

Connecticut Department of Transportation

Administrative Head: Garrett T. Eucalitto, Commissioner

Deputy Commissioners: Karen Kitsis, Laoise King

Established: October 1, 1969

Statutory authority: p.a. 69-768

Central Office: 2800 Berlin Turnpike, Newington, CT 06111

Authorized number of full-time employees: 3,567

Recurring operating expenses: \$816 million

Organizational Structure

- Bureau of Engineering and Construction (BEC)
- Bureau of Finance and Administration (BFA)
- Bureau of Highway Operations and Maintenance (BHOM)
- Bureau of Policy and Planning (BPP)
- Bureau of Public Transportation (BPT)
- Office of Commissioner
- Office of State Traffic Administration

Agency Mission

The mission of the Connecticut Department of Transportation (CTDOT) is *Improving Lives Through Transportation*.

Statutory Responsibility

The agency shall be responsible for all aspects of the planning, development, maintenance, and improvement of transportation in the state (Section 13b-3 CGS). The agency serves its customers by providing safe and efficient systems for the movement of people and goods within, to, or from the state, whether by highway, air, water, rail, or other means (Section 13b-2[9]).

Affirmative Action Policy

The Connecticut Department of Transportation is an Affirmative Action/Equal Opportunity Employer. It is the established policy of the CTDOT to assure equal opportunity and to implement affirmative action programs. All services and programs of the CTDOT are administered fairly and impartially, pursuant to the State Code of Fair Practices and all other relevant state and federal laws and regulations, including, but not limited to, CGS 46a-60, Title VI and VII of the Civil Rights Act of 1964, and the Americans with Disabilities Act. The CTDOT continues to work cooperatively with the Connecticut Commission on Human Rights and Opportunities and other state and federal compliance agencies in conducting various reviews and providing the requested information.

Public Service, Improvements/Achievements for Fiscal Year 2023-2024

The Bureau of Engineering and Construction

The Bureau of Engineering and Construction (BEC) develops and implements the multimodal capital program for Connecticut's transportation network. The program is delivered through efficient and innovative engineering and construction solutions with stakeholder input to improve public safety and mobility, enhance economic vitality, and improve community connectivity while preserving environmental and cultural resources.

To achieve its goals, the BEC is comprised of the Office of Construction and the Office of Engineering. The Office of Engineering is comprised of the Project Administration Unit, the Divisions of Rights of Way, Traffic Engineering, Highway Design, Bridges, and Facilities & Transit.

Project Administration Unit

The Project Administration Unit ensures that CTDOT's asset management plans, Americans with Disabilities Act (ADA) efforts, estimating, contract development, and advertising processes are in compliance with state and federal policies. Some of the group's accomplishments in terms of asset management and ADA Engineering Coordination are presented below.

Asset Management

Transportation Asset Management (TAM) principles and practices are now a central part of the CTDOT core strategy to address the condition and needs of Connecticut's transportation infrastructure. CTDOT continues to comply with all federal TAM requirements. The 2022 Highway TAMP was certified by FHWA in September 2022. The 2022 Public Transportation Asset Management Plan was submitted to the Federal Transit Administration (FTA) in September 2022.

The CTDOT Highway TAMP goes beyond the federal requirements and covers 11 CTDOT-maintained assets. These include bridges, pavements, traffic signals, signs, sign supports, pavement markings, highway buildings, illumination, retaining walls, drainage culverts, and intelligent transportation systems. The Transit TAMP covers 6 transit assets including bus rolling stock, rail rolling stock, service vehicles, rail infrastructure, bus facilities, and rail facilities. Both TAMPs guide the CTDOT in its endeavor to deliver better asset performance.

Americans with Disabilities Act (ADA) Engineering Coordination

The Americans with Disabilities Act (ADA) Engineering Coordination Unit oversees the implementation and update of CTDOT's federally required ADA Transition Plan, reviews technical infeasibility of ADA implementation in design and construction projects, conducts public outreach, and addresses ADA related complaints in the State right-of-way. This Unit maintains CTDOT's curb ramp inventory and compliance database for when ADA upgrades are required when roadway alterations occur on State routes.

Division of Rights of Way

The Division of Rights of Way is responsible for acquiring all property and property rights for the capital program. This includes obtaining land, easements, and rights-of-way needed for construction and infrastructure projects.

Division of Traffic Engineering

The Division of Traffic Engineering manages, directs, and coordinates traffic designs, studies, and investigations for State and local roadways. The Division's accomplishments with Traffic Safety Engineering and Traffic Signal & Sign Management are presented below.

Traffic Safety Engineering

The BEC is continuing its effort to improve safety and drive down the number of fatalities and serious injuries for all road users on Connecticut's roadways. This effort is detailed in Connecticut's Strategic Highway Safety Plan (SHSP). The SHSP brings together all Connecticut safety stakeholders to collaborate on safety efforts and leverage resources. The current SHSP was approved in May 2022, and a SHSP Implementation Plan is being finalized to help prioritize and deploy the strategies that were identified.

CTDOT submitted an implementation plan for the Highway Safety Improvement Program in June 2024 to FHWA. The plan contains a list of programs and projects to be initiated in the Federal Fiscal Year 2025. These are intended to reduce severe and fatal injury crashes on Connecticut's public roadways.

The BEC's Highway Safety Improvement Program focuses on implementing systemic transportation safety improvements. These projects focus on providing safety improvements over the entire transportation network while providing the highest safety benefit for every dollar spent. Systemic safety improvements included:

- Centerline rumble strip program,
- Rectangular rapid flashing beacons initiative on all public roads,
- Horizontal curve signing project on all public roads,
- High friction surface treatment program,
- A statewide clearance interval retiming project on municipally owned traffic signals,
- Pedestrian improvements at signalized locations, and
- Pedestrian signing and pavement marking project on all public roads.

The Railway-Highway Crossing Safety Program provides improvements at railroad crossings and upgrades of traffic control signals with railroad pre-emption at adjacent intersections.

Wrong-way crashes have increased in the state over the past few years. Although they are a small percentage of overall crashes, they have a more significant potential for severe and multiple injuries. In response to these increasing occurrences, CTDOT is installing traffic signal detection equipment to automatically activate flashers on signs when a driver attempts to access a limited access highway via an exit ramp traveling the Wrong-Way. In addition to activating flashing signs, an alert is also sent to CTDOT's Bureau of Highway Operations and the Connecticut State Police dispatch center so appropriate actions can be taken. This technology is being deployed at ramp locations throughout the state with the objective of having one hundred and twenty systems active by the end of 2024. This project was funded by Special Act 20-1 and began construction in early 2023. CTDOT also reviewed additional strategies to address wrong-way crashes such as additional pavement markings, signal indication revisions, and an educational campaign.

Traffic Signal and Sign Management

Traffic signal projects are being completed annually to improve operational efficiency and replace outdated equipment. Under these projects, equipment will be updated to current design practices utilizing the latest

standards and guidance from the Manual on Uniform Traffic Control Devices, including adding accessible pedestrian signal equipment where applicable. Each year approximately 90 locations receive complete equipment replacement. Additionally, 150 locations receive spot safety improvements, including removal of nighttime flashing operation, installation of advanced detection methods, enhancement of pedestrian crossing indications, and connection through cellular modems to a central office.

CTDOT continues efforts to replace signs on limited-access roadways in the state that have surpassed their service life. Multiple limited-access sign replacement projects are currently in design and construction. Additionally, CTDOT is in the process of renumbering all limited-access roadways in the state to use mileage-based numbering to conform to Federal standards. The renumbering projects have been completed on I-395, I-691, and CT 9. Currently, projects are underway for CT 2 and CT 8, with the final project on I-95 scheduled for completion in 2028.

Division of Highway Design

The Division of Highway Design manages, directs, and coordinates all design activities for highways in accordance with State and Federal requirements. The Division also oversees the administration of contracts with consulting engineers and towns for the design of highway and bridge improvements on state highways and town roads. The Division's Local Transportation Capital Improvement Program (LOTICIP) and Complete Streets & Active Transportation programs are presented below.

Local Transportation Capital Improvement Program (LOTICIP)

The BEC oversees the LOTICIP program which allows municipalities to perform capital improvements on locally-owned roadways that qualify for the Federal Surface Transportation Block Grant–Urban (STBG-U). LOTICIP also allows the portion of Federal STBG-U monies historically dedicated to improvements on municipally owned facilities to be utilized by the CTDOT for eligible activities, predominantly on state-owned assets.

Since November 2013, when LOTICIP was first implemented, the BEC has worked with the regional Councils of Governments (COGs) to issue funding commitments for 294 endorsed municipal projects representing approximately \$698 million in construction. In SFY 2024, \$60.7 million in LOTICIP funds were awarded for construction projects.

Complete Streets and Active Transportation

Complete Streets is an approach designed to ensure safe access for all users—including pedestrians, those using mobility aids, bicyclists, transit users, and vehicle operators—by creating a comprehensive multi-modal transportation network. The Department has implemented a Complete Streets Policy encompassing training, design guidance, funding, and data collection. In 2023, new policies introduced specific design criteria for pedestrian, bicycle, and transit facilities. Public Act 23-116 requires consideration of infrastructure protecting vulnerable road users (VRUs) like pedestrians and people with disabilities, which the Department addresses through these new criteria. Additionally, the Department utilizes the Federal Transportation Alternatives Program for improvements such as pedestrian and bicycle facilities and safe routes to school.

Division of Bridges

The Division of Bridges is committed to achieving and maintaining established bridge performance targets documented in the CTDOT TAMP. The BEC continued to inspect and inventory the structural condition of more than 5,000 bridges, 1,800 overhead sign supports, and 900 traffic signal mast arm supports. The TAMP aims to systematically and strategically identify and plan treatments throughout a bridge's lifecycle to achieve and sustain a state of good repair.

Under IJJA, additional funds have been set aside in the bridge formula program for municipally owned bridges to cover 100 percent of the design, rights of way, and construction costs. Recognizing the need to maximize federal transportation funding while maintaining equity for all communities, CTDOT will provide the 20 percent construction funding match for these bridge projects under the Surface Transportation Block Grant Program. This will prevent conflict between communities receiving 100 percent federal funding and communities receiving funding that would require a local match.

Division of Facilities and Transit

The Division of Facilities and Transit oversees the BEC's environmental compliance efforts, design of new and renovated transportation facilities, pavements, utilities, evaluates new highway products, and maintains the architecture, engineering, and construction software applications.

Office of Construction

The Office of Construction consists of Construction Districts 1 through 5 and the Division of Construction Operations. The Office of Construction manages, directs, and coordinates all construction and support activities for capital construction projects assigned to the BEC. This includes ensuring compliance with safety standards, building codes, and other regulations during construction, while also managing project budgets, schedules, and overall resource allocation for construction projects.

Automated Work Zone Speed Control Pilot

The Office of Construction implemented a Pilot program for Automated Work Zone Speed Control (AWZSC) systems in 2023, following the 2021 legislation that allowed CTDOT to establish this program. This initiative, a collaboration between CTDOT, the Connecticut Department of Emergency Services and Public Protection (CTDESPP), the Connecticut Department of Motor Vehicles (CTDMV), and the Connecticut Judicial Branch, aimed to monitor vehicle speeds in work zones, issue warnings or violations to vehicle owners for speeding 15 mph or more above the limit, and assess fines for repeat offenders. The program deployed up to three systems at select locations to enhance safety by reducing speeding.

The Pilot's implementation showed notable success in reducing vehicle speeds and improving safety in work zones, as evidenced by data from five deployment locations. Analysis indicated a significant reduction in speeding, particularly at two work zones on I-95, where speeding decreased by 17 to 18 percent. Public engagement, transparency, and educational efforts, including the Know the Zone campaign, played crucial roles in this success. The issuance of over 22,500 warnings and fewer than 600 fines further demonstrated that the automated system effectively moderated driver behavior with minimal financial impact on motorists. In 2024, legislation was passed allowing CTDOT to establish a permanent AWZSC program, which is expected to launch in 2025.

Fairfield Avenue Bridge Fire and Demolition over I-95 in Norwalk

On Thursday, May 2, 2024, the Fairfield Avenue Bridge over I-95 was destroyed in a blaze caused by a crash involving a passenger car and two tractor-trailers, one carrying 8,500 gallons of gasoline. The fire severely damaged the bridge, necessitating an 80-hour emergency closure of I-95 for the bridge's demolition and highway repaving. During this process, traffic was rerouted to the Cedar Street overpass, and live video feeds allowed the public to monitor the project's progress. Work has begun to install a new Fairfield Avenue Bridge, which is expected to be completed by next spring. The total project cost is expected to be approximately \$20 million, with the federal government expected to reimburse 80 percent of these costs.

Projects in Planning, Design, and Construction, and Recently Completed Construction Projects

The following section provides an overview of major projects that are either in planning, design, or construction, as well as those that have recently been completed. Information on public transportation projects, programs, and initiatives can be found in the Bureau of Public Transportation section of the report.

Planning and Environment Linkages (PEL) Studies

PEL studies represent a collaborative and integrated approach to transportation decision-making that considers environmental, community, and economic goals early in the transportation planning process. A PEL study uses the information, analysis, and products developed during planning to inform the environmental review process. This list of PEL studies currently underway at some of the major congestion locations across the state include:

- Greater Hartford Mobility Study (completed in 2023).
- I-84 / Route 8 Interchange in Waterbury (estimated completion in 2024).
- I-84 in Danbury (estimated completion in 2024).
- I-95 from Branford to Rhode Island State Line (estimated completion in 2025).
- I-95 Exits 7-9 including Bridge No. 00032 in Stamford (estimated completion in 2025).
- I-95 from New York State Line to Exit 7 in Greenwich (estimated completion in 2026).
- I-95 Exits 19-27A in Fairfield and Bridgeport (estimated completion in 2026).

Major Projects in Design

- Highway Projects
 - Route 9 in Middletown. Series of projects to support removing two traffic signals from the expressway. Supporting projects began in 2019 and construction is expected to continue through 2030.
 - Route 85 in Salem and Montville. Corridor improvements to provide consistent shoulder widths, improve sightlines, provide left-turn lanes, and replace deficient bridges. Construction is estimated to start in 2025.
 - Route 82 in Norwich. Safety improvement project to reduce the number and severity of crashes. Construction is estimated to start in 2026.
 - Route 7 and Route 15 (Merritt Parkway) Interchange in Norwalk. Project to improve roadway system linkage between Routes 7 and 15 at Interchange 39 and improve safety and mobility for all users at the Route 15, Main Avenue, and Route 7 Interchanges. Construction is estimated to start in 2026.
- Bridge Projects
 - I-84 Hartford Viaduct Rehabilitation over Amtrak Railroad, CTfastrak Busway, and City Streets in Hartford. Construction is estimated to start in 2026.
 - I-95 P.T. Barnum Bridge Rehabilitation over the Pequonnock River in Bridgeport. Construction is estimated to start in 2026.
 - I-291 Bissell Bridge Rehabilitation over the Connecticut River in Windsor and South Windsor. Construction is estimated to start in 2026.
 - Rehabilitation of Bridge No. 00333 carrying Route 34 over US 1 and Metro North Railroad in New Haven. Construction is estimated to start in 2026.
- Facilities Projects
 - New District 1 Headquarters, Materials Testing Lab, Signal Lab, Bridge Safety, and Sign Shop in Rocky Hill. The project will use the Construction Manager at Risk delivery method. Construction is estimated to start in 2025.
 - New Maintenance Facility in Avon. Construction is estimated to start in 2025.
 - New Maintenance Facility in Vernon. Construction is estimated to start in 2025.
 - New Maintenance Facility in Westport. Construction is estimated to start in 2025.

Major Projects in Construction

- Highway Projects
 - I-91/I-691/Route 15 Interchange in Meriden and Middletown. Three separate projects to reduce congestion, improve operations, and address safety concerns. Two projects are currently in construction and the third project is anticipated to start in 2026.

- I-95 Safety Improvements & Pavement Rehabilitation – Phases 1 & 2 Groton to Rhode Island State Line. Construction began in 2023 and is scheduled to be completed in 2025.
- Route 15 (Merritt Parkway) Corridor Improvements in Norwalk and Westport. Construction began in 2022 and is scheduled to be completed in 2024.
- I-95 Interchange Improvements at Exit 74 in East Lyme. Construction began in 2023 and is scheduled to be completed in 2027.
- Bridge Projects
 - Route 82 Swing Bridge Rehabilitation over the Connecticut River in Haddam and East Haddam. Construction began in 2022 and is scheduled to be completed in 2025.
 - I-95 Gold Star Memorial Bridge Rehabilitation and Multimodal Improvements over the Thames River in Groton and New London. The first of four projects began in 2022 and future phases will continue through 2029.
 - Replacement of Bridge No. 00326 carrying U.S. Route 1 over Metro North Railroad in Stratford. Construction began in 2023 and is expected to be completed in 2025.
 - Metallizing of 19 Bridges along I-395 Corridor between Thompson and Montville. Construction began in 2023 and is expected to be completed in 2026.
- Facilities Projects
 - New Torrington Bridge Facility and Signs & Markings Facility in Torrington. Construction began in 2022 and is expected to be completed in 2025.
 - New Repair and Maintenance Facility in Putnam. Construction began in 2021 and is expected to be completed in 2025.
 - New Maintenance, Signs and Markings Facility in East Hartford. Construction began in 2022 and is expected to be completed in 2025.
 - New Maintenance Facility in Orange. Construction began in 2023 and is expected to be completed in 2025.

Recently Completed Construction Projects

- Traffic & Highway Operations Projects
 - Berlin Turnpike (US 5/CT 15) Computerized Traffic Signal Systems and Connected Vehicle Upgrades - Phase 1 in Berlin, Newington, And Wethersfield.
 - Route 9 Exit Renumbering from Old Saybrook to Farmington.
 - Incident Management System Installations along Routes 9 and 72.
- Highway Projects
 - I-84 Safety and Operational Improvements in West Hartford.
 - I-691 Resurfacing, Bridge Rehabilitation, and Safety Improvements in Cheshire, Middlefield, Southington, and Meriden.
 - Intersection Improvements at Toddy Hill Road and Routes 34 & 490 in Newtown.
- Active Transportation Projects
 - Putnam Bridge Trail Connections in Glastonbury and Wethersfield.
 - Pedestrian and Bicyclist Access Improvements to Bridge No. 01659 (Route 712 / Bridge Street over the Housatonic River in Derby and Shelton).
 - Installation of Rectangular Rapid Flashing Beacons at Uncontrolled Midblock Crosswalks across the State.
- Bridge Projects
 - I-84 Rochambeau Bridge Rehabilitation over the Housatonic River in Newtown and Southbury.
 - Rehabilitation of Bridge Nos. 00488 and 00489 carrying Route 66 over P&W Railroad in Windham.

- Rehabilitation of Bridge No. 03023 carrying Sigourney Street over Capital Avenue and Amtrak in Hartford.
- Facilities Projects
 - Construction of a New Repair Facility in Brookfield.
 - Construction of a New Maintenance Facility in New Milford.
 - Electric Vehicle Charging Stations Installation at The Maintenance Facility in Hartford.

The Bureau of Finance and Administration

The Bureau of Finance and Administration (BFA) is responsible for the following functions within the CTDOT: finance, operations, support, external audits, contract compliance, contracts, and agreements. The BFA provides the financial, fiscal, and support services necessary for developing and implementing the CTDOT's programs. In addition, BFA administers fuel distribution for most state agencies and oversees the operation of the 23 service plazas on the Governor John Davis Lodge Turnpike and the Merritt and Wilbur Cross Parkways.

The BFA met the financial support and facility management demands of CTDOT during the 2023-2024 year. Necessary business functions continued to facilitate the full scope of operations at CTDOT.

The BFA processed the highest volume of financial transactions in a 12-month period during the 2024 State fiscal year. This resulted in CTDOT's operations, engineering, and construction projects continuing without interruption. Additionally, all BFA functions continued at an average pace, including the coordination of midterm budget options, participation in the continued development and publication of the five-year capital plan, and a State Treasurer's Office bond sale that ensures highway and public transportation projects will continue as planned for the upcoming 12 months.

In Federal fiscal year 2022, the Infrastructure Investment and Jobs Act (IIJA), or the Bipartisan Infrastructure Law (BIL), reauthorized surface transportation funding for five years, 2022-2026. CTDOT expects to receive over \$5.4 billion of formula funding during this timeframe, which will continue to support legacy programs for highways, bus transit, and rail. New programs are being implemented to repair, replace, or rehabilitate bridges, support development of electric vehicle charging programs, enhance carbon reduction strategies, and add resiliency to our infrastructure from weather and natural disasters.

Under IIJA/BIL, a robust competitive grant program has been implemented by USDOT. CTDOT is carefully considering each Notice of Funding Opportunity (NOFO) for eligibility and applicability. Both CTDOT and municipalities are aggressively pursuing these opportunities and achieving positive results. Significant efforts have been invested in NOFOs related to special funds for the Northeast Corridor (NEC). Due to Connecticut's geographic location between the key cities of New York and Boston, expectations are high, and awards will contribute to improving critical components of the NEC infrastructure. As of June 30, 2024, since the 2022 start of the IIJA/BIL, over \$1.5 billion of discretionary grants have been received and processed by CTDOT.

In addition to successfully programming the increased funding provided under IIJA/BIL, CTDOT has met annual challenges to request additional obligation limitation (OL) through the Federal Highway Administration (FHWA) redistribution process. During the 2023-2024 year, CTDOT successfully programmed an unprecedented request for \$103 million of additional obligation limitation and is poised to request in excess of \$120 million this coming year. Every year, FHWA redistributes excess OL to states based on their ability to obligate funds that would otherwise carry forward to the next year. Through this process, additional funds can be obligated which increases the size of our annual program at CTDOT.

CTDOT also benefitted from utilizing Coronavirus Aid, Relief, and Economic Security Act (CARES Act), American Rescue Plan Act of 2021 (ARPA) and Coronavirus Response and Relief Supplemental Appropriation

Act (CRRSAA) funding that offset farebox revenue losses due to reduced ridership on our bus and rail systems due to the pandemic. An excess of \$234 million for the 2023-2024 year was used to cover increased subsidy payments due to this lost revenue.

The Bureau of Highway Operations and Maintenance

The Bureau of Highway Operations and Maintenance (BHOM) provided roadway and roadside maintenance to 5,682 two-lane miles of roadway and provided snow removal and other roadway maintenance services to 18 state agencies. With respect to snow and ice control, there were 5 winter storms which required the use of 75,897 tons of sodium chloride and 322,939 gallons of liquid magnesium chloride applied by 634 state trucks assisted by 187 contracted trucks for plowing purposes only. Maintenance of existing roadways included resurfacing 265 two lane miles of vendor-applied bituminous concrete overlay. In addition, 9,995 linear feet of drainage pipe was installed, a total of 904 drainage structures were installed or replaced, and 3,864 linear feet of pipes were relined statewide. During the past year, maintenance repairs were performed on 764 of the 4,127 state-maintained bridges through the combined efforts of CTDOT personnel and contractors. The BHOM addressed 87,454 trees for safety and roadside maintenance. Other roadside safety improvements included 235,283 linear feet of guiderail upgrades and 277 ADA ramp installations and improvements. The BHOM created 12,631 Call Before You Dig (CBYD) tickets and trained 1,388 new or existing employees in various safety programs.

Traffic Service Unit

This unit installed 2,139 miles of centerline and lane lines; erected 1,141 new traffic regulatory, warning, and directional signs; renewed or removed 6,396 existing signs; continued maintenance of 3,307 traffic signals and 1,365 miles of highway illumination; installed 18 new traffic signals, 87 signal revisions and installed 142 traffic signal vehicle detection cameras.

The BHOM installed Wrong Way Detection Systems which use video cameras to detect vehicles that are traveling in the wrong direction. If a vehicle is detected, wrong way signs outlined with multiple sets of red flashing lights are activated and begin flashing to alert the driver they are traveling in the wrong direction. Additionally, the system alerts the CTDOT Highway Operations Centers and local State Police Troop barracks in real-time, allowing staff to monitor the activities of the wrong way driver on the ramp. There are 68 systems currently operational.

Rocky Hill Sign Shop

The Rocky Hill Sign Shop produced 782 signs for Traffic Engineering, 11,061 signs for Highway Maintenance, and 3,901 miscellaneous signs for various facilities and State agencies.

Special Services Units

The Special Services Units reviewed 5,387 encroachment permit applications and issued 4,806 highway encroachment permits. The Oversize/Overweight Vehicle Permit Unit collected \$4,013,713 for the issuance of 83,269 oversize/overweight permit trips, 2,560 annual permits, 132 radioactive permits, and 23 industrial permits.

Operations Centers

The Operations Centers responded to a total of 5,102 reported incidents on the state's limited access highway system. The Newington and Bridgeport Operations Centers monitor 392 highway cameras and operate 146 variable message signs. CTDOT's computerized traffic control signal systems include a total of 991 traffic signals on 58 major arterials in 59 municipalities. CTDOT's Connecticut Highway Assistance Motorist Patrol (CHAMP) Program sponsored by GEICO provided highway assistance to 7,639 motorists along the I-95

corridor from the New York State line to the Rhode Island State line. In the Danbury to greater Hartford area, the CHAMP Program assisted 6,223 motorists.

CTDOT continues implementation of an advanced technology system project to support and enhance the management of roads during the winter snow season, referred to as Integrated Mobile Observations (IMO). CTDOT snowplow vehicles are equipped with sensors that monitor vehicle location, road and air temperature and spreader controller system data. Software then analyzes this data, along with atmospheric information, and provides recommendations to BHOM managers and supervisors on how to respond to weather events most effectively. This includes the optimal use of roadway anti-icing chemicals. The computer software also provides future pavement condition forecasts so that CTDOT personnel can better plan for winter storm response including the pre-treatment of roads. Additional benefits of the IMO system include better fleet and route management, the ability to provide better traveler information to the public and more efficient application of road salt.

The Department received a grant from FHWA for Accelerated Innovation Deployment (AID) demonstration program to support this initiative. A total of 365 snowplow vehicles have been outfitted thus far.

Traffic Incident Management Team

The Traffic Incident Management team (TIM team) has held 109 trainings from July 2023 to July 2024. The team has trained 3,065 first responders on the techniques of operating safely on Connecticut's roads and to work towards quick clearance, and safe operating position when incidents occur. In this period, the TIM team has trained 947 Law Enforcement, 800 Fire Fighters, 36 Tow Operators, 79 EMS, 1,052 DOT/Public Works, and 151 classified as other, such as dispatch, emergency management, CERT teams. The TIM team currently has 43 trainings scheduled through the rest of 2024.

The Bureau of Policy and Planning

The Bureau of Policy and Planning (BPP) collects critical data, conducts planning studies, and performs associated activities to support the safe, accessible and effective movement of people and goods for all modes of transportation. Within this Bureau, data collection, documentation, analyses, as well as necessary federal and state approvals are developed and sought for all proposed projects in support of project delivery. The BPP is responsible for numerous federal and state mandates and compliance and interacts with Legislative and Congressional members and staff, as well as nationally recognized transportation organizations on various transportation bills. A re-organization of the BPP that began in 2022 has been implemented with minor adjustments and this past year included the addition of a dedicated Public Involvement Unit and a unit devoted to Active Transportation initiatives.

Roadway Information Systems Office

This office provides data collection and management which support federally mandated reporting and analysis, as well as State statute requirements and program apportionments. These systems produce critical data outputs utilized to understand current conditions, estimate future travel demands; identify capacity deficiencies; complete transportation studies and designs as well as increase access and transparency of data used in decision making.

Roadway Inventory Unit

The Roadway Inventory Unit continues to utilize software to update and improve the digitized road network, which encompasses over 21,000 miles of state and local public roadways. This geospatial road network supports asset and data integration and acts as a backbone to the Transportation Enterprise Data (TED) geospatial development effort. The Roadway Inventory Unit is primarily focused on the Highway Performance Monitoring System (HPMS) and Model Inventory of Roadway Elements (MIRE) federal mandates.

Traffic Monitoring Unit

This unit maintains the state's traffic counting program, which continues to evolve in its collection techniques to capture quality data in an efficient manner that is safer for CTDOT personnel and offers minimal disruptions for the traveling public. Data is readily available on the CTDOT's Open Data platform and is valuable in safety analysis, project planning, and economic development.

Photolog Unit

This unit maintains the Photolog Automated Roadway Analyzer (ARAN) Pavement Data Collection and Processing technologies and utilizes high-definition cameras to collect annual street level images of the state highway system. Collected pavement imagery is used to calculate pavement conditions around the state, enabling CTDOT to target preservation and improvements more effectively.

Chief Data Officer and Enterprise GIS (EGIS) Units

The GIS team was expanded this past year to accommodate the growing needs of internal and external stakeholders in collecting, managing, and making available geospatial data for a wide variety of visualization, integration, and analysis purposes. EGIS identifies and streamlines data workflows, creates collection applications, and integrates data into the Enterprise systems where they can be accessed. EGIS also manages the Department's geospatial Open Data platform and provides analysis tools, visualizations, and narratives.

Intergovernmental Affairs Unit (IGA)

The IGA unit is the designated CTDOT Liaison for the Metropolitan Planning Organizations (MPO), Councils of Government (COG)s, and local officials regarding planning efforts, and ensures that the planning process is conducted in accordance with federal laws and regulations. The IGA unit solicits the MPOs/COGs for project proposals under the Congestion Mitigation Air Quality (CMAQ) program, the Transportation Alternatives program, and the corridor study initiative.

Grants and Socio-Economic Unit

The Grants and Socio-Economic Unit is responsible for leading federal, multi-modal grant initiatives within CTDOT. This unit is pivotal in disseminating information, providing grant guidance and support to staff, community partners, and working with other agencies; assessing transportation projects for program eligibility and potential; managing the preparation, drafting, and submission of project grant proposals. With many funding prospects tied to equity and rebuilding of jobs and communities, this unit facilitates the varied needs in securing funds, as well as applying them to the projects and programs which will bring the most benefit to our State. During the last state fiscal year, CTDOT received over \$1.2B in federal discretionary grant awards.

Public Involvement Unit

A new Public Involvement Unit was created this year to achieve CTDOT's goals of effective and timely project outreach. In collaboration with Iowa DOT, CTDOT plans to utilize the [Public Involvement Management Application \(PIMA\)](#) system. This unit is making progress towards launching the PIMA system and supports design teams in preparation and presentations for public informational meetings. Long term training and updating of internal processes associated with outreach for specific projects are now housed within this new unit.

Sustainability and Resiliency Unit

This unit is responsible for fulfilling the goals and requirements in numerous Governor's Executive Orders and is responsible for implementing the numerous sustainability and resiliency programs released under the Bipartisan Infrastructure Law, including National Electric Vehicle Infrastructure (NEVI): Carbon Reduction; and the Promoting Resilient Operations for Transformative, Efficient, and Cost-Saving Transportation (PROTECT) Programs. In February 2024, Connecticut's first Transportation Carbon Reduction Plan was

approved by Federal Highway. This plan outlines activities that may be funded by the Carbon Reduction Program to reduce carbon emissions from transportation. In June 2024, CTDOT announced 9 recipients of the first round of NEVI Program funds to build electric vehicle charging stations along the State's highways. In November 2023, CTDOT completed an initial study of potential Right of Way properties for future placement of solar panels.

Statewide Transportation Improvement Program (STIP)

The Statewide STIP unit develops, maintains, and coordinates MPOs and USDOT approval of the STIP and periodic revisions. The STIP is a 4-year planning document that lists all projects to be funded with Federal Highway and Federal Transit funds. In SFY 2024, the STIP unit processed 370 Amendments, 168 Actions, and 61 Notifications. The STIP unit developed the new 2025 STIP and completed the Public Involvement process as required by Title VI. The unit is currently transitioning to processing the STIP electronically utilizing new software that is also compatible with the Councils of Government and will provide efficiencies in the process.

Travel Demand/Air Quality Modeling Unit

This unit maintains the statewide travel demand model which utilizes socio-economic and demographic data to estimate travel demand. The unit analyzes and prepares data for utilization in the Statewide Travel Demand Model and participates in the development and preparation of alternative analysis for proposed transit and highway projects. It prepares and analyzes air quality emission reduction benefits for regional projects submitted for the CMAQ program and conducts project and regional level transportation air quality conformity analysis. The unit conducts detailed analysis of air quality emission reductions and participates in the development of motor vehicle emission budgets for various nonattainment areas within the State per pollutant; and reviews project plans to determine air quality conformity status. This unit also prepares boundary adjustments to Federal Aid Urban Areas and to Census Tracts and block groups for the Census Bureau's Participant Statistical Areas Program. For SFY24 the air quality modeling team completed a regional conformity determination for the 2025-2028 STIP and prepared and submitted the Conformity Determination Report for federal approval and has worked with CT DEEP to assist with the creation of new Motor Vehicle Emissions Budgets to be used in future conformity determinations. The TDM team has begun efforts to update the current Travel demand model with a new 2024 base year and has begun the development of a Statewide Daily Travel Survey which will be released to the public fall of 2024, to better understand travel patterns for transportation projects.

Performance Management Unit

This unit implements the federal transportation performance management requirements, including reporting and setting targets for national performance measures. This unit coordinates with MPOs in national performance target setting. It publishes performance measures and targets on its webpage and is also developing a Project Prioritization methodology for performance-based planning and programming. For SFY24, the unit analyzed vehicle-miles-traveled (VMT) and greenhouse-gas (GHG) emissions trends, and in cooperation with CTDEEP, was instrumental in adopting a CTDOT greenhouse-gas (GHG) performance measure for tailpipe emissions that is consistent with the State's Comprehensive Climate Action Plan's reduction targets for the transportation sector. The unit also spearheaded the next phase of implementation of CTDOT's project prioritization process, using established data sources to quantitatively assess project impacts on public safety, traffic congestion, economic and environmental benefits, active transportation, asset condition, and system access and equity. This process is designed to align with the State's priorities over both the short term as well as the long-term horizon.

Trip and Traffic Analysis Unit

This unit reviews traffic counts for Major Traffic Generator (new development) submittals for the Office of the State Traffic Administration; develops traffic projections for state transportation projects; and provides public access to this traffic count data via Google Earth. For SFY24, the unit reviewed 103 Traffic Investigation

Reports for major traffic generators and developed Construction and Design Year traffic projections for 26 State Roadway Projects.

Highway Safety Office (HSO)

The HSO develops the Triennial Highway Safety Plan and the Annual Highway Safety Report, which ensures compliance with CTDOT policies, National Highway Traffic Safety Administration (NHTSA) guidelines, and relevant federal laws and regulations. This past year, Connecticut's HSO was one of three offices selected nationwide for its work on equity data analysis and new innovative programming that addresses community concerns. The enforcement-based program areas under the purview of this office include: Impaired Driving, Distracted Driving, Occupant Protection, and Speed and Aggressive Driving. Additional program areas are Child Passenger Safety, Motorcyclist Safety, Non-Motorized Safety, Police Traffic Services, Traffic Records, and Racial Profiling. The HSO also coordinates the Connecticut Drug Recognition Expert (DRE) program and held training, certifying an additional 16 DRE's. Connecticut now has 71 DREs and instructors continue to teach Advanced Roadside Impaired Driving Enforcement (ARIDE) and Standardized Field Sobriety Testing (SFST) classes. The HSO undertakes educational campaigns through community-based organizations as well as media.

Some programs of note this past year include a law-enforcement phlebotomy program pilot launched in April and High-Risk Rural Roads Enforcement, Equipment and Education for which 43 towns were awarded grant funds for conducting speed enforcement on their rural roads, as well as for purchasing equipment to aid in the effort. The HSO team has also launched a new SAFER electronic grant system starting in October 2023. This new system will result in increased efficiencies in grant application, processing and reimbursement, and has included training for subgrantees. Driven to Protect is an initiative of the Driver Alcohol Detection System for Safety (DADSS) Research Program, which empowers states to join the fight against drunk driving by advancing lifesaving safety technology. In the past year, Connecticut became the third state to partner with the Automotive Coalition for Traffic Safety (ACTS) through the Driven to Protect Initiative: helping to test the technology on Connecticut roads and educating Connecticut drivers of all ages about the dangers of drunk driving.

The HSO is responsible for collecting and analyzing crash data for all municipal and state police agencies. This data is tracked with the Fatality Analysis Reporting System (FARS) as well as the Connecticut Crash Data Repository. The HSO partners with the Connecticut Transportation Safety Research Center at the University of Connecticut on the following projects for driver behavior: Cannabis use study (green lab training), police officer traffic safety training; statewide crash data and traffic safety related data linkage project; fatal and serious injury black box downloads; and collection and analysis of driver toxicology information.

Research Program Unit

The Research Program Unit administers the FHWA funded research program. In May 2024, Connecticut won the 2024 AASHTO RAC (Research Advisory Committee) High Value Research Award for the 2nd year in a row. The winning project "Safety Evaluation of Alternatives for Installing Pedestrian Signals Under Side Street Green" investigated the safety effects of converting the pedestrian signal operation at several intersections in Connecticut from "Side Street Green" to "Concurrent Phasing". In June 2024, the Research portion of the fiscal year 2025-26 State Planning and Research Work Plan was approved by FHWA, which includes 6 continuing projects and 10 new projects.

Statewide Planning Unit

This unit prepares the state's long-range transportation plan, which includes four goal areas of economic growth, deliverability, quality of life, and sustainability and is also responsible for the multi-modal Statewide Freight Plan, which focuses on economic competitiveness, efficiency, safety, and environmental factors. This unit also develops strategic plans and studies regarding congestion reduction, project-financing alternatives,

corridor needs and deficiency studies, and assists the Bureau of Public Transportation with required studies, such as the Statewide Rail Plan.

Project Coordination Unit

This unit administers the Community Connectivity Grant Program (CCGP), to improve conditions for walking and bicycling by providing municipalities with construction funding and oversight for targeted infrastructure improvements. In fiscal year 2024, the program awarded 17 municipal construction grants for projects totaling \$12.6 million. Since it started in 2018, the program has awarded over \$62 million in grants for projects that improve safety and access for vulnerable roadway users in Connecticut's communities. This past year the unit has also implemented the new Transportation Rural Improvement Program (TRIP) program. In its first year, the program awarded 10 municipal construction grants for projects totaling \$9.4 million.

Active Transportation Unit

This unit was created this past year to lead active transportation efforts including the Active Transportation Plan and to aid in implementation of CTDOT's new Complete Streets Policy and Engineering Directive. This unit also houses the Connecticut Safe Routes to School (SRTS) program, which aims to enable and encourage children to walk and bicycle to school. The reissuance and support of this program has been extremely successful since it has been reintroduced, with 98 schools, towns, and individuals currently registered for the SRTS program. In 2024, this unit launched a new initiative called the Active Transportation Micro-Grants program. This program aims to provide eligible organizations with up to \$5,000 in funding on a rolling basis to support projects that promote safe, accessible, sustainable, and equitable walking, biking, and rolling across the state. Intended uses of these micro-grants include purchasing bike helmets, locks, maintenance training and stations. This past year, Connecticut was one of three states chosen to participate in Smart Growth America's Complete Streets Academy. CTDOT partnered with Waterbury, Bristol and Middletown along with two COGs. This program is designed to help state DOTs and local communities work together to put Complete Streets into practice by planning and building temporary street safety demonstration projects. As a result of that participation, CTDOT has launched a new initiative allowing municipalities within the state to apply for an encroachment permit to create Quick Build Complete Street demonstration projects.

Office of Environmental Planning (OEP)

OEP is the lead liaison with various state and federal regulatory agencies such as the U.S. Army Corps of Engineers (USACOE), U.S. Fish and Wildlife Service, Environmental Protection Agency and CTDEEP regarding water and natural resources issues. This array of teams continues to work toward achieving efficiencies in processes and is working toward new Memorandums of Understanding and Programmatic Agreements with federal funding and regulatory agencies such as the USACOE and the CT State Historic Preservation Office.

Environmental Documentation Unit

This unit provides oversight and support for required National and Connecticut Environmental Policy Act (NEPA / CEPA) implementation and proper documentation for all CTDOT activities. All projects are screened for the appropriate level of documentation under NEPA and CEPA and the team continues to seek out efficiencies in process. In addition to supporting review of all Department projects, this unit is nearing completion of documentation necessary for the Reconstruction of the Route 7 & 15 Interchange in Norwalk and the Cribari Bridge Project, both of which require an Environmental Assessment (EA) under NEPA.

Cultural Resource Management Unit

This unit ensures projects are screened and comply with Section 106 of the National Historic Preservation Act and updates and maintains a Historic Bridge Inventory for bridges statewide. Projects of note that required extensive review by this team included the TIME 1 Project for the New Haven Line.

Environmental Permitting Unit

This team obtains the necessary federal and state water resource permits required for all CTDOT initiated projects, and ensures projects properly avoid, minimize, and mitigate for potential impacts to regulated resources. Larger projects of note for which permits were secured this past year include the I-91, I-691 and Route 15 interchange improvements.

Natural Resource Planning Unit

This unit is responsible for coordination efforts and compliance under the Endangered Species Act with the U.S. Fish and Wildlife Service and National Marine Fisheries Service (NMFS) for federally funded projects. During this past year, the team developed a new standard operating procedure in conjunction with FHWA to streamline process coordination necessary with NMFS under a new Programmatic Agreement.

Environmental Resource Compliance Unit

Responsibilities in the Environmental Resource Compliance unit include inspections of active state-controlled construction sites to ensure compliance with permit conditions, state and federal laws and regulations, and CTDOT Best Management Practices. The team is responsible for noise analysis, compliance, and responses to noise complaints and completed a statewide Type II Statewide Study in January 2024 to replace the previous priority list that was outdated and is the first step in setting up a Type II Noise Program. This unit is also the lead for developing mapping for the statewide stormwater system in accordance with the General Permit for the Discharge of Stormwater from CTDOT Separate Stormwater Sewer Systems (MS4 Permit).

The Bureau of Public Transportation

The Bureau of Public Transportation (BPT) is improving lives through transportation by keeping Connecticut moving with accessible, safe, and reliable multi-modal services across our state and beyond. Organized into the offices of Transit and Ridesharing, Rail, and Bureau Chief, BPT keeps Connecticut moving along: 240+ miles of intercity and commuter rail service along the New Haven Line, Hartford Line, and Shore Line East, 330+ miles of freight only rail, 300+ *CTtransit* and transit district bus routes, paratransit services, and two seasonal ferries.

Moreover, BPT oversees regulatory compliance of motorbus, taxi, livery, intrastate household goods, transportation network, and railroad entities in the state. During SFY 23-24, Connecticut residents and visitors took more than 30 million commuter rail trips, 34 million bus trips, and 120,000 *CTferry* trips.

BPT keeps customer experience at the center of our work. In SFY23-24, BPT put Connecticut's first ever Customer Experience (CX) Action Plan into full swing. The CX Action plan, launched in spring 2023, identified 26 actions to improve service, make our transit system easier to use, and enhance accessibility and comfort. During summer 2023, BPT held five pop-up events to share the completed CX Action Plan with public transportation customers. In June 2024, BPT released the first annual CX Action Plan Progress Report, highlighting progress toward the actions. The accomplishments detailed below include those achievements and more.

Improved Service

- Launched *CTtransit* bus service expansion throughout Central Connecticut and Stamford, including new routes serving New Britain, Berlin, Meriden, Plainville, Southington, and Stamford and increased night service in New Britain and Bristol. In addition, planned service improvements along *CTfastrak* and between New Haven and Milford to launch in summer 2024. This expansion, part of the \$18M Governor's Bus Service Expansion, increases connectivity between critical jobs, housing, services, and rail stations and creates opportunities for Transit Oriented Development (TOD).

- Supported route expansions and changes across transit districts as well. These services will increase ridership level and economic opportunity and mobility in some of the most economically distressed parts of the state, while increasing transit access to some of the newest employment centers.
- Completed the third summer and launched the fourth summer of ParkConneCT, a CTDOT and CTDEEP collaboration, to provide safe and reliable transportation within a 10-minute walk to Hammonasset Beach, Silver Sands, and Sleeping Giant State Parks.
- Funded nine new Microtransit services in the state, increasing public transportation options with an accessible, on-demand mode of transportation that allows customers to call or use a smartphone app to request and schedule a ride within designated service areas. Six services launched this spring and three will launch this summer.
- Collaborated with municipal and regional stakeholders to advance planning for Move New Haven bus rapid transit (BRT) which will make bus service quicker and more reliable. The project will also include BRT enhanced bus stops and improve bicycle, pedestrian, and ADA infrastructure in the area among other improvements.
- Piloted a Commercial Driver's License (CDL) Program to bolster transit district workforce development in collaboration with the Bureau of Highway Operations. The implementation of this statewide CDL program will help to increase staffing levels within the transit districts, reduce bus operator burnout, and enhance customer service.
- Advanced design on the Hartford Double Track Phase 3B project which will increase service capacity along the Hartford Line.
- Advanced construction of the WALK Bridge Replacement Project in Norwalk to replace one of the oldest movable bridges on the Northeast Corridor with a new bridge that has a 60' vertical clearance, reducing risk of rail and maritime disruptions, and increasing the speed capacity along the New Haven Line.
- Progressed planning and design for the Track Improvement and Mobility Enhancement (TIME) program, which focuses on track and speed improvements on the New Haven Line. The TIME-1 project, which covers a 3-mile stretch between Bridgeport and Stratford on the New Haven Line, will be the first project to advance to construction, and advanced the feasibility study for the Saugatuck Movable Bridge replacement.
- Accepted the final overhauled P-40 locomotive back into the fleet, completing a 6-year overhaul program and ensuring rail fleet reliability.
- Began production of dual-mode (diesel/3rd rail) locomotives, a total of six will be produced to support New Haven Branch Line through service to Grand Central Station.
- Accepted the final pair of M8s, creating a unified electric fleet for the New Haven Line and allowing for a single inventory of parts, simplifying the overall inventory, as well as maintenance practices which can improve overall reliability on the New Haven Line.

Easier to Use

- Expanded bus ticket options available on the Token Transit app, including a local 31-day pass and 10-ride pass.
- Expanded CTpass program, which offers 31-day local bus passes for CTtransit and CTfastrak at a 10% discount, to include State of Connecticut Executive Branch employees to participate, in addition to qualified employers who apply.
- Completed statewide evaluation of existing transit funding, fare revenues, and fare structures, as well as a review of different fare structures, fare programs and regional fare collection systems in other states.

The unified fare project aims to make transit easier to use, enhance regional mobility and increase transit ridership by creating a unified and seamless experience for riders, regardless of service provider.

- Issued request for proposals for technology vendors and held focus groups with operators and customers to prepare for a “Tap and Ride” pilot launching this fall on River Valley Transit and CTtransit Meriden buses. This pilot is part of a wider initiative to develop a statewide roadmap and solution to make public transportation more equitable, easier to use, and cost-effective.
- Extended partnership with Transit app to offer Transit Royale free of charge until February 2025. Transit is a free mobile app that helps public transportation users plan and track their bus and train trips. As of February 2024, all CTtransit and transit district routes are in the app, and future work will increase the amount of real-time vehicle information available. By upgrading to Transit Royale, Connecticut users gain access to more advanced trip planning and app customization. Approximately 50% of mobile ticketing sales for CTtransit occur within the Transit app.
- Ordered 134 new electric and hybrid CTtransit buses that include on-board electronic information displays that will provide real-time information and messages including stop identification and service alerts.
- Surveyed existing conditions and moved forward design for upgraded rail platform information displays, arrival and departure boards, and enhanced audio announcements at all New Haven Line stations including the Branch Lines.
- Initiated field surveys at CTrail stations along the Hartford Line and Shore Line East to advance Passenger Information Display Systems (PIDS), electric vehicle charging, ticket vending machines, and wireless connectivity networks.
- Increased transit ridership through the "Transit is a Trip" statewide marketing campaign which promoted transit accessible destinations and trip planning. The campaign generated over 175,000 visits to the program website.

Enhanced Accessibility and Comfort

- Initiated procurement and planning for 49 pilot locations for the statewide Bus Stop Enhancement Program, which will improve Americans with Disability Act (ADA) compliance and elevate the customer experience. Established a master maintenance agreement to ensure proper maintenance by municipalities or transit districts.
- Developed a Transit Customer Code of Conduct for all fixed-route and paratransit bus services in partnership with bus service providers throughout the state. The Code of Conduct will be posted on board buses helping to create a safe and welcoming environment for customers and employees.
- Awarded \$6.9M in Section 5310 (Enhanced Mobility of Seniors and Individuals with Disabilities Program) grants to 69 subrecipients for operating projects including public transportation services and alternatives beyond those required by the ADA, designed to assist individuals with disabilities and seniors.
- Procured 50 brand new battery electric buses that will be added to CTtransit fleets, as well as River Valley Transit, Windham Region Transit District (UConn campus), and Milford Transit District. The new buses will feature customer picked silica material seats, which are more comfortable and easier to keep clean. The buses will have USB 3.0 ports onboard and a new 'electric blue' exterior wrap with an electric plug decal, which will clearly show customers which buses are electric. Delivery and acceptance began in spring 2024 and will be completed by this fall.
- Executed a Memorandum of Understanding (MOU) with CT State Police that provides four dedicated state troopers for CTrail and CTfastrak Security Program. The mission of the program is to provide a

secure, safe, and clean public transportation network that will enhance and encourage the use of public transit.

- Advanced design for 60 new rail cars that will offer modern customer amenities, greater accessibility, and improved reliability. Features include easy access for customers using mobility aids, convenient overhead luggage racks, foldable workstation tables, bicycle storage areas, real-time information displays, power outlets and USB ports, and panoramic style windows.
- Released the Stamford Transportation Center (STC) Master Plan, proposing transformative improvements to modernize the STC for all station users.
- Completed construction and began operation of the new STC Parking Garage with over 900 parking spaces, electric vehicle charging stations, bicycle parking spaces, e-bike charging stations, and a pedestrian bridge connecting to the station. Began demolition of the old STC garage, creating the opportunity for TOD.
- Initiated platform replacements at Darien station, which will accommodate more rail cars and include new ramps, new railings, and elevator upgrades bringing the station into ADA compliance.
- Advanced design for platform and station upgrades along the entire Waterbury Branch Line that will address gaps in service, improve safety, and increase accessibility. All stations will have new high-level heated platforms with canopies that will safely accommodate wheelchairs and mobility devices allowing for safe, comfortable passage and level boarding for all passengers. In addition, the Naugatuck Station will be relocated to downtown Naugatuck, encouraging increased ridership and complementing Borough of Naugatuck TOD projects. Waterbury Station upgrades will convert a portion of the old station building into a facility for riders that provides a comfortable waiting space, restrooms, and station amenities. Construction is expected to begin in 2025.
- Advanced construction of the new Hartford Line Windsor Locks Station, which is targeted to open in late 2025.
- Advanced design for the Hartford Line Enfield Station, for which construction is targeted to break ground in 2025.
- Began coordination with rail service providers to explore cellular network connectivity upgrades.
- Completed and opened the new pedestrian overpass on the Danbury Branch Line's Merritt 7 Station.
- Advanced design for New Haven Line Power Program to replace traction and signal power substations that have outlived their useful life.
- Initiated a study and plan to implement consistent parking fares and revenue collection systems at rail station parking lot and garage facilities.

Ongoing customer engagement

Building on the CX Action Plan's foundation of extensive customer engagement, BPT continued to engage with transit customers to gather and act on feedback through surveys.

- Analyzed over 9,500 CTtransit Customer Satisfaction Survey responses that were collected across every CTtransit route.
- Surveyed 1,000 riders along the Hartford Line and Shore Line East in the 2024 CTrail Survey and analyzed the results.
- Leveraged the Transit Rider Happiness Benchmarking Survey to evaluate Connecticut customer satisfaction with rider satisfaction with other North American transit agencies.

BPT incorporates this regular feedback into service planning, operations, and public outreach.

Beyond the CX Plan Actions

The specific initiatives within the CX Action Plan encompass a large share, but not all BPT's work. Several other initiatives and programs, as well as significant stakeholder and service operator engagement, complement the CX Action Plan to advance safety, economic and workforce development, and sustainability, including:

- Developed and began implementation of a rail station enhancement program to ensure a standard of seasonal station maintenance.
- Issued a request for proposals for experienced and qualified railroad entities to operate and maintain three CTDOT owned freight rail lines: the Armory Branch, Griffins Industrial Track, and Middletown Cluster.
- Issued a request for proposals for the operation of passenger rail service for the Hartford Line and Shore Line East and maintenance services for the Hartford Line vehicle fleet.
- Advanced planning, design, and construction for projects that will enable the transition to zero emissions for the statewide bus fleet, including conducting power feasibility studies for all CTtransit and transit district garages and initiating recommendations from those studies at CTtransit facilities (e.g. installing six new battery electric bus chargers at CTtransit Hartford bus garage).
- Advanced study for the feasibility of electrifying the Danbury Branch, Waterbury Branch and the Hartford Lines.
- Hosted the 2024 Drive Less CT Climate Challenge, resulting in 34,281 car trips eliminated, 523,872 car miles saved, and 444,665 pounds of emissions prevented, surpassing last year's results and exceeding this year's goals. Moreover, planted 1,000 new trees through a partnership with One Tree Planted.
- Coordinated transportation to support Connecticut Veterans, Active Duty, National Guard, and Reserve service members attend the annual CT Department of Veteran's Affairs Stand Down events, which offer "one-stop" access to services and resources.
- Fostered skill building and operator confidence by hosting the 2024 Connecticut Statewide Transit Roadeo, providing bus operators from across the state the opportunity to showcase their technical skills and network with other transportation professionals.
- Continued the Mystery Rider program to ensure quality service and customer experience by identifying and resolving potential customer complaints on the CTtransit system.
- Advanced the Automated Driver Systems (ADS) bus program closer to testing and deployment.
- Completed a Service and Fare Equity (SAFE) analysis, including public engagement, for bus and rail service and fare changes to identify any disparate impacts and disproportionate burdens on minority and low-income riders that may be caused by proposed service and fare changes. Procured a consultant for fall 2024 SAFE analysis.
- Completed the Federal Transit Administration Title VI Program update, which takes place every three years and evaluates all CTtransit Hartford and New Haven routes to determine whether there is a disparate impact in bus service provision for low-income and minority riders when compared with non-low-income and non-minority riders.

Looking ahead

CTDOT received \$1.2B in discretionary federal grants for public transportation projects in SFY 23-24. This investment, coupled with continued state support, will enable BPT to further advance major improvements to Connecticut's public transportation network.

Finally, to ensure that BPT is positioned to keep Connecticut moving for years to come, BPT completed a strategic plan in June 2024, setting four goals to shape the future of our bureau: develop a dynamic workforce, fortify strategic partnerships, optimize the organization for delivery excellence, and promote long term viability.