
















CTtransit New Haven Assessment

How far have we come and where is there room for improvement?

Successful	
Somewhat successful	
Not Successful	
No data provided	?

Measure of Success	Successful	Needs Improvement	Rating
Appropriate Service Coverage	Covers most areas with zero-car household concentrations, and high population and/or employment density.		
Well-spaced Bus Stops		A majority of routes have approximately 6-11 bus stops per mile, which is more than the metric of 4 bus stops per mile.	
Appropriate Service Span	A majority of routes exceed span of service of 6AM-10PM on weekdays.	3 routes have no service both Saturday and Sunday and 8 routes have no service on Sunday.	
Appropriate Headways	Less than 15 minute headways on high ridership routes	Many routes have 60+ minute headways.	
Consistency		Too many route and roadway variations, and inconsistent headways.	
Direct Service		All routes lead to the New Haven Green for transfers. No direct crosstown route is provided.	
Route Diversity	Local, express and shuttles	No limited-stop or priority transit is provided. Private shuttles overlay/compete with public routes.	
Multi-modal Connectivity	Park & rides, multi-modal connections, circulators	For some routes, connection timing at the Downtown New Haven Green and other multi-modal connections, such as Union Station Train Station, are poor.	
Reliability	On-time performance is not available.		?
Flexibility/Redundancy		The Downtown New Haven Green is the only transit hub in the CTtransit New Haven system. Also, there is no transferable fare media from one transit system to the next.	
Ease of Use		Multiple variations and complex route names; ineffective route planning tools; no real-time arrival information	
Fiscal-responsibility	Average fare box recovery ratios; some very productive routes	Several non-productive routes and route segments/variations	
Appropriate Infrastructure		Poor bus stop infrastructure; curbside enforcement issues; poor sidewalk connectivity outside of Downtown New Haven core	
State-of-the-industry Technology		No state of the industry technology	