



**ESTUARY TRANSIT DISTRICT
REGULAR BOARD MEETING**
ETD Offices, 91 N. Main St, Middletown, CT
with Remote Options
February 14, 2025 at 9:00 AM

AGENDA

- I. Call to Order — L. Strauss, Chair
- II. Roll Call — T. Griswold, Secretary
- III. Visitors' Comments as They Pertain to Agenda Items
- IV. Secretary's Report — T. Griswold
 - [1.](#) Acceptance of Expansion Committee Meeting Minutes of December 13, 2024
 - [2.](#) Acceptance of Board Meeting Minutes of December 13, 2024
 - [3.](#) Acceptance of the Special Finance Committee Minutes of January 21, 2025
 - [4.](#) Acceptance of Special Board Meeting Minutes of January 28, 2025
 - [5.](#) Acceptance of Transit Advisory Committee Meeting Minutes of February 11, 2025
 - [6.](#) Acceptance of Facilities Committee Minutes of February 11, 2025
 - [7.](#) Acceptance of Finance Committee Minutes of February 12, 2025
- V. Communications — T. Griswold
 - [1.](#) Pelton Appointment Letter to Board
- 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
- VIII. Executive Director's Report — J. Comerford
- IX. Transit Planner's Report - B. Geraghty
- X. Finance Director's Report — H. Famiglietti

- [1.](#) Budget vs. Actual
 - [2.](#) Cash Flow
- XI. Operations Director's Report — J. Whitcomb
 - [1.](#) Ridership
 - [2.](#) Customer Service Report
- XII. Maintenance Director's Report — N. Kulakowski
- XIII. New Business
 1. PTASP Plan Goals
- XIV. Old Business
 1. Board Retreat
- XV. Chair Comments
- XVI. Board Members Comments
- XVII. Next Meeting — April 11, 2025 at 9:00 AM with Remote Options
- XVIII. Adjournment

Join Zoom Meeting

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

Meeting ID: 856 5832 2438

Passcode: 322594

One tap mobile

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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
ESTUARY TRANSIT DISTRICT BOARD MEETING

ESTUARY TRANSIT DISTRICT
EXPANSION COMMITTEE MEETING
ETD OFFICES, 91 N. Main Street, Middletown, CT with Remote Option
FRIDAY, DECEMBER 13, 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: Tim Griswold and D.G. Fitton

Absent: Charlie Norz

Also in attendance: Staff: Joe Comerford, Christina Denison (via Zoom), and Brendan Geraghty Board Members: Leslie Strauss, ETD Board Chair

OLD BUSINESS

Discussion of Potential Membership of East Haddam and Haddam

Parameters for setting dues were discussed. Town profiles were compared and potential dues for East Haddam and Haddam were calculated. Both towns will be invited to join the District. Fitton made a motion to invite the towns of East Haddam and Haddam to join the Estuary Transit District and to set the fiscal year 2026 dues for East Haddam at \$23,500 and for Haddam at \$28,400. Griswold seconded the motion. Motion carried.

2025 Meeting Schedule

The Committee will meet on the second Friday of every other month in February, April, June, August, October and December preceding the Board Meetings. All meetings will be held at 8:00 a.m. except for the December meeting which will begin at 9:00 a.m.

D.G. Fitton made a motion, seconded by Griswold to approve the 2025 Meeting Schedule as presented. Motion carried.

NEW BUSINESS

Discussion of Potential Membership of Madison, Guilford and Cromwell

The committee discussed methods for setting a uniform formula that could be used in setting dues for future member towns and agreed that each case would need to be looked at individually. Comerford reported on the process for the state's funding of transit districts and indicated that in the future it may be necessary to revisit the current due structure for existing member towns.

ADJOURNMENT

Griswold made a motion, seconded by Fitton, to adjourn the meeting at 9:50 a.m.

Next Meeting—The next meeting will be Friday, February 14, at 8:00 a.m. preceding the Board meeting.

Respectfully submitted,

Christina Denison
Clerk

THESE MINUTES ARE SUBJECT TO APPROVAL AT THE NEXT ETD MEETING

ESTUARY TRANSIT DISTRICT
RIVER VALLEY TRANSIT
REGULAR MEETING
Friday, December 13, 2024
91 N. Main Street, Middletown, CT and
Via ZOOM

CALL TO ORDER

Chairman Strauss called the meeting to order at 10:00 a.m. In attendance included: Charlie Norz, Leslie Strauss, Tim Griswold, John Hall, Kathryn Russell, David Lahm (ZOOM), Joan Gay, Christine Marques, Michelle Benivegna, Jim Irish (ZOOM), and Beverly Lawrence (arrived at 10:17 p.m.), DG Fitton, David Cox, Bob McGarry (arrived at 10:10 a.m.).

Staff: Chris Dennison (ZOOM), Brendan Geraghty, Joe Comerford, Halyna Famiglietti, Jared Whitcomb, Jake Layman

VISITOR COMMENTS – None.

SECRETARY’S REPORT

Tim Griswold made a motion to accept the minutes of the 10/11/24 Expansion Committee meeting as presented. Charlie Norz seconded the motion. The motion passed with DG Fitton abstaining from the vote.

John Hall made a motion to accept the minutes of the 10/11/24 Board meeting as presented. Joan Gay seconded the motion. The motion passed unanimously.

Joan Gay made a motion to accept the minutes of the 12/2/24 Legislative Committee meeting as presented. Charlie Norz seconded the motion. The motion passed unanimously,

Leslie Strauss made a motion to accept the minutes of the 12/5/24 Marketing Committee meeting as presented. Jim Irish seconded the motion. The motion passed unanimously

John Hall made a motion to accept the minutes of the 12/5/24 Facilities Committee meeting as presented. Joan Gay seconded the motion. The motion passed unanimously

Tim Griswold made a motion to accept the minutes of the 12/10/24 Transit Advisory meeting as presented. Leslie Strauss seconded the motion. The motion passed unanimously

Kathryn Russell made a motion to accept the minutes of the 12/11/24 Finance Committee meeting as presented. Charlie Norz seconded the motion. The motion passed unanimously

COMMUNICATIONS – None.

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, reported that progress has been made in all areas. She updated the Board on the Facilities initiatives including DOT update, Facilities update, both Middletown and Shoreline (property at the Westbrook outlet mall is not viable for the district; other locations are being pursued), electrification, the Bus Shelter program and the Middletown Terminal renovation project. Joan was available to address questions/comments posed by Board members.

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

Finance Committee

The Committee reviewed all Financial documents and no issues were reported.

Charlie Norz reported that the Salaries line item is over budget due to recent pay increases to staff and drivers. In addition, the Committee recommends that the Board approve a 3% increase in Town dues for FY25/26.

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

Marketing Committee

The contract with SRMC for promotion of the District has been extended. Tap and Ride marketing initiatives are on-going. The DOT is funding the marketing of Tap and Ride. Disabled and Elderly fare will be included in Tap and Ride when finalized.

The Ribbon Cutting Ceremony for the Electric Buses is scheduled on 12/17/24 @ 11 a.m. in Middletown. All were encouraged to attend.

An RFP for the installation of signage for bus stops has been published. Note that riders will still be able to “flag” a bus.

DG Fitton made a motion to accept the Marketing Report as presented. Joan Gay 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, reported that the Legislative Breakfast is scheduled on 1/6/25 @ 8 a.m. All were encouraged to attend.

Kathryn Russell made a motion to accept the Legislative Committee Report as presented. DG Fitton seconded the motion. The motion passed unanimously.

Transit Advisory Committee

Tim Griswold provided an update on the initiatives of the Transit Advisory Committee including:

- Tap and Ride Program – program launched in October at the Meriden Train station.
 - Goal is to allow riders to connect seamlessly with other transit districts and to provide uniform rates.
- Bus Shelter Enhancement Program – 4 shelters are planned for installation in Middletown.
- Electric Buses – first 2 electric buses have been received. “Test” service will begin on Rtes. 581 and 585.

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

Expansion Committee

Tim Griswold reported that the Committee met this morning and is working on a uniform formula to assign town dues for new members.

The Committee made a motion to invite East Haddam and Haddam to join the District. Dues for these towns to consider are \$23,500 and \$28,400 respectively.

Joe Comerford reported on the process for the state’s funding of transit districts. The District makes a proposal to the State/Feds for their consideration. There is no per capita formula. Funding sources are dependent on programs. There is no automatic money tied to a town with the exception of the Municipal Grant.

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

HR Committee – No report.

COG Update – Brendan reported on COG initiatives as follows:

- THRIVE Grant – meeting with THRIVE communities to review study results.
- Successful wastewater analysis capacity for the shoreline for TOD development.
- The COG’s Legislative Agenda has been approved and includes:
 - Housing, early voting, invasive species, transportation infrastructure
- Waste Authority – firm selected for waste management authority study.

Kathryn Russell made a motion to accept the COG Update as presented. Charlie Norz seconded the motion. The motion passed unanimously.

EXECUTIVE DIRECTOR’S REPORT

Joe reported:

- Electric Buses – Ribbon Cutting scheduled 12/17/24 @ 11 a.m. in Middletown.
 - Buses received
 - Temporary charging station is across the street from the Middletown office– a

massive (\$20 million) renovation of the facility is needed to allow the electrical upgrades necessary to charge buses. In addition, upgrades to the fire suppression system are required to charge the buses.

- Equipment is being installed on the buses
 - Operators are currently being trained
 - All Middletown drivers will be trained (the buses will only be used in Middletown)
 - Are Fire Departments and First Responders have been trained on the buses.
 - Plan is to put the buses in service in January
 - Pilot Program
 - These buses do not replace the current fleet buses, they are in addition to them.
- Fare Study - moving forward – work with consultant is on-going
 - The goal is to have uniform fares and equipment to allow for easy travel across districts
 - The final stage is to look at uniform fare equipment
 - Needs assessment for fare equipment being developed.
 - Software has been purchased to assist with planning and analyzing data, i.e. ridership data and on-time performance data.
 - COG Legislative Meeting – Senator Murphy and Congressman Courtney attended the COG meeting and discussed the status of Federal Grant funding. The COG is strategizing to obtain as much grant funding as possible before the new Federal Administration is installed in January.
 - The status of a Continuing Resolution relative to the Federal Budget was discussed.
 - Joe reported on the Hartford Healthcare lawsuit. Attorney Shipiro is available to attend a Board meeting to discuss further (in Executive Session).
 - The District's Maintenance Director (Pat) has left the District. A replacement has been hired.
 - Statistics on the Tap & Ride program were screen shared and discussed.

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

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

TRANSIT PLANNERS REPORT

Brendan provided an overview of the Expansion and Xtra Mile ridership numbers. Ridership is growing and a Marketing Campaign is being developed.

- Bus Stop Transition – the goal is to eventually transition from a flag stop to a bus stop system

- An RFP will be released to replace existing signs with RVT signage, installing new signs and signposts.
- Bus shelters, benches and solar lighting may be installed at high ridership stops
- Towns will be asked to assist in the permitting process and to provide feedback on stop locations.
- A grant was received for Saturday service on the 644 Rte. (Old Saybrook to Middletown) – scheduled to begin in April.

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. Kathryn Russell 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 clarified that funds are available to off-set the deficit in the salary line as reported in the Finance Committee’s report above. There are no budgetary issues regarding the salary increases.

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

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

OPERATIONS DIRECTOR’S REPORT

Ridership figures were included in the Board packet and screenshared. There were issues with the ridership counting software in Middletown, however, it was determined that overall ridership has increased.

Jared reported that the District is experiencing the “normal” staffing turn-over. He has been able to hire drivers due to the increased rate of pay.

Training initiatives are the focus now and are on-going.

The new Shoreline Operations Manager Jake Layman was welcomed to the District and provided an overview of the Q1 System. Q1 is a Pilot Program on 2 buses that facilitates the restraint system for wheelchairs/scooters.

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

MAINTENANCE DIRECTOR’S REPORT

Joe reported on the difficulties in hiring mechanics. This is delaying the District from doing more work at the Shoreline facility “in-house”.

DG Fitton made a motion to accept the Maintenance Director’s Report as presented. Joan Gay

seconded the motion. The motion passed unanimously.

NEW BUSINESS

2025/26 Town Dues

DG Fitton made a motion to approve a 3% increase in Town Dues for FY25-26. Joan Gay seconded the motion. The motion passed unanimously.

Committee Assignments

Finance Committee – Jim Irish will come off of the Finance Committee and Kathryn Russell will be added to it.

HR/Personnel Committee – John Hall will Chair the Committee. Michelle Benivegna will be added to the Committee.

Any Board members interested in joining a Committee should contact Leslie Strauss.

DG Fitton made a motion to approve the above committee appointments. Kathryn Russell seconded the motion. The motion passed unanimously.

OLD BUSINESS

Board Retreat - A “Doodle Poll” will be forward to Board Officers to identify a date (possibly in April) for the Board Retreat.

2025 Meeting Schedule

DG Fitton made a motion to approve the 2025 Regular Board Meeting dates as follows: 2/14, 4/11, 6/13, 8/8, 10/10, 12/12. Joan Gay seconded the motion. The motion passed unanimously.

CHAIR COMMENTS – None.

BOARD MEMBER COMMENTS – DG Fitton thanked the Board and staff for their support during a recent illness.

EXECUTIVE SESSION – None.

ADJOURNMENT

Leslie Strauss made a motion to adjourn the meeting at 11:50 a.m. Charlie Norz seconded the motion. The motion passed unanimously.

Next meeting – February 14, 2025 - 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
Tuesday, January 21, 2025, at 9:00 A.M.

CALL TO ORDER

The meeting was called to order at 9:05 a.m. by Joan Gay, acting as chair pro tem, in the absence of Charles Norz.

ROLL CALL

A quorum was established with the following committee members present: DG Fitton, Joan Gay, Charles Norz (9:15 a.m., Agenda Item 3) and Kathryn Russell.

Also in attendance:

Staff: Christina Denison and Halyna Famiglietti

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

Presentation of FY23-24 Completed Audit – Tom Partalas, Auditor, Seward and Monde

Tom Partalas reviewed the Preliminary Completed Audit Report for Estuary Transit District dated June 30, 2024. 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, 2024, 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, 2024.”

“In our opinion, the District complied, in all material respects, with the 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, 2024.”

Additionally, the total Net Position increased by \$2,666,473 from \$18,862,818 to \$21,529,291 in FY24. This was due to the increase in unrestricted net position and the purchase of capital assets in FY24, including 7 buses.

Partalas reported that the bus parts inventory carried over from Middletown Transit District was not being properly tracked and valued. However, upon recommendation from Seward and Monde, the District has begun using its inventory software to properly track the purchase, values, quantities, and usage of inventory. Also, the parts room has been organized, initial counts and review of the parts inventory have been performed and obsolete parts have been sold at auction. However, 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. He advised the committee to be cognizant of State funding as Covid funds run out. He will meet with the full Board next week to present a high level presentation of the audit. Once approved, reports will be submitted by the end of the month to the State of Connecticut OPM and the Federal Audit Clearinghouse to avoid filing for another extension

New Business

Recommendation to Board to Accept the FY23-24 Completed Audit –

DG Fitton made a motion for the Finance Committee to accept the unmodified (clean) preliminary audit report for the fiscal year ending June 30, 2024, as presented by Seward and Monde and recommends the Board approve the audit at the Special Board meeting on January 28, 2025. Kathryn Russell seconded the motion. The motion passed unanimously.

ADJOURNMENT

Fitton made a motion, seconded by Russell to adjourn the meeting at 9:29 a.m.

Next Regular Meeting—February 14, 2025, 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 BORD MEETING

ETD Administrative Offices, 91 N. Main Street, Middletown, CT
with Remote Option
Tuesday, January 21, 2025, at 9:00 A.M.

CALL TO ORDER

The meeting was called to order at 9:01 a.m. by Leslie Strauss, Board Chair

ROLL CALL

A quorum was established with the following members present: Michelle Benevegna, David E. Cox, DG Fitton, Joan Gay, Timothy C. Griswold, John Hall, Jim Irish, David Lahm, Beverly Lawrence, Christine Marques, Charles Norz, and Leslie Strauss

Also in attendance:

Staff: Joe Comerford, Christina Denison, and Halyna Famiglietti

Guests: Tom Partalas, Seward and Monde; Michael Pelton, Portland First Selectman

VISITOR COMMENTS - None.

PRESENTATION OF FY 23-24 COMPLETED AUDIT

A copy of the FY 23-24 audit was included in the Board's packet. Tom Partalas, Seward & Monde reported:

- The audit was reviewed by the Finance Committee.
- The District received a "clean" opinion with no findings related to the financial statements, compliance or internal controls.
- The total Net Position increased by \$2.6 million in FY24. This was due to the increase in unrestricted net position and the purchase of capital assets in FY24, including three 40' buses, a trolley and 4 ADA buses.
- The comment relating to the parts inventory (carried over from Middletown Transit District) is still being addressed and some progress has been made. It is anticipated that this comment will be cleared up at the next audit.

Partalas was available to address questions/comments posed by board members. David Lahm made a motion to accept the completed FY23-24 audit by Seward & Monde as presented. Charlie Norz seconded the motion. The motion passed unanimously.

ADJOURNMENT

Strauss made a motion to adjourn the meeting at 9:05 a.m. DG Fitton seconded the motion. The motion passed unanimously.

Next Regular Meeting – February 14, 2025, at 9:00 a.m. with Remote Option

Respectfully submitted,

Christina Denison

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, FEBRUARY 11, 2025, at 9:00 AM

I. CALL TO ORDER

The meeting was called to order by Timothy C. Griswold, Chair at 9:01 a.m.

II. ROLL CALL

A quorum was established with the following committee members present: Heather Granja, ACES Early Head Start Program Coordinator; Timothy C. Griswold; Committee Chair and Board Secretary; Tim Kellogg, Head of Public Services, E.E. Scranton Memorial Library, Madison, and ETD rider; Beverly Lawrence, ETD Board Member (via ZOOM); Laurie McElwee, South Central Connecticut Regional Mobility Manager at the Kennedy Collective (via ZOOM); and Artha Slade, Middletown Resident and ETD rider (via ZOOM)

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

ETD Board: Leslie Strauss, Board Chair

Absent: Courtney DiMenna, Student Support Manager, Vista Life Innovations; and Holly Marrero, East Hampton Senior Center Director

III. OLD BUSINESS

Geraghty reported:

1. Community Updates/Feedback – Concerns about the GPS functionality on Xtra Mile rides were raised. The uncertainty of federal funding and its impact on community programs and operations were discussed. Geraghty and Laurie McElwee have participated in numerous community outreach programs; the collaboration and the potential of more presentations to various organizations, including libraries and senior centers was discussed.
2. Tap & Ride – The program has seen consistent growth since its launch in October. The pilot phase ends in March with a follow-up report due by CTDOT. Senior and disabled registration is now available. The program is being marketed on the website and through credit card stickers, ad racks and posters; a promotional/educational video is in process. CTDOT presented a “Road Show” at the district’s Middletown location to update other transit districts within the state and to reveal the state’s larger vision for a seamless transfer experience across the

state and a uniform fare structure. Integration with the Token Transit app is forthcoming.

3. Bus Stop Project – The transition from a flag stop system to a signed (designated) bus stop system was discussed. A RFP seeking a vendor to replace old 9TT and MAT bus signs and to install hundreds of new signs, 4 new bus shelters and other amenities in the region is being finalized. A final list of stops and exact locations is being worked out. Geraghty explained the factors in locating bus stops and explained that permits need to be obtained. He will share the proposed list of bus stop locations with individual towns for feedback. Public meetings will also be held.

Geraghty encouraged committee members to advise the committee on community matters and was available to respond to any questions/comments.

IV. NEW BUSINESS

1. Acceptance of Meeting Minutes of December 10, 2024 - Granja made a motion, seconded by McElwee and unanimously approved to accept the meeting minutes of December 10, 2024.

V. Next Meeting— The next meeting will be June 10, 2025, at 9:00 a.m.

VI. ADJOURNMENT

Granja made a motion; seconded by Lawrence and unanimously approved to adjourn the meeting at 9:54 a.m.

Respectfully submitted,

Christina Denison
Clerk

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

ESTUARY TRANSIT DISTRICT
FACILITIES COMMITTEE MEETING
ETD OFFICES, 91 N. Main Street, Middletown, CT with Remote Option
TUESDAY, FEBRUARY 11, 2025, AT 2:00 P.M.

CALL TO ORDER

The meeting was called to order by Joan Gay, Chair, at 2:03 p.m.

ROLL CALL

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

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 –

- STB has been selected for the design work. A draft scope has been delivered to Joe Comerford. Once the scope is agreed upon, the plans will go to a negotiating committee to set the price.
- A survey of the North Main Street property has been completed, and DOT has been granted the right to remove dirt. A construction easement has not started yet. The City of Middletown will look for some sort of compensation either in terms of improvement to the park, rotary placement, or road repair. The process could take 6-12 months.
- Public outreach will be added to the scope and will continue as the project progresses, especially in the Miller Street and Bridge Street neighborhoods.
- Public hearings and workshops will be held as the design plans progress.
- Electrification of buses –
 - The buses have not been entered into service yet due to mechanical issues and delays in installing components. The vendor is expected to make a site visit.

Shoreline Facility –

- Three possible sites have been identified. Some topographic and environmental concerns exist, but all sites look reasonable.

- DOT has reopened discussions on a parcel in Old Saybrook which had previously been considered for rail/bus development. A more elaborate test fit and feasibility study will be conducted.

Middletown Terminal Renovation –

- Draft sketches are being reviewed. The project is “moving in the right direction” with some details still needing to be worked out. The plan will be revised based on comments from both the District and the City.
- Another site visit which will include bus staging is planned.

EXECUTIVE DIRECTOR’S REPORT – none.

OLD BUSINESS –

Bus Shelter Pilot Program - DOT is working with Brasco on the shelters. The purchase order for the Middletown shelters was recently submitted; delivery is expected in 4-6 months.

NEW BUSINESS – none.

ADJOURNMENT

The meeting was adjourned at 2:28 p.m.

The next meeting will be held on Tuesday, April 8, 2025, 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
ETD GARAGE, 91 N. Main Street, Middletown, CT with Remote Options
Wednesday, February 12, 2025, at 9:00 A.M.

CALL TO ORDER

The meeting was called to order at 9:00 a.m. by Joan Gay, ETD Vice Chair, acting as temporary Finance Committee Chair, due to the absence of Charles Norz, regular Finance Committee Chair

ROLL CALL

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

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

Absent: Charles Norz

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.

DG Fitton made a motion to accept the Finance Director’s report as presented. Kathryn Russell seconded the motion. The motion passed unanimously.

NEW BUSINESS – none.

OLD BUSINESS - none

ADJOURNMENT

The meeting was adjourned at 9:11 a.m.

Next Meeting—April 9, 2025, 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

February 6, 2025

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 February 5, 2025, the Selectmen unanimously voted to appointment me to serve as the appointee to the Estuary Transit District as a member. This appointment is filling the vacancy created by former First Selectman Ryan Curley.

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,

Michael A. Pelton
First Selectman

Email: mpelton@portlandct.org

cc: Portland Board of Selectmen
Town Clerk

GRANTS TOTAL	ESTUARY TRANSIT DISTRICT		
	For the Period July 1, 2024 to December 31, 2024		
	YTD ACTUAL	BUDGET AMOUNT	YTD % of BUDGET
REVENUE			
FAREBOX REVENUE	\$ 232,054	\$ 347,100	67%
URBAN CARES ACT	\$ 140,348	\$ 592,400	24%
RURAL CARE ACT	\$ -	\$ -	
OTHER	\$ -	\$ -	
TOTAL REVENUE	\$ 372,403	\$ 939,500	40%
EXPENSES			
SALARY AND BENEFITS	\$ 2,911,224	\$ 5,752,800	51%
PROFESSIONAL SERVICES	\$ 285,321	\$ 898,125	32%
RENT&UTILITIES	\$ 116,434	\$ 292,600	40%
INSURANCE	\$ 77,931	\$ 181,250	43%
MAINTENANCE	\$ 238,268	\$ 879,625	27%
FUEL	\$ 340,307	\$ 1,068,000	32%
MISCELLANEOUS EXPENSE	\$ 31,409	\$ 150,050	21%
TRANSPORTATION	\$ 4,960	\$ 30,000	17%
TOTAL EXPENSES	\$ 4,005,853	\$ 9,252,450	43%

DEFICIT	\$ (3,633,450)	\$ (8,312,950)
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DOT	\$ 3,452,284	\$ 7,566,700
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LOCAL	\$ 239,383	\$ 746,250
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Surplus/(Deficit)	\$ 58,217
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FIXED 5307	ESTUARY TRANSIT DISTRICT		
	For the Period July 1, 2024 to December 31, 2024		
	YTD ACTUAL	BUDGET AMOUNT	YTD % of BUDGET
REVENUE			
FAREBOX REVENUE	\$ 181,680	\$ 251,000	72%
URBAN CARES ACT		\$ 180,400	0%
RURAL CARE ACT			
OTHER			
TOTAL REVENUE	\$ 181,680	\$ 431,400	42%
EXPENSES			
SALARY AND BENEFITS	\$ 1,747,556	\$ 3,089,500	57%
PROFESSIONAL SERVICES	\$ 181,716	\$ 580,500	31%
RENT&UTILITIES	\$ 93,307	\$ 217,500	43%
INSURANCE	\$ 61,454	\$ 125,000	49%
MAINTENANCE	\$ 130,671	\$ 519,750	25%
FUEL	\$ 209,694	\$ 635,750	33%
MISCELLANEOUS EXPENSE	\$ 22,084	\$ 86,000	26%
TRANSPORTATION			
TOTAL EXPENSES	\$ 2,446,482	\$ 5,254,000	47%

DEFICIT	\$ (2,264,801)	\$ (4,822,600)
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DOT	\$ 2,093,892	\$ 4,188,327
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LOCAL	\$ 170,909	\$ 634,273
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Surplus/(Deficit)	\$ -
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Midshore(OldSaybrook/Middletown) & Riverside EXT.	ESTUARY TRANSIT DISTRICT		
	For the Period July 1, 2024 to December 31, 2024		
	YTD ACTUAL	BUDGET AMOUNT	YTD % of BUDGET
REVENUE			
FAREBOX REVENUE	\$ 2,598	\$ 12,500	21%
URBAN CARES ACT			
RURAL CARE ACT			
OTHER			
TOTAL REVENUE	\$ 2,598	\$ 12,500	21%
EXPENSES			
SALARY AND BENEFITS	\$ 135,302	\$ 237,000	57%
PROFESSIONAL SERVICES	\$ 3,591	\$ 29,000	12%
RENT&UTILITIES	\$ 2,941	\$ 19,000	15%
INSURANCE	\$ 1,323	\$ 12,500	11%
MAINTENANCE	\$ 11,563	\$ 45,000	26%
FUEL	\$ 15,882	\$ 51,000	31%
MISCELLANEOUS EXPENSE	\$ 323	\$ 5,600	6%
PURCHASE TRANSPORTATION			
TOTAL EXPENSES	\$ 170,925	\$ 399,100	43%

DEFICIT	\$ (168,327)	\$ (386,600)
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DOT	\$ 187,248	\$ 386,600
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LOCAL	\$ -
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Surplus/(Deficit)	\$ 18,921
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RURAL 5311	ESTUARY TRANSIT DISTRICT		
	For the Period July 1, 2024 to December 31, 2024		
	YTD ACTUAL	BUDGET AMOUNT	YTD % of BUDGET
REVENUE			
FAREBOX REVENUE	\$ 6,693	\$ 7,000	96%
URBAN CARES ACT			
RURAL CARE ACT			
OTHER			
TOTAL REVENUE	\$ 6,693	\$ 7,000	96%
EXPENSES			
SALARY AND BENEFITS	\$ 171,030	\$ 303,100	56%
PROFESSIONAL SERVICES	\$ 9,706	\$ 56,600	17%
RENT&UTILITIES	\$ 7,231	\$ 21,500	34%
INSURANCE	\$ 5,116	\$ 13,250	39%
MAINTENANCE	\$ 11,750	\$ 50,000	24%
FUEL	\$ 23,219	\$ 62,000	37%
MISCELLANEOUS EXPENSE	\$ 853	\$ 8,550	10%
PURCHASE TRANSPORTATION			
TOTAL EXPENSES	\$ 228,905	\$ 515,000	44%

DEFICIT	\$ (222,213)	\$ (508,000)
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DOT	\$ 181,510	\$ 354,410
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LOCAL	\$ 40,703	\$ 80,550
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Surplus/(Deficit)	\$ -
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RT.81(Madison/Middletown)	ESTUARY TRANSIT DISTRICT		
	For the Period July 1, 2024 to December 31, 2024		
	YTD ACTUAL	BUDGET AMOUNT	YTD % of BUDGET
REVENUE			
FAREBOX REVENUE	\$ 2,598	\$ 5,000	52%
URBAN CARES ACT	\$ 68,012	\$ 167,500	41%
RURAL CARE ACT			
OTHER			
TOTAL REVENUE	\$ 70,610	\$ 172,500	41%
EXPENSES			
SALARY AND BENEFITS	\$ 54,847	\$ 127,500	43%
PROFESSIONAL SERVICES			
RENT&UTILITIES			
INSURANCE			
MAINTENANCE	\$ 5,208	\$ 20,000	26%
FUEL	\$ 7,893	\$ 21,000	38%
MISCELLANEOUS EXPENSE	\$ 2,662	\$ 4,000	67%
PURCHASE TRANSPORTATION			
TOTAL EXPENSES	\$ 70,610	\$ 172,500	41%

DEFICIT	\$ -	\$ -
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DOT	\$ -	\$ -
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LOCAL	\$ -
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Surplus/(Deficit)	\$ -
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MGP&DAR&ADA	ESTUARY TRANSIT DISTRICT		
	For the Period July 1, 2024 to December 31, 2024		
	YTD ACTUAL	BUDGET AMOUNT	YTD % of BUDGET
REVENUE			
FAREBOX REVENUE	\$ 15,590	\$ 46,100	34%
URBAN CARES ACT			
RURAL CARE ACT			
OTHER			
TOTAL REVENUE	\$ 15,590	\$ 46,100	34%
EXPENSES			
SALARY AND BENEFITS	\$ 383,545	\$ 682,400	56%
PROFESSIONAL SERVICES	\$ 33,732	\$ 96,750	35%
RENT&UTILITIES	\$ 12,955	\$ 34,600	37%
INSURANCE	\$ 10,039	\$ 30,500	33%
MAINTENANCE	\$ 28,334	\$ 85,500	33%
FUEL	\$ 39,503	\$ 101,000	39%
MISCELLANEOUS EXPENSE	\$ 2,377	\$ 17,750	13%
PURCHASE TRANSPORTATION			
TOTAL EXPENSES	\$ 510,485	\$ 1,048,500	49%

DEFICIT	\$ (494,895)	\$ (1,002,400)
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DOT	\$ 467,124	\$ 934,248
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LOCAL	\$ 27,771	\$ 68,152
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Surplus/(Deficit)	\$ -	\$ -
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X_MILE	ESTUARY TRANSIT DISTRICT		
	For the Period July 1, 2024 to December 31, 2024		
	YTD ACTUAL	BUDGET AMOUNT	YTD % of BUDGET
REVENUE			
FAREBOX REVENUE	\$ 17,310	\$ 10,500	165%
URBAN CARES ACT	\$ 72,336	\$ 226,000	32%
RURAL CARE ACT			
OTHER			
TOTAL REVENUE	\$ 89,646	\$ 236,500	38%
EXPENSES			
SALARY AND BENEFITS	\$ 67,624	\$ 162,500	42%
PROFESSIONAL SERVICES	\$ 3,625	\$ 14,500	25%
RENT&UTILITIES			
INSURANCE			
MAINTENANCE	\$ 7,279	\$ 21,000	35%
FUEL	\$ 10,123	\$ 35,000	29%
MISCELLANEOUS EXPENSE	\$ 996	\$ 3,500	28%
PURCHASE TRANSPORTATION			
TOTAL EXPENSES	\$ 89,646	\$ 236,500	38%

DEFICIT	\$ -	\$ -
DOT	\$ -	\$ -
LOCAL	\$ -	
Surplus/(Deficit)	\$ -	

MicroTransit Pilot	ESTUARY TRANSIT DISTRICT		
	For the Period July 1, 2024 to December 31, 2024		
	YTD ACTUAL	BUDGET AMOUNT	YTD % of BUDGET
REVENUE			
FAREBOX REVENUE	\$ 2,612		0%
URBAN CARES ACT			0%
RURAL CARE ACT			
OTHER			
TOTAL REVENUE	\$ 2,612	\$ -	0%
EXPENSES			
SALARY AND BENEFITS	\$ 340,733	\$ 1,099,550	31%
PROFESSIONAL SERVICES	\$ 52,950	\$ 93,025	57%
RENT&UTILITIES			
INSURANCE			
MAINTENANCE	\$ 42,293	\$ 132,225	32%
FUEL	\$ 32,047	\$ 155,150	21%
MISCELLANEOUS EXPENSE	\$ 2,115	\$ 20,900	10%
PURCHASE TRANSPORTATION			
TOTAL EXPENSES	\$ 470,139	\$ 1,500,850	31%

DEFICIT	\$ (467,527)	\$ (1,500,850)
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DOT	\$ 506,823	\$ 1,500,850
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LOCAL	\$ -
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Surplus/(Deficit)	\$ 39,296
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TAXI Voucher	ESTUARY TRANSIT DISTRICT		
	For the Period July 1, 2024 to December 31, 2024		
	YTD ACTUAL	BUDGET AMOUNT	YTD % of BUDGET
REVENUE			
FAREBOX REVENUE	\$ 2,975	\$ 15,000	20%
URBAN CARES ACT			
RURAL CARE ACT			
Prepaid Fare			
TOTAL REVENUE	\$ 2,975	\$ 15,000	20%
EXPENSES			
SALARY AND BENEFITS			
PROFESSIONAL SERVICES		\$ 4,500	#DIV/0!
RENT&UTILITIES			
INSURANCE			
MAINTENANCE			
FUEL			
MISCELLANEOUS EXPENSE		\$ 3,000	0%
PURCHASE TRANSPORTATION	\$ 4,960	\$ 30,000	17%
TOTAL EXPENSES	\$ 4,960	\$ 37,500	13%

DEFICIT	\$ (1,985)	\$ (22,500)
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DOT	\$ 1,985	\$ 22,500
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LOCAL	\$ -
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Surplus/(Deficit)	\$ -
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ParkConnect	ESTUARY TRANSIT DISTRICT		
	For the Period July 1, 2024 to December 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
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DOT	\$ 13,701	\$ 25,598
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LOCAL	\$ -
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Surplus/(Deficit)	\$ (0)
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RIVER VALLEY TRANSIT	
STATEMENT OF CASH FLOWS	
Monday, February 10, 2025	
Operating Checking	\$ -
Payroll Checking	\$ -
Capital Checking	\$ -
Money Market	\$ 3,578,004
Essex Savings Bank	\$ 94,356
BALANCE TOTAL	\$ 3,672,360

Account Payable	Feb-25	Mar-25	Apr-25
Payroll	\$ 178,250	\$ 356,500	\$ 356,500
Benefits	\$ 75,000	\$ 130,000	\$ 130,000
Professional Services	\$ 45,000	\$ 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	\$ 49,988	\$ 75,000	\$ 75,000
Vehicle Maintenance and Repairs	\$ 20,241	\$ 50,000	\$ 50,000
Other Monthly Expenses	\$ 10,500	\$ 15,500	\$ 15,500
TOTAL EXPENSES	\$ 419,979	\$ 734,000	\$ 734,000

Account Receivable			
FIXED 5307 FY 25	\$ 1,047,082	\$ -	\$ -
ADA FY 25	\$ 49,938	\$ -	\$ -
DAR FY 25	\$ 28,083	\$ -	\$ 28,083
MGP Grant FY 25	\$ -	\$ 109,112	\$ -
RURAL 5311 FY 25	\$ 29,955	\$ 29,535	\$ 29,535
New Freedom 5310 FY 25	\$ 30,541	\$ 33,400	\$ 33,400
Madison/Middletown (RT.81) FY 25	\$ 10,932	\$ 14,375	\$ 14,375
X-Mile FY 25	\$ 10,925	\$ 16,500	\$ 16,500
MICROTRANSIT FY 25	\$ 87,527	\$ 90,000	\$ 90,000
Fare Box and Pre-paid Fare Revenue	\$ 13,500	\$ 28,500	\$ 28,500
Middlesex Hospital, Wesleyan, AAA	\$ 5,270	\$ 5,600	\$ 5,600
Town Dues (E.Hampton+Middlefield)	\$ -	\$ 39,072	\$ -
TOTAL REVENUE	\$ 1,313,752	\$ 366,094	\$ 245,993

Cash at the beginning of the period	\$ 3,672,360	\$ 4,566,134	\$ 4,198,228
Cash at the end of the period	\$ 4,566,134	\$ 4,198,228	\$ 3,710,221

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	115	70	48	908
										125%	-21%	-6%	

641 Old Saybrook - Madison

	January	February	March	April	May	June	July	August	September	October	November	December	0 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	4176	3452	3010	46274	
	-8%	0%	-8%	18%	33%	15%	41%	16%	-22%	17%	-4%	-7%		

642 Chester

	January	February	March	April	May	June	July	August	September	October	November	December		
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	176	167	185	2530	
	-32%	-37%	7%	-57%	-72%	-40%	-23%	-24%	-79%	-32%	-17%	-5%		

643 New London

	January	February	March	April	May	June	July	August	September	October	November	December		
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	504	395	327	4677	
	-40%	-29%	-32%	5%	-9%	-19%	47%	12%	8%	40%	7%	-1%		

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	641	616	540	5614	
	-23%	-24%	-15%	31%	-1%	8%	30%	-6%	-7%	34%	91%	97%		-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	581	542	368	6226	
	-8%	26%	5%	58%	20%	2%	24%	-5%	-1%	-7%	2%	-20%		

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	6193	5242	4478	66229	4%
	-13%	-3%	-8%	15%	16%	8%	36%	11%	-23%	16%	2%	-1%		
	-21%	-18%	-11%	-9%	-14%	-2%	9%	-2%	-6%	3%	8%	4%		

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	4,437	3,835	3,856	39652
	-56%	-50%	-52%	-20%	-3%	-2%	-20%	17%	30%	60%	66%	75%	

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	1,457	1,422	1,245	14865
	-44%	43%	-38%	-18%	-17%	-10%	-8%	-4%	3%	9%	-7%	13%	

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	2443	2764	2196	24180
	-66%	-57%	-62%	-14%	-31%	-3%	-1%	19%	37%	27%	17%	70%	

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	4,299	4,751	4,888	43554
	-53%	-41%	-46%	-14%	-17%	-8%	0%	14%	-3%	69%	50%	68%	

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	3,754	3,314	3,130	39571
	-47%	-30%	-44%	10%	17%	-23%	-4%	-19%	9%	15%	0%	6%	

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	503	403	358	5493
	59%	93%	104%	0%	-13%	-14%	-33%	-58%	-43%	-23%	-19%	-45%	

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	4,100	3,613	3,063	36155
	-42%	-40%	-44%	-4%	0%	4%	7%	26%	38%	86%	119%	43%	

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	20993	20102	18736	190121
	-51%	-39%	-47%	-9%	-8%	-9%	-7%	3%	12%	35%	34%	38%	

*1,187 in other routes

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	44%			
2022	1393	1724	1954	1955	1918	2047	2029	2108	2965	3206	3112	2,705	27116	75%			
2023	2182	2422	2783	1980	1821	1793	1766	1825	1838	1743	1699	1,533	23385	-14%			
2024	1383	1644	1695	1827	1861	1944	2324	2928	3415	4228	4398	3,502	31149	33%			
						-37%	-32%	-39%	-8%	2%	8%	32%	60%	86%	143%	159%	128%
OTP	92.7%	89.3%	95.1%	96.8%	88.2%	89.4%	96.1%	90.6%	89.7%	99%	99.0%	98.7%					
Avg ETA	14.6	14.0	13.7	15.0	14.3	15.2	15.4	14.9	14.0	13.1	13.1	13.0					
Rating	4.9	4.9	4.9	4.9	4.9	4.8	4.9	4.9	5.0	4.9	4.9	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	8%			
2023	1442	1270	819	675	712	659	600	838	696	696	731	727	9865	12%			
2024	639	739	814	856	878	727	816	828	753	977	782	827	9636	-2%			
						-56%	-42%	-1%	27%	23%	10%	36%	-1%	8%	40%	7%	14%
OTP	92.0%	90.0%	89.0%	90.2%	88.6%	86.0%	89.6%	88.2%	85.8%	85.3%	93.4%	91.6%					

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	18	28	34	71	81	61	65	448	
2021	69	47	81	76	110	112	75	97	173	186	186	273	1485	231%
2022	216	168	193	167	204	223	1265	1099	740	994	1006	945	7220	386%
2023	776	703	1014	776	876	854	558	657	696	757	675	590	8932	24%
2024	704	529	538	613	687	657	684	648	581	717	535	476	7369	-17%
	-9%	-25%	-47%	-21%	-22%	-23%	23%	-1%	-17%	-5%	-21%	-19%		
OTP	90.9%	91.0%	90.0%	90.8%	89.7%	86.8%	89.6%	85.9%	86.5%	86.1%	89.3%	88.2%		

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	27186	25344	23214	271262	
	-45%	-33%	-40%	-3%	-3%	-5%	2%	4%	2%	30%	26%	28%		

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	5922	5715	4805	48154	
	-38%	-34%	-34%	-4%	0%	1%	31%	33%	47%	85%	84%	69%		

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	263%
2023	39375	33789	40978	26432	26007	25589	23949	26762	26435	24082	23177	20893	337,468	30%
2024	22121	22584	24875	25520	25307	24303	25128	28648	28333	33108	31059	28019	319,005	-5%
	-44%	-33%	-39%	-3%	-3%	-5%	5%	7%	7%	37%	34%	34%		

**Dec-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	1077	935	142	2:11	:31	15:04
Fixed/General	1487	1306	181	1:34	:24	15:04
Paratransit CQ	165	151	14	2:22	:29	4:42
Xtra Mile CQ	1545	1442	103	1:06	:48	15:18
Total	4274	3834	440	1:34	:35	15:18

Customer Feedback

	Middletown	Shoreline	All	Valid	Nuetral	Invalid	Negative	Nuetral	Positive	Total
App	0	0	31	0	31	0	0	31	0	31
Booking Req	0	0	22	0	22	0	0	22	0	22
Bus Stop	0	0	0	0	0	0	0	0	0	0
Driver Safety	2	2	0	1	0	3	4	0	0	4
Fares	1	1	1	0	2	1	1	2	0	3
FOI										0
General										11
No-Show	0	1	0	0	0	1	1	0	0	1
Office Staff	0	0	0	0	0	0	0	0	0	0
OTP	1	1	2	0	0	4	4	0	0	4
Pass-by	4	0	0	0	0	4	4	0	0	4
Question										2
Modification										2
Routing	0	1	1	0	1	1	1	1	0	2
Rudeness	4	2	0	1	0	5	6	0	0	6
Sales										0
Service Change	0	0								0
Ticket Order										15
Website			0	0	0	0				0
Vehicle Clean	0	0					0	0	0	0
Total	12	8	4	2	3	19	21	3	0	107

Sources of Feedback

Facebook	1	1%
Email	86	80%
Phone	19	18%
Twitter	1	1%
Mail	0	0%
Total	107	

Feedback Handling Time (hours)

First Response	23:25
Resolution	62:31