

# Appendix C: Community Engagement Plan

## Purpose

The Community Engagement Plan (CEP), outlines the Study Team's approach to inform, engage, and seek input from the communities, stakeholders (e.g., neighborhood groups, non-profit organizations, etc.), and the traveling public during the study process. It included numerous opportunities for discussion and comment. Methods of outreach employed throughout the study included stakeholder and public listening sessions, stakeholder interviews, pop up events, participation in neighborhood meetings, public meetings, the CTDOT and GHMS websites including an interactive study specific web portal for active public input, social media, fact sheets, e-bulletins, and other forms of outreach as appropriate. They are described within this CEP. Public opinion and comments have been documented and considered in the development of study recommendations. This CEP is a living document. It has been regularly revisited and refined throughout the study as outreach needs evolved.

## Key Components

The CEP focuses on the following topics:

1. Community Engagement Guiding Principles
2. Community Engagement Methods
3. Summary of GHMS Public Outreach (Types of Events, Dates, Key Discussion Topics/Themes etc.)

# TABLE OF CONTENTS

Introduction	1
Guiding Principles	1
Compliance	2
Community Engagement Methods	2
Appendix C-1: Community Engagement Records	i

# Introduction

## Community Engagement Plan Overview

This Community Engagement Plan (CEP) outlines the Study Team’s approach to inform, engage, and seek input from the communities, stakeholders (e.g., neighborhood groups, non-profit organizations, etc.), and the traveling public during the study process. It includes numerous opportunities for discussion and comment, as well as an agency participation planning effort. Methods of outreach include stakeholder and public workshops, stakeholder interviews, pop up events, public meetings, the CTDOT and GHMS websites, social media, fact sheets, e-bulletins, and other forms of outreach as appropriate. They are described within this CEP. Public opinion and comments have been documented and considered in the development of study recommendations.

This CEP is a living document. It has been regularly revisited and refined throughout the study as outreach needs evolved. Because of the COVID-19 pandemic, it is critical that the public engagement process is flexible and transparent. The Study Team has tailored the outreach methods in this CEP to be specific to methods in Phase 1 of the study and has tailored them as needs and opportunities continued to evolve.

The study steps and timeline displayed below reflect the two phases of the GHMS. Phase 2 involved a detailed analysis of the identified recommendations that led to identification of an implementation plan. The study was completed in the Fall of 2023.



## Guiding Principles

CTDOT seeks to implement a comprehensive and inclusive public and stakeholder outreach program with the objective of seeking transportation solutions for the Study, which meet the identified study vision, goals, and purpose and need and are embraced by stakeholders. The CEP has been developed to guide public engagement in accordance with the following principles:

**Accessibility** - The public will receive sufficient notice of public meetings, which are held at a convenient time, place or on a virtual platform, and are accessible to all. This includes complying with the American with Disabilities Act of 1990 and providing language assistance. The public is given time to review project-related materials in advance of meetings. Up-to-date project information is shared on the project website in an accessible format. All published documents (including graphics) must comply with and are accessible in accordance with requirements of Section 508 of the Rehabilitation Act of 1972.

**Inclusiveness** – The public will receive equitable access to all aspects of the transportation decision-making process. The Study Team will be inclusive in its practices, distributing project information via a variety of channels and venue, and delivered in clear and simple lay language to the extent possible. The Study Team will identify and partner with select individuals and organizations from diverse communities to facilitate greater interactions and engagement with the public.

**Responsiveness** - Public questions and inquiries will be answered in a timely manner. In particular, the Study Team will respond appropriately to the expressed needs of interested individuals or groups for whom participation is challenging.

**Transparency** - The study planning process will be clear and understandable to the public. The Study Team will establish an open and honest dialogue with stakeholders and share pertinent information that informs project decisions and direction. In addition, technical information and regulatory procedures will be explained clearly to help stakeholders understand the planning, regulatory and project development processes.

**Communication** - Project information, updates and news will be consistently communicated with the public through the project website, e-communications, newsletters, and local media outlets. Results of public engagement activities and how feedback was considered in the project will also be shared.

## Compliance

Public projects such as the Greater Hartford Mobility Study are subject to regulatory requirements. This study has complied with:

- Statewide and Metropolitan Planning. 23 *Code of Federal Regulations* (CFR) Parts 450 and 500 and 49 CFR Part 613, February 14, 2007;
- Environmental Impact and Related Procedures and Section 4(f). 23 CFR Parts 771 and 774, October 16, 2001; 40 CFR 1506.6 and *Freedom of Information Act* (5 U.S.C. 552);
- Management and Monitoring Systems. 23 CFR 500, December 1, 1993;
- *Title VI of the Civil Rights Act of 1964*;
- *Environmental Justice Executive Order 12898, US Department of Transportation Order 5610.2(a)*;
- *Executive Order 13166, Improving Access to Services for Persons with Limited English Proficiency*; and
- *FHWA Work Zone Safety and Mobility Rule* 23 CFR 630 subpart J.

These federal regulations require:

- Early and continuing public involvement opportunities during all stages of the planning and programming process;
- Timely information about transportation issues and processes to the community affected by transportation plans, programs, and projects;
- Reasonable public access to information used in the development of the plans and projects;
- Adequate public notice of public involvement activities and time for public review and comment at key decision points;
- A process for demonstrating explicit consideration and response to public input;
- A process for seeking out and considering the needs of those traditionally underserved by existing transportation systems, such as low-income and minority households; and
- Periodic review of the effectiveness of the public involvement process.

## Community Engagement Methods

The CEP includes several methods to inform and involve the public and stakeholders in meaningful ways. Study information was made accessible to the public. Study Team members shared information in a complete and understandable manner and recorded and responded to comments and concerns.

For optimal results, the GHMS team leveraged key community influencers who have built relationships and trust in the community to help advance the study message. The Study Team also ensured that local community voices were asked and allowed to help spread the message and collect feedback.

Key elements in the CEP include:

**Stakeholder Interviews and Meetings**

The Study Team hosted stakeholder interviews and meetings to collect information and presented the study process to the local communities. Participants offered input on the technical analysis for each topic. The Study Team held interviews and meetings during Phase 1 to engage key stakeholders on data availability and to obtain feedback on project background, baseline conditions and improvement opportunities. The Study Team also hosted meetings virtually during the COVID-19 pandemic. In addition, a telephone call-in number was established for those who do not have internet access.

During Phase 1, the Study Team conducted 19 stakeholder interviews and meetings engaging key stakeholders on feedback as it relates to mobility concerns in the region, as well as their priorities for improvement. As outlined in Table 1 in the appendix, these stakeholders consisted of major employers, local chambers of commerce, local colleges and universities, quasi-public agencies, non-profits, and municipal governments.

The feedback collected during Phase 1 stakeholder interviews and meetings included consistent themes of addressing major congestion points, improving the quality of public transit, and creating more bicycle and pedestrian connections across the region. Major employers had concerns about employee commuter habits, including a decrease in willingness for their employees to travel to the office using transit because of COVID. Major employers also noted that congestion was a major challenge for their employees, and that finding ways to improve quality and frequency of transit would be a major improvement for employees commuting to the office. Municipal governments expressed a desire to create more local connections between their communities and the region.

[Table 1: Phase 1 Stakeholder Interviews and Meetings](#)

During Phase 2, the Study Team conducted 30 stakeholder interviews and meetings engaging neighborhood groups and local organizations on mobility issues and concerns facing their communities. The stakeholder interviews and meetings conducted during Phase 2 provided the Study Team with grassroots, on-the-ground resident perspective and feedback on alternatives under consideration. Residents from neighborhoods groups expressed concerns with lack of frequent bus service, desire for improved bicycle and pedestrian connections, and general concerns for lack of safety for pedestrians and bicyclists on local roads.

[Table 2: Phase 2 Stakeholder Interviews and Meetings](#)

**Public Workshops/Meetings**

The Study Team hosted public meetings and workshops at various milestones throughout the GHMS. These meetings consisted of an open-house format and a presentation. The purpose of these meetings was to obtain input from the public regarding the development of this study and its recommendations. The Study Team hosted live and/or on-demand meetings and / or workshops virtually due to the COVID-19 pandemic. Virtual public meetings were held in platforms that support language and Americans with Disabilities Act (ADA)-accessibility.

During Phase 1, the Study Team hosted 5 virtual discussions open to the public. The Study Team hosted these five discussions in a virtual format due to the COVID-19 pandemic. The public discussions provided an overview of the project and gave the public an opportunity to ask members of the Study Team questions directly. Members of the Study Team answered questions about project schedule, scope, and goals of the project.

[Table 3: Phase 1 Public Workshops/Meetings](#)

During Phase 2, the Study Team hosted an additional 4 virtual discussions open to the public. These public discussions provided an overview of the study, as well as how potential alternatives were being considered during Phase 2 of the study. The Study Team also introduced the collaboration portal during these discussions and encouraged members of the public to provide comments and ask questions about the study. Members of the Study Team answered questions about the screening process, traffic calming alternatives, free public transit, East Coast Greenway planning and more. In concluding Phase 2, the Study Team also hosted 2 public meetings to share an overview of study outcomes, highlight early actions and the four core components, and answer community members' questions.

[Table 4: Phase 2 Public Workshops/Meetings](#)

## Neighborhood NRZs

Neighborhood Revitalization Zones (NRZs) in the Greater Hartford community are coalitions of residents, businesses, and organizations that work together and share a common goal of revitalizing the neighborhoods in which they live, work, and spend leisure time. NRZs are often trusted local groups and are imperative for the GHMS to cultivate relationships with and utilize to disseminate information. NRZs have influencers that encourage others to get involved and have their voices heard. The GHMS collaborated with NRZs to ensure that Environmental Justice (EJ) communities can provide input to the study. Collaboration methods include attending and giving updates on the study at their monthly meetings, as well as forwarding the NRZ leaders materials to distribute to their groups. The Study Team collaborated with the following NRZs:

- Asylum Hill Neighborhood Association
- Frog Hollow NRZ
- North East NRZ
- Blue Hills NRZ
- Upper Albany NRZ
- West End Civic Association
- Clay-Arsenal NRZ
- Coalition to Strengthen Sheldon/Charter Oak Neighborhood NRZ (CSS/CON)
- Parkville Neighborhood Revitalization Zone NRZ
- Southwest and Behind the Rocks NRZ
- South Downtown NRZ
- Upper Albany Neighborhood Collaborative
- Maple Avenue Revitalization Group (MARG)

The Study Team met with neighborhood groups and NRZs 41 times to provide information, gather input and/or seek feedback from residents and stakeholders. Members of the Study Team attended NRZ monthly-meetings to provide updates and progress of the study to residents. The Study Team hosted discussions with NRZ members and neighborhood organizations to listen to their ideas and inputs, provided project updates, and listened to resident concerns and priorities. These concerns and priorities included more local traffic calming projects, more frequent bus service, as well as addressing traffic congestion.

[Table 5: Phase 1 neighborhood groups and NRZ meetings](#)

[Table 6: Phase 2 neighborhood groups and NRZ meetings](#)

## Other Community Organizations

In addition to the NRZs, community-based organizations are staples in the Greater Hartford region. The Study Team identified and discussed the GHMS project with several community organizations that serve EJ communities to provide

information to and educate their constituency about the study and encourage them to provide feedback about potential multi-modal improvements. The organizations include:

- Transport Hartford/Center for Latino Progress
- HARC, Inc.
- Healthy Hartford Hub
- American School for the Deaf
- Hartford Commission on Food Policy
- UConn Adult Education Program

## Pop Up Events

The Study Team planned and attended several pop-up events. The events are typically pre-planned community events such as farmers' markets and festivals. The Study Team had a booth at such events with the goal of supporting, informing, and engaging local constituents of the study process and make sure their opinions are represented in the GHMS. When COVID-19 restrictions limiting public gatherings were lifted, the Study Team organized and attended in-person pop up events.

The Study Team attended 40 community events and festivals across the study area to engage local residents on the project, raise awareness of the study, and gather feedback. Due to COVID-19 restrictions during Phase 1, the Study Team conducted all pop-up events during Phase 2. Many of these events included local farmers markets, cultural festivals, sporting events, and more. These events were critical in raising awareness about the study as many of the people spoken to at these community events were not familiar with the study. Many residents spoken to expressed concerns about the inefficiencies in bus service and lack of connections. There was a strong desire to increase access for transit service to employment centers in Hartford and surrounding towns.

[Table 7: Pop Up Events](#)

[Table 8: Pop Up Events \(VOWOC\)](#)

## Voices of Women of Color (VOWOC) House Events

The Study Team partnered with the Voices of Women of Color (VOWOC), a social justice firm located in Hartford, to conduct neighborhood-level outreach in Hartford's historically disenfranchised north end through hosting house events. VOWOC hosted 12 house events. Many residents spoken to at house events expressed planning fatigue and concerns of the study gathering feedback but ultimately not implementing projects. Residents spoken to at these house events also expressed a need for better access to employment both in Hartford and surrounding towns.

[Table 9: Voices of Women of Color \(VOWOC\) House Events](#)

## Social Media

The Study Team created Facebook, Twitter, Instagram, and YouTube accounts for the GHMS. Study announcements, updates, and information were posted to these platforms. Postings on these accounts also included project updates, relevant news articles, notifications for local events, and more. The Study Team also hosted a gift-card giveaway contest on social media to encourage members of the public to comment on potential alternatives. Social media posts were translated in both English and Spanish.

Original social media content has been posted in English and Spanish.



In addition, limited targeted advertising was purchased to reach people who follow social media but may not read print material or attend meetings.

## **Contact Database**

The Study team created and maintained a contact database during both Phase 1 and Phase 2 of the study. 20 E-Bulletins were sent out during both phases. These E-Bulletins introduced the launch of the GHMS, directed the public to the collaboration portal, shared a schedule of public events, and more.

## **Media Relations**

The Study Team developed communications materials as well as conducted targeted media outreach to local news outlets. The outreach and materials were designed to provide the public with clear communications on GHMS goals and process. The media outlets reached out to by the study team included:

- Hartford Courant
- Hartford Public Access Television
- Talk of Connecticut
- WQTQ Radio

## **Other Communication Activities**

Throughout the course of the project, various communication activities occurred with members of the public, especially during the periods leading up to and following public meetings / workshops. Some of the anticipated communication activities were:

- Coordination with the surrounding towns and cities to send out e-alerts in advance of upcoming meetings;
- Design and mailing of flyers to community gathering locations;
- Development and maintenance of a database of all comments;
- Coordination of responses with the Study Team to questions and inquiries from the public comments from the public;
- Participation in Podcasts and other media or broadcast opportunities; and
- Creation of reports of comments for CTDOT within the quarterly progress report.

***Appendix C-1: Community Engagement  
Records***

**Table 1: Phase 1 Stakeholder Meetings/Interviews**

Stakeholder Meeting	Stakeholder Type	Dates
Riverfront Recapture	Non-profit	2/24/21
Transport Hartford	Non-profit	2/24/21
Connecticut State Police	State Agency	3/1/21
CCIA	Business	3/4/21
MetroHartford Alliance	Non-Profit	3/11/21
The Hartford	Business	3/10/21
Motor Transport Association	Business	3/11/21
iQuilt/Hartford 400	Non-profit	3/18/21
Bike Walk CT	Non-profit	3/19/21
CRCOG	Council of Government	4/22/21
CAA	Quasi-public Agency	5/12/21
Travelers	Business	5/12/21
Hartford Hospital	Non-profit	5/12/21
Archdiocese of Hartford	Non-profit	5/17/21
Goodwin College	Non-profit	5/20/21
CRDA	Quasi-public Agency	6/30/21
City of Hartford	Municipal	5/28/21
HYPE	Non-profit	6/28/21
North Atlantic Rail	Non-profit	9/14/21

**Table 2: Phase 2 Stakeholder Meetings/Interviews**

<b>Stakeholder Meeting/Interviews</b>	<b>Stakeholder Type</b>	<b>Meeting/Interview Date</b>
Voices of Women of Color	Non-profit	8/24/2021
ADA/Paratransit	Non-profit	10/25/2021
Healthy Hartford Hub	Non-profit	11/11/2021
Kristen Cooksey-Stoweres	Non-profit	12/17/2021
City of Hartford 311	Municipal	3/21/2022
Hartford Commission on Food Policy	Municipal	7/16/2022
Newington Town Planning and Zoning	Municipal	7/16/2022
Newington Town Council	Municipal	8/16/2022
UConn Adult Education	Non-profit	11/10/2022
Bill Mocarsky	Advocate	11/21/2022
LAZ Parking	Business	2/4/2022
Federal Highway Administration	Federal Agency	5/10/2023
East Hartford Mayor Michael Walsh	Elected Official	5/24/2023
Hartford Mayor Luke Bronin	Elected Official	5/31/2023
Congressman John Larson	Elected Official	6/2/2023
CRCOG	Council of Government	6/5/2023
CRDA	Quasi-public agency	6/12/2023
The Hartford	Business	6/16/2023
CRCOG Transportation Committee	Council of Government	6/26/2023
iQuilt	Non-profit	6/29/2023
Connecticut Speaker of The House Matt Ritter	Elected Official	7/10/2023
Travelers	Business	7/13/2023
Transport Hartford	Non-profit	7/25/2023
Goodwin University	Non-profit	7/26/2023
CCIA	Business	7/28/2023
Middlesex Chamber of Commerce	Business	8/8/2023
Bike/Walk Connecticut	Non-profit	8/9/2023
Motor Transport Association	Business	8/15/2023
Hartford Healthcare	Business	9/12/2023
Healthy Hartford Hub	Non-profit	10/25/2023

**Table 3: Phase 1 Public Workshops**

#	Date	Public Meetings / Discussions	Number of Attendees	General Discussion
1	2/24/2021	Live Online Discussion Session #1	27	Provide a brief introductory presentation about the GHMS. Facilitate discussion Encourage members of the public to provide comments and ask questions about the study.
2	3/3/2021	Live Online Discussion Session #2	24	
3	3/30/2021	Live Online Discussion Session #3	11	
4	4/6/2021	Live Online Discussion Session #4	14	
5	6/23/2021	Live Online Discussion Session #5	27	Webinar hosted by Transport Hartford to inform constituents about the GHMS.

**Table 4: Phase 2 Public Workshops**

#	Date	Event	Number of Attendees	General Discussion
6	1/13/2022	Alternatives Live Online Discussion Session #1	13	Provided a brief introductory presentation about the GHMS, discussed how potential alternatives were identified, and walked the public through updates to the Collaboration Portal. The team encouraged people to comment on alternatives and ask questions.
7	1/14/2022	Alternatives Live Online Discussion Session #2	6	
8	1/19/2022	Alternatives Live Online Discussion Session #3	26	
9	7/12/2022	Transport Hartford Webinar	21	Webinar hosted by Transport Hartford to inform constituents about the GHMS.
10	11/9/2023	Public Information Meeting (Hartford)	54	Hosted an open house style presentation of study findings, where attendees were able to engage one-on-one with the Study Team, followed by a presentation from the origin of the station to completion. The team encouraged people to comment on findings and ask questions.
11	11/16/2023	Public Information Meeting (East Hartford)	39	Hosted an open house style presentation of study findings, where attendees were able to engage one-on-one with the Study Team, followed by a presentation from the origin of the station to completion. The team encouraged people to comment on findings and ask questions.

**Table 5: Phase 1 Neighborhood Groups and NRZ Meetings**

#	Date	Event	Number of People Spoken To
1	6/3/2021	Blue Hills NRZ	15
2	6/7/2021	Upper Albany NRZ	34
3	6/7/2021	Asylum Hill Neighborhood Association (AHNA)	36
4	6/8/2021	Southwest / Behind the Rocks (SW/BTR)	33
5	6/15/2021	Frog Hollow NRZ	14
6	6/16/2021	South Downtown (SoDo) NRZ	20
7	6/16/2021	West End Civic Association (WECA)	30

**Table 6: Phase 2 Neighborhood Groups and NRZ Meetings**

#	Date	Event	Number of People Spoken To
8	9/7/2021	Clay-Arsenal NRZ	19
9	9/13/2021	CSS/CON NRZ	16
10	9/14/2021	West End Civic Association (WECA)	41
11	9/15/2021	SoDo NRZ	Approx. 20
12	9/21/2021	Frog Hollow NRZ	24
13	10/7/2021	Blue Hills NRZ	15
14	10/12/2021	SW/BTR NRZ	Approx. 20
15	12/7/2021	Clay-Arsenal NRZ	29
16	1/3/2022	Upper Albany NRZ	19
17	1/11/2022	SW/BTR NRZ	21
18	1/18/2022	Frog Hollow NRZ	24

#	Date	Event	Number of People Spoken To
19	1/19/2022	South Downtown (SoDo) NRZ	14
20	2/7/2022	AHNA NRZ	33
21	3/1/2022	Clay-Arsenal NRZ	31
22	3/3/2022	Blue Hills NRZ	31
23	3/16/2022	South Downtown (SoDo) NRZ	21
24	3/16/2022	Frog Hollow NRZ	N/A
25	3/16/2022	West End Civic Association (WECA)	N/A
26	3/21/2022	North East (NERA) NRZ	30
27	4/4/2022	Upper Albany NRZ	32
28	4/18/2022	Northeast NRZ	20
29	4/19/2022	Frog Hollow NRZ	22
30	5/3/2022	Asylum Hill Neighborhood Association (AHNA)	35
31	5/17/2022	Upper Albany Neighborhood Collaborative	9
32	10/3/2022	Upper Albany NRZ	24
33	10/4/2022	Clay Arsenal NRZ	24
34	10/26/2022	Hartford Ascend Pipeline	65
35	1/5/2023	Blue Hills NRZ	5
36	1/10/2023	Behind The Rocks NRZ	30
37	1/12/2023	MARG NRZ	31
38	1/17/2023	Frog Hollow NRZ	32
39	1/18/2023	SoDo NRZ	10-20
40	1/18/2023	West End Civic Association (WECA)	20
41	1/23/2023	NRZ North East	33



**Table 7: Pop-Up Events**

#	Date and Event	People Spoken To	Mailing List Sign Up	Key Themes
1	8/3/2021 - National Night Out	35	10	<ul style="list-style-type: none"> <li>• Improvements to I-84 West</li> <li>• Congressman Larson's endorsement of Hartford 400 and how the GHMS aligns with this plan</li> <li>• Improved bike lanes and connections for cyclists from Bloomfield to Simsbury</li> <li>• Improved ADA transit service. More connections, longer hours of operation, more affordable transportation, and increased pay to incentive transit drivers.</li> </ul>
2	8/10/2021 - West End Farmers' Market	13	3	<ul style="list-style-type: none"> <li>• Transit service! Many accessed the farmers' market via bus.</li> <li>• ADA transit service. There is a need for more connections, longer hours of operation, and better affordability.</li> </ul>
3	8/12/2021 - Know Good Market	6	0	<ul style="list-style-type: none"> <li>• Concerns about bus reliability</li> <li>• ADA transit service. There is a need for more connections, longer hours of operation, and better affordability.</li> <li>• CTfastrak has good service and reliability</li> <li>• LED signs at Union Station are inaccurate and should match what people see on a mobile app</li> </ul>
4	8/17/2021 - State House Square Farmer's Market	10	3	<ul style="list-style-type: none"> <li>• Transit service was the key theme of conversations. Many commented on how they felt bus service in Hartford was efficient, and they liked the downtown transportation system. They said there is need for more connections to the areas outside of Hartford, such as Avon, Manchester, and Vernon.</li> </ul>

#	Date and Event	People Spoken To	Mailing List Sign Up	Key Themes
5	8/20/2021 - Hartford Yard Goats Game	22	8	<ul style="list-style-type: none"> <li>• Desire for investment in high-speed rail in the region</li> <li>• Improvements to the bicycle network in Hartford</li> <li>• Many people expressed a need for more bus connections to the areas outside of Hartford, such as Simsbury, West Hartford's Blue Back Square, Manchester, and Willimantic.</li> <li>• People expressed the need for a more flexible bus schedule to support people that rely on public transportation to get to jobs that require late night hours</li> <li>• Support for investment in transportation infrastructure</li> <li>• Burying/relocating the highway system in Greater Hartford</li> <li>• Add light rail or a trolley system to downtown Hartford</li> <li>• Extend Hartford Line train service to Bradley</li> </ul>
6	8/21/2021 - Riverfront Asian Festival	30	4	<ul style="list-style-type: none"> <li>• Transit service: More CTfastrak and regular buses to towns (e.g. Simsbury) and in East Hartford (e.g. Ellington Rd) More frequent commuter trains from Meriden to Hartford in the AM The bus shelters are not kept up, impossible to use with snow on ground (i.e. snowbanks). Bus seats should not be made of fabric. They are disgusting and often have fluids on them.</li> <li>• ADA transit service. There is a need for more connections, longer hours of operation, and better affordability.</li> <li>• One attendee lives near Berlin Turnpike -- says he would like to walk more places, but it is unsafe.</li> <li>• One attendee said they tried to get a Link Scooter to attend the festival. None were available.</li> </ul>

#	Date and Event	People Spoken To	Mailing List Sign Up	Key Themes
7	9/30/2021 - Hartford Athletic Soccer Game	12	4	<ul style="list-style-type: none"> <li>• The study core, Hartford, West Hartford, East Hartford could benefit from enhanced bicycle facilities.</li> <li>• There should be better rail service from Hartford to Windsor.</li> <li>• Bus service along Park Rd is inconsistent.</li> <li>• Bus shelters are vandalized.</li> <li>• Bus drivers are unprofessional. Their breaks cause bus service to be unreliable.</li> <li>• Concerns about transit fare hikes.</li> </ul>
8	10/5/2021 - West End Farmers' Market	15	5	<ul style="list-style-type: none"> <li>• People are happy with the bus service on Farmington Avenue</li> <li>• Multiple people mentioned they would like roadway improvements and for pot holes to be fixed</li> <li>• People expressed the need for a more flexible bus schedule to support people that rely on public transportation to get to jobs that require late night hours</li> <li>• Improve sidewalks and connectivity throughout Hartford. Connect downtown with other neighborhoods.</li> <li>• Many comments about the need for bus shelters to be maintained and improved</li> <li>• Make Hartford more bike friendly</li> </ul>
9	10/14/2021 - Know Good Market	NA	NA	N/A
10	10/15/2021 - East Hartford Farmer's Market	10	2	<ul style="list-style-type: none"> <li>• People are generally happy with bus service in the East Hartford area</li> <li>• More frequent buses from Canton to the Hartford area</li> <li>• Buses from Canton to Unionville</li> </ul>

#	Date and Event	People Spoken To	Mailing List Sign Up	Key Themes
11	10/22/2021 - East Hartford Farmer's Market	10	2	<ul style="list-style-type: none"> <li>• Someone recommended that a paperless bus ticket system similar to San Francisco be implemented on CTtransit buses. They also mentioned that app-based tracking could inform people about the location of buses.</li> <li>• Provide connections to the Putnam Bridge.</li> <li>• More open streets</li> <li>• Increase the number of bus connections between the Christmas Tree Shop Plaza and the Buckland Hills Mall in Manchester.</li> </ul>
12	10/29/2021 - Bici Co. Transport Hartford Multi-Modal Meetup at Semilla Café	25	14	<ul style="list-style-type: none"> <li>• People were interested in leaving comments on the GHMS interactive map</li> <li>• Improvements to the intersection of Main Street, Albany Avenue, Ely Street, and High Street</li> <li>• A need for sustainable transportation.</li> </ul>
13	11/19/2021 - Bici Co. Transport Hartford Multi-Modal Meetup at WeHa Brewing and Roasting Co.	20	4	<ul style="list-style-type: none"> <li>• Bicycle connections between West Hartford and Hartford</li> <li>• Access to and facility type in West Hartford center</li> <li>• Safety on New Britain Avenue and Farmington Avenue</li> <li>• Determining safest ways to access major Hartford employers from West Hartford residences</li> </ul>
14	2/17/2022 - Bici Co. Transport Hartford Multi-Modal Meetup at The Place 2 Be	10	3	<ul style="list-style-type: none"> <li>• Add Bike connections from Farmington to Hartford.</li> <li>• Attendees were familiar with the alternatives on the GHMS website and have been leaving comments.</li> </ul>

#	Date and Event	People Spoken To	Mailing List Sign Up	Key Themes
15	3/23/2022 - Bici Co. Transport Hartford Multi-Modal Meetup at Carmine's in East Hartford	25	15	<ul style="list-style-type: none"> <li>• Since the meetup was focused on the East Coast Greenway, many mentioned their support of closing the trail gaps.</li> <li>• Attendees mentioned the importance of roadway improvements in East Hartford.</li> <li>• Some of the attendees were familiar with the alternatives on the GHMS website and have been leaving comments.</li> </ul>
16	5/26/2022 - Congressman Larson Event	50	0	<ul style="list-style-type: none"> <li>• Concerns around minority contractors having access to contracts associated with infrastructure projects</li> <li>• Community member who spoke expressed frustration of not being aware of the study</li> <li>• Lack of diversity among decision makers of local and federal spending</li> </ul>
17	5/26/2022 - Leadership Greater Hartford Event at Semilla Café	1	1	No key themes mentioned.

#	Date and Event	People Spoken To	Mailing List Sign Up	Key Themes
18	6/11/2022 - Hartford Taste Festival	50	11	<ul style="list-style-type: none"> <li>• Add more transit connections to surrounding towns and expand service hours</li> <li>• People love the fare free bus service and want it to be extended beyond December 2022. Many mentioned it has been helpful to them with the rising gas prices and inflation.</li> <li>• People generally like the bus service in Hartford</li> <li>• Close gaps in the East Coast Greenway</li> <li>• Add more rail connections and expand service hours</li> <li>• ADA transportation is unreliable for those who need to utilize these services. VEYO was a specific provider mentioned. This continues to be a big theme at pop-ups.</li> <li>• Make Hartford a Greater Hartford more bike friendly. Add bike lanes and make it safer for cyclists and pedestrians.</li> </ul>
19	6/25/2022 - Latino Fest	40	0	<ul style="list-style-type: none"> <li>• People were excited about transit being fare free and hope that it continues to be free.</li> <li>• Uber is a travel means for those without cars, especially to fill gaps in transit.</li> <li>• A lot of residents were frustrated with the quality of roads, potholes, sidewalks, lack of safety at crossings.</li> <li>• Hartford needs more bus stop amenities.</li> </ul>
20	6/26/2022 - DominGo!	40	0	<ul style="list-style-type: none"> <li>• Extending train service at night, especially from Hartford to New Haven (connections from New York can be difficult to coordinate)</li> <li>• Weekend bus service needs to be improved, some riders have a 1-2 hour wait if they miss an earlier bus</li> <li>• Improved ADA service for seniors from senior centers is needed and lacking</li> <li>• Road rage is an issue, especially against those using bicycles, riders don't always feel safe on the road even when there is a bike lane</li> </ul>
21	8/2/2022 - National Night Out (Blue Hills NRZ)	15	3	<ul style="list-style-type: none"> <li>• People were interested in learning more about the study.</li> <li>• A need for senior transportation services.</li> </ul>

**Table 8: Pop-Up Events (Voices of Women of Color)**

#	Date	Event	Number of Attendees
1	4/14/2022	Kamora's Cultural Center	22
2	6/1/2022	North End Senior Center	45
3	6/19/2022	Keney Park Juneteenth Event	50
4	6/20/2022	Blue Hills Fire Department Juneteenth Event	35
5	7/10/2022	Urban Hope Church	26
6	7/11/2022	Bushnell Park Monday Night Jazz Concerts	200 canvassed, 14 One-On-Ones
7	7/13/2022	Elizabeth Park Concerts	10
8	7/15/2022	Greater Hartford Festival of Jazz	150 Canvassed, 29 One-On-Ones
9	7/16/2022	Greater Hartford Festival of Jazz	150 Canvassed, 43 One-On-Ones
10	8/2/2022	Upper Albany National Night Out	50-60 Canvassed
11	8/6/2022	Sister 2 Sister Event	75
12	8/6/2022	Caribbean Jerk Fest	122
13	8/6/2022	Bushnell Park Monday Night Concerts	50
14	8/12/2022	West Indian Parade	163
15	8/15/2022	Bushnell Park Monday Night Concerts	50
16	10/26/2022	Hartford Ascend Pipeline	65
17	10/28/2022	LAZ Parking	4
18	10/29/2022	Phoenix Society GOTV	56
19	1/22/2023	Murphy Road Recycling Pop Up	N/A

**Table 9: Voices of Women of Color (VOWOC) House Events**

#	Date	Event	Number of Attendees
1	4/2/2022	VOWOC House Event	14
2	4/9/2022	VOWOC House Event	16
3	4/23/2022	VOWOC House Event	21
4	5/14/2022	VOWOC House Event	18
5	5/23/2022	VOWOC House Event	19
6	6/11/2022	VOWOC House Event	30
7	6/25/2022	VOWOC House Event	50
8	9/21/2022	VOWOC House Event	10
9	9/24/2022	VOWOC House Party	51
10	9/29/2022	VOWOC House Event	10
11	8/10/2023	VOWOC House Event	12
12	10/27/2023	VOWOC House Event	20