

# 2012 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.

Program Expenditures	State Funding	Federal Funding	Other Funding	Total Funding
Actual FY 11	\$142,723,402	\$1,473,963	\$5,153,141 (Local) + \$45,221,007 (Revenue)	\$194,571,513
Estimated FY 12	\$159,102,338	\$1,500,000	\$5,035,846 (Local) + \$45,648,825 (Revenue)	\$211,287,009

*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 \$ FY2011 (1)	Fixed Route and Express	Paratransit	Dial-a-Ride
Expenses	164,647,120	28,975,977	948,416
Fare Revenue	37,450,386	1,315,677	130,869
Other Revenue	5,969,131	354,944	0
State \$	115,743,632	26,403,409	576,361
Federal \$	1,473,963	0	0
Local \$	4,010,008	901,947	241,186

(1) All FY2011 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 FY2011 was: Fixed Route--70%; ADA/Paratransit--91%; Dial-a-Ride--61%.

## How Much Did We Do?

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

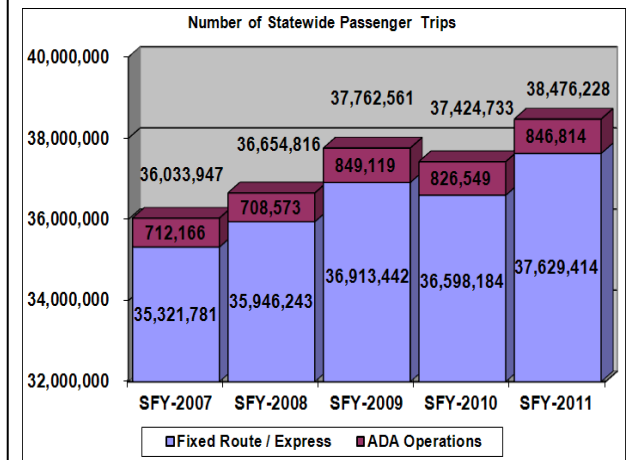
Fiscal Year (3)	Number of Eligible Clients	Passenger Trips Provided
2011	19,012	630,446
2010	17,151	617,344
2009	13,211	582,636

**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. **Trend:** ▲

## How Well Did We Do It?

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 almost 7 percent between fiscal 2007 and fiscal 2011. Riding the bus is beneficial to riders and other residents of Connecticut. Based upon average vehicle occupancy data, each bus passenger removes approximately 0.83 vehicles.

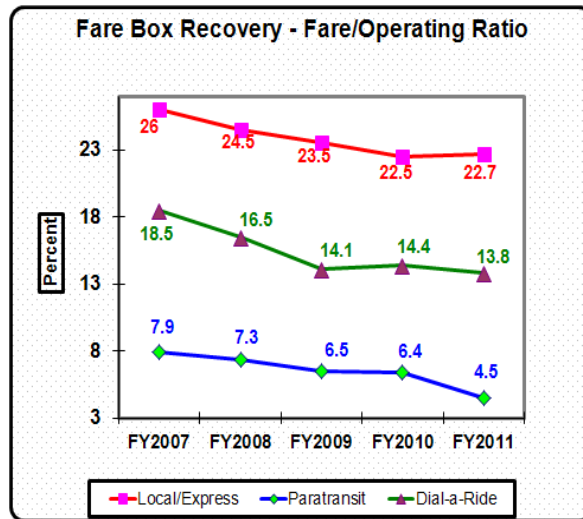
**Trend:** ▲

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## How Well Did We Do It?

COST EFFECTIVENESS Fare Box Recovery Ratio by Fiscal Year

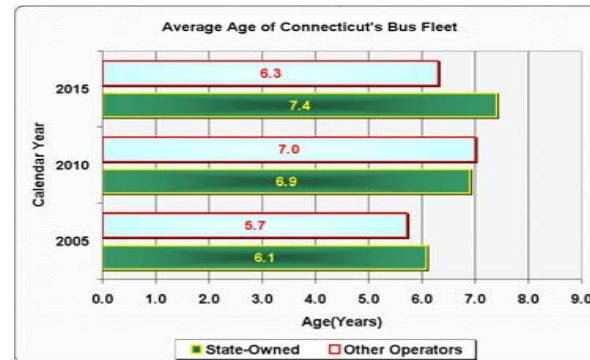


**Story behind the baseline:** Revenue for bus operations is primarily comprised of bus fares and advertising fees. In FY2011, the fares covered approximately 23 percent of costs for fixed and express bus operations and approximately 5 to 14 percent of paratransit and Dial-a-Ride. These percentages have decreased most years since FY2007. 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.

**Trend:** ▼

## Is Anyone Better Off?

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. Riders are attracted to buses that are clean, comfortable, reliable and attractive. **Trend:** ▲

## Is Anyone Better Off?

BENEFITS OF BUS USE - Yearly Benefit of Fixed Route Bus & Paratransit

Yearly Benefit of Fixed Route Bus & Paratransit	FY2006	FY2007	FY2008	FY2009
<i>(Calculations Based on Bus Passenger Miles of Travel (2)(3))</i>		-1.1%	+9.9%	+6.7%
Millions of Gallons of Fuel Saved (at 20.2 mpg fleet average)	5.66	5.59	6.14	6.56
Millions of Miles of Auto Travel Reduced	114.4	113.0	124.0	132.4
Tons of GHG CO <sub>2</sub> equiv. Emissions Reduced	55,287	55,622	59,945	64,022
Millions of Dollars Saved by Customers Not Driving Autos (at \$0.50/mi)	\$57.2	\$56.5	\$62.0	\$66.2

- (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

**Story behind the baseline:** Based upon average vehicle occupancy data, each bus passenger removes approximately 0.83 vehicles from roadways, thus decreasing greenhouse gas (GHG) emissions, gasoline use and reducing highway congestion. Estimates of total yearly reductions for FY2006 to FY2009 are presented in the Table above. **Trend:** ▲

## 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; and, continue marketing and advertising campaigns to portray benefits of transit use.
- 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 or inflation, service would be reduced. A fare increase will be implemented in January 2012 to increase the fare box recovery ratio and establish a policy on longer-term relationships between costs borne by customers and costs borne by the general taxpayer.
- 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.
- 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 136 new heavy-duty buses (95 Diesel and 41 Hybrid). Approximately 126 of these were received during 2010. The remaining buses are anticipated to be delivered in 2011. These new buses offer the potential to reduce downtime, service calls, and pollutants and, to increase capacity for improved on-time performance.
- Promote efficient system management and operations

## Data Development Agenda:

- Develop and conduct surveys, and use rider feedback to improve service and meet current and future needs of customers.