



NEWSLETTER

FROM THE COMMISSIONER



As we close out summer, there have been exciting developments along the New Haven-Hartford-Springfield Line that I want to share with our riders and Connecticut residents.

In June, the Connecticut Department of Transportation (CTDOT) celebrated the second anniversary of the Hartford Line, which has seen more than 1.2 million passengers in its first two years of service. Ridership numbers prove that the Hartford Line is a vital piece of our inter-state transit system.

The Federal Railroad Administration awarded the CTDOT a \$17.4 million grant for the construction of a new station in Windsor Locks under its Consolidated Rail Infrastructure and Safety Improvements (CRISI) grant program. Proceeds of this grant will fund construction of another important station in this line.

To make purchasing tickets easier, we developed and launched an application (app), *CTrail*eTix, that allows passengers to purchase their tickets for the Hartford Line or Shoreline East trains as well as pay for parking at the Berlin and Wallingford stations. The new app is available on Google Play and the Apple App Store.

I am proud of these developments and the work that has continued along the NHHS corridor despite the recent pandemic. I have been encouraged at the dedication our employees have shown in taking measures to safeguard themselves and the public. This work affirms what Governor Ned Lamont emphasizes – Connecticut is open for business.

It is with great anticipation and enthusiasm that I look forward to working with our partners to make the Hartford Line a premier option for safe, efficient travel along the New Haven-Hartford-Springfield corridor.

Joseph Giuletti
Commissioner,
CT Department of Transportation

Happy Anniversary!



The New Haven-Hartford-Springfield Rail Line Launch

On June 16, the Hartford Line celebrated its second anniversary. The service, running from New Haven to Hartford and Springfield, has carried more than 1.2 million passengers since its launch in 2018.

“This popular service has surpassed all expectations,” said CTDOT Commissioner Joseph J. Giuletti. “Prior to COVID-19, a survey of our riders showed a 91 percent satisfaction level with Hartford Line service, and more than 96 percent of customers said they would recommend the service to a friend or family member.”

Safety Remains a Top Priority During COVID-19

The Connecticut Department of Transportation continues its safety measures on all its public transportation services. The safety of commuters and staff is of the highest importance. CTDOT’s safety measures are based on the recommendations from the Centers for Disease Control and Prevention (CDC) and other state and federal health agencies and experts.

These actions, which began in March, are conducted for all *CTrail* Hartford Line, *CTrail* Shore Line East, and New Haven Line (Metro-North) commuter rail services. Safety measures include:

- Nightly sanitizing of all trains and buses including an interior wipe down of high contact surfaces using enhanced cleaning and disinfection protocols recommended by the CDC.
- Daily cleaning of stations using CDC-recommended cleaning products and methods. Touchpoints such as door handles, handrails, and elevator buttons are regularly disinfected at all stations.
- Floor decals were installed to promote social distancing at all *CTrail* Ticket Vending Machines and high-traffic areas.
- Public service announcements are routinely played at several *CTrail* stations reminding customers to wear face masks and practice social distancing.
- Hand sanitizer dispensers were installed at the *CTrail* Hartford, Berlin, Meriden, Wallingford, Windsor, Windsor Locks and State Street stations.



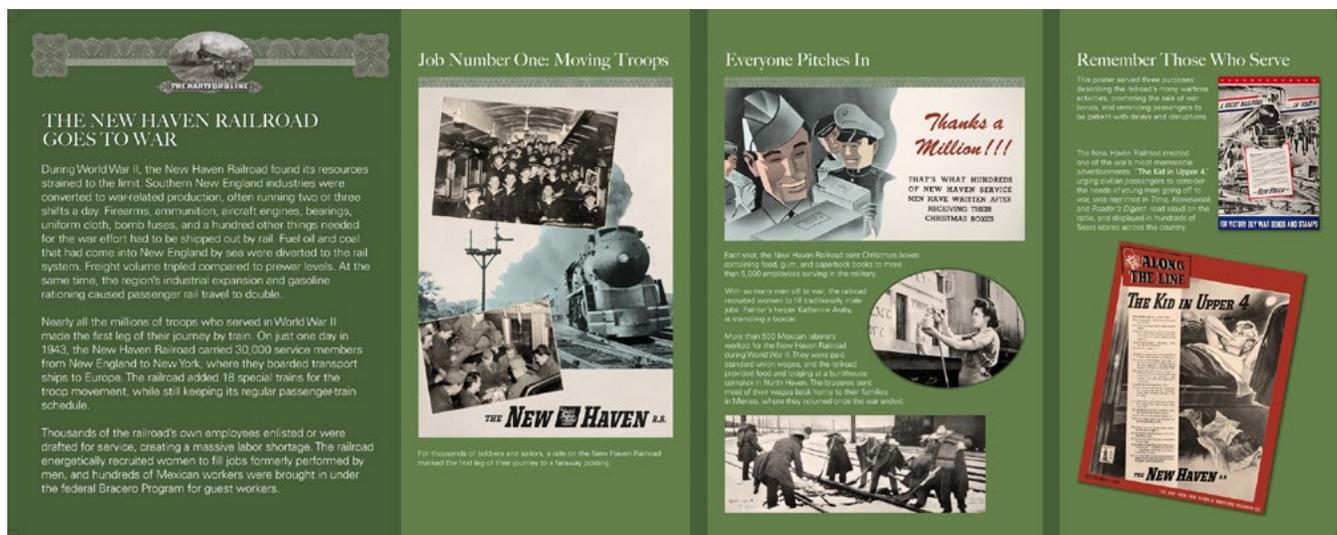
CT Lieutenant Governor Susan Bysiewicz hands out free masks with Commissioner Giuletti

New Historical Exhibits Along the Hartford Line

As part of the New Haven-Hartford-Springfield (NHHS) Line Program, historic exhibits have been installed in several stations along the corridor. The exhibits provide the public with an opportunity to learn about the historic significance of the NHHS rail line and about the architectural and engineering importance of certain stations and other rail line elements.

At every station is a different exhibit (one pictured below). Each exhibit features the development of rail in the Connecticut Valley. Take a stroll around the various stations to see the History of the Hartford Line, Women in Rail during WWII, and African American Workers on the New Haven Line while you wait for your train.

To learn more about the historical exhibits and to view each of them, please visit the [program website](#).



Historical Exhibit about the New Haven Railroad during World War II

Mobile App Allows Passengers to Purchase Tickets on Their Mobile Devices

In February, Governor Ned Lamont announced a new mobile app called “CTrail eTix” which allows commuters to purchase Hartford Line tickets on their mobile device. The app creates a more convenient experience by providing another way to purchase tickets and parking.

“Our focus is on enhancing the customer experience and encouraging people to get out of their cars and onto trains and buses, so anything we can do to make commuting more attractive can only help,” said Gov. Lamont during a February press conference.

Passengers are still able to purchase tickets at Ticket Vending Machines (TVM) at Hartford Line stations. Due to the current pandemic, onboard train ticket purchases with cash has been suspended. The new app serves all Hartford Line trains, Shore Line East trains and connecting travel onto New Haven Line trains operated by Metro-North. Daily parking for Berlin and Wallingford stations can be purchased on the app as well.



New CTrail eTix mobile App

To learn more about the eTix App, [click here](#), or download the app on the [Apple App Store](#) or the [Google Play Store](#).

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On August 12, CTrail hosted a free mask day at stations across the state. Over 1,000 masks were distributed to the public during the event.

In addition to the service changes above, riders are reminded of the COVID-19 travel advisories below:

- Purchase tickets prior to boarding using a ticket vending machine or the CTrail eTix app for CTrail Hartford Line, CTrail Shore Line East, and connecting New Haven Line (Metro-North) trains.
- Customers should wear a mask or face covering on all trains, stations, and platforms unless you have a medical condition that prevents you from doing so. Children under two do not require a mask. Please be aware that Amtrak requires the use of face masks for passengers of all ages.
- Customers who feel sick should not use public transportation.

To learn more please watch the CTrail Hartford Line’s safety video at www.hartfordline.com and scroll to the bottom of the page.

CTDOT Receives Funding to Help Build New Windsor Locks Station

In February, Governor Ned Lamont announced a \$17.4 million grant from the Federal Railroad Administration (FRA), under their Consolidated Rail Infrastructure and Safety Improvements (CRISI) program, to build a new CT*rail*/Hartford Line train station in Windsor Locks (rendering pictured below). The State Bond Commission allocated additional money in April to help build the station.

Governor Lamont said, "This project represents the best in state, local, and private partnerships, and underscores everyone's commitment to transit-oriented development." "Our administration is committed to upgrading Connecticut's transportation system to remove gridlock and get our state moving again" and "Projects like this one are essential to getting that done."

Windsor Locks First Selectman J. Christopher Kervick was enthusiastic about the announcement and said, "This is one of the first big dominos to fall for the station to come to life." Noting the growth of transit-oriented development in town, Kervick went on to say, "Windsor Locks has recently experienced strong economic, population, and Grand List* growth in anticipation of this new Hartford Line station coming to the center of our downtown commercial district. Now, as the promise becomes reality, we expect things to really take off."

Transit-oriented development (TOD) includes a mix of commercial, residential, office, and entertainment spaces centered around, or located near, a transit station. It promotes public transport ridership by reducing the number of cars through more dense, walkable communities.

The new station will be approximately a mile north of the existing station and will comply with the Americans with Disabilities Act. Additional plans for the station call for a multi-use trail connecting the station to the Canal State Park Trail as well as track and signal work, a dedicated pedestrian bridge over the canal and digital signage for arrival and departure times.



Rendering of new Windsor Locks Station

To view the Program's Windsor Locks Factsheet please [click here](#).

*Grand List Growth is a Connecticut-specific measurement that is the aggregate valuation of taxable property within a given town.

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Transit-Oriented Development Along the Hartford Line

At the heart of the Hartford Line is Transit-Oriented Development (TOD). A growing trend across the country, TOD creates vibrant, walkable, livable, mixed-use, and sustainable communities. TOD is a planning concept that includes a mix of commercial and residential properties centered around, or located near, a transit station.

Throughout the development of the line, officials at CTDOT have made TOD a priority. Following the award of a competitive grant Transit Administration (FTA) in May 2016, CTDOT developed an ongoing Hartford Line TOD Action Plan to identify strategies to facilitate TOD around stations along the corridor by building upon local, regional, and statewide planning efforts.

Evidence of TOD can be seen in Windsor Locks (Montgomery Mills Apartments), Wallingford (restaurants and the Parker Place Apartments), Meriden (24 Colony Street and Meriden Commons) and Hartford where CT*fastrak* connections, office buildings, historical attractions and entertainment venues make the Hartford Line that much more attractive!

To learn more about New Haven-Hartford-Springfield Rail Program's Transit-Oriented Development [click here](#) to view the Factsheet or visit the website at: <https://www.nhhsrail.com/pdfs/tod%202018.pdf>.

