



**ESTUARY TRANSIT DISTRICT
REGULAR BOARD MEETING**
ETD Offices, 91 N. Main St, Middletown, CT
with Remote Options
October 11, 2024 at 9:00 AM

AGENDA

- I. Call to Order — L. Strauss, Chair
- II. Roll Call — T. Griswold, Secretary
 - 1. Welcome New Member Towns
- III. Visitors' Comments as They Pertain to Agenda Items
- IV. Secretary's Report — T. Griswold
 - [1.](#) Acceptance of Board Meeting Minutes of August 9, 2024
 - [2.](#) Acceptance of Expansion Committee Meeting Minutes of August 9, 2024
 - [3.](#) Acceptance of Transit Advisory Committee Meeting Minutes of September 10, 2024
 - [4.](#) Acceptance of Marketing Committee Meeting Minutes of September 12, 2024
 - [5.](#) Acceptance of Facilities Committee Minutes of October 8, 2024
 - [6.](#) Acceptance of Finance Committee Minutes of October 9, 2024
- V. Communications — T. Griswold
 - [1.](#) Portland Membership
- VI. Treasurer's Report — C. Norz
- VII. Committee Reports
 - 1. Facilities Committee — J. Gay, Chair
 - 2. Finance Committee — C. Norz, Chair
 - 3. Marketing Committee — L. Strauss, Chair
 - 4. Legislative Committee — J. Gay, Chair
 - 5. Transit Advisory Committee — T. Griswold, Chair
 - 6. Expansion Committee - T. Griswold, Chair
 - 7. Personnel Committee — J.Hall, Chair
 - 8. COG Update — B. Geraghty, Transit Planner
- VIII. Executive Director's Report — J. Comerford
- IX. Transit Planner's Report - B. Geraghty
 - [1.](#) Expansion Ridership

- X. Finance Director's Report — H. Famiglietti
 - [1.](#) Budget vs. Actual
 - [2.](#) Cash Flow
- XI. Operations Director's Report — J. Whitcomb
 - [1.](#) 2024 Ridership
 - [2.](#) Customer Service Report
- XII. Maintenance Director's Report — J. Comerford
- XIII. New Business
 - [1.](#) Bus Purchase Authorizing Resolution No. 25-006
 - [2.](#) Fixed Route Planning Software Purchasing Resolution No. 25-007
 - 3. 2025 Meeting Schedule
 - 4. December Meeting and Holiday Party
 - 5. Board Retreat
- XIV. Old Business
- XV. Chair Comments
- XVI. Board Members Comments
- XVII. Executive Session
- XVIII. Next Meeting — December 13, 2024, at 10:00 AM with Remote Options
- XIX. Adjournment

Join Zoom Meeting

Meeting ID: 856 5832 2438

Passcode: 322594

One tap mobile

+13126266799,,85658322438#,,,,*322594# US (Chicago)

+16469313860,,85658322438#,,,,*322594# US

Dial by your location

+1 312 626 6799 US (Chicago)

+1 646 931 3860 US

+1 929 436 2866 US (New York)

Language Assistance is available. If you need assistance, please call Chris at 860-510-0429 ext. 104 at least 48 hours prior to the meeting.

THESE MINUTES ARE SUBJECT TO APPROVAL AT THE NEXT ETD MEETING

ESTUARY TRANSIT DISTRICT
RIVER VALLEY TRANSIT
REGULAR MEETING
Friday, August 9, 2024
91 N. Main Street, Middletown, CT and
Via ZOOM

CALL TO ORDER

Chairman Strauss called the meeting to order at 9:03 a.m. In attendance included: Charlie Norz (ZOOM), Leslie Strauss, (ZOOM), Tim Griswold, John Hall (ZOOM), Kathryn Russell (ZOOM), David Lahm (ZOOM), Joan Gay, (ZOOM), Christine Marques, Michelle Benivegna (ZOOM), Brendan Rea (ZOOM) arrived at 9:14 a.m., and Beverly Lawrence (ZOOM), arrived at 9:15 a.m.

Guests: Cathy Gross, DOT, Sara Radacsi, DOT

Staff: Chris Dennison, Brendan Geraghty, Joe Comerford, Halyna Famiglietti, Mutez Ennab

VISITOR COMMENTS – None.

SECRETARY’S REPORT

John Hall made a motion to accept the minutes of the 6/14/24 Board meeting as presented. Charlie Norz seconded the motion. The motion passed unanimously.

Tim Griswold made a motion to accept the minutes of the 6/14/24 Expansion Committee meeting as presented. Charlie Norz seconded the motion. The motion passed unanimously.

Joan Gay made a motion to accept the minutes of the 6/21/24 Legislative Committee meeting as presented. Charlie Norz seconded the motion. The motion passed unanimously,

Joan Gay made a motion to accept the minutes of the 6/6/24 Facilities meeting as presented. David Lahm seconded the motion. The motion passed unanimously

COMMUNICATIONS

A letter received from David Cox, Town Manager, East Hampton, was included in the Board’s packet. East Hampton’s Town Council accepted the District’s invitation to join River Valley Transit.

TREASURER’S REPORT – No report.

COMMITTEE REPORTS

Facilities Committee – The minutes of the Facilities Committee meeting were included in the Board’s packet. Joan Gay, Chairman, updated the Board on the Facilities initiatives including

DOT update, Facilities update, both Middletown and Shoreline, electrification, the Bus Shelter program and the Middletown Terminal renovation project. Joan was available to address questions/comments posed by Board members.

Charlie Norz made a motion to accept the Facilities Report as presented. Joan Gay seconded the motion. The motion passed unanimously.

Finance Committee

A quorum could not be established at the last Finance Committee meeting, however, Charlie Norz, Chairman reported that the financials of the District remain healthy. We are in receipt of a full year of financial data as a “combined” District.

Joan Gay made a motion to accept the Finance Committee Report as presented. Kathryn Russell seconded the motion. The motion passed unanimously.

Marketing Committee

The consultant’s Marketing initiatives are on-going, i.e. social media, brochures, etc. Board members were encouraged to distribute the new brochures throughout towns.

Joan Gay made a motion to accept the Marketing Report as presented. David Lahm seconded the motion. The motion passed unanimously.

Legislative Committee

The minutes of the Legislative Committee meeting were included in the Board’s packet. Joan Gay, Chairman, updated the Board on the Legislative initiatives including: the 2024 Legislative Session and a summary of Bills from past sessions that are still of concern. Bills of concern include: Public Act 22-40 Freezes Transit District funding, Public Act 22-25 prevents State from procuring diesel-fuel buses, Fare-Free Public Bus Transportation seeks to make fare-free public bus transportation permanent for residents of the State. The role of the CT Association for Community Transportation lobbyists relative to same was discussed.

Joan was available to address questions/comments posed by Board members.

Joan Gay made a motion to accept the Legislative Committee Report as presented. Tim Griswold seconded the motion. The motion passed unanimously.

Transit Advisory Committee -

Tim Griswold reported on initiatives of the Transit Advisory Committee including the Passio system equipment (vehicle location) installation, Smart Grant (used for tap and go fare), Service Expansion review (all new services have been well received), Park Connect summer program and bus shelter project.

Tim was available to address questions/comments posed by Board members.

Charlie Norz made a motion to accept the Transit Advisory Committee Report as presented. Joan Gay seconded the motion. The motion passed unanimously.

Expansion Committee – Tim reported:

- As noted above, East Hampton has joined the District.
- Portland requested a sample Resolution to be considered by the Town.

The Committee is working on analyzing an appropriate fee structure as towns join the District.

Kathryn Russell made a motion to accept the Expansion Report as presented. David Lahm seconded the motion. The motion passed unanimously.

Nominating Committee

All existing incumbents were interested in serving another term. The Nominating Committee recommends the following:

Leslie Strauss – Chairman, Joan Gay, Vice Chairman, Tim Griswold, Secretary and Charlie Norz, Treasurer.

Leslie Strauss made a motion to accept the Slate as proposed by the Nominating Committee. David Lahm seconded the motion. The motion passed unanimously.

Personnel Committee – No report.

COG Update – Brendan reported on COG initiatives as follows:

- TOD (THRIVE) Grant work is on-going (Transit Oriented Grant)
- COG will apply for a Waste Grant that explores alternate fuels, i.e. converting food waste into propane.

Brendan was available to address questions/comments posed by Board members.

Joan Gay made a motion to accept the COG Update as presented. Tim Griswold seconded the motion. The motion passed unanimously.

EXECUTIVE DIRECTOR'S REPORT

Joe reported:

- Bus project – first electric buses currently being road tested.
 - Anticipated arrival at the District – September
 - Work on-going relative to charging electric buses.
 - The District is hosting training for First Responders (response to electrical fires is challenging). All local Fire Departments invited.
- He attended a DOT staff meeting related to Signal Preemption Technology – this technology would allow for extended green lights if a bus is running behind schedule or during busy times.
 - Joe will speak to the DOT about potential costs to the District for use of this technology.

- Taxi Voucher Program – will award bid to a different contractor – the previous contractor cannot meet the needs of the District.
 - Taxi company will also supplement ADA rides.

John Hall made a motion to accept the Executive Director’s Report as presented. Charlie Norz seconded the motion. The motion passed unanimously.

TRANSIT PLANNERS REPORT

Brendan reported on the following:

- Xtra Mile Expansion
- Fixed Route Expansion
- Smart Grant
- Bus Shelter Project
- Park Connect Program

Brendan was available to address questions/comments posed by board members

Charlie Norz made a motion to accept the Transit Planner’s Report as presented. John Hall seconded the motion. The motion passed unanimously.

FINANCE DIRECTOR’S REPORT

Copies of the financial reports were included in the Board packet and screenshared.

Halyna provided an overview of the financial documents and reported that the Auditor has reviewed documents and will return when the FY books are “closed”. It is anticipated that the Audit will be completed on time.

The District received a resignation from the Accounts Payable staff member. Several resumes for the position were received and the new staff person is currently being trained.

Halyna was available to address questions/comments posed by Board members.

Charlie Norz made a motion to accept the Finance Director’s Report as presented. Joan Gay seconded the motion. The motion passed unanimously.

OPERATIONS DIRECTOR’S REPORT

Ridership figures were included in the Board packet. Brendan provided data on individual routes and was available to address questions/comments posed by Board members.

Joan Gay made a motion to accept the Operations Director’s Report as presented. Kathryn Russell seconded the motion. The motion passed unanimously.

MAINTENANCE DIRECTOR’S REPORT – No report.

EXECUTIVE SESSION – Labor Contract Negotiations

Charlie Norz made a motion to go into Executive Session at 10:20 a.m. to discuss labor contract

negotiations. John Hall seconded the motion. The motion passed unanimously. Joe Comerford was invited into the Executive Session.

Regular session resumed at 10:54 p.m. No action taken.

NEW BUSINESS

Committee Assignments

Each Board member is obligated to serve on at least 1 committee. Leslie encouraged board members to reach out to her for committee assignment.

Conflict of Interest Forms

Each Board member should return their Conflict-of-Interest form to Chris Dennison as soon as possible.

DOT Authorizing Resolution

John Hall made the following motion:

RESOLVED, that the Chairperson, Leslie B. Strauss, and/or in her absence or inability to act, the Vice Chairperson, Joan Gay, having been since August 9, 2024, are, hereby authorized on behalf of the Estuary Transit District to negotiate and execute all necessary contract documents required to obtain funds from the Connecticut DOT.

Christine Marques seconded the motion. The motion passed unanimously.

AAA Authorizing Resolution

John Hall made the following motion:

RESOLVED, that the Executive Director, Joseph Comerford, and/or in his absence or inability to act, the Chairperson, Leslie B. Strauss, are hereby authorized on behalf of the Estuary Transit District to negotiate and execute all necessary contract documents required to obtain funds from the Senior Resources Agency on Aging.

Kathryn Russell seconded the motion. The motion passed unanimously.

Emergency Repair of Cooling System Authorizing Resolution

Joan Gay made the following motion:

WHEREAS the HVAC system for 91 N. Main Street, Middletown, which houses the administrative offices and maintenance facility has failed; and

WHEREAS, this system failure affects the health, safety and work environment of employees, in addition to equipment; and

WHEREAS the conditions stated above are urgent and represent compelling reasons to allow ETD to enter a contract to address these repairs; and

WHEREAS the Connecticut DOT and the FTA approved waiving ETD’s purchasing policy for a formal procurement for purchases equal to or greater than fifty thousand dollars (\$50,000), in order to cause the necessary repairs to be made in an expeditious manner; and

WHEREAS, Modern Mechanical Services, LLC was named the lowest, responsive and responsible Bidder for the aforementioned tasks;

BE IT RESOLVED that the Board of Directors waives the requirement for a formal procurement for the repair of the HVAC system at 91 N. Main Street, and

BE IT FURTHER RESOLVED that the Executive Director, Joseph Comerford, hereby is authorized on behalf of the ETD to award the winning bid and sign a contact with Modern Mechanical Services, LLC for the aforementioned tasks for ETD, in an amount not to exceed sixty-one thousand two hundred fifty-five dollars (\$61,255.00).

Charlie Norz seconded the motion. The motion passed unanimously.

Bus Purchase Authorizing Resolution

Charlie Norz made the following motion:

RESOLVED, that the Executive Director, Joseph Comerford, hereby is authorized on behalf of the ETD to negotiate and execute all necessary contract documents required to purchase up to four (4) body-on-chassis buses for the ETD from the Greater Hartford Transit District or Greater New Haven Transit District joint bus procurement contracts in an amount not to exceed \$700,000.00.

Joan Gay seconded the motion. The motion passed unanimously.

Labor Contract Resolution

John Hall made the following motion:

WHEREAS there exists a Collective Bargaining Agreement between the ETD and Teamster’s Local 671 for all full-time and part-time bus drivers and Paratransit van drivers employed by ETD’s Middletown division which expires 12/31/25;

BE IT RESOLVED, that the Executive Director, Joseph Comerford, hereby is authorized on behalf of ETD to negotiate and execute an extension of the aforementioned collective bargaining agreement.

Joan Gay seconded the motion. The motion passed unanimously.

OLD BUSINESS

Dissolution of MTD

Christine Marques will give the Middletown Mayor a copy of a sample Resolution relative to dissolving MTD. The District’s attorney recommends this course of action as the most expedient way to dissolve MTD.

CHAIR COMMENTS

Leslie welcomed the town of East Hampton to the District.

BOARD MEMBERS COMMENTS – None.

ADJOURNMENT

Leslie Strauss made a motion to adjourn the meeting at 11:13 a.m. Charlie Norz seconded the motion. The motion passed unanimously.

Next meeting – October 11, 2024 - 9 a.m.

Respectfully submitted,

Suzanne Helchowski
Clerk

THESE MINUTES ARE SUBJECT TO APPROVAL AT THE NEXT
ESTUARY TRANSIT DISTRICT BOARD MEETING

ESTUARY TRANSIT DISTRICT
EXPANSION COMMITTEE MEETING
ETD OFFICES, 91 N. Main Street, Middletown, CT with Remote Option
FRIDAY, AUGUST 9, 2024, at 8:00 AM

CALL TO ORDER

The meeting was called to order by Timothy C. Griswold, Chair, at 8:04 a.m.

ROLL CALL

A quorum was established with the following committee members present: Tim Griswold, and Charlie Norz (via ZOOM)

Absent: D.G. Fitton

Also in attendance: Staff: Joe Comerford (via Zoom), Christina Denison (via Zoom), Halyna Famiglietti, and Brendan Geraghty

Board Members: Leslie Strauss, ETD Board Chair

OLD BUSINESS

Portland and East Hampton Update

Griswold reported that East Hampton has joined the District. He has spoken with the Town of Portland which is “unofficially ready to join.” Portland’s First Selectman has requested the District provide him with a sample resolution that he could present to his town council.

NEW BUSINESS

Census Data for member towns and non-member towns receiving services was included in the meeting packet.

Discussion of Potential Membership of East Haddam and Haddam

Brendan Gerraghty reviewed the various data points which could be considered when calculating membership dues for new towns. Discussion followed. Geraghty will look at several other metrics, including X-tra Mile service and zero car households and will come up with a couple of formulas to calculate dues for non-member town.

ADJOURNMENT

Charles Norz made a motion, seconded by Griswold, to adjourn the meeting at 8 :37 a.m.

Next Meeting—The next meeting will be Friday, October 11, 2024, at 8:00 a.m. preceding the Board meeting.

Respectfully submitted,

Christina Denison
Clerk

THESE MINUTES ARE SUBJECT TO APPROVAL AT THE NEXT
ESTUARY TRANSIT DISTRICT BOARD MEETING

ESTUARY TRANSIT DISTRICT
TRANSIT ADVISORY COMMITTEE MEETING
ETD OFFICES, 91 N. Main Street, Middletown, CT with Remote Options
TUESDAY, SEPTEMBER 10, 2024, at 9:00
AM

I. CALL TO ORDER

The meeting was called to order by Timothy C. Griswold, Chair at 9:00 a.m.

II. ROLL CALL

A quorum was established with the following committee members present: Courtney DiMenna, Student Support Manager, Vista Life Innovations (via ZOOM); Heather Granja, ACES Early Head Start Program Coordinator; Timothy C. Griswold; Committee Chair and Board Secretary (via ZOOM); Holly Marrero, East Hampton Senior Center Director (via ZOOM, partial meeting Items III-VI); Laurie McElwee, South Central Connecticut Regional Mobility Manager at the Kennedy Collective; and Artha Slade, Middletown Resident and ETD rider (via ZOOM)

Staff: Christina Denison, Executive Assistant; and Brendan Geraghty, Transportation Planner

ETD Board: Leslie Strauss, Board Chair

Absent: Tim Kellogg, Head of Public Services, E.E. Scranton Memorial Library, Madison, and ETD rider; and Beverly Lawrence, ETD Board Member

Brendan Geraghty and Tim Griswold thanked Artha Slade for delivering over 500 new bus schedules to various locations in Middletown.

III. OLD BUSINESS

Geraghty reported:

1. Bus Shelter Project – The district is one of the first in the State to be approved for bus shelters. 5 Middletown locations, including FedEx, Sagamore Hills, Stoney Crest, Newfield Towers and High and William Streets (Wesleyan campus) have been identified. Sites were selected on several metrics, including ridership. To improve the ridership experience and to make stops more accessible and safer for riders and buses, shelters will have amenities, which may include trash cans, solar lighting and electronic signage. All shelters will include ADA accessible concrete landing pad, and many will receive up to 70 ft. of new or replacement sidewalk. The design will be the same as those shelters already in place on the

shoreline. The District is working with CTDOT and the City of Middletown to install the shelters by the first of the year. Geraghty asked committee members for suggestions for possible shelters.

- 2. Tap and Ride Pilot – The District is part of a 6-month pilot program through the State. Fare validators which will allow for fare capping on the fixed bus routes are being installed. A RVT rollout is expected soon. CTDOT will look at the data collected and determine what works and what needs improvement. Different rates for seniors and disabled and transfers are some of the issues to be looked at. If all goes well, a statewide rollout is expected soon.
- 3. New Service Review – Ridership in the Madison and Guilford XTRA Mile zone has grown quickly, averaging 30-40 riders per day. East Hampton’s ridership is low and Geraghty is working with the Senior Center, Social Services and the Housing Authority to get the word out. Future plans are to expand the East Hampton zone to include all of East Hampton, not just the Belltown area. With the start of the school year, Xtra Mile started again in Middletown on August 30. Ridership has been strong, averaging upwards of 30 riders per day. Ridership has also been strong on the extended weeknight and weekend fixed routes, evidencing the need for service during those times.

Geraghty also reported that the district has received 2 electric buses which are currently in Hartford for testing. Also, four of the nine gas buses ordered have been delivered. He noted that recent legislation prohibits the further purchase of gas/diesel buses.

Geraghty was available to respond to any questions/comments from committee members.

IV. NEW BUSINESS

- 1. Acceptance of Meeting Minutes of June 11, 2024
Slade made a motion to accept the meeting minutes of June 11, 2024. Heather Granja seconded. Motion carried.

V. Next Meeting— The next meeting will be December 10, 2024, at 9:00 a.m.

VI. ADJOURNMENT

Slade made a motion; seconded by Granga and unanimously approved to adjourn the meeting at 9:46 a.m.

Respectfully submitted,

Christina Denison
Clerk

THESE MINUTES ARE SUBJECT TO APPROVAL AT THE NEXT
ESTUARY TRANSIT DISTRICT BOARD MEETING

ESTUARY TRANSIT DISTRICT
MARKETING COMMITTEE MEETING
ETD OFFICES, 91 N. Main Street, Middletown, CT with Remote Options
THURSDAY, SEPTEMBER 12, 2024, at 9:00 AM

I. CALL TO ORDER

The meeting was called to order by Leslie Strauss, Chair at 9:00 a.m.

II. ROLL CALL

A quorum was established with the following committee members present: Jim Irish, David Lahm and Leslie Strauss, Chair

Staff: Joseph Comerford, Executive Director; Christina Denison, Executive Assistant (partial meeting, Items III-VI) and Brendan Geraghty, Transportation Planner

III. OLD BUSINESS

1. Current Initiatives –

- Bus Shelters- 5 new bus shelters will be installed in Middletown by the first of the year. Plans to market the new bus shelters were discussed. Brendan Geraghty reported that an electronic real time sign has been installed at the Old Saybrook Train Station and another at the Middletown bus terminal. A third will be installed at the Madison VISTA campus. The installation of vinyl system maps on the bus shelters was discussed; the maps would include a QR code directing riders to the statewide Transit Royale app. Geraghty will obtain pricing from the designer.
- Statewide Transit App - Joe Comerford shared CTDOT's Transit Royale report and noted that it is widely used by RVT riders. He noted that the district's Token Transit app is connected to the state's app allowing riders to buy tickets directly through the app. He also reported that the Royale app allows each district to put up individual banners and send out alerts.
- Payment Options – Geraghty reported that the State has taken the reins on promoting the Tap and Ride pilot program which will be launched soon. There will be an opportunity for the Marketing Committee to be involved once the program is launched.

2. Xtra Mile Promotions – Geraghty has done many tabling events to promote the service. Rack cards have also been distributed to senior centers and social service organizations.

3. Social Media – Digital promotion vs. print ads was discussed.

4. Future Initiatives – A digital promotion campaign, focusing on service expansion, real time notification, and Tap and Ride will be initiated. Susan Rubinsky

Marketing Consultants will be contacted for a proposal. The firm is currently working on advertising for the new taxi voucher program which goes into effect in October. Comerford will send drafts to the committee upon receipt. Geraghty will be doing more Transportation 101 events in the coming months.

Comerford and Geraghty were available to respond to any questions/comments from committee members.

IV. NEW BUSINESS

None.

V. Next Meeting— Going forward, the Committee will meet on a quarterly basis. The next meeting will be December 5, 2024, at 9:00 a.m.

VI. ADJOURNMENT

Irish made a motion; seconded by Lahm and unanimously approved to adjourn the meeting at 9:58 a.m.

Respectfully submitted,

Christina Denison
Clerk

THESE MINUTES ARE SUBJECT TO APPROVAL AT THE NEXT
ESTUARY TRANSIT DISTRICT BOARD MEETING

ESTUARY TRANSIT DISTRICT
SPECIAL FACILITIES COMMITTEE MEETING
ETD OFFICES, 91 N. Main Street, Middletown, CT with Remote Option
TUESDAY, OCTOBER 8, 2024, AT 2:00 P.M.

CALL TO ORDER

The meeting was called to order by Leslie Strauss, ETD Board Chair, acting as temporary chair, due to illness of Joan Gay, regular chair, at 2:03 p.m.

ROLL CALL

A quorum was established with the following committee members present: Joan Gay (ZOOM), John Hall, and Christine Marques (ZOOM)

Absent: Jim Irish

Also in attendance: Staff: Joe Comerford and Christina Denison

Board Members: Leslie Strauss, ETD Board Chair (ZOOM) and Charles Norz, ETD Board Member, Old Saybrook (ZOOM)

CT DOT: Graham Curtis, Bus Capital Programs, Asst. Administrator (ZOOM)

FACILITIES PLAN WITH DOT

A copy of the Facilities Progress Plan was included in the meeting packet.

Graham Curtis reported:

Architecture & Engineering

Facilities Master Plan –

- The plan has been completed.
- Calculations regarding the amount of compensatory fill needed have been submitted.
- DOT will engage an on-call consultant to design the building once approval for the fill is received.
- More public outreach will be done as the design progresses. Some neighbors have expressed concerns with the City of Middletown. DOT has been responsive to the comments. Some landscaping and fencing may be needed.
- Electrification of buses –
 - Infrastructure has been completed.
 - The district's 2 electric buses have been delivered to Hartford and are undergoing final inspections before being delivered to Middletown. Portable chargers are being delivered to Middletown later in the day.

Comerford reported that the Governor is giving transit districts some relief when it comes to purchasing diesel buses; waivers will be granted on a case-by-case basis.

Shoreline Facility –

- A long list of 10 properties was identified and reduced to 5. Towns are being contacted regarding possible economic development which may already be planned for the sites. If none, the sites will be toured, and property owners contacted.
- The Westbrook feasibility study will be used.

Middletown Terminal Renovation –

- CTDOT will schedule a meeting with stakeholders for the end of the month.
- Possible alternate designs are being looked at.

Hall made a motion, seconded by Gay, to approve the Facilities Plan with DOT Plan report. Motion carried.

EXECUTIVE DIRECTOR'S REPORT

None.

OLD BUSINESS

Bus Shelter Program— CTDOT is waiting for design approval from the City of Middletown.

Tap and Ride - Comerford attended a press conference earlier in the day to kick-off the Tap and Ride pilot program; also in attendance were representatives from USDOT and the FTA Regional office. Comerford reported that the program was soft launched on Monday with few issues. He discussed long-term goals for the program and answered questions from the committee.

EXECUTIVE SESSION

Joan Gay made a motion, seconded by John Hall, to enter into Executive Session for the purpose of discussing the Middletown Terminal Expansion/Renovation at 2:45 p.m. All attendees were invited into the session. Regular session resumed at 3:00 p.m. No motions were made.

NEW BUSINESS

2025 Meeting Schedule - The committee will continue to meet on the second Tuesday of every other month at 2:00 p.m.

ADJOURNMENT

The meeting was adjourned at 3:05 p.m.

The next meeting will be held on Tuesday, December 10, 2024, at 2:00 p.m.

Respectfully submitted,

Christina Denison
Clerk

THESE MINUTES ARE SUBJECT TO APPROVAL AT THE NEXT
ESTUARY TRANSIT DISTRICT BOARD MEETING

ESTUARY TRANSIT DISTRICT
FINANCE COMMITTEE MEETING
RVT ADMINISTRATIVE OFFICES, 91 N. Main Street, Middletown, CT with
Remote Options
WEDNESDAY, October 9, 2024, at 9:00 A.M.

CALL TO ORDER

The meeting was called to order by Charles Norz, Chair, at 9:03 a.m.

ROLL CALL

A quorum was established with the following committee members present: DG Fitton, Joan Gay, and Charles Norz

Also in attendance: Joseph Comerford, Christina Denison, and Halyna Famiglietti

Absent: Jim Irish

DISCUSSION OF BUDGET VS. ACTUALS and CASH FLOW

Copies of the Budget vs. Actuals and Cash Flow report were included in the meeting packet.

The Budget and Cash Flow were reviewed and discussed. No issues to report. Famiglietti and Comerford answered questions from the Committee.

Joan Gay made a motion to accept the Finance Director's report as presented. Charles Norz seconded the motion. The motion passed unanimously.

ADJOURNMENT

Fitton made a motion, seconded by Gay and unanimously approved to adjourn the meeting at 9:15 a.m.

Next Meeting—December 11, 2024, at 9:00 a.m.

Respectfully submitted,

Christina Denison
Clerk



33 East Main Street ▪ P.O. Box 71 ▪ Portland, CT 06480-0071
www.portlandct.org ▪ Phone: (860) 342-6715 ▪ Fax: (860) 342-6714
Equal Opportunity Provider and Employer
Office of the First Selectman

September 26, 2024

Joseph Comerford, Executive Director
River Valley Transit
91 N Main Street
Middletown, CT 06457

RE: Appointment to Estuary Transit District

Dear Executive Director Comerford:

As it pertains to Section 603 of the Portland Town Charter, "*...the First Selectman may appoint and remove members of regional and inter-local agencies and programs as authorized...*"

At the Portland Board of Selectmen's regular meeting held on September 18, 2024, the Selectmen unanimously voted for the Town of Portland to join the Estuary Transit District as a member. A copy of that resolution is enclosed for your files.

As First Selectman, I will serve as the Town's appointed member on the ETD Board of Directors. I look forward to working with you and the Board.

Sincerely yours,

Ryan J. Curley
First Selectman

Email: rcurley@portlandct.org

cc: Portland Board of Selectmen
Town Clerk

Fixed Route Expansion Ridership

	Ridership
May (4 days)	
Weeknight	52
Saturday Night	0
Sunday	0
June	
Weeknight	261
Saturday Night	223
Sunday	655
July	
Weeknight	380
Saturday Night	222
Sunday	715
August	
Weeknight	683
Saturday Night	247
Sunday	639
September	
Weeknight	429
Saturday Night	923
Sunday	713
Total Since Launch	6142

XtraMile Expansion Ridership				
	Ridership	Pick-up On Time	Average Ride Rating	Mobile Phone Booking Percentage
May (4 days)				
Madison & Guilford	29	100.0%	5	75.86%
East Hampton	2	100.0%	5	100%
				Old Saybrook Zone: 44.07%
June				
Madison & Guilford	274	90.6%	4.8	65.38%
East Hampton	50	100.0%	5	97.62%
				Old Saybrook Zone: 40.51%
July				
Madison & Guilford	607	98.6%	4.9	73.95%
East Hampton	116	100.0%	5	59%
				Old Saybrook Zone: 43.1%
August				
Madison & Guilford	970	91.8%	4.9	69.96%
East Hampton	142	96.4%	5	53.96%
Middletown (Started 8/30)	52	85.2%	5	100%*
				Old Saybrook Zone: 46.45%
September				
Madison & Guilford	796	94.7%	4.96	68.39%
East Hampton	203	95.2%	5	32.88%
Middletown	758	92.7%	4.98	100%*
				Old Saybrook Zone: 45.23%
Total	3999			

GRANTS TOTAL	ESTUARY TRANSIT DISTRICT		
	For the Period July 1, 2024 to August 31, 2024		
	YTD ACTUAL	BUDGET AMOUNT	YTD % of BUDGET
REVENUE			
FAREBOX REVENUE	\$ 72,571	\$ 347,100	21%
URBAN CARES ACT	\$ 46,768	\$ 592,400	8%
RURAL CARE ACT	\$ -	\$ -	
OTHER	\$ -	\$ -	
TOTAL REVENUE	\$ 119,339	\$ 939,500	13%
EXPENSES			
SALARY AND BENEFITS	\$ 781,207	\$ 5,752,800	14%
PROFESSIONAL SERVICES	\$ 95,663	\$ 898,125	11%
RENT&UTILITIES	\$ 37,538	\$ 292,600	13%
INSURANCE	\$ 57,590	\$ 181,250	32%
MAINTENANCE	\$ 73,187	\$ 879,625	8%
FUEL	\$ 143,263	\$ 1,068,000	13%
MISCELLANEOUS EXPENSE	\$ 15,586	\$ 150,050	
PURCHASE TRANSPORTATION	\$ 2,382	\$ 30,000	8%
TOTAL EXPENSES	\$ 1,206,416	\$ 9,252,450	13%

DEFICIT	\$ (1,087,078)	\$ (8,312,950)
----------------	-----------------------	-----------------------

DOT	\$ 1,078,218	\$ 7,417,533
------------	---------------------	---------------------

LOCAL	\$ 35,904	\$ 794,802
--------------	------------------	-------------------

Surplus/(Deficit)	\$ 27,044
--------------------------	------------------

FIXED 5307	ESTUARY TRANSIT DISTRICT		
	For the Period July 1, 2024 to August 31, 2024		
	YTD ACTUAL	BUDGET AMOUNT	YTD % of BUDGET
REVENUE			
FAREBOX REVENUE	\$ 57,926	\$ 251,000	23%
URBAN CARES ACT		\$ 180,400	0%
RURAL CARE ACT			
OTHER			
TOTAL REVENUE	\$ 57,926	\$ 431,400	13%
EXPENSES			
SALARY AND BENEFITS	\$ 474,502	\$ 3,089,500	15%
PROFESSIONAL SERVICES	\$ 74,286	\$ 580,500	13%
RENT&UTILITIES	\$ 30,500	\$ 217,500	14%
INSURANCE	\$ 45,587	\$ 125,000	36%
MAINTENANCE	\$ 43,425	\$ 519,750	8%
FUEL	\$ 102,078	\$ 635,750	16%
MISCELLANEOUS EXPENSE	\$ 10,961	\$ 86,000	13%
PURCHASE TRANSPORTATION			
TOTAL EXPENSES	\$ 781,339	\$ 5,254,000	15%

DEFICIT	\$ (723,413)	\$ (4,822,600)
----------------	---------------------	-----------------------

DOT	\$ 698,055	\$ 4,188,327
------------	-------------------	---------------------

LOCAL	\$ 25,359	\$ 646,100
--------------	------------------	-------------------

Surplus/(Deficit)	\$ 0.00
--------------------------	----------------

Midshore(OldSaybrook/Middletown) & Riverside EXT.	ESTUARY TRANSIT DISTRICT		
	For the Period July 1, 2024 to August 31, 2024		
	YTD ACTUAL	BUDGET AMOUNT	YTD % of BUDGET
REVENUE			
FAREBOX REVENUE	\$ 831	\$ 12,500	7%
URBAN CARES ACT			
RURAL CARE ACT			
OTHER			
TOTAL REVENUE	\$ 831	\$ 12,500	7%
EXPENSES			
SALARY AND BENEFITS	\$ 35,037	\$ 237,000	15%
PROFESSIONAL SERVICES	\$ 1,168	\$ 29,000	4%
RENT&UTILITIES	\$ 374	\$ 19,000	2%
INSURANCE	\$ 1,180	\$ 12,500	9%
MAINTENANCE	\$ 3,951	\$ 45,000	9%
FUEL	\$ 6,004	\$ 51,000	12%
MISCELLANEOUS EXPENSE	\$ 392	\$ 5,600	7%
PURCHASE TRANSPORTATION			
TOTAL EXPENSES	\$ 48,105	\$ 399,100	12%

DEFICIT	\$ (47,274)	\$ (386,600)
----------------	--------------------	---------------------

DOT	\$ 51,000	\$ 366,002
------------	------------------	-------------------

LOCAL	\$ -
--------------	-------------

Surplus/(Deficit)	\$ 3,726
--------------------------	-----------------

RURAL 5311	ESTUARY TRANSIT DISTRICT		
	For the Period July 1, 2024 to August 31, 2024		
	YTD ACTUAL	BUDGET AMOUNT	YTD % of BUDGET
REVENUE			
FAREBOX REVENUE	\$ 1,663	\$ 7,000	24%
URBAN CARES ACT			
RURAL CARE ACT			
OTHER			
TOTAL REVENUE	\$ 1,663	\$ 7,000	24%
EXPENSES			
SALARY AND BENEFITS	\$ 40,079	\$ 303,100	13%
PROFESSIONAL SERVICES	\$ 3,193	\$ 56,600	6%
RENT&UTILITIES	\$ 2,409	\$ 21,500	11%
INSURANCE	\$ 3,955	\$ 13,250	30%
MAINTENANCE	\$ 3,950	\$ 50,000	8%
FUEL	\$ 9,620	\$ 62,000	16%
MISCELLANEOUS EXPENSE	\$ 491	\$ 8,550	6%
PURCHASE TRANSPORTATION			
TOTAL EXPENSES	\$ 63,696	\$ 515,000	12%

DEFICIT	\$ (62,033)	\$ (508,000)
----------------	--------------------	---------------------

DOT	\$ 51,488	\$ 354,410
------------	------------------	-------------------

LOCAL	\$ 10,546	\$ 80,550
--------------	------------------	------------------

Surplus/(Deficit)	\$ -
--------------------------	-------------

RT.81(Madison/Middletown)	ESTUARY TRANSIT DISTRICT		
	For the Period July 1, 2024 to August 31, 2024		
	YTD ACTUAL	BUDGET AMOUNT	YTD % of BUDGET
REVENUE			
FAREBOX REVENUE	\$ 831	\$ 5,000	17%
URBAN CARES ACT	\$ 22,754	\$ 167,500	14%
RURAL CARE ACT			
OTHER			
TOTAL REVENUE	\$ 23,585	\$ 172,500	14%
EXPENSES			
SALARY AND BENEFITS	\$ 17,282	\$ 127,500	14%
PROFESSIONAL SERVICES			
RENT&UTILITIES			
INSURANCE			
MAINTENANCE	\$ 3,155	\$ 20,000	16%
FUEL	\$ 2,991	\$ 21,000	14%
MISCELLANEOUS EXPENSE	\$ 157	\$ 4,000	4%
PURCHASE TRANSPORTATION			
TOTAL EXPENSES	\$ 23,585	\$ 172,500	14%

DEFICIT	\$ -	\$ -
----------------	-------------	-------------

DOT	\$ -	\$ -
------------	-------------	-------------

LOCAL	\$ -
--------------	-------------

Surplus/(Deficit)	\$ -
--------------------------	-------------

ADA, DAR & MGP	ESTUARY TRANSIT DISTRICT		
	For the Period July 1, 2024 to August 31, 2024		
	YTD ACTUAL	BUDGET AMOUNT	YTD % of BUDGET
REVENUE			
FAREBOX REVENUE	\$ 4,752	\$ 46,100	10%
URBAN CARES ACT			
RURAL CARE ACT			
OTHER			
TOTAL REVENUE	\$ 4,752	\$ 46,100	10%
EXPENSES			
SALARY AND BENEFITS	\$ 90,447	\$ 682,400	13%
PROFESSIONAL SERVICES	\$ 5,877	\$ 96,750	6%
RENT&UTILITIES	\$ 4,256	\$ 34,600	12%
INSURANCE	\$ 6,867	\$ 30,500	23%
MAINTENANCE	\$ 8,083	\$ 85,500	9%
FUEL	\$ 11,987	\$ 101,000	12%
MISCELLANEOUS EXPENSE	\$ 979	\$ 17,750	6%
PURCHASE TRANSPORTATION			
TOTAL EXPENSES	\$ 128,497	\$ 1,048,500	12%

DEFICIT	\$ (123,745)	\$ (1,002,400)
----------------	---------------------	-----------------------

DOT	\$ 123,745	\$ 934,248
------------	-------------------	-------------------

LOCAL	\$ -	\$ 68,152
--------------	-------------	------------------

Surplus/(Deficit)	\$ -	\$ -
--------------------------	-------------	-------------

X_MILE	ESTUARY TRANSIT DISTRICT		
	For the Period July 1, 2024 to August 31, 2024		
	YTD ACTUAL	BUDGET AMOUNT	YTD % of BUDGET
REVENUE			
FAREBOX REVENUE	\$ 4,930	\$ 10,500	47%
URBAN CARES ACT	\$ 24,014	\$ 226,000	11%
RURAL CARE ACT			
OTHER			
TOTAL REVENUE	\$ 28,944	\$ 236,500	12%
EXPENSES			
SALARY AND BENEFITS	\$ 21,489	\$ 162,500	13%
PROFESSIONAL SERVICES		\$ 14,500	0%
RENT&UTILITIES			
INSURANCE			
MAINTENANCE	\$ 3,726	\$ 21,000	18%
FUEL	\$ 2,810	\$ 35,000	8%
MISCELLANEOUS EXPENSE	\$ 919	\$ 3,500	26%
PURCHASE TRANSPORTATION			
TOTAL EXPENSES	\$ 28,944	\$ 236,500	12%

DEFICIT	\$ -	\$ -
----------------	-------------	-------------

DOT	\$ -	\$ -
------------	-------------	-------------

LOCAL	\$ -
--------------	-------------

Surplus/(Deficit)	\$ -
--------------------------	-------------

MicroTransit Pilot	ESTUARY TRANSIT DISTRICT		
	For the Period July 1, 2024 to August 31, 2024		
	YTD ACTUAL	BUDGET AMOUNT	YTD % of BUDGET
REVENUE			
FAREBOX REVENUE	\$ 943		0%
URBAN CARES ACT			0%
RURAL CARE ACT			
OTHER			
TOTAL REVENUE	\$ 943	\$ -	0%
EXPENSES			
SALARY AND BENEFITS	\$ 91,785	\$ 1,099,550	8%
PROFESSIONAL SERVICES	\$ 11,140	\$ 93,025	12%
RENT&UTILITIES			
INSURANCE			
MAINTENANCE	\$ 5,727	\$ 132,225	4%
FUEL	\$ 5,827	\$ 155,150	4%
MISCELLANEOUS EXPENSE	\$ 1,688	\$ 20,900	8%
PURCHASE TRANSPORTATION			
TOTAL EXPENSES	\$ 116,167	\$ 1,500,850	8%

DEFICIT	\$ (115,224)	\$ (1,500,850)
----------------	---------------------	-----------------------

DOT	\$ 138,542	\$ 1,500,850
------------	-------------------	---------------------

LOCAL	\$ -
--------------	-------------

Surplus/(Deficit)	\$ 23,318.57
--------------------------	---------------------

TAXI Voucher	ESTUARY TRANSIT DISTRICT		
	For the Period July 1, 2024 to August 31, 2024		
	YTD ACTUAL	BUDGET AMOUNT	YTD % of BUDGET
REVENUE			
FAREBOX REVENUE	\$ 694	\$ 15,000	5%
URBAN CARES ACT			
RURAL CARE ACT			
Prepaid Fare			
TOTAL REVENUE	\$ 694	\$ 15,000	5%
EXPENSES			
SALARY AND BENEFITS			
PROFESSIONAL SERVICES		\$ 4,500	#DIV/0!
RENT&UTILITIES			
INSURANCE			
MAINTENANCE			
FUEL			
MISCELLANEOUS EXPENSE		\$ 3,000	0%
PURCHASE TRANSPORTATION	\$ 2,382	\$ 30,000	8%
TOTAL EXPENSES	\$ 2,382	\$ 37,500	6%

DEFICIT	\$ (1,688)	\$ (22,500)
----------------	-------------------	--------------------

DOT	\$ 1,688	\$ 22,500
------------	-----------------	------------------

LOCAL	\$ -
--------------	-------------

Surplus/(Deficit)	\$ -
--------------------------	-------------

ParkConnect	ESTUARY TRANSIT DISTRICT		
	For the Period July 1, 2024 to August 31, 2024		
	YTD ACTUAL	BUDGET AMOUNT	YTD % of BUDGET
REVENUE			
FAREBOX REVENUE			
URBAN CARES ACT		\$ 18,500	
RURAL CARE ACT			
Prepaid Fare			
TOTAL REVENUE	\$ -	\$ 18,500	\$ -
EXPENSES			
SALARY AND BENEFITS	\$ 10,586	\$ 51,250	21%
PROFESSIONAL SERVICES	\$ -	\$ 23,250	0%
RENT&UTILITIES			
INSURANCE			
MAINTENANCE	\$ 1,170	\$ 6,150	19%
FUEL	\$ 1,946	\$ 7,100	27%
MISCELLANEOUS EXPENSE		\$ 750	
PURCHASE TRANSPORTATION			
TOTAL EXPENSES	\$ 13,701	\$ 88,500	15%

DEFICIT	\$ (13,701)	\$ 70,000
----------------	-------------	-----------

DOT	\$ 13,701	\$ 25,598
------------	-----------	-----------

LOCAL	\$ -
--------------	------

Surplus/(Deficit)	\$ (0)
--------------------------	--------

RIVER VALLEY TRANSIT	
STATEMENT OF CASH FLOWS	
Monday, October 7, 2024	
Operating Checking	\$ -
Payroll Checking	\$ -
Capital Checking	\$ -
Money Market	\$ 3,025,146
Essex Savings Bank	\$ 97,072
BALANCE TOTAL	\$ 3,122,218

Account Payable	Oct-24	Nov-24	Dec-24
Payroll	\$ 178,250	\$ 356,500	\$ 356,500
Benefits	\$ 50,000	\$ 130,000	\$ 130,000
Professional Services	\$ 47,904	\$ 52,000	\$ 52,000
CIRMA	\$ 10,000	\$ 15,000	\$ 15,000
Rent & Utilities	\$ 25,000	\$ 25,000	\$ 25,000
Insurance	\$ 6,000	\$ 15,000	\$ 15,000
Fuel	\$ 65,000	\$ 75,000	\$ 75,000
Vehicle Maintenance and Repairs	\$ 35,000	\$ 50,000	\$ 50,000
Other Monthly Expenses	\$ 10,500	\$ 15,500	\$ 15,500
TOTAL EXPENSES	\$ 427,654	\$ 734,000	\$ 734,000

Account Receivable			
CT DOT FY 23 Capital Grants	\$ -	\$ 52,732	\$ -
CT DOT FY 24 Capital Grants	\$ -	\$ 14,810	\$ -
URBAN CAR ACT FY 24	\$ -	\$ -	\$ 17,769
FIXED 5307 FY 25	\$ -	\$ -	\$ 1,047,082
ADA FY 25	\$ -	\$ -	\$ 123,644
DAR FY 25	\$ -	\$ -	\$ 28,083
MGP Grant FY 25	\$ -	\$ -	\$ 109,112
RURAL 5311 FY 25	\$ 26,476	\$ 29,535	\$ 29,535
New Freedom 5310 FY 25	\$ -	\$ 33,400	\$ 33,400
Madison/Middletown (RT.81) FY 25	\$ -	\$ 14,375	\$ 14,375
X-Mile FY 25	\$ 57,000	\$ 16,500	\$ 16,500
TAXI Voucher FY 25	\$ -	\$ 750	\$ 750
MICROTRANSIT FY 25	\$ 70,986	\$ 70,986	\$ 70,986
Fare Box and Pre-paid Fare Revenue	\$ 14,000	\$ 28,500	\$ 28,500
Middlesex Hospital, Wesleyan, AAA	\$ 5,600	\$ 5,600	\$ 5,600
Town Dues	\$ -	\$ 89,781	\$ -
TOTAL REVENUE	\$ 174,062	\$ 356,969	\$ 1,525,336

Cash at the beginning of the period	\$ 3,122,218	\$ 2,868,626	\$ 2,491,595
Cash at the end of the period	\$ 2,868,626	\$ 2,491,595	\$ 3,282,931

640 Old Saybrook

	January	February	March	April	May	June	July	August	September	October	November	December	Total
2023										51	89	51	191
2024	40	86	74	108	94	51	64	81	77				675

641 Old Saybrook - Madison

	January	February	March	April	May	June	July	August	September	October	November	December	Total	Change
2017	4818	4677	5464	4821	5353	5328	4816	5087	4427	4618	4344	3965	57718	-14%
2018	4116	4122	4341	4531	4912	4629	4789	5154	4282	5252	4355	3747	54230	-6%
2019	4213	3961	4358	4396	4631	3902	4021	3892	3639	3970	3222	2919	47124	-13%
2020	3525	3450	2346	568	648	1126	1546	1831	2313	2317	1683	1466	22819	-52%
2021	1502	1422	1872	1943	2186	2533	2752	2754	3239	3122	3102	2766	29193	28%
2022	2260	2660	2873	3638	3484	3753	3769	3848	3825	3954	3793	3314	41171	41%
2023	3952	3464	4420	3500	3247	3488	3124	3471	4588	3567	3606	3232	43659	6%
2024	3626	3479	4051	4127	4315	4019	4414	4029	3576				35636	
	-8%	0%	-8%	18%	33%	15%	41%	16%	-22%	-10%	-5%	-2%		

642 Chester

	January	February	March	April	May	June	July	August	September	October	November	December	Total	Change
2017	747	717	647	625	691	687	625	570	599	646	591	638	7783	-9%
2018	512	502	570	553	603	513	504	531	571	532	500	554	6445	-17%
2019	586	605	641	575	588	418	414	430	456	461	396	348	5918	-8%
2020	362	319	269	132	168	294	357	438	355	473	209	206	3582	-39%
2021	230	146	222	300	349	346	433	378	420	440	404	398	4066	14%
2022	287	289	344	351	388	394	424	411	408	606	434	314	4650	14%
2023	340	328	344	525	562	311	300	298	778	260	201	194	4441	-4%
2024	232	208	368	227	157	188	232	225	165				2002	
	-32%	-37%	7%	-57%	-72%	-40%	-23%	-24%	-79%	-57%	7%	-21%		

643 New London

	January	February	March	April	May	June	July	August	September	October	November	December	Total	Change
2017	641	582	675	619	678	643	564	684	588	574	537	442	7227	-26%
2018	430	508	502	492	565	541	644	654	583	775	629	595	6918	-4%
2019	582	535	661	632	709	616	527	622	445	562	448	422	6761	-2%
2020	485	436	466	260	266	394	456	412	404	467	343	343	4732	-30%
2021	359	273	393	377	361	417	505	504	467	356	282	309	4603	-3%
2022	269	269	325	338	279	430	436	577	477	578	576	473	5027	9%
2023	450	404	517	402	387	445	359	407	395	361	369	329	4825	-4%
2024	270	287	351	421	354	359	528	456	425				3451	
	-40%	-29%	-32%	5%	-9%	-19%	47%	12%	8%	-38%	-36%	-30%		

644 Old Saybrook - Middletown

	January	February	March	April	May	June	July	August	September	October	November	December		
2017	700	622	647	709	787	710	631	850	909	980	801	688	9034	-9%
2018	662	721	732	776	816	737	750	801	732	844	645	543	8759	-3%
2019	613	645	656	642	592	474	539	591	609	760	584	452	7157	-18%
2020	513	526	367	151	148	227	315	307	340	390	261	208	3753	-48%
2021	194	139	219	305	281	303	301	355	404	378	409	334	3622	-3%
2022	278	379	418	415	443	541	551	528	526	459	456	408	5402	49%
2023	397	458	576	402	424	379	349	425	498	477	322	274	4981	-8%
2024	306	349	491	528	418	409	455	398	463				3817	
	-23%	-24%	-15%	31%	-1%	8%	30%	-6%	-7%	4%	-29%	-33%		-100%

645 Madison - Middletown

	January	February	March	April	May	June	July	August	September	October	November	December		
2018								22	113	197	177	187	696	
2019	227	246	291	365	271	224	286	318	333	254	215	157	3187	
2020	237	220	194	124	154	200	222	226	215	239	319	306	2656	-17%
2021	232	212	281	302	291	269	323	261	324	275	360	358	3488	31%
2022	252	290	360	445	419	597	494	551	436	369	426	376	5015	44%
2023	456	419	519	386	445	460	476	592	476	628	530	460	5847	17%
2024	420	528	544	610	535	471	590	565	472				4735	
	-8%	26%	5%	58%	20%	2%	24%	-5%	-1%	70%	24%	22%		

Shoreline Routes Total

	January	February	March	April	May	June	July	August	September	October	November	December		
2019	6221	5992	6607	6610	6791	5634	5787	5853	5482	6007	4865	4298	70147	
2020	5122	4951	3642	1235	1384	2241	2896	3214	3627	3886	2815	2529	37542	-46%
2021	2517	2192	2987	3227	3468	3868	4314	4252	4854	4571	4557	4165	44972	20%
2022	3346	3887	4320	5187	5013	5715	5674	5915	5672	5966	5685	4885	61265	36%
2023	5595	5073	6376	5215	5065	5083	4608	5193	6735	5344	5117	4540	63944	4%
2024	4894	4937	5879	6021	5873	5497	6283	5754	5178	0	0	0	50316	
	-13%	-3%	-8%	15%	16%	8%	36%	-12%	19%	-10%	25%	17%		
	-21%	-18%	-11%	-9%	-14%	-2%	9%	-11%	23%	-11%	5%	6%		

581 Saybrook Rd (Mon - Sun)

	January	February	March	April	May	June	July	August	September	October	November	December	
2022						4357	4423	4817	4707	5011	4934	4,577	32826
2023	6231	5401	6204	3404	2991	3,196	3,123	3,368	2,981	2,774	2,311	2,204	44188
2024	2762	2718	2977	2717	2891	3,132	2,513	3,934	3,880				27524
	-56%	-50%	-52%	-20%	-3%	-2%	-20%	17%	30%	-45%	-53%	-52%	

582 Wesleyan Hills (Mon - Fri)

	January	February	March	April	May	June	July	August	September	October	November	December	
2022						1594	1502	2090	1993	1893	2178	1,885	13135
2023	1840	783	2029	1578	1212	1,256	1,179	1,483	1,338	1,341	1,530	1,105	16674
2024	1037	1123	1250	1293	1011	1,135	1,082	1,429	1,381				
	-44%	43%	-38%	-18%	-17%	-10%	-8%	-4%	3%	-29%	-30%	-41%	

583 Washington St (Mon - Sun)

	January	February	March	April	May	June	July	August	September	October	November	December	
2022						3299	3583	3699	3799	3694	3825	4,082	25981
2023	3897	3352	4185	2200	2549	2002	1847	1996	1921	1924	2360	1289	29522
2024	1339	1427	1577	1901	1765	1935	1831	2372	2630				
	-66%	-57%	-62%	-14%	-31%	-3%	-1%	19%	37%	-48%	-38%	-68%	

584 Newfield St (Mon - Sun)

	January	February	March	April	May	June	July	August	September	October	November	December	
2022						5390	4868	5517	5872	5624	5781	5,954	39006
2023	6094	5051	5637	3772	4235	3,432	3,394	3,427	3,598	2,546	3,162	2,901	47249
2024	2880	2982	3042	3261	3510	3,149	3,401	3,896	3,495				
	-53%	-41%	-46%	-14%	-17%	-8%	0%	14%	-3%	-55%	-45%	-51%	

585 Westlake Dr (Mon - Fri)

	January	February	March	April	May	June	July	August	September	October	November	December	
2022						3910	4533	5507	5485	4759	4947	4,671	33812
2023	6,040	4,818	6,417	2,988	2,969	3,704	3,104	4,111	3,041	3,275	3,301	2,952	46720
2024	3,212	3,357	3,570	3,281	3,466	2,862	2,993	3,320	3,312				
	-47%	-30%	-44%	10%	17%	-23%	-4%	-19%	9%	-31%	-33%	-37%	

586 Portland/East Hampton

	January	February	March	April	May	June	July	August	September	October	November	December	
2022						592	468	535	424	467	460	454	3400
2023	352	247	249	555	631	556	646	619	727	654	497	647	6380
2024	560	476	508	556	547	477	430	259	416				
	59%	93%	104%	0%	-13%	-14%	-33%	-58%	-43%	40%	8%	43%	

590 Middletown - Meriden (Mon - Sat)

	January	February	March	April	May	June	July	August	September	October	November	December	
2022						2491	2500	3373	3548	3793	3984	3,978	23667
2023	4,233	3,954	4,748	3,175	2,691	2,676	2,589	2,598	2,378	2,209	1,648	2,137	35036
2024	2,462	2,356	2,674	3,058	2,698	2,788	2,771	3,280	3,292				
	-42%	-40%	-44%	-4%	0%	4%	7%	26%	38%	-42%	-59%	-46%	

Middletown Route Totals

	January	February	March	April	May	June	July	August	September	October	November	December	
2019					20770	18323	20032	22088	21953	21446	20873	19387	
2020		18736	23431	11543	11928	17129	14709	18564	20774	20043	14791	11492	
2021		10656	12382	13669	11494	12888	13202	13054	12950	13330	13756		
2022		12714	15600	18991	20781	22,642	23,022	26,471	26,610	26,140	26,744	26,059	245774
2023	29380	24321	29986	17786	17469	17067	16148	18009	16435	15593	15044	13554	201412
2024	14501	14735	15949	16203	16008	15478	15021	18490	18406	0	0	0	
	-51%	-39%	-47%	-9%	-8%	-9%	-7%	3%	-38%	-40%	-44%	-48%	

*1,187 in other routes

Clinton Trolley

	January	February	March	April	May	June	July	August	September	October	November	December		
2019						68	245	528	0	0	0	0	841	
2020	0	0	0	0	0	0	7	46	73	41	0	0	167	-80%
2021	0	0	0	0	0	18	287	479	452	101	0	0	1337	701%
2022	0	0	0	0	0	41	284	199	148	96	0	0	768	
2023	0	0	0	0	0	53	115	177	220	34	0	0	599	
2024	0	0	0	0	0	10	154	109	118	20	0	0	411	
						-81%	34%	-38%	-46%	-41%				

Madison Shuttle

	January	February	March	April	May	June	July	August	September	October	November	December	
2021	0	0	0	0	0	5	86	97	65	18	0	0	271
2022	0	0	0	0	0	34	13	29	9	15	0	0	100
2023	0	0	0	0	0	11	18	92	20	1	0	0	142
						-68%	38%	217%	122%	-93%			

XtraMile

	January	February	March	April	May	June	July	August	September	October	November	December		
2019						268	496	731	813	904	1049	1033	848	6142
2020	1019	1108	852	595	670	821	876	885	925	1073	904	1,068	10796	
2021	853	869	1130	1218	1149	1294	1447	1391	1501	1566	1554	1,566	15538	
2022	1393	1724	1954	1955	1918	2047	2029	2108	2965	3206	3112	2,705	27116	
2023	2182	2422	2783	1980	1821	1793	1766	1825	1838	1743	1699	1,533	23385	
2024	1383	1644	1695	1827	1861	1944	2324	2928	3415					
	-37%	-32%	-39%	-8%	2%	8%	32%	60%	86%	-46%	72%	47%		
OTP	92.7%	89.3%	95.1%	96.8%	88.2%	89.4%	96.1%	90.6%	89.7%					
Avg ETA	14.6	14.0	13.7	15.0	14.3	15.2	15.4	14.9	14.0					
Rating	4.9	4.9	4.9	4.9	4.9	4.8	4.9	4.9	5.0					

Dial-A-Ride

	January	February	March	April	May	June	July	August	September	October	November	December		
2017	818	678	932	750	805	736	765	813	748	753	731	646	9175	-10%
2018	713	768	785	948	1417	1020	931	957	698	999	880	932	11048	20%
2019	1212	1141	1198	1343	1272	1022	1138	1026	915	1099	866	779	13011	18%
2020	999	934	560	200	209	276	346	272	468	616	286	536	5702	-56%
2021	593	504	800	731	661	631	559	589	916	753	692	715	8144	43%
2022	606	661	829	746	750	709	856	834	754	690	722	664	8821	
2023	1442	1270	819	675	712	659	600	838	696	696	731	727	9865	
2024	639	739	814	856	878	727	816	828	753					
	-56%	-42%	-1%	27%	23%	10%	36%	-1%	8%	1%	1%	9%		
OTP	92.0%	90.0%	89.0%	90.2%	88.6%	86.0%	89.6%	88.2%	85.8%					

ADA	January	February	March	April	May	June	July	August	September	October	November	December		
2019	0	0	0	0	0	0	0	7	13	42	49	51	46	208
2020	42	19	16	2	11	11	18	28	34	71	81	61	65	448
2021	69	47	81	76	110	112	75	97	173	186	186	273	1485	
2022	216	168	193	167	204	223	1265	1099	740	994	1006	945	7220	
2023	776	703	1014	776	876	854	558	657	696	757	675	590	8932	
2024	704	529	538	613	687	657	684	648	581					
	-9%	-25%	-47%	-21%	-22%	-23%	23%	-1%	-17%	-24%	-33%	-38%		
OTP	90.9%	91.0%	90.0%	90.8%	89.7%	86.8%	89.6%	85.9%	86.5%					

Total All Fixed Routes

	January	February	March	April	May	June	July	August	September	October	November	December	
2023	34975	29394	36362	23001	22598	22283	21025	23442	23205	20937	20161	18094	295477
2024	19395	19672	21828	22224	21891	21129	21413	24362	23604	0	0	0	195518

Total All Demand Response

	January	February	March	April	May	June	July	August	September	October	November	December	
2023	4400	4395	4616	3431	3409	3306	2924	3320	3230	3196	3105	2850	42182
2024	2726	2912	3047	3296	3426	3328	3824	4404	4749	0	0	0	31712

Monthly Totals

	January	February	March	April	May	June	July	August	September	October	November	December	Total	
2017	7724	7276	8365	7524	8314	8104	7401	8004	7271	7571	7004	6379	90937	-14%
2018	6433	6621	6930	7300	8313	7440	7618	8119	6979	8599	7186	6558	88096	-3%
2019	7439	7141	7806	7956	8335	7221	7918	8246	7364	8215	6826	5981	90448	3%
2020	7188	7020	5071	2035	2278	3364	4202	4491	5153	5667	4077	4207	54753	-39%
2021	4044	3612	4998	5252	5411	6278	6971	6846	7563	7076	6989	6719	71,759	31%
2022	5561	6440	7296	8055	7960	8978	33047	36576	36836	36996	37269	35258	260,273	
2023	39375	33789	40978	26432	26007	25589	23949	26762	26435	24082	23177	20893	337,468	
2024	22121	22584	24875	25520	25307	24303	25128	28648	28333	0	0	0	226,819	
	-44%	-33%	-39%	-3%	-3%	-5%	5%	7%	-28%	-35%	-38%	-41%		

November 2023 Customer Service Report

Call Report by Queue

	Inbound Calls	Answered	Abandoned	Avg Handle Time
Dial A Ride CQ	1177	1040	132	2:36
Fixed/General	1409	1253	149	1:21
Paratransit CQ	186	160	24	2:07
Xtra Mile CQ	1261	1066	182	1:30
Total	4033	3519	487	1:48

Customer Feedback

	Middletown	Shoreline	Valid	Invalid	Total
Driver	2	1	3	0	3
Driver Safety	2	1	2	1	3
FOI					2
General					2
OTP	1	2	1	2	3
Question					47
Routing	8	3	0	0	11
Rudeness	1	0	0	1	1
Sales					3
Service Change	0	1			1
Total	14	8	6	4	76

Sources of Feedback

Facebook	3	4%
Email	63	83%
Phone	9	12%
Twitter	1	1%
Total	76	

Feedback Handling Time (hours)

First Response	12:22
Resolution	42:12

Dec-23 Customer Service Report

Call Report by Queue

	Inbound Calls	Answered	Abandoned	Avg Handle Time
Dial A Ride CQ	916	832	83	2:10
Fixed/General	1165	1061	104	1:29
Paratransit CQ	173	154	20	1:51
Xtra Mile CQ	889	823	67	1:10
Total	3143	2870	274	1:37

Customer Feedback

	Middletown	Shoreline	Both	Valid	Invalid	Negative	Nuetral	Total
App	0	1	0	1	0	0	1	1
Booking Req	0	0	8	8	0	0	8	8
Driver Safety	1	1	0	0	2	2	0	2
Fares	2	0	2	3	1	3	1	4
General								2
No-Show	0	0	2	0	2	2	0	2
OTP	0	0	1	0	1	1	0	1
Pass-by	1	0	0	0	1	1	0	1
Question								51
Routing	4	0	5	9	0	2	7	9
Rudeness	3	0	0	2	1	3	0	3
Sales								0
Service Change	0	1						1
Ticket Order								0
Vehicle Clean	0	0						0
Total	11	2	10	14	8	14	17	85

Sources of Feedback

Facebook	6	7%
Email	73	86%
Phone	5	6%
Twitter	1	1%

Total	85	
--------------	-----------	--

Feedback Handling Time (hours)

First Response	27:41
Resolution	45:42

Jan-24 Customer Service Report

Call Report by Queue

	Inbound Calls	Answered	Abandoned	Avg Handle Time
Dial A Ride CQ	985	927	66	2:30
Fixed/General	1136	1024	116	1:28
Paratransit CQ	220	215	7	1:48
Xtra Mile CQ	928	865	67	1:17
Total	3269	3031	256	1:45

Customer Feedback

	Middletown	Shoreline	All	Valid	Invalid	Negative	Nuetral	Total
App	0	6	0	6	0	6	0	6
Booking Req	0	0	7	7	0	0	7	7
Driver Safety	1	1	0	0	2	2	0	2
Fares	0	0	5	5	0	1	4	5
General								2
No-Show	0	1	0	0	1	1	0	1
OTP	1	2	0	1	2	3	0	3
Pass-by	0	0	0	0	0	0	0	0
Question								4
Routing	5	2	0	5	2	4	3	7
Rudeness	7	1	0	2	6	8	0	8
Sales								7
Service Change	0	1						1
Ticket Order								8
Vehicle Clean	0	0				0	0	0
Total	14	8	5	13	13	25	14	40

Sources of Feedback

Facebook	2	2%
Email	83	83%
Phone	14	14%
Twitter	0	0%

Mail	1	1%
Total	100	

Feedback Handling Time (hours)

First Response	24:32
Resolution	86:13

Customer Service Report

Call Report by Queue

	Inbound Calls	Answered	Abandoned	Avg Handle Time
Dial A Ride CQ	889	777	105	2:30
Fixed/General	1074	1010	61	1:33
Paratransit CQ	236	229	7	2:10
Xtra Mile CQ	896	865	30	1:24
Total	3095	2881	203	1:49

Customer Feedback

	Middletown	Shoreline	All	Valid	Invalid	Negative	Nuetral	Total
App	0	0	4	4	0	0	4	4
Booking Req	0	0	12	12	0	0	12	12
Driver Safety	0	0	0	0	0	0	0	0
Fares	0	0	3	3	0	0	3	3
General								9
No-Show	0	0	0	0	0	0	0	0
OTP	0	0	1	1	0	1	0	1
Pass-by	0	1	0	0	1	1	0	1
Question								3
Routing	0	1	3	3	1	1	3	4
Rudeness	0	0	0	0	0	0	0	0
Sales								0
Service Change	0	0						0
Ticket Order								8
Vehicle Clean	0	0				0	0	0
Total	0	2	23	23	2	3	22	45

Sources of Feedback

Facebook	3	3%
Email	95	90%
Phone	5	5%
Twitter	3	3%

Mail	0	0%
Total	106	

Feedback Handling Time (hours)

First Response	25:41
Resolution	80:40

Mar-24 Customer Service Report

Call Report by Queue

	Inbound Calls	Answered	Abandoned	Avg Handle Time
Dial A Ride CQ	920	860	58	2:29
Fixed/General	1026	975	48	1:48
Paratransit CQ	233	226	7	2:34
Xtra Mile CQ	931	903	26	1:26
Total	3110	2964	139	1:57

Customer Feedback

	Middletown	Shoreline	All	Valid	Invalid	Negative	Nuetral	Positive	Total
App	1	3	4	8	0	0	8	0	8
Booking Req	0	0	12	12	0	0	12	0	12
Driver Safety	1	0	0	0	1	1	0	0	1
Fares	1	1	6	7	2	2	6	0	9
General									6
No-Show	0	0	0	0	0	0	0	0	0
OTP	0	1	1	2	0	2	0	0	2
Pass-by	1	3	0	0	4	4	0	0	4
Routing	2	1	2	5	0	0	5	0	5
Rudeness	3	0	0	0	3	3	0	0	3
Sales									1
Service Change	0	0							0
Ticket Order									18
Vehicle Clean	0	0				0	0	0	0
Website			1	1	0	0	1	0	1
Total	9	9	26	35	10	12	32	0	70

Sources of Feedback

Facebook	0	0%
Email	71	83%
Phone	15	17%
Twitter	0	0%

Mail	0	0%
Total	86	

Feedback Handling Time (hours)

First Response	3:19
Resolution	30:26

Apr-24 Customer Service Report

Call Report by Queue

	Inbound Calls	Answered	Abandoned	Avg Handle Time
Dial A Ride CQ	960	860	100	1:51
Fixed/General	1087	1030	57	1:33
Paratransit CQ	249	236	13	1:52
Xtra Mile CQ	1056	998	58	1:05
Total	3352	3124	228	1:31

Customer Feedback

	Middletown	Shoreline	All	Valid	Invalid	Negative	Nuetral	Positive	Total
App	0	0	9	9	0	0	9	0	9
Booking Req	0	0	24	24	0	0	24	0	24
Driver Safety	1	2	0	2	1	3	0	0	3
Fares	0	0	3	3	0	0	3	0	3
General									24
No-Show	0	0	1	0	1	1	0	0	1
OTP	0	0	2	2	0	2	0	0	2
Pass-by	1	0	0	0	1	1	0	0	1
Question									3
Routing	0	3	6	0	2	2	6	1	2
Rudeness	1	1	0	1	1	2	0	0	2
Sales									0
Service Change	0	0							0
Ticket Order									21
Website			1	1	0				1
Vehicle Clean	0	0				0	0	0	0
Total	3	6	46	42	6	11	42	1	41

Sources of Feedback

Facebook	2	2%
Email	92	86%
Phone	12	11%

Twitter	0	0%
Mail	1	1%
Total	107	

Feedback Handling Time (hours)

First Response	39:12
Resolution	119:40

May-24 Customer Service Report

Call Report by Queue

	Inbound Calls	Answered	Abandoned	Avg Handle Time
Dial A Ride CQ	1083	988	95	2:06
Fixed/General	1195	1060	135	1:33
Paratransit CQ	217	181	95	1:47
Xtra Mile CQ	1123	1023	100	1:04
Total	3618	3252	425	1:35

Customer Feedback

	Middletown	Shoreline	All	Valid	Nuetral	Invalid	Negative	Nuetral	Positive	Total
App	0	0	7	0	7	0	7	0	0	7
Booking Req	0	0	17	0	17	0	0	17	0	17
Driver Safety	1	2	0	2	0	1	3	0	0	3
Fares	0	0	2	0	2	0	2	0	0	2
General										17
No-Show	0	0	2	2	0	0	2	0	0	2
OTP	0	1	2	1	0	2	3	0	0	3
Pass-by	0	1	0	1	0	0	1	0	0	1
Question										1
Routing	1	0	10	0	10	1	1	9	2	11
Rudeness	0	1	0	1	0	0	1	0	0	1
Sales										0
Service Change	0	1								1
Ticket Order										21
Website			2	0	2	0				2
Vehicle Clean	0	0					0	0	0	0
Total	2	6	42	7	38	4	20	26	2	42

Sources of Feedback

Facebook	6	7%
Email	79	87%
Phone	6	7%

Twitter	0	0%
Mail	0	0%
Total	91	

Feedback Handling Time (hours)

First Response	15:08
Resolution	62:57

Jun-24 Customer Service Report

Call Report by Queue

	Inbound Calls	Answered	Abandoned	Avg Handle Time	Avg Wait Time	Longest Wait Time
Dial A Ride CQ	985	909	76	2:06	:29	5:00
Fixed/General	1575	1387	188	1:45	:32	9:51
Paratransit CQ	262	218	44	2:08	:23	4:07
Xtra Mile CQ	1250	1182	68	1:15	:37	7:25
Total	4072	3696	376	1:42	:32	9:51

Customer Feedback

	Middletown	Shoreline	All	Valid	Nuetral	Invalid	Negative	Nuetral	Positive	Total
App	0	0	12	0	12	0	0	12	0	12
Booking Req	0	0	15	0	15	0	0	15	0	15
Bus Stop	1	0	0	0	0	1	1	0	0	1
Driver Safety	0	0	0	0	0	0	0	0	0	0
Fares	0	0	1	0	0	1	1	0	0	1
FOI										1
General										6
No-Show	0	0	0	0	0	0	0	0	0	0
OTP	0	2	1	1	0	2	3	0	0	3
Pass-by	0	1	0	0	0	0	0	0	0	0
Question										4
Routing	1	1	7	0	8	1	1	8	0	9
Rudeness	0	0	1	0	0	1	1	0	0	1
Sales										0
Service Change	0	0								0
Ticket Order										26
Website			0	0	0	0				0
Vehicle Clean	0	0					0	1	0	1
Total	1	4	10	1	8	5	6	8	0	80

Sources of Feedback

Facebook	1	1%
Email	76	95%
Phone	2	3%
Twitter	1	1%
Mail	0	0%
Total	80	

Feedback Handling Time (hours)

First Response	4:37
Resolution	81:54

Jul-24 Customer Service Report

Call Report by Queue

	Inbound Calls	Answered	Abandoned	Avg Handle Time	Avg Wait Time	Longest Wait Time
Dial A Ride CQ	1081	999	82	2:25	:33	8:17
Fixed/General	1451	1239	212	1:59	:35	11:53
Paratransit CQ	278	244	34	2:13	:35	7:43
Xtra Mile CQ	1264	1206	58	1:15	:44	11:05
Total	4074	3688	386	1:53	:37	11:53

Customer Feedback

	Middletown	Shoreline	All	Valid	Nuetral	Invalid	Negative	Nuetral	Positive	Total
App	0	2	16	0	18	0	0	18	0	18
Booking Req	0	0	27	0	27	0	0	27	0	27
Bus Stop	1	0	0	0	1	0	0	0	0	1
Driver Safety	0	0	1	0	0	1	1	0	0	1
Fares	0	3	6	1	0	2	3	6	0	3
FOI										0
General										10
No-Show	1	0	0	0	0	1	1	0	0	1
Office Staff	1	0	0	1	0	0	1	0	0	1
OTP	1	0	0	1	0	0	1	0	0	1
Pass-by	0	1	0	0	0	1	1	0	0	1
Question										2
Routing	2	1	7	1	9	0	1	9	0	10
Rudeness	1	1	0	2	0	0	2	0	0	2
Sales										0
Service Change	0	0								0
Ticket Order										23
Website			0	0	0	0				0
Vehicle Clean	0	0					0	0	0	0
Total	6	6	14	6	9	5	11	15	0	101

Sources of Feedback

Facebook	0	0%
Email	101	93%
Phone	8	7%
Twitter	0	0%
Mail	0	0%
Total	109	

Feedback Handling Time (hours)

First Response	9:05
Resolution	50:25

Aug-24 Customer Service Report

Call Report by Queue

	Inbound Calls	Answered	Abandoned	Avg Handle Time	Avg Wait Time	Longest Wait Time
Dial A Ride CQ	1191	1103	88	2:23	:39	8:44
Fixed/General	1524	1355	169	2:08	:40	15:03
Paratransit CQ	274	239	35	2:37	:34	6:46
Xtra Mile CQ	1405	1343	62	1:19	:48	12:14
Total	4394	4040	354	1:58	:42	15:03

Customer Feedback

	Middletown	Shoreline	All	Valid	Nuetral	Invalid	Negative	Nuetral	Positive	Total
App	0	0	23	0	23	0	0	23	0	23
Booking Req	0	0	21	0	21	0	0	21	0	21
Bus Stop	2	0	1	0	0	2	0	1	0	2
Driver Safety	5	2	1	2	0	6	0	8	0	8
Fares	0	0	4	0	4	0	0	4	0	4
FOI										0
General										8
No-Show	0	0	0	0	0	0	0	0	0	0
OTP	0	1	0	1	0	0	1	0	0	1
Pass-by	1	4	0	2	0	3	5	0	0	5
Question										3
Routing	3	2	10	1	13	1	2	13	0	15
Rudeness	3	5	1	3	0	6	9	0	0	9
Sales										0
Service Change	0	0								2
Ticket Order										27
Website			0	0	0	0				0
Vehicle Clean	0	0					0	0	0	0
Total	12	14	16	9	17	16	17	25	0	128

Sources of Feedback

Facebook	5	4%
----------	---	----

Email	110	79%
Phone	24	17%
Twitter	1	1%
Mail	0	0%
Total	140	

Feedback Handling Time (hours)

First Response	216:20
Resolution	198:13

Sep-24 Customer Service Report

Call Report by Queue

	Inbound Calls	Answered	Abandoned	Avg Handle Time	Avg Wait Time	Longest Wait Time
Dial A Ride CQ	1082	973	109	2:43	:37	6:34
Fixed/General	1460	1249	211	2:23	:28	13:25
Paratransit CQ	244	212	32	2:47	:30	5:15
Xtra Mile CQ	1332	1250	82	1:18	:46	9:25
Total	4118	3684	434	2:08	:36	13:25

Customer Feedback

	Middletown	Shoreline	All	Valid	Nuetral	Invalid
App	0	0	17	0	17	0
Booking Req	0	0	30	0	30	0
Bus Stop	6	1	0	3	4	0
Driver Safety	4	0	1	4	0	1
Fares	3	2	2	2	3	2
FOI						
General						
No-Show	0	0	0	0	0	0
OTP	0	0	5	5	0	0
Pass-by	1	0	0	0	0	1
Question						
Routing	1	1	5	0	7	0
Rudeness	4	2	0	4	0	2
Sales						
Service Change	0	0				
Ticket Order						
Website			0	0	0	0
Vehicle Clean	1	0				
Total	13	5	13	15	10	6

Sources of Feedback

Facebook	0	0%
Email	87	72%
Phone	34	28%
Twitter	0	0%
Mail	0	0%
Total	121	

Feedback Handling Time (hours)

First Response	59:14
Resolution	108:21

Negative	Nuetral	Positive	Total
0	17	0	17
0	30	0	30
5	2	0	7
5	0	0	5
3	4	0	7
			0
			14
0	0	0	0
5	0	0	5
1	0	0	1
			3
0	7	0	7
6	0	0	6
			1
			0
			16
			0
1	0	0	1
20	11	0	120

May-24 Customer Service Report

Call Report by Queue

	Inbound Calls	Answered	Abandoned	Avg Handle Time	Avg Wait Time	Longest Wait Time
Dial A Ride CQ						
Fixed/General						
Paratransit CQ						
Xtra Mile CQ						
Total	0	0	0			

Customer Feedback

	Middletown	Shoreline	All	Valid	Nuetral	Invalid
App	0	0	0	0	0	0
Booking Req	0	0	0	0	0	0
Bus Stop	0	0	0	0	0	0
Driver Safety	0	0	0	0	0	0
Fares	0	0	0	0	0	0
FOI						
General						
No-Show	0	0	0	0	0	0
OTP	0	0	0	0	0	0
Pass-by	0	0	0	0	0	0
Question						
Routing	0	0	0	0	0	0
Rudeness	0	0	0	0	0	0
Sales						
Service Change	0	0				
Ticket Order						
Website			0	0	0	0
Vehicle Clean	0	0				
Total	0	0	0	0	0	0

Sources of Feedback

Facebook		0%
Email		0%
Phone		0%
Twitter		0%
Mail	1	100%
Total	1	

Feedback Handling Time (hours)

First Response	24:32
Resolution	

Negative	Nuetral	Positive	Total
0	0	0	0
0	0	0	0
0	0	0	0
0	0	0	0
0	0	0	0
0	0	0	0
0	0	0	0
0	0	0	0
			0
0	0	0	0
0	0	0	0
			0
			0
0	0	0	0
0	0	0	0

STATE OF CONNECTICUT)
)
COUNTY OF MIDDLESEX)

SS: ESTUARY TRANSIT DISTRICT
October 11, 2024

**RESOLUTION NO. 25-006
AUTHORIZING RESOLUTION
ESTUARY TRANSIT DISTRICT**

RESOLVED, that the Executive Director, Joseph Comerford, hereby is authorized on behalf of the Estuary Transit District to negotiate and execute all necessary contract documents required to purchase up to four (4) body-on-chassis buses for the Estuary Transit District from Coach and Equipment in an amount not to exceed four hundred seventy thousand dollars (\$470,000.00).

CERTIFICATION:

I, Timothy C. Griswold, Secretary of the Estuary Transit District (“ETD”) do hereby certify that the foregoing is a true and correct copy of a resolution adopted at its meeting on October 11, 2024, in which a quorum was present and acting throughout and that the resolution has not been modified, rescinded, or revoked and is at present in full force and effect.

IN WITNESS WHEREOF, I have hereunto set my hand and affixed the seal of the Estuary Transit District this 11th day of October 2024.

Timothy C. Griswold, Secretary

STATE OF CONNECTICUT)
)
COUNTY OF MIDDLESEX)

SS: ESTUARY TRANSIT DISTRICT
October 11, 2024

**RESOLUTION NO. 25-007
AUTHORIZING RESOLUTION
ESTUARY TRANSIT DISTRICT**

RESOLVED, that the Executive Director, Joseph Comerford, hereby is authorized on behalf of the Estuary Transit District to negotiate and execute all necessary contract documents required to purchase fixed route planning software from Carahsoft Technology Corporation for the Estuary Transit District in an amount not to exceed sixty-five thousand dollars (\$65,000.00).

CERTIFICATION:

I, Timothy C. Griswold, Secretary of the Estuary Transit District (“ETD”) do hereby certify that the foregoing is a true and correct copy of a resolution adopted at its meeting on October 11th, 2024, in which a quorum was present and acting throughout and that the resolution has not been modified, rescinded, or revoked and is at present in full force and effect.

IN WITNESS WHEREOF, I have hereunto set my hand and affixed the seal of the Estuary Transit District this 11th day of October 2024.

Timothy C. Griswold, Secretary