

operations statistics for the biennium



BUREAU OF PUBLIC TRANSPORTATION | SFY 2002/2003





Public Transportation in Connecticut A STATISTICAL REPORT

Statistics are an important tool in evaluating the efficiency and effectiveness of Connecticut's transit systems. For each state subsidized service, a chart is provided that shows **TOTAL REVENUES** (farebox and other), **TOTAL EXPENSES**, the **NET DEFICIT** (expenses minus revenues), and the **CDOT SHARE** of those expenses (the amount the Department contributed to the system cost). Total **PASSENGER TRIPS** are shown on the basis of linked passenger trips (the number of paid fares). Productivity measures include **DEFICIT PER PASSENGER** (net deficit/passenger trips), **COST PER PASSENGER** (total expenses/passenger trips) and **OPERATING RATIO** (total revenues/total expenses).

Please note that the statistics contained in this report are unaudited numbers. They reflect the information that the individual transit organizations have reported to the Department. Additionally, it should be noted that comparisons between systems are difficult due to the variety of services provided, areas served and counting methods used.







For transit schedules and local transit information on the web visit www.CTRIDES.com, Connecticut's transit information portal.

operations statistics for the biennium














rail services

 A	NEW HAVEN LINE	4
 B	SHORE LINE EAST	5

CTTRANSIT local bus services

 C	HARTFORD DIVISION	6
 D	NEW HAVEN DIVISION	7
 E	STAMFORD DIVISION	8
 F	MERIDEN/WALLINGFORD DIVISIONS	9
 G	NEW BRITAIN/BRISTOL DIVISIONS	10
 H	WATERBURY DIVISION	12

transit districts

 I	ESTUARY TRANSIT DISTRICT	14
 J	GREATER BRIDGEPORT TRANSIT AUTHORITY	16
 K	GREATER HARTFORD TRANSIT DISTRICT	18
 L	GREATER NEW HAVEN TRANSIT DISTRICT	20
 M	HOUSATONIC AREA REGIONAL TRANSIT (HART)	21
 N	MIDDLETOWN AREA TRANSIT DISTRICT (MAT)	23
 O	MILFORD TRANSIT DISTRICT	25
 P	NORTHEASTERN CT TRANSIT DISTRICT	27
 Q	NORTHWESTERN CT TRANSIT DISTRICT	28
 R	NORWALK TRANSIT DISTRICT	29
 S	SOUTHEAST AREA TRANSIT DISTRICT (SEAT)	33
 T	VALLEY TRANSIT DISTRICT	34
 U	WINDHAM REGION TRANSIT DISTRICT	35

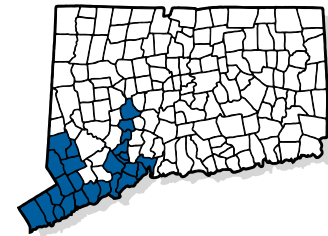
express bus services

	CTTRANSIT HARTFORD	37
	PRIVATELY OPERATED HARTFORD EXPRESS BUS ROUTES	39

	STATEWIDE BUS AND RAIL SYSTEMS SUMMARY	42
	STATEWIDE RAIL SYSTEM SUMMARY	43
	STATEWIDE BUS SYSTEM SUMMARY	45

CTTransit Rail NEW HAVEN LINE

Operator CT DEPARTMENT OF TRANSPORTATION
 Administrator's Name HARRY P. HARRIS
 Administrator's Title BUREAU CHIEF/RAIL ADMINISTRATOR
 Address PO BOX 317546, NEWINGTON, CT 06131
 CDOT Rail Operations 203-789-7189
 Phone information number 800-METRO-INFO
 Fax number 203-789-6956
 Web <http://www.mta.info>



SYSTEM PROFILE ▶



The New Haven Line, operated by MTA Metro-North Railroad, consists of the New Haven main line and the New Canaan, Danbury and Waterbury branch lines. Commencing with the April 4, 2004 New Haven Line timetable, there were a daily total of 262 scheduled weekday trains, 168 Saturday trains and 136 Sunday and holiday trains.

Weekday intrastate service was enhanced in response to the Governor's I-95 Initiative and the goals of the Coastal Corridor Coalition. Shore Line East service continues beyond New Haven with two morning express trains to Bridgeport and Stamford and two evening express trains from Stamford to Bridgeport, New Haven and the shoreline. Additionally, two morning trains provide limited stop service from Stamford to New Haven and two early afternoon trains provide limited stop service from New Haven to Stamford. The Transportation Strategy Board provided funding for this new Shore Line East Express service to Stamford.

New Haven's State Street Station, which provides easy access to downtown, opened in June 2002. Two morning New Haven Line trains continue east of New Haven's Union Station to provide service to State Street Station. Four evening trains originate at State Street Station and provide westbound service. Four new Genesis diesel locomotives and 10 new Bombardier coaches were purchased to enhance the New Haven Line fleet.

SERVICE SUMMARY ▶

344 MULTIPLE-UNIT ELECTRIC CARS (185 Connecticut owned), 36 push-pull coaches, 14 locomotives serving 36 Connecticut stations in 22 towns; 262 weekday trains, 168 Saturday trains, 136 Sunday and holiday trains

RAIL SERVICES - NEW HAVEN LINE

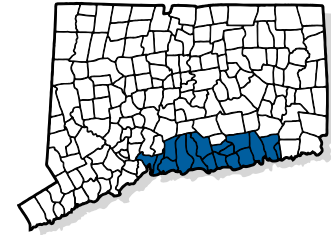
OPERATED BY METRO-NORTH RAILROAD

	SFY 2003	SFY 2002	SFY 2001	SFY 2000	% CHANGE 00-03
revenue	\$ 188,130,202	\$ 184,933,625	\$ 187,008,389	\$ 179,674,189	4.7%
expense	\$ 274,860,612	\$ 253,768,552	\$ 246,635,727	\$ 241,735,908	13.7%
net deficit	\$ 87,820,690	\$ 67,781,223	\$ 58,077,204	\$ 55,532,399	58.1%
cdot share	\$ 53,661,733	\$ 43,146,284	\$ 36,592,034	\$ 32,481,725	65.2%
ny share	\$ 34,158,957	\$ 24,634,939	\$ 21,485,170	\$ 23,050,674	48.2%
passenger trips ¹	33,219,666	32,719,793	32,943,011	31,889,544	4.2%
deficit/passenger	\$2.64	\$2.07	\$1.76	\$1.74	51.8%
cost/passenger	\$8.27	\$7.76	\$7.49	\$7.58	9.2%
operating ratio	68.4%	72.9%	75.8%	74.3%	

¹TOTAL NEW HAVEN LINE PASSENGERS; CT PORTION = 19,957,439 (SFY2000); 20,616,731 (SFY2001); 20,477,034 (SFY2002); 20,789,870 (SFY2003)

CTTransit Rail SHORE LINE EAST

Operator CT DEPARTMENT OF TRANSPORTATION
 Administrator's Name HARRY P. HARRIS
 Administrator's Title BUREAU CHIEF/RAIL ADMINISTRATOR
 Address PO BOX 317546, NEWINGTON, CT 06131
 CDOT Rail Operations 203-789-7189
 Phone information number 800-ALL-RIDE
 Fax number 203-789-6956
 Web www.shorelineeast.com



SYSTEM PROFILE ▶



Shore Line East, operated by Amtrak, provides service between New London and New Haven. Commencing with the April 26, 2004 Shore Line East timetable, there were a total of 21 scheduled weekday trains. During the fiscal year, one new morning train was added between Old Saybrook and New Haven and two morning trains were extended beyond New Haven with express service to Bridgeport and Stamford. In the evening, one new train was added from New Haven to New London. Two evening trains originate from Stamford and operate express to Bridgeport and New Haven and continue on the shoreline.

New Haven's State Street Station, which provides easy access to downtown, opened in June 2002. All morning westbound and all evening eastbound Shore Line East trains stop at the State Street Station.

SERVICE SUMMARY ▶

22 push-pull coaches, 6 locomotives serving 9 Connecticut stations in 8 towns; 21 weekday trains

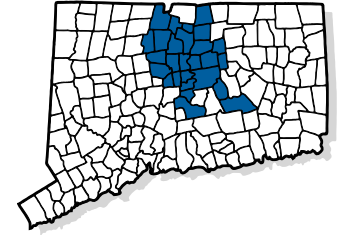
RAIL SERVICES - SHORE LINE EAST

OPERATED BY NATIONAL RAILROAD PASSENGER ASSOCIATION (AMTRAK)

	SFY 2003	SFY 2002	SFY 2001	SFY 2000	% CHANGE 00-03
revenue	\$ 1,119,623	\$ 939,729	\$ 1,061,505	\$ 806,104	38.9%
expense	\$ 7,500,793	\$ 6,492,627	\$ 7,486,284	\$ 6,081,910	23.3%
net deficit	\$ 6,381,170	\$ 5,552,898	\$ 6,424,799	\$ 5,275,806	21.0%
cdot share	\$ 6,381,170	\$ 5,552,898	\$ 6,424,799	\$ 5,275,806	21.0%
passenger trips	379,096	302,854	299,216	285,427	32.8%
deficit/passenger	\$16.83	\$18.34	\$21.47	\$18.48	-8.9%
cost/passenger	\$19.79	\$21.44	\$25.02	\$21.31	-7.1%
operating ratio	14.9%	14.5%	14.2%	13.3%	

CTTransit HARTFORD DIVISION

Operator	HNS MANAGEMENT, INC.
Administrator's Name	DAVID A. LEE
Administrator's Title	GENERAL MANAGER
Division Transp. Manager	NICHOLAS MANGENE
Address	100 LEIBERT ROAD, HARTFORD, CT 06120
Administrative Number	860-522-8101
Phone information number	860-525-9181
Fax number	860-247-1810
E-mail	dlee@cttransit.com
Web	www.cttransit.com



SYSTEM PROFILE ▶



CTTRANSIT is the state owned bus service and is the largest transit operation in Connecticut. Of the eight divisions that make up CTTRANSIT, three are operated, under contract to CDOT, by a private company, HNS Management, Inc. The three divisions serve the greater Hartford, New Haven and Stamford areas. CTTRANSIT's Hartford Division is the company's largest, operating a fleet of 229 buses and employing nearly 500 drivers, mechanics and administrative/supervisory staff.

CTTRANSIT's Hartford Division operates 30 local, 4 flyer and 12 express bus routes operating slightly more than 7 million miles and nearly 525,000 hours of service annually. Local routes operate seven days a week, serving 18 towns in the Capitol Region with 178 buses in service during peak hours. CTTRANSIT's Hartford Division also connects with the Middletown Area Transit and CTTRANSIT New Britain Division systems in Connecticut, as well as the Pioneer Valley Transit Authority (PVTA) system, which serves Western Massachusetts.

SERVICE SUMMARY ▶

229 buses serving 27 towns, 30 local routes, 4 flyer, 12 express bus routes

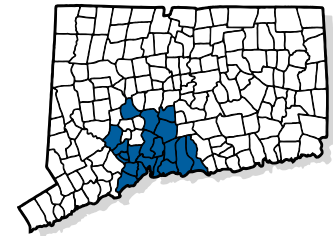
CTTRANSIT - HARTFORD DIVISION

URBAN FIXED ROUTE SERVICE - OPERATED BY HNS MANAGEMENT, INC.

	SFY 2003	SFY 2002	SFY 2001	SFY 2000	% CHANGE 00-03
revenue	\$ 10,558,119	\$ 11,129,615	\$ 11,533,451	\$ 11,304,045	-6.6%
expense	\$ 37,079,797	\$ 36,352,663	\$ 34,692,940	\$ 32,558,540	13.9%
net deficit	\$ 26,521,678	\$ 25,223,048	\$ 23,159,489	\$ 21,254,495	24.8%
cdot share	\$ 26,521,678	\$ 25,223,048	\$ 23,159,489	\$ 21,254,495	24.8%
passenger trips	13,539,906	14,241,584	14,670,151	14,899,706	-9.1%
deficit/passenger	\$1.96	\$1.77	\$1.58	\$1.43	37.3%
cost/passenger	\$2.74	\$2.55	\$2.36	\$2.19	25.3%
operating ratio	28.5%	30.6%	33.2%	34.7%	

CTTransit NEW HAVEN DIVISION

Operator HNS MANAGEMENT, INC.
 Administrator's Name DAVID A. LEE
 Administrator's Title GENERAL MANAGER
 Division Transp. Manager VICTOR MARQUES
 Address 470 JAMES STREET, NEW HAVEN, CT 06513
 Administrative Number 203-867-6300
 Phone information number 203-624-0151
 Fax number 203-624-1584
 E-mail dlee@cttransit.com
 Web www.cttransit.com



SYSTEM PROFILE ▶



CTTRANSIT's New Haven Division operates a fleet of 110 buses and employs 266 bus operators, maintenance and administrative/supervisory staff. The division operates 20 local and 3 commuter shuttle routes, operating 3.33 million miles and almost 290,000 hours of service annually. Local routes operate seven days a week, serving 19 towns in the South Central Region with 82 buses in service during peak hours. CTTRANSIT's New Haven buses connect with other state-owned or subsidized bus services in Meriden, Wallingford, Milford, Waterbury and the lower Naugatuck Valley areas, as well as with New Haven Line and Shore Line East rail services. Local S-Route service is operated between New Haven and Madison by DATTCO, Inc. For information, please call 860-229-4878.

SERVICE SUMMARY ▶

110 buses, serving 19 towns, 20 local routes, 3 commuter shuttle routes

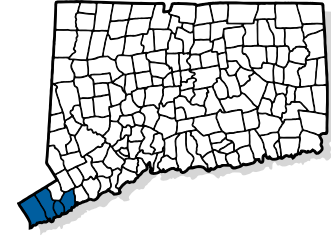
CTTRANSIT - NEW HAVEN DIVISION

URBAN FIXED ROUTE SERVICE - OPERATED BY HNS MANAGEMENT, INC.

	SFY 2003	SFY 2002	SFY 2001	SFY 2000	% CHANGE 00-03
revenue	\$ 5,895,647	\$ 6,203,452	\$ 6,541,832	\$ 6,580,450	-10.4%
expense	\$ 21,967,922	\$ 20,438,635	\$ 19,843,415	\$ 18,601,749	18.1%
net deficit	\$ 16,072,275	\$ 14,235,183	\$ 13,301,583	\$ 12,021,299	33.7%
cdot share	\$ 16,072,275	\$ 14,235,183	\$ 13,301,583	\$ 12,021,299	33.7%
passenger trips	8,249,884	8,959,779	9,204,593	9,109,121	-9.4%
deficit/passenger	\$1.95	\$1.59	\$1.45	\$1.32	47.6%
cost/passenger	\$2.66	\$2.28	\$2.16	\$2.04	30.4%
operating ratio	26.8%	30.4%	33.0%	35.4%	

CTTransit STAMFORD DIVISION

Operator	HNS MANAGEMENT, INC.
Administrator's Name	DAVID A. LEE
Administrator's Title	GENERAL MANAGER
Division Transp. Manager	ROBERT CALLING
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Administrative Number	203-327-7433
Phone information number	203-327-7433
Fax number	203-353-0701
E-mail	dlee@cttransit.com
Web	www.cttransit.com



SYSTEM PROFILE ▶



CTTRANSIT's Stamford Division operates a fleet of 53 buses and employs 98 bus operators, maintenance and administrative/supervisory staff. CTTRANSIT's Stamford division operates 14 local bus routes, 3 commuter shuttle routes and 1 express route operating over 1.3 million miles and 113,500 hours of service annually. Local routes operate seven days a week, serving 4 Connecticut towns, as well as Port Chester, NY, with 39 buses in service during peak hours. CTTRANSIT Stamford buses connect with other state-subsidized service in Norwalk, with the New Haven Line in several locations, the Harlem Line of the Metro-North Railroad in White Plains, NY, and with Bee Line buses in Westchester County, NY. In addition, the Stamford Division operates the I-BUS, an express bus between downtown Stamford and White Plains, NY, funded jointly by the Connecticut and New York State Departments of Transportation. The I-Bus, which began as a demonstration project providing only peak hour service, became permanent at the end of FY 1999 operating all day weekdays and on Saturdays and Sundays.

SERVICE SUMMARY ▶

53 buses serving 4 Connecticut towns plus Port Chester and White Plains, NY, 14 local routes, 3 commuter shuttle routes, 1 express bus route

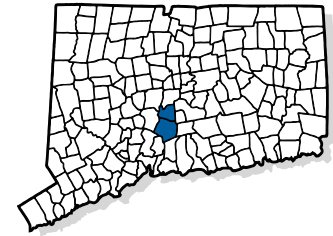
CTTRANSIT - STAMFORD DIVISION

URBAN FIXED ROUTE SERVICE - OPERATED BY HNS MANAGEMENT, INC

	SFY 2003	SFY 2002	SFY 2001	SFY 2000	% CHANGE 00-03
revenue	\$ 2,574,694	\$ 2,641,568	\$ 2,763,925	\$ 2,714,667	-5.2%
expense	\$ 7,242,650	\$ 6,823,719	\$ 6,637,515	\$ 6,008,422	20.5%
net deficit	\$ 4,667,956	\$ 4,182,151	\$ 3,873,590	\$ 3,293,755	41.7%
cdot share	\$ 4,667,956	\$ 4,182,151	\$ 3,873,590	\$ 3,293,755	41.7%
passenger trips	3,274,940	3,307,458	3,468,242	3,332,621	-1.7%
deficit/passenger	\$1.43	\$1.26	\$1.12	\$0.99	44.2%
cost/passenger	\$2.21	\$2.06	\$1.91	\$1.80	22.7%
operating ratio	35.5%	38.7%	41.6%	45.2%	

CTTransit MERIDEN/WALLINGFORD DIVISIONS

Operator NORTH EAST TRANSPORTATION COMPANY
 Administrator's Name Barbara Kalosky
 Administrator's Title GENERAL MANAGER
 Address P.O. BOX 4670
 City, state and zip code WATERBURY, CT 06704
 Phone information number 800-704-3113
 Fax number 203-753-0715
 Web www.cttransit.com



SYSTEM PROFILE ▶

The State of Connecticut owns CTTRANSIT, the largest transit operation in Connecticut. There are eight CTTRANSIT divisions in areas throughout the state. CTTRANSIT operates in the Meriden, Wallingford, New Britain, Bristol and Waterbury service areas through contracts with private bus operators.



The Meriden and Wallingford Divisions operate fixed route and complementary ADA paratransit services in their respective areas through a contract with North East Transportation Company.

SERVICE SUMMARY ▶

4 buses serving 2 towns, 7 ADA paratransit vehicles, 4 local routes

CTTRANSIT - MERIDEN DIVISION

URBAN FIXED ROUTE SERVICE - OPERATED BY NORTH EAST TRANSPORTATION COMPANY

	SFY 2003	SFY 2002	SFY 2001	SFY 2000	% CHANGE 00-03
revenue	\$ 118,430	\$ 105,405	\$ 120,076	\$ 118,915	-0.4%
expense	\$ 673,903	\$ 643,292	\$ 596,479	\$ 540,000	24.8%
net deficit	\$ 555,473	\$ 537,887	\$ 476,403	\$ 421,085	31.9%
cdot share	\$ 555,473	\$ 525,598	\$ 476,403	\$ 421,085	31.9%
passenger trips	122,208	115,506	128,202	124,895	-2.2%
deficit/passenger	\$4.55	\$4.66	\$3.72	\$3.37	34.8%
cost/passenger	\$5.51	\$5.57	\$4.65	\$4.32	27.5%
operating ratio	17.6%	16.4%	20.1%	22.0%	

CTTRANSIT - WALLINGFORD DIVISION

URBAN FIXED ROUTE SERVICE - OPERATED BY NORTH EAST TRANSPORTATION COMPANY

	SFY 2003	SFY 2002	SFY 2001	SFY 2000	% CHANGE 00-03
revenue	\$ 12,905	\$ 10,990	\$ 12,491	\$ 12,070	6.9%
expense	\$ 138,935	\$ 151,038	\$ 138,775	\$ 133,839	3.8%
net deficit	\$ 126,030	\$ 140,048	\$ 126,284	\$ 121,769	3.5%
cdot share	\$ 66,030	\$ 85,932	\$ 66,285	\$ 61,769	6.9%
passenger trips	13,588	12,543	11,753	11,483	18.3%
deficit/passenger	\$9.28	\$11.17	\$10.74	\$10.60	-12.5%
cost/passenger	\$10.22	\$12.04	\$11.81	\$11.66	-12.3%
operating ratio	9.3%	7.3%	9.0%	9.0%	

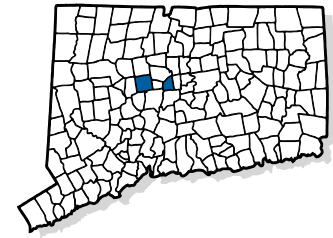
CTTRANSIT - MERIDEN/WALLINGFORD DIVISIONS

ADA OPERATIONS OPERATED BY NORTH EAST TRANSPORTATION COMPANY

	SFY 2003	SFY 2002	SFY 2001	SFY 2000	% CHANGE 00-03
revenue	\$ 34,949	\$ 31,338	\$ 31,673	\$ 28,031	24.7%
expense	\$ 429,949	\$ 344,464	\$ 291,672	\$ 322,716	33.2%
net deficit	\$ 395,000	\$ 313,126	\$ 259,999	\$ 294,685	34.0%
cdot share	\$ 395,000	\$ 313,126	\$ 259,999	\$ 294,685	34.0%
passenger trips	16,174	15,430	15,355	15,529	4.2%
deficit/passenger	\$24.42	\$20.29	\$16.93	\$18.98	28.7%
cost/passenger	\$26.58	\$22.32	\$19.00	\$20.78	27.9%
operating ratio	8.1%	9.1%	10.9%	8.7%	

CTTransit NEW BRITAIN/BRISTOL DIVISIONS

Operator THE NEW BRITAIN TRANSPORTATION COMPANY
 Administrator's Name PETER A. AGOSTINI
 Administrator's Title PRESIDENT
 Address P.O. BOX 8346, BERLIN, CT 06037
 Phone information number 860-828-0511
 Fax number 860-828-7658
 E-mail transit.info@nbt.bz
 Web www.cttransit.com



Operator DATTCO, INC.
 Administrator's Name LOUIS DEVIVO
 Administrator's Title PRESIDENT
 Address 583 SOUTH STREET, NEW BRITAIN, CT 06051
 Phone information number 860-229-4878
 Fax number 860-826-1115
 E-mail dattco@dattco.com

SYSTEM PROFILE ▶

The State of Connecticut owns CTTRANSIT, the largest transit operation in Connecticut. There are eight CTTRANSIT divisions in areas throughout the state. CTTRANSIT operates in the Meriden, Wallingford, New Britain, Bristol and Waterbury service areas through contracts with private bus operators.



The New Britain Transportation Company operates five local routes in New Britain and two local routes in Bristol. DATTCO, Inc. operates two local routes in New Britain and one route into Hartford. Complementary ADA paratransit service is provided by DATTCO, Inc. and administered by the Central Connecticut Regional Planning Agency.

SERVICE SUMMARY ▶

New Britain Transportation Company - 15 buses serving 4 towns
 DATTCO, Inc. - 7 buses, 8 ADA vehicles serving 4 towns

CTTRANSIT - NEW BRITAIN DIVISION

URBAN FIXED ROUTE SERVICE - OPERATED BY NEW BRITAIN TRANSPORTATION COMPANY

	SFY 2003	SFY 2002	SFY 2001	SFY 2000	% CHANGE 00-03
revenue	\$ 570,792	\$ 508,043	\$ 476,915	\$ 467,382	22.1%
expense	\$ 1,528,174	\$ 1,324,345	\$ 1,248,803	\$ 1,187,782	28.7%
net deficit	\$ 957,382	\$ 816,302	\$ 771,888	\$ 720,400	32.9%
cdot share	\$ 804,625	\$ 816,302	\$ 771,888	\$ 720,400	11.7%
passenger trips	540,828	517,887	558,650	538,845	0.4%
deficit/passenger	\$1.77	\$1.58	\$1.38	\$1.34	32.4%
cost/passenger	\$2.83	\$2.56	\$2.24	\$2.20	28.2%
operating ratio	37.4%	38.4%	38.2%	39.3%	

CTTRANSIT - NEW BRITAIN DIVISION

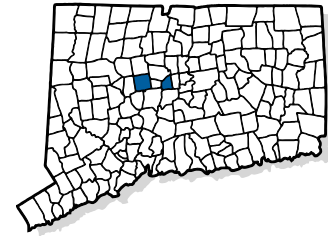
URBAN FIXED ROUTE SERVICE - OPERATED BY DATTCO, INC.

	SFY 2003	SFY 2002	SFY 2001	SFY 2000	% CHANGE 00-03
revenue	\$ 149,357	\$ 152,322	\$ 155,845	\$ 157,033	-4.9%
expense	\$ 542,201	\$ 520,112	\$ 506,165	\$ 497,444	9.0%
net deficit	\$ 392,844	\$ 367,790	\$ 350,320	\$ 340,411	15.4%
cdot share	\$ 348,500	\$ 367,790	\$ 350,320	\$ 332,693	4.8%
passenger trips	198,987	203,306	204,257	210,856	-5.6%
deficit/passenger	\$1.97	\$1.81	\$1.72	\$1.61	22.3%
cost/passenger	\$2.72	\$2.56	\$2.48	\$2.36	15.5%
operating ratio	27.5%	29.3%	30.8%	31.6%	

CTTransit NEW BRITAIN/BRISTOL DIVISIONS

Operator THE NEW BRITAIN TRANSPORTATION COMPANY
 Administrator's Name PETER A. AGOSTINI
 Administrator's Title PRESIDENT
 Address P.O. BOX 8346, BERLIN, CT 06037
 Phone information number 860-828-0511
 Fax number 860-828-7658
 E-mail transit.info@nbt.bz
 Web www.cttransit.com

Operator DATTCO, INC.
 Administrator's Name LOUIS DEVIVO
 Administrator's Title PRESIDENT
 Address 583 SOUTH STREET, NEW BRITAIN, CT 06051
 Phone information number 860-229-4878
 Fax number 860-826-1115
 E-mail dattco@dattco.com



CTTRANSIT - BRISTOL DIVISION

URBAN FIXED ROUTE SERVICE - OPERATED BY NEW BRITAIN TRANSPORTATION COMPANY

	SFY 2003	SFY 2002	SFY 2001	SFY 2000	% CHANGE 00-03
revenue	\$ 47,353	\$ 51,127	\$ 52,137	\$ 47,623	-0.6%
expense	\$ 270,486	\$ 248,967	\$ 236,741	\$ 231,403	16.9%
net deficit	\$ 223,133	\$ 197,840	\$ 184,604	\$ 183,780	21.4%
cdot share	\$ 184,500	\$ 197,840	\$ 184,604	\$ 183,780	0.4%
passenger trips	65,726	62,133	70,259	66,964	-1.8%
deficit/passenger	\$3.39	\$3.18	\$2.63	\$2.74	23.7%
cost/passenger	\$4.12	\$4.01	\$3.37	\$3.46	19.1%
operating ratio	17.5%	20.5%	22.0%	20.6%	

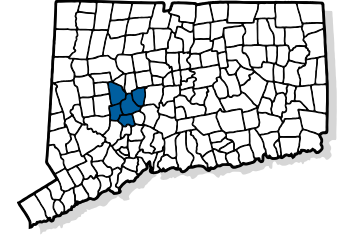
CTTRANSIT - NEW BRITAIN/BRISTOL DIVISIONS

ADA OPERATIONS - ADMINISTERED BY CENTRAL CONNECTICUT REGIONAL PLANNING AGENCY (CCRPA) - OPERATED BY DATTCO, INC.

	SFY 2003	SFY 2002	SFY 2001	SFY 2000	% CHANGE 00-03
revenue	\$ 65,014	\$ 71,805	\$ 70,831	\$ 72,472	-10.3%
expense	\$ 808,063	\$ 853,050	\$ 819,300	\$ 773,708	4.4%
net deficit	\$ 743,049	\$ 781,245	\$ 748,469	\$ 701,236	6.0%
cdot share	\$ 743,049	\$ 781,245	\$ 748,469	\$ 701,236	6.0%
passenger trips	34,218	37,988	37,123	35,003	-2.2%
deficit/passenger	\$21.72	\$20.57	\$20.16	\$20.03	8.4%
cost/passenger	\$23.62	\$22.46	\$22.07	\$22.10	6.8%
operating ratio	8.0%	8.4%	8.6%	9.4%	

CTTransit WATERBURY DIVISION

Operator NORTHEAST TRANSPORTATION COMPANY
 Administrator's Name Barbara Kalosky
 Administrator's Title GENERAL MANAGER
 Address P.O. BOX 4670, WATERBURY, CT 06704
 Phone information number 800-753-2538
 Fax number 203-753-0715
 Web www.cttransit.com



SYSTEM PROFILE ▶

The State of Connecticut owns **CTTRANSIT**, the largest transit operation in Connecticut. There are eight **CTTRANSIT** divisions in areas throughout the state. **CTTRANSIT** operates in the Meriden, Wallingford, New Britain, Bristol and Waterbury service areas through contracts with private bus operators.



The Waterbury Division operates fixed route services and complementary ADA paratransit services in the Waterbury area through a contract with the Northeast Transportation Company.

SERVICE SUMMARY ▶

36 buses and 26 paratransit vans serving 5 towns, 21 local routes

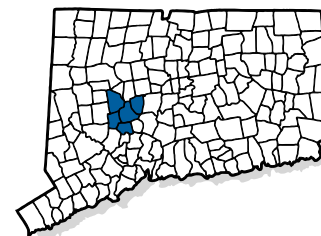
CTTRANSIT - WATERBURY DIVISION

URBAN FIXED ROUTE SERVICE - OPERATED BY NORTHEAST TRANSPORTATION COMPANY

	SFY 2003	SFY 2002	SFY 2001	SFY 2000	% CHANGE 00-03
revenue	\$ 1,124,702	\$ 1,168,545	\$ 1,205,026	\$ 1,186,874	-5.2%
expense	\$ 3,936,678	\$ 4,076,595	\$ 3,886,002	\$ 3,608,140	9.1%
net deficit	\$ 2,811,976	\$ 2,908,050	\$ 2,680,976	\$ 2,421,266	16.1%
cdot share	\$ 2,811,976	\$ 2,821,772	\$ 2,680,976	\$ 2,421,266	16.1%
passenger trips	1,125,922	1,194,380	1,255,959	1,253,408	-10.2%
deficit/passenger	\$2.50	\$2.43	\$2.13	\$1.93	29.3%
cost/passenger	\$3.50	\$3.41	\$3.09	\$2.88	21.5%
operating ratio	28.6%	28.7%	31.0%	32.9%	

CTTransit WATERBURY DIVISION

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CTTRANSIT - WATERBURY DIVISION

ADA OPERATIONS - OPERATED BY NORTHEAST TRANSPORTATION COMPANY - UNDER DIRECT CONTRACT W/CDOT - SFY '01

	SFY 2003	SFY 2002	SFY 2001	SFY 2000*	% CHANGE 00-03
revenue	\$ 110,659	\$ 98,902	\$ 105,199		
expense	\$ 1,147,503	\$ 1,168,135	\$ 1,111,587		
net deficit	\$ 1,036,844	\$ 1,069,233	\$ 1,006,388		
cdot share	\$ 1,036,844	\$ 1,069,233	\$ 1,006,388		
passenger trips	51,391	51,685	55,423		
deficit/passenger	\$20.18	\$20.69	\$18.16		
cost/passenger	\$22.33	\$22.60	\$20.06		
operating ratio	9.6%	8.5%	9.5%		

*NO DATA

CTTRANSIT - WATERBURY DIVISION

DIAL-A-RIDE OPERATIONS - OPERATED BY NORTHEAST TRANSPORTATION COMPANY - UNDER DIRECT CONTRACT W/CDOT - SFY '01

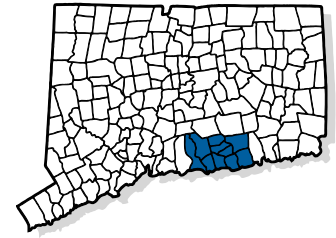
	SFY 2003	SFY 2002	SFY 2001	SFY 2000*	% CHANGE 00-03
revenue	\$ 69,925	\$ 60,330	\$ 43,046		
expense	\$ 519,925	\$ 488,793	\$ 449,884		
net deficit	\$ 450,000	\$ 428,463	\$ 406,838		
**cdot share	\$ 450,000	\$ 428,463	\$ 406,838		
passenger trips	23,415	21,525	21,573		
deficit/passenger	\$19.22	\$19.91	\$18.86		
cost/passenger	\$22.20	\$22.71	\$20.85		
operating ratio	13.4%	12.3%	9.6%		

*NO DATA

**'03 INCLUDES DMR FUNDS

Estuary TRANSIT DISTRICT

Operator	DATTCO, INC.
Administrator's Name	JAMES RODE
Title	Administrator, Estuary Transit District
Address	455 Boston Post Rd, Unit 204b, Old Saybrook Ct 06475
Phone information number	860-395-0891
Fax number	860-395-0248
E-mail	jrodeestuary@sbcglobal.net
Web	www.estuarytransit.org



SYSTEM PROFILE ►



The Estuary Transit District was formed in 1981 by the nine towns of the Connecticut River Estuary Region to provide local, coordinated public transportation for the residents of the area. The District operates a flexible service route (fixed stops with deviations) in the shoreline towns of Clinton, Westbrook, and Old Saybrook, Monday through Saturday. Rural dial-a-ride service is also available in all nine towns on a limited schedule Monday through Friday. The District participates in the Jobs Access Program through Regional Growth Connection.

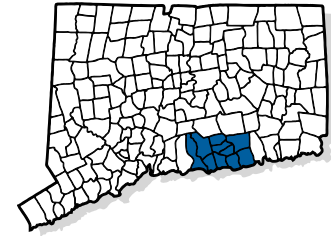
Estuary Transit has recently embarked on a campaign to revamp its bus routes throughout the area. Building on the success of its shoreline flex route, the District will develop new routes to serve the towns of Chester, Deep River, Essex and Old Lyme. Regular bus stops will be established at the local train stations and schedules will be coordinated to facilitate transfers. New marketing efforts have begun and the District continues to work closely with several different agencies to promote greater community involvement in public transportation.

SERVICE SUMMARY ►

8 buses serving 9 towns, 6 runs Monday-Friday, 1 run Saturday

Estuary TRANSIT DISTRICT

Operator: DATTCO, INC.
 Administrator's Name: JAMES RODE
 Title: Administrator, Estuary Transit District
 Address: 455 Boston Post Rd, Unit 204b, Old Saybrook Ct 06475
 Phone information number: 860-395-0891
 Fax number: 860-395-0248
 E-mail: jrodeestuary@sbcglobal.net
 Web: www.estuarytransit.org



ESTUARY TRANSIT DISTRICT

RURAL TRANSIT SERVICE

	SFY 2003	SFY 2002	SFY 2001	SFY 2000	% CHANGE 00-03
revenue	\$ 478	\$ 130,679	\$ 121,916	\$ 79,668	-99.4%
expense	\$ 164,300	\$ 319,666	\$ 319,685	\$ 278,644	-41.0%
net deficit	\$ 163,822	\$ 188,987	\$ 197,769	\$ 198,976	-17.7%
cdot share	\$ 46,607	\$ 55,639	\$ 59,548	\$ 57,826	-19.4%
passenger trips	5,945	24,602	35,515	40,269	-85.2%
deficit/passenger	\$27.56	\$7.68	\$5.57	\$4.94	457.7%
cost/passenger	\$27.64	\$12.99	\$9.00	\$6.92	299.4%
operating ratio	0.3%	40.9%	38.1%	28.6%	

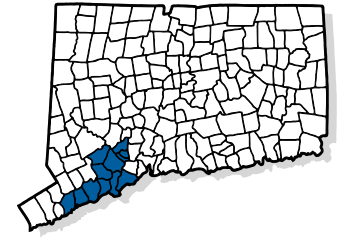
SHORELINE SHUTTLE

OPERATED BY ESTUARY TRANSIT DISTRICT

	SFY 2003	SFY 2002	SFY 2001	SFY 2000	% CHANGE 00-03
revenue	\$ 19,191	\$ 18,451	\$ 21,276	\$ 16,883	13.7%
expense	\$ 168,629	\$ 146,787	\$ 145,613	\$ 127,102	32.7%
net deficit	\$ 149,438	\$ 128,336	\$ 124,336	\$ 110,219	35.6%
cdot share	\$ 72,028	\$ 61,367	\$ 65,926	\$ 54,044	33.3%
passenger trips	17,341	18,765	19,161	16,299	6.4%
deficit/passenger	\$8.62	\$6.84	\$6.49	\$6.76	27.4%
cost/passenger	\$9.72	\$7.82	\$7.60	\$7.80	24.7%
operating ratio	11.4%	12.6%	14.6%	13.3%	

Greater Bridgeport TRANSIT AUTHORITY

Operator	GREATER BRIDGEPORT TRANSIT AUTHORITY
Administrator's Name	JEFFERY J. O' KEEFE
Administrator's Title	CHIEF EXECUTIVE OFFICER
Address	ONE CROSS STREET, BRIDGEPORT, CT 06610
Administrative number	203-366-7070
Phone information number	203-333-3031
Fax number	203-335-9813
E-mail	dholcomb@gbtabus.com
Web	www.gbtabus.com



SYSTEM PROFILE ▶



The Greater Bridgeport Transit Authority (the Authority), established under state statute in 1971, provides bus transit services in Bridgeport, Fairfield, Stratford and Trumbull, with limited services to Monroe, Shelton and Derby. In addition to 16 fixed routes, the Authority offers the Stratford Commuter Connection, a shuttle service between the Stratford train station and north Stratford and the Fairfield Trolley, a cross-town bus route served by the Authority's replica trolley. In conjunction with Milford and Norwalk transit agencies, the Authority operates the Coastal Link, providing frequent local service between Milford and Norwalk.

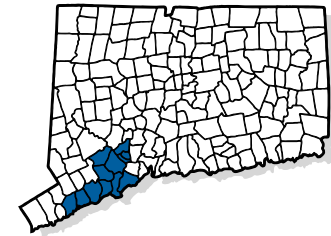
The Authority also provides extensive service for the elderly and disabled of the Bridgeport Region through its GBTAcess Program. Eligible riders are provided door-to-door service by a fleet of 20 minibuses.

SERVICE SUMMARY ▶

56 fixed route buses serving 7 towns / 16 routes / 20 minibus service for the elderly and disabled

Greater Bridgeport TRANSIT AUTHORITY

Operator GREATER BRIDGEPORT TRANSIT AUTHORITY
Administrator's Name JEFFERY J. O' KEEFE
Administrator's Title CHIEF EXECUTIVE OFFICER
Address ONE CROSS STREET, BRIDGEPORT, CT 06610
Administrative number 203-366-7070
Phone information number 203-333-3031
Fax number 203-335-9813
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TRANSIT AUTHORITY - GREATER BRIDGEPORT

URBAN FIXED ROUTE SERVICE

	SFY 2003	SFY 2002	SFY 2001	SFY 2000	% CHANGE 00-03
revenue	\$ 3,896,771	\$ 4,001,144	\$ 4,160,157	\$ 3,990,950	-2.4%
expense	\$ 10,174,451	\$ 9,993,913	\$ 9,962,630	\$ 9,394,129	8.3%
net deficit	\$ 6,277,680	\$ 5,992,769	\$ 5,802,473	\$ 5,403,179	16.2%
cdot share	\$ 5,983,976	\$ 5,838,025	\$ 5,756,072	\$ 5,353,028	11.8%
passenger trips	3,525,559	3,635,006	4,138,759	3,855,680	-8.6%
deficit/passenger	\$1.78	\$1.65	\$1.40	\$1.40	27.1%
cost/passenger	\$2.89	\$2.75	\$2.41	\$2.44	18.4%
operating ratio	38.3%	40.0%	41.8%	42.5%	

TRANSIT AUTHORITY - GREATER BRIDGEPORT

ADA OPERATIONS

	SFY 2003	SFY 2002	SFY 2001	SFY 2000	% CHANGE 00-03
revenue	\$ 181,555	\$ 188,102	\$ 145,534	\$ 117,660	54.3%
expense	\$ 1,698,994	\$ 1,778,484	\$ 1,589,005	\$ 1,659,995	2.3%
net deficit	\$ 1,517,439	\$ 1,590,382	\$ 1,443,471	\$ 1,542,335	-1.6%
cdot share	\$ 1,457,438	\$ 1,457,438	\$ 1,409,286	\$ 1,380,712	5.6%
passenger trips	72,559	78,619	72,508	81,349	-10.8%
deficit/passenger	\$20.91	\$20.23	\$19.91	\$18.96	10.3%
cost/passenger	\$23.42	\$22.62	\$21.91	\$20.41	14.7%
operating ratio	10.7%	10.6%	9.2%	7.1%	

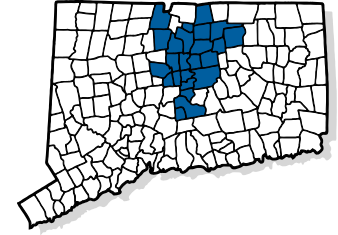
TRANSIT AUTHORITY - GREATER BRIDGEPORT

DIAL-A-RIDE OPERATIONS

	SFY 2003	SFY 2002	SFY 2001	SFY 2000	% CHANGE 00-03
revenue			\$ 6,596	\$ 4,281	
expense			\$ 71,939	\$ 59,894	
net deficit			\$ 65,343	\$ 55,613	
cdot share			\$ 26,999	\$ 52,600	
passenger trips			3,262	2,941	
deficit/passenger			\$20.03	\$18.91	
cost/passenger			\$22.05	\$20.37	
operating ratio			9.2%	7.1%	

Greater Hartford TRANSIT DISTRICT

Operator	GREATER HARTFORD TRANSIT DISTRICT
Administrator's Name	ARTHUR L. HANDMAN
Administrator's Title	EXECUTIVE DIRECTOR
Address	ONE UNION PLACE, HARTFORD, CT 06103
Phone information number	860-247-5329
ADA Reservations:	860-724-5340
Fax number	860-549-3879
E-mail	ghtd@compuserve.com
Web	www.hartfordtransit.org



SYSTEM PROFILE ▶



Since 1976, the Greater Hartford Transit District (the District) has been providing special transportation services in the Hartford region. Today, the District provides transportation for the elderly and persons with disabilities and ADA complementary paratransit service with approximately 60 paratransit buses during peak periods. The District also leases paratransit buses to 29 towns and social service agencies in the Capitol Region for their respective dial-a-ride programs for the elderly and persons with disabilities. This year, the District purchased 15 paratransit buses to replace vehicles that have reached the end of their useful life. The District has been providing transportation to people entering the work force as part of the Capitol Region Partnership's Job Access Program.

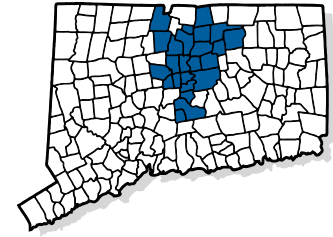
On behalf of CDOT, it also administers the Statewide Drug and Alcohol Testing Program and Statewide Transit District Insurance Consortium. In addition to providing the above services, the District offers defensive driver, OSHA, and health-related training through its Safety and Training Center. The Center is located in Hartford's Union Station, which the District also owns and operates to serve Amtrak and intercity bus passengers. The District is also managing the Downtown Circulation Planning Project to develop pathways for Transit-Way vehicles and downtown Circulator buses. On behalf of the Capitol Region Council of Governments, the District is overseeing the bus shelter replacement and enhancement programs in several towns and park-and-ride lots.

SERVICE SUMMARY ▶

76 paratransit buses operated through a subcontractor. 82 paratransit buses operated by municipalities and social service agencies. ADA service in 16 towns.

Greater Hartford TRANSIT DISTRICT

Operator GREATER HARTFORD TRANSIT DISTRICT
 Administrator's Name ARTHUR L. HANDMAN
 Administrator's Title EXECUTIVE DIRECTOR
 Address ONE UNION PLACE, HARTFORD, CT 06103
 Phone information number 860-247-5329
 ADA Reservations: 860-724-5340
 Fax number 860-549-3879
 E-mail ghtd@compuserve.com
 Web www.hartfordtransit.org



TRANSIT DISTRICT - GREATER HARTFORD

ADA OPERATIONS

	SFY 2003	SFY 2002	SFY 2001	SFY 2000	% CHANGE 00-03
revenue	\$ 262,715	\$ 222,195	\$ 149,309	\$ 131,480	99.8%
expense	\$ 3,857,054	\$ 2,812,735	\$ 2,091,684	\$ 1,892,331	103.8%
net deficit	\$ 3,594,339	\$ 2,590,540	\$ 1,942,375	\$ 1,760,851	104.1%
cdot share	\$ 3,594,339	\$ 2,590,540	\$ 1,942,375	\$ 1,760,851	104.1%
passenger trips	145,478	116,782	93,793	85,693	69.8%
deficit/passenger	\$24.71	\$22.18	\$20.71	\$20.55	20.2%
cost/passenger	\$26.51	\$24.09	\$22.30	\$22.08	20.1%
operating ratio	6.8%	7.9%	7.1%	6.9%	

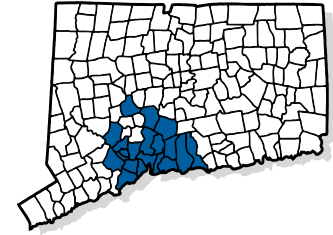
TRANSIT DISTRICT - GREATER HARTFORD

DIAL-A-RIDE OPERATIONS

	SFY 2003	SFY 2002	SFY 2001	SFY 2000	% CHANGE 00-03
revenue	\$ 38,236	\$ 37,847	\$ 57,280	\$ 64,420	-40.6%
expense	\$ 3,424,680	\$ 3,129,358	\$ 3,227,885	\$ 2,843,187	20.5%
net deficit	\$ 3,386,444	\$ 3,091,511	\$ 3,170,605	\$ 2,778,767	\$21.9%
cdot share	\$ 634,911	\$ 740,835	\$ 740,835	\$ 740,835	-14.3%
passenger trips	311,289	354,590	346,663	353,560	-12.0%
deficit/passenger	\$10.88	\$8.72	\$9.15	\$7.86	38.4%
cost/passenger	\$11.00	\$8.83	\$9.31	\$8.04	36.8%
operating ratio	1.1%	1.2%	1.8%	2.3%	

Greater New Haven TRANSIT DISTRICT

Operator GREATER NEW HAVEN TRANSIT DISTRICT
 Administrator's Name DONNA K. CARTER
 Administrator's Title EXECUTIVE DIRECTOR
 Address 840 SHERMAN AVENUE, HAMDEN, CT 06514
 Phone information number 203-288-6282
 Fax number 203-288-7471
 E-mail myride@gnhtd.org
 Web www.gnhtd.org



SYSTEM PROFILE ▶



Established in 1973, the Greater New Haven Transit District (GNHTD) is comprised of nine member municipalities. Services include an ADA complementary paratransit service program for 19 towns, provided under contract to CDOT, and a dial-a-ride transportation service provided to any person who has reached the age of 70 and resides in one of the member municipalities.

In 2002 GNHTD, along with its partners, the City of New Haven, the New Haven Clean Cities Coalition, the United Illuminating Company and the New Haven Savings Bank, implemented a downtown circulator service and an AM and PM parking shuttle utilizing GNHTD's fleet of four fully battery-operated zero emission vehicles.

An additional service, provided through the regional Job Access Program, transported low-income clients from the New Haven region to employment opportunities along the CT shoreline.

GNHTD continues to oversee an annual Small Vehicle Acquisition Program which affords other transit and municipal agencies, as well as CDOT through its 5310 program, the opportunity to "tack-on" to the procurement. Additionally, GNHTD oversees a regional bus shelter installation/replacement project and various transit enhancement projects.

SERVICE SUMMARY ▶

32 paratransit vehicles operated in 19 towns. 4 electric trolley replica vehicles operated in downtown New Haven.

TRANSIT DISTRICT - GREATER NEW HAVEN

ADA OPERATIONS

	SFY 2003	SFY 2002	SFY 2001	SFY 2000	% CHANGE 00-03
revenue	\$ 215,078	\$ 234,684	\$ 284,344	\$ 216,134	-0.5%
expense	\$ 2,951,078	\$ 2,865,582	\$ 2,758,443	\$ 2,380,509	24.0%
net deficit	\$ 2,736,000	\$ 2,630,898	\$ 2,474,099	\$ 2,164,375	26.4%
cdot share	\$ 2,736,000	\$ 2,630,898	\$ 2,470,000	\$ 1,898,965	44.1%
passenger trips	94,413	105,712	107,036	117,361	-19.6%
deficit/passenger	\$28.98	\$24.89	\$23.11	\$18.44	57.1%
cost/passenger	\$31.26	\$27.11	\$25.77	\$20.28	54.1%
operating ratio	7.3%	8.2%	10.3%	9.1%	

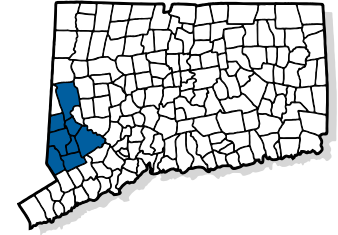
TRANSIT DISTRICT - GREATER NEW HAVEN

DIAL-A-RIDE OPERATIONS

	SFY 2003	SFY 2002	SFY 2001	SFY 2000	% CHANGE 00-03
revenue	\$ 8,601	\$ 7,688	\$ 10,106	\$ 24,015	-64.2%
expense	\$ 120,545	\$ 88,192	\$ 103,548	\$ 399,584	-69.8%
net deficit	\$ 111,943	\$ 80,504	\$ 93,442	\$ 375,569	-70.2%
cdot share	\$ 84,226	\$ 60,654	\$ 60,612	\$ 255,835	-67.1%
passenger trips	10,089	6,713	6,830	7,489	34.7%
deficit/passenger	\$11.10	\$11.99	\$13.68	\$50.15	-77.9%
cost/passenger	\$11.95	\$13.14	\$15.16	\$53.36	-77.6%
operating ratio	7.1%	8.7%	9.8%	6.0%	

Housatonic Area Regional TRANSIT DISTRICT

Operator	HART
Administrator's Name	ERIC BERGSTRAESSER
Administrator's Title	EXECUTIVE DIRECTOR
Address	62 FEDERAL ROAD, DANBURY, CT 06810
Phone information number	203-748-2034
Fax number	203-744-0764
E-mail	info@hartct.org
Web	www.hartct.org



SYSTEM PROFILE ►



HART was founded in 1972 to regulate transportation resources in the Housatonic Region and began operation of transit services in 1982. The district operates urban fixed route, ADA paratransit, senior/disabled dial-a-ride, interstate commuter rail shuttles, job access services and a downtown Danbury trolley circulator.

During FY 2002, the District underwent a significant service expansion. HART began operation of a commuter shuttle service from the town of Ridgefield, Connecticut, to the Metro-North station in Katonah, New York, funded through the State Transportation Strategy Board (TSB). A second TSB-funded service, the Danbury-Norwalk Route 7 Link, was initiated between the Danbury and Norwalk central business districts. The Link service is operated jointly with the Norwalk Transit District.

In FY2003, an evening/Sunday/holiday job access service was started, serving Danbury and Bethel. This is the fourth job access route in the Housatonic Region.

The district carries over 140,000 passenger trips annually on services subsidized by sources other than CDOT. Funding sources include the Federal Transit Administration, New York State Department of Transportation, Connecticut Department of Social Services and member municipalities.

SERVICE SUMMARY ►

2 40-foot transit buses
 24 35-foot transit buses
 35 body-on-chassis buses
 2 trolley replica buses

15 fixed routes in 11 municipalities (8 CT, 3 NY)
 ADA paratransit service in 5 municipalities
 Senior/disabled dial-a-ride in 8 municipalities

Connecticut municipalities served:

Bethel, Brookfield, Danbury, New Fairfield, New Milford, Newtown, Norwalk, Ridgefield, Redding, Wilton.

New York municipalities served:

Bedford, Brewster, Lewisboro

Housatonic Area Regional TRANSIT DISTRICT

TRANSIT DISTRICT - HOUSATONIC AREA REGIONAL

URBAN FIXED ROUTE SERVICE

	SFY 2003	SFY 2002	SFY 2001	SFY 2000	% CHANGE 00-03
revenue	\$ 447,866	\$ 457,999	\$ 451,792	\$ 430,337	4.1%
expense	\$ 1,947,953	\$ 2,023,248	\$ 1,925,249	\$ 1,811,945	7.5%
net deficit	\$ 1,500,087	\$ 1,565,249	\$ 1,473,457	\$ 1,381,608	8.6%
cdot share	\$ 1,305,010	\$ 1,273,180	\$ 1,274,557	\$ 1,200,123	8.7%
passenger trips	506,284	518,121	536,587	521,101	-2.8%
deficit/passenger	\$2.96	\$3.02	\$2.75	\$2.65	11.8%
cost/passenger	\$3.85	\$3.90	\$3.59	\$3.48	10.7%
operating ratio	23.0%	22.6%	23.5%	23.8%	

TRANSIT DISTRICT - HOUSATONIC AREA REGIONAL

ADA OPERATIONS

	SFY 2003	SFY 2002	SFY 2001	SFY 2000	% CHANGE 00-03
revenue	\$ 6,079	\$ 6,375	\$ 6,601	\$ 6,110	-0.5%
expense	\$ 220,812	\$ 215,356	\$ 232,135	\$ 223,395	-1.2%
net deficit	\$ 214,733	\$ 208,981	\$ 225,534	\$ 217,285	-1.2%
cdot share	\$ 143,741	\$ 143,741	\$ 142,466	\$ 139,554	3.0%
passenger trips	6,156	6,375	6,601	6,110	0.8%
deficit/passenger	\$34.88	\$32.78	\$34.17	\$35.56	-1.9%
cost/passenger	\$35.87	\$33.78	\$35.17	\$36.56	-1.9%
operating ratio	2.8%	3.0%	2.8%	2.7%	

TRANSIT DISTRICT - ROUTE 7 LINK DANBURY-NORWALK

OPERATED BY HOUSATONIC AREA REGIONAL TRANSIT DISTRICT FAIRFIELD COUNTY INTERREGIONAL SERVICES

	SFY 2003	SFY 2002*	SFY 2001	SFY 2000	% CHANGE 00-03
revenue	\$ 17,629	\$ 5,357			
expense	\$ 130,632	\$ 45,834			
net deficit	\$ 113,003	\$ 40,477			
cdot share	\$ 113,003	\$ 40,477			
passenger trips	24,646	8,498			
deficit/passenger	\$4.59	\$4.76			
cost/passenger	\$5.30	\$5.39			
operating ratio	13.5%	11.7%			

*STARTED ON FEBRUARY 2002

TRANSIT DISTRICT - HARLEM LINE FEEDER, KATONAH SHUTTLE

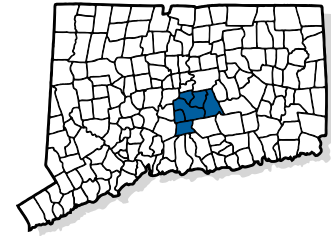
OPERATED BY HOUSATONIC AREA REGIONAL TRANSIT DISTRICT HARLEM LINE FEEDER BUS SERVICE

	SFY 2003	SFY 2002*	SFY 2001	SFY 2000	% CHANGE 00-03
revenue	\$ 22,231	\$ 1,075			
expense	\$ 200,323	\$ 43,538			
net deficit	\$ 178,092	\$ 42,463			
cdot share	\$ 178,092	\$ 42,463			
passenger trips	22,264	3,468			
deficit/passenger	\$8.00	\$12.24			
cost/passenger	\$9.00	\$12.55			
operating ratio	11.1%	2.5%			

*STARTED ON APRIL 2002

Middletown Area TRANSIT

Operator	MIDDLETOWN AREA TRANSIT
Administrator's Name	THOMAS A. CHEESEMAN
Administrator's Title	ADMINISTRATOR
Address	340 MAIN STREET, MIDDLETOWN, CT 06457
Phone information number	860-346-0212
Fax number	860-347-8314
E-mail	tcheeseman@mtdct.org



SYSTEM PROFILE ▶



Job Access

The M-Link Service, which connects the cities of Middletown and Meriden and serves Westfield Shopping Center and the Route 372 corridor in Cromwell, continued its modest growth in FY03. It remains one of the vital links in the regional economy, matching individuals with the geographical locations of jobs.

The Night Owl Service, which consists of two routes crossing the towns in North/South and East/West directions, saw a reduction in hours but nevertheless remains a vital ingredient in the economic vitality of the City of Middletown. Ridership should grow as major retail tenants continue to move into Middletown.

Urban Fixed Route

The Urban Fixed Route fleet was totally upgraded in FY03, with seven, new low-floor Gillig buses. They are more fuel-efficient and the marquee provides increased visibility for those who are visually impaired. The buses are equipped with ramps instead of lifts. Ridership showed a decrease due primarily to a depressed economy. However, we do expect a rebound in FY04.

Rural Fixed Route

Rural Fixed Route continued to be a vital ingredient in linking the rural suburbs with the urban areas in the region. Ridership dipped slightly in the beginning of the fiscal year but rebounded towards the end of the fiscal year.

ADA/Dial-A-Ride

FY03 saw continued modest growth in ridership, particularly in disabled riders. The District announced that a fare structure would be implemented in FY04.

SERVICE SUMMARY ▶

- 7 2003 Gillig Low-Floors
- 6 2003 Goshen Coaches
- 2 2003 International Harvester Buses

Middletown Area TRANSIT

TRANSIT DISTRICT - MIDDLETOWN

URBAN FIXED ROUTE SERVICE

	SFY 2003	SFY 2002	SFY 2001	SFY 2000	% CHANGE 00-03
revenue	\$ 231,726	\$ 218,382	\$ 216,939	\$ 205,379	12.8%
expense	\$ 1,152,641	\$ 1,111,709	\$ 1,055,441	\$ 969,550	18.9%
net deficit	\$ 920,915	\$ 893,327	\$ 838,502	\$ 764,171	20.5%
cdot share	\$ 633,965	\$ 618,502	\$ 643,714	\$ 583,011	8.7%
passenger trips	246,586	244,353	247,452	241,768	2.0%
deficit/passenger	\$3.73	\$3.66	\$3.39	\$3.16	18.2%
cost/passenger	\$4.67	\$4.55	\$4.27	\$4.01	16.6%
operating ratio	20.1%	19.6%	20.6%	21.2%	

TRANSIT DISTRICT - MIDDLETOWN

RURAL TRANSIT SERVICE

	SFY 2003	SFY 2002	SFY 2001	SFY 2000	% CHANGE 00-03
revenue	\$ 14,485	\$ 16,175	\$ 20,583	\$ 20,302	-28.7%
expense	\$ 118,125	\$ 120,693	\$ 130,722	\$ 120,100	-1.6%
net deficit	\$ 103,640	\$ 104,517	\$ 110,139	\$ 99,799	3.8%
cdot share	\$ 34,201	\$ 30,398	\$ 36,387	\$ 31,172	9.7%
passenger trips	17,899	20,104	22,925	21,953	-18.5%
deficit/passenger	\$5.79	\$5.20	\$4.80	\$4.55	27.4%
cost/passenger	\$6.60	\$6.60	\$5.70	\$5.47	20.6%
operating ratio	12.3%	13.4%	15.7%	16.9%	

TRANSIT DISTRICT - MIDDLETOWN

ADA OPERATIONS

	SFY 2003	SFY 2002	SFY 2001	SFY 2000	% CHANGE 00-03
revenue	\$ 38,243	\$ 30,302	\$ 30,568	\$ 29,896	27.9%
expense	\$ 219,334	\$ 197,827	\$ 211,315	\$ 184,496	18.9%
net deficit	\$ 181,091	\$ 167,525	\$ 180,747	\$ 154,600	17.1%
cdot share	\$ 125,219	\$ 125,219	\$ 85,732	\$ 97,278	28.7%
passenger trips	17,669	15,376	15,284	14,948	18.2%
deficit/passenger	\$10.25	\$10.90	\$11.83	\$10.34	-0.9%
cost/passenger	\$12.41	\$12.87	\$13.83	\$12.34	0.6%
operating ratio	17.4%	15.3%	14.5%	16.2%	

TRANSIT DISTRICT - MIDDLETOWN

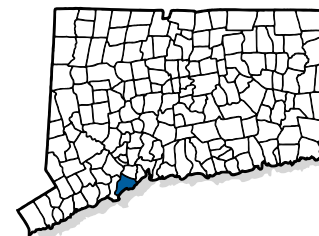
DIAL-A-RIDE OPERATIONS

	SFY 2003	SFY 2002	SFY 2001	SFY 2000	% CHANGE 00-03
revenue*					
expense	\$ 195,644	\$ 272,234	\$ 225,331	\$ 307,783	-36.4%
net deficit	\$ 195,644	\$ 272,234	\$ 225,331	\$ 307,783	-36.4%
cdot share	\$ 93,829	\$ 103,298	\$ 84,996	\$ 113,524	-17.3%
passenger trips	24,121	24,354	22,477	32,141	-25.0%
deficit/passenger	\$8.11	\$11.18	\$10.02	\$9.58	-15.3%
cost/passenger	\$8.11	\$11.18	\$10.02	\$9.58	-15.3%
operating ratio	0.0%	0.0%	0.0%	0.0%	

* MIDDLETOWN AREA TRANSIT DOES NOT CHARGE A FARE FOR DIAL-A-RIDE TRIPS.

Milford TRANSIT DISTRICT

Operator MILFORD TRANSIT DISTRICT
 Administrator's Name HENRY D. JADACH
 Administrator's Title EXECUTIVE DIRECTOR
 Address 259 RESEARCH DRIVE, MILFORD, CT 06460
 Phone information number 203-874-4507
 Fax number 203-882-0954
 E-mail hankoshay@aol.com
 Web www.milfordtransitdistrict.com



SYSTEM PROFILE ▶



Created in 1977, the District celebrated its 25th anniversary of service in December 2002. The District is responsible for providing fixed route bus service and ADA/elderly and disabled van service in Milford. Newer services include a Job Access service from Milford to Norwalk and a Commuter Connection service to the Milford Rail Station. The District operates two rail stations and four commuter parking lots for New Haven Line commuters. The District also recently constructed and moved into a new 25,000 square foot administrative, maintenance and storage facility.

SERVICE SUMMARY ▶

9 buses and 14 ADA paratransit vans serving several towns / 6 routes

TRANSIT DISTRICT - MILFORD

URBAN FIXED ROUTE SERVICE

	SFY 2003	SFY 2002	SFY 2001	SFY 2000	% CHANGE 00-03
revenue	\$ 64,859	\$ 74,266	\$ 72,560	\$ 82,373	-21.3%
expense	\$ 653,965	\$ 732,374	\$ 705,656	\$ 675,695	-3.2%
net deficit	\$ 589,106	\$ 658,108	\$ 633,096	\$ 593,322	-0.7%
cdot share	\$ 438,156	\$ 428,819	\$ 418,957	\$ 404,212	8.4%
passenger trips	77,708	102,671	112,748	140,293	-44.6%
deficit/passenger	\$7.58	\$6.41	\$5.62	\$4.23	79.3%
cost/passenger	\$8.42	\$7.13	\$6.26	\$4.82	74.7%
operating ratio	9.9%	10.1%	10.3%	12.2%	

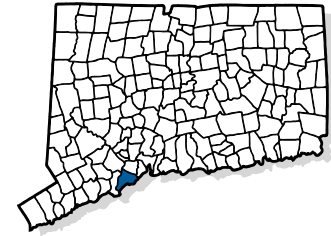
TRANSIT DISTRICT - MILFORD

ADA OPERATIONS

	SFY 2003	SFY 2002	SFY 2001	SFY 2000	% CHANGE 00-03
revenue	\$ 305,231	\$ 256,305	\$ 288,100	\$ 221,645	37.7%
expense	\$ 660,172	\$ 520,016	\$ 531,357	\$ 471,260	40.1%
net deficit	\$ 354,941	\$ 263,711	\$ 243,257	\$ 249,615	42.2%
cdot share	\$ 170,809	\$ 170,809	\$ 192,012	\$ 166,478	2.6%
passenger trips	49,689	46,620	46,659	35,995	38.0%
deficit/passenger	\$7.14	\$5.66	\$5.21	\$6.93	3.0%
cost/passenger	\$13.29	\$11.15	\$11.39	\$13.09	1.5%
operating ratio	46.2%	49.3%	54.2%	47.0%	

Milford TRANSIT DISTRICT

Operator MILFORD TRANSIT DISTRICT
 Administrator's Name HENRY D. JADACH
 Administrator's Title EXECUTIVE DIRECTOR
 Address 259 RESEARCH DRIVE, MILFORD, CT 06460
 Phone information number 203-874-4507
 Fax number 203-882-0954
 E-mail hankoshay@aol.com
 Web www.milfordtransitdistrict.com



TRANSIT DISTRICT - MILFORD

DIAL-A-RIDE OPERATIONS

	SFY 2003	SFY 2002	SFY 2001	SFY 2000	% CHANGE 00-03
revenue	\$ 133,718	\$ 109,405	\$ 121,851	\$ 95,441	40.1%
expense	\$ 282,931	\$ 222,138	\$ 225,775	\$ 201,416	40.5%
net deficit	\$ 149,213	\$ 112,733	\$ 103,924	\$ 105,975	40.8%
cdot share	\$ 35,103	\$ 38,645	\$ 38,645	\$ 37,113	-5.4%
passenger trips	20,659	19,884	19,833	15,479	33.5%
deficit/passenger	\$7.22	\$5.67	\$5.24	\$6.85	5.5%
cost/passenger	\$13.70	\$11.17	\$11.38	\$13.01	5.2%
operating ratio	47.3%	49.3%	54.0%	47.4%	

TRANSIT DISTRICT - WHEELER SHUTTLE

OPERATED BY MILFORD TRANSIT DISTRICT ENHANCED COMMUTER CONNECTION SERVICES

	SFY 2003	SFY 2002*	SFY 2001	SFY 2000	% CHANGE 00-03
revenue	\$ 4,344	\$ 1,130			
expense	\$ 77,400	\$ 34,200			
net deficit	\$ 73,056	\$ 33,070			
cdot share	\$ 73,056	\$ 33,070			
passenger trips	5,293	1,352			
deficit/passenger	\$13.80	\$24.46			
cost/passenger	\$14.62	\$25.30			
operating ratio	5.6%	3.3%			

*STARTED ON JANUARY 2002

TRANSIT DISTRICT - COASTAL LINK ENHANCEMENTS

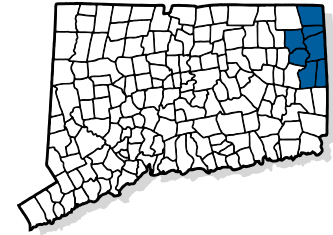
OPERATED BY MILFORD TRANSIT DISTRICT FAIRFIELD COUNTY INTERREGIONAL SERVICES

	SFY 2003	SFY 2002*	SFY 2001	SFY 2000	% CHANGE 00-03
revenue	\$ 38,484	\$ 15,165			
expense	\$ 103,045	\$ 41,699			
net deficit	\$ 64,561	\$ 26,534			
cdot share	\$ 64,561	\$ 26,534			
passenger trips	52,455	18,744			
deficit/passenger	\$1.23	\$1.42			
cost/passenger	\$1.96	\$2.22			
operating ratio	37.3%	36.4%			

*STARTED ON FEBRUARY 2002

Northeastern Connecticut TRANSIT DISTRICT

Operator NORTHEASTERN CONNECTICUT TRANSIT DISTRICT
 Administrator's Name JOHN J. FILCHAK
 Administrator's Title TRANSIT MANAGER
 Address 125 PUTNAM PIKE, P.O. BOX 759, DAYVILLE, CT 06241
 Phone information number 860-774-3902
 Fax number 860-779-2056
 E-mail john.neccog@snet.net



SYSTEM PROFILE ▶



The Northeastern Connecticut Transit District has been serving the people of northeastern Connecticut for more than twenty years. The District operates flexible routes (fixed stops with deviations) in the towns of Brooklyn, Killingly, Putnam and Thompson, and two days a week in Pomfret, Monday through Friday. The District also has Saturday service. The District coordinates with local merchants and restaurants to offer riders money-saving coupons at various stops along the routes. Additionally, the District participates in the Job Access Program through the Eastern Connecticut Transportation Collaborative.

SERVICE SUMMARY ▶

8 buses serving 5 towns, 8 runs daily, Monday-Friday, 2 Saturday runs

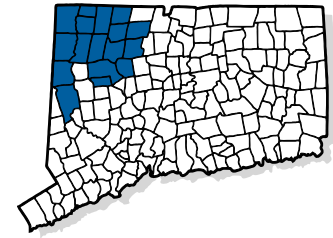
TRANSIT DISTRICT - NORTHEASTERN CONNECTICUT

RURAL TRANSIT SERVICE

	SFY 2003	SFY 2002	SFY 2001	SFY 2000	% CHANGE 00-03
revenue	\$ 22,192	\$ 19,851	\$ 17,734	\$ 62,966	-64.8%
expense	\$ 416,508	\$ 373,186	\$ 294,031	\$ 310,556	34.1%
net deficit	\$ 394,316	\$ 351,903	\$ 276,297	\$ 247,590	59.3%
cdot share	\$ 109,149	\$ 88,546	\$ 79,205	\$ 67,848	60.9%
passenger trips	25,175	27,812	21,430	15,452	62.9%
deficit/passenger	\$15.66	\$12.65	\$12.89	\$16.02	-2.2%
cost/passenger	\$16.54	\$13.42	\$13.72	\$20.10	-17.7%
operating ratio	5.3%	5.3%	6.0%	20.3%	

Northwestern Connecticut TRANSIT DISTRICT

Operator NORTHWESTERN CONNECTICUT TRANSIT DISTRICT
 Administrator's Name CAROL L. DEANE
 Administrator's Title EXECUTIVE DIRECTOR
 Address 140 MAIN ST, TORRINGTON, CT 06790
 Phone information number 860-489-2535
 Fax number 860-489-3353
 E-mail cdeane8827@aol.com



SYSTEM PROFILE ▶



The Northwestern Connecticut Transit District was formed in 1987 and provides service to sixteen towns. The District operates a deviated fixed route service and a rural dial-a-ride service in all towns. Five vehicles are used during deviated fixed route peak service and eight vehicles are used for rural transit dial-a-ride peak service. Two vehicles are used for the Job Access Program. Three years ago, the District changed its bus system throughout the service area by doubling service in certain towns, increasing the frequency of service to senior housing complexes and employing several marketing efforts. In the past year, the District has established a toll free number (1-866-906-7433) and installed "Intransit 2000" to dispatch all ride requests in the 16 area towns served.

SERVICE SUMMARY ▶

16 buses serving 16 towns - 5 local routes
 5 day - 3 shift - Canaan - job access
 5 day - 1 shift - Torrington/Waterbury - job access

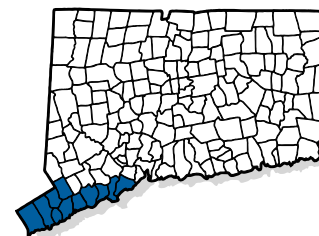
TRANSIT DISTRICT - NORTHWESTERN CONNECTICUT

RURAL TRANSIT SERVICE

	SFY 2003	SFY 2002	SFY 2001	SFY 2000	% CHANGE 00-03
revenue	\$ 167,710	\$ 179,588	\$ 172,023	\$ 183,232	-8.5%
expense	\$ 698,055	\$ 679,415	\$ 712,199	\$ 651,253	7.2%
net deficit	\$ 530,345	\$ 499,827	\$ 540,176	\$ 468,021	13.3%
cdot share	\$ 169,770	\$ 131,287	\$ 149,329	\$ 141,575	19.9%
passenger trips	97,008	111,269	113,869	99,036	-2.0%
deficit/passenger	\$5.47	\$4.49	\$4.74	\$4.73	15.7%
cost/passenger	\$7.20	\$6.11	\$6.25	\$6.58	9.4%
operating ratio	24.0%	26.4%	24.2%	28.1%	

Norwalk TRANSIT DISTRICT

Operator	NORWALK TRANSIT DISTRICT
Administrator's Name	LOUIS SCHULMAN
Administrator's Title	ADMINISTRATOR
Address	275 WILSON AVENUE, NORWALK, CT 06854
Office number	203-299-5160
Phone information number	203-852-0000
Fax number	203-299-5166
E-mail	lschulman@norwalktransit.com
Web	www.norwalktransit.com



SYSTEM PROFILE ▶



The Norwalk Transit District was established in 1974 and began operation in 1978. The District operates fixed route bus service within Norwalk and Westport; intertown fixed route bus service between Norwalk and Milford (Coastal Link) and between Norwalk and Danbury (Route 7 Link); complementary ADA service in Westport, Norwalk, Darien, Stamford and Greenwich; and intertown door-to-door services for the elderly and disabled, in seven of the eight towns and cities in the Southwest Region. The District also operates two rail shuttle service routes in Greenwich, three in Norwalk, and three in Westport.

During FY 2003, due to budget constraints, the District reduced fixed route service in Norwalk and eliminated one route. However, increased shuttle service was offered in Westport in response to the opening of a small college on the Norwalk Westport border.

SERVICE SUMMARY ▶

The Norwalk Transit District has a fleet of 61 vehicles. In addition, the District has contracts with purchased transportation providers who add an additional 17 vehicles to the total. Therefore, the total fleet used to provide all of the following services are 78 vehicles. Vehicles are used in mixed applications, both fixed route and demand response, based on time of day.

The following are all of the services provided by the District:

- Fixed Route
 - 16 routes
 - 25 vehicles
- ADA and Elderly (Stamford and Westport)
 - ADA service
 - 36 vehicles
- Shuttles
 - 14 routes
 - 17 vehicles

Norwalk TRANSIT DISTRICT

TRANSIT DISTRICT - NORWALK

URBAN FIXED ROUTE SERVICE

	SFY 2003	SFY 2002	SFY 2001	SFY 2000	% CHANGE 00-03
revenue	\$ 991,132	\$ 1,052,728	\$ 1,073,495	\$ 1,087,014	-8.8%
expense	\$ 3,701,411	\$ 3,895,596	\$ 3,751,211	\$ 3,747,330	-1.2%
net deficit	\$ 2,710,279	\$ 2,842,868	\$ 2,677,716	\$ 2,660,316	1.9%
cdot share	\$ 2,473,050	\$ 2,554,595	\$ 2,557,214	\$ 2,408,008	2.7%
passenger trips	876,987	1,032,901	1,371,575	1,267,730	-30.8%
deficit/passenger	\$3.09	\$2.75	\$1.95	\$2.10	47.3%
cost/passenger	\$4.22	\$3.77	\$2.73	\$2.96	42.8%
operating ratio	26.8%	27.0%	28.6%	29.0%	

TRANSIT DISTRICT - NORWALK

URBAN FIXED ROUTE SERVICE WESTPORT SERVICES

	SFY 2003	SFY 2002	SFY 2001	SFY 2000	% CHANGE 00-03
revenue	\$ 118,082	\$ 117,133	\$ 132,487	\$ 156,606	-24.6%
expense	\$ 773,513	\$ 825,877	\$ 760,068	\$ 754,242	2.6%
net deficit	\$ 655,431	\$ 708,744	\$ 627,581	\$ 597,636	9.7%
cdot share	\$ 465,275	\$ 453,926	\$ 458,945	\$ 427,879	8.7%
passenger trips	89,350	99,200	109,250	135,789	-34.2%
deficit/passenger	\$7.34	\$7.14	\$5.74	\$4.40	66.7%
cost/passenger	\$8.66	\$8.33	\$6.96	\$5.55	55.9%
operating ratio	15.3%	14.2%	17.4%	20.8%	

TRANSIT DISTRICT - NORWALK

ADA OPERATIONS NORWALK AREA

	SFY 2003	SFY 2002	SFY 2001	SFY 2000	% CHANGE 00-03
revenue	\$ 142,150	\$ 146,956	\$ 158,253	\$ 134,338	5.8%
expense	\$ 982,007	\$ 1,001,730	\$ 827,098	\$ 769,094	27.7%
net deficit	\$ 839,857	\$ 854,774	\$ 668,845	\$ 634,756	32.3%
cdot share	\$ 286,115	\$ 286,115	\$ 279,773	\$ 277,782	3.0%
passenger trips	32,957	33,350	31,521	30,871	6.8%
deficit/passenger	\$25.48	\$25.63	\$21.22	\$20.56	23.9%
cost/passenger	\$29.80	\$30.04	\$26.24	\$24.91	19.6%
operating ratio	14.5%	14.7%	19.1%	17.5%	

TRANSIT DISTRICT - NORWALK

ADA OPERATIONS STAMFORD AREA

	SFY 2003	SFY 2002	SFY 2001	SFY 2000	% CHANGE 00-03
revenue	\$ 43,679	\$ 50,054	\$ 60,679	\$ 54,970	-20.5%
expense	\$ 783,021	\$ 698,141	\$ 617,568	\$ 629,226	24.4%
net deficit	\$ 739,342	\$ 648,087	\$ 556,889	\$ 574,256	28.7%
cdot share	\$ 739,342	\$ 648,087	\$ 556,888	\$ 574,256	28.7%
passenger trips	22,525	25,098	26,262	27,672	-18.6%
deficit/passenger	\$32.82	\$25.82	\$21.21	\$20.75	58.2%
cost/passenger	\$34.76	\$27.82	\$23.52	\$22.74	52.9%
operating ratio	5.6%	7.2%	9.8%	8.7%	

Norwalk TRANSIT DISTRICT

TRANSIT DISTRICT - NORWALK

ADA OPERATIONS WESTPORT AREA

	SFY 2003	SFY 2002	SFY 2001	SFY 2000	% CHANGE 00-03
revenue	\$ 10,488	\$ 11,924	\$ 12,438	\$ 13,708	-23.5%
expense	\$ 181,693	\$ 177,279	\$ 157,699	\$ 159,437	14.0%
net deficit	\$ 171,205	\$ 165,355	\$ 145,261	\$ 145,729	17.5%
cdot share	\$ 56,650	\$ 56,650	\$ 58,655	\$ 55,000	3.0%
passenger trips	5,555	6,000	5,596	7,028	-21.0%
deficit/passenger	\$30.82	\$27.56	\$25.96	\$20.74	48.6%
cost/passenger	\$32.71	\$29.55	\$28.18	\$22.69	44.2%
operating ratio	5.8%	6.7%	7.9%	8.6%	

TRANSIT DISTRICT - GREENWICH SHUTTLE

ADMINISTERED BY NORWALK TRANSIT DISTRICT

	SFY 2003	SFY 2002	SFY 2001	SFY 2000	% CHANGE 00-03
revenue	\$ 54,816	\$ 50,833	\$ 43,913	\$ 39,396	39.1%
expense	\$ 182,917	\$ 186,104	\$ 156,363	\$ 140,510	30.2%
net deficit	\$ 128,101	\$ 135,271	\$ 112,450	\$ 101,114	26.7%
cdot share	\$ 128,101	\$ 135,271	\$ 112,450	\$ 101,114	26.7%
passenger trips	53,847	56,725	51,485	43,734	23.1%
deficit/passenger	\$2.38	\$2.38	\$2.18	\$2.31	2.9%
cost/passenger	\$3.40	\$3.28	\$3.04	\$3.21	5.7%
operating ratio	30.0%	27.3%	28.1%	28.0%	

TRANSIT DISTRICT - NORWALK COMMUTER SHUTTLE

ADMINISTERED BY NORWALK TRANSIT DISTRICT

	SFY 2003	SFY 2002	SFY 2001	SFY 2000	% CHANGE 00-03
revenue	\$ 58,493	\$ 68,704	\$ 38,503	\$ 30,777	90.1%
expense	\$ 166,917	\$ 185,642	\$ 145,133	\$ 132,236	26.2%
net deficit	\$ 108,424	\$ 116,939	\$ 106,630	\$ 101,459	6.9%
cdot share	\$ 108,424	\$ 116,939	\$ 106,630	\$ 101,459	6.9%
passenger trips	41,048	42,524	37,278	34,694	18.3%
deficit/passenger	\$2.64	\$2.75	\$2.86	\$2.92	-9.7%
cost/passenger	\$4.07	\$4.37	\$3.89	\$3.81	6.7%
operating ratio	35.0%	37.0%	26.5%	23.3%	

TRANSIT DISTRICT - WESTPORT ROAD SHUTTLE

ADMINISTERED BY NORWALK TRANSIT DISTRICT ENHANCED COMMUTER CONNECTION SERVICES

	SFY 2003	SFY 2002*	SFY 2001	SFY 2000	% CHANGE 00-03
revenue	\$ 8,280	\$ 2,578			
expense	\$ 34,088	\$ 10,881			
net deficit	\$ 25,808	\$ 8,303			
cdot share	\$ 25,808	\$ 8,303			
passenger trips	8,368	2,398			
deficit/passenger	\$3.08	\$3.46			
cost/passenger	\$4.07	\$4.54			
operating ratio	24.3%	23.7%			

*STARTED ON MARCH 2002

Norwalk TRANSIT DISTRICT

TRANSIT DISTRICT - COASTAL LINK ENHANCEMENTS

ADMINISTERED BY NORWALK TRANSIT DISTRICT FAIRFIELD COUNTY INTERREGIONAL SERVICES

	SFY 2003	SFY 2002*	SFY 2001	SFY 2000	% CHANGE 00-03
revenue	\$ 34,877	\$ 14,865			
expense	\$ 93,993	\$ 36,631			
net deficit	\$ 59,116	\$ 21,766			
cdot share	\$ 59,116	\$ 21,766			
passenger trips	36,280	16,563			
deficit/passenger	\$1.63	\$1.31			
cost/passenger	\$2.59	\$2.21			
operating ratio	37.1%	40.6%			

*STARTED ON FEBRUARY 2002

TRANSIT DISTRICT - ROUTE 7 LINK DANBURY-NORWALK

ADMINISTERED BY NORWALK TRANSIT DISTRICT FAIRFIELD COUNTY INTERREGIONAL SERVICES

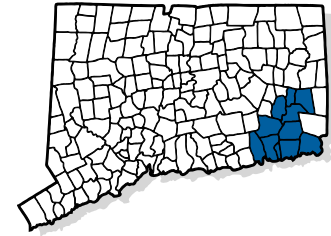
	SFY 2003	SFY 2002*	SFY 2001	SFY 2000	% CHANGE 00-03
revenue	\$ 11,568	\$ 3,844			
expense	\$ 168,416	\$ 65,187			
net deficit	\$ 156,848	\$ 61,343			
cdot share	\$ 150,997	\$ 61,343			
passenger trips	9,979	3,648			
deficit/passenger	\$15.72	\$16.82			
cost/passenger	\$16.88	\$17.87			
operating ratio	6.9%	5.9%			

*STARTED ON FEBRUARY 2002

Southeast Area TRANSIT DISTRICT

Operator
 Administrator's Name
 Administrator's Title
 Address
 Phone information number
 Fax number
 E-mail

SOUTHEAST AREA TRANSIT DISTRICT
 JOSEPH M. VARNEKE
 GENERAL MANAGER
 260 MILITARY HIGHWAY, PRESTON, CT 06365
 860-886-2631
 860-886-6097
 jvarneke@sbcglobal.net



SYSTEM PROFILE ▶



The Southeast Area Transit District was formed in December of 1975 and began providing service in April 1980. Fixed route bus service is provided to nine member towns, along with ADA complementary paratransit service. SEAT also operates through four non-member towns. During its weekday peak periods, SEAT uses as many as twenty fixed-route buses and four paratransit vehicles. Currently, SEAT contracts with Foxwoods Resort Casino and Amtrak to provide "thruway" service to the New London train station, area hotels, and Foxwoods.

SERVICE SUMMARY ▶

25 buses serving 13 towns on 20 routes

TRANSIT DISTRICT - SOUTHEAST AREA

URBAN FIXED ROUTE SERVICE

	SFY 2003	SFY 2002	SFY 2001	SFY 2000	% CHANGE 00-03
revenue	\$ 806,358	\$ 882,542	\$ 919,596	\$ 833,423	-3.2%
expense	\$ 3,148,123	\$ 2,918,533	\$ 2,736,886	\$ 2,704,301	16.4%
net deficit	\$ 2,341,765	\$ 2,035,990	\$ 1,817,290	\$ 1,870,878	25.2%
cdot share	\$ 1,689,420	\$ 1,648,214	\$ 1,673,175	\$ 1,553,636	8.7%
passenger trips	669,593	724,075	972,462	851,568	-21.4%
deficit/passenger	\$3.50	\$2.81	\$1.87	\$2.20	59.2%
cost/passenger	\$4.70	\$4.03	\$2.81	\$3.18	48.0%
operating ratio	25.6%	30.2%	33.6%	30.8%	

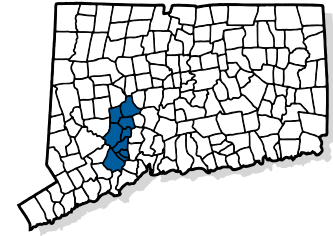
TRANSIT DISTRICT - SOUTHEAST AREA

ADA OPERATIONS

	SFY 2003	SFY 2002	SFY 2001	SFY 2000	% CHANGE 00-03
revenue	\$ 9,149	\$ 7,443	\$ 7,557	\$ 7,094	29.0%
expense	\$ 208,355	\$ 227,107	\$ 208,109	\$ 212,564	-2.0%
net deficit	\$ 199,206	\$ 219,664	\$ 200,552	\$ 205,470	-3.0%
cdot share	\$ 131,362	\$ 186,617	\$ 183,425	\$ 181,182	-27.5%
passenger trips	2,333	2,870	2,918	2,933	-20.5%
deficit/passenger	\$85.39	\$76.54	\$68.73	\$70.05	21.9%
cost/passenger	\$89.31	\$79.13	\$71.32	\$72.47	23.2%
operating ratio	4.4%	3.3%	3.6%	3.3%	

Valley TRANSIT DISTRICT

Operator VALLEY TRANSIT DISTRICT
 Administrator's Name JOY THOMPSON
 Administrator's Title EXECUTIVE DIRECTOR
 Address 41 MAIN STREET, DERBY, CT. 06418
 Phone information number 203-735-6824
 Fax number 203-735-0277
 E-mail joy@valleytransit.org



SYSTEM PROFILE ▶



Operating service since 1972, Valley Transit District's primary responsibility is to provide dial-a-ride service. The dial-a-ride service was and continues to be operated by the District along with ADA complementary paratransit service. Four towns are served throughout the Valley area, with the use of fifteen vehicles, on average, during peak service hours. The District contracts with the WorkPlace of Bridgeport, to provide shuttle service connecting with the Greater Bridgeport Transit Authority, Route 15, bus service. This shuttle service provides riders better access to employers in the corridor. Valley Transit District also participates in the Job Access Reverse Commute Program through the Regional Growth Connection in Greater New Haven.

SERVICE SUMMARY ▶

18 lift equipped vehicles serving 4 towns

TRANSIT DISTRICT - VALLEY

URBAN SERVICE PARATRANSIT OPERATIONS

	SFY 2003	SFY 2002	SFY 2001	SFY 2000	% CHANGE 00-03
revenue	\$ 283,321	\$ 258,119	\$ 307,381	\$ 281,726	0.6%
expense	\$ 953,963	\$ 931,951	\$ 1,034,105	\$ 912,874	4.5%
net deficit	\$ 670,642	\$ 673,832	\$ 726,724	\$ 631,148	6.3%
cdot share*	\$ 660,708	\$ 665,432	\$ 673,676	\$ 702,740	-6.0%
passenger trips	86,601	98,466	106,592	86,694	-0.1%
deficit/passenger	\$7.74	\$6.84	\$6.82	\$7.28	6.4%
cost/passenger	\$11.02	\$9.46	\$9.70	\$10.53	4.6%
operating ratio	29.7%	27.7%	29.7%	30.9%	

* DIFFERENCE B/T DEFICIT AND CDOT SHARE (SFY 00) OF \$71,592 WAS APPLIED TOWARDS ADA OPERATIONS DEFICIT.

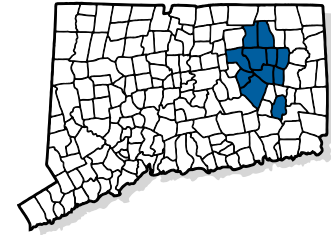
TRANSIT DISTRICT - VALLEY

ADA OPERATIONS

	SFY 2003	SFY 2002	SFY 2001	SFY 2000	% CHANGE 00-03
revenue	\$ 31,346	\$ 28,382	\$ 31,652	\$ 44,358	-29.3%
expense	\$ 177,082	\$ 134,933	\$ 141,161	\$ 189,713	-6.7%
net deficit	\$ 145,736	\$ 106,551	\$ 109,509	\$ 145,355	0.3%
cdot share	\$ 130,575	\$ 106,551	\$ 109,413	\$ 50,000	161.2%
passenger trips	15,873	14,191	15,826	22,179	-28.4%
deficit/passenger	\$9.18	\$7.51	\$6.92	\$6.55	40.1%
cost/passenger	\$11.16	\$9.51	\$8.92	\$8.55	30.4%
operating ratio	17.7%	21.0%	22.4%	23.4%	

Windham Region TRANSIT DISTRICT

Operator	WINDHAM REGION TRANSIT DISTRICT
Administrator's Name	MELINDA PERKINS
Administrator's Title	TRANSIT ADMINISTRATOR
Address	968 MAIN STREET, WILLIMANTIC, CT 06226
Phone information number	860-456-2223
Fax number	860-456-1235
E-mail	wrtd@snet.net
Web	www.wrtd.cjb.net



SYSTEM PROFILE ►



Formed in 1979, the Windham Region Transit District operates rural fixed-route bus service, demand-response service and ADA service throughout ten towns. During peak hours, these services are provided with three fixed-route vehicles and seven paratransit vehicles.

The District is also working with other agencies in eastern Connecticut on a Job Access transportation demonstration project. The Job Access program has provided transportation for employment, childcare and training in rural areas of eastern CT which were not serviced by public transportation. The Northeast Van Service provides Job Access transportation to all employers, childcare facilities and job training sites in the 20-town northeast region. This provides transportation for employees to an employer within a 15-mile radius of their residence or pickup point. The Storrs-Willimantic service has 27 fixed stops in each direction along the route between Willimantic, Mansfield and Storrs. This provides access to employers and childcare facilities along the route. The Route 32 Willimantic-Norwich service is a flag stop service which allows access to all the employment and childcare facilities along the route. This service is accessible to over 216 employers directly on the route as well as all sites within walking distance of the route. Ridership on Job Access services since initiated in 1999 are as follows: The Northeast Van Service has averaged 895 rides per month during the 46 months of operation. This allows 50 individuals transportation to work and work-related training. The Route 32 Commuter Service has been operating since December 1999 and has provided 52,701 rides during 48 months of operation. The Storrs-Willimantic Job Access service has provided 41,438 rides during 48 months of operation.

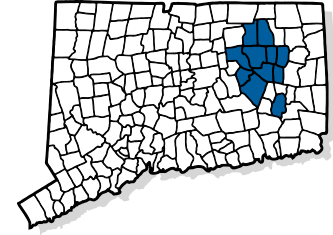
In FY 2003 six vehicles were replaced, and one bus is due for replacement later this fiscal year.

SERVICE SUMMARY ►

5 buses and 21 paratransit vehicles serving 10 towns on 2 fixed routes and 1 job access route

Windham Region TRANSIT DISTRICT

Operator WINDHAM REGION TRANSIT DISTRICT
 Administrator's Name MELINDA PERKINS
 Administrator's Title TRANSIT ADMINISTRATOR
 Address 968 MAIN STREET, WILLIMANTIC, CT 06226
 Phone information number 860-456-2223
 Fax number 860-456-1235
 E-mail wrtd@snet.net
 Web www.wrtd.cjb.net



TRANSIT DISTRICT - WINDHAM REGION

RURAL TRANSIT SERVICE

	SFY 2003	SFY 2002	SFY 2001	SFY 2000	% CHANGE 00-03
revenue	\$ 88,361	\$ 107,956	\$ 91,258	\$ 87,925	0.5%
expense	\$ 860,912	\$ 858,029	\$ 796,167	\$ 659,688	30.5%
net deficit	\$ 772,551	\$ 750,072	\$ 704,909	\$ 571,763	35.1%
cdot share	\$ 250,467	\$ 187,054	\$ 203,598	\$ 185,935	34.7%
passenger trips	94,344	108,882	123,116	111,212	-15.2%
deficit/passenger	\$8.19	\$6.89	\$5.73	\$5.14	59.3%
cost/passenger	\$9.13	\$7.88	\$6.47	\$5.93	53.8%
operating ratio	10.3%	12.6%	11.5%	13.3%	

TRANSIT DISTRICT - WINDHAM REGION

ADA OPERATIONS

	SFY 2003	SFY 2002*	SFY 2001	SFY 2000	% CHANGE 00-03
revenue	\$ 4,985	\$ 4,984	\$ 4,521	\$ 3,123	56.6%
expense	\$ 52,010	\$ 54,424	\$ 53,041	\$ 38,632	34.6%
net deficit	\$ 47,025	\$ 49,439	\$ 48,519	\$ 35,510	32.4%
cdot share	\$ 23,020	\$ 0	\$ 22,350	\$ 18,978	21.3%
passenger trips	3,462	3,293	3,068	2,147	61.2%
deficit/passenger	\$13.58	\$15.01	\$15.81	\$16.54	-17.9%
cost/passenger	\$15.02	\$16.53	\$17.29	\$17.99	-16.5%
operating ratio	9.6%	9.2%	8.5%	8.1%	

*MATCHED WITH \$23,020 SECTION 5311 FEDERAL FUNDS.

Hartford Commuter Express CTTRANSIT

Operator HNS MANAGEMENT, INC.
 Administrator's Name DAVID A. LEE
 Administrator's Title GENERAL MANAGER
 Address 100 LEIBERT ROAD, HARTFORD, CT 06120
 Phone information number 860-525-9181
 Fax number 860-247-1810
 E-mail dlee@cttransit.com
 Web www.cttransit.com

SYSTEM PROFILE ▶

CTTRANSIT's Hartford division operates 12 weekday commuter express bus routes into Hartford. Financial statistics for these express routes are included in the overall CTTRANSIT Hartford Division statistics on page 6. Eight other express routes are provided under contract to CDOT by private operators (see page 39).



SERVICE SUMMARY ▶

12 weekday express bus routes from 18 towns into Hartford

CTTRANSIT - AVON/CANTON*

OPERATED BY CTTRANSIT- HARTFORD DIVISION

	SFY 2003	SFY 2002	SFY 2001	SFY 2000	% CHANGE 00-03
passenger trips	67,958	63,718	68,429	68,302	-0.5%

*INCLUDES RIDERSHIP FIGURES FROM MID-DAY EXPRESS SERVICE, INITIATED ON APRIL 15, 2002.

CTTRANSIT - BUCKLAND*

OPERATED BY CTTRANSIT- HARTFORD DIVISION

	SFY 2003	SFY 2002	SFY 2001	SFY 2000	% CHANGE 00-03
passenger trips	178,118	147,544	168,591	188,708	-5.6%

*INCLUDES RIDERSHIP FIGURES FROM MID-DAY EXPRESS SERVICE, INITIATED ON APRIL 15, 2002.

CTTRANSIT - CENTURY HILLS

OPERATED BY CTTRANSIT- HARTFORD DIVISION

	SFY 2003	SFY 2002	SFY 2001	SFY 2000	% CHANGE 00-03
passenger trips	15,364	15,612	24,531	25,532	-39.8%

CTTRANSIT - CORBINS CORNER

OPERATED BY CTTRANSIT- HARTFORD DIVISION

	SFY 2003	SFY 2002	SFY 2001	SFY 2000	% CHANGE 00-03
passenger trips	45,008	48,442	42,649	41,444	8.6%

CTTRANSIT - CROMWELL*

OPERATED BY CTTRANSIT- HARTFORD DIVISION

	SFY 2003	SFY 2002	SFY 2001	SFY 2000	% CHANGE 00-03
passenger trips	62,858	61,057	68,888	76,492	-17.8%

*INCLUDES RIDERSHIP FIGURES FROM MID-DAY EXPRESS SERVICE, INITIATED ON APRIL 15, 2002.

Hartford Commuter Express CTTRANSIT

Operator	HNS MANAGEMENT, INC.
Administrator's Name	DAVID A. LEE
Administrator's Title	GENERAL MANAGER
Address	100 LEIBERT ROAD, HARTFORD, CT 06120
Phone information number	860-525-9181
Fax number	860-247-1810
E-mail	dlee@cttransit.com
Web	www.cttransit.com

CTTRANSIT - ENFIELD/WINDSOR LOCKS*

OPERATED BY CTTRANSIT- HARTFORD DIVISION

	SFY 2003	SFY 2002	SFY 2001	SFY 2000	% CHANGE 00-03
passenger trips	196,924	181,343	192,002	188,678	4.4%

*INCLUDES RIDERSHIP FIGURES FROM MID-DAY EXPRESS SERVICE, INITIATED ON APRIL 15, 2002.

CTTRANSIT - GLASTONBURY

OPERATED BY CTTRANSIT- HARTFORD DIVISION

	SFY 2003	SFY 2002	SFY 2001	SFY 2000	% CHANGE 00-03
passenger trips	60,690	61,397	74,728	73,892	-17.9%

CTTRANSIT - MARLBOROUGH/COLCHESTER*

OPERATED BY CTTRANSIT- HARTFORD DIVISION

	SFY 2003	SFY 2002	SFY 2001	SFY 2000	% CHANGE 00-03
passenger trips	105,698	96,710	96,797	107,536	-1.7%

*INCLUDES RIDERSHIP FIGURES FROM MID-DAY EXPRESS SERVICE, INITIATED ON APRIL 15, 2002.

CTTRANSIT - NEWINGTON

OPERATED BY CTTRANSIT- HARTFORD DIVISION

	SFY 2003	SFY 2002	SFY 2001	SFY 2000	% CHANGE 00-03
passenger trips	31,110	22,471	36,337	21,996	41.4%

CTTRANSIT - SIMSBURY/GRANBY*

OPERATED BY CTTRANSIT- HARTFORD DIVISION

	SFY 2003	SFY 2002	SFY 2001	SFY 2000	% CHANGE 00-03
passenger trips	77,329	69,877	80,299	78,260	-1.2%

*INCLUDES RIDERSHIP FIGURES FROM MID-DAY EXPRESS SERVICE, INITIATED ON APRIL 15, 2002.

CTTRANSIT - UNIONVILLE

OPERATED BY CTTRANSIT- HARTFORD DIVISION

	SFY 2003	SFY 2002	SFY 2001	SFY 2000	% CHANGE 00-03
passenger trips	16,575	15,593	17,633	16,484	0.6%

CTTRANSIT - WINDSOR**

OPERATED BY CTTRANSIT- HARTFORD DIVISION

	SFY 2003	SFY 2002	SFY 2001	SFY 2000	% CHANGE 00-03
passenger trips	10,710	557			

**SERVICE COMMENCED APRIL 15, 2002.

Hartford Commuter Express PRIVATE OPERATORS

Arrow Line
Information: 860-289-1531
Fax: 860-289-1535

Collins Bus Company
Information: 800-848-0223
Fax: 860-644-5874
E-mail: postroad.stages@snet.net

DATTCO, Inc.
Information: 860-229-4878
Fax: 860-826-1115
E-mail: dattco@dattco.com

Kelley Transportation Company
Information: 800-243-5106
Fax: 860-496-4090

SYSTEM PROFILE ▶

The State of Connecticut contracts with private operators to provide 8 weekday, commuter express bus routes into Hartford, in addition to the 12 provided by CTRANSPORT's Hartford Division.



HARTFORD COMMUTER EXPRESS - BRISTOL*

OPERATED BY DATTCO, INC.

	SFY 2003	SFY 2002*	SFY 2001	SFY 2000	% CHANGE 00-03
revenue	\$ 180,266	\$ 188,704	\$ 188,711	\$ 180,801	-0.3%
expense	\$ 303,102	\$ 296,614	\$ 293,930	\$ 294,948	2.8%
net deficit	\$ 122,836	\$ 107,909	\$ 105,219	\$ 114,147	7.6%
cdot share	\$ 122,836	\$ 107,909	\$ 105,219	\$ 114,147	7.6%
passenger trips	68,381	69,399	70,075	69,290	-1.3%
deficit/passenger	\$1.80	\$1.55	\$1.50	\$1.65	9.0%
cost/passenger	\$4.43	\$4.27	\$4.19	\$4.26	4.1%
operating ratio	59.5%	63.6%	64.2%	61.3%	

*INCLUDES RIDERSHIP FIGURES FROM MID-DAY EXPRESS SERVICE, INITIATED ON APRIL 15, 2002.

HARTFORD COMMUTER EXPRESS - CHESHIRE*

OPERATED BY DATTCO, INC.

	SFY 2003	SFY 2002*	SFY 2001	SFY 2000	% CHANGE 00-03
revenue	\$ 57,647	\$ 52,785	\$ 51,309	\$ 50,666	13.4%
expense	\$ 126,101	\$ 123,444	\$ 120,681	\$ 122,311	3.1%
net deficit	\$ 68,634	\$ 70,659	\$ 69,372	\$ 71,645	-4.2%
cdot share	\$ 68,634	\$ 70,659	\$ 69,372	\$ 71,645	-4.2%
passenger trips	22,565	21,315	18,061	18,710	20.6%
deficit/passenger	3.04	3.31	3.84	3.83	-20.6%
cost/passenger	5.59	5.79	6.68	6.54	-14.5%
operating ratio	45.6%	42.8%	42.5%	41.4%	

*INCLUDES RIDERSHIP FIGURES FROM MID-DAY EXPRESS SERVICE, INITIATED ON APRIL 15, 2002.

HARTFORD COMMUTER EXPRESS - MERIDEN

OPERATED BY ARROW LINE

	SFY 2003	SFY 2002	SFY 2001	SFY 2000	% CHANGE 00-03
revenue	\$ 44,518	\$ 41,720	\$ 37,759	\$ 35,589	25.1%
expense	\$ 171,432	\$ 170,938	\$ 130,431	\$ 131,404	30.5%
net deficit	\$ 126,914	\$ 129,218	\$ 92,672	\$ 95,812	32.5%
cdot share	\$ 126,914	\$ 129,218	\$ 92,672	\$ 95,812	32.5%
passenger trips	18,906	17,578	15,497	14,260	32.6%
deficit/passenger	\$6.71	\$7.35	\$5.98	\$6.72	-0.1%
cost/passenger	\$9.07	\$9.72	\$8.42	\$9.21	-1.6%
operating ratio	26.0%	24.4%	28.9%	27.1%	

Hartford Commuter Express PRIVATE OPERATORS

Arrow Line
Information: 860-289-1531
Fax: 860-289-1535

Collins Bus Company
Information: 800-848-0223
Fax: 860-644-5874
E-mail: postroad.stages@snet.net

DATTCO, Inc.
Information: 860-229-4878
Fax: 860-826-1115
E-mail: dattco@dattco.com

Kelley Transportation Company
Information: 800-243-5106
Fax: 860-496-4090

HARTFORD COMMUTER EXPRESS - NEW HAVEN

OPERATED BY DATTCO, INC.

	SFY 2003	SFY 2002	SFY 2001	SFY 2000	% CHANGE 00-03
revenue	\$ 23,069	\$ 19,657	\$ 18,757	\$ 19,143	20.5%
expense	\$ 68,531	\$ 66,675	\$ 64,831	\$ 64,000	7.1%
net deficit	\$ 45,462	\$ 47,018	\$ 46,074	\$ 44,857	1.3%
cdot share	\$ 45,462	\$ 47,018	\$ 46,074	\$ 44,857	1.3%
passenger trips	7,862	6,332	5,885	5,716	37.5%
deficit/passenger	\$5.78	\$7.43	\$7.83	\$7.85	-26.3
cost/passenger	\$8.72	\$10.53	\$11.02	\$11.20	-22.1%
operating ratio	33.7%	29.5%	28.9%	29.9%	

HARTFORD COMMUTER EXPRESS - OLD SAYBROOK*

OPERATED BY DATTCO, INC.

	SFY 2003	SFY 2002*	SFY 2001	SFY 2000	% CHANGE 00-03
revenue	\$ 86,000	\$ 86,441	\$ 72,960	\$ 71,622	20.1%
expense	\$ 196,467	\$ 191,268	\$ 186,605	\$ 184,220	6.6%
net deficit	\$ 110,467	\$ 104,827	\$ 113,645	\$ 112,598	-1.9%
cdot share	\$ 110,467	\$ 104,827	\$ 113,645	\$ 112,598	-1.9%
passenger trips	31,180	29,880	24,056	24,900	25.2%
deficit/passenger	\$3.54	\$3.51	\$4.72	\$4.52	-21.7%
cost/passenger	\$6.30	\$6.40	\$7.76	\$7.40	-14.8%
operating ratio	43.8%	45.2%	39.1%	38.9%	

*INCLUDES RIDERSHIP FIGURES FROM MID-DAY EXPRESS SERVICE, INITIATED ON APRIL 15, 2002.

HARTFORD COMMUTER EXPRESS - TORRINGTON*

OPERATED BY KELLEY TRANSPORTATION CO.

	SFY 2003	SFY 2002*	SFY 2001	SFY 2000	% CHANGE 00-03
revenue	\$ 81,014	\$ 78,130	\$ 88,067	\$ 89,035	-9.0%
expense	\$ 296,390	\$ 289,328	\$ 277,830	\$ 282,933	4.8%
net deficit	\$ 215,376	\$ 211,198	\$ 189,763	\$ 193,898	11.1%
cdot share	\$ 215,376	\$ 211,198	\$ 189,763	\$ 193,898	11.1%
passenger trips	28,330	26,195	29,953	30,498	-7.1%
deficit/passenger	\$7.60	\$8.06	\$6.34	\$6.36	19.6%
cost/passenger	\$10.46	\$11.05	\$9.28	\$9.28	12.8%
operating ratio	27.3%	27.0%	31.7%	31.5%	

*INCLUDES RIDERSHIP FIGURES FROM MID-DAY EXPRESS SERVICE, INITIATED ON APRIL 15, 2002.

Hartford Commuter Express PRIVATE OPERATORS

Arrow Line
Information: 860-289-1531
Fax: 860-289-1535

Collins Bus Company
Information: 800-848-0223
Fax: 860-644-5874
E-mail: postroad.stages@snet.net

DATTCO, Inc.
Information: 860-229-4878
Fax: 860-826-1115
E-mail: dattco@dattco.com

Kelley Transportation Company
Information: 800-243-5106
Fax: 860-496-4090

HARTFORD COMMUTER EXPRESS - VERNON

OPERATED BY COLLINS BUS CO.

	SFY 2003	SFY 2002	SFY 2001	SFY 2000	% CHANGE 00-03
revenue	\$ 320,510	\$ 323,330	\$ 314,299	\$ 290,336	10.4%
expense	\$ 450,503	\$ 442,794	\$ 433,208	\$ 396,257	13.7%
net deficit	\$ 129,993	\$ 119,463	\$ 118,909	\$ 105,921	22.7%
cdot share	\$ 129,993	\$ 119,463	\$ 118,909	\$ 105,921	22.7%
passenger trips	136,039	131,158	126,012	117,257	16.0%
deficit/passenger	\$0.96	\$0.91	\$0.94	\$0.90	5.8%
cost/passenger	\$3.31	\$3.38	\$3.44	\$3.38	-2.0%
operating ratio	71.1%	73.0%	72.6%	73.3%	

HARTFORD COMMUTER EXPRESS - WILLIMANTIC*

OPERATED BY ARROW LINE

	SFY 2003	SFY 2002*	SFY 2001	SFY 2000	% CHANGE 00-03
revenue	\$ 133,424	\$ 135,335	\$ 134,347	\$ 127,690	4.5%
expense	\$ 403,826	\$ 397,847	\$ 419,349	\$ 415,357	-2.8%
net deficit	\$ 270,402	\$ 262,512	\$ 285,002	\$ 287,667	-6.0%
cdot share	\$ 270,402	\$ 262,512	\$ 285,002	\$ 287,667	-6.0%
passenger trips	53,075	51,958	49,710	49,355	7.5%
deficit/passenger	5.09	5.05	5.73	5.83	-12.6%
cost/passenger	7.61	7.66	8.44	8.42	-9.6%
operating ratio	33.0%	34.0%	32.0%	30.7%	

*INCLUDES RIDERSHIP FIGURES FROM MID-DAY EXPRESS SERVICE, INITIATED ON APRIL 15, 2002.

Statewide Bus and Rail System Summary

TOTAL BUS AND RAIL SYSTEMS

TRANSIT BUS AND COMMUTER RAIL

	SFY 2003	SFY 2002	SFY 2001	SFY 2000	% CHANGE 00-03
revenue	\$ 220,485,156	\$ 219,344,032	\$ 221,387,355	\$ 212,827,788	3.6%
expense	\$ 404,516,931	\$ 377,276,377	\$ 364,896,011	\$ 350,808,325	15.3%
net deficit	\$ 184,437,270	\$ 156,895,349	\$ 141,958,521	\$ 131,451,214	40.3%
cdot share	\$ 142,387,014	\$ 124,944,385	\$ 114,432,766	\$ 102,080,986	39.5%
passenger trips	68,878,065	70,055,254	72,235,457	70,531,409	-2.3%
deficit/passenger	\$2.68	\$2.24	\$1.97	\$1.86	43.7%
cost/passenger	\$5.87	\$5.39	\$5.05	\$4.97	18.1%
operating ratio	54.5%	58.1%	60.7%	60.7%	

Statewide Rail System Summary

TOTAL COMMUTER RAIL

NEW HAVEN LINE AND SHORE LINE EAST

	SFY 2003	SFY 2002	SFY 2001	SFY 2000	% CHANGE 00-03
revenue	\$ 189,249,825	\$ 185,873,354	\$ 188,069,894	\$ 180,480,293	4.9%
expense	\$ 282,361,405	\$ 260,261,179	\$ 254,122,011	\$ 247,817,818	13.9%
net deficit	\$ 94,201,860	\$ 73,334,121	\$ 64,501,983	\$ 60,808,205	54.9%
cdot share	\$ 60,042,903	\$ 48,699,182	\$ 43,016,813	\$ 37,757,531	59.0%
ny share	\$ 34,158,957	\$ 24,634,939	\$ 21,485,170	\$ 23,050,674	48.2%
passenger trips	33,598,762	33,022,647	33,242,227	32,174,971	4.4%
deficit/passenger	\$2.80	\$2.22	\$1.94	\$1.89	48.4%
cost/passenger	\$8.40	\$7.88	\$7.64	\$7.70	9.1%
operating ratio	67.0%	71.4%	74.0%	72.8%	

TOTAL COMMUTER RAIL

SFY 2003

	NEW HAVEN LINE	SHORE LINE EAST	TOTAL SFY 2003
revenue	\$ 188,130,202	\$ 1,119,623	\$ 189,249,825
expense	\$ 274,860,612	\$ 7,500,793	\$ 282,361,405
net deficit	\$ 87,820,690	\$ 6,381,170	\$ 94,201,860
cdot share	\$ 53,661,733	\$ 6,381,170	\$ 60,042,903
ny share	\$ 34,158,957		\$ 34,158,957
passenger trips	33,219,666	379,096	33,598,762
deficit/passenger	\$2.64	\$16.83	\$2.80
cost/passenger	\$8.27	\$19.79	\$8.40
operating ratio	68.4%	14.9%	67.0%

TOTAL COMMUTER RAIL

SFY 2002

	NEW HAVEN LINE	SHORE LINE EAST	TOTAL SFY 2002
revenue	\$ 184,933,625	\$ 939,729	\$ 185,873,354
expense	\$ 253,768,552	\$ 6,492,627	\$ 260,261,179
net deficit	\$ 67,781,223	\$ 5,552,898	\$ 73,334,121
cdot share	\$ 43,146,284	\$ 5,552,898	\$ 48,699,182
ny share	\$ 24,634,939		\$ 24,634,939
passenger trips	32,719,793	302,854	33,022,647
deficit/passenger	\$2.07	\$18.34	\$2.22
cost/passenger	\$7.76	\$21.44	\$7.88
operating ratio	72.9%	14.5%	71.4%

Statewide Rail System Summary

TOTAL COMMUTER RAIL

SFY 2001

	NEW HAVEN LINE	SHORE LINE EAST	TOTAL SFY 2003
revenue	\$ 187,008,389	\$ 1,061,505	\$ 188,069,894
expense	\$ 246,635,727	\$ 7,486,284	\$ 254,122,011
net deficit	\$ 58,077,204	\$ 6,424,779	\$ 64,501,983
cdot share	\$ 36,592,034	\$ 6,424,779	\$ 43,016,813
ny share	\$ 21,485,170		\$ 21,485,170
passenger trips	32,943,011	299,216	33,242,227
deficit/passenger	\$1.76	\$21.47	\$1.94
cost/passenger	\$7.49	\$25.02	\$7.64
operating ratio	75.8%	14.2%	74.0%

TOTAL COMMUTER RAIL

SFY 2000

	NEW HAVEN LINE	SHORE LINE EAST	TOTAL SFY 2003
revenue	\$ 179,674,189	\$ 806,104	\$ 180,480,293
expense	\$ 241,735,908	\$ 6,081,910	\$ 247,817,818
net deficit	\$ 55,532,399	\$ 5,275,806	\$ 60,808,205
cdot share	\$ 32,481,725	\$ 5,275,806	\$ 37,757,531
ny share	\$ 23,050,674		\$ 23,050,674
passenger trips	31,889,544	285,427	32,174,971
deficit/passenger	\$1.74	\$18.48	\$1.89
cost/passenger	\$7.58	\$21.31	\$7.70
operating ratio	74.3%	13.3%	72.8%

Statewide Bus System Summary

TOTAL BUS TRANSIT

CTTRANSIT, EXPRESS BUS, TRANSIT DISTRICTS, ADA, DIAL-A-RIDE AND SHUTTLE SERVICES

	SFY 2003	SFY 2002	SFY 2001	SFY 2000	% CHANGE 00-03
revenue	\$ 31,235,331	\$ 33,470,678	\$ 33,317,461	\$ 32,347,495	-3.4%
expense	\$ 122,155,526	\$ 117,015,198	\$ 110,774,000	\$ 102,990,507	18.6%
net deficit	\$ 90,235,410	\$ 83,561,228	\$ 77,456,538	\$ 70,643,009	27.7%
cdot share	\$ 82,344,111	\$ 76,245,203	\$ 71,415,963	\$ 64,323,455	28.0%
passenger trips	35,279,303	37,032,607	38,993,230	38,356,438	-8.0%
deficit/passenger	\$2.56	\$2.26	\$1.99	\$1.84	38.9%
cost/passenger	\$3.46	\$3.16	\$2.84	\$2.69	29.0%
operating ratio	25.6%	28.6%	30.1%	31.4%	

TOTAL BUS TRANSIT

SFY 2003

	CTTRANSIT HNS MGMT.	CTTRANSIT PRIVATE OPERATORS	EXPRESS BUS PRIVATE OPERATORS	URBAN TRANSIT DISTRICTS	RURAL TRANSIT DISTRICTS	ADA SERVICES	DIAL-A-RIDE SERVICES	OTHER SERVICES	TOTAL SFY2003
revenue	\$ 19,028,460	\$ 2,072,109	\$ 926,268	\$ 6,840,115	\$ 293,226	\$ 1,461,320	\$ 250,480	\$ 363,353	\$ 31,235,331
expense	\$ 66,290,369	\$ 7,878,647	\$ 2,016,352	\$ 22,506,020	\$ 2,257,900	\$ 14,377,127	\$ 4,543,725	\$ 2,285,386	\$ 122,155,526
net deficit	\$ 47,261,909	\$ 5,477,938	\$ 1,090,084	\$ 15,665,905	\$ 1,964,674	\$ 12,915,807	\$ 4,293,244	\$ 1,565,849	\$ 90,235,410
cdot share	\$ 47,261,909	\$ 5,182,204	\$ 1,090,084	\$ 13,649,560	\$ 610,194	\$ 11,769,503	\$ 1,298,069	\$ 1,482,588	\$ 82,344,111
passenger trips	25,064,730	2,137,740	366,338	6,078,668	240,371	570,452	389,573	431,431	35,279,303
deficit/passenger	\$1.89	\$2.56	\$2.98	\$2.58	\$8.17	\$22.64	\$11.02	\$3.63	\$2.56
cost/passenger	\$2.64	\$3.69	\$5.50	\$3.70	\$9.39	\$25.20	\$11.66	\$5.30	\$3.46
operating ratio	28.7%	26.3%	45.9%	30.4%	13.0%	10.2%	5.5%	15.9%	25.6%

TOTAL BUS TRANSIT

SFY 2002

	CTTRANSIT HNS MGMT.	CTTRANSIT PRIVATE OPERATORS	EXPRESS BUS PRIVATE OPERATORS	URBAN TRANSIT DISTRICTS	RURAL TRANSIT DISTRICTS	ADA SERVICES	DIAL-A-RIDE SERVICES	OTHER SERVICES	TOTAL SFY2002
revenue	\$ 21,169,006	\$ 2,051,380	\$ 926,102	\$ 6,990,810	\$ 472,790	\$ 1,403,900	\$ 215,270	\$ 241,420	\$ 33,470,678
expense	\$ 64,341,579	\$ 7,412,405	\$ 1,998,716	\$ 22,478,762	\$ 2,497,776	\$ 13,045,028	\$ 4,200,715	\$ 1,040,217	\$ 117,015,198
net deficit	\$ 43,172,573	\$ 5,361,025	\$ 1,090,756	\$ 15,487,951	\$ 2,023,552	\$ 11,641,128	\$ 3,985,445	\$ 798,798	\$ 83,561,228
cdot share	\$ 43,172,573	\$ 5,208,342	\$ 1,090,756	\$ 13,480,693	\$ 554,290	\$ 10,566,270	\$ 1,371,895	\$ 800,384	\$ 76,245,203
passenger trips	26,508,821	2,187,690	353,815	6,454,793	311,438	559,389	427,066	229,595	37,032,607
deficit/passenger	\$1.63	\$2.45	\$3.08	\$2.40	\$6.50	\$20.81	\$9.33	\$3.48	\$2.26
cost/passenger	\$2.43	\$3.39	\$5.65	\$3.48	\$8.02	\$23.32	\$9.84	\$4.53	\$3.16
operating ratio	32.9%	27.7%	46.3%	31.1%	18.9%	10.8%	5.1%	23.2%	28.6%

Statewide Bus System Summary

TOTAL BUS TRANSIT

SFY 2001

	CTTRANSIT HNS MGMT.	CTTRANSIT PRIVATE OPERATORS	EXPRESS BUS PRIVATE OPERATORS	URBAN TRANSIT DISTRICTS	RURAL TRANSIT DISTRICTS	ADA SERVICES	DIAL-A-RIDE SERVICES	OTHER SERVICES	TOTAL SFY2001
revenue	\$ 20,839,208	\$ 2,083,327	\$ 906,209	\$ 7,320,232	\$ 423,514	\$ 1,397,297	\$ 238,879	\$ 108,794	\$ 33,317,461
expense	\$ 61,173,870	\$ 7,050,066	\$ 1,926,865	\$ 21,927,751	\$ 2,252,804	\$ 11,639,093	\$ 4,304,362	\$ 499,189	\$110,774,000
net deficit	\$ 40,334,662	\$ 4,966,739	\$ 1,020,656	\$ 14,607,519	\$ 1,829,290	\$ 10,241,795	\$ 4,065,483	\$ 390,394	\$ 77,456,538
cdot share	\$ 40,334,662	\$ 4,906,740	\$ 1,020,656	\$ 13,456,310	\$ 539,455	\$ 9,467,231	\$ 1,358,925	\$ 331,984	\$ 71,415,963
passenger trips	27,342,986	2,313,141	339,249	7,595,425	316,855	534,973	420,638	129,963	38,993,230
deficit/passenger	\$1.48	\$2.15	\$3.01	\$1.92	\$5.77	\$19.14	\$9.67	\$3.00	\$1.99
cost/passenger	\$2.24	\$3.05	\$5.68	\$2.89	\$7.11	\$21.76	\$10.23	\$3.84	\$2.84
operating ratio	34.1%	29.6%	47.0%	33.4%	18.8%	12.0%	5.5%	21.8%	30.1%

TOTAL BUS TRANSIT

SFY 2000

	CTTRANSIT HNS MGMT.	CTTRANSIT PRIVATE OPERATORS	EXPRESS BUS PRIVATE OPERATORS	URBAN TRANSIT DISTRICTS	RURAL TRANSIT DISTRICTS	ADA SERVICES	DIAL-A-RIDE SERVICES	OTHER SERVICES	TOTAL SFY2000
revenue	\$ 20,599,162	\$ 2,054,864	\$ 864,882	\$ 7,009,557	\$ 434,093	\$ 1,106,200	\$ 188,157	\$ 90,581	\$ 32,347,495
expense	\$ 57,168,711	\$ 6,630,914	\$ 1,891,430	\$ 21,109,276	\$ 2,020,242	\$ 9,906,142	\$ 3,811,864	\$ 451,928	\$102,990,507
net deficit	\$ 36,569,549	\$ 4,576,050	\$ 1,026,545	\$ 14,099,719	\$ 1,586,149	\$ 8,799,943	\$ 3,623,707	\$ 361,347	\$ 70,643,009
cdot share	\$ 36,569,549	\$ 4,508,332	\$ 1,026,545	\$ 12,632,637	\$ 484,356	\$ 7,596,957	\$ 1,199,907	\$ 305,172	\$ 64,323,455
passenger trips	27,341,448	2,290,746	329,986	7,100,623	287,922	484,818	411,610	109,285	38,356,438
deficit/passenger	\$1.34	\$2.00	\$3.11	\$1.99	\$5.51	\$18.15	\$8.80	\$3.31	\$1.84
cost/passenger	\$2.09	\$2.89	\$5.73	\$2.97	\$7.02	\$20.43	\$9.26	\$4.14	\$2.69
operating ratio	36.0%	31.0%	45.7%	33.2%	21.5%	11.2%	4.9%	20.0%	31.4%



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