

Board Public Outreach Summary for Updated Routes

Route 581: 27 Total Comments

Positive Comments: 15

Neutral Comments: 3

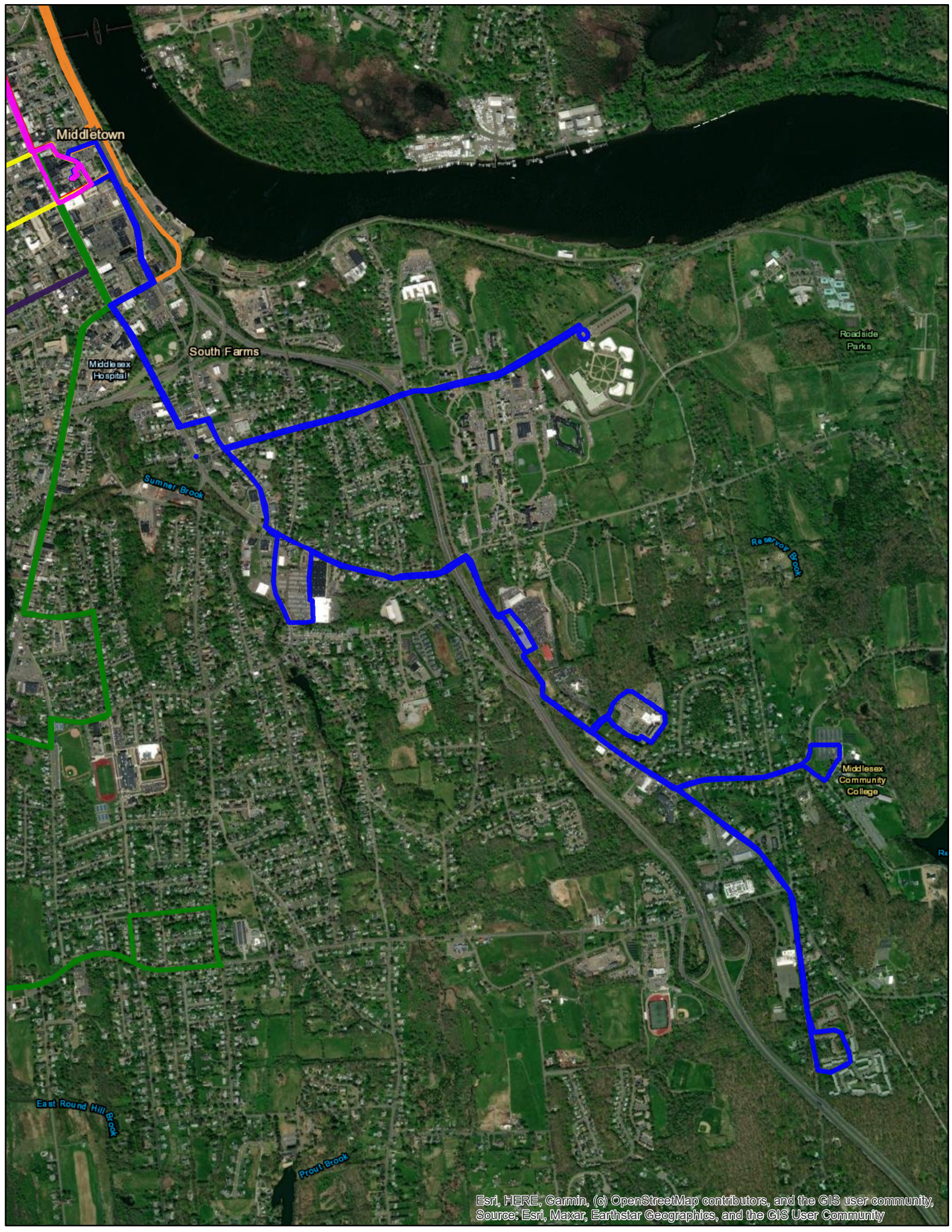
Negative Comments: 5

Common Themes of Comments

- Many people were in favor of the new bi-directional alignment and mentioned it as a significant benefit to the route (7)
- People mentioned removing loops across the system and this route are beneficial
- Many people said the changes were fine without going into detail (8)
- Some riders wanted to see if the new route would pull into CVH all day (2)
- Some riders are excited about it going into Stop and Shop inbound and outbound (2)
- Some riders were not against the changes but had some reservations related to not actually riding the route yet and that it would take time to get used to (2)
- There were multiple riders who expressed they used Randolph Road to catch the 581 and they were against the changes for that reason (3)
- Some people were against the routing due to preference of current routing or not wanting any of the routes to change in general (2)
- Drivers were in favor of the new routing and liked the idea of bi-directional service

Overall Takeaways:

The majority of surveys are in support of the route and many are excited about the new bi-directional alignment. The neutral comments were not against the changes but were either not sure about them or they wanted to ride the updated route first. The majority of the negative comments came from riders who live on Randolph Road, the portion that would be removed in the new routing. Drivers support the route realignment to bi-directional service as well and think it is a good idea to remove Millbrook and Randolph Road section as there is little ridership there. The biggest remaining issue with the route design is time. After test running this new route design with a bus, it came in over an hour. This is unacceptable as the route has to be closer to 50 mins to allow for transfer time at the terminal. We therefore are planning to make some changes to the proposed design to make sure the bus will run on time. The first change is to only pull into CVH once during the route in the outbound direction. We also plan on pulling into the Middlesex Community College once in the inbound direction. Finally, we will only pull into stop and shop once in the outbound direction but will still provide street access inbound. These changes should cause little to no issue for riders as this is how it currently operates and reducing the pull ins at these locations will allow for the route to be on time, which is critical.



Middletown

South Farms

Middlesex Hospital

Summer Brook

Reservoir Brook

Middlesex Community College

East Round Hill Brook

Prout Brook

Route 582: 24 Comments

Positive Comments: 11

Neutral Comments: 3

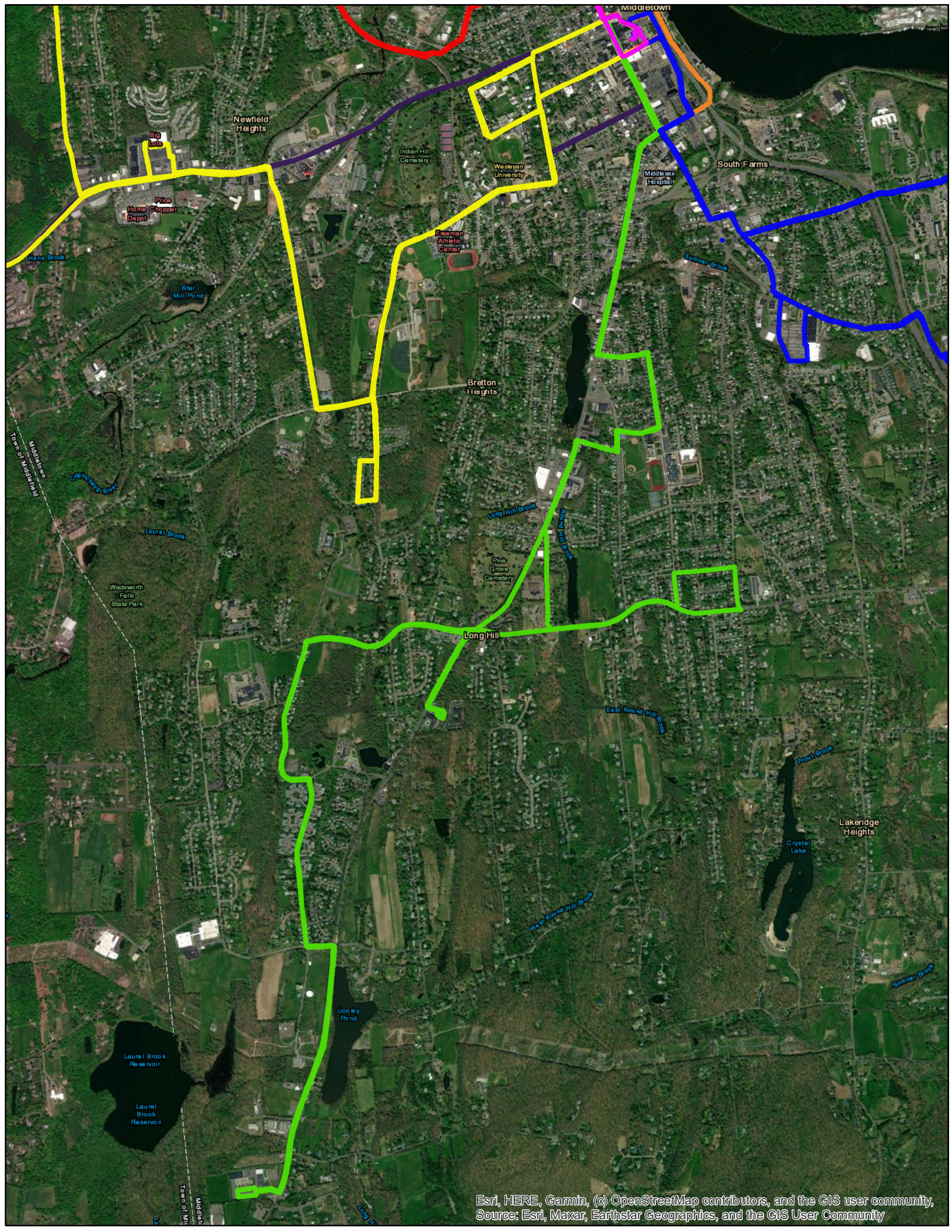
Negative Comments: 6

Common Themes of Comments

- Many people were in favor of the new bi-directional alignment and mentioned it as a significant benefit to the route (4)
- Many people had no issue with the route and thought the route changes looked fine in a more general sense (7)
- People who wrote neutral comments either had lingering questions about the new route design or were still not sure about them and were not expressly for or against them (3)
- Some comments had no feedback to give on the proposed changes directly but wrote about other things (3)
- The majority of comments against the proposed changes were related to the removal of the portion of Randolph and Ridge Road. Many riders used that stop for a pick up and would have to walk long distances without sidewalk to access the route. (5)
- Others were in opposition due to not wanting to change the current route. (1)
- Drivers were in support of the changed route and were excited to see changes as the current route is very cumbersome and hard to train new drivers due to its complexity
- There was also concern from the Middlesex Chamber of Commerce that the proposed route would no longer serve the Rec Center and Pat Kidney Field.
-

Overall Takeaways:

Many people liked the proposed design changes to make the service bi-directional and to remove loops within the route. However, there were some consistent concerns regarding the removal of service from Randolph and Ridge Road as it was a common stop for some riders. Many riders expressed real concern as it would be a real major inconvenience and potential safety hazard for some riders if that stop was removed. There was also concern of lack of service for the athletic fields and rec center. Drivers were overwhelming in support of the changes presented in this route due to current route issues and complexities. The proposed route currently would likely be very early based on the route runs and current performance today. There appears to be enough time to do a small loop around Randolph and Ridge Road and to still serve Pat Kidney field bringing the route length to a more reasonable 50 mins which is our target route length. These changes to the proposed design should resolve the concerns we received.



Route 583: 35 Comments

Positive Comments: 20

Neutral Comments: 4

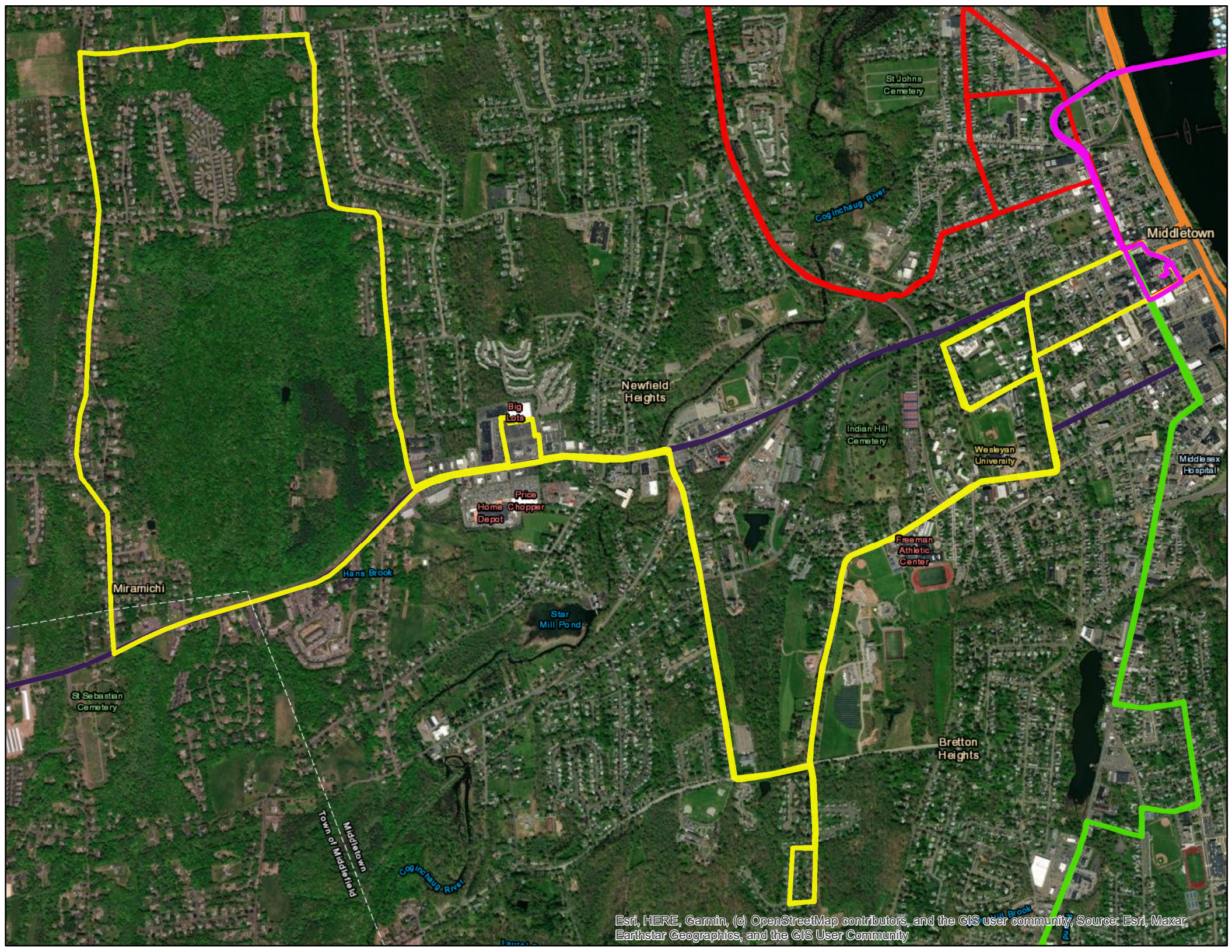
Negative Comments: 5

Common Themes from Comments

- Many riders expressed that they were in favor of removing loops within this route (7)
- some people were in favor of the new bi-directional alignment and mentioned it as a significant benefit to the route (2)
- Many people also expressed interest in faster routing to the Washington Street Shops (7)
- Many people had no issue with the route and thought the route changes looked fine in a more general sense (8)
- Most people who wrote neutral comments were ok with the route but wanted to make sure certain locations were still being served including Shilow Manor (2) and Snow School (1)
- The biggest issue the majority of the negative comments had was the removal of access for the Luther Ridge Senior Housing (4). (1) rider (3) Online Surveys
- One person was against any changes in general to the system
- Some comments had no feedback to give on the proposed changes directly but wrote about other things (5)
- Drivers had some concerns related to losing Luther Ridge despite low ridership from that area. However, there was consensus that this design would be better for most riders getting them to the Washington Street shops faster

Overall Takeaways:

Majority of responses were positive to this route. Particular interest was shown in providing faster access to the Washington Street shops and eliminating time consuming loops. However, there was some opposition to the changes based on the loop that serves Luther Ridge would be removed.. Many drivers supported the elimination of the Luther Ridge loop as there is not much ridership in those areas. However, some had some concerns and suggestions for alternative routing. The main remaining issue with this route is whether to continue to pull into the Price Chopper which is very difficult for our busses to do or try and still go to Luther Ridge. We only have time for one of these choices so we are leaning towards trying to keep Luther Ridge access.



Route 584: 22 Comments

Positive Comments: 18

Neutral Comments: 2

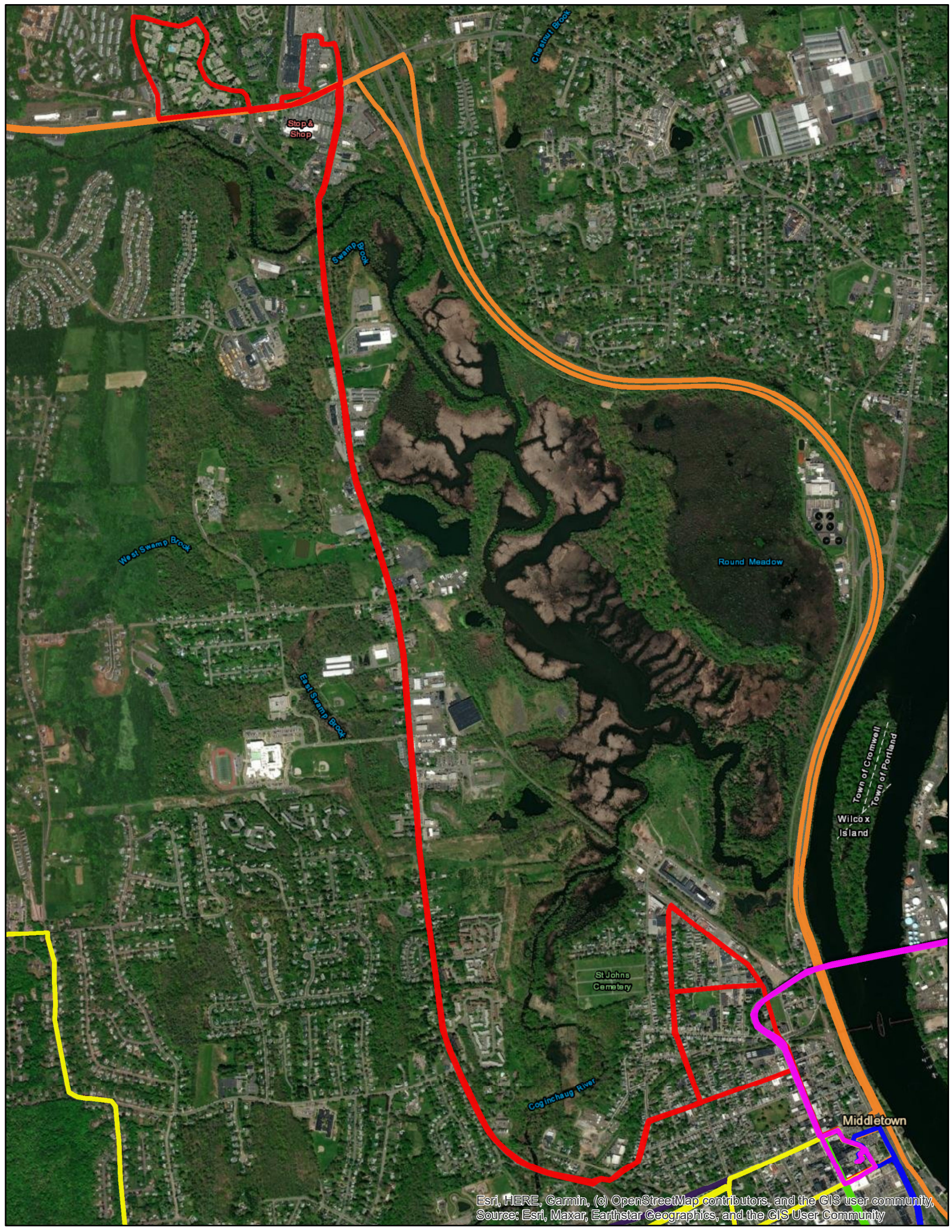
Negative Comments: 0

Common Themes for Comments

- Some riders expressed interest in improving access to the North End of Middletown (3)
- A lot of the comments suggested support or no issue with the changes more generally (13)
- some people were in favor of the new bi-directional alignment and mentioned it as a significant benefit to the route (3)
- The one neutral comment wished for the 584 to pull into Shoprite and Stop and Shop plaza as they are on a busy and dangerous road. Another neutral comment asked a question about if it would still go to WestLake Drive, Stop and Shop, and Price rite Plaza.
- Some comments had no feedback to give on the proposed changes directly but wrote about other things
- Drivers like the proposed design and increased North End Access

Overall Takeaways:

The route received near unanimous support with no major concerns other than a request to pull into Shoprite and Stop and Shop Plazas. Some riders also liked the improved North End Access and introducing service at the Cromwell Hill Apartments. Despite the potential lengthening of the route, drivers thought with the extra time it should not be an issue. Drivers were also in favor of going down Grand Street. Even with the additional North End Loop inbound it appears the route will have no issues with time based on the driving runs.



Stop & Shop

Swamp Brook

Chestnut Brook

West Swamp Brook

Round Meadow

East Swamp Brook

St Johns Cemetery

Coginchaug River

Town of Cromwell
Town of Portland

Wilcox Island

Middletown

Route 585: 22 Total Responses

Positive Responses: 16

Neutral Responses: 0

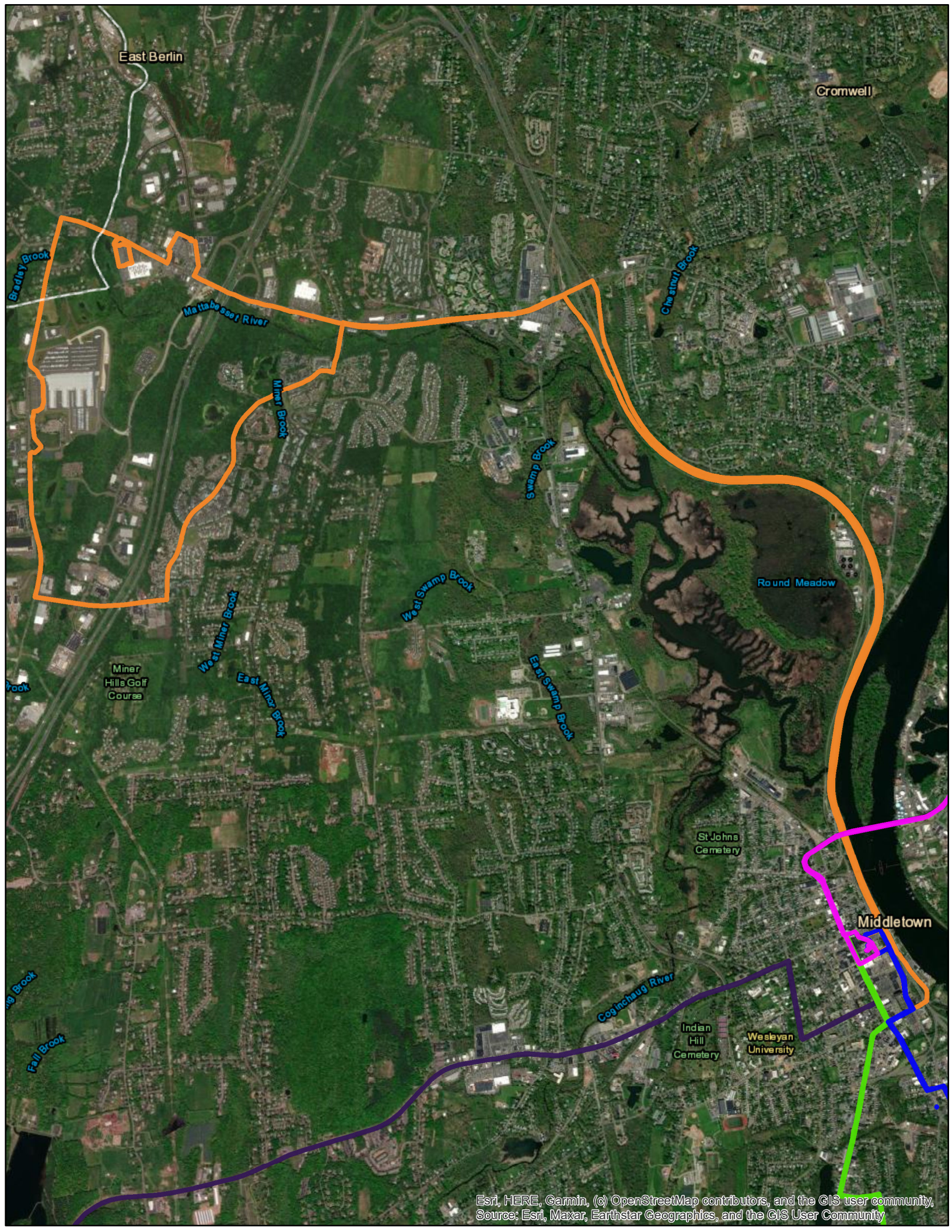
Negative Responses: 0

Common Themes of Comments

- Many riders in support of the changes believe staying on Berlin Road may save a little time and would likely be faster than the current routing (7)
- Some riders are excited that it will also pass by the Stop and Shop and other shops on Berlin Road inbound (4)
- Some comments had no feedback to give on the proposed changes directly but wrote about other things (6)
- Some of the respondents suggested support or no issue with the changes more generally (5)
- Drivers agreed that staying on Berlin Road could actually be faster, especially during rush hour.
- Fedex also had no issues with the route changes and were happy to give the info to their employees.

Overall Takeaways:

Route 585 had no negative feedback and riders largely agreed that there could be time savings by staying on Berlin Road longer. Many riders also appreciate the additional access to shops along Berlin Road that weren't served inbound before such as the Stop and Shop. It appears as if the time could be improved through the proposed route change to stay on Berlin road.



East Berlin

Cromwell

Bradley Brook

Maltabesset River

Cher street Brook

Miner Brook

Swamp Brook

West Swamp Brook

Round Meadow

Miner Hills Golf Course

West Miner Brook

East Miner Brook

East Swamp Brook

St Johns Cemetery

Middletown

Fall Brook

Coginchaug River

Indian Hill Cemetery

Wesleyan University

Route 586: 14 Responses

Positive Comments: 5

Neutral Comments: 4

Negative Comments: 0

Common Themes of Comments:

- There was consistent support of removing the North Main Street portion of the route (6)
- A some riders expressed that people use the corner of Main and Marlborough Street so we should not remove that (3)
- Most people liked the idea of consistent routing throughout the day instead of separate AM/Pm routing (8). However, one person expressed they prefer the alternating routing because they are used to it
- Many riders also agreed that Lake Drive turnaround gets very little use (5). However, one rider said that her daughter sometimes uses that stop for the bus occasionally at the Dollar General
- There was also clear consensus that riders wanted the service to run consistently throughout the day without the breaks in the middle of the day.
- One rider also expressed the importance of being on time to make sure he can transfer to his other bus once in Middletown.
- Drivers liked many aspects of the proposed changes but each had their own ideas of what would be needed to get the route to under an hour while still preserving the exiting ridership.

Overall Takeaways:

While there is no clear final routing coming from outreach, there are some points of consensus. These include overwhelming support for the removal of the North Main Street portion of the route, support for operating one route throughout the day, and getting the route to under an hour to pulse with the rest of the system. There is also a lot of support for removing the Lake Drive turnaround due to very low ridership. There is also a strong sentiment among many riders and drivers that the Middletown Ave/Main Street intersection gets some riders and should be kept. This would mean we would have to alter the original proposed changes significantly. We are still finalizing designs we can look at to see what would work best. We believe we have found a design that will work timewise and still preserve ridership. We have to test run this next week to confirm the time savings.



Cromwell

Hartford
Middlesex

Lake
Pocotopaug

Lake
Pocotopaug

Round
Meadow

Portland

East
Hampton

Middletown

Cobalt

Middle Haddam

Pocotopaug Creek

Salsfrom Br

Route 590: 26 Comments

Positive Comments: 15

Neutral Comments: 5

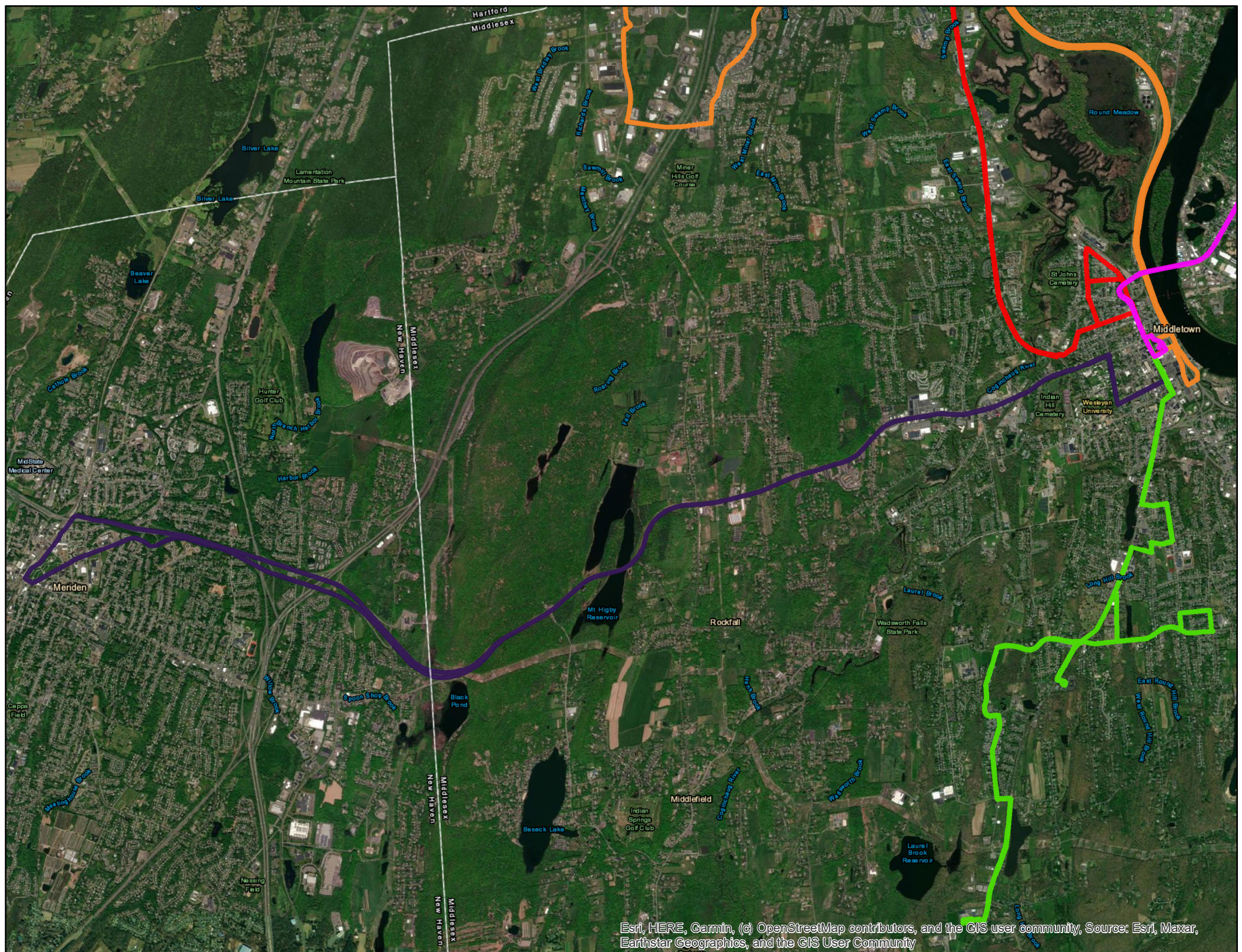
Negative Comments: 1

Common Theme of Comments

- Most comments were directed towards the Saturday routing and scheduling, as the weekday route is not changing much at all
- There were many comments related to keeping the Meriden Mall or not on Saturday (10). There was an even split of people who wanted to keep Meriden Mall Service (5) and those who preferred the exact same routing on Saturday as the Weekday (5). Some riders pointed out that there are CT Transit Meriden routes that go to the mall already.
- No rider was against removing the Cromwell portion of the route as many mentioned there is already service to that location on Saturdays through the 584/585 (4)
- some riders requested the schedule line up better with the Meriden Rail Road Station train schedule (3)
- The negative comment and a neutral comment were concerned with the new schedule changes to the clockface service as it would mess up their transfer connection with the CT 566 bus to get to the 590 Bus. (2)
- There also additional positive comments with more general support for the changes (8)
- Drivers were in support of removing the Walmart service on Saturday as the 584-585 combined route already provides service to that area on Saturday.

Overall Takeaways:

No one seemed to have an issue with the small changes with the weekday service. There was clear consensus that removing the Cromwell portion of the route would be beneficial and is already covered by the 584/585. There was more debate in whether or not to keep Meriden Mall Service on Saturday with a 50/50 split between riders and drivers. We are deciding to remove the Meriden Mall from the Saturday service as there is a frequent CT Transit Meriden Route that transfers with the 590 and goes to the mall. Any real pushback or concerns came from potential scheduling conflicts not with the route itself.



Route 641: 14 Comments

Positive Comments: 11

Neutral Comments: 1

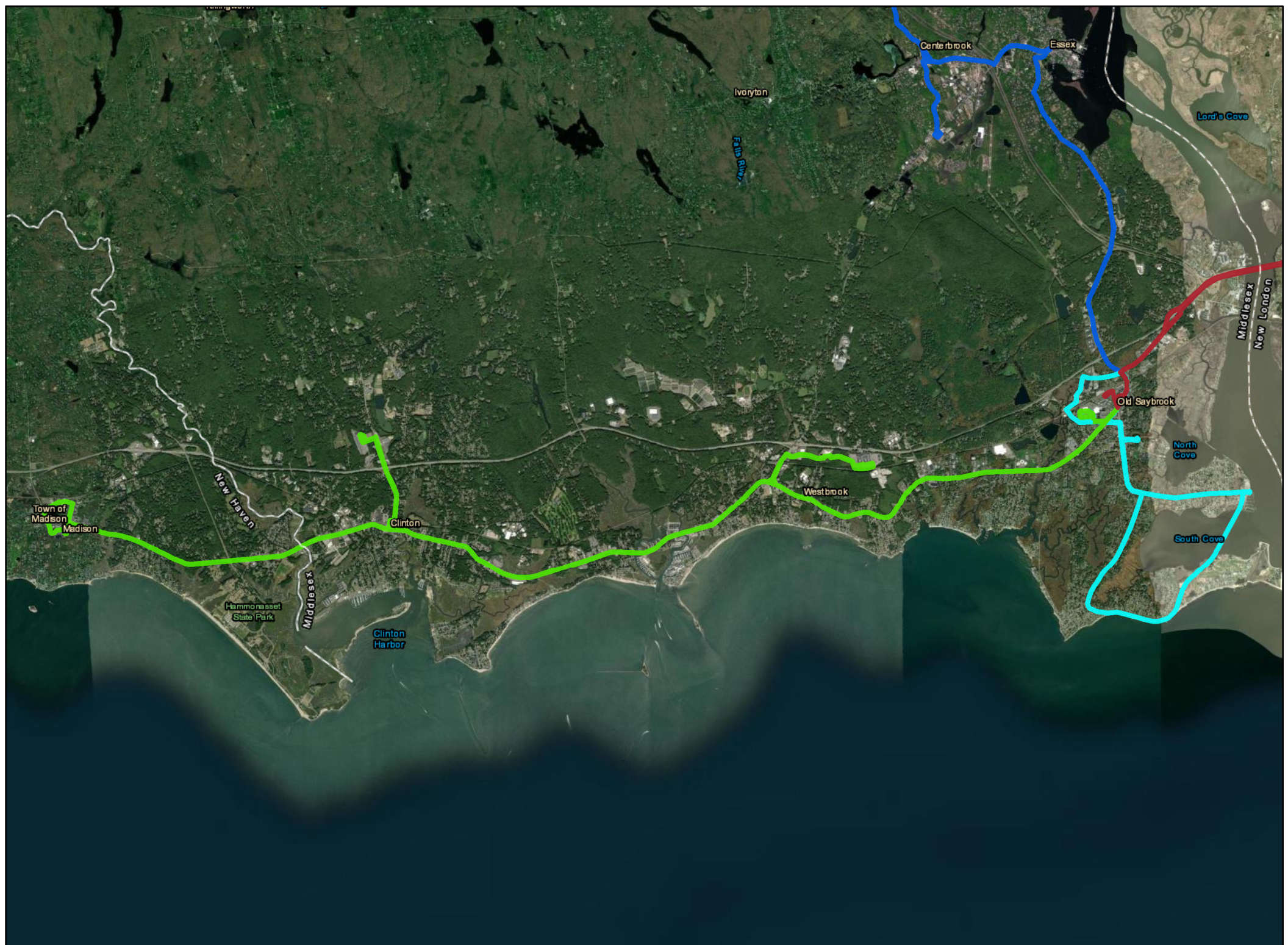
Negative Comments: 1

Common Themes of Comments:

- Preserving the transfer connection at the Scranton Gazebo was important to some riders (2)
- Many riders agreed that the Westbrook Mall saw very little to no ridership (4)
- Many riders explicitly liked the Clinton/Westbrook Mall Alternating idea (4)
- Many riders liked or had no issues with the changes more generally (6)
- People like the schedule going to Hourly throughout the day
- The negative comment was concerned about the initial proposal of removing the Stop and Shop from the route.
- Neutral Comment was concerned that it could be confusing to use a new route the 640 to supplement any lost service.
- Drivers agreed that the route could be completed under an hour in order to make the pulse system work at the Old Saybrook Train Station. They also liked the alternating mall idea to allow this to happen. They were also in favor of not pulling into ShopRite and the Stop and Shop in Clinton as they are hard for the bus to maneuver in and take a serious amount of time.
- Vista is also ok with the changes assuming we still serve the Old Saybrook Stop and Shop

Overall Takeaways:

There appears to be both a desire and belief that we can get the 641 to under an hour consistently with the proposed changes including the alternating mall directionally and not pulling into the Stop and Shop and Price Rite. In order to get the route to under an hour each way, the plan is to have one direction go to one of the malls and the other direction to go to the other mall between Clinton and Westbrook. This would mean that riders can still access these locations if need be while still saving on time for the route. Riders pushed back on removing the Stop and Shop even with 640 replacements but are ok with removing Senior Center portion and alternating between the malls. As a result we plan on still serving the Old Saybrook Stop and Shop. All the drivers I talked to also liked the changes and believed there was spare time already and with the changes hourly service could be achieved. Hourly service is critical for allowing for the new Pulse system scheduling at the Old Saybrook Train Station. The drive times were also encouraging coming in around 47 mins even with service pulling into Old Saybrook Stop and Shop.



Route 642: 5 Responses

Positive Comments: 3

Neutral Comments: 2

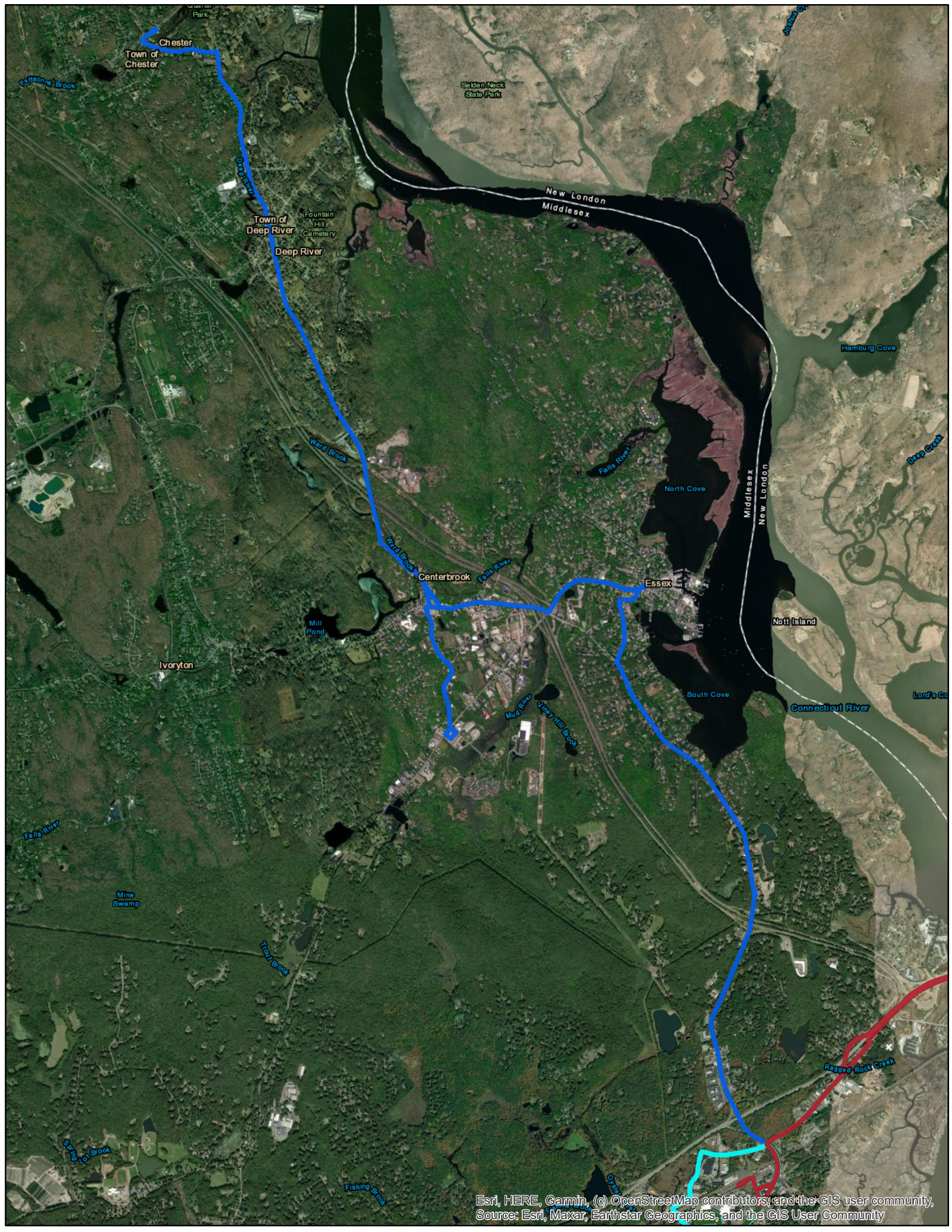
Negative Comments: 0

Common Themes of Comments:

- One rider wanted to maintain the Bokum Plaza stop in Essex
- One rider wanted the bus to stop and transfer at the Stop and Shop because it felt safer than the train station bus stop
- Most riders were ok with removing the Ivoryton Optional Branch and the Old Saybrook portion of the route. (3)
- Drivers were in favor of removing the optional Ivoryton Branch as very few people request it and when they do it makes them behind for the rest of the day.

Overall Takeaways:

There seems to be no major concern with any of the proposed changes based on the small amount of feedback received. The drivers confirmed that the sections being lost would not impact much of the ridership and the 640 would be a good idea to take the Old Saybrook portion. An additional wrinkle in this design is that we plan on interlining this route with the 640 to make the new schedule possible. Therefore, we need the 642 to be 30 mins or under which is why it is so important that we shorten up the route. Based on driving the new route it looks like we will just be there with times between 29-31 mins depending on the direction. Either way, these changes are critical to the success of the new proposed pulse system at the Old Saybrook Train Station.



Route 643: 9 Responses

Positive: 0

Neutral: 1

Negative: 7

Common Themes of Comments

- No Positive comments about the proposed changes
- Most riders either used the bus in Old Lyme or were deeply concerned for riders in Old Lyme with the new proposed route (6)
- A couple riders admitted that it would be a faster service but they were still against the proposed routing (2)
- Riders seemed open to the idea of some tweaks and changes to the route, but not what was proposed.
- No one was concerned over losing access to the deviation to North Old Lyme
- Drivers mentioned that they do pick up people in Old Lyme so the changes would negatively effect many riders.

Overall Takeaways:

The proposed route changes were not in favor by a single rider surveyed. Even those who didn't have a stop in Old Lyme opposed it for the riders who did. There was no issue however with removing the North Old Lyme deviation from the route. In response to the negative responses we developed an updated proposed route that maintains the vast majority of service in Old Lyme will still speeding up the route resulting in a faster route that should not impact ridership much at all.



Route 644: 48 Comments

Positive: 1

Neutral: 2

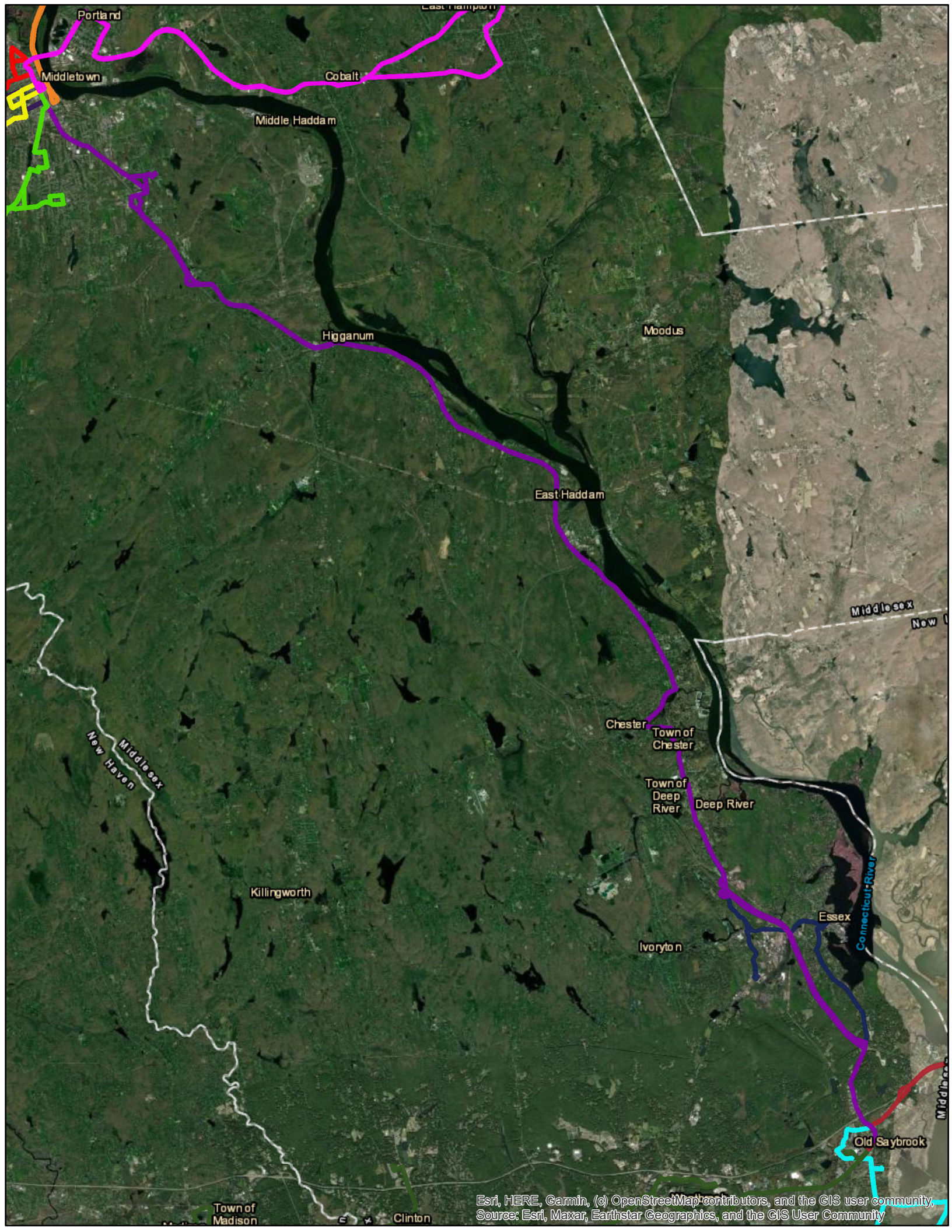
Negative: 44

Common Themes from Comments

- Near unanimous concern with some outrage of the proposed re-routing of the 644 to route 9 instead of Haddam and Higganum both from riders and non-riders alike. There was a clear campaign to send in feedback on the proposed changes (44)
- One neutral comment said that they don't use it in Haddam and Higganum but know people who do
- The one positive comment uses the service to get from Old Saybrook to Middletown for Middlesex Community College so a faster route would benefit him.
- No issue with proposed changes to the alignment in Middletown
- Driver thinks many riders will hate the change
- Town officials also sent in feedback opposed to the changes

Overall Takeaways:

While there would likely be some modest time savings with the proposed changes there is overwhelming opposition from riders, town officials, drivers, and citizens of Haddam and Higganum. We received the most comments on a route with some of the lowest ridership and almost all were negative. However, there was no opposition to the alignment changes in Middletown, the Route 9 Re-route should not be a part of these changes. Instead we are looking for less disruptive ways to save time on the route. We still need to save time on the route otherwise the route will be late consistently and make the pulse system not work well at the Old Saybrook Train Station. We are looking at removing the Chester Park and Ride as traveling there adds a good amount of time with little ridership. Plus Chester center and Main Street are still being served by this route. We are now finalizing the details of this route but believe we can make these time savings without disruptive impacts. We will not be re-routing service from Haddam and Higganum to Route 9.



Route 645: 9 Comments

Positive: 5

Neutral: 2

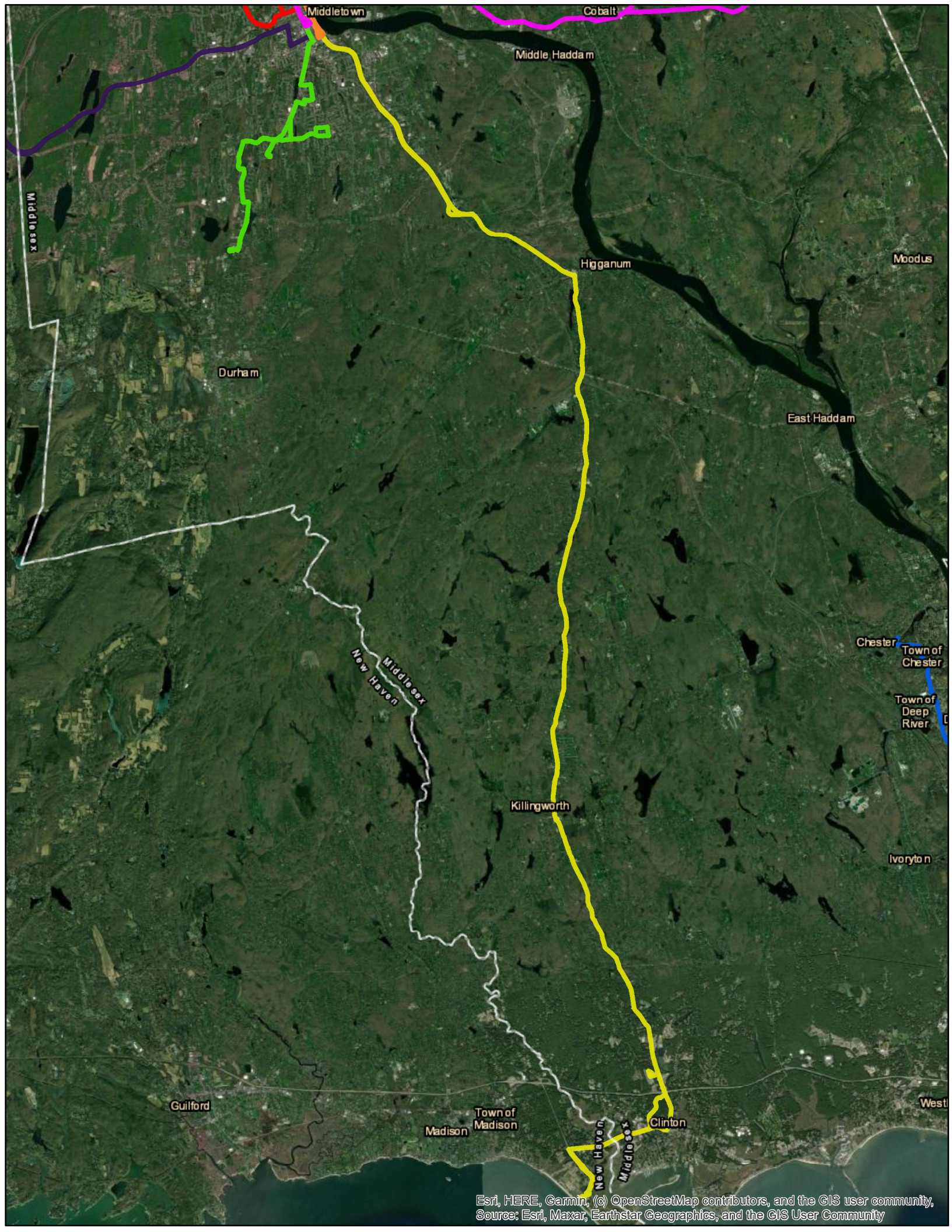
Negative: 0

Common Themes from Comments

- Many riders are ok/like the idea of going on the highway in Clinton to save time (3)
- Some riders expressed their support as long as the Clinton Crossing Mall was still served (2)
- One rider really likes the idea of bi-directional service in Middletown. He has felt stranded because of the current routing today not being bi-directional.
- Drivers liked the idea of saving time on the route by staying on the highway. However, they did have some concerns of riders who get picked up in the Clinton Portion of the route. That portion of the route is still served by the 641 and riders can take the 641 and transfer to the 645 at the Scranton Gazebo in Madison.

Overall Takeaways:

While many of the riders surveyed were ok with the changes to go on the highway, both Ed and Lee were concerned with the changes as they have multiple regular daily riders who either get on or get off on Boston Post road in Clinton. Lee was particularly concerned about 3 regulars he picks up daily in Clinton who work for business in Killingworth. However, with the 641 service on Boston Post Road they should be able utilize the 641 to transfer quickly to the 645. There is consensus that the alignment changes in Middletown are fine with both riders and drivers.



Middlesex

Middletown

Cobalt

Middle Haddam

Moodus

Durham

Higganum

East Haddam

New Haven
Middlesex

Chester
Town of Chester

Town of Deep River

Killingworth

Ivoryton

Gulford

Madison
Town of Madison

Clinton

West

New Haven
Middlesex

Route 640:4 Responses

Positive: 3

Neutral: 1

Negative: 0

Common Themes from Comments:

- There was an overall positive sentiment from most of the responses (3)
- There was a comment talking about the economic development and tourism benefits of the route.
- The neutral comment was concerned about the replacing portions of the 641, 642, and 643 with the 640 and how it could be confusing for riders, but was not against the route.
- Most shoreline riders we surveyed also supported the proposed schedule changes which would only be possible with the 640, suggesting further support for the route.
- Drivers seemed excited about the new route and its ability to shorten their existing route to help them get on time more frequently and allow the new pulse system to work.

Overall Takeaways:

Despite limited amount of survey responses directly involving the 640 route itself, there is large support for the schedule changes in the Shoreline that this route is necessary for. Among the surveyed responses and community organization feedback there is excitement that this route will provide access to many employment, shopping, and recreational opportunities for riders. Drivers also seem to support this route and some have shown interest in driving it. This route is also a fast route allowing it time to interline with the 642 another fast route. This new route is necessary for our new schedule changes to function properly.



Schedule Changes Shoreline: 27 Comments

Positive Comments: 19

Neutral Comments: 4

Negative Comments: 0

Common Themes from Comments

- Many riders are in favor of the schedule changes for improved transfer opportunities (10)
- Many riders are in favor of the schedule changes more generally (9)
- Some of the neutral comments even like the schedule changes in theory, but are skeptical if they can be pulled off due to late routes due to traffic, road work, etc. (2)
- One rider was concerned that the changes could impact his transfer to the 201 at the Scranton Gazebo.
- Several other comments were made about various requests unrelated to the Old Saybrook Pulse (4)

Driver Comments

- Likes the schedule changes to have all of the buses meet (Nester)
- She is not opposed to the schedule changes and she sees the value in improving transfers. However, she is concerned about the 640 being able to find enough drivers. She sees the benefit to the schedule changes and mentions how the 644 has an awful wait time and does not connect well with the other routes (Tina)
- Schedule changes make sense, she likes all 5 buses together to improve transfer connections (Jubilee)
- He likes them meeting together at the top of the hour at the train station. He knows many riders who take the 643 who then have to wait a long time to take the 644, this change would solve that issue. (Frank)
- Ben likes the schedule changes for the improved transfer opportunities for riders (Ben)
- Likes the schedule changes to improve transfer times. Thinks it could work well. (Val)
- He likes the proposed schedule changes (Carlos)
- He is in favor of the schedule changes to have all the buses transfer together. (ED)

Community Organization Feedback:

- Sarah and Johanna both like the proposed changes in the Shoreline to improve transfer times.

Overall Takeaways:

The proposed Old Saybrook Pulse system has a lot of support from both riders and drivers. There is excitement around much better transfers for riders who use more than one bus. There is also some excitement for some of the new route designs and new 640 route as part of these schedule changes. There is a legitimate concern from some riders and drivers to the feasibility of the pulse due to late runs and traffic concerns, but everyone seems to be on board with the concept.

Schedule Changes Middletown: 54 Responses

Positive Comments: 39

Neutral Comments: 6

Negative Comments: 3

Common Themes from Comments:

- Some riders expressed that going to 60 minutes would provide a simpler schedule (6)
- Many riders expressed it would help buses stay on time to allow for better transfer times with the other buses at the terminal (7)
- Many riders expressed a more general support for the changes or had no issue with them (28)
- The most common point of concern from the negative and neutral comments were the initial changes to schedule and the impacts it would have on their current work schedule (5).
- There was also an accusation of reducing service instead of “opting” for a 30 min frequency and a separate accusation of already making up the decisions and just going through the motions
- There were also several other comments related to schedules and requests for more service on specific routes that don’t have to do with the hourly pulse system (6)

Driver Comments:

- Overall positive sentiment to going to 60 mins headway. (PM Driver Meeting)
- would like to see a guaranteed 10 min relief time (D)
- She thinks the 60 min schedule is a great idea, easier for riders and will help greatly with staying on time and getting bathroom breaks (Monica)
- No issue going to 60 min clockface, thinks it makes more sense than the current schedule system (Justin)

Community Organization Feedback

- She also agrees with the change from 50 to 60 mins in Middletown to simplicities sake and clockface scheduling (Coalition of Hunger and Homelessness)
- However, they did ask questions about the schedule and seemed open to the 60 min change assuming they could get the information in advance to employees so that can adjust schedules if need be. (Fedex)
- In favor of the 60 min change (Middlesex Community College)
- They both like the schedule changes in Middletown (Middlesex Chamber of Commerce)

Overall Takeaways:

Overall, there appears to be broad support for the transition to a 60 min clockface pulse. Most riders, drivers, and community organizations are in support. The extra 10 mins to provide adequate time for routes that run late allowing for better transfers was appreciated. The simpler clockface scheduling was another benefit of the change that was appreciated by many. There were some legitimate concerns about changing schedules and the impact it may have on work schedules. That is why if these changes going forward, we need to give plenty of notice in advance for riders to make sure they can coordinate their work schedules to new bus schedules. There should also be a real benefit for the drivers as it should allow for more consistent breaks in between runs.