



CTfastrak was launched on March 28, 2015. This first in the state Bus Rapid Transit (BRT) system introduced an entirely new level of service and technology for transit customers in Connecticut.

Featuring a regional network of service utilizing a 9.4 mile dedicated bus only roadway, distinctive stations, branded buses, new technologies, and most of all, a significant improvement in frequent, reliable bus service, CTfastrak is changing the landscape of public transportation in Connecticut.

CTfastrak is state-of-the-art and user-friendly, integrating technology with transportation to provide on-the-go trip planning and real-time bus information using Transit App or Google Transit. Innovations will continue with a new fare collection system, including fare payment by smartcards and mobile phones in the coming year.

CTfastrak has also improved connectivity among the many transportation services in the state. This includes new connections with the CTrail Waterbury Line, connections with Amtrak service in Hartford, and connections with the CTrail Hartford Line which is scheduled to open for service in January 2018.

By opening up new access to jobs, healthcare and shopping, while saving previous transit customers significant travel time by offering direct and frequent travel, and attracting a significant number of new customers, CTfastrak has delivered on its promises.

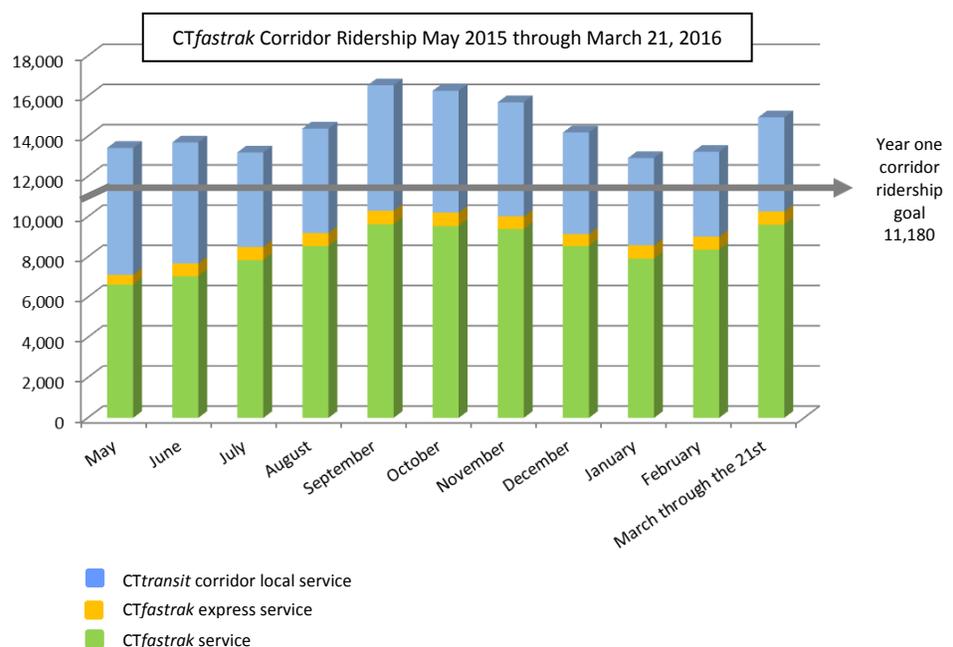
Thank you for your support and patronage of the system in our first year of operation. We look forward to many more years of improving service, increasing ridership, and serving our customers.

CTfastrak Year One Highlights

- ◆ Surpassed the year one ridership goal of 11,180 daily passenger trips and doubled daily ridership in the corridor.
- ◆ Achieved 99.4% fare compliance.
- ◆ Employed more than 200 people including bus operators and mechanics.
- ◆ Added 24 parking spaces at the Elmwood Station in December 2015.
- ◆ Celebrated millionth rider on September 9, 2015.
- ◆ Over 750 runners participated in the CTfastrak 15K and Relay race on May 3, 2015.
- ◆ Introduced event service to UConn Football games at Rentschler Field in September 2015.
- ◆ Participated in over 100 public outreach events.

CTfastrak Ridership

Ridership in the corridor before CTfastrak opened was approximately 8,000 weekday passenger trips. Weekday passenger trips now average between 12,000 and 16,000 trips, doubling the previous daily ridership in the corridor.



Customer Testimonials

“So awesome! Makes it so much easier for me to get myself to and from work!!”
- Elizabeth K. via CTfastrak Facebook

“Even though I have a car, I live at the Bushnell Tower in Hartford and take the fastrak right out of my front door to my gym in elmwood especially during rush hour, it beats being stuck in traffic.”
- Roberto T. via CTfastrak Facebook

“I went back to school because of fastrak... thanks for your service.”
- RoseJah B. via CTfastrak Facebook

“As someone who grew up in Hartford and now studies urban planning and transportation in NYC, I am incredibly impressed at this new system. Clean, comfortable, fast and frequent. I cannot wait to ride again! Bravo!”
- Nick A. via CTfastrak Facebook

“I will add that as the president of a local business association, we have seen positive growth in New Britain’s Little Poland neighborhood alone. We have seen the addition of an art gallery, new restaurants, a flower shop and other businesses since the new Fastrak station was built a few minutes away. It has been a big boost to our law firm as well. It is hard to find available space in the neighborhood. Only a few spots left.”
- Adrian B. via CTfastrak Facebook

CTfastrak Budget Performance

CTfastrak is on budget for the first six months of the fiscal year. The CTfastrak operating budget includes cost for bus operators, vehicle maintenance, parts, supplies, station maintenance, roadway maintenance and additional personnel required for road supervision and fare inspection.

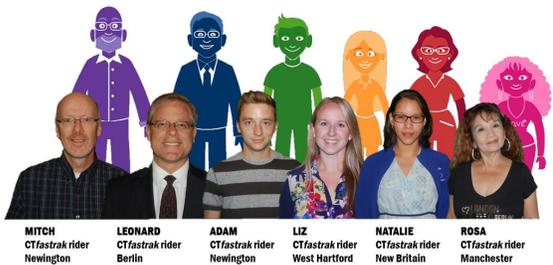
CTfastrak expenses for bus service are slightly favorable to budget. See table below. The costs for these services are driven primarily by bus service scheduling decisions and resulting bus operator pay hours. More efficient scheduling results in lower operating expenses for bus service. Expenses for non-bus service items, such as field supervision and snow removal, are unfavorable to budget by approximately \$0.3 million. The non-bus service budget was based on an estimate of potential facility and support staff costs, not based on actual operating experience.

CTfastrak fare revenue is also slightly favorable to budget by approximately \$0.3 million. Fare revenue directly corresponds with ridership. Higher ridership levels have resulted in higher fare revenue. This trend is expected to continue through fiscal year 2016.

	*FY 2016 Budget	* FY 2016 July - December Budget	* FY 2016 July - December Actual	* YTD Budget vs. Actual
CTfastrak Bus Services				
CTfastrak/HNS Routes	\$16.5	\$8.3	\$7.8	\$0.5
CTfastrak/DATCO Express Routes	\$2.2	\$1.1	\$1.3	(\$0.2)
CTfastrak Non-Bus-Service Items				
Additional Personnel	\$1.9	\$0.9	\$1.1	(\$0.2)
Station Maintenance	\$1.7	\$0.9	\$1.0	(\$0.1)
Roadway Maintenance	\$0.2	\$0.1	\$0.1	\$0.0
TOTAL				
CTfastrak System Expenses	\$22.5	\$11.3	\$11.3	\$0.0
CTfastrak Passenger Revenue	\$4.2	\$2.1	\$2.4	\$0.3
CTfastrak Subsidy	\$18.3	\$9.2	\$8.9	\$0.3
CTfastrak Farebox Recovery Ratio	22%		26%	

*Figures shown are in millions

Favorable/ (Unfavorable)



CTfastrak radio and television commercials were produced using real people telling their stories on how CTfastrak impacted them. People were selected based on their stories told in survey responses, and then were brought into a studio to record their story and be photographed for animations based upon their likeness. Visit the CTfastrak YouTube Channel to view the commercials.

