



**ESTUARY TRANSIT DISTRICT
SPECIAL BOARD MEETING**
ETD Offices, 91 N. Main St, Middletown, CT
with Remote Options
April 19, 2024 at 9:00 AM

AGENDA

- I. Call to Order — L. Strauss, Chair
- II. Roll Call — T. Griswold, Secretary
 1. Welcome New Board Members and Reappointed Members
- III. Visitors' Comments as They Pertain to Agenda Items
- IV. Executive Session for the Purpose of Discussing Healthcare
- V. Communications — T. Griswold
 1. Letter from CTDOT Regarding Tap and Ride Vendor Recommendation
- VI. Secretary's Report — T. Griswold
 1. Acceptance of Board Meeting Minutes of February 9, 2024
 2. Acceptance of Special Finance Committee Minutes of February 26, 2024
 3. Acceptance of Special Board Meeting Minutes of February 27, 2024
 4. Acceptance of Transit Advisory Committee Meeting of March 8, 2024
 5. Acceptance of Special Facilities Committee Minutes of April 16, 2024
 6. Acceptance of Special Finance Committee Minutes of April 17, 2024
- VII. Treasurer's Report — C. Norz
- VIII. 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 —
 8. COG Update — B. Geraghty, Transit Planner
- IX. Executive Director's Report — J. Comerford
- X. Transit Planner's Report - B. Geraghty

- XI. Finance Director's Report — H. Famiglietti
 - [1.](#) Budget vs. Actual and Cash Flow
- XII. Operations Director's Report — J. Whitcomb
 - [1.](#) Ridership Report
 - [2.](#) Customer Service Report
- XIII. Maintenance Director's Report — P. Hevrin
- XIV. New Business
 - [1.](#) Angus McDonald, Jr. Recognition Resolution
 - 2. Approval of East Hampton and Portland Membership Dues
 - [3.](#) Invitation to Join Resolution
 - [4.](#) Snow Removal and Landscaping Authorizing Resolution
 - [5.](#) Security Camera Authorizing Resolution
 - [6.](#) Fare Validator Authorizing Resolution
 - [7.](#) 5311 Authorizing Resolution
 - [8.](#) On-Demand Authorizing Resolution
 - [9.](#) AAA Authorizing Resolution
 - [10.](#) Discussion of Fare and Service Change Policy as it Pertains to Service Equity Analysis
- XV. Old Business
 - 1. Committee Assignments
- XVI. Chair Comments
- XVII. Board Members Comments
- XVIII. Next Meeting — June 14, 2024 at 9:00 AM with Remote Options
- XIX. Adjournment

Join Zoom Meeting

<https://us02web.zoom.us/j/85658322438?pwd=V21EVGN3azd0MWdXOWNzOFBoTkIkUT09>

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.



STATE OF CONNECTICUT
DEPARTMENT OF TRANSPORTATION

Section V, Item 1.



2800 BERLIN TURNPIKE, P.O. BOX 317546
NEWINGTON, CONNECTICUT 06131-7546

April 11, 2024

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

Dear Mr. Comerford:

Subject: Connecticut Integrated Transit Mobility Project (CT-ITMP)
Tap & Ride Vendor Recommendation

The Connecticut Department of Transportation (Department) received a stage 1 grant through the USDOT S.M.A.R.T. grant program in 2023 to conduct a fare technology pilot project in Connecticut, which would allow riders to use their own contactless credit, debit, prepaid card, or payment-enabled device to pay for their bus fares upon boarding. The Department identified River Valley Transit fixed-route services and CTtransit Meriden division fixed-route services as the service areas for participation in this pilot project, which the Department is calling 'Tap & Ride.'

In coordination with River Valley Transit, the Department completed a scope of work and solicited proposals from fare validator (Cat-A) and fare calculation software (Cat-B) vendors on the [California Mobility Marketplace](#). Following this competitive process, which included a cost comparison and technical review of all proposals received, the Department is recommending River Valley Transit to enter into service agreements with SC Soft Americas as the Cat-A vendor and Littlepay as the Cat-B vendor. The complete proposals from the recommended vendors are included as attachments.

The Department will reimburse River Valley Transit with project funding for the costs to purchase the fare validators, including software implementation and contingency costs. Total costs are estimated to be \$160,000.

Should you have any questions, please contact Daniel Baker, Project Manager, at (860) 308-6211 or by email at Daniel.Baker@ct.gov.

Sincerely,

Digitally signed by
Lisa Rivers
Date: 2024.04.12
12:11:01-04'00'

Lisa Rivers
Transit Administrator
Bureau of Public Transportation

Attachments

Daniel M. Baker / db

bcc: Benjamin T. Limmer
Alicia Leite – Daniel M. Baker
Mark M. Hayes – Maureen M. Kent – Sandy M. Infantino – Kelsey Bertrand

THESE MINUTES ARE SUBJECT TO APPROVAL AT THE NEXT ETD MEETING

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

CALL TO ORDER

Chairman Strauss called the meeting to order at 9:05 a.m. In attendance included: Leslie Strauss, Charlie Norz (ZOOM, arrived at 9:15), Karl Kilduff (ZOOM), Jim Irish (ZOOM), John Hall (ZOOM), Tim Griswold, Joan Gay (ZOOM), Christine Marques, and DG Fitton.

Staff: Chris Dennison, Mutez Ennab, Joe Comerford, Brendan Geraghty, Halyna Famiglietti, Jared Whitcomb, Pat Hevrin

Absent: Angus McDonald

VISITOR COMMENTS - None.

SECRETARY’S REPORT

DG Fitton made a motion to accept the minutes of the 12/8/23 Board meeting as presented. Joan Gay seconded the motion. The motion passed unanimously.

Joan Gay made a motion to accept the minutes of the 12/8/23 Finance meeting as presented. Jim Irish seconded the motion. The motion passed unanimously.

Joan Gay made a motion to accept the minutes of the 1/23/24 Facilities meeting as presented. Karl Kilduff seconded the motion. The motion passed unanimously.

Joan Gay made a motion to accept the minutes of the 2/7/24 meeting as presented. Jim Irish seconded the motion. The motion passed unanimously.

COMMUNICATIONS

A letter of resignation was received from Karl Kilduff. Tim Griswold read the letter to the Board and Karl was thanked for his service to the District. The Town of Clinton will have an interim Town Manager until the position is filled permanently.

TREASURER’S REPORT – None.

COMMITTEE REPORTS

Facilities Committee – Joan reported:

- * The draft Master Plan is complete, and the District is waiting for final comments.
- * Electrification – project on-going. Significant upgrades are needed to accommodate bus charging. Electric buses are scheduled to arrive in 2024.
- * The Shoreline Study has been completed. There is concern that the site is large enough to

accommodate the increased size of the fleet.

- * Soil testing was completed at the Shoreline site and the concept design for septic appears adequate. Information will be forwarded to the State Department of Health. Electrification needs may impact space needs.
- * Middletown Terminal – Work is on-going with the Mayor to resolve bus parking issues (safety concerns). The Mayor will discuss with the Chamber of Commerce.
- * The Facilities Committee will meet every two months going forward.

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

Finance Committee – Charlie reported:

- * The committee reviewed all financial documents and found them to be in order.
- * The committee recommended that the Board approve the proposed salary increases.

DG Fitton made a motion to accept the Finance Report as presented. Tim Griswold seconded the motion. The motion passed unanimously.

Marketing Committee – Leslie reported:

- Social media improvements have been made and most of the signs are complete.
- A plan is being developed to market the Extra Mile program.

DG Fitton made a motion to accept the Marketing Report as presented. Charlie Norz seconded the motion. The motion passed unanimously.

Legislative Committee – Joan reported:

- The recent Legislative Breakfast was well attended. The presentation was included in the Board's packet.

DG Fitton made a motion to accept the Legislative Report as presented. Tim Griswold seconded the motion. The motion passed unanimously.

Transit Advisory Committee - The Committee will meet on 2/13/24.

Expansion Committee – Tim reported:

- The committee discussed several towns that may wish to join the District. Some of these towns are currently paying dues. The appropriate amount of dues owed to the District varies.
- There is a desire to increase the number of towns in the District, including representation on the Board.
- The committee will meet again before the next Board meeting.

DG Fitton made a motion to accept the Expansion Report as presented. John Hall seconded the motion. The motion passed unanimously.

Service Study Committee – No report.

Personnel Committee – No report.

COG Update – Brendan reported that the COG is moving forward to hire a consultant for the THRIVE Grant. Public outreach is a part of the grant. In addition, the COG is working to restore service on Shoreline East.

DG Fitton 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 that an RFP is being developed to facilitate the Taxi Voucher program. The current vendor cannot service the entire District.

The District is working with the Agency on Aging on getting funding to facilitate out-of-county trips, i.e. medical transportation.

The “Spill Plan” for the 91 N. Main Street building has been received.

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

TRANSIT PLANNERS REPORT

The Board packet included a newspaper article from East Hampton relative to the Microtransit Pilot program facilitated by the District.

Brendan Geraghty’s presentation on service changes and expansion, facilities and legislative concerns was included in the Board packet. Brendan was available to address questions/comments posed by Board members.

Highlights of the presentation included:

- Increased services on weekday nights and additional Sunday service.
- Efforts to reduce redundant combined routes.
- Updated combined routes (maps included in presentation).
- Service expansion – Extra Mile, Middletown Pilot funding, Madison and Guilford zones
 - Working with software providers to ensure app is working correctly.
- Work is on-going to standardize fares throughout the State.
- AVL – most of the vehicles are now equipped with the software.

DG Fitton made a motion to accept the Transit Planner’s Report as presented. Jim Irish seconded the motion. The motion passed unanimously.

FINANCE DIRECTOR’S REPORT

A copy of the Finance report was included in the Board packet and discussed. These documents have been reviewed by the Finance Committee. The Cash Flow remains healthy, and grants remain “on target”.

Halyna reported that the audit is almost finished, and the Board may wish to schedule a Special Meeting to review/accept the audit to eliminate the need for an extension.

DG Fitton made a motion to accept the Finance Director's Report as presented. Tim Griswold seconded the motion. The motion passed unanimously.

OPERATIONS DIRECTOR'S REPORT

Jared reported that several drivers have been promoted to supervisor. Before they can begin their new duties, additional drivers must be hired. As previously reported, it is extremely difficult to hire and retain drivers. The upcoming expanded services will also require additional drivers. The District has been chosen by the State for a training Pilot program. The Board briefly discussed the state requirements for drivers (CDL, medical requirements, etc.).

There are also openings for dispatchers.

DG Fitton made a motion to accept the Operations Director's Report as presented. Tim Griswold seconded the motion. The motion passed unanimously.

MAINTENANCE DIRECTOR'S REPORT

Pat reported on several "road calls" on vehicles. These calls resulted in minimal disruption to service. Statistics on maintenance services were shared and Pat was available to address questions/comments posed by Board members.

As previously reported, it remains difficult to hire mechanics.

DG Fitton made a motion to accept the Maintenance Director's Report as presented. Tim Griswold seconded the motion. The motion passed unanimously.

NEW BUSINESS

Resolution – Karl Kilduff – a framed resolution, commending Karl Kilduff for his service to the District, was presented to him.

COMMITTEE ASSIGNMENTS

Leslie encouraged Board members to review the Committee Assignment schedule and contact Joe to join a committee or change a committee assignment.

DG Fitton made a motion to dis-band the Ad Hoc Service Study Committee. Leslie Strauss seconded the motion. The motion passed unanimously.

SALARY INCREASES

A copy of the proposed wage increases was included in the Board packet. This document has been reviewed by the Finance Committee. The report calls for an \$.80 increase to Shoreline drivers (in line with the union drivers' increase) and a 4% increase (consistent with DOT) for other staff.

DG Fitton made a motion to approve the wage increases as presented. Christine Marques

seconded the motion. The motion passed unanimously.

Bus Wrapping Authorizing Resolution

Tim Griswold read the following resolution:

WHEREAS, bids for an experienced Contractor to assume responsibility for the production and installation of 4-sided Vinyl bus wraps for a minimum of six (6) and as many as eleven (11) Gillig buses, were solicited and opened on January 19, 2024;

BE IT RESOLVED, that Turbo Images Corp. be awarded the bid to assume responsibility for the aforementioned tasks;

RESOLVED FURTHER, that the Executive Director, Joseph Comerford, hereby is authorized on behalf of the Estuary Transit District to negotiate and execute all necessary contract documents with Turbo Images Corp. in an amount not to exceed \$80,000.00.

DG Fitton made a motion to approve the Bus Wrapping Resolution as presented. Tim Griswold seconded the motion. The motion passed unanimously.

JANITORIAL SERVICES AUTHORIZING RESOLUTION

Tim Griswold read the following resolution:

WHEREAS, bids for an experienced Contractor to assume responsibility for janitorial services to serve its three locations were solicited and opened on January 22, 2024;

BE IT RESOLVED, that Uncle Sam’s Contractors be awarded the bid to assume responsibility for the aforementioned tasks;

RESOLVED FURTHER, that the Executive Director, Joseph Comerford, hereby is authorized on behalf of the Estuary Transit District to negotiate and execute all necessary contract documents with Uncle Sam’s Contractors in an amount not to exceed \$156,860.00.

DG Fitton made a motion to approve the Janitorial Services Authorizing Resolution as presented. Tim Griswold seconded the motion. The motion passed unanimously.

OLD BUSINESS - None.

CHAIR COMMENTS - None.

BOARD MEMBERS COMMENTS - None.

ADJOURNMENT

Leslie Strauss made a motion to adjourn the meeting at 10:25 a.m. DG Fitton seconded the motion. The motion passed unanimously.

Next meeting - April 12, 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
SPECIAL FINANCE COMMITTEE MEETING

ETD Administrative Offices, 91 N. Main Street, Middletown, CT
Monday, February 26, 2024, at 11:00 A.M.

CALL TO ORDER

The meeting was called to order by Charles Norz, Chair, at 11:05 a.m.

ROLL CALL

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

Also in attendance:

Staff: Joseph Comerford, Christina Denison, and Halyna Famiglietti

Guests: Leslie Strauss, Board Chair and Tom Partalas, Seward and Monde

Presentation of FY22-23 Completed Audit – Tom Partalas, Auditor, Seward and Monde

Tom Partalas distributed analysis sheets for both the “Statement of Net Position” and “Statement of Revenues, Expenses and Changes in Net Position” and reviewed the Preliminary Completed Audit Report for Estuary Transit District dated June 30, 2023. There were no findings related to the financial statements, compliance, or internal controls.

“In our opinion, the financial statements referred to above present fairly, in all material respects, the financial position of Estuary Transit District as of June 30, 2023, and the changes in its net position and its cash flows for the year then ended in accordance with accounting principles generally accepted in the United States of America.”

“In our opinion, Estuary Transit District complied, in all material respects, with the types of compliance requirements referred to above that could have a direct and material effect on each of its major federal programs for the year ended June 30, 2023.”

“In our opinion, Estuary Transit District complied, in all material respects, with the types of compliance requirements referred to above that could have a direct and material effect on each of its major state programs for the year ended June 30, 2023.”

Additionally, the total Net Position increased by \$1,080,706 from \$17,782,112 to \$18,862,818.

Partalas reported that the bus parts inventory carried over from Middletown Transit District is not being properly tracked and valued and additional time and effort is required to further analyze and properly value the parts inventory. It is anticipated that this matter will be cleared at the next audit.

Partalas was available to address questions/comments from committee members.

New Business

Recommendation to Board to Accept the FY22-23 Completed Audit –

Jim Irish made a motion for the Finance Committee to accept the unmodified (clean) preliminary audit report for the fiscal year ending June 30, 2023, as presented by Seward and Monde and recommends the Board approve the audit at the Special Board meeting on February 27, 2024. Joan Gay seconded the motion. The motion passed unanimously.

ADJOURNMENT

The meeting was adjourned at 11:47 a.m.

Next Regular Meeting—April 10, 2024, at 9:00 a.m.

Respectfully submitted,

Christina Denison
Clerk

THESE MINUTES ARE SUBJECT TO APPROVAL AT THE NEXT ETD MEETING

ESTUARY TRANSIT DISTRICT
RIVER VALLEY TRANSIT
REGULAR MEETING
Tuesday February 27, 2024
91 N. Main Street, Middletown, CT and
Via ZOOM

CALL TO ORDER

Chairman Strauss Z called the meeting to order at 9:01 a.m. In attendance included: Leslie Strauss (ZOOM), Charlie Norz (ZOOM), Jim Irish (ZOOM), John Hall (ZOOM), Tim Griswold (ZOOM), Christine Marques, (ZOOM) and DG Fitton.

Staff: Chris Dennison, Joe Comerford, Halyna Famiglietti,

Visitor: Tom Partalas– Seward & Monde

VISITOR COMMENTS - None.

PRESENTATION OF FY 22-23 COMPLETE AUDIT

A copy of the FY 22-23 audit was included in the Board’s packet. Mr. Tom Partalas, Seward & Monde reported:

- The audit was reviewed by the Finance Committee.
- The District received a “clean” opinion with no compliance findings or internal control deficiencies.
- The comment relative to the parts inventory (forwarded from Middletown) has been addressed over time. It is anticipated that this comment will be cleared at the next audit.

Tom was available to address questions/comments posed by board members.

DG Fitton made a motion to accept the completed audit by Seward & Monde as presented. Charlie Norz seconded the motion. The motion passed unanimously.

ADJOURNMENT

Charlie Norz made a motion to adjourn the meeting at 9:06 a.m. DG Fitton seconded the motion. The motion passed unanimously.

Next meeting - April 12, 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
TRANSIT ADVISORY COMMITTEE MEETING
ETD OFFICES, 91 N. Main Street, Middletown, CT with Remote Options
FRIDAY, MARCH 8, 2024, at 9:00 AM

CALL TO ORDER

The meeting was called to order by Timothy C. Griswold, Chair at 9:04 a.m.

ROLL CALL

A quorum was established with the following committee members present: JoAnn Ewing, East Hampton Senior Center Director (via ZOOM); Will Goble, Program Director, Vista Life Innovations (via ZOOM); Beverly Lawrence, ETD Board Member (via ZOOM); and Laurie McElwee, South Central Connecticut Regional Mobility Manager at the Kennedy Collective (via ZOOM)

Staff: Joe Comerford, Christina Denison, and Brendan Geraghty

Guest: Bonnie Berkovich, Town of East Hampton, Committee on Aging

Absent: Courtney DiMenna, Student Support Manager, Vista Life Innovations; Heather Granja, ACES Early Head Start Program Coordinator; Tim Kellogg, Head of Public Services, E.E. Scranton Memorial Library, Madison, and ETD rider; and Artha Slade, Middletown Resident and ETD rider.

JoAnn Ewing announced her retirement. Bonnie Berkovich will serve in her stead.

REVIEW OF PUBLIC COMMENTS REGARDING SERVICE CHANGES

Brendan Geraghty, Transit Planner, reported that two public meetings regarding the proposed service changes to take place this Spring were recently held, one in Westbrook and one in Middletown. No negative comments were received.

DISCUSSION OF IMPLEMENTATION OF CHANGES

Geraghty reported that based on both driver and rider feedback received from the service changes that were made in October, several routes are being “tweaked.” Service changes are planned for May, and the implementation process includes hiring new drivers, updating the website and apps, and revising, printing, and distributing new brochures.

Joe Comerford reported that the district is participating in a State-wide pilot program to train individuals to get their CDL’s and to train current CDL drivers to get the proper endorsements.

DISCUSSION OF OPEN FARE PAYMENT PILOT

Geraghty reported that the district is participating in a state sponsored fare program along with NE Transit District. CTDOT will be installing validators on the buses which will allow for fare capping on the fixed routes. Driver and rider focus groups are planned, and a State-wide rollout is expected in late summer or early fall.

MICROTRANSIT PILOT PRESENTATION

Geraghty reported:

- RVT has received funding for 3 pilot programs in Middletown, East Hampton, and Madison/Guilford.
- Additional drivers need to be hired.
- A marketing strategy is being developed.
- Targeted launch date is May 28.

UPDATE ON PASSIO IMPLEMENTATION

Geraghty reported that many technology upgrades have been installed on the buses with very little issue. Upgrades to the terminal, Madison Gazebo and the Old Saybrook train station are behind schedule.

NEW BUSINESS –

State Bus Shelter Pilot

Geraghty reported that the State is pushing to install bus stops and shelter enhancements across the State and the district has been asked to prioritize 10 stops in the region. The district has received new bus stop signs and Geraghty is working on having them installed.

Taxi Voucher Program

Comerford reported that a RFP has been issued to solicit bidders for a Taxi Voucher program vendor. An update will be available at the next meeting.

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

Laurie McElwee and Geraghty will host a program at the Meriden Senior Center later in the month.

ADJOURNMENT

The meeting was adjourned at 10:13 a.m.

Next Meeting—The next meeting will be Tuesday, June 11, 2024, at 9:00 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, APRIL 16, 2024, AT 2:00 P.M.

CALL TO ORDER

The meeting was called to order by Joan Gay, Chair, at 2:04 p.m.

ROLL CALL

Committee members present: Joan Gay, John Hall (arrived 2:13 p.m.), Jim Irish, and Christine Marques (arrived 2:10 p.m.)

Also in attendance: Staff: Joe Comerford and Christina Denison

Board Members: Leslie Strauss, ETD Board Chair and Charles Norz

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

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 Facilities Master Plan has been completed.
- A parcel of land for compensatory fill has been located and a survey of the property will be conducted. CTDOT is working on a MOA with the City of Middletown.
- Electrification of buses – Curtis continues to meet with Eversource every few weeks. Plans for the pilot program are being solidified; buses will be delivered in September/October and 2 portable chargers will be installed at 110 N. Main Street. The location of a temporary charging station has yet to be determined.

Right of Way Acquisition

Middletown Maintenance Facility –

- The State will not seek federal grant funding for the facility through the Low-or -No Emission and bus facility programs as previously reported. Federal and State funds will be used instead.
- An equity analysis has been completed in draft form and is being reviewed before submitting to the FTA. Funding will be 80% federal and 20% state.

Shoreline Facility –

- Curtis is closely following the potential redevelopment of the mall property and its impact on the purchase of the shoreline property.
- CTDOT is relooking at the Old Saybrook property and other sites for “overflow” if it is determined the Westbrook parcel is not large enough to meet future needs due to anticipated increased fleet size resulting from electrification.

- An in-house Needs Assessment will be conducted to determine the total acreage needed for the new facility; electrification of buses will be considered. Curtis anticipates the process to take 60 days and will report at the next meeting.

Middletown Terminal Renovation –

- Curtis and Comerford met with the City of Middletown mayor to discuss the location of the terminal.
- CTDOT has engaged an engineer to scope a safety study for the current location. A “swat” team of engineers and consultants will access the property in the coming weeks. Curtis will report at the next meeting.

EXECUTIVE DIRECTOR’S REPORT

None.

ADJOURNMENT

The meeting was adjourned at 2:44 p.m.

The next meeting will be held on Tuesday, June 11, 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
SPECIAL FINANCE COMMITTEE MEETING
RVT ADMINISTRATIVE OFFICES, 91 N. Main Street, Middletown, CT with
Remote Options
WEDNESDAY, APRIL 17, 2024, at 9:00 A.M.

CALL TO ORDER

The meeting was called to order by Charles Norz, Chair, at 9:02 a.m.

ROLL CALL

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

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

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 answered questions from the Committee.

Famiglietti reported that the District still has not received an operating budget for this fiscal year from the State and as a result, the District is operating on last year's budget. Care Act funds are being used to meet any demands.

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

OTHER BUSINESS

- a. Finance Department Summary – Famiglietti reported on the projects the finance and procurement team members are working on.

ADJOURNMENT

The meeting was adjourned at 9:22 a.m.

Next Meeting—June 12, 2024, at 9:00 a.m.

Respectfully submitted,

Christina Denison
Clerk

GRANTS TOTAL	ESTUARY TRANSIT DISTRICT		
	For the Period July 1, 2023 to February 29, 2024		
	YTD ACTUAL	BUDGET AMOUNT	YTD % of BUDGET
REVENUE			
FAREBOX REVENUE	\$ 264,628	\$ 292,000	91%
URBAN CARES ACT	\$ 606,854	\$ 992,250	61%
RURAL CARE ACT	\$ 30,647	\$ 68,500	45%
OTHER	\$ 73,694	\$ 173,577	42%
TOTAL REVENUE	\$ 975,824	\$ 1,526,327	64%
EXPENSES			
SALARY AND BENEFITS	\$ 2,776,527	\$ 3,935,000	71%
PROFESSIONAL SERVICES	\$ 394,749	\$ 585,000	67%
RENT&UTILITIES	\$ 156,676	\$ 260,000	60%
INSURANCE	\$ 101,132	\$ 140,000	72%
MAINTENANCE	\$ 335,953	\$ 650,000	52%
FUEL	\$ 430,642	\$ 770,000	56%
MISCELLANEOUS EXPENSE	\$ 53,778	\$ 95,000	57%
PARK CONNECT	\$ 28,251	\$ 91,000	31%
PURCHASE TRANSPORTATION	\$ 6,888	\$ 25,000	28%
TOTAL EXPENSES	\$ 4,284,596	\$ 6,551,000	65%

DEFICIT	\$ (3,300,482)	\$ (5,024,673)
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DOT	\$ 2,911,840	\$ 4,614,983
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LOCAL	\$ 406,660	\$ 683,750
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Surplus/(Deficit)	\$ 18,019
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FIXED 5307	ESTUARY TRANSIT DISTRICT		
	For the Period July 1, 2023 to February 29, 2024		
	YTD ACTUAL	BUDGET AMOUNT	YTD % of BUDGET
REVENUE			
FAREBOX REVENUE	\$ 204,069	\$ 225,000	91%
URBAN CARES ACT	\$ 243,176	\$ 536,750	45%
RURAL CARE ACT			0%
OTHER		\$ 173,577	0%
TOTAL REVENUE	\$ 447,245	\$ 935,327	48%
EXPENSES			
SALARY AND BENEFITS	\$ 1,805,554	\$ 2,680,500	67%
PROFESSIONAL SERVICES	\$ 317,012	\$ 485,500	65%
RENT&UTILITIES	\$ 128,598	\$ 200,000	64%
INSURANCE	\$ 84,067	\$ 100,000	84%
MAINTENANCE	\$ 217,923	\$ 450,000	48%
FUEL	\$ 314,785	\$ 550,500	57%
MISCELLANEOUS EXPENSE	\$ 30,748	\$ 54,500	56%
PARK CONNECT		\$ -	
PURCHASE TRANSPORTATION			
TOTAL EXPENSES	\$ 2,898,687	\$ 4,521,000	64%

DEFICIT	\$ (2,451,442)	\$ (3,585,673)
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DOT	\$ 2,044,782	\$ 3,067,173
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LOCAL	\$ 406,660	\$ 610,000
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Surplus/(Deficit)	\$ -
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Midshore(OldSaybrook/Middletown) & Riverside EXT.	ESTUARY TRANSIT DISTRICT		
	For the Period July 1, 2023 to February 29, 2024		
	YTD ACTUAL	BUDGET AMOUNT	YTD % of BUDGET
REVENUE			
FAREBOX REVENUE	\$ 2,130	\$ 9,500	22%
URBAN CARES ACT			
RURAL CARE ACT			
OTHER			
TOTAL REVENUE	\$ 2,130	\$ 9,500	22%
EXPENSES			
SALARY AND BENEFITS	\$ 178,388	\$ 227,000	79%
PROFESSIONAL SERVICES	\$ 4,667	\$ 29,000	16%
RENT&UTILITIES	\$ 1,042	\$ 19,000	5%
INSURANCE	\$ 450	\$ 12,500	4%
MAINTENANCE	\$ 24,819	\$ 40,000	62%
FUEL	\$ 21,178	\$ 46,000	46%
MISCELLANEOUS EXPENSE	\$ 869	\$ 6,000	14%
PARK CONNECT			
PURCHASE TRANSPORTATION			
TOTAL EXPENSES	\$ 231,413	\$ 379,500	61%

DEFICIT	\$ (229,283)	\$ (370,000)
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DOT	\$ 247,302	\$ 370,000
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LOCAL	\$ -
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Surplus/(Deficit)	\$ 18,019
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RURAL 5311	ESTUARY TRANSIT DISTRICT		
	For the Period July 1, 2023 to February 29, 2024		
	YTD ACTUAL	BUDGET AMOUNT	YTD % of BUDGET
REVENUE			
FAREBOX REVENUE	\$ 5,462	\$ 8,000	68%
URBAN CARES ACT			
RURAL CARE ACT	\$ 30,647	\$ 68,500	45%
OTHER			
TOTAL REVENUE	\$ 36,110	\$ 76,500	47%
EXPENSES			
SALARY AND BENEFITS	\$ 185,783	\$ 222,000	84%
PROFESSIONAL SERVICES	\$ 20,225	\$ 21,000	96%
RENT&UTILITIES	\$ 8,355	\$ 12,000	70%
INSURANCE	\$ 6,145	\$ 7,000	88%
MAINTENANCE	\$ 18,305	\$ 25,000	73%
FUEL	\$ 28,495	\$ 26,000	110%
MISCELLANEOUS EXPENSE	\$ 2,135	\$ 3,500	61%
PARK CONNECT			
PURCHASE TRANSPORTATION			
TOTAL EXPENSES	\$ 269,443	\$ 316,500	85%

DEFICIT	\$ (233,333)	\$ (240,000)
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\$ 206,853

DOT	\$ 233,333	\$ 350,000
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LOCAL		\$ -
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Surplus/(Deficit)	\$ (0.00)
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RT.81(Madison/Middletown)	ESTUARY TRANSIT DISTRICT		
	For the Period July 1, 2023 to February 29, 2024		
	YTD ACTUAL	BUDGET AMOUNT	YTD % of BUDGET
REVENUE			
FAREBOX REVENUE	\$ 2,499	\$ 4,000	62%
URBAN CARES ACT	\$ 112,331	\$ 168,500	67%
RURAL CARE ACT			0%
OTHER			
TOTAL REVENUE	\$ 114,830	\$ 172,500	67%
EXPENSES			
SALARY AND BENEFITS	\$ 86,206	\$ 127,500	68%
PROFESSIONAL SERVICES			
RENT&UTILITIES			
INSURANCE			
MAINTENANCE	\$ 12,384	\$ 20,000	62%
FUEL	\$ 10,590	\$ 21,000	50%
MISCELLANEOUS EXPENSE	\$ 5,650	\$ 4,000	141%
PARK CONNECT			
PURCHASE TRANSPORTATION			
TOTAL EXPENSES	\$ 114,830	\$ 172,500	67%

\$ 14,041.38
 \$ 84,248.25

DEFICIT	\$ -	\$ -
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DOT	\$ -	\$ -
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LOCAL	\$ -
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Surplus/(Deficit)	\$ -
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ADA, DAR & MGP	ESTUARY TRANSIT DISTRICT		
	For the Period July 1, 2023 to February 29, 2024		
	YTD ACTUAL	BUDGET AMOUNT	YTD % of BUDGET
REVENUE			
FAREBOX REVENUE	\$ 27,419	\$ 25,000	110%
URBAN CARES ACT	\$ 142,802		
RURAL CARE ACT			
OTHER	\$ 60,342		
TOTAL REVENUE	\$ 230,564	\$ 25,000	922%
EXPENSES			
SALARY AND BENEFITS	\$ 412,620	\$ 478,000	86%
PROFESSIONAL SERVICES	\$ 49,232	\$ 35,000	141%
RENT&UTILITIES	\$ 18,681	\$ 29,000	64%
INSURANCE	\$ 10,470	\$ 20,500	51%
MAINTENANCE	\$ 51,586	\$ 79,500	65%
FUEL	\$ 42,357	\$ 86,500	49%
MISCELLANEOUS EXPENSE	\$ 4,523	\$ 15,500	29%
PARK CONNECT			
PURCHASE TRANSPORTATION			
TOTAL EXPENSES	\$ 589,469	\$ 744,000	79%

DEFICIT	\$ (358,905)	\$ 719,000
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DOT	\$ 358,905	\$ 717,810
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LOCAL	\$ -	\$ 73,750
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Surplus/(Deficit)	\$ 0.00
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X_MILE	ESTUARY TRANSIT DISTRICT		
	For the Period July 1, 2023 to February 29, 2024		
	YTD ACTUAL	BUDGET AMOUNT	YTD % of BUDGET
REVENUE			
FAREBOX REVENUE	\$ 20,008	\$ 8,000	250%
URBAN CARES ACT	\$ 108,545	\$ 287,000	38%
RURAL CARE ACT			
OTHER	\$ 13,352		
TOTAL REVENUE	\$ 141,905	\$ 295,000	48%
EXPENSES			
SALARY AND BENEFITS	\$ 107,976	\$ 200,000	54%
PROFESSIONAL SERVICES	\$ 3,613	\$ 14,500	25%
RENT&UTILITIES			
INSURANCE			
MAINTENANCE	\$ 10,936	\$ 35,500	31%
FUEL	\$ 13,237	\$ 40,000	33%
MISCELLANEOUS EXPENSE	\$ 6,143	\$ 5,000	123%
PARK CONNECT			
PURCHASE TRANSPORTATION			
TOTAL EXPENSES	\$ 141,905	\$ 295,000	48%

DEFICIT	\$ -	\$ -
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DOT	\$ -	\$ -
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LOCAL	\$ -
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Surplus/(Deficit)	\$ -
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TAXI Voucher	ESTUARY TRANSIT DISTRICT		
	For the Period July 1, 2023 to February 29, 2024		
	YTD ACTUAL	BUDGET AMOUNT	YTD % of BUDGET
REVENUE			
FAREBOX REVENUE	\$ 3,041	\$ 12,500	24%
URBAN CARES ACT			
RURAL CARE ACT			
Prepaid Fare			
TOTAL REVENUE	\$ 3,041	\$ 12,500	24%
EXPENSES			
SALARY AND BENEFITS			
PROFESSIONAL SERVICES			
RENT&UTILITIES			
INSURANCE			
MAINTENANCE			
FUEL			
MISCELLANEOUS EXPENSE	\$ 3,710	\$ 6,500	57%
PARK CONNECT			
PURCHASE TRANSPORTATION	\$ 6,888	\$ 25,000	28%
TOTAL EXPENSES	\$ 10,598	\$ 31,500	34%

\$ 2,649.56

DEFICIT	\$ (7,557)	\$ 19,000
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DOT	\$ 7,557	\$ 19,000
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LOCAL	\$ -
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Surplus/(Deficit)	\$ -
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ParkConnect	ESTUARY TRANSIT DISTRICT		
	For the Period July 1, 2023 to September 30, 2023		
	YTD ACTUAL	BUDGET AMOUNT	YTD % of BUDGET
REVENUE			
FAREBOX REVENUE	\$ -	\$ -	
URBAN CARES ACT	\$ 8,290		
RURAL CARE ACT			
Prepaid Fare			
TOTAL REVENUE	\$ 8,290	\$ -	\$ -
EXPENSES			
SALARY AND BENEFITS			
PROFESSIONAL SERVICES			
RENT&UTILITIES			
INSURANCE			
MAINTENANCE			
FUEL			
MISCELLANEOUS EXPENSE			
PARK CONNECT	\$ 28,251	\$ 91,000	
PURCHASE TRANSPORTATION			
TOTAL EXPENSES	\$ 28,251	\$ 91,000	31%

DEFICIT	\$ (19,961)	\$ 91,000
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DOT	\$ 19,961	\$ 91,000
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LOCAL	\$ -
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Surplus/(Deficit)	\$ -
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28251

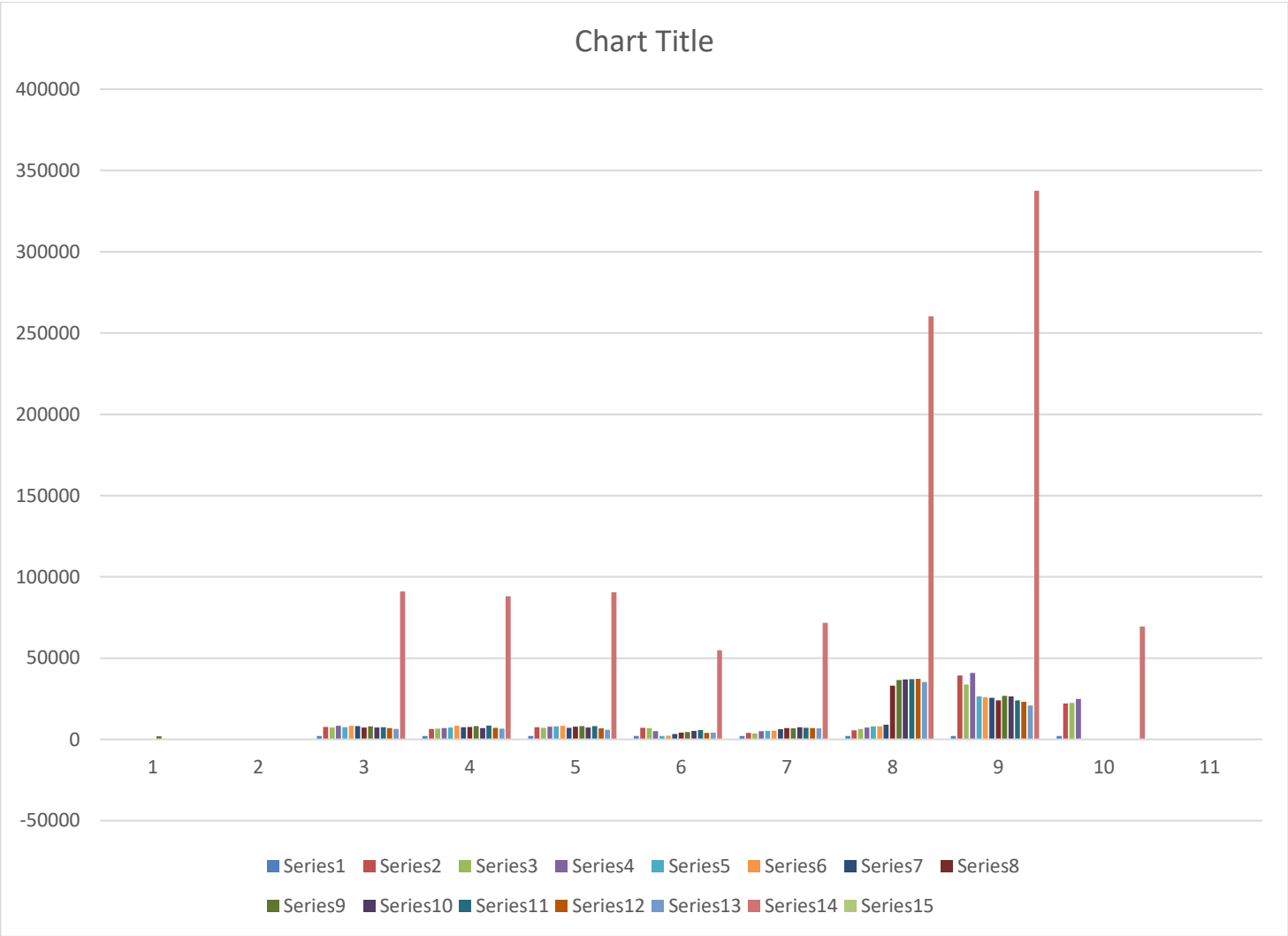
RIVER VALLEY TRANSIT	
STATEMENT OF CASH FLOWS	
Monday, April 15, 2024	
Operating Checking	\$ -
Payroll Checking	\$ -
Capital Checking	\$ -
Money Market	\$ 2,331,558
ESB and Liberty	\$ 98,360
BALANCE TOTAL	\$ 2,429,918

	Apr-24	May-24	Jun-24
Account Payable			
Payroll	\$ 245,000	\$ 245,000	\$ 245,000
Benefits	\$ 45,000	\$ 80,000	\$ 80,000
Professional Services	\$ 47,904	\$ 48,750	\$ 48,750
CIRMA	\$ 7,500	\$ 7,500	\$ 7,500
Rent & Utilities	\$ 19,935	\$ 21,000	\$ 21,000
Insurance	\$ 6,000	\$ 12,000	\$ 12,000
Fuel	\$ -	\$ 65,000	\$ 65,000
Vehicle Maintenance and Repairs	\$ -	\$ 40,750	\$ 40,750
Other Monthly Expenses	\$ 10,500	\$ 15,500	\$ 15,500
TOTAL EXPENSES	\$ 381,839	\$ 535,500	\$ 535,500

Account Receivable			
CT DOT FY23 Capital Grants	\$ -	\$ 40,050	\$ 69,779
CT DOT FY24 Capital Grants	\$ -	\$ 54,006	\$ -
FIXED 5307	\$ -	\$ 55,000	\$ 550,000
MGP Grant	\$ -	\$ -	\$ -
DAR	\$ -	\$ -	\$ 28,083
ADA	\$ -	\$ -	\$ 46,360
RURAL 5311	\$ -	\$ 33,200	\$ 33,200
New Freedom 5310	\$ 30,667	\$ 30,650	\$ 30,650
Madison/Middletown (RT.81)	\$ -	\$ 14,250	\$ 14,250
X-Mile	\$ 84,250	\$ 15,500	\$ 15,500
TAXI Voucher	\$ 1,500	\$ 1,500	\$ 1,500
URBAN CAR ACT	\$ 46,000	\$ 5,000	\$ 5,000
Fare Box and Pre-paid Fare Revenue	\$ 5,500	\$ 28,500	\$ 28,500
Middlesex Hospital, Wesleyan, AAA	\$ 5,600	\$ 5,600	\$ 5,600
Town Dues (Middletown)	\$ -	\$ 79,096	\$ 87,166
TOTAL REVENUE	\$ 173,517	\$ 362,352	\$ 915,588

Cash at the beginning of the period	\$ 2,429,918	\$ 2,221,596	\$ 2,048,448
Cash at the end of the period	\$ 2,221,596	\$ 2,048,448	\$ 2,428,536

Money Market Account Interest as of 03/31/2024		4.60%	\$ 10,623.00
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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										200

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										11156	
	-8%	0%	-8%	-4%	-7%	-7%	-17%	-10%	20%	-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										808	
	-32%	-37%	7%	50%	45%	-21%	-29%	-27%	91%	-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										908	
	-40%	-29%	-32%	19%	39%	3%	-18%	-29%	-17%	-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										1146	
	-23%	-24%	-15%	-3%	-4%	-30%	-37%	-20%	-5%	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										1492	
	-8%	26%	5%	-13%	6%	-23%	-4%	7%	9%	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	0	0	0	0	0	0	0	0	0	15710	
	-13%	-3%	-8%	1%	1%	-11%	-19%	-12%	19%	-10%	25%	17%		
	-10%	-15%	-3%	-21%	-25%	-10%	-20%	-11%	23%	-11%	5%	6%		

581 Saybrook Rd (Mon - Sat)

	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										8457
	-56%	-50%	-52%			-27%	-29%	-30%	-37%	-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										
	-44%	43%	-38%			-21%	-22%	-29%	-33%	-29%	-30%	-41%	

583 Washington St (Mon - Sat)

	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										
	-66%	-57%	-62%			-39%	-48%	-46%	-49%	-48%	-38%	-68%	

584 Newfield St (Mon - Sat)

	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										
	-53%	-41%	-46%			-36%	-30%	-38%	-39%	-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										
	-47%	-30%	-44%			-5%	-32%	-25%	-45%	-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											
	59%	93%	104%			-6%	38%	16%	71%	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										
	-42%	-40%	-44%			7%	4%	-23%	-33%	-42%	-59%	-46%	

581-583 Night (Mon - Fri)

	January	February	March	April	May	June	July	August	September	October	November	December	
2022						506	611	465	278	351	138	333	2682
2023	328	318	287	41	86	108	123	273	79	225	74	186	2128
2024	162	90	177										
	-51%	-72%	-38%			-79%	-80%	-41%	-72%	-36%	-46%	-44%	

584-585 Night (Mon - Fri)

	January	February	March	April	May	June	July	August	September	October	November	December	
2022						503	534	468	504	548	497	125	3179
2023	365	397	230	73	105	137	143	134	372	645	161	133	2895
2024	87	206	174										
	-76%	-48%	-24%			-73%	-73%	-71%	-26%	18%	-68%	6%	

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	0	0	0	0	0	0	0	0	0	
	-51%	-39%	-47%	-6%	-16%	-25%	-30%	-32%	-38%	-40%	-44%	-48%	
		30%	28%	54%	-16%	-7%	-19%	-18%	-25%	-27%	28%	34%	

*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	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	
						29%	-60%	-11%	49%	-65%				

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											
	-37%	-32%	-39%	1%	-5%	-12%	-13%	-13%	-38%	-46%	72%	47%		
OTP	92.7%	89.3%	95%								90.4%	90.6%		
Avg ETA	14.6	14.0	13.7								16.7	12.9		
Rating	4.9	4.9	4.9								4.8	4.9		

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											
	-56%	-42%	-1%	-10%	-5%	-7%	-30%	0%	-8%	1%	1%	9%		
	19%	11%	-32%	-50%	-44%	-36%	-47%	-18%	-24%					
						8525	6444				1493			
OTP	92%	90%	89%								84%	88%		

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											
	-9%	-25%	-47%	365%	329%	283%	-56%	-40%	-6%	-24%	-33%	-38%		
OTP	91%	91%	90%								89%	91%		

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	0	0	0	2	2	-2	0	0	0	60897

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	0	0	0	0	0	0	0	0	0	8685

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	22081	22498	24801	0	0	0	2	2	-2	0	0	0	69,382	
	-44%	-33%	-39%	228%	227%	185%	-28%	-27%	-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

**November 2023
Customer Service Report**

Call Report by Queue

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

Customer Feedback

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

STATE OF CONNECTICUT)
)
COUNTY OF MIDDLESEX)

SS: ESTUARY TRANSIT DISTRICT
April 12, 2024

RESOLUTION NO. 24-006

**In Recognition of Angus McDonald, Jr.
Board Member Estuary Transit District**

WHEREAS, Angus McDonald, Jr. has served on the Estuary Transit District Board of Directors as the representative for the Town of Deep River since October 2016; and

WHEREAS, He has served as the Board Chairman of the Nominating Committee since February 2021;

WHEREAS, He has served on the MOA/Expansion Transition Committee, the Facilities Committee, and the Legislative Committee; and

WHEREAS, He has been an invaluable leader and contributor to the Boards of Middletown Transit District and Estuary Transit District in the merger process of the two Districts; and

WHEREAS, He has been a key contributor to the Board in all areas of transit concern offering invaluable insights with wisdom;

NOW, THEREFORE, BE IT RESOLVED that the Estuary Transit District wholeheartedly thanks him for his many years of outstanding contributions and service.

CERTIFICATION:

I, Timothy C. Griswold, Secretary of the Estuary Transit District (“ETD”) do hereby certify that the following is a true and correct copy of a resolution adopted at its meeting on April 12, 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.

ESTUARY TRANSIT DISTRICT
SECRETARY

Timothy C. Griswold, Secretary

STATE OF CONNECTICUT)
)
COUNTY OF MIDDLESEX)

SS: ESTUARY TRANSIT DISTRICT
April 12, 2024

RESOLUTION NO. 24-009
UNANIMOUS WRITTEN CONSENT OF THE
BOARD OF DIRECTORS OF THE ESTUARY TRANSIT DISTRICT

THE UNDERSIGNED, being all the members of the Estuary Transit District (the “ETD”) Board of Directors (the “Board”), hereby unanimously consent to adopt the following resolution for and on behalf of the Company:

WHEREAS, pursuant to Conn. Gen. Stat. § 7-273b, the municipalities of Chester, Clinton, Deep River, Essex, Killingworth, Lyme, Old Lyme, Old Saybrook, and Westbrook established the ETD in 1981;

WHEREAS, the municipalities of Durham, Middlefield and Middletown joined ETD in 2022 as Middletown Transit District combined with ETD;

WHEREAS, the Towns of Portland and East Hampton have contracted ETD and previously MTD for public transit service;

AND WHEREAS, Conn. Gen. Stat. § 7-273b(e) provides that “[t]he legislative body of any municipality may vote to establish a transit district or to join with any one or more municipalities to form such a district. Any municipality may at any time be included in the district if the legislative body thereof so votes and if accepted by a majority vote of the directors of the transit district.”

NOW THEREFORE, BE IT RESOLVED, the Board hereby invites the Towns of East Hampton and Portland to join the ETD in accordance with Conn. Gen. Stat. § 7-273b;

RESOLVED, that Leslie B. Strauss, Chairperson of the Board, may execute any further documents necessary or as may be required to effectuate such invitation.

RESOLVED, that all actions heretofore with respect to the foregoing matters be and each of them hereby is approved and ratified in all respects; and

RESOLVED, that this resolution and consent be placed in the minute book of the ETD and become a part of the records of the ETD.

CERTIFICATION:

I, Timothy C. Griswold, Secretary of the Estuary Transit District (“ETD”) do hereby certify that the following is a true and correct copy of a resolution adopted at its meeting on April 12, 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.

Timothy C. Griswold, Secretary

STATE OF CONNECTICUT)
)
COUNTY OF MIDDLESEX)

SS: ESTUARY TRANSIT DISTRICT
April 12, 2024

**RESOLUTION NO. 24-008
AUTHORIZING RESOLUTION
ESTUARY TRANSIT DISTRICT**

WHEREAS, bids for an experienced Contractor to assume responsibility for snow removal and landscaping services to serve its two Middletown locations, were solicited and opened on February 29th, 2024;

BE IT RESOLVED, that Central CT Services, LLC be awarded the bid to assume responsibility for the aforementioned tasks;

RESOLVED FURTHER, that the Executive Director, Joseph Comerford, hereby is authorized on behalf of the Estuary Transit District to negotiate and execute all necessary contract documents with Central CT Services, LLC in an amount not to exceed \$100,000.00.

IN WITNESS WHEREOF the undersigned has affixed his signature, the 12th day of April in the year 2024.

ESTUARY TRANSIT DISTRICT SECRETARY

Timothy C. Griswold, Secretary

CERTIFICATION:

I, Timothy C. Griswold, Secretary of the Estuary Transit District (“ETD”) do hereby certify that the following is a true and correct copy of a resolution adopted at its meeting on April 12th, 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.

Timothy C. Griswold, Secretary

STATE OF CONNECTICUT)
)
COUNTY OF MIDDLESEX)

SS: ESTUARY TRANSIT DISTRICT
April 19, 2024

**RESOLUTION NO. 24-011
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 install a new security camera system for the Estuary Transit District from Security 101 dba Advance Security Integration, LLC in an amount not to exceed \$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 April 19th, 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 19th day of April 2024.

Timothy C. Griswold, Secretary

STATE OF CONNECTICUT)
)
COUNTY OF MIDDLESEX)

SS: ESTUARY TRANSIT DISTRICT
April 19, 2024

**RESOLUTION NO. 24-012
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 and install fare validator software from SC Soft Americas and fare calculation software from Littlepay for the Estuary Transit District in an amount not to exceed \$160,000.

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 April 19th, 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 19th day of April 2024.

Timothy C. Griswold, Secretary

STATE OF CONNECTICUT)
)
COUNTY OF MIDDLESEX)

SS: Estuary Transit District
April 19, 2024

**RESOLUTION NO. 24-013
AUTHORIZING RESOLUTION
ESTUARY TRANSIT DISTRICT**

WHEREAS, the Estuary Transit District, pursuant to Chapter 103a, Section 7-273k of the General Statutes of the State of Connecticut, as revised, is empowered to enter into contracts for the purpose of subsidizing transit services, therefore;

BE IT RESOLVED, that Leslie B. Strauss, Chairman, and/or in her absence or inability to act, the Vice Chairman, Joan Gay, having been since April 19, 2024, hereby are authorized to act on behalf of the Estuary Transit District, in filing an application with the Connecticut Department of Transportation under the Federal Transit Administration (FTA) Section 5311 Nonurbanized Area Formula Program and negotiating and executing agreements/contracts, and all appropriate and necessary contractual instruments for the aid in the financing of operating, administrative, capital and/or technical assistance projects with the Connecticut Department of Transportation.

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 April 19th, 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 19th day of April 2024.

Timothy C. Griswold, Secretary

STATE OF CONNECTICUT)
)
COUNTY OF MIDDLESEX)

SS: ESTUARY TRANSIT DISTRICT
April 19, 2024

**RESOLUTION NO. 24-014
AUTHORIZING RESOLUTION
ESTUARY TRANSIT DISTRICT**

WHEREAS, bids for an experienced Contractor to perform and provide on-demand transportation services to satisfy Estuary Transit District’s need were solicited and opened on April 1, 2024;

BE IT RESOLVED, that Transportation General, Inc. dba M7 and UBER Technologies, Inc. be awarded the bid to assume responsibility for the aforementioned tasks;

RESOLVED FURTHER, that the Executive Director, Joseph Comerford, hereby is authorized on behalf of the Estuary Transit District to negotiate and execute all necessary contract documents with Transportation General, Inc. dba M7 and UBER Technologies, Inc. in an amount not to exceed \$1,000,000.00.

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 April 19th, 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 19th day of April 2024.

Timothy C. Griswold, Secretary

STATE OF CONNECTICUT)
)
COUNTY OF MIDDLESEX)

SS: ESTUARY TRANSIT DISTRICT
April 19, 2024

**Resolution No. 24-015
AUTHORIZING RESOLUTION
ESTUARY TRANSIT DISTRICT**

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.

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 April 19th, 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 19th day of April 2024.

Timothy C. Griswold, Secretary

Policy Bulletin

2010

Estuary Transit District

POLICY BULLETIN NUMBER: 2010-06

DATE OF ISSUE: March 19, 2010

BY: ETD Board of Directors

REVISED: April 12th, 2024

Fare and Service Change Policy

The Estuary Transit District is committed to soliciting and considering public comments when considering fare increases and service changes. As such, ETD has developed the following policy to ensure public comments are sought before imposing any fare increase or major service changes.

This policy will apply to any fare increase and any major service change. A major service change is defined as the elimination of a route, a reduction of 10% of service hours of a route, the addition of a route or the elimination of one or more timepoints on a route.

ETD will make reasonable accommodations for persons with disabilities at all public hearings with one week's notice of necessary accommodations.

Fare Changes

Should ETD wish to propose a fare increase, the ETD Board of Directors and/or ETD staff will hold a public hearing. ETD will publish notice of the hearing in the local newspaper of record (currently the Hartford Courant). The notice will include the proposed fare increase and the date, time, and location of the public hearing. The notice will be published for at least one day. ETD shall also post the same notice on all ETD buses and be sent to all member town clerks.

ETD may include the hearing as part of its regular meeting agenda, as a special meeting, or as a stand alone public hearing. The hearing will be held at a public, ADA accessible location on an ETD bus route. Minutes of the hearing will be taken. All fare increases will be presented to the Board of Directors in the form of a resolution, and may be voted on immediately following the public hearing if the Board is in legal session. If the public hearing is held at a meeting separate from that at which the fare increase will be voted on, the minutes of the hearing will be provided to the Board of Directors prior to voting.

All fare increase resolutions will be passed pending Connecticut Department of Transportation (DOT) approval. Upon adoption of the fare increase, the Chairman or

Executive Director will send a written request to the DOT requesting approval of the fare increase. Following DOT approval, the increase will be implemented with at least 14 days notice to the public, which must, at minimum, be posted in all ETD vehicles.

Should ETD wish to propose a fare decrease or a discounted pre-paid fare, the Board of Directors will vote on a resolution providing for said decrease or pre-paid fare. The resolution will be passed pending DOT approval. Upon passage of the resolution, the Chairman or Executive Director will send a written request to the DOT for approval of the fare decrease or discounted pre-paid fare. No public hearing is required for such a fare change.

In order to comply with 49 CFR Section 21.5(b)(2), 49 CFR Section 21.5(b)(7) and Appendix C to 49 CFR part 21, ETD evaluates future significant system-wide service and fare changes and proposed improvements at the planning and programming stages to determine whether those changes have a discriminatory or disparate impact.

All future fare changes will warrant an Equity Analysis.

- Any “fare change,” as defined above, will require a public hearing and a service impact assessment.
- For future proposed changes that would increase or decrease fares or change payment type or payment media, information will be analyzed from available information (e.g. ridership surveys) indicating whether minority and low-income riders are disproportionately more likely to use the mode of service, payment type, or payment media that would be subject to the fare increase.

Service Changes

Should ETD wish to propose a major service change, the Chairman or Executive Director shall send a written request to the DOT for said change. Upon DOT approval, ETD will schedule a public hearing. ETD will publish notice of the hearing in the local newspaper of record (currently the Hartford Courant) for at least one day. The notice will include the name of the route(s) that will be affected by the change, a brief summary of the change, and the date, time, and location of the public hearing. The same notice will be posted on all ETD buses and be sent to all member town clerks. The hearing will be held at a public, ADA accessible location on an ETD bus route. Minutes of the hearing will be taken and a copy provided to DOT.

In order to comply with 49 CFR Section 21.5(b)(2), 49 CFR Section 21.5(b)(7) and Appendix C to 49 CFR part 21, ETD evaluates future significant system-wide service and fare changes and proposed improvements at the planning and programming stages to determine whether those changes have a discriminatory or disparate impact.

The ETD Board of Directors has adopted the following definition of “major services changes” for the purpose of Title VI compliance:

1. Discontinuation of existing fixed-route service to any part of the ETD service area, including elimination of an existing route or route segment and/or replacement of fixed-route service with demand-response service.
 2. Replacement of public demand-response service in an area with a fixed-route.
 3. Discontinuing service on weekend days and/or holidays, even if such discontinuation does not exceed the threshold in Item #7 below.
 4. Implementation of a new route.
 5. Systemwide service reduction or increase involving 15% or more of total route miles or service hours.
 6. Reducing the span of service on any route (i.e., eliminating first and/or last trips).
 7. Reducing the revenue miles and/or hours of service on any route by 20% or more.
- Route changes will be analyzed by listing:
 - Existing route miles versus existing route miles preserved resulting in a percent change for each route; and
 - Existing route miles versus miles extended resulting in a percent miles extended for each route.

If the elimination of current routing or establishment of new routing show a major service change as defined above, then a Service Equity Analysis will be performed. With the exception of any demand response, pilot or temporary service.

ETD staff will consider the public comments prior to making a final decision on the change. Notice of the changes will be posted on all ETD buses at least 14 days prior to the change. Updated schedules will be printed and distributed at least 7 days prior to the change.

Service Equity Analysis

Service Equity Analysis will analyze the disparate impacts to minority and low income populations. ETD’s disparate impact policy is as follows:

When the percentages for impacted minority and/or low-income populations are higher than 15% of the service area average for these populations, impacts are considered disproportionate.

- ETD uses census data at the tract **or block group level depending on data availability** to determine the route-level impacts. Routes with “major service changes” will be mapped, showing the individual route, the segment of the route that would be eliminated or any established new routing, overlaid on a demographic map of the route area, that highlights those census tracts where the total minority and low-income population is greater than **15% of** the service area average. Route changes and span of service changes are quantified separately, per guidelines provided in FTA Circular 4702.1A.

- Using these figures, percentages for impacted minority and low-income populations are recalculated for each change on each route as follows:
 - $\text{Minority or Low-income Population} / \text{Total Population} = \text{Percentage of Minority or Low-income Population within tract}$
 - The percentages are then compared to the district’s service area averages for minority and low income populations.
 - When the percentages for impacted minority and low-income populations are higher than **15% of** the service area average for these populations, impacts are considered disproportionate.