

October 20, 2023

Welcome to a CRCOG Hybrid Meeting



Corridor Advisory Committee

- We have muted attendees upon entrance. We will unmute people either individually or as a group depending on the situation.
- For our public meetings, we will be taking a roll-call of attendance. Please include your name and town/organization in your Zoom name. We will ask those we cannot identify to state their name and town.
- Each time you speak, you must identify yourself with your name and town prior to making your point.
- If you are abstaining or objecting to an action item, please state your name and town.
- Meeting materials are available at [CRCOG.org](https://www.crcog.org)



*To submit a question or comment in writing,
please send a message to Cara Radzins via chat.*

1. Co-Chair Welcome and Introductions



Mayor
Shari Cantor
West Hartford



First Selectman
Michael J. Freda
North Haven

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2. Acceptance of Meeting Notes from February 24, 2022 (posted*)

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Corridor Advisory Committee Of Chief Elected Officials for
CTfastrak and CTrail-Hartford Line
Zoom Video Call

Thursday, February 24, 2022, 8:30 AM

DRAFT Meeting Notes

Attendees	
Michael Freda	Chris Edge
Dana Roscoe	James Rode
Nat Gale	Yure Kuljis
Renata Bertotti	Jonathan Cabral
Lisa Rivers	Pam Sucato
Patrick McMahan	Lyle Wray
Cara Radzins	Rob Aloise
Tim Malone	

Call to Order

Michael Freda called the meeting to order.

1. Welcome and Introductions: Co-Chair Michael J. Freda, First Selectman, North Haven

2. Acceptance of April 6, 2021 Meeting Notes.

Chris Edge moved approval of the meeting notes from April 6, 2021 as presented. Michael Freda seconded the motion. Passed unanimously by a voice vote.

3. Introduction of those present.

Michael Freda called on each participant to introduce themselves.

4. CTDOT Commissioner Remarks.

3. CTDOT Update

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2. Acceptance of Meeting Notes from February 24, 2022 (posted*)
3. **CTDOT Update**
 - CTfastrak & Bus Service Expansion
 - CTrail
4. PRESENTATION – Customer EXperience (CX) Action Plan: Alicia Leite, CTDOT
5. IIJA/BIL Update
 - CTDOT's FRA Federal-State Partnership for Intercity Passenger Rail (FSP-NEC) and CRISI Grant Applications
 - Hartford Line Double Tracking (Phase 3B)
 - Hartford Station Relocation - GHMS
 - MassDOT, Amtrak, and CSX - CRISI Grant Application
 - Springfield to Worcester Rail Infrastructure Improvements
6. Municipal Updates: Stations and Transit Oriented Development Efforts
7. CAC Visioning Session:
 - Meeting Format and Frequency
 - Envisioned Committee Purpose, Roles, and Responsibilities
8. Possible Future Agenda Items and Next Meeting Date
 - SCRCOG Efforts
 - CRCOG Efforts - TOD Roles, Visioning, Viability and Tools Analysis
 - CTDOT Greater Hartford Mobility Study
9. Other Business and Announcements

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4. PRESENTATION – Customer EXperience (CX) Action Plan: Alicia Leite, CTDOT

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Customer Experience (CX) Action Plan

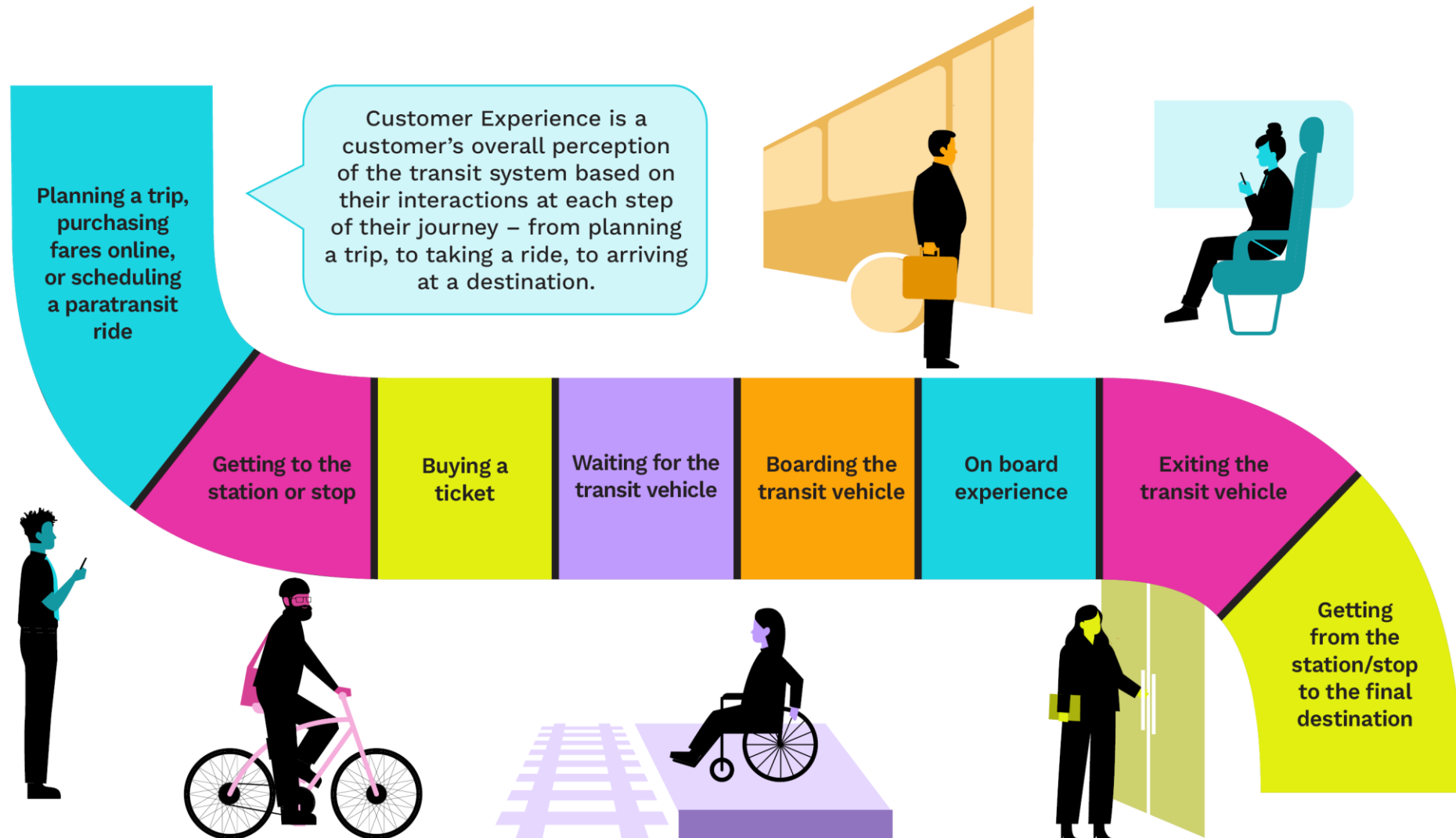
CTfastrak/CTrail Corridor Advisory Committee

CX Action Plan Overview

Partners



What does **CUSTOMER EXPERIENCE** mean?



Goals

1

Connect

Connect with transit riders to listen and learn about their experience using public transportation

2

Understand

Better understand changing customer needs, expectations, and desires for the state's transit system

3

Vision

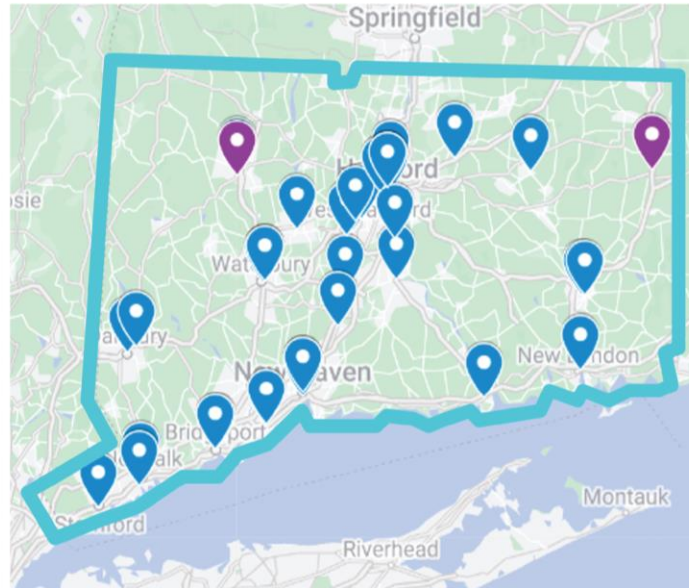
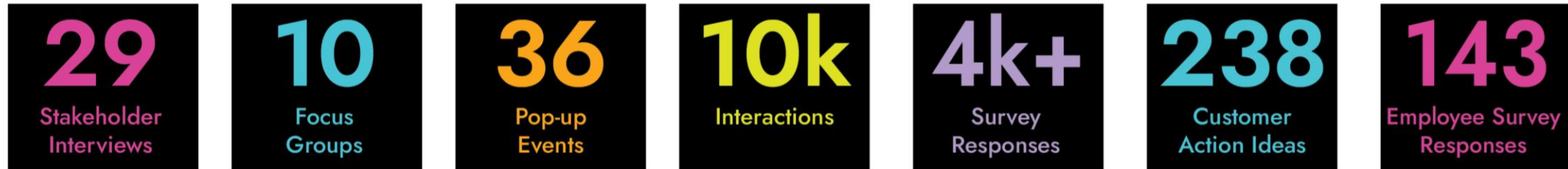
Define a vision for the future of public transportation in Connecticut based on customer priorities

4

Action

Identifying actions that can be taken to make transit more pleasant, reliable, and efficient for everyone

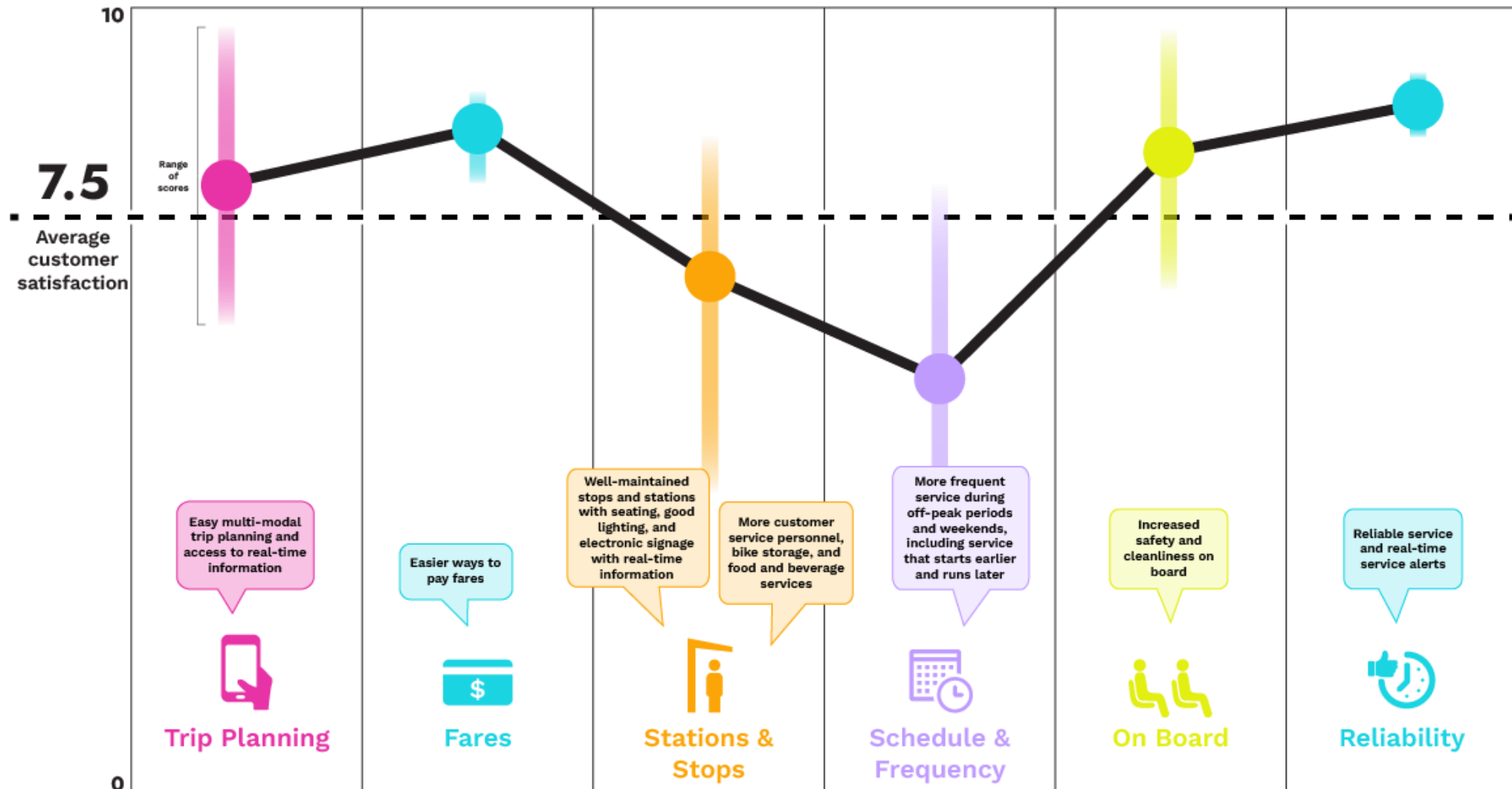
Engagement by the Numbers



Putting Customers First



What have we learned?



Actions

Customer Priorities

Improved Service

Provide service that is reliable and schedules that meet the needs of as many customers as possible.

Easier to Use

Make it easier to plan trips and pay fares.
Provide real-time schedule and service information in a variety of ways and locations – online, in stations, at stops, and on-board transit vehicles.

Enhanced Accessibility and Comfort

Ensure that stations and stops are accessible, have the services and security features customers need, are well-maintained, and provide clean and comfortable transit vehicles.

Customer Priority:

Improved Service

Actions

- Bus Service Improvements (Completed)
- Rail Service Improvements (Completed)
- ParkConneCT Pilot Program (Completed)
- Additional Northeast Regional Train Service
- Bus Service Expansion Package
- Microtransit Pilot Program
- Faster Train Speeds
- On-street Bus Rapid Transit (BRT)

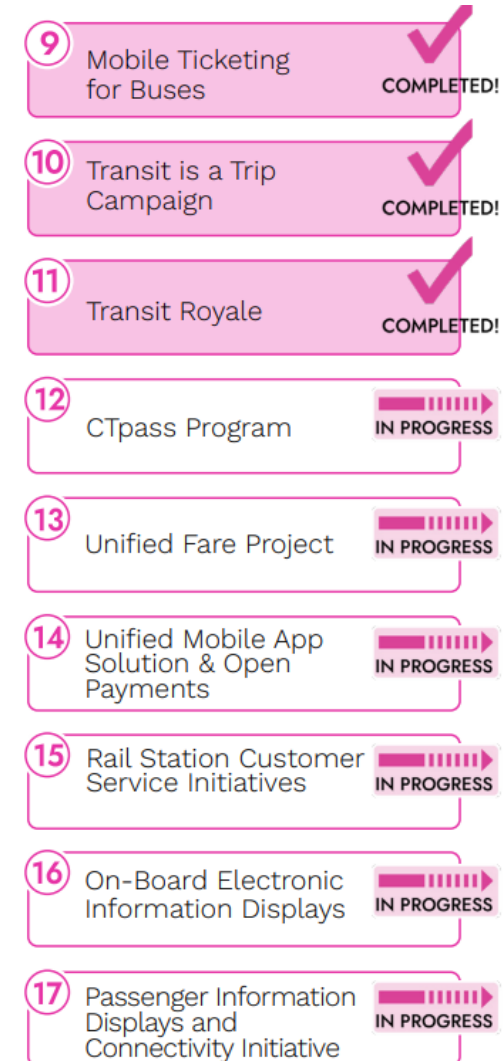


Customer Priority:

Easier to Use

Actions

- Mobile Ticketing for Buses (Completed)
- Transit is a Trip Campaign (Completed)
- Transit Royale Pilot (Completed)
- CTpass Program
- Unified Fare Project
- Unified Mobile App Solution and Open Payments
- Rail Station Customer Service Initiatives
- On Board Electronic Information Displays
- Passenger Information Displays and Connectivity Initiative

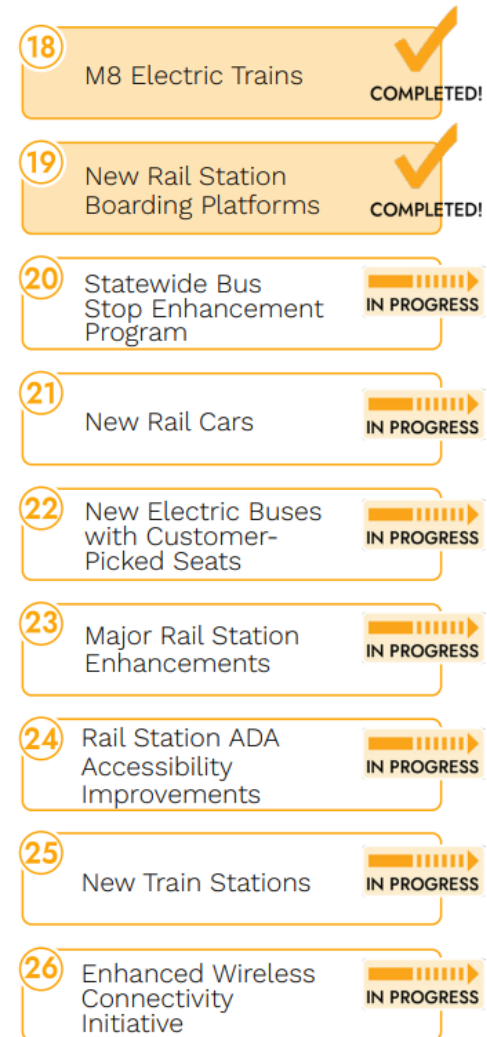


Customer Priority:

Enhanced Accessibility and Comfort

Actions

- M8 Electric Trains (Completed)
- New Boarding Platform (Completed)
- Statewide Bus Stop Enhancement Program
- New Rail Cars
- New Electric Buses with Customer-Picked Seats
- Major Rail Station Enhancements
- Rail Station ADA Accessibility Improvements
- New Train Stations
- Enhanced Wireless Connectivity Initiative



Areas of Opportunity

Actions are initiated or in progress.

Areas of Opportunity are potential future initiatives that need to be further defined and scoped.

- Most intended to be statewide, across modes; will require close coordination

Areas of Opportunity

Comprehensive Statewide Service Analysis

- Origin/destination data assessing post-COVID travel patterns, identify where people want to go
- Regional travel barriers and opportunities
- Identify unique service needs of specific groups and events
- Bus and rail connections, schedule alignment
- Micromobility/microtransit and bike/pedestrian access to transit
- Statewide service standards that guide types and levels of service

ADA Paratransit/Mobility Accessibility Roadmap

- Improving ADA Paratransit and on-demand services for seniors, individuals with disabilities
- Review service levels, alternative mobility options, technology standardization, and reservation/fare collection systems

Easier to Use

Areas of Opportunity

Customer Awareness and Education

- Fares and how to pay them
- Service options
- How to find and read the train/bus schedules
- What to expect when you get to your stop or station
- Riding transit etiquette

Improving Website Experience

- More modern webpages
- More consistent content and navigation
- Provide resources for website and application design and maintenance

**Enhanced Accessibility and
Comfort**

Areas of Opportunity

Continuous Evaluation of the Rider Experience

- Mystery Rider program
- Review cleanliness and safety issues, other operational improvements

CX Training and Assessment

- Ensure public transit frontline workers/operators have tools needed to best do their jobs
- Develop CX Training

Operator Recruitment Support and Coordination

- Promote public transportation careers
- Statewide transit bus operator CDL training program to help develop workforce
- Facilitate recruitment coordination among service providers
- Explore leadership training programs
- Operator and frontline employee appreciation

Next Steps

- Area of Opportunity- Operator Training Workshop and Customer Education
- Continue to listen, learn, feedback loop - Pop-up Events
- Progress Report Card Yearly
- Update Plan every 3-5 years



Thank you!

Please visit: www.transitcx.com

5. IIJA/BIL Update

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Meeting format and frequency:

- Two Meetings Annually (alternating CRCOG and SCRCOG hosting)
- Hybrid Meetings Envisioned

Envisioned Purpose, Roles, and Responsibilities:

- Periodic *CTrail* and *CTfastrak* Updates, including:
 - Service and Ridership
 - Infrastructure Conditions
 - Funding Environment
 - Current and Potential Future Projects
- Periodic Transit Oriented Development Updates, including:
 - Forum for Municipal Information Sharing
 - Funding & Project Opportunities
 - Development Case Studies and Updates
- Exploration of Potential Policies for COG and/or Municipal adoption
- Advocacy for our Mobility and Development in our Regions'

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