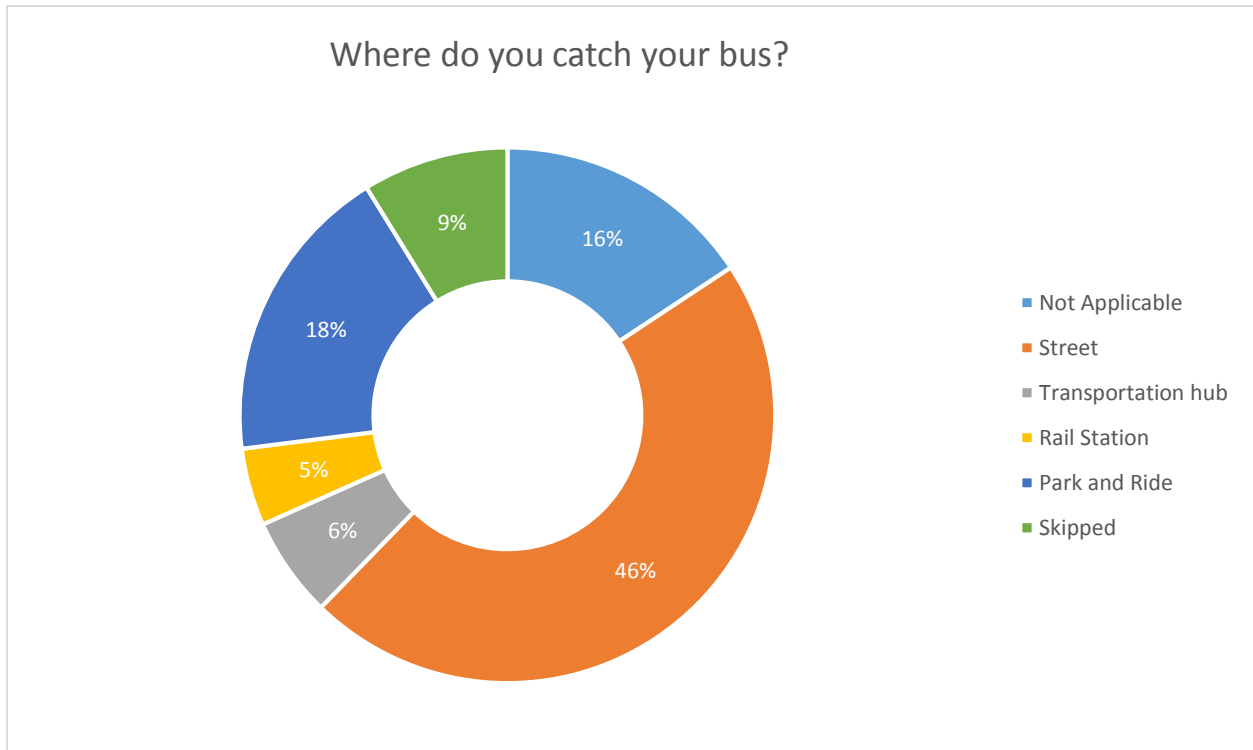
**Figure 4. Transit Usage Question 4: Have you used Intercity Bus Service? If so, which route/provider?**



## Intermodal Connections Questions and Responses

Respondents were asked where they catch the bus when they use the system. 275 respondents provided an answer to this question. These respondents overwhelmingly caught the bus on the street (46%), while another significant group catches the bus at a park and ride (18%), or at a transportation hub (6%), (See Figure 5).

**Figure 5. Intermodal Connections Question 1: Where do you catch the bus?**



Participants were asked whether their typical bus trip includes a transfer, how many transfers, and where those transfers occur. Of the 282 responses to the question regarding the number of times a transfer is made during a trip, 23% (82) said their trip required only one transfer between transit systems, while 45% (165) of respondents do not make a transfer during their trip. (See Figure 6) In total, 33% of the respondents made at least one transfer on their trip, with some indicating that at least two or three transfers were made.

Just 60 of the 282 respondents to this question indicated what type of transfers were made (within a single system or between systems.) Of the 60 respondents, 18 transferred to another bus within the same system and the remainder (42) transferred from one system to another, indicating a need for regional connectivity. A full list of system-to-system transfers made is presented in Table 2. Participants were asked to describe the specific location of their transfer including closest cross street or bus stop. 99 respondents provided an answer, though few specific locations were actually cited. Most respondents that provided an answer cited general locations such as "Downtown Hartford," or "at CTfastrak stations." Large transfer hubs such as the New Haven Green were also frequently cited.

Figure 6. Intermodal Connections Question 2a: Please tell us the number of times you transfer during your trip.

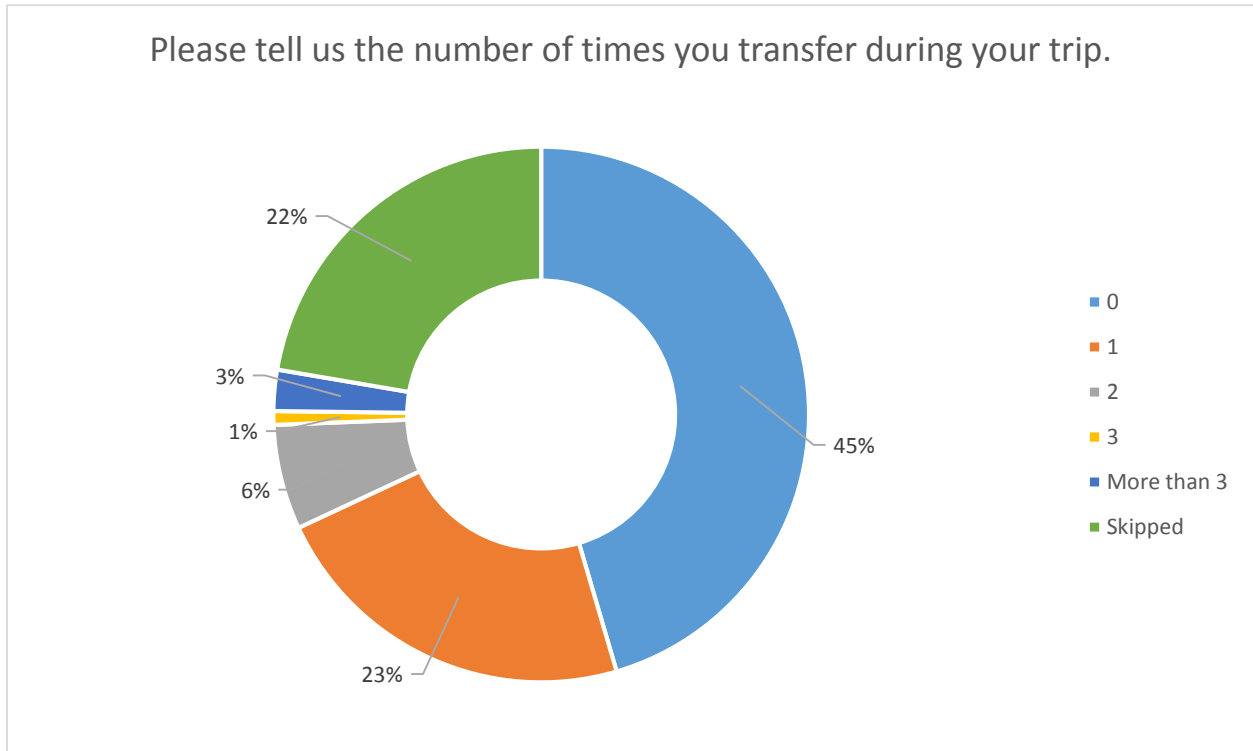


Table 2. Intermodal Connections Question 2b. If you transfer between different systems, please tell us which systems:

CTtransit - Bristol TO CTtransit - Hartford	2
CTtransit - Hartford TO CTtransit - Bristol	2
CTtransit - Hartford TO CTtransit - Hartford	12
CTtransit - Hartford TO CTtransit - New Britain	6
CTtransit - Hartford TO CTtransit - Waterbury	1
CTtransit - Hartford TO skipped	1
CTtransit - Hartford TO Windham Region Transit District (WRTD)	1
CTtransit - Meriden TO CTtransit - Hartford	1
CTtransit - Meriden TO CTtransit - Wallingford	1
CTtransit - Meriden TO Middletown Area Transit (MAT)	1
CTtransit - New Britain TO CTtransit - Hartford	1
CTtransit - New Britain TO Middletown Area Transit (MAT)	1
CTtransit - New Haven TO CTtransit - New Haven	4
CTtransit - New Haven TO Estuary Transit District (9Town Transit)	1
CTtransit - New Haven TO Greater Bridgeport Transit (GBT)	3
CTtransit - New Haven TO Norwalk Transit District (WHEELS)	2
CTtransit - New Haven TO Windham Region Transit District (WRTD)	1
CTtransit - Stamford TO Greater Bridgeport Transit (GBT)	2
CTtransit - Stamford TO skipped	1

**Table 2 (Continued). Intermodal Connections Question 2b. If you transfer between different systems, please tell us which systems:**

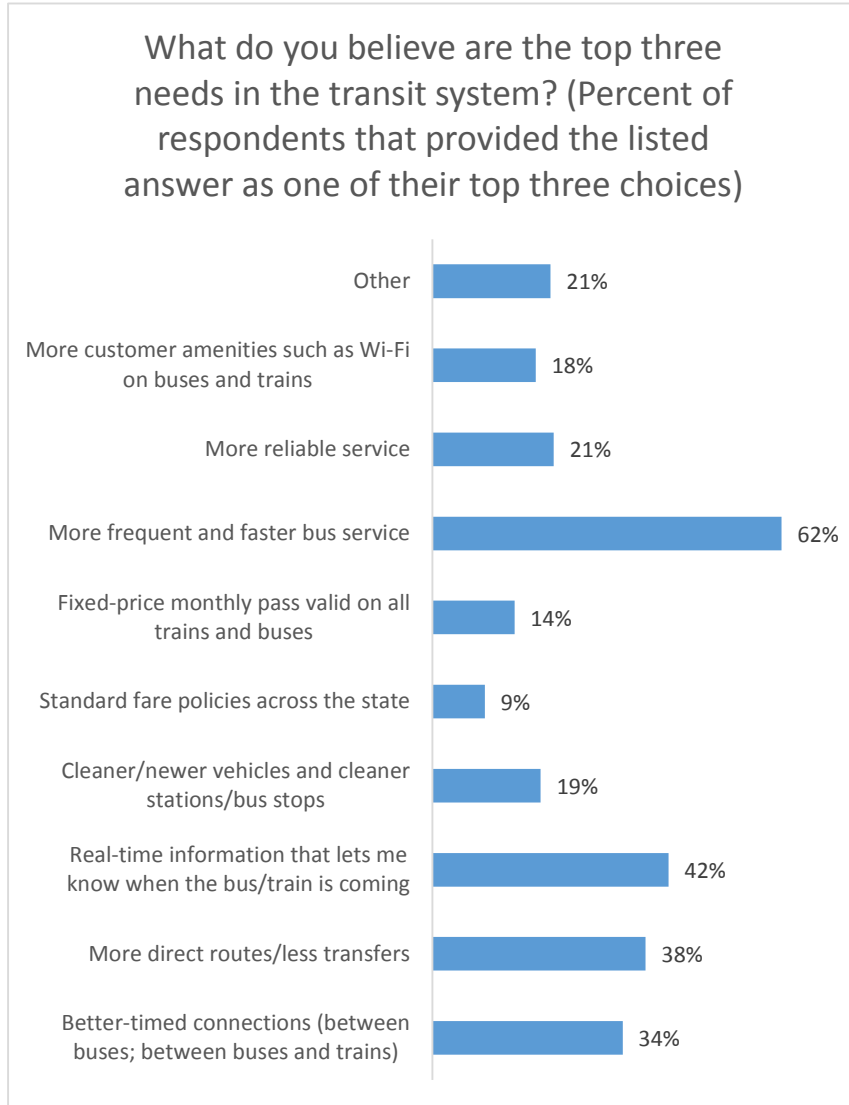
CTtransit - Waterbury TO CTtransit - Hartford	1
CTtransit - Waterbury TO CTtransit - New Haven	2
CTtransit - Waterbury TO CTtransit - Waterbury	1
CTtransit - Waterbury TO skipped	1
Estuary Transit District (9Town Transit) TO Greater Bridgeport Transit (GBT)	1
Estuary Transit District (9Town Transit) TO Northeastern Connecticut Transit District (NECTD)	1
Greater Bridgeport Transit (GBT) TO CTtransit - New Haven	1
Greater Bridgeport Transit (GBT) TO Norwalk Transit District (WHEELS)	1
Housatonic Area Regional Transit District (HART) TO Housatonic Area Regional Transit District (HART)	1
Middletown Area Transit (MAT) TO CTtransit - Hartford	2
Middletown Area Transit (MAT) TO CTtransit - Meriden	1
Northwestern CT District (NWCTD) TO skipped	1
skipped TO skipped	303
Southeast Area Transit District (SEAT) TO Estuary Transit District (9Town Transit)	2

**Transit Needs Questions and Reponses**

Participants were asked to choose their top three priorities for improving the Statewide Bus System. 346 respondents provided at least one response. A majority (62%) of respondents cited “More frequent and faster bus service,” while 42% cited “Real-time information for bus services,” and 38% cited “More direct routes/less transfers.” “Better-timed connections between transit systems,” was also popularly cited by 34% of respondents (See Figure 7). The majority of responses indicated a desire for operational/schedule changes vs. improved amenities.



**Figure 7. Transit Needs: Question 1: What do you believe are the top three needs in the transit system?**



Respondents provided additional comments in the “other” portion of this question these included an extension of the bus schedule to run later in the day and during the weekend, a need for additional bus routes, better bus to bus connections, and more bus station amenities including parking, bus shelters, and bike racks (See Table 3).

**Table 3. Question 11: “Other” Portion**

Better bus to bus connections	8
Bus Amenities	5
Bus Route Suggestion	2
Bus Station Amenities (parking, and bus shelters)	8
Extension of Bus Schedule	19
Fuel Efficient Buses	2
Light Rail	1
Maintenance	2
Need for Additional Bus Routes	16
Priority for Buses on Roads	1
Safety	3
Time Reliability	3
Train Service	1

### **Conclusion**

After completing the survey, respondents were thanked for their participation and encouraged to visit the project website for updates and future participation opportunities. It is notable that though participants had the opportunity to skip questions or could exit the presentation and survey at any time, the final question received affirmative 363 responses, indicating that at least that many had completed the entire virtual workshop.