Lead It: Building the Community-Centered DOT

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Connecticut Department of Transportation
Who We Are

- State has 3.5 million residents
- Basketball Capital of the World
- CTDOT has 3,300 employees
- Practicing what we preach
- All share goal of improving safety, accessibility, and sustainability
Improving Safety and Accessibility

- New Complete Streets Directive
- Pedestrian crossings
- ADA Curb Ramps
- Safe Routes to School
- Road Safety Audits
- Projects based on feedback and lived experiences of users

Roundabout in Monroe, CT
Focused on the Customer Experience

- CX Team connects with customers
- We hear what people want, not tell them what we think they want
- Listen and learn
- Implement plans and projects to improve that customer experience
Improved Transit Options

- $19 million bus service expansion
- New microtransit pilot program
- Bus shelter improvement program
- Train schedules to meet reality of the “post–COVID” world
Mystery ‘Shoppers’

- Employees using our transit systems and reporting back
- Provides insight into what customers see and experience daily
- Fresh eyes and perspectives needed
- Helps us improve conditions for the users of the transit systems

Broken Glass at Bus Shelter
Real World Understanding

- Experiencing the built environment as someone with a disability
- “Empathy at the Intersection” training – not just use data, but also understand how someone feels
- Blindfolds, wheelchairs, canes replicate different mobility challenges
State Funded Programs

- Community Connectivity Grant Program (CCGP)
- Transportation Rural Improvement Program (TRIP)
- Local Transportation Capital Improvement Program (LOTCP)
Long-Term Plans

- PEL studies based on community feedback
- Engaging with diverse groups and audiences
- Everyone has a seat at the table
- Long-term projects that also include early action items to improve conditions