

gbt
GREATER
BRIDGEPORT
TRANSIT

FACT BOOK 2019

Data and information
from the 2019 calendar year





Greater Bridgeport Transit

Providing public bus service to the Greater Bridgeport Region in Connecticut and beyond with service to The Valley, Milford, and Norwalk.

Administrative Offices

One Cross Street, Bridgeport, CT 06610
203-366-7070 • gogbt.com

Bus Station

710 Water Street, Bridgeport, CT 06604

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TABLE OF CONTENTS

- MISSION • 1
- SERVICE AREA • 2
- RIDERSHIP • 3
- BOARDINGS • 4
- SAFETY • 6
- CUSTOMER SERVICE • 7
- FUNDING • 8
- FARES • 10
- COST • 11
- CUSTOMER FOCUS • 13
- OPERATIONS • 14
- FUTURE • 15
- CHALLENGES • 16
- APPEAL • 17
- DATA • 18

MISSION

Contributing to a better community through public transportation.

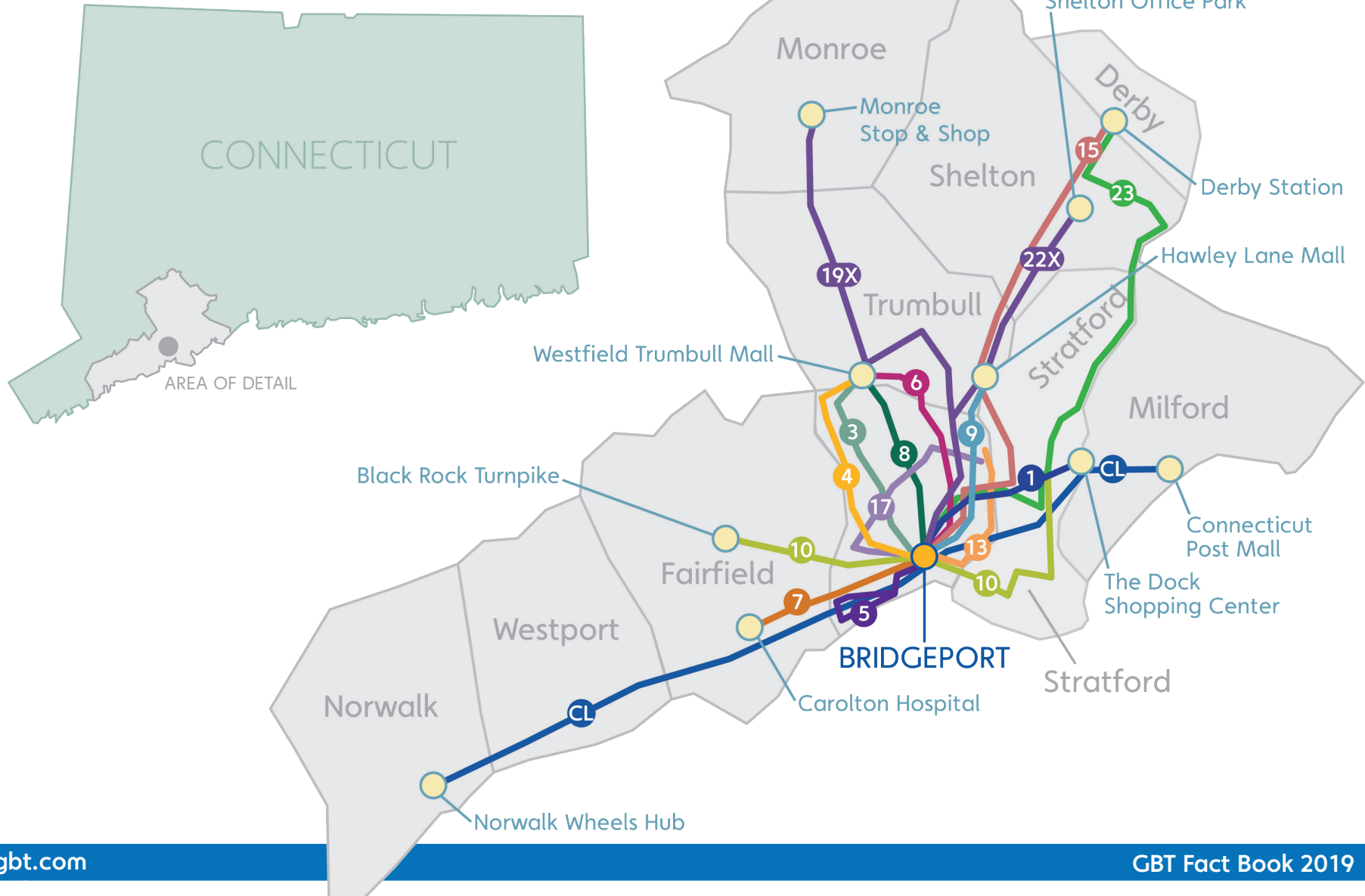


Veterans • Job Seekers • Seniors • People with Disabilities • Commuters • Students
Education • Government • Human Services • Municipalities • Business • Development

SERVICE AREA

Fixed Route Service Area

GBT Access also provides service to the town of Easton



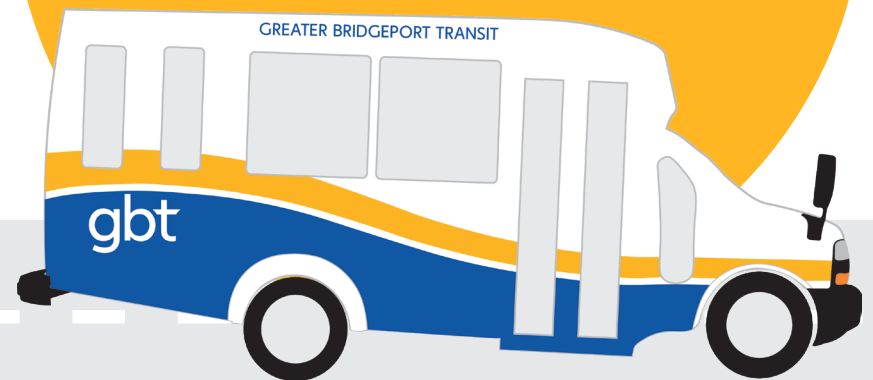
RIDERSHIP

5.2M+
Boardings
(annual)



Fixed Route Bus Service

103K+
Boardings
(annual)



GBT Access

100K • People with a Disability (ADA Paratransit)
3K • Special Services for Seniors (Municipal Grant Program)

BOARDINGS



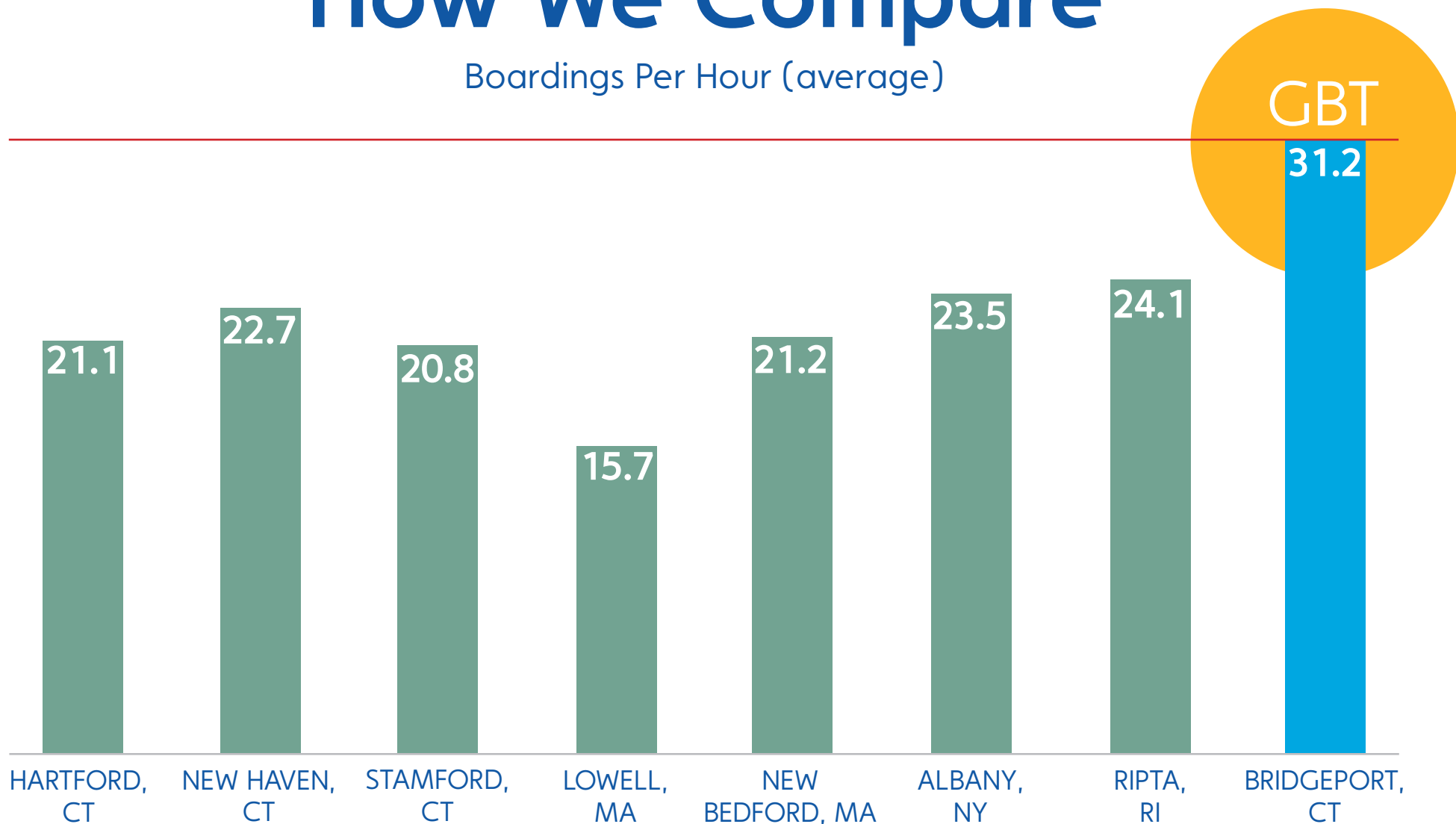
**30 People
Per Bus
Per Hour**
(average)

**540
Service Hours
Per Day**
(average)

BOARDINGS

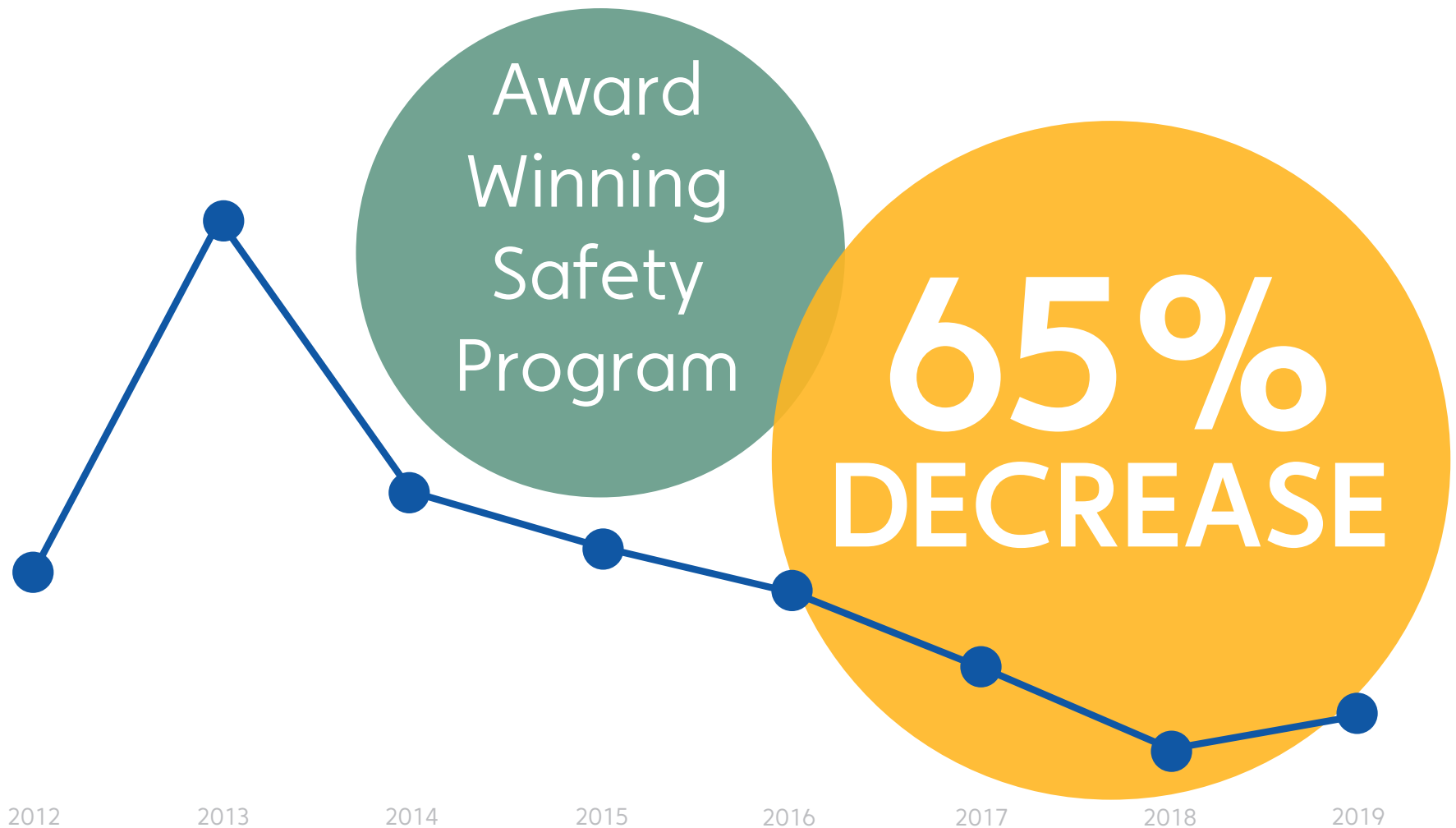
How We Compare

Boardings Per Hour (average)



SAFETY

Preventable Accident Rate



CUSTOMER SERVICE



.008%
COMPLAINT RATE
8 per 100K Boardings

FUNDING

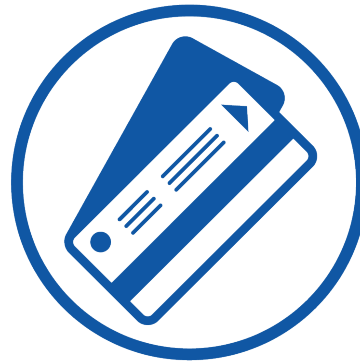
70%



STATE

State Investment from the Special Transportation Fund (STF)

29%



FARES

29% Fare Box Recovery

GBT's 29% fare box recovery rate is among the highest in the Northeast and is above the national average. This means that customers' fares contribute to a higher percentage of operational costs than in many other transit districts.

1%



MUNICIPAL

Municipal Contributions from Bridgeport, Fairfield, Trumbull, and Stratford

FUNDING

State Investment in Bus Transit

Fixed Route + ADA • FY 2018

Hartford Region
\$82.8M

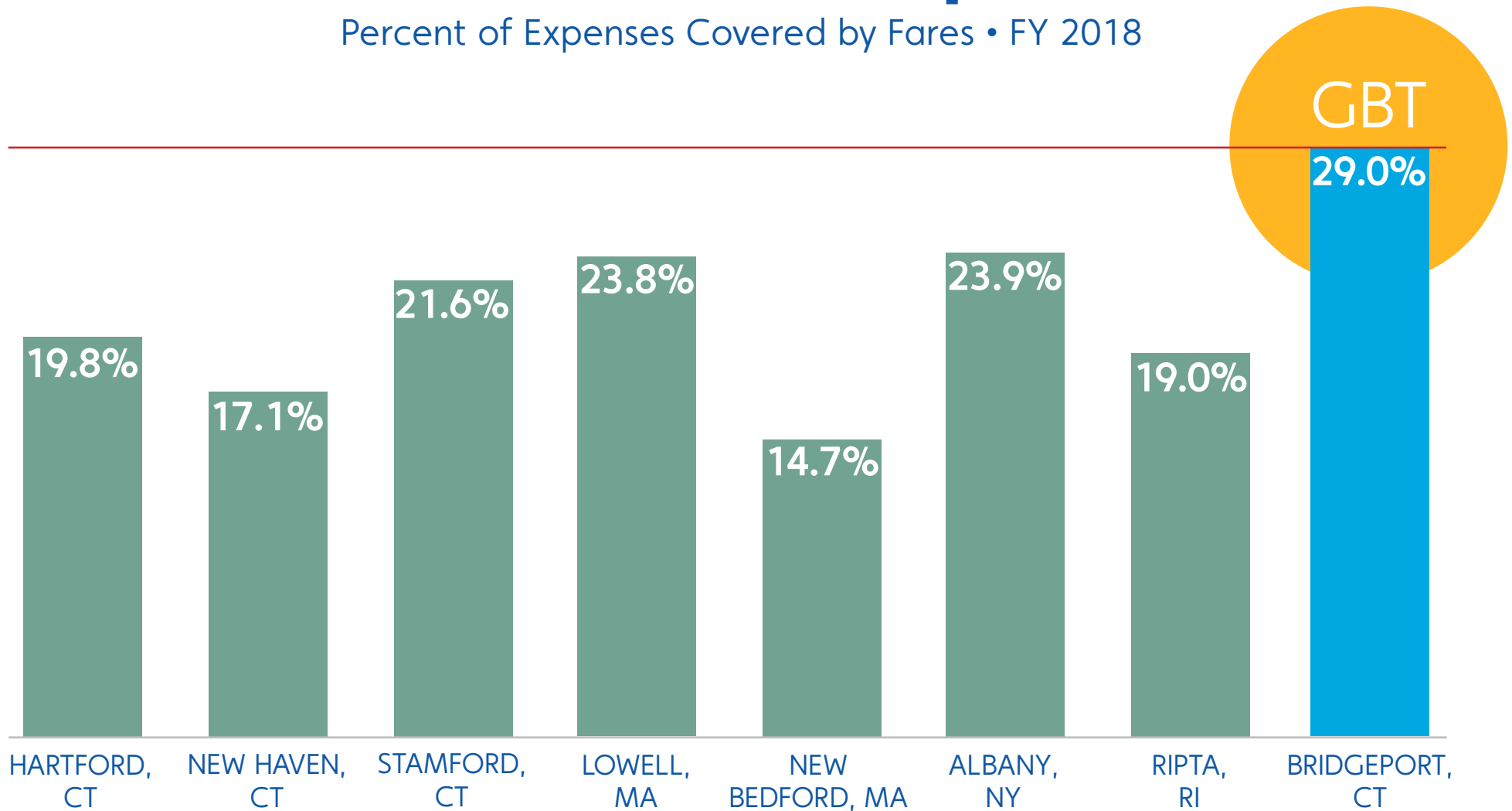
New Haven Region
\$46.2M

Bridgeport Region
\$14.9M

FARES

How We Compare

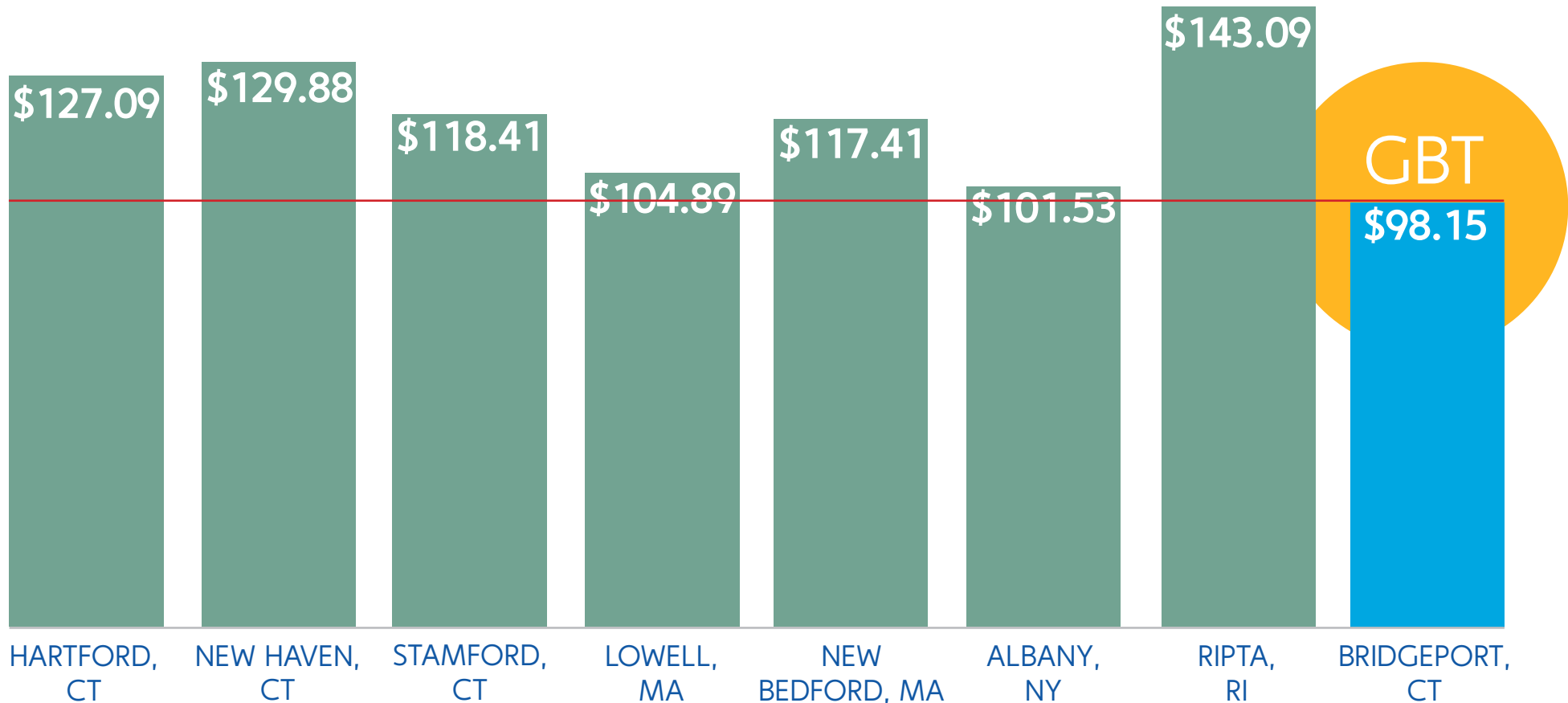
Percent of Expenses Covered by Fares • FY 2018



COST

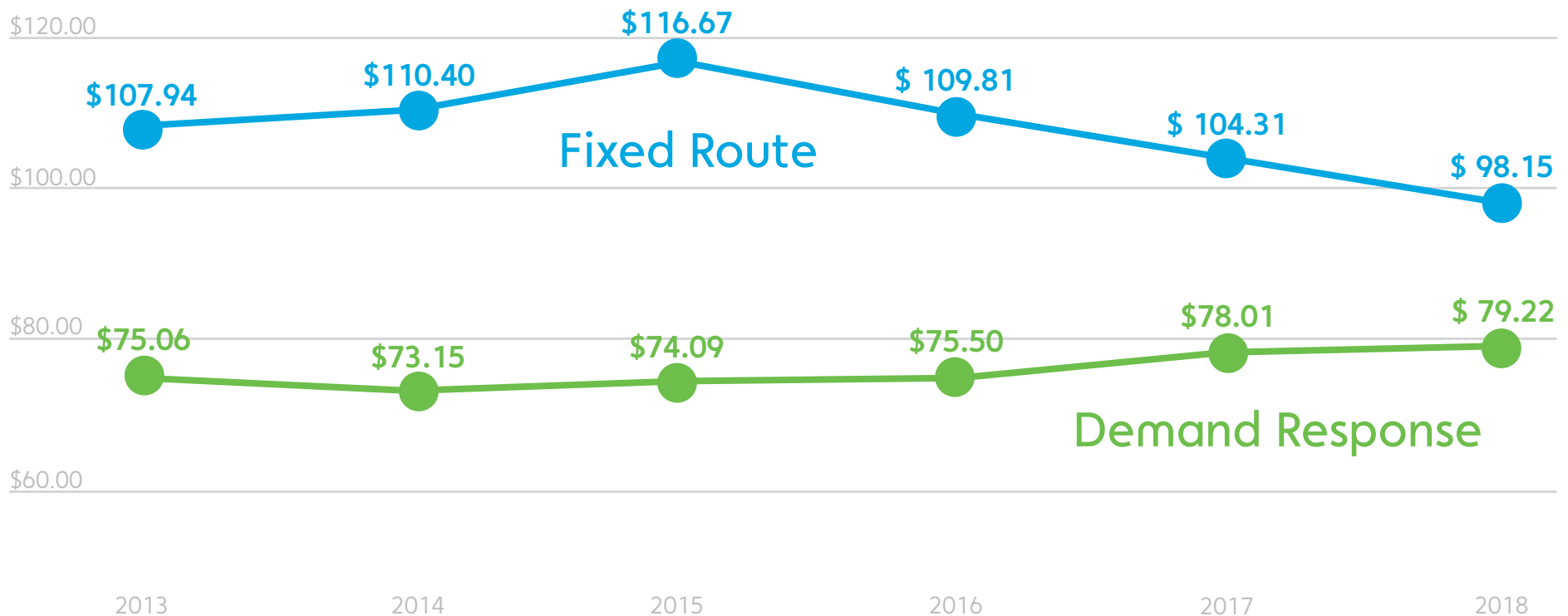
How We Compare

Cost per Hour of Service • FY 2018



Decreased State Investment + Austerity Measures

Cost per Hour of Service • 2013-2018



CUSTOMER FOCUS

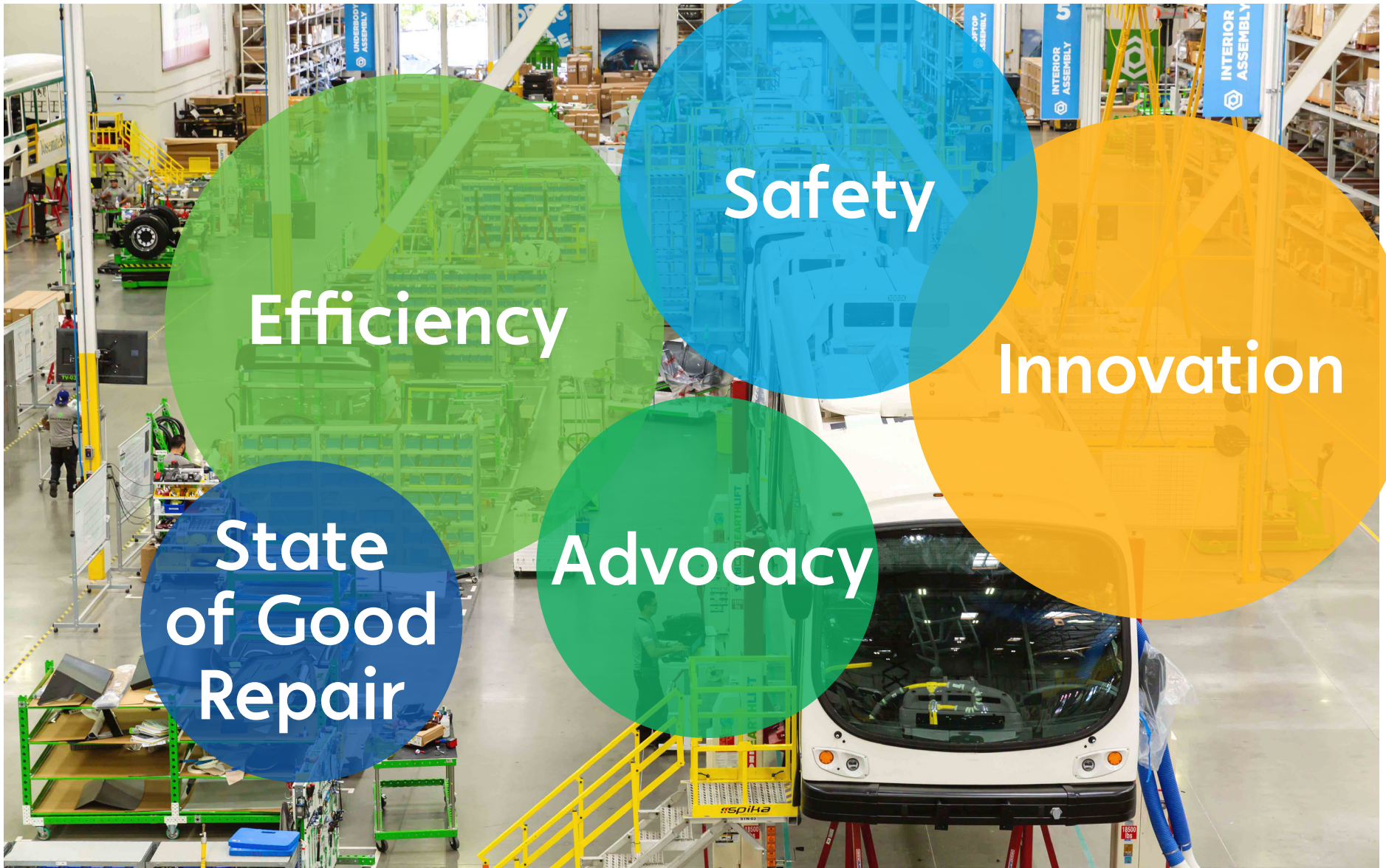


Robust Rider
Engagement
via Social
Media, Website
& Events

Real-time
Bus
Tracking
& Alerts

Public
Outreach &
Community
Led
Solutions

OPERATIONS



FUTURE



CHALLENGES

Today, some buses have to pass by people at bus stops due to capacity limits.



APPEAL

Goals

- Protect current services
- Expand current services
 - Increase frequency
 - Increase service hours
 - Increase days of service
- Invest in new services

Appeal

- Strengthen the STF
- Protect and Expand investment
- Equitable, transparent, & consistent state funding

Sources

page 3 • GBT Ridership - Greater Bridgeport Transit

page 4 • GBT Boardings - Greater Bridgeport Transit

page 5 • Boardings - How We Compare - National Transit Database - <https://www.transit.dot.gov/ntd>

page 6 • Safety - Greater Bridgeport Transit

page 6 • Safety - Gold Award for Safety, 2017

American Public Transportation Association (APTA) - <https://www.apta.com/2017-bus-safety-security-award-winners/>

page 7 • Customer Service - Complaint Rate - Greater Bridgeport Transit

page 8 • Funding - Greater Bridgeport Transit and National Transit Database - <https://www.transit.dot.gov/ntd>

page 9 • Funding - State Investment in Transit - <https://www.transit.dot.gov/ntd>

page 10 • Fares - How We Compare - National Transit Database - <https://www.transit.dot.gov/ntd>

page 11 • Cost - How We Compare - National Transit Database - <https://www.transit.dot.gov/ntd>

page 12 • Cost - Greater Bridgeport Transit

page 16 • Challenges - Greater Bridgeport Transit

**"The return on investment in transportation...
is not just measured in how many people physically use it.
It's also measured in improvements to the economy,
decreases in people's commuting time,
creation of new jobs
and reduction in greenhouse gases."**

—Stephanie Pollack, Secretary of Transportation, MassDOT

