

From: [Jacobson, Jonathan](#)
To: [Rosenson, Valerie](#)
Cc: [Pierre-Louis, Fred](#)
Subject: Fw: Stamford Bus Ridership Information
Date: Tuesday, January 17, 2023 3:51:46 PM
Attachments: [Outlook-2c_cttrans.png](#)
[Stamford Ridership Data CY19_22.xlsx](#)
[CTtransit New Haven Customer Satisfaction Survey-Final 11-2.pdf](#)

This too please.

Jonathan Jacobson
Stamford Board of Representatives
District 12

From: Bittenwieser, Luke
Sent: Tuesday, January 17, 2023 9:51 AM
To: Jacobson, Jonathan
Subject: FW: Stamford Bus Ridership Information

Hi Jonathan,

See attached and below. I was told the free fare program would cost \$18M for the FY. I'm working on getting some of the other information you requested, but I don't know if I can get all of it. Let me know if you need anything else other than what you requested. Thanks.

Please note my new desk number: 203-977-1742

Luke Bittenwieser
City of Stamford
Transportation, Traffic & Parking
888 Washington Blvd., 7th Floor
Stamford, CT 06901
Office: (203) 977-**1742**
Cell: (203) 356-5789

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From: Barry Diggs <bdiggs@cttransit.com>
Sent: Friday, January 13, 2023 3:53 PM
To: Bittenwieser, Luke <LBittenwieser@StamfordCT.gov>
Cc: Edith Wade <ewade@cttransit.com>

Subject: Re: Stamford Bus Ridership Information

Hi Luke,

Attached is the spreadsheet we spoke of earlier today.

I will break down which tabs correspond with each request

Stamford ridership information

Pre and post pandemic (CY2019-pre pandemic ridership does not include route level due to a cyber-attack CTtransit sustained in late 2021. CY2022 tab displays all route level data for the year.)

Broken down by line (See above)

Ridership information before and after the current free fare policy went into effect (Tabs labeled Jan-22 thru Dec-22 displays route level ridership by month. The Fare Free program commenced April-22 and is scheduled to end March 31st 2023.)

Any demographic information from riders (I understand if this may be hard to get). Basically who's riding the bus. (I have attached a customer satisfaction survey that was conducted in the City of New Haven for reference purposes which contains demographic information for the region. CTtransit is scheduled to conduct the same survey in Stamford in the spring of 2023.)

If you have cost impacts from the free fare program, they'd like to see that as well. (CTtransit (funded by the Connecticut Department of Transportation) did not sustain any cost impacts due to the enactment of the CARES Act.)

The last request was to see how Stamford ridership compared with other transit providers around the State of CT.

provided data from NTD transit agency profiles of the most utilized providers in the state.

Transit Agency	Pre-Pandemic Yearly Ridership
CTtransit - Hartford	15,797,582
CTtransit - New Haven	7,567,553
Greater Bridgeport Transit Authority	5,302,498
CTtransit - Stamford	2,743,779
CTtransit - Waterbury NET	2,159,862
Norwalk Transit	1,447,503
Southeast Area Transit District	965,658
Housatonic Area Regional Transit	682,224
CTtransit - New Britain	645,308
Middletown Transit District	455,269
Estuary Transit District	87,617

Thanks,

Barry Diggs



Director of Rapid Transit & Zero Emissions Programs

CTtransit New Haven/Stamford

2061 State St, Hamden, CT 06517

Phone: 203-867-6350

Email: bdiggs@cttransit.com

From: Bittenwieser, Luke <LButtenwieser@StamfordCT.gov>

Sent: Thursday, January 12, 2023 12:16 PM

To: Barry Diggs <bdiggs@cttransit.com>

Subject: RE: Stamford Bus Ridership Information

Great,

Thanks Barry!

Please note my new desk number: 203-977-1742

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From: Barry Diggs <bdiggs@cttransit.com>

Sent: Thursday, January 12, 2023 12:04 PM

To: Bittenwieser, Luke <LButtenwieser@StamfordCT.gov>

Subject: Re: Stamford Bus Ridership Information

Sorry Luke, I'm just seeing this email.

I'll add that to the data set that will likely land in your inbox later today or early tomorrow morning.

Thanks,

Barry Diggs

CTtransit NH/STM
203-867-6300 Ext 350

From: Bittenwieser, Luke <LButtenwieser@StamfordCT.gov>
Sent: Monday, January 9, 2023 9:39 AM
To: Barry Diggs <bdiggs@cttransit.com>
Subject: RE: Stamford Bus Ridership Information

Hi Barry,

I hope you had a nice weekend. I was just requested another data point I hope you can assist with.

Hartford passed a free fares resolution stating "Hartford bus routes have the highest ridership of any city in the CT Transit system, with approximately 1.4million rides a month prior to the pandemic". Do you know where Stamford stands in terms of statewide ridership compared to other areas. I understand you may not have non-CTtransit (thinking Bridgeport and Norwalk for instance) ridership.

Thanks as always.

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From: Bittenwieser, Luke <LButtenwieser@StamfordCT.gov>
Sent: Thursday, January 5, 2023 6:37 PM
To: Barry Diggs <bdiggs@cttransit.com>
Subject: Re: Stamford Bus Ridership Information

Perfect. Thanks!
Luke Bittenwieser
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On Jan 5, 2023, at 1:16 PM, Barry Diggs <bdiggs@cttransit.com> wrote:

Probably mid to late next week.

Barry Diggs

CTtransit NH/STM

203-867-6300 Ext 350

From: Bittenwieser, Luke <LButtenwieser@StamfordCT.gov>

Sent: Thursday, January 5, 2023 1:11 PM

To: Barry Diggs <bdiggs@cttransit.com>

Subject: RE: Stamford Bus Ridership Information

Awesome. Thanks so much, Barry.

Do you roughly know how long it'll take to collect the data? Just want to update the Representatives. Thanks.

Please note my new desk number: 203-977-1742

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From: Barry Diggs <bdiggs@cttransit.com>

Sent: Thursday, January 5, 2023 12:57 PM

To: Bittenwieser, Luke <LButtenwieser@StamfordCT.gov>

Subject: Re: Stamford Bus Ridership Information

Hi Luke,

I'll start working on compiling this data.

Some is readily available, while other components will take some time.

Thanks, and Happy New Year!

Barry Diggs
CTtransit NH/STM
203-867-6300 Ext 350

From: Buttenwieser, Luke <LButtenwieser@StamfordCT.gov>

Sent: Wednesday, January 4, 2023 10:40 AM

To: Barry Diggs <bdiggs@cttransit.com>

Subject: Stamford Bus Ridership Information

Hi Barry,

Happy New Year. Sorry we weren't able to meet with UCONN yesterday, but looking forward to seeing when that meeting gets rescheduled.

I'm reaching out on behalf of some members of our Board of Representatives who are interested in passing a resolution to send to Hartford in support of permanent fare free buses.

As part of their proposed Resolution, the members requested some bus data. Below is what they requested:

- Stamford ridership information
 - o Pre and post pandemic
 - o Broken down by line
- Ridership information before and after the current free fare policy went into effect
- Any demographic information from riders (I understand if this may be hard to get). Basically who's riding the bus.
- If you have cost impacts from the free fare program, they'd like to see that as well.

Basically, I think they'd like to see the impact of the free fare program both from a ridership perspective but also operationally and cost-wise.

I know this is a lot of data and information I'm requesting. If this will take a while or is too much of a lift right now, I totally understand and will convey that to the Board.

Please let me know if you have any questions and thanks again.

Please note my new desk number: 203-977-1742

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