



**ESTUARY TRANSIT DISTRICT
REGULAR BOARD MEETING**
ETD Offices, 91 N. Main St, Middletown, CT
with Remote Options
December 13, 2024 at 10:00 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 Minutes of October 11, 2024
 - [2.](#) Acceptance of Board Meeting Minutes of October 11, 2024
 - [3.](#) Acceptance of Legislative Committee Minutes of December 2, 2024
 - [4.](#) Acceptance of Marketing Committee Minutes of December 5, 2024
 - [5.](#) Acceptance of Special Facilities Committee Minutes of December 5, 2024
 - [6.](#) Acceptance of Transit Advisory Committee Minutes of December 10, 2024
 - [7.](#) Acceptance of Finance Committee Minutes of December 11, 2024
- V. Communications — T. Griswold
- 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. Human Resources Committee — J. Hall, Chair
 8. COG Update — B. Geraghty, Transit Planner
- VIII. Executive Director's Report — J. Comerford
- IX. Transit Planner's Report - B. Geraghty
- 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.](#) 2025-26 Town Dues
 - 2. Committee Appointments
- XIV. Old Business
 - 1. Board Retreat
 - [2.](#) 2025 Meeting Schedule
- XV. Chair Comments
- XVI. Board Members Comments
- XVII. Executive Session
- XVIII. Next Meeting — February 14, 2025 at 9:00 AM with Remote Options
- XIX. Adjournment

Join Zoom Meeting

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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, OCTOBER 11, 2024, at 8:00 AM

CALL TO ORDER

The meeting was called to order by Timothy C. Griswold, Chair, at 8:07 a.m.

ROLL CALL

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

Absent: D.G. Fitton

Also in attendance: Staff: Joe Comerford (via Zoom), Christina Denison (via Zoom), and Brendan Geraghty Board Members: Leslie Strauss, ETD Board Chair (arrived during “Discussion of Potential Membership of East Haddam and Haddam”)

OLD BUSINESS

Portland and East Hampton Update

Griswold reported that Portland has officially joined the District.

NEW BUSINESS

A table detailing the cost of services provided to non-member towns receiving services (specifically East Haddam, Haddam and Madison) was included in the meeting packet.

Discussion of Potential Membership of East Haddam and Haddam

Parameters for setting dues were discussed. Griswold recommended that he, Geraghty and Comerford meet prior to the next meeting to further discuss other possible factors, including but not limited to population, population density, and “ownership” which should be considered in setting dues.

Membership for Guilford and Cromwell was also discussed.

2025 Meeting Schedule

The Committee will meet on the second Friday of every other month at 8:00 a.m. in February, April, June, August, October and December.

ADJOURNMENT

Charles Norz made a motion, seconded by Griswold, to adjourn the meeting at 8 :59 a.m.

Next Meeting—The next meeting will be Friday, December 13, 2024, at 9:00 a.m. (note later time) preceding the Board meeting.

Respectfully submitted,

Christina Denison
Clerk

THESE MINUTES ARE SUBJECT TO APPROVAL AT THE NEXT ETD BOARD MEETING

ESTUARY TRANSIT DISTRICT
RIVER VALLEY TRANSIT
REGULAR MEETING
Friday, October 11, 2024
91 N. Main Street, Middletown, CT with Remote Options

CALL TO ORDER

Chairman Strauss called the meeting to order at 9:07 a.m. In attendance: Michelle Benivegna (ZOOM), Ryan Curley (ZOOM), Joan Gay (ZOOM), Timothy C. Griswold, John Hall (ZOOM), Jim Irish (ZOOM), David Lahm (ZOOM), Christine Marques (ZOOM), Charles Norz (ZOOM), Kathryn Russell and Leslie Strauss

Staff: Joe Comerford, Chris Denison, Mutez Ennab, Halyna Famiglietti, Brendan Geraghty, Lisa Gibson

Guests: Alejandro Almodovar, CTDOT, Transportation Planner; Mikala Ansarra, CTDOT, Transportation Planner; and Catherine Gross, CTDOT, Transportation Planner

Absent: David Cox, DG Fitton, Beverly Lawrence, and Brendan Rae

Strauss welcomed Ryan Curley, Town of Portland, First Selectman to the Board.

VISITOR'S COMMENTS – None.

SECRETARY'S REPORT

Kathryn Russell made a motion to accept the minutes of the August 9, 2024, Board meeting as presented. Charlie Norz seconded the motion. The motion passed unanimously.

Tim Griswold made a motion to accept the minutes of the August 9, 2024, Expansion Committee meeting as presented. Norz seconded the motion. The motion passed unanimously.

Griswold made a motion to accept the minutes of the September 10, 2024, Transit Advisory Committee meeting as presented. Norz seconded the motion. The motion passed unanimously.

Strauss made a motion to accept the minutes of the September 12, 2024, Marketing Committee meeting as presented. David Lahm seconded the motion. The motion passed unanimously.

John Hall made a motion to accept the minutes of the October 8, 2024, Facilities Committee meeting as presented. Christine Marques seconded the motion. The motion passed unanimously.

Norz made a motion to accept the minutes of the October 9, 2024, Finance Committee meeting as presented. Joan Gay seconded the motion. The motion passed unanimously.

COMMUNICATIONS

A letter received from Ryan Curley, First Selectman, Portland, was included in the Board's packet. The Town of Portland's Board of Selectmen has accepted the District's invitation to join.

TREASURER'S REPORT – No report.

COMMITTEE REPORTS

Facilities Committee – The minutes of the Facilities Committee meeting were included in the Board's packet. Due to illness of Joan Gay, Chair, Strauss, updated the Board on the Facilities initiatives including CTDOT update, Facilities update, both Middletown and Shoreline, electrification, and the Middletown Terminal renovation project. Strauss and Comerford were available to address questions/comments posed by Board members.

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

Finance Committee

The minutes of the Finance Committee meeting were included in the Board's packet. Norz, Chairman, reported that the financials of the District remain healthy.

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

Marketing Committee

The minutes of the Marketing Committee meeting were included in the Board's packet.

Strauss reported:

- The consultant's Marketing initiatives are on-going, i.e. social media, brochures, etc.
- The committee will meet on a quarterly basis
- An RFP will be issued for bus stop signs

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

Legislative Committee – No Report.

Transit Advisory Committee -

The minutes of the Transit Advisory Committee meeting were included in the Board's packet.

Griswold reported on:

- Middletown bus shelter program
- Tap and Ride
- Xtra Mile Expansion

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

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

Expansion Committee –

The minutes of the Expansion Committee meeting were included in the Board’s packet
Griswold reported:

- As noted above, Portland has joined the District.
- The Committee continues working on analyzing an appropriate fee structure as towns join the District.

Griswold made a motion to accept the Expansion Report as presented. Brendan Geraghty seconded the motion. The motion passed unanimously.

Nominating Committee – No report.

Personnel Committee – No report.

COG Update –Geraghty reported on COG initiatives as follows:

- TOD (THRIVE) Grant work is on-going (Transit Oriented Grant)
- COG has applied for a Waste Grant that explores alternate fuels, i.e. converting food waste into propane and is awaiting feedback.
- Central CT LOOP Study which would link the Airline bike trail to Meriden through Middletown, incorporating the Arrigoni Bridge and the Mattabasset trolley trail.

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

EXECUTIVE DIRECTOR’S REPORT

Comerford reported:

- Bus Electrification project –
 - The Governor is likely to extend individual waivers for the purchase of electric buses to transit districts due to infrastructure constraints.
 - ETD’s first electric buses are in Hartford being inspected and road tested. The portable chargers have been delivered to Middletown and need to be commissioned. Once the buses are fully accepted and the chargers commissioned, the buses will be delivered to Middletown. Geraghty will work to determine where the buses will be deployed.

Ryan Curley and Michelle Benivegna left the meeting.

- Tap and Ride pilot program-- began earlier in the week and a press conference with CTDOT and USDOT in attendance was held. Long-term goals for the project include

integrating senior and disabled fares.

- Statewide Fare Study -- The State has completed the statewide fare study to set fares the same throughout the State and is now working with ETD to determine the best fare collection equipment to purchase under a statewide procurement.
- Labor Contract-- the contract was renegotiated with the Union and wage increases implemented as discussed at the October Board meeting.
 - The increases have helped with hiring and retention. Middletown is currently fully staffed and Centerbrook is down one (1) position.
- Transportation Software--A contract is being negotiated with Swiftly, Inc. for new software to provide passengers with more accurate real time information. The new program will work with the State’s transit app which has been increasingly popular with riders
- CACT Conference – Several staff members attended the state association’s conference in Hartford earlier in the month.

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

TRANSIT PLANNERS REPORT

Geraghty reported on the following:

- Xtra Mile Expansion
- Bus Shelter Project
- Park Connect Program
- Middletown Holiday Trolley

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

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

FINANCE DIRECTOR’S REPORT

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

Famiglietti reported:

- CTDOT has paid all invoices for FY24
- She and Comerford are working on a report for the National Transit Database
- The auditors will be in the office next week to continue preparing for the audit
- Budget and cash flow look healthy.

She was available to answer questions/comments posed by Board members.

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

OPERATIONS DIRECTOR’S REPORT

Ridership figures were included in the Board packet. Comerford reported that ridership is up and

was available to answer questions from Board members.

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

Jim Irish left the meeting. Loss of Quorum

MAINTENANCE DIRECTOR’S REPORT – No report.

EXECUTIVE SESSION – None

Irish returned to the meeting, re-establishing the Quorum.

NEW BUSINESS

Bus Purchase Authorizing Resolution No. 25-006

Hall made the following motion:

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

Russell seconded the motion. The motion passed unanimously.

Fixed Route Planning Software Purchasing Resolution No. 25-007

Gay made the following motion:

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

Russell seconded the motion. The motion passed unanimously.

2025 Meeting Schedule

The Board will continue to meet at 9:00 a.m. on the second Friday of every other month (February, April, June, August, October and December).

December Meeting and Holiday Party

Strauss reminded everyone that the December meeting begins at 10:00 a.m. followed by the holiday luncheon.

Board Retreat

Plans for a Board Retreat were discussed and will continue at the next Board meeting. Members were asked to think about topics and locations.

Catherine Gross left the meeting.

OLD BUSINESS – None.

CHAIR COMMENTS –

Committee Assignments - Each Board member is obligated to serve on at least 1 committee. Strauss encouraged board members to reach out to her for an assignment.

BOARD MEMBERS COMMENTS – None.

ADJOURNMENT

Strauss made a motion to adjourn the meeting at 10:58 a.m. Norz seconded the motion. The motion passed unanimously.

Next meeting – December 13, 2024 – 10:00 a.m.

Respectfully submitted,

Christina Denison
Clerk



**ESTUARY TRANSIT DISTRICT
LEGISLATIVE COMMITTEE
MEETING**

**ETD Offices, 91 N. Main St, Middletown, CT
with Remote Option**

December 02, 2024 at 9:00 AM

Agenda

NO QUORUM AT THIS MEETING; NO MEETING MINUTES PRODUCED

1. Call to Order - J. Gay, Chair
2. Roll Call - J. Gay
3. First Selectmen/Legislator Breakfast Discussion
4. Other Business
5. Next Meeting - TBD
6. Adjournment

Join Zoom Meeting

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Meeting ID: 882 5011 3777

Passcode: 332097

One tap mobile

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

ESTUARY TRANSIT DISTRICT
MARKETING COMMITTEE MEETING
ETD OFFICES, 91 N. Main Street, Middletown, CT with Remote Options
THURSDAY, DECEMBER 5, 2024, at 9:00 AM

I. CALL TO ORDER

The meeting was called to order by Leslie Strauss, Chair at 9:05 a.m.

II. ROLL CALL

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

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

Absent: David Lahm

III. OLD BUSINESS - None

IV. NEW BUSINESS

1. *Review of SRMC Proposal Regarding Expanded Fixed Bus Service Promotion* – A copy of the proposal was included in the meeting packet

The committee reviewed the proposal and samples of SRMC’s social media ads. After discussion, the committee decided to move forward with the project as outlined in the proposal. A clause regarding timely execution will be added to the service contract.

2. *Tap & Ride Marketing* –

Joe Comerford reported that CTDOT is covering the costs of marketing the Tap & Ride pilot program. DOT staff is working with FHI designing promotional materials which are then reviewed by the district and distributed via social media. Ad rack cards were suggested as an effective tool to promote the program and have been requested from DOT. Comerford noted that state funds are limited, and the district may need to use some of its marketing budget to promote the program.

3. *Electric Bus Ribbon Cutting* -

Comerford reported that a ribbon cutting ceremony for the electric buses is being planned for later in the month. Slated to speak are representatives from CTDOT, the City of Middletown Mayor, and several State Legislators, as well as RVT Board members.

V. Next Meeting— The next meeting will be Thursday, February 6, 2025, at 9:00 a.m.

VI. ADJOURNMENT

The meeting was adjourned at 10:00 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
THURSDAY, DECEMBER 5, 2024, AT 11:00 A.M.

CALL TO ORDER

The meeting was called to order by Joan Gay, Chair, at 11:00 a.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 (ZOOM)

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 –

- Approval of the fill has been received; although no permits have been issued yet.
- The project has moved from the public transportation bureau to the engineering bureau
- STB, on-call consultant, has been engaged to do the design work.
- The compensatory flood storage program has been completed; details of access still need to be worked out with the City. Curtis will provide Christine Marques with a site plan of where the easement would be. The process could take 6 months.
- Public outreach continues as part of the design process. STB will head the outreach.
- Electrification of buses –
 - The district’s 2 electric buses have been delivered and driver training has begun.
 - A ribbon cutting to introduce the buses is planned for later in the month.
 - The State is working with Gateway Community College to start a training program for BEB technicians.

Shoreline Facility –

- The list of possible properties has been reduced to 3, one in Westbrook and 2 in Old Saybrook. Some topographic and environmental concerns exist, but all sites look reasonable.
- Data will be gathered on each of the sites and a rating matrix will be used to determine which one makes the most sense.
- It is unknown if CTDOT has the resources internally to review the properties or if an outside consultant must be engaged. NEPA and SEPA studies need to be done before any purchase can be made.
- It is anticipated that the original Westbrook property will be tied up for some time as the developer goes through the DEP process

Middletown Terminal Renovation –

- A very productive stakeholder meeting with CTDOT, ETD staff and the City of Middletown was held.
- Sketches of possible plans are expected soon.

EXECUTIVE DIRECTOR’S REPORT

Bus Shelter Pilot Program – The site plans are basically done and will be reviewed by the District before being submitted to Land Use for approval in January.

Bus Stop Enhancement Program - The District is going out to bid for bus signs and shelters in a couple of weeks. 600 to 700 bus stops will be installed in the region as the District switches from flagstops to designated stops. The first phase will begin in the Spring.

OLD BUSINESS

2025 Meeting Schedule - John Hall made a motion, seconded by Jim Irish, to approve the 2025 Meeting Schedule as presented. Motion carried.

NEW BUSINESS – none.

ADJOURNMENT

The meeting was adjourned at 11:35 a.m.

The next meeting will be held on Tuesday, February 11, 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
TRANSIT ADVISORY COMMITTEE MEETING
ETD OFFICES, 91 N. Main Street, Middletown, CT with Remote Options
TUESDAY, DECEMBER 10, 2024, at 9:00 AM

I. CALL TO ORDER

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

II. ROLL CALL

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

Beverly Lawrence made a motion, seconded by Laurie McElwee and unanimously approved to amend the agenda so that item “Acceptance of Meeting Minutes of September 10, 2024”, follows Roll Call on the agenda to be followed all other items.

Acceptance of Meeting Minutes of June 11, 2024

Lawrence made a motion, seconded by McElwee and unanimously approved to accept the meeting minutes of September 10, 2024.

III. OLD BUSINESS

Geraghty reported:

1. Tap & Ride – The program launched in October with a press event at the Meriden Train Station. Usage has started modest but is continuing to grow. Several focus groups have been held to collect rider feedback. Additional marketing efforts will be undertaken. CTDOT will look at the data collected and determine what works and

what needs improvement. Different rates for seniors and disabled are being addressed.

2. *B.S.E.P. Bus Shelter Enhancement Program* – As part of a statewide project to improve bus stops, 4 shelters are being planned for installation in Middletown. Sites were chosen based on high ridership and ease of installation. The District continues to work with the City for installation approval. More shelters and other bus stop amenities could be installed in future years of funding.

IV. NEW BUSINESS

1. *Electric Buses* – The District has received its first 2 electric buses and a test run on Routes 581 and 585 will begin in January. Routes were chosen based on electric bus range. An unveiling of the buses will take place on December 17.
2. *Bus Stop Project* – The District will be transitioning from a flag stop system to a signed bus stop system over the next year. A RFP seeking a vendor to replace old 9TT and MAT bus signs and to install hundreds of new signs and 4 new bus shelters in the region is being finalized. A final list of stops and exact locations is being worked out. Driver and public feedback will be obtained.

Geraghty explained the factors in locating bus stops and was available to respond to any questions/comments from committee members.

3. *Meeting Schedule* – A meeting schedule for 2025 was discussed. Future meetings will be: February 11, 2025, June 10, 2025, October 9, 2025, and December 9, 2025 at 9:00 a.m. Granga made a motion, seconded by Lawrence and unanimously approved to accept the 2025 meeting schedule as presented.

V. Next Meeting— The next meeting will be February 11, 2025, at 9:00 a.m.

VI. ADJOURNMENT

Granga made a motion; seconded by Lawrence and unanimously approved to adjourn the meeting at 10:19 a.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, December 11, 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, Charles Norz, and Kathryn Russell

Also in attendance: Joseph Comerford, 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 and Comerford answered questions from the Committee.

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

NEW BUSINESS

2025-26 Town Dues – Copies of proposed town dues were included in the meeting packet.

Gay made a motion that the Finance Committee recommend the Board approve a three (3) percent increase in town dues for FY25-26. Fitton seconded the motion. The motion passed unanimously.

OLD BUSINESS

2025 Schedule of Meetings- Copies of the Schedule of Meetings for 2025 were included in the meeting packet.

Russell made a motion to approve the 2025 meeting schedule. Fitton seconded the motion. The motion passed unanimously.

ADJOURNMENT

The meeting was adjourned at 9:26 a.m.

Next Meeting—February 12, 2025, at 9:00 a.m.

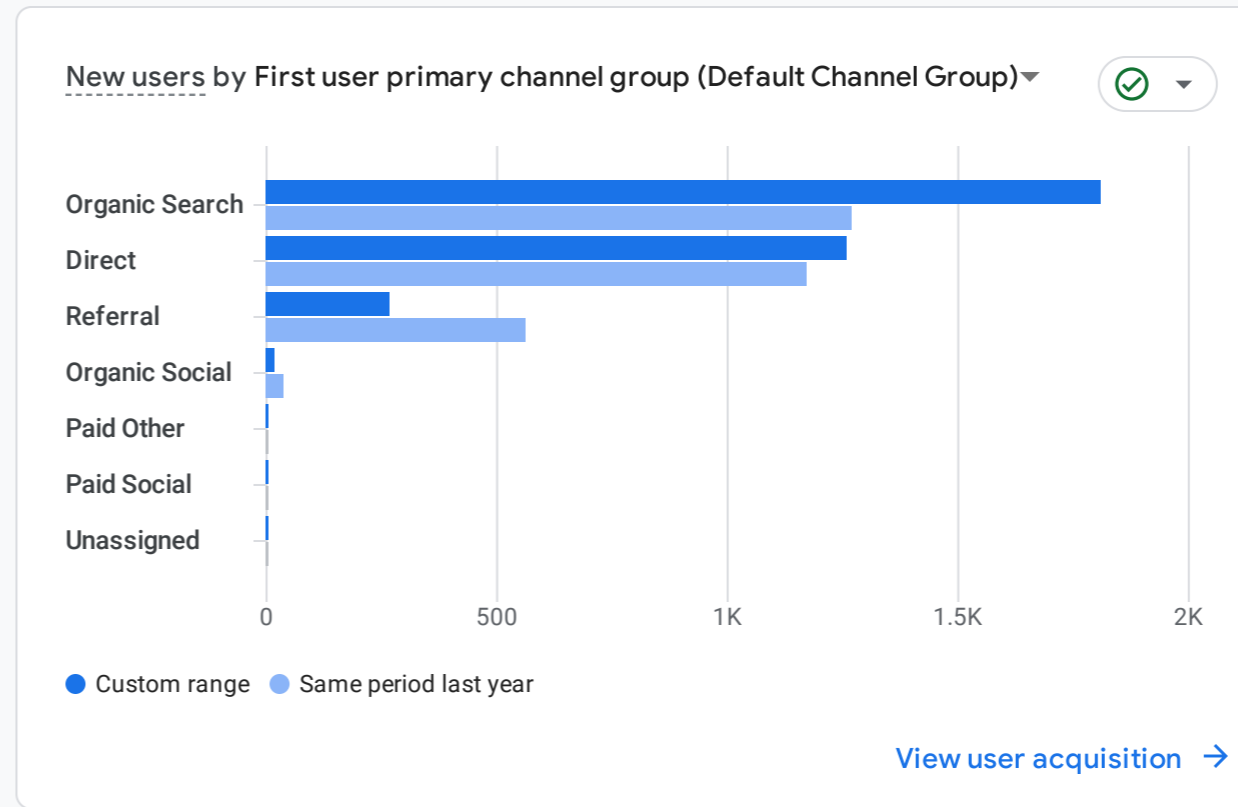
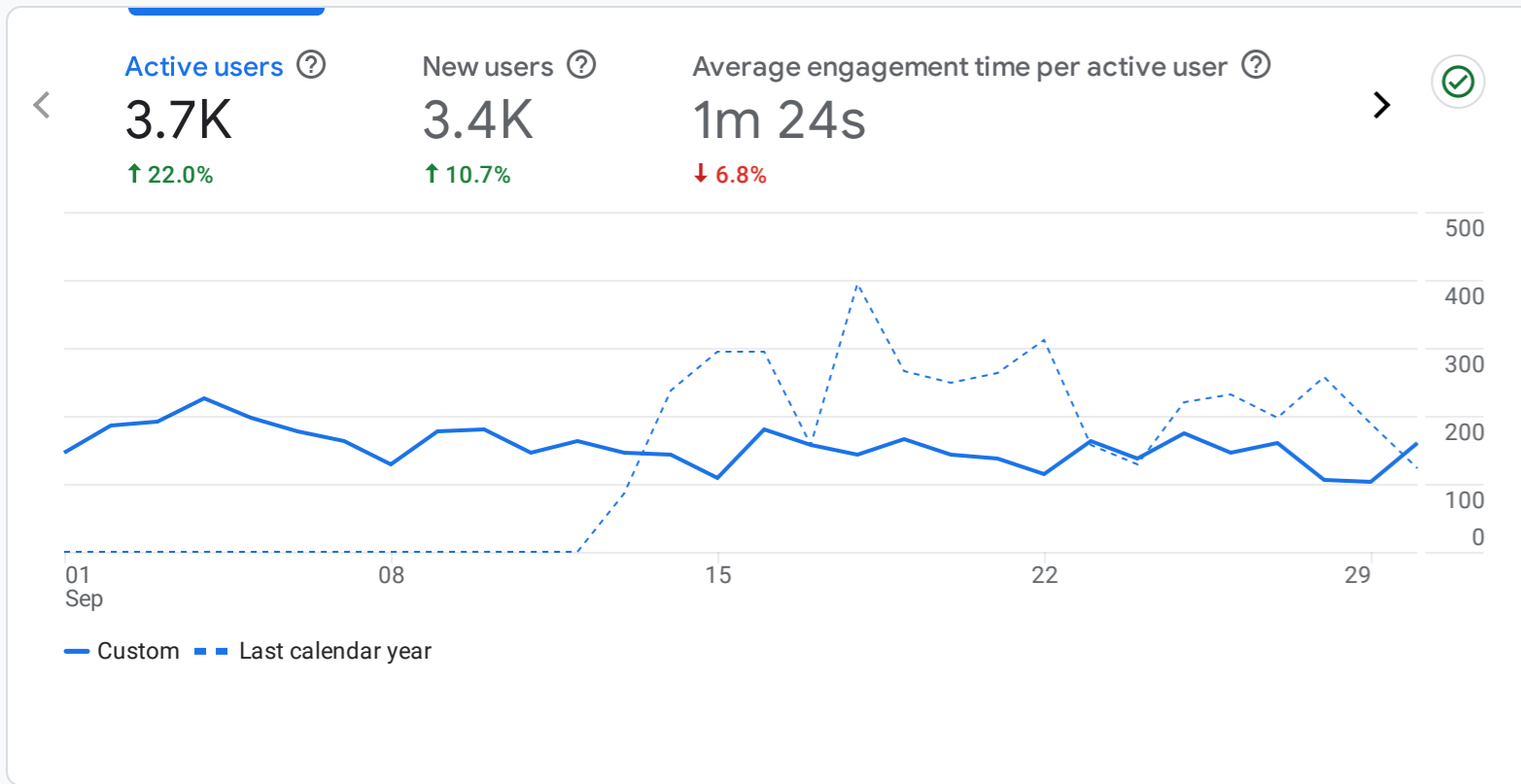
Respectfully submitted,

Christina Denison, Clerk

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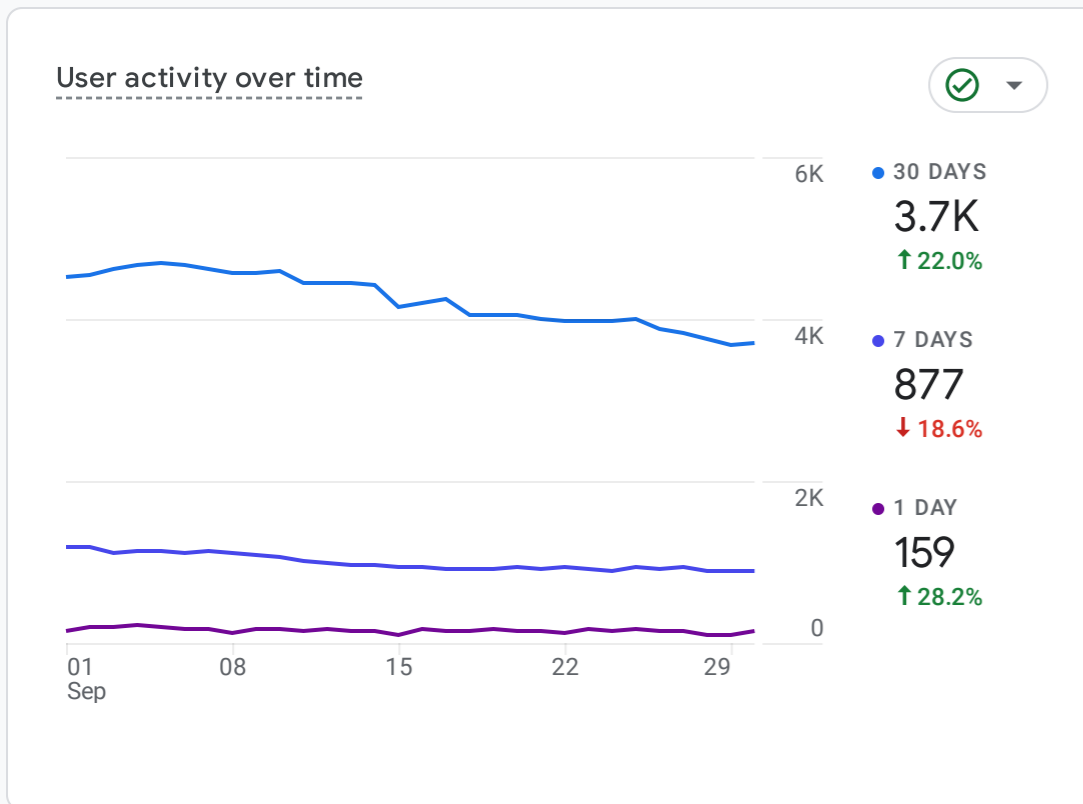


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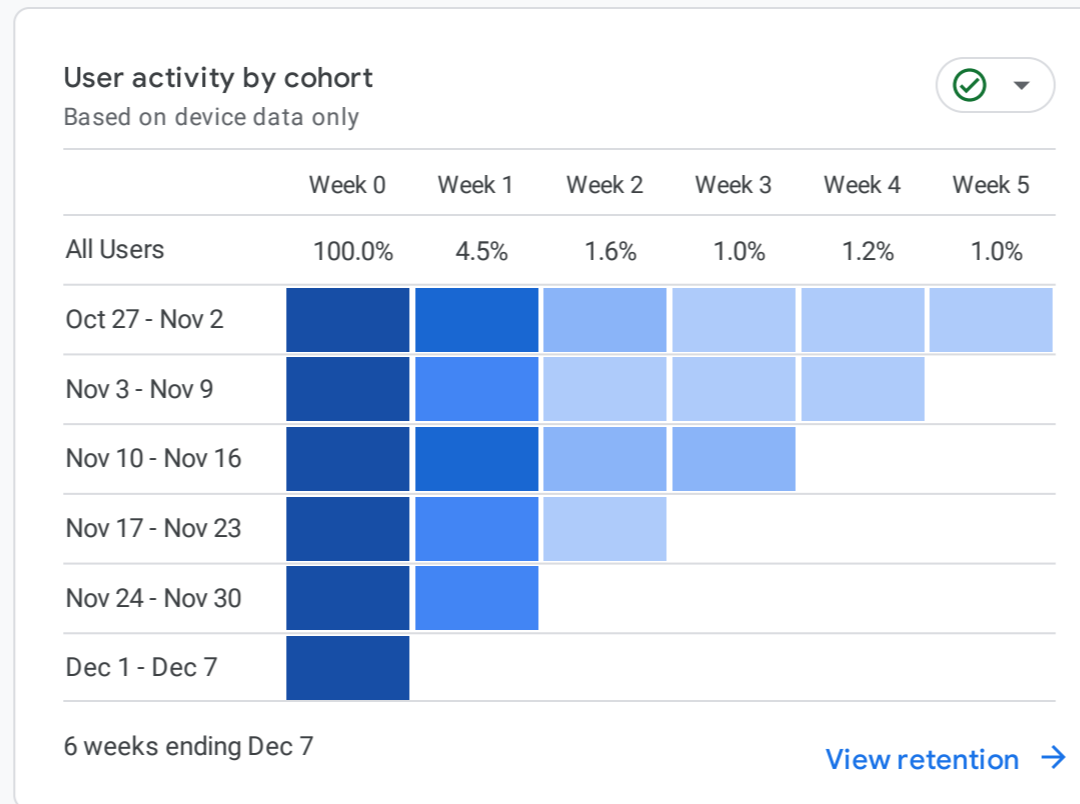
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Organic Search	4.1K	↑ 50.9%
Direct	1.8K	↑ 2.2%
Referral	431	↓ 68.0%
Unassigned	246	↑ 1,950.0%
Organic Social	20	↓ 57.4%
Paid Social	8	-
Paid Other	6	-

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PAGE TITLE AND SCREEN ...	VIEWS	% Change
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Home - River Valley Transit	2.8K	↓ 5.6%
Meriden/Middletown - River ...	1.2K	↑ 86.8%
Page not found - River Valley ...	54	↓ 96.8%
Newfield Street - River Valley...	616	↓ 13.5%
Saybrook Road - River Valley ...	333	↓ 65.8%
Westlake Drive - River Valley ...	508	↓ 27.0%

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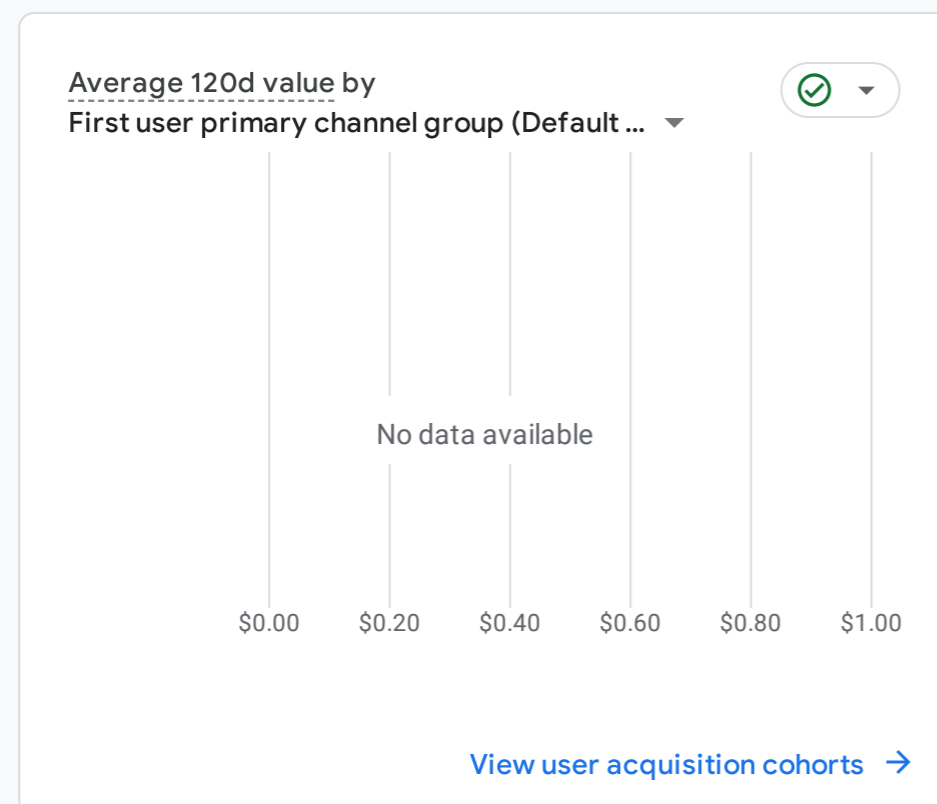
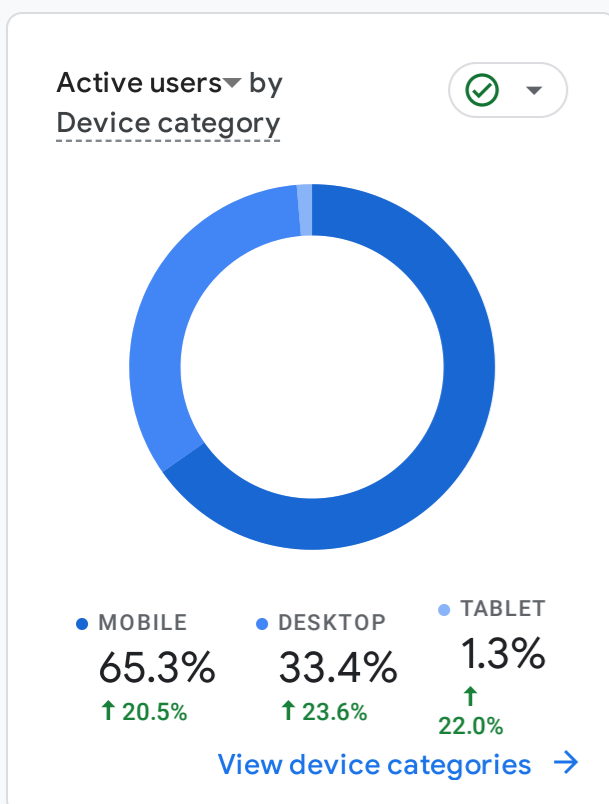
WHAT ARE YOUR TOP EVENTS?

Event count by Event name

EVENT NAME	EVENT COUNT	% Change
page_view	15K	↓ 2.6%
user_engagement	11K	↓ 1.6%
session_start	6.7K	↑ 13.0%
first_visit	3.4K	↑ 10.7%
scroll	2K	↓ 12.1%
click	849	↓ 38.9%
file_download	463	↑ 15.5%

View events →

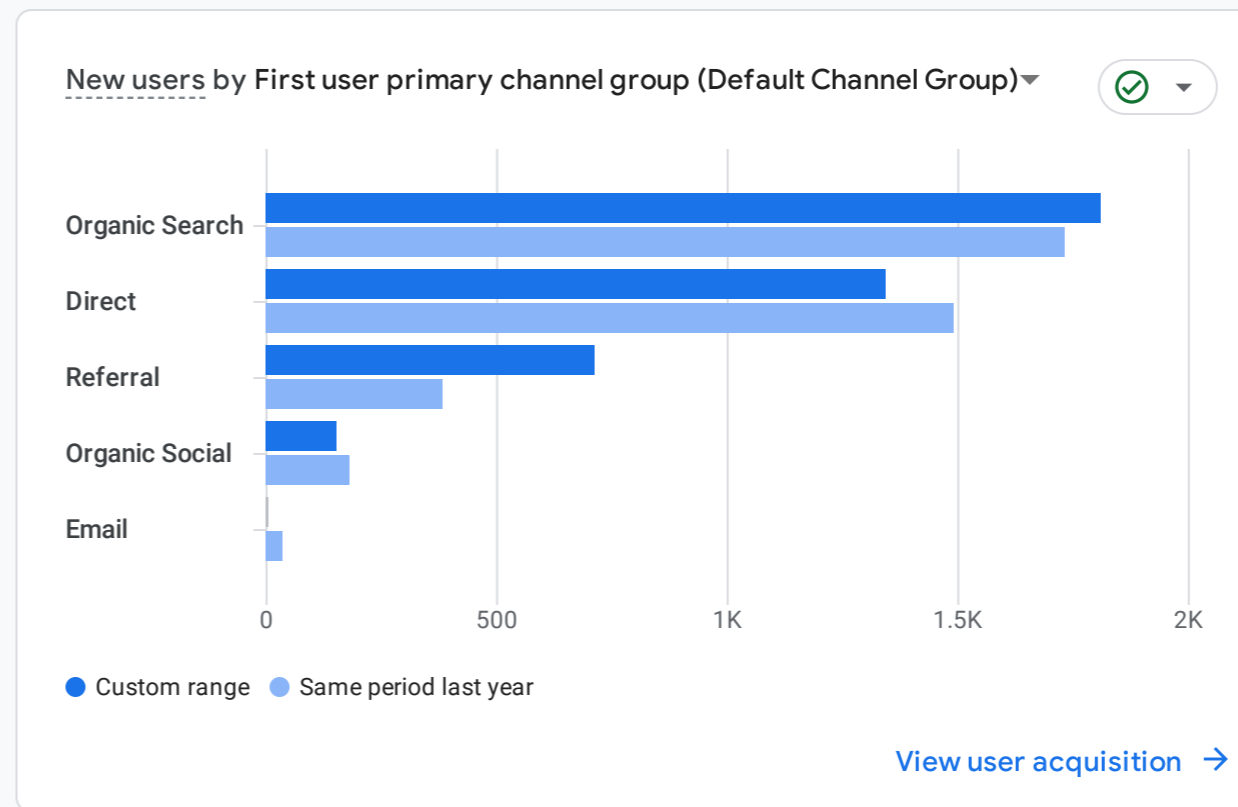
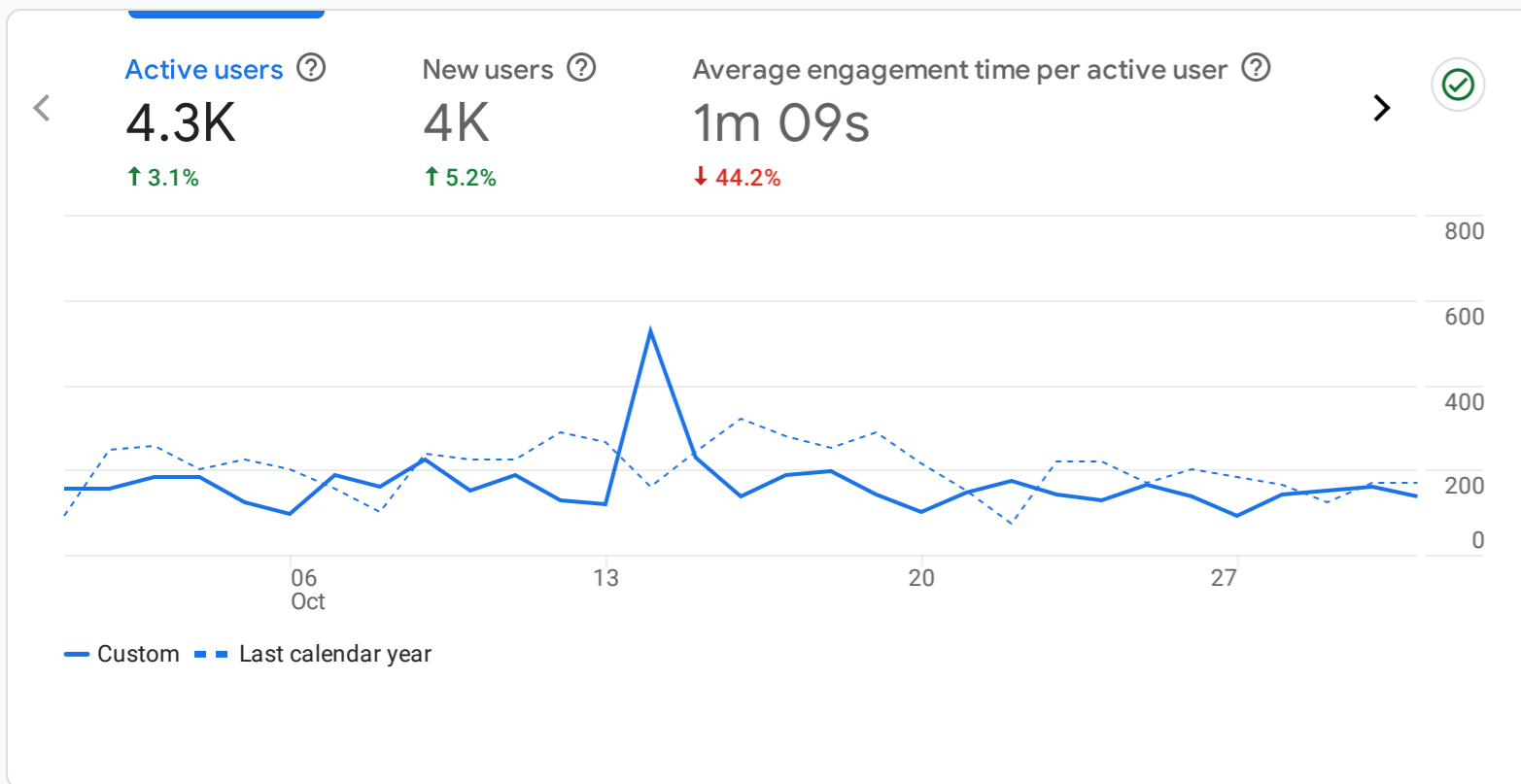
WHERE DOES YOUR AVERAGE 120D VALUE COME FROM?



All Users Add comparison +

Custom Oct 1 - Oct 31, 2024
 Compare: Oct 1 - Oct 31, 2023

Reports snapshot

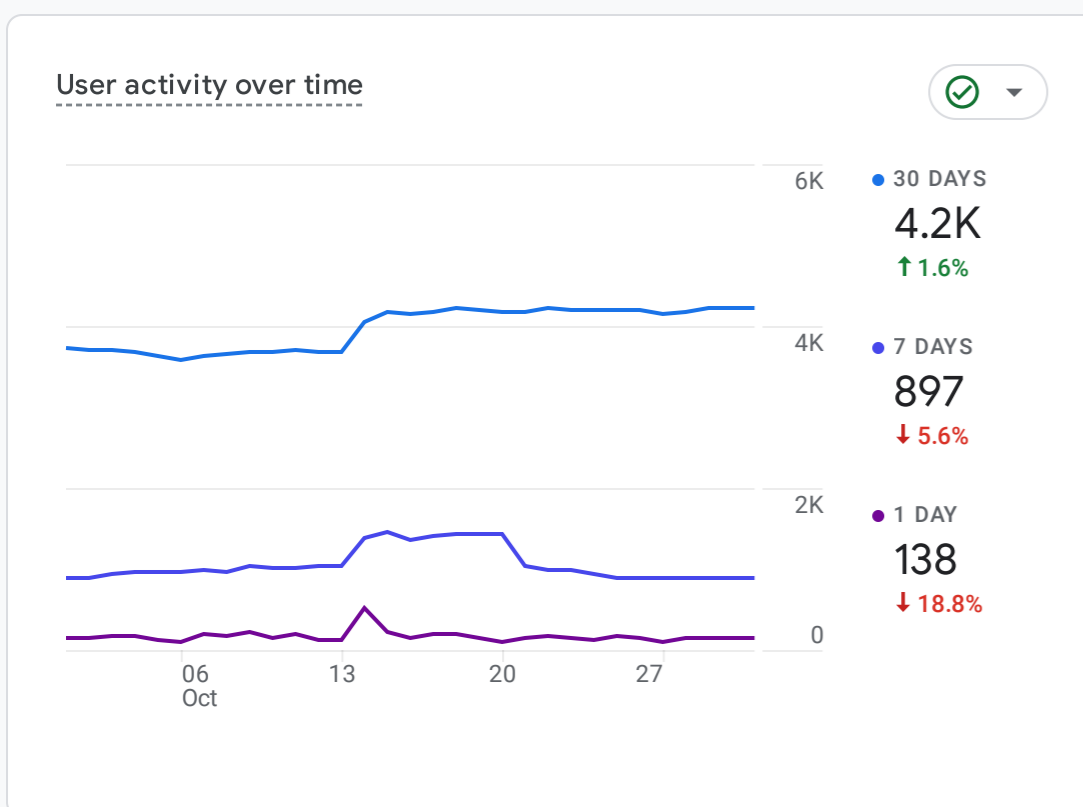


Sessions by Session primary channel group

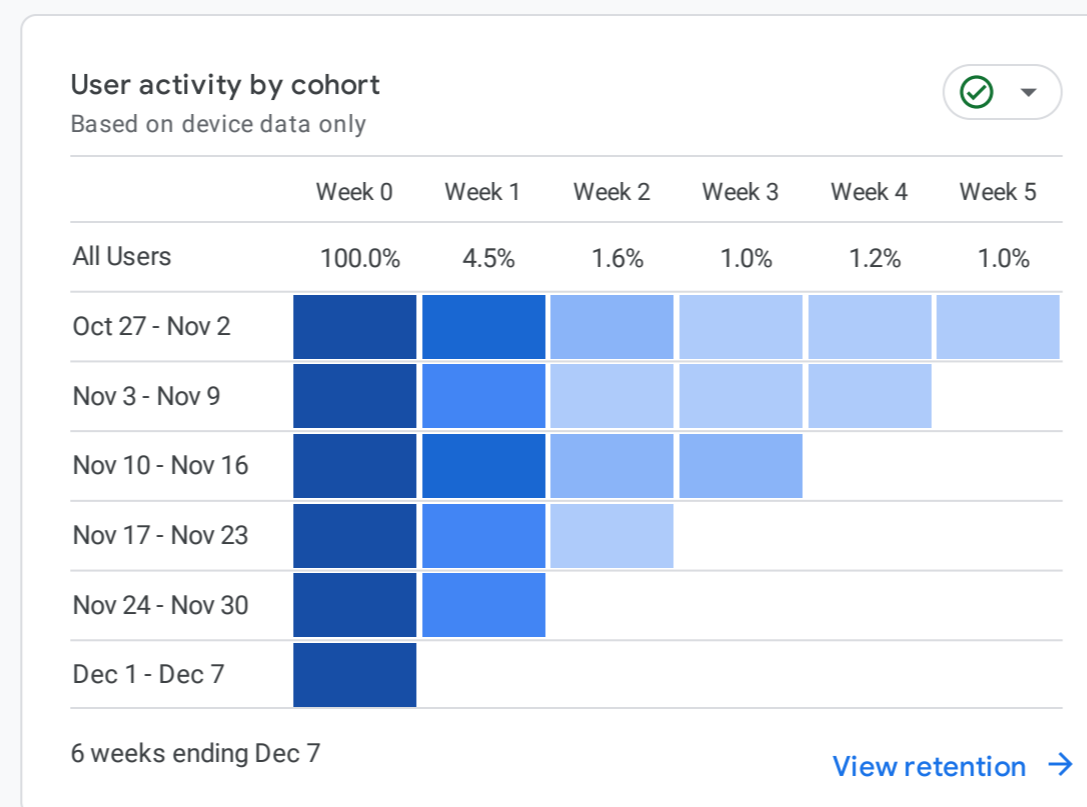
SESSION PRIMARY CHAN...	SESSIONS	
Organic Search	3.9K	↓ 31.1%
Direct	1.9K	↓ 33.2%
Referral	898	↓ 23.6%
Organic Social	164	↓ 28.7%
Unassigned	216	↑ 928.6%
Email	0	↓ 100.0%

[View traffic acquisition →](#)

HOW ARE ACTIVE USERS TRENDING?



HOW WELL DO YOU RETAIN YOUR USERS?



WHICH PAGES AND SCREENS GET THE MOST VIEWS?

Views by Page title and screen class

PAGE TITLE AND SCREEN ...	VIEWS	
Schedules Archive - River Val...	2.9K	↓ 62.7%
Home - River Valley Transit	3.6K	↓ 23.8%
Meriden/Middletown - River ...	995	↓ 35.3%
Newfield Street - River Valley...	508	↓ 61.5%
Saybrook Road - River Valley ...	235	↓ 85.1%
Westlake Drive - River Valley ...	484	↓ 63.5%
Old Saybrook/Madison - Rive...	565	↓ 47.1%

[View pages and screens →](#)

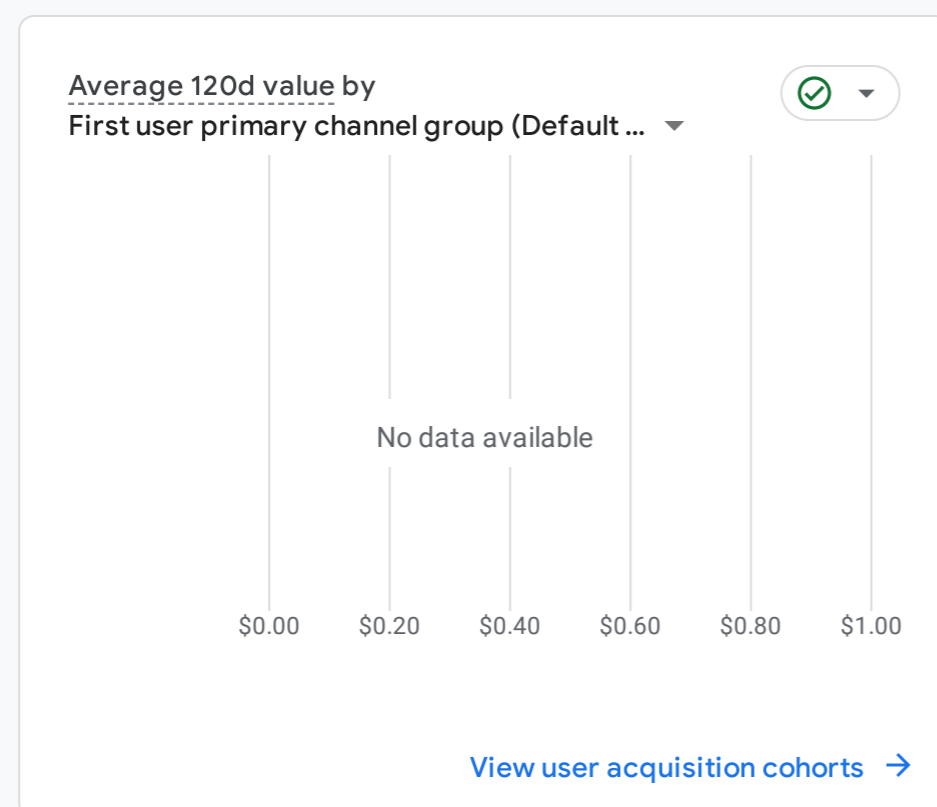
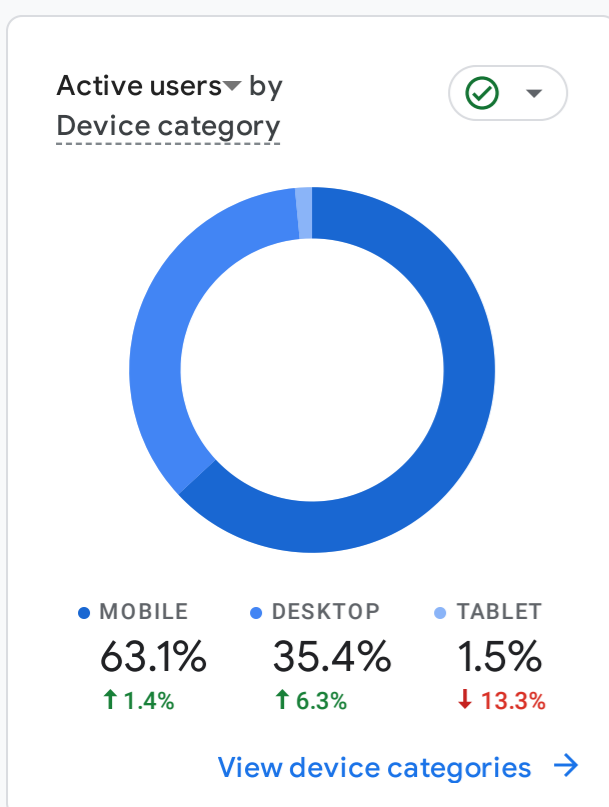
WHAT ARE YOUR TOP EVENTS?

Event count by Event name

EVENT NAME	EVENT COUNT	
page_view	15K	↓ 44.2%
user_engagement	10K	↓ 48.7%
session_start	7.1K	↓ 29.3%
first_visit	4K	↑ 5.2%
scroll	2K	↓ 41.4%
click	835	↓ 39.8%
file_download	340	↓ 68.4%

[View events →](#)

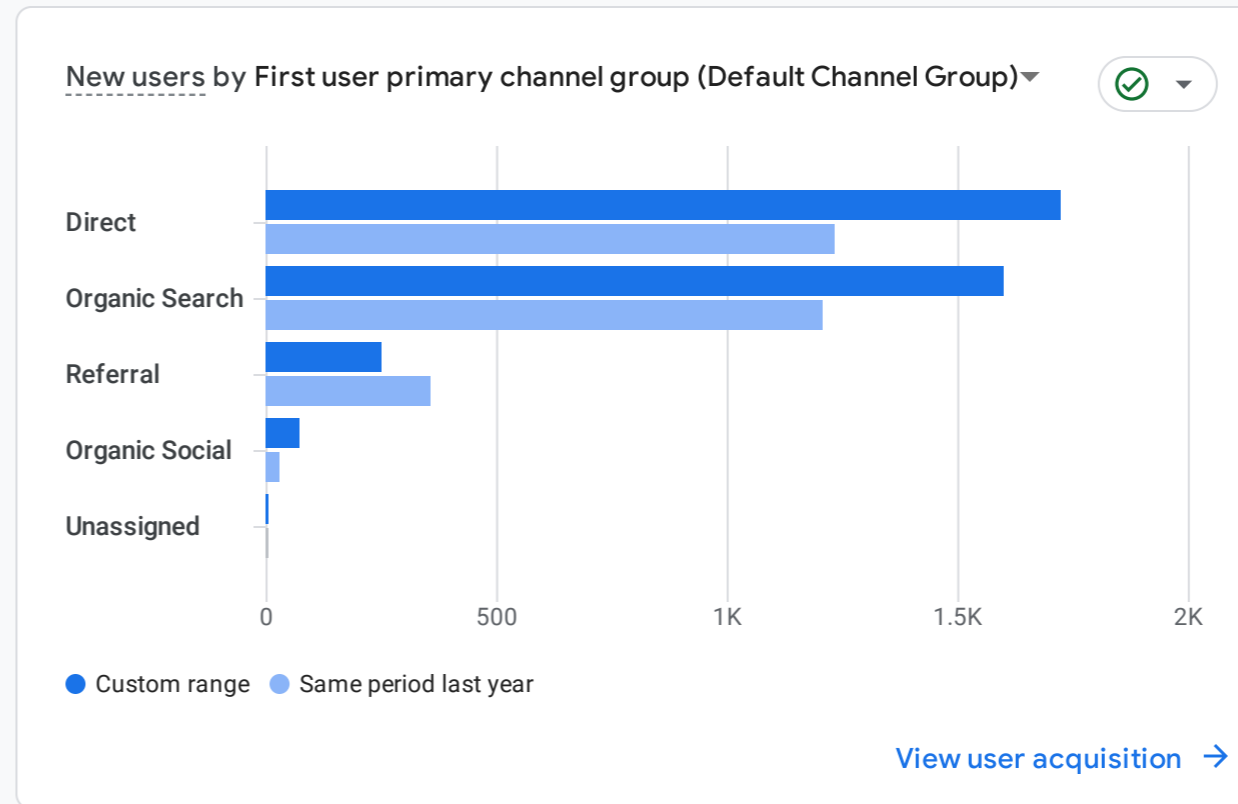
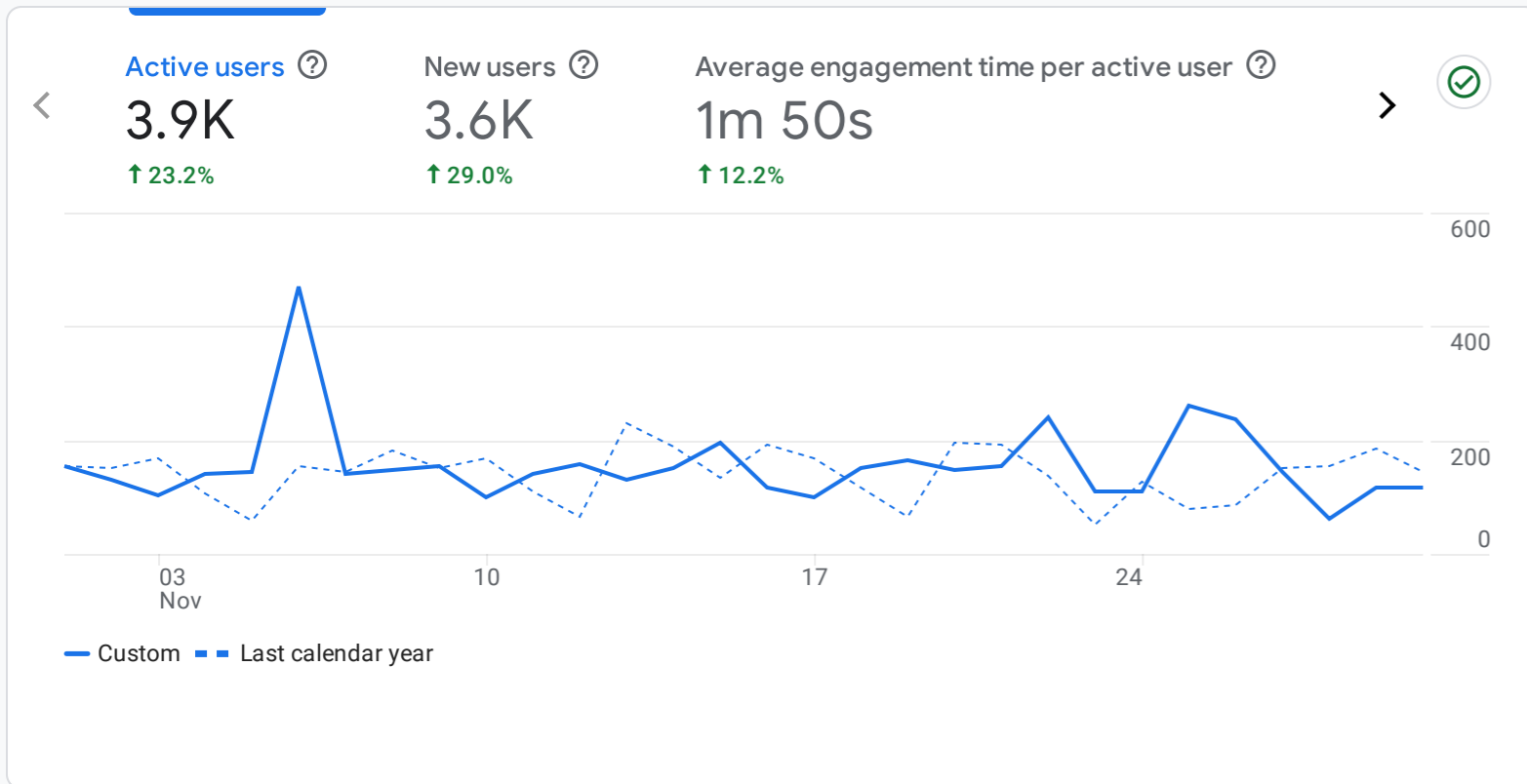
WHERE DOES YOUR AVERAGE 120D VALUE COME FROM?



All Users Add comparison +

Custom Nov 1 - Nov 30, 2024
 Compare: Nov 1 - Nov 30, 2023

Reports snapshot

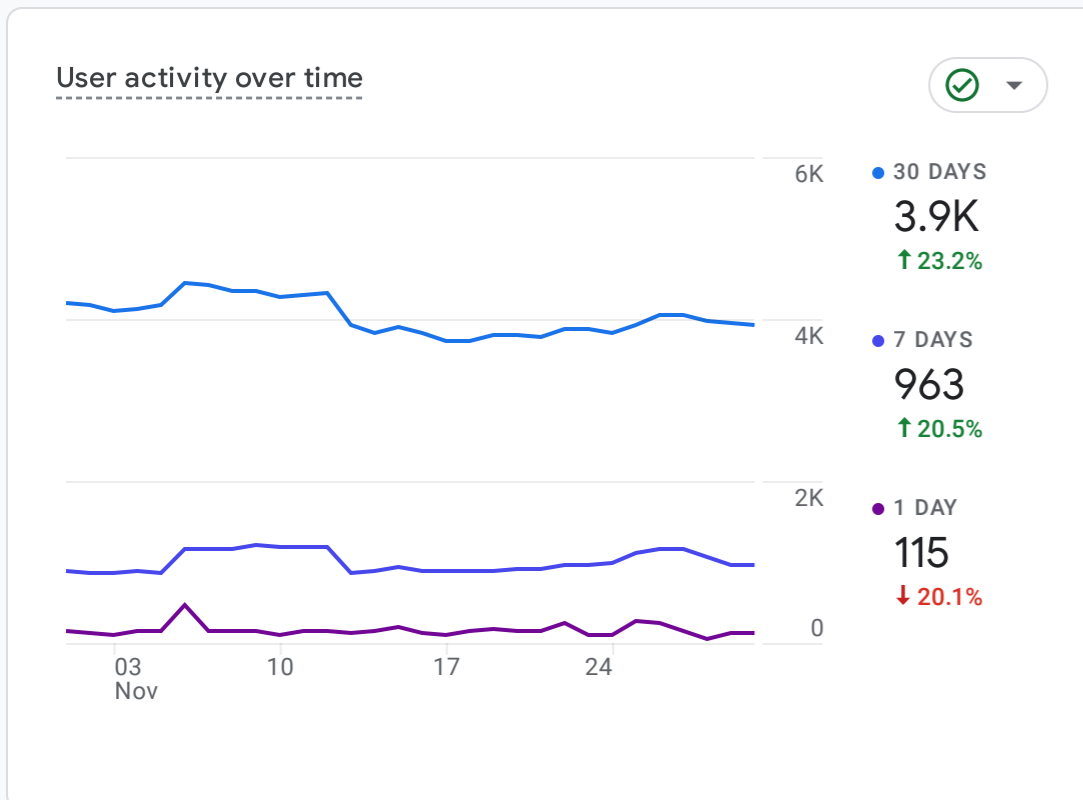


Sessions by Session primary channel group

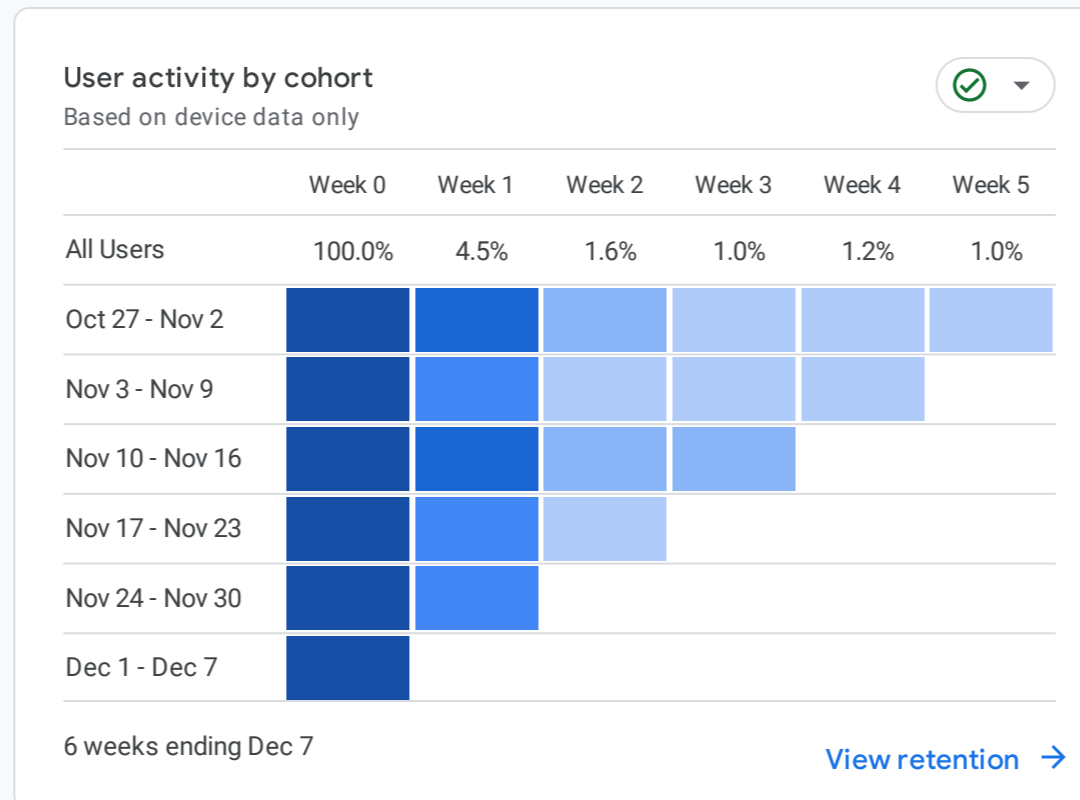
SESSION PRIMARY CHAN...	SESSIONS	
Organic Search	3.5K	↓ 1.6%
Direct	2K	↑ 4.6%
Referral	396	↓ 45.3%
Organic Social	74	↑ 34.5%
Unassigned	21	↑ 40.0%

[View traffic acquisition →](#)

HOW ARE ACTIVE USERS TRENDING?



HOW WELL DO YOU RETAIN YOUR USERS?



WHICH PAGES AND SCREENS GET THE MOST VIEWS?

Views by Page title and screen class

PAGE TITLE AND SCREEN ...	VIEWS	
Schedules Archive - River Val...	2.4K	↓ 39.6%
Home - River Valley Transit	2.4K	↓ 26.6%
Meriden/Middletown - River ...	1.1K	↑ 31.6%
Westlake Drive - River Valley ...	382	↓ 52.3%
Newfield Street - River Valley...	488	↓ 16.9%
Saybrook Road - River Valley ...	265	↓ 66.8%
Old Saybrook/Madison - Rive...	420	↓ 30.5%

[View pages and screens →](#)

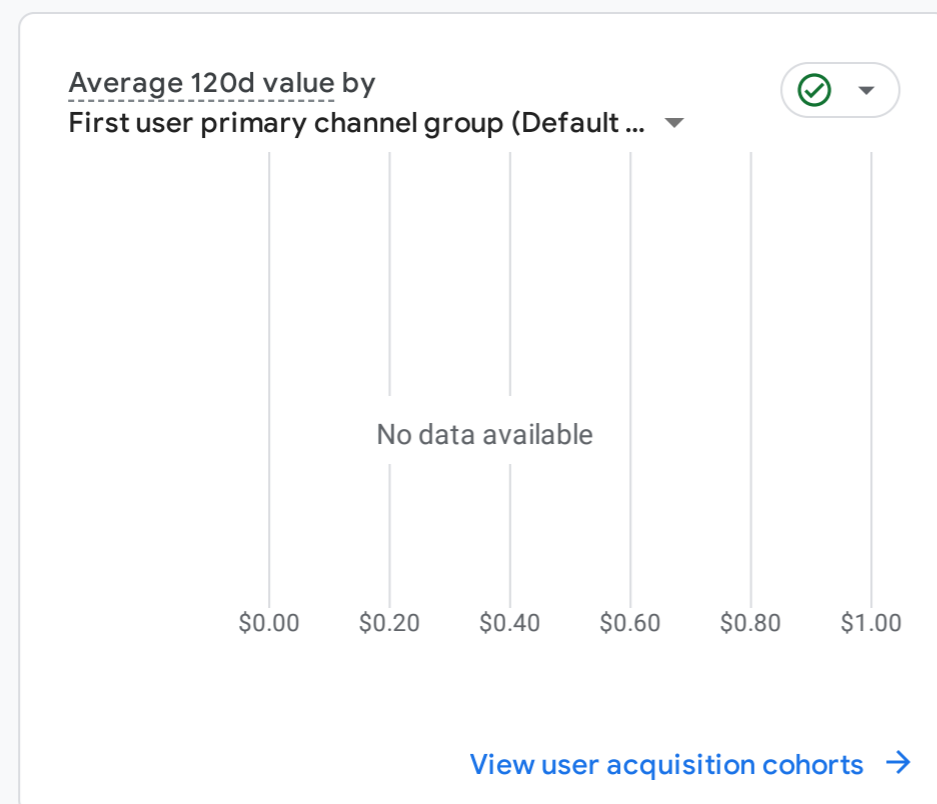
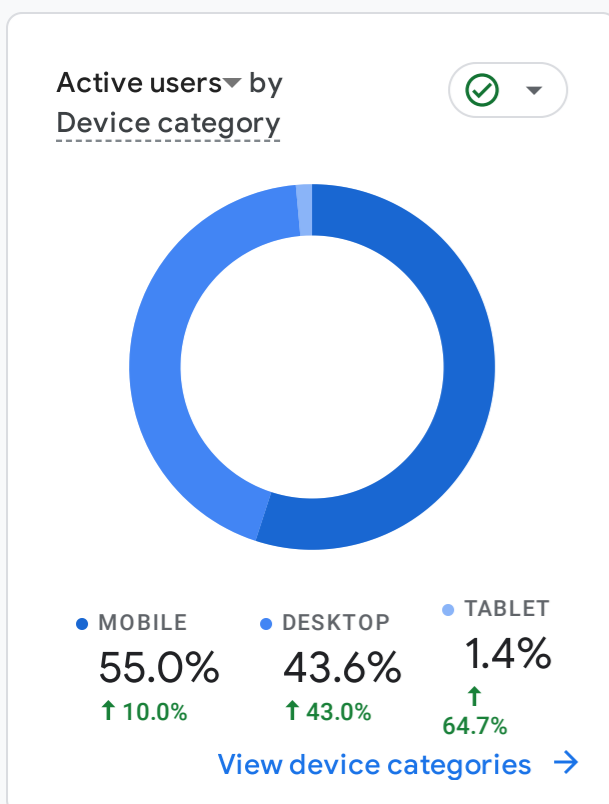
WHAT ARE YOUR TOP EVENTS?

Event count by Event name

EVENT NAME	EVENT COUNT	
page_view	23K	↑ 46.9%
user_engagement	8.8K	↓ 21.8%
session_start	6.3K	↑ 1.4%
first_visit	3.6K	↑ 29.0%
scroll	1.7K	↓ 18.9%
click	574	↓ 38.3%
file_download	197	↓ 31.8%

[View events →](#)

WHERE DOES YOUR AVERAGE 120D VALUE COME FROM?



GRANTS TOTAL	ESTUARY TRANSIT DISTRICT		
	For the Period July 1, 2024 to October 31, 2024		
	YTD ACTUAL	BUDGET AMOUNT	YTD % of BUDGET
REVENUE			
FAREBOX REVENUE	\$ 149,261	\$ 347,100	43%
URBAN CARES ACT	\$ 95,537	\$ 592,400	16%
RURAL CARE ACT	\$ -	\$ -	
OTHER	\$ -	\$ -	
TOTAL REVENUE	\$ 244,798	\$ 939,500	26%
EXPENSES			
SALARY AND BENEFITS	\$ 1,742,575	\$ 5,752,800	30%
PROFESSIONAL SERVICES	\$ 190,615	\$ 898,125	21%
RENT&UTILITIES	\$ 71,930	\$ 292,600	25%
INSURANCE	\$ 67,184	\$ 181,250	37%
MAINTENANCE	\$ 147,088	\$ 879,625	17%
FUEL	\$ 243,221	\$ 1,068,000	23%
MISCELLANEOUS EXPENSE	\$ 24,855	\$ 150,050	17%
TRANSPORTATION	\$ 2,995	\$ 30,000	10%
TOTAL EXPENSES	\$ 2,490,463	\$ 9,252,450	27%

DEFICIT	\$ (2,245,665)	\$ (8,312,950)
----------------	-----------------------	-----------------------

DOT	\$ 2,229,184	\$ 7,566,700
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LOCAL	\$ 82,605	\$ 746,250
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Surplus/(Deficit)	\$ 66,125
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FIXED 5307	ESTUARY TRANSIT DISTRICT		
	For the Period July 1, 2024 to October 31, 2024		
	YTD ACTUAL	BUDGET AMOUNT	YTD % of BUDGET
REVENUE			
FAREBOX REVENUE	\$ 123,352	\$ 251,000	49%
URBAN CARES ACT		\$ 180,400	0%
RURAL CARE ACT			
OTHER			
TOTAL REVENUE	\$ 123,352	\$ 431,400	29%
EXPENSES			
SALARY AND BENEFITS	\$ 1,073,085	\$ 3,089,500	35%
PROFESSIONAL SERVICES	\$ 125,844	\$ 580,500	22%
RENT&UTILITIES	\$ 58,960	\$ 217,500	27%
INSURANCE	\$ 53,692	\$ 125,000	43%
MAINTENANCE	\$ 90,361	\$ 519,750	17%
FUEL	\$ 159,368	\$ 635,750	25%
MISCELLANEOUS EXPENSE	\$ 16,872	\$ 86,000	20%
TRANSPORTATION			
TOTAL EXPENSES	\$ 1,578,182	\$ 5,254,000	30%

DEFICIT	\$ (1,454,830)	\$ (4,822,600)
----------------	-----------------------	-----------------------

DOT	\$ 1,396,109	\$ 4,188,327
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LOCAL	\$ 58,721	\$ 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 October 31, 2024		
	YTD ACTUAL	BUDGET AMOUNT	YTD % of BUDGET
REVENUE			
FAREBOX REVENUE	\$ 1,771	\$ 12,500	14%
URBAN CARES ACT			
RURAL CARE ACT			
OTHER			
TOTAL REVENUE	\$ 1,771	\$ 12,500	14%
EXPENSES			
SALARY AND BENEFITS	\$ 83,414	\$ 237,000	35%
PROFESSIONAL SERVICES	\$ 2,518	\$ 29,000	9%
RENT&UTILITIES	\$ 629	\$ 19,000	3%
INSURANCE	\$ 1,180	\$ 12,500	9%
MAINTENANCE	\$ 8,206	\$ 45,000	18%
FUEL	\$ 11,017	\$ 51,000	22%
MISCELLANEOUS EXPENSE	\$ 392	\$ 5,600	7%
PURCHASE TRANSPORTATION			
TOTAL EXPENSES	\$ 107,356	\$ 399,100	27%

DEFICIT	\$ (105,585)	\$ (386,600)
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DOT	\$ 125,750	\$ 386,600
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LOCAL	\$ -
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Surplus/(Deficit)	\$ 20,165
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RURAL 5311	ESTUARY TRANSIT DISTRICT		
	For the Period July 1, 2024 to October 31, 2024		
	YTD ACTUAL	BUDGET AMOUNT	YTD % of BUDGET
REVENUE			
FAREBOX REVENUE	\$ 4,314	\$ 7,000	62%
URBAN CARES ACT			
RURAL CARE ACT			
OTHER			
TOTAL REVENUE	\$ 4,314	\$ 7,000	62%
EXPENSES			
SALARY AND BENEFITS	\$ 103,180	\$ 303,100	34%
PROFESSIONAL SERVICES	\$ 6,751	\$ 56,600	12%
RENT&UTILITIES	\$ 4,581	\$ 21,500	21%
INSURANCE	\$ 4,550	\$ 13,250	34%
MAINTENANCE	\$ 8,464	\$ 50,000	17%
FUEL	\$ 16,574	\$ 62,000	27%
MISCELLANEOUS EXPENSE	\$ 708	\$ 8,550	8%
PURCHASE TRANSPORTATION			
TOTAL EXPENSES	\$ 144,808	\$ 515,000	28%

DEFICIT	\$ (140,494)	\$ (508,000)
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DOT	\$ 116,610	\$ 354,410
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LOCAL	\$ 23,884	\$ 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 October 31, 2024		
	YTD ACTUAL	BUDGET AMOUNT	YTD % of BUDGET
REVENUE			
FAREBOX REVENUE	\$ 831	\$ 5,000	17%
URBAN CARES ACT	\$ 46,860	\$ 167,500	28%
RURAL CARE ACT			
OTHER			
TOTAL REVENUE	\$ 47,691	\$ 172,500	28%
EXPENSES			
SALARY AND BENEFITS	\$ 36,356	\$ 127,500	29%
PROFESSIONAL SERVICES			
RENT&UTILITIES			
INSURANCE			
MAINTENANCE	\$ 5,016	\$ 20,000	25%
FUEL	\$ 5,494	\$ 21,000	26%
MISCELLANEOUS EXPENSE	\$ 825	\$ 4,000	21%
PURCHASE TRANSPORTATION			
TOTAL EXPENSES	\$ 47,691	\$ 172,500	28%

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 October 31, 2024		
	YTD ACTUAL	BUDGET AMOUNT	YTD % of BUDGET
REVENUE			
FAREBOX REVENUE	\$ 4,752	\$ 46,100	10%
URBAN CARES ACT			
RURAL CARE ACT			
OTHER			
TOTAL REVENUE	\$ 4,752	\$ 46,100	10%
EXPENSES			
SALARY AND BENEFITS	\$ 189,750	\$ 682,400	28%
PROFESSIONAL SERVICES	\$ 11,530	\$ 96,750	12%
RENT&UTILITIES	\$ 7,761	\$ 34,600	22%
INSURANCE	\$ 7,761	\$ 30,500	25%
MAINTENANCE	\$ 17,223	\$ 85,500	20%
FUEL	\$ 21,703	\$ 101,000	21%
MISCELLANEOUS EXPENSE	\$ 2,085	\$ 17,750	12%
PURCHASE TRANSPORTATION			
TOTAL EXPENSES	\$ 257,812	\$ 1,048,500	25%

DEFICIT	\$ (253,060)	\$ (1,002,400)
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DOT	\$ 253,060	\$ 934,248
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LOCAL	\$ -	\$ 68,152
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Surplus/(Deficit)	\$ 0.00	\$ -
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X_MILE	ESTUARY TRANSIT DISTRICT		
	For the Period July 1, 2024 to October 31, 2024		
	YTD ACTUAL	BUDGET AMOUNT	YTD % of BUDGET
REVENUE			
FAREBOX REVENUE	\$ 9,978	\$ 10,500	95%
URBAN CARES ACT	\$ 48,677	\$ 226,000	22%
RURAL CARE ACT			
OTHER			
TOTAL REVENUE	\$ 58,655	\$ 236,500	25%
EXPENSES			
SALARY AND BENEFITS	\$ 44,154	\$ 162,500	27%
PROFESSIONAL SERVICES	\$ 1,420	\$ 14,500	10%
RENT&UTILITIES			
INSURANCE			
MAINTENANCE	\$ 5,092	\$ 21,000	24%
FUEL	\$ 6,866	\$ 35,000	20%
MISCELLANEOUS EXPENSE	\$ 1,123	\$ 3,500	32%
PURCHASE TRANSPORTATION			
TOTAL EXPENSES	\$ 58,655	\$ 236,500	25%

DEFICIT	\$ -	\$ -
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DOT	\$ -	\$ -
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LOCAL	\$ -
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Surplus/(Deficit)	\$ -
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MicroTransit Pilot	ESTUARY TRANSIT DISTRICT		
	For the Period July 1, 2024 to October 31, 2024		
	YTD ACTUAL	BUDGET AMOUNT	YTD % of BUDGET
REVENUE			
FAREBOX REVENUE	\$ 2,566		0%
URBAN CARES ACT			0%
RURAL CARE ACT			
OTHER			
TOTAL REVENUE	\$ 2,566	\$ -	0%
EXPENSES			
SALARY AND BENEFITS	\$ 202,051	\$ 1,099,550	18%
PROFESSIONAL SERVICES	\$ 42,552	\$ 93,025	46%
RENT&UTILITIES			
INSURANCE			
MAINTENANCE	\$ 11,557	\$ 132,225	9%
FUEL	\$ 20,253	\$ 155,150	13%
MISCELLANEOUS EXPENSE	\$ 2,850	\$ 20,900	14%
PURCHASE TRANSPORTATION			
TOTAL EXPENSES	\$ 279,262	\$ 1,500,850	19%

DEFICIT	\$ (276,696)	\$ (1,500,850)
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DOT	\$ 322,656	\$ 1,500,850
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LOCAL	\$ -
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Surplus/(Deficit)	\$ 45,960
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TAXI Voucher	ESTUARY TRANSIT DISTRICT		
	For the Period July 1, 2024 to October 31, 2024		
	YTD ACTUAL	BUDGET AMOUNT	YTD % of BUDGET
REVENUE			
FAREBOX REVENUE	\$ 1,697	\$ 15,000	11%
URBAN CARES ACT			
RURAL CARE ACT			
Prepaid Fare			
TOTAL REVENUE	\$ 1,697	\$ 15,000	11%
EXPENSES			
SALARY AND BENEFITS			
PROFESSIONAL SERVICES		\$ 4,500	#DIV/0!
RENT&UTILITIES			
INSURANCE			
MAINTENANCE			
FUEL			
MISCELLANEOUS EXPENSE		\$ 3,000	0%
PURCHASE TRANSPORTATION	\$ 2,995	\$ 30,000	10%
TOTAL EXPENSES	\$ 2,995	\$ 37,500	8%

DEFICIT	\$ (1,298)	\$ (22,500)
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DOT	\$ 1,298	\$ 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 October 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, December 9, 2024	
Operating Checking	\$ -
Payroll Checking	\$ -
Capital Checking	\$ -
Money Market	\$ 3,594,106
Essex Savings Bank	\$ 95,912
BALANCE TOTAL	\$ 3,690,018

Account Payable	Dec-24	Jan-25	Feb-25
Payroll	\$ 356,500	\$ 356,500	\$ 356,500
Benefits	\$ 75,000	\$ 130,000	\$ 130,000
Professional Services	\$ 47,904	\$ 52,000	\$ 52,000
CIRMA	\$ 10,000	\$ 15,000	\$ 15,000
Rent & Utilities	\$ 25,000	\$ 25,000	\$ 25,000
Insurance	\$ 6,000	\$ 15,000	\$ 15,000
Fuel	\$ 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	\$ 601,133	\$ 734,000	\$ 734,000

Account Receivable			
CT DOT FY 24 Capital Grants	\$ -	\$ 81,201	\$ -
ARPA FY 24	\$ -	\$ -	\$ 56,914
FIXED 5307 FY 25	\$ -	\$ -	\$ 1,047,082
ADA FY 25	\$ -	\$ -	\$ 123,644
DAR FY 25	\$ -	\$ -	\$ 28,083
MGP Grant FY 25	\$ -	\$ 109,112	\$ -
RURAL 5311 FY 25	\$ -	\$ 29,535	\$ 29,535
New Freedom 5310 FY 25	\$ 30,390	\$ 33,400	\$ 33,400
Madison/Middletown (RT.81) FY 25	\$ 14,375	\$ 14,375	\$ 14,375
X-Mile FY 25	\$ 16,500	\$ 16,500	\$ 16,500
MICROTRANSIT FY 25	\$ 102,008	\$ 90,000	\$ 9,000
Fare Box and Pre-paid Fare Revenue	\$ 14,000	\$ 28,500	\$ 28,500
Middlesex Hospital, Wesleyan, AAA	\$ 5,600	\$ 5,600	\$ 5,600
Town Dues (E.Hampton)	\$ -	\$ 5,320	\$ -
TOTAL REVENUE	\$ 182,873	\$ 413,543	\$ 1,392,633

Cash at the beginning of the period	\$ 3,690,018	\$ 3,271,758	\$ 2,951,301
Cash at the end of the period	\$ 3,271,758	\$ 2,951,301	\$ 3,609,934

Money Market Account Interest as of 11/30/2024		4.26%	\$ 91,905.00
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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	108	94	51	64	81	77	115			790
										125%			

641 Old Saybrook - Madison

	January	February	March	April	May	June	July	August	September	October	November	December	Total	Change
2017	4818	4677	5464	4821	5353	5328	4816	5087	4427	4618	4344	3965	57718	-14%
2018	4116	4122	4341	4531	4912	4629	4789	5154	4282	5252	4355	3747	54230	-6%
2019	4213	3961	4358	4396	4631	3902	4021	3892	3639	3970	3222	2919	47124	-13%
2020	3525	3450	2346	568	648	1126	1546	1831	2313	2317	1683	1466	22819	-52%
2021	1502	1422	1872	1943	2186	2533	2752	2754	3239	3122	3102	2766	29193	28%
2022	2260	2660	2873	3638	3484	3753	3769	3848	3825	3954	3793	3314	41171	41%
2023	3952	3464	4420	3500	3247	3488	3124	3471	4588	3567	3606	3232	43659	6%
2024	3626	3479	4051	4127	4315	4019	4414	4029	3576	4176			39812	
	-8%	0%	-8%	18%	33%	15%	41%	16%	-22%	17%	-5%	-2%		

642 Chester

	January	February	March	April	May	June	July	August	September	October	November	December	Total	Change
2017	747	717	647	625	691	687	625	570	599	646	591	638	7783	-9%
2018	512	502	570	553	603	513	504	531	571	532	500	554	6445	-17%
2019	586	605	641	575	588	418	414	430	456	461	396	348	5918	-8%
2020	362	319	269	132	168	294	357	438	355	473	209	206	3582	-39%
2021	230	146	222	300	349	346	433	378	420	440	404	398	4066	14%
2022	287	289	344	351	388	394	424	411	408	606	434	314	4650	14%
2023	340	328	344	525	562	311	300	298	778	260	201	194	4441	-4%
2024	232	208	368	227	157	188	232	225	165	176			2178	
	-32%	-37%	7%	-57%	-72%	-40%	-23%	-24%	-79%	-32%	7%	-21%		

643 New London

	January	February	March	April	May	June	July	August	September	October	November	December	Total	Change
2017	641	582	675	619	678	643	564	684	588	574	537	442	7227	-26%
2018	430	508	502	492	565	541	644	654	583	775	629	595	6918	-4%
2019	582	535	661	632	709	616	527	622	445	562	448	422	6761	-2%
2020	485	436	466	260	266	394	456	412	404	467	343	343	4732	-30%
2021	359	273	393	377	361	417	505	504	467	356	282	309	4603	-3%
2022	269	269	325	338	279	430	436	577	477	578	576	473	5027	9%
2023	450	404	517	402	387	445	359	407	395	361	369	329	4825	-4%
2024	270	287	351	421	354	359	528	456	425	504			3955	
	-40%	-29%	-32%	5%	-9%	-19%	47%	12%	8%	40%	-36%	-30%		

644 Old Saybrook - Middletown

	January	February	March	April	May	June	July	August	September	October	November	December		
2017	700	622	647	709	787	710	631	850	909	980	801	688	9034	-9%
2018	662	721	732	776	816	737	750	801	732	844	645	543	8759	-3%
2019	613	645	656	642	592	474	539	591	609	760	584	452	7157	-18%
2020	513	526	367	151	148	227	315	307	340	390	261	208	3753	-48%
2021	194	139	219	305	281	303	301	355	404	378	409	334	3622	-3%
2022	278	379	418	415	443	541	551	528	526	459	456	408	5402	49%
2023	397	458	576	402	424	379	349	425	498	477	322	274	4981	-8%
2024	306	349	491	528	418	409	455	398	463	641			4458	
	-23%	-24%	-15%	31%	-1%	8%	30%	-6%	-7%	34%	-29%	-33%		-100%

645 Madison - Middletown

	January	February	March	April	May	June	July	August	September	October	November	December		
2018								22	113	197	177	187	696	
2019	227	246	291	365	271	224	286	318	333	254	215	157	3187	
2020	237	220	194	124	154	200	222	226	215	239	319	306	2656	-17%
2021	232	212	281	302	291	269	323	261	324	275	360	358	3488	31%
2022	252	290	360	445	419	597	494	551	436	369	426	376	5015	44%
2023	456	419	519	386	445	460	476	592	476	628	530	460	5847	17%
2024	420	528	544	610	535	471	590	565	472	581			5316	
	-8%	26%	5%	58%	20%	2%	24%	-5%	-1%	-7%	24%	22%		

Shoreline Routes Total

	January	February	March	April	May	June	July	August	September	October	November	December		
2019	6221	5992	6607	6610	6791	5634	5787	5853	5482	6007	4865	4298	70147	
2020	5122	4951	3642	1235	1384	2241	2896	3214	3627	3886	2815	2529	37542	-46%
2021	2517	2192	2987	3227	3468	3868	4314	4252	4854	4571	4557	4165	44972	20%
2022	3346	3887	4320	5187	5013	5715	5674	5915	5672	5966	5685	4885	61265	36%
2023	5595	5073	6376	5215	5065	5083	4608	5193	6735	5344	5117	4540	63944	4%
2024	4894	4937	5879	6021	5873	5497	6283	5754	5178	6193	0	0	56509	
	-13%	-3%	-8%	15%	16%	8%	36%	11%	-23%	16%	25%	17%		
	-21%	-18%	-11%	-9%	-14%	-2%	9%	-11%	23%	-11%	5%	6%		

581 Saybrook Rd (Mon - Sun)

	January	February	March	April	May	June	July	August	September	October	November	December	
2022						4357	4423	4817	4707	5011	4934	4,577	32826
2023	6231	5401	6204	3404	2991	3,196	3,123	3,368	2,981	2,774	2,311	2,204	44188
2024	2762	2718	2977	2717	2891	3,132	2,513	3,934	3,880	4,437			31961
	-56%	-50%	-52%	-20%	-3%	-2%	-20%	17%	30%	-45%	-53%	-52%	

582 Wesleyan Hills (Mon - Fri)

	January	February	March	April	May	June	July	August	September	October	November	December	
2022						1594	1502	2090	1993	1893	2178	1,885	13135
2023	1840	783	2029	1578	1212	1,256	1,179	1,483	1,338	1,341	1,530	1,105	16674
2024	1037	1123	1250	1293	1011	1,135	1,082	1,429	1,381	1,457			
	-44%	43%	-38%	-18%	-17%	-10%	-8%	-4%	3%	9%	-30%	-41%	

583 Washington St (Mon - Sun)

	January	February	March	April	May	June	July	August	September	October	November	December	
2022						3299	3583	3699	3799	3694	3825	4,082	25981
2023	3897	3352	4185	2200	2549	2002	1847	1996	1921	1924	2360	1289	29522
2024	1339	1427	1577	1901	1765	1935	1831	2372	2630	2443			
	-66%	-57%	-62%	-14%	-31%	-3%	-1%	19%	37%	27%	-38%	-68%	

584 Newfield St (Mon - Sun)

	January	February	March	April	May	June	July	August	September	October	November	December	
2022						5390	4868	5517	5872	5624	5781	5,954	39006
2023	6094	5051	5637	3772	4235	3,432	3,394	3,427	3,598	2,546	3,162	2,901	47249
2024	2880	2982	3042	3261	3510	3,149	3,401	3,896	3,495	4,299			
	-53%	-41%	-46%	-14%	-17%	-8%	0%	14%	-3%	-55%	-45%	-51%	

585 Westlake Dr (Mon - Fri)

	January	February	March	April	May	June	July	August	September	October	November	December	
2022						3910	4533	5507	5485	4759	4947	4,671	33812
2023	6,040	4,818	6,417	2,988	2,969	3,704	3,104	4,111	3,041	3,275	3,301	2,952	46720
2024	3,212	3,357	3,570	3,281	3,466	2,862	2,993	3,320	3,312	3,754			
	-47%	-30%	-44%	10%	17%	-23%	-4%	-19%	9%	15%	-33%	-37%	

586 Portland/East Hampton

	January	February	March	April	May	June	July	August	September	October	November	December	
2022						592	468	535	424	467	460	454	3400
2023	352	247	249	555	631	556	646	619	727	654	497	647	6380
2024	560	476	508	556	547	477	430	259	416	503			
	59%	93%	104%	0%	-13%	-14%	-33%	-58%	-43%	-23%	8%	43%	

590 Middletown - Meriden (Mon - Sat)

	January	February	March	April	May	June	July	August	September	October	November	December	
2022						2491	2500	3373	3548	3793	3984	3,978	23667
2023	4,233	3,954	4,748	3,175	2,691	2,676	2,589	2,598	2,378	2,209	1,648	2,137	35036
2024	2,462	2,356	2,674	3,058	2,698	2,788	2,771	3,280	3,292	4,100			
	-42%	-40%	-44%	-4%	0%	4%	7%	26%	38%	86%	-59%	-46%	

Middletown Route Totals

	January	February	March	April	May	June	July	August	September	October	November	December	
2019					20770	18323	20032	22088	21953	21446	20873	19387	
2020		18736	23431	11543	11928	17129	14709	18564	20774	20043	14791	11492	
2021		10656	12382	13669	11494	12888	13202	13054	12950	13330	13756		
2022		12714	15600	18991	20781	22,642	23,022	26,471	26,610	26,140	26,744	26,059	245774
2023	29380	24321	29986	17786	17469	17067	16148	18009	16435	15593	15044	13554	201412
2024	14501	14735	15949	16203	16008	15478	15021	18490	18406	20993	0	0	
	-51%	-39%	-47%	-9%	-8%	-9%	-7%	3%	12%	35%	-44%	-48%	

*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
2021	0	0	0	0	0	18	287	479	452	101	0	0	1337
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
2020	1019	1108	852	595	670	821	876	885	925	1073	904	1,068	10796
2021	853	869	1130	1218	1149	1294	1447	1391	1501	1566	1554	1,566	15538
2022	1393	1724	1954	1955	1918	2047	2029	2108	2965	3206	3112	2,705	27116
2023	2182	2422	2783	1980	1821	1793	1766	1825	1838	1743	1699	1,533	23385
2024	1383	1644	1695	1827	1861	1944	2324	2928	3415	4398			
	-37%	-32%	-39%	-8%	2%	8%	32%	60%	86%	152%	72%	47%	
OTP	92.7%	89.3%	95.1%	96.8%	88.2%	89.4%	96.1%	90.6%	89.7%	99%			
Avg ETA	14.6	14.0	13.7	15.0	14.3	15.2	15.4	14.9	14.0	13.1			
Rating	4.9	4.9	4.9	4.9	4.9	4.8	4.9	4.9	5.0	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
2018	713	768	785	948	1417	1020	931	957	698	999	880	932	11048
2019	1212	1141	1198	1343	1272	1022	1138	1026	915	1099	866	779	13011
2020	999	934	560	200	209	276	346	272	468	616	286	536	5702
2021	593	504	800	731	661	631	559	589	916	753	692	715	8144
2022	606	661	829	746	750	709	856	834	754	690	722	664	8821
2023	1442	1270	819	675	712	659	600	838	696	696	731	727	9865
2024	639	739	814	856	878	727	816	828	753	977			
	-56%	-42%	-1%	27%	23%	10%	36%	-1%	8%	40%	1%	9%	
OTP	92.0%	90.0%	89.0%	90.2%	88.6%	86.0%	89.6%	88.2%	85.8%	85.3%			

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	65	448
2021	69	47	81	76	110	112	75	97	173	186	186	273	273	1485
2022	216	168	193	167	204	223	1265	1099	740	994	1006	945	945	7220
2023	776	703	1014	776	876	854	558	657	696	757	675	590	590	8932
2024	704	529	538	613	687	657	684	648	581	717				
	-9%	-25%	-47%	-21%	-22%	-23%	23%	-1%	-17%	-5%	-33%	-38%		
OTP	90.9%	91.0%	90.0%	90.8%	89.7%	86.8%	89.6%	85.9%	86.5%	86.1%				

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	0	0	222704

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	6092	0	0	37804

Monthly Totals

	January	February	March	April	May	June	July	August	September	October	November	December	Total	
2017	7724	7276	8365	7524	8314	8104	7401	8004	7271	7571	7004	6379	90937	-14%
2018	6433	6621	6930	7300	8313	7440	7618	8119	6979	8599	7186	6558	88096	-3%
2019	7439	7141	7806	7956	8335	7221	7918	8246	7364	8215	6826	5981	90448	3%
2020	7188	7020	5071	2035	2278	3364	4202	4491	5153	5667	4077	4207	54753	-39%
2021	4044	3612	4998	5252	5411	6278	6971	6846	7563	7076	6989	6719	71,759	31%
2022	5561	6440	7296	8055	7960	8978	33047	36576	36836	36996	37269	35258	260,273	
2023	39375	33789	40978	26432	26007	25589	23949	26762	26435	24082	23177	20893	337,468	
2024	22121	22584	24875	25520	25307	24303	25128	28648	28333	33278	0	0	260,097	
	-44%	-33%	-39%	-3%	-3%	-5%	5%	7%	7%	38%	-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	
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Feedback Handling Time (hours)

First Response	27:41
Resolution	45:42

Jan-24
Customer Service Report

Call Report by Queue

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

Customer Feedback

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

Sources of Feedback

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

Mail	1	1%
Total	100	

Feedback Handling Time (hours)

First Response	24:32
Resolution	86:13

Customer Service Report

Call Report by Queue

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

Customer Feedback

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

Sources of Feedback

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

Mail	0	0%
Total	106	

Feedback Handling Time (hours)

First Response	25:41
Resolution	80:40

Mar-24 Customer Service Report

Call Report by Queue

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

Customer Feedback

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

Sources of Feedback

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

Mail	0	0%
Total	86	

Feedback Handling Time (hours)

First Response	3:19
Resolution	30:26

Apr-24 Customer Service Report

Call Report by Queue

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

Customer Feedback

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

Sources of Feedback

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

Twitter	0	0%
Mail	1	1%
Total	107	

Feedback Handling Time (hours)

First Response	39:12
Resolution	119:40

May-24 Customer Service Report

Call Report by Queue

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

Customer Feedback

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

Sources of Feedback

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

Twitter	0	0%
Mail	0	0%
Total	91	

Feedback Handling Time (hours)

First Response	15:08
Resolution	62:57

Jun-24 Customer Service Report

Call Report by Queue

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

Customer Feedback

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

Sources of Feedback

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

Feedback Handling Time (hours)

First Response	4:37
Resolution	81:54

Jul-24 Customer Service Report

Call Report by Queue

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

Customer Feedback

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

Sources of Feedback

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

Feedback Handling Time (hours)

First Response	9:05
Resolution	50:25

Aug-24 Customer Service Report

Call Report by Queue

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

Customer Feedback

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

Sources of Feedback

Facebook	5	4%
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Email	110	79%
Phone	24	17%
Twitter	1	1%
Mail	0	0%
Total	140	

Feedback Handling Time (hours)

First Response	216:20
Resolution	198:13

Sep-24 Customer Service Report

Call Report by Queue

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

Customer Feedback

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

Sources of Feedback

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

Feedback Handling Time (hours)

First Response	59:14
Resolution	108:21

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

Oct-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	1243	1160	83	2:35	:28	7:14
Fixed/General	1370	1252	118	2:05	:23	15:04
Paratransit CQ	284	257	27	2:15	:27	4:42
Xtra Mile CQ	1597	1523	74	1:14	:43	13:22
Total	4494	4192	302	1:55	:32	15:04

Customer Feedback

	Middletown	Shoreline	All	Valid	Nuetral	Invalid	Negative	Nuetral	Positive	Total
App	0	0	24	0	24	0	0	24	0	24
Booking Req	0	0	26	0	26	0	0	26	0	26
Bus Stop	0	1	0	0	0	1	1	0	0	1
Driver Safety	3	0	0	2	0	1	3	0	0	3
Fares	1	2	3		5	1	1	5	0	6
FOI										0
General										13
No-Show	1	0	0	0	1	0	0	1	0	1
OTP	3	3	1	4	0	3	7	0	0	7
Pass-by	6	3	0	5	0	4	9	0	0	9
Question										2
Routing	4	1	3	4	3	1	4	3	0	8
Rudeness	2	1	1	1	0	3	4	0	0	4
Sales										0
Service Change	0	0								0
Ticket Order										21
Website			0	0	0	0				0
Vehicle Clean	1	0					0	0	0	0
Total	20	10	8	16	9	13	28	9	0	125

Sources of Feedback

Facebook	2	2%
Email	89	71%
Phone	33	26%
Twitter	1	1%
Mail	0	0%
Total	125	

Feedback Handling Time (hours)

First Response	59:14
Resolution	108:21

Oct-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	1126	970	156	2:17	:27	6:48
Fixed/General	1463	1334	129	1:45	:20	9:56
Paratransit CQ	222	181	41	2:09	:22	3:14
Xtra Mile CQ	1534	1434	100	1:12	:45	8:14
Total	4345	3919	426	1:42	:31	9:56

Customer Feedback

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

Sources of Feedback

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

Feedback Handling Time (hours)

First Response	59:14
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Resolution	108:21
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Nov
entered

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

2025-2026 Proposed Town Dues

Town	FY 24-25	FY 25-26		FY 25-26	
	Current	2.5%	Increases(\$)	3.0%	Increases(\$)
CHESTER	\$ 8,445	\$ 8,655	\$ 210	\$ 8,700	\$ 255
CLINTON	\$ 49,055	\$ 50,280	\$ 1,225	\$ 50,530	\$ 1,475
CROMWELL	\$ 4,375	\$ 4,485	\$ 110	\$ 4,505	\$ 130
DEEP RIVER	\$ 11,725	\$ 12,020	\$ 295	\$ 12,075	\$ 350
DURHAM	\$ 20,465	\$ 20,975	\$ 510	\$ 21,080	\$ 615
EAST HAMPTON	\$ 58,915	\$ 60,390	\$ 1,475	\$ 60,680	\$ 1,765
ESSEX	\$ 22,540	\$ 23,105	\$ 565	\$ 23,215	\$ 675
KILLINGWORTH	\$ 10,675	\$ 10,940	\$ 265	\$ 10,995	\$ 320
LYME	\$ 3,700	\$ 3,795	\$ 95	\$ 3,810	\$ 110
MADISON	\$ 3,820	\$ 3,915	\$ 95	\$ 3,935	\$ 115
MIDDLEFIELD	\$ 18,235	\$ 18,690	\$ 455	\$ 18,780	\$ 545
MIDDLETOWN	\$ 421,475	\$ 432,010	\$ 10,535	\$ 434,120	\$ 12,645
OLD LYME	\$ 17,710	\$ 18,155	\$ 445	\$ 18,240	\$ 530
OLD SAYBROOK	\$ 34,800	\$ 35,670	\$ 870	\$ 35,845	\$ 1,045
PORTLAND	\$ 43,025	\$ 44,100	\$ 1,075	\$ 44,315	\$ 1,290
WESTBROOK	\$ 17,305	\$ 17,740	\$ 435	\$ 17,825	\$ 520
TOTAL	\$ 746,265	\$ 764,925	\$ 18,660	\$ 768,650	\$ 22,385



Executive Board

*Leslie Strauss, Chair
Joan Gay, Vice Chair
Charles Norz, Treasurer
Timothy C. Griswold, Secretary*

Estuary Transit District BOARD OF DIRECTORS

91 N. Main Street • Middletown, Connecticut 06457
Telephone (860) 510-0429

Members

*Michelle Benivegna
David Cox
Ryan Curley
DG Fitton
John Hall
James Irish
David Lahm
Beverly Lawrence
Christine Marques
Brendan Rea
Kathryn Russell*

2025 Schedule of Regular Meetings

The following is a schedule of regular meetings of the Board of Directors of the Estuary Transit District for the 2025 calendar year, filed in accordance with Connecticut General Statute 14 Sec 1-225 b. The Estuary Transit District meets on the second Friday of every other month at 9:00 AM.

February 14, 2025

April 11, 2025

June 13, 2025

August 8, 2025

October 10, 2025

December 12, 2025*

Location: Estuary Transit District, Conference Room
91 N. Main Street
Middletown, CT 06457

*December 12, 2025, meeting will be held at 10:00 AM