



**ESTUARY TRANSIT DISTRICT
REGULAR BOARD MEETING**
ETD Offices, 91 N. Main St, Middletown, CT
with Remote Options
October 10, 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 August 8, 2025
 - [2.](#) Acceptance of Board Meeting Minutes of August 8, 2025
 - [3.](#) Acceptance of Facilities Committee Minutes of October 7, 2025

 - [4.](#) Acceptance of Finance Committee Minutes of October 8, 2025
 - [5.](#) Acceptance of Transit Advisory Committee Minutes of October 9, 2025
- 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. Personnel Committee — J. Hall, Chair
 8. COG Update — B. Geraghty
- VIII. Executive Director's Report — J. Comerford
- IX. Regional Mobility Manager's Report — L. McElwee
- X. Transit Planner's Report - B. Geraghty
- XI. Finance Director's Report — H. Famiglietti
 - [1.](#) Budget vs. Actual and Cash Flow

- XII. Operations Director's Report — J. Whitcomb
 - [1.](#) Ridership
 - [2.](#) Customer Service Report
- XIII. Maintenance Director's Report — N. Kulakowski
- XIV. New Business
- XV. Old Business
- XVI. Chair Comments
- XVII. Board Members Comments
- XVIII. Executive Session
- XIX. Next Meeting — December 12, 2025 at 10:00 AM with Remote Options
- XX. Adjournment

Join Zoom Meeting

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

Meeting ID: 856 5832 2438

Passcode: 322594

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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

Section IV, Item 1.

ESTUARY TRANSIT DISTRICT
EXPANSION COMMITTEE MEETING
ETD OFFICES, 91 N. Main Street, Middletown, CT with Remote Option
FRIDAY, August 8, 2025, at 8:00 AM

CALL TO ORDER

The meeting was called to order by Timothy C. Griswold, Chair, at 8:05 a.m.

ROLL CALL

A quorum was established with the following committee members present: Tim Griswold and Charlie Norz

Absent: D.G. Fitton

Also in attendance: Staff: Joseph Comerford, Christina Denison, Brendan Geraghty and Leslie Strauss, Board Chair

ACCEPTANCE OF EXPANSION COMMITTEE MEETING MINUTES OF June 13, 2025

Griswold made a motion, seconded by Charles Norz to accept the minutes of June 13, 2025.

OLD BUSINESS

Discussion of Potential Membership of East Haddam

Tim Griswold hopes to connect with the East Haddam First Selectwoman in the coming weeks.

Discussion of Potential Membership of Madison and Guilford

The committee discussed the concept of setting a base fee for membership/ownership in the District which does not include any service but takes into consideration demographic factors such as, but not limited to, population, percentage of elderly, and income, to develop a matrix. Beyond the base, the level of service desired by the prospective town would be added to the base fee to establish membership dues. Griswold and Brendan Geraghty will meet to discuss determining a base fee.

Update on Potential Membership of Cromwell

Griswold and the Cromwell Town Manager will meet in September to further discuss the matter.

NEW BUSINESS

None.

ADJOURNMENT

Norz made a motion, seconded by Griswold, to adjourn the meeting at 8:51 a.m.

Next Meeting—Friday, October 10, 2025, 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, August 8, 2025
91 N. Main Street, Middletown, CT and
Via ZOOM

CALL TO ORDER

Chairman Strauss called the meeting to order at 9:30 a.m. In attendance included: Leslie Strauss, John Hall, Charlie Norz (ZOOM), Tim Griswold, Kathryn Russell, Beverly Lawrence, Joan Gay, Mike Pelton, (ZOOM), David Lahm, Christine Marques (ZOOM, left at 10:43 a.m.), David Cox (ZOOM, left at 10:43 a.m.).

Guests/Staff: Chris Dennison (ZOOM), Brendan Geraghty, Lisa Gibson, Joe Comerford, Jennifer Egeberg, Halyna Famiglietti, Jared Whitcomb, Nick Kulakowski

VISITOR COMMENTS

CT Rides – Jennifer Egeberg, CT Rides Outreach and Engagement Specialist

Jennifer Egeberg, CT Rides, reported that CT Rides is a DOT program, that helps residents and commuters find convenient transportation options (public transportation, carpools, etc.) throughout the state for both business, school and pleasure.

She encouraged individuals to visit their website. Information on their website includes:

- How to find transportation options
- Available support resources
- CT Rides app overview
- Recreational travel resources

Her report was screenshared and Jennifer was available to address questions/comments posed by Board members.

The Board thanked Jennifer for her presentation.

SECRETARY’S REPORT

On a motion made and duly seconded, the minutes of the 6/13/25 Board meeting were approved as presented with Christine Marques abstaining from the vote.

On a motion made and duly seconded, the minutes of the 6/13/25 Expansion Committee meeting were unanimously approved as presented.

On a motion made and duly seconded, the minutes of the 8/5/25 Facilities Committee meeting were unanimously approved as presented.

On a motion made and duly seconded, the minutes of the 8/6/25/25 Finance Committee meeting were unanimously approved as presented.

COMMUNICATIONS – None.

TREASURER’S REPORT – None.

On a motion made and duly seconded, the order of the agenda was revised to discuss NEW BUSINESS after TREASURER’S REPORT. The motion passed unanimously.

NEW BUSINESS

Election of Officers

On a motion made and duly seconded, the following were unanimously elected as River Valley Transit Officers:

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

Committee Assignments

On a motion made and duly seconded, David Cox was appointed to the Personnel Committee. The motion passed unanimously.

Board members interested in changing their Committee assignments were encouraged to contact Leslie Strauss.

Conflict of Interest Forms

Leslie requested that board members return their conflict-of-interest forms (included in the Board packet).

AAA Authorizing Resolution

David Cox made a motion to authorize Joe Comerford, or in his absence or inability to act, Leslie Strauss, on behalf of the Estuary Transit District, to negotiate and execute all necessary contract documents required to obtain funds from the Senior Resources Agency on Aging. Charlie Norz seconded the motion. The motion passed unanimously.

DOT Authorizing Resolution

David Lahm made a motion to authorize Leslie Strauss, or in her absence or inability to act, Joan Gay, having been since August 8, 2025, are hereby authorized on behalf of the Estuary Transit District to negotiate and execute all necessary contract documents required to obtain funds from the Connecticut Department of Transportation. Katheryn Russell seconded the motion. The motion passed unanimously.

Public Relations Services Authorizing Resolution – a copy of the Resolution was included in the Board’s packet.

On a motion made and duly seconded, Joe Comerford is hereby authorized on behalf of the Estuary Transit District to negotiate and execute all necessary contract documents with Quinn and Hary Marketing in an amount not to exceed \$300,000.00 for Public Relations Services. The motion passed unanimously.

Extension of RiverCOG Contract

On a motion made and duly seconded, Joe Comerford was authorized to extend the contract with RiverCOG for 5 years. The motion passed unanimously.

COMMITTEE REPORTS

Facilities Committee

The minutes of the Facilities Committee meeting were included in the Board's packet. Highlights of the meeting include:

- Facilities Master Plan
 - Master Plan completed.
 - DOT is entering into negotiations with consultant. NEPA requirements and historic preservation requirements must be met.
 - DOT is working with the city on a temporary construction right of way.
- Shoreline Facility
 - DOT is entering into negotiations for a scope with Michael Baker, Consultant.
 - \$300,000 is available for the project.
 - A Feasibility Study and NEPA Study will be conducted simultaneously.
 - NEPA requirements may be impacted by new Federal regulations.
 - The study should be completed in 30-45 days.
- Middletown Terminal Renovation
 - Property survey being conducted.
 - Potential concept plan developed
 - Concerns related to egress and loss of parking spaces
 - Terminal renovations are on hold until safety issues addressed.

Bus Shelters

The DOT is working with the City on details and a groundbreaking/ribbon cutting ceremony will be scheduled. Two of the four shelters are currently being installed.

On a motion made and duly seconded the Facilities Report was unanimously accepted as presented.

Finance Committee

The minutes of the Finance Committee meeting were included in the Board's packet. The Committee reviewed all financial documents. No issues or concerns were reported.

Charlie will continue to meet regularly with Halyna to review appropriate financial data.

On a motion made and duly seconded, the Finance Committee Report was unanimously accepted as presented.

Marketing Committee

The Marketing Committee's recent focus has been on Public Relations.

On a motion made and duly seconded the Marketing Report was unanimously accepted as presented.

Legislative Committee

Joe Comerford reported that the Legislature have been busy with transit bills this session. The District has been sending comments on these bills.

On a motion made and duly seconded the Legislative Committee Report was unanimously accepted as presented.

Transit Advisory Committee – No report.

Expansion Committee

- The Committee continues to evaluate the calculation of dues.
 - For future members joining the District, we will try to have a basic base fee to join, focused on population.
 - Additional fees may be added depending on routes.

The Committee is reaching out to East Haddam, Cromwell, Madison and Guilford regarding possible inclusion in the District.

The Committee will continue to evaluate the calculation of dues.

On a motion made and duly seconded the Expansion Committee Report was unanimously accepted as presented.

Personnel Committee – None.

COG Update

Brendan updated the Board on COG grant initiatives including:

- Old Saybrook has adopted the THRIVE Plan.
- Clinton has incorporated many components of their THRIVE Plan and are likely to adopt.
- Westbrook is considering the THRIVE Plan.
- Middletown is in the process of scheduling and reviewing the THRIVE Plan.

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

EXECUTIVE DIRECTOR'S REPORT

Joe reported:

- He is working with Clinton to find a long-term solution to fund the Summer Trolley.
- Electric Bus – the range of the batteries in the electric buses is better than anticipated, even in the hot weather with the use of the AC.
- The DOT contacted the District to inquire as to why the District has seen recent ridership gains as surrounding districts have experienced declining ridership. The expanded services recently offered, including weekend service has increased ridership.

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

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

MOBILITY MANAGER REPORT

Lori McElroy provided an overview of her recent initiatives including:

- Marketing tools
- Meetings with various groups (senior citizens, disabled citizens, Veterans, etc.)
- Website updates, Social Media

- She plans to meet with the Towns of Clinton and Cromwell regarding the program.
- She participated in the recent National Night Out.

A copy of her contact information will be emailed to Board members.

On a motion made and duly seconded the Mobility Manager’s Report was unanimously accepted as presented.

TRANSIT PLANNERS REPORT

Brendan reported:

- Bus Stop Project
 - Bus stop locations are being finalized.
 - Making field visits to collect data
 - Reaching out to CTDOT Highway District 1 Municipalities for permitting/approval of locations. These towns include Middletown, Middlefield, Meriden, Cromwell, and Berlin.
 - Our Contractors K-5 will likely be reaching out if they haven’t yet got to go about the permitting or approval process for bus stops on municipal roads.
 - Either RVT or K-5 corporation will be following up with the other towns with bus stops on municipal roads in the coming weeks.
 - Quick assistance on this would be greatly appreciated so that we can keep the project moving along

- Bus Shelter
 - Middletown bus shelter zoning change was made and approved by the Planning &

- Zoning Committee.
- Construction has started on at least two locations, and the others will likely be installed in the next few weeks.
 - XtraMile
 - Ridership is continuing to be strong.
 - Madison & Guilford continue to grow with month-over-month growth. Last month we had 2518 riders in the month of July! 300 more than the Old Saybrook Zone which is also doing excellent
 - XtraMile Middletown is off for the summer but will resume in Early September
 - We are doing promotions to new students to continue the success of last year.
 - Fixed Route Expansion
 - Fixed route expansion from May 2024 continues to be strong. Both May and June had strong numbers for expanded services. Sundays have been strong lately with 1158 rides last month.
 - Clinton Trolley
 - Clinton trolley is up and running despite the Park Connect program coming to an end this year. Ridership so far seems good, and the Town of Clinton is helping promote and get more creative about Making it a success.

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 (Budget vs. Actual and Cash Flow) were included in the Board packet and screenshared. No issues were reported.

Halyna reported that all financial documents were reviewed with the Finance Committee. In addition, the budget is the end of year, pre-audit budget and some adjustments are expected once it is reviewed by the auditors. The auditors are expected back in late August/early September. No issues are anticipated.

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

On a motion made and duly seconded the Finance Director’s Report was unanimously accepted as presented.

OPERATIONS DIRECTOR’S REPORT

Ridership figures were included in the Board packet and screenshared.

Jared reported:

- Routes are increasing

- All Dispatch positions have been filled.
- Updated board on staffing of drivers.
- Reviewed protocol for addressing complaints.
- The District routinely receives 4.8 to 4.9 star ratings (out of 5).

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

On a motion made and duly seconded, the Operations Director’s Report was unanimously accepted as presented.

MAINTENANCE DIRECTOR’S REPORT

The Maintenance Director’s report was screenshared.

Nick reported:

- The Maintenance Dept. is fully staffed.
 - More services are now able to be done in-house.
- Electric buses have exceeded expectations.
 - Emergency Service personnel have been trained on the electric buses.

On a motion made and duly seconded, the Maintenance Director’s Report was unanimously accepted as presented.

OLD BUSINESS – None.

CHAIR COMMENTS – None.

BOARD MEMBER COMMENTS – None.

EXECUTIVE SESSION - None.

ADJOURNMENT

John Hall made a motion to adjourn the meeting at 11:00 a.m. Joan Gay seconded the motion. The motion passed unanimously.

Next meeting – October 10, 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
FACILITIES COMMITTEE MEETING
ETD OFFICES, 91 N. Main Street, Middletown, CT with Remote Option
TUESDAY, OCTOBER 7, 2025, AT 2:00 P.M.

CALL TO ORDER

The meeting was called to order by Joan Gay, Chair, at 2:05 p.m.

ROLL CALL

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

Absent: Jim Irish

Also in attendance: Staff: Joseph Comerford, Christina Denison

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

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

FACILITIES PLAN WITH DOT

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

Graham Curtis reported:

Architecture & Engineering

Facilities Master Plan –

- The design contract has been negotiated, a detailed design schedule and design work will begin once a notice to proceed is issued.
- Fill needs to be removed from the railroad property adjacent to Miller Park.
- A conceptual plan has been developed and sent to the City of Middletown.
- A right of way will be executed at the 30% design stage.
- Enhanced public outreach will also be conducted at the 30% design stage.
- The entire process its estimated to take 18 months once the notice to proceed is issued.

Shoreline Facility –

- The scope of work has been finalized and DOT is entering into negotiations with Michael Baker, consultant, to do a feasibility study.
- Funds for the study are in place.
- An appraisal of the property will be conducted.
- Curtis is working with the property owner to do test pits to look for fatal flaws that could potentially cause problems with a septic system.

- Once a notice to proceed is given, the process could take 4-6 months to complete.
- A NEPA pre-screen study will be conducted simultaneously with the feasibility study.

Middletown Terminal Renovation –

- A safety audit and detailed survey of the property have concluded. Plans for a dry run in the alleyway using an actual bus and cones to evaluate the operational concepts are being discussed. Coordination with the City of Middletown Dept. of Public Works is pending. Marques will coordinate this effort.
- Comerford addressed the concern over egress, noting that the door should not interfere with the bus or pedestrian access; bollards and textured pavement will be installed to mark the bus route.
- Marques noted the proposal to turn Court Street into a one-way street westbound due to safety concerns at the courthouse intersection needs to go to committee and may impact bus routing.
- Terminal renovations are on hold until safety issues are addressed.

EXECUTIVE DIRECTOR’S REPORT

Comerford reported that CT Transit is parking several of their decommissioned buses at 110 N. Main Street. He also noted that the tenants at 110 N. Main Street are scheduled to move out in December.

OLD BUSINESS –

Bus Shelter Pilot Program - Curtis explained that maintenance agreements with several transit districts including Estuary Transit still need to be finalized. Once an agreement is reached, installation should occur quickly.

NEW BUSINESS – none.

ADJOURNMENT

The meeting was adjourned at 2:31 p.m.

The next regular meeting will be held on December 9, 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, October 8, 2025, at 9:00 A.M.

CALL TO ORDER

The meeting was called to order at 9:01 a.m. by Charles Norz, Chair

ROLL CALL

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

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

DISCUSSION OF BUDGET VS. ACTUALS and CASH FLOW

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

The Budget and Cash Flow were reviewed and discussed. No issues or concerns to report.

REVIEW OF BANK STATEMENTS

Copies of bank statements for the last three months were included in the meeting packet.

Famiglietti explained the various bank accounts held by the District and answered questions from committee members. Going forward statements will be sent to committee members monthly with any questions to be discussed at the next committee meeting.

OLD BUSINESS

Comerford reported that CTDOT has been auditing procurement card transactions of the transit districts.

Famiglietti reported that auditors from Seward & Monde are on the premises this week reviewing the books; the audit will be presented to the committee and full board in December.

ADJOURNMENT

Russell made a motion, seconded by Fitton, to adjourn the meeting at 9:33 a.m.

Next Regular Meeting—December 10, 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
TRANSIT ADVISORY COMMITTEE MEETING
ETD OFFICES, 91 N. Main Street, Middletown, CT with Remote Options
THURSDAY, OCTOBER 9, 2025, at 9:00 AM

I. CALL TO ORDER

The meeting was called to order by Timothy C. Griswold, Chair at 9:05 a.m.

II. ROLL CALL

A quorum was established with the following committee members present: Heather Granja, ACES Early Head Start Program Coordinator (via ZOOM); Timothy C. Griswold; Committee Chair and Board Secretary; Beverly Lawrence, ETD Board Member (via ZOOM); Laurie McElwee, South Central Connecticut Regional Mobility Manager; and Artha Slade, Middletown Resident and ETD rider (via ZOOM)

Staff: Joe Comerford, Executive Director (partial meeting, left at IV); Christina Denison, Executive Assistant; and Brendan Geraghty, Transportation Planner

Absent: Courtney DiMenna, Student Support Manager, Vista Life Innovations; Tim Kellogg, Head of Public Services, E.E. Scranton Memorial Library, Madison and ETD rider; and Holly Marrero, East Hampton Senior Center Director

III. ACCEPTANCE OF MEETING MINUTES OF JUNE 10, 2025

Copies of the June 10, 2025, minutes were included in the meeting packet.

McElwee made a motion, seconded by Granja and unanimously approved to accept the meeting minutes of June 10, 2025.

Geraghty reported that an article featuring one the RVT bus drivers appeared in *The Hartford Courant* of October 7, 2025.

IV. OLD BUSINESS

1. Bus Shelter Project Update –

- Site work has been completed, and concrete pads have been installed at 4 sites in Middletown, including William and High Street near Wesleyan, Stoneycrest Towers, Newfield Towers and FedEx.
- Final installation details are being discussed with DOT.
- Additional shelter sites, including Westlake Drive, are being considered.
- A ribbon cutting event will be planned at one or more of the shelters.

2. Bus Stop Project Update –

- Geraghty and Joe Comerford have finalized the routes and collected data for 833 planned stops across 17 towns.
- The contractor, K5, has been helping to permit and to install the signs. The team is working across 3 districts.
- Stops in District 1 (Middletown, Cromwell and Meriden) have already received town and state approval and K5 is marking the locations. Installation should begin in the coming weeks.
- Geraghty is preparing to submit data for District 3 (Madison) and District 2 (all other towns) for approval.
- Pending successful permitting, installation is expected to be completed in Spring 2026.
- The transition from a flag system to a bus stop system will be gradual.
- A visual analysis of bus stop lighting conditions and sidewalk placement in the region was presented.
- The importance of lighting for safety was discussed and options for improving conditions explored.
- The committee discussed strategies to communicate the transition from flag stops to bus stops, including town newsletters, senior centers, and social services, as well as involving the marketing team to create appropriate materials. Granja suggested simplifying promotional materials and using more illustrations. She also offered to connect Geraghty with the Middletown farmer's market organizer for outreach opportunities.
- Geraghty will provide each town with individual maps and lists of bus stops for their review and approval.

Geraghty was available to respond to any questions/comments.

V. NEW BUSINESS

None.

VI. Next Meeting— The next meeting will be December 9, 2025, at 9:00 a.m.

VII. ADJOURNMENT

Granja made a motion; seconded by Lawrence and unanimously approved to adjourn the meeting at 9:42 a.m.

Respectfully submitted,

Christina Denison
Clerk

Hartford Courant

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Larson, Bronin in fundraising battle

Incumbent congressman, former Hartford mayor both raise more than \$1 million in primary race

By Christopher Keating
Hartford Courant

Reflecting the tightness of their political battle, U.S. Rep. John B. Larson and former Hartford mayor Luke Bronin have both raised more than \$1 million as they head toward a potential Democratic primary next year.

The campaigns announced their totals Monday for the just-ended quarter of Sept. 30 in the first indications of their fundraising prowess for the hotly contested seat that covers 27 communities that include Hartford, West Hartford, and East Hartford.

Bronin immediately captured

attention among political insiders by bursting into the fundraising lead with more than a half a million dollars in the first 24 hours after his campaign kickoff on July 30 and posting \$800,000 at the end of two weeks. He collected donations of \$1,184,690.72 in the third quarter and said that money collected since last week's deadline pushes the campaign's total to more than \$1.2 million.

"We know that we're never going to raise as much as a 27-year incumbent who gets most of his money from corporate PACs, but these first two months show that we're going to have what we need to compete and make a power-



Left: U.S. Rep. John Larson, left, shakes hands with U.S. Rep. Jim Clyburn of South Carolina. Right: Former Hartford Mayor Luke Bronin, left, talks with Frank Santana in Hartford. AARON FLAUM/HARTFORD COURANT PHOTOS

ful case for change," Bronin said Monday.

But Larson, who is serving his 14th term in Congress from the First District, has nearly caught up to his younger rival in the overall

fundraising battle. Larson officially launched his campaign Sept. 12, six weeks after Bronin entered the race, but Larson had already been raising money long before Bronin made his announcement.

After falling behind, Larson pushed his fundraising operation into overdrive, including holding a major fundraiser in late September

Turn to Campaigns, Page 5

Lanes to be closed for bridge repairs

Drivers on Route 8 should expect changes through Nov. 21

By Sean Krofssik
Hartford Courant

Drivers can expect lane closures through Nov. 21 on a very busy Connecticut bridge.

The lane closures are due to road work that includes repairs to the Commodore Huli Bridge, which carries Route 8 over the Housatonic River and connects Route 110 in Shelton and Route 34 in Derby, according to the Connecticut Department of Transportation.

There will be lane closures on Route 8 northbound and southbound between Exit 12A and Exit 12B from Monday, Oct. 6 to Nov. 21. Two lanes will be maintained during daytime hours, and one lane of traffic will be open at night, according to the DOT.

Work northbound will be Monday through Friday 8 p.m. to 6 a.m., on Saturday 8 p.m. to 9 a.m., and Sunday 8 p.m. to 10 a.m. Southbound work will be 7 p.m. to 5 a.m. Monday through Friday, and 7 p.m. to 8 a.m. on Saturday, and 7 p.m. to 9 a.m. on Sunday, according to the DOT.

On Monday, Oct. 6, the Route 8 Exit 12A southbound off ramp will be closed until further notice. The closure will allow work to be done in the right lane and maintain two lanes of traffic on Route 8 southbound.

In June a posted load restriction of 32 tons was imposed for all vehicles using the span, according to the Connecticut Department of Transportation. The bridge remains safe to use, according to DOT.

Motorists are asked to follow the posted detour routes.

Turn to Bridge, Page 4

Human remains found in lake at state park

Police investigating discovery in Mansfield

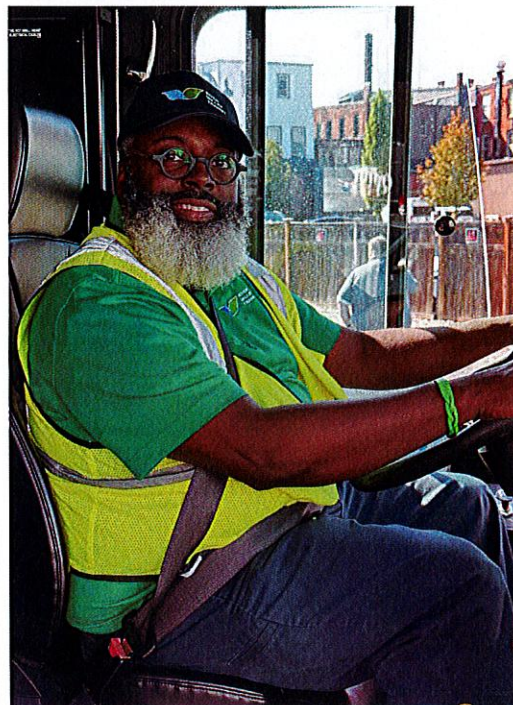
By Justin Muszynski
Hartford Courant

State police are investigating after partial human remains were found in a state park in Mansfield on Sunday.

The remains were discovered in a lake at Mansfield Hollow State Park, according to a spokesperson for the Department of Energy and Environmental Protection.

DEEP officials said Connecticut State Police responded to the scene and are acting as the lead agency in the investigation. Troopers are being assisted by DEEP's Environmental Conservation Police.

Turn to Remains, Page 4



Geary Rogers, 54, a bus driver since 1996 — most of those years for River Valley Transit — is a rare find, riders and his supervisor say. COURTESY

'IT'S NOT A JOB, IT'S A MINISTRY'

Bus driver Geary Rogers goes 'beyond transportation'

By Pamela McLoughlin | Hartford Courant

Geary Rogers is both a full-time bus driver and full-time pastor; but it's tough to tell where his two careers begin and end. It seems he's doing God's work 24 hours a day. Rogers, 54, a bus driver since 1996 — most of them for River Valley Transit — is a rare find among riders and his supervisor.

He de-escalates potentially sticky situations like a pro, gives his riders words of hope and encouragement, and implores them to keep trying for goals.

But he also knows how to say, "no," without any pushback. "We all have different things going on in our life. I think what if it was me? Would I want someone to have mercy on me?" Geary said. "If they see dark but with all they experience with me they see light, I've done something."

As in his pastor role, Rogers isn't just about words, he's also a doer.

If someone's short on bus fare and needs a ride to work or a medical appointment, for example, Rogers reaches into his own pocket and pays. If they're hungry, he'll give them his own sandwich or a gift card for food.

If a rider or someone in their family is hospitalized, Rogers will visit to pray with them and he's even done funerals for free.

"It's not a job, it's a ministry," he said of driving.

"Things go beyond transportation." Rogers is a full-time pastor at his small, non-denominational Mount Sinai Ministry in Middletown where parishioners are like family as are his riders.

Joe Comerford, executive director of River Valley Transit, which operates all over Middlesex County, said Rogers is "great" and customers love him.

"People (the public) can be challenging and he has understanding and knows not to take it personally," Comerford said. "It takes certain traits to be a pastor and they translate well to what he does."

Sometimes those with a monthly pass will go to hub in Middletown and hop on Rogers' bus just to talk to him, his boss and customers say.

Regular bus rider Angela Bautista said of Rogers, "He always puts a smile on my face." Bautista said Rogers often has conversations with people who ride the bus and he encourages them no matter their troubles.

"He has that humanity thing," which she added is all too rare these days.

Frequent rider Debbie Clark has conversations with Rogers all the time.

"Geary is a sweetheart," Clark said. "He's

Turn to Driver, Page 4

School bus drivers, monitors agree to contract

Union's deal with company averts strike in two CT towns

By Sean Krofssik
Hartford Courant

An agreement between DATTCO and the Teamsters Union Local 671, which represents Cromwell and Middletown school bus drivers and monitors, was reached this weekend to avoid an impending strike.

The four-year contract was negotiated and agreed to late Sunday afternoon and the 80 drivers and 30 monitors were at work as normal on Monday morning.

"We're happy about an agreement that recognizes the invaluable labor of our drivers and monitors," Local 671 spokesperson Bryan Chong said. "It's not a perfect agreement by any means, but we are finally raising the standards for Middletown and Cromwell drivers to something closer to the area and industry standards."

Chong said the contract expired on July 1 and there were multiple agreed-upon extensions that ran through Sunday night. He said an agreement was made between 5:30 p.m. and 6 p.m. on Sunday, noting that a strike was "very close" before the agreement was made.

"The company had a lot of time since July 1 when the contract first expired to start coming to us with acceptable offers and we were prepared to strike on the first day of school, and then we agreed to contract extensions for the sake of the students and the parents," Chong said. "I think that was stressing to everyone."

"Originally, we were pretty far off, especially on health care," Chong added. "There was limited health care to certain workers by seniority. That was a major sticking point, and we were able to win health care for all drivers and all monitors in Middletown and Cromwell starting in 2027."

Chong said there were "significant" wage increases for monitors and drivers in Cromwell and Middletown. He added that there will be a 100% increase in 401K contributions from the company from a \$1 an hour to \$2 an hour.

He added that wage scales are also compressed from a 25-year scale to an eight-year scale. The bus monitors in Middletown and Cromwell will now have nine paid holidays to match what the drivers receive. Previously, monitors had no paid holidays.

"We also won a provision for monitors that want to become drivers," Chong said. "This will allow monitors to keep their seniority once they get their CDL to become a driver. So, say a monitor spent three years and trained to become a CDL driver previously, their seniority would reset to zero. But now in this case they would be entering year four."

"DATTCO didn't give us this contract we stood up, fought for

Turn to Contract, Page 4

CONNECTICUT

Vehicle used to break into ATM

By Justin Muszynski
Hartford Courant

Police are investigating after multiple thieves used a stolen vehicle to break open an ATM in Manchester on Sunday and steal cash from inside.

Officers responded to a burglary alarm at Nutmeg State Federal Credit Union at 3:20 a.m. and found that the front of an ATM had



An ATM was pried open at a credit union in Manchester on Sunday. MANCHESTER POLICE DEPARTMENT

been forcibly ripped off, according to the Manchester Police Department. An unspecified amount of cash was missing from inside, police said.

According to police, three thieves used a stolen white Ford F250 truck to pry open the ATM. They were reportedly seen on

security footage wearing hoodies, masks and gloves, according to police.

The vehicle was driven away from the theft and was later found abandoned in Glastonbury.

Anyone with information has been asked to contact Manchester Det. Sargolini at 959-333-5146.

Person extricated from vehicle, taken to hospital following crash

By Justin Muszynski
Hartford Courant

One person was extricated and taken to a hospital following a crash just off of Route 6 in Ansonia on Sunday.

Emergency crews responded to the northbound on-ramp at Westfield Avenue just before

2:30 p.m. on the report of a vehicle on its side and found that the car was upright but had gone up a grassy embankment, according to the Ansonia Fire Department.

Firefighters stabilized the vehicle before extricating the driver, fire officials said. Photos of the crash show that crews had to cut

off the roof.

The victim was taken in an ambulance to a hospital. According to Connecticut State Police, the individual suffered minor injuries.

A wrecker responded to the scene to haul off the vehicle, state police said.

According to fire officials, the crash remains under investigation.

Carjacking suspect allegedly armed with knife strikes police car

By Justin Muszynski
Hartford Courant

Police are looking for a person who allegedly stole a vehicle at knifepoint in Vernon on Sunday and struck a police cruiser in East Hartford.

The carjacking was reported on Vernon Avenue where a driver was outside

a Hyundai Kona when an individual armed with a knife allegedly stole the vehicle and drove away, according to Lt. Robert Marra of the Vernon Police Department.

Marra said the suspect later struck a cruiser from East Hartford Police Department. No injuries were reported.

The stolen Hyundai

was later recovered in Manchester, according to Marra. The suspect could not be found.

"The investigation remains active and the Vernon Police Department are following up on leads," Marra said in a statement.

Anyone with information is asked to contact Vernon police at 860-872-9126.

Driver

from Page 3

always with a smile and friendly."

Bus driving was a childhood dream

Rogers' goal from childhood in Middletown was to drive a bus.

"It's not a job to me. It's a career," he said. "To have people view you as their family, not their driver."

He remembers as a child riding to South Carolina often with his dad in a Peter Pan bus and admiring the bus driver because he made so many happy by taking them places.

Then early on he got a toy bus and played with often, pretending to be the driver.

"I thought, 'One day I'm going to drive a bus,'" Rogers said.

His first driving job was for Napa Auto Parts, Rogers said.

"I enjoyed that and thought, 'How can I further my career?'"

He started as a driver in 1996 driving a school bus for Datto bus company, then quickly got the big break with what is now known as River Valley Transit.

"I love it," he said of driving a bus. "Like the impact of making a positive impact in someone's life. I love the public and helping them to have a great day or a better day."

Rogers, who drives a quiet electric bus, said he likes that people "from all walks of life" and ages ride the bus — educators, students, medical professionals, food workers, car sales people among them.

The riders are like family and help him too

Just as he helps riders, they help him through good conversation, passing on knowledge, he said.

"I find all these things exciting and joyous," he said.

Rogers said he's already had passengers "who were little kids with their legs swinging" return as adults.

Rogers said he loves that, "People say, 'I feel safe when I ride with him.'"

Rogers most often urges riders, "Don't give up."

He sees many elderly without families going to the doctor and maybe considering not going to that last chemotherapy appointment.

"I tell them, 'Don't give up, you're going to beat this. We need you,'" Rogers said. "If people are negative I try to bring positivity."

He counsels people on the bus through divorces, breakups, sickness, family problems, financial woes, and schooling. He even helped a running woman escape a rapist by stopping the bus, Rogers said.

He said, "Sometimes people feel lost as if no one cares."

"It's a blessing to be a help to them and they can help me," Rogers said. "You're heart heart goes out to them." As for the pastor role, that was a natural.

"I've been going to church my life. It's in me," he said. "We all are children of God. We all are somebody."

Remains

from Page 3

It was not immediately clear whether authorities have been able to identify the remains.

A DEEP spokesperson said Monday that the state

boat launch at the park was closed while the investigation continues. State police said they are searching the park for additional remains. The public is being asked to avoid the area.

"At this time, there is no threat to the public," a state

police spokesperson said.

The state police Eastern District Major Crime Squad is leading the investigation.

"The investigation is active and ongoing, and no further information is available for release at this time," state police said.

Police investigating alleged assault that sent 2 to hospital

By Staff Report

Two men were hospitalized with blunt force injuries following an alleged assault in Hartford on Sunday evening.

Officers were dispatched to the 200 block of Franklin Avenue around 6:41 p.m. on Sunday on a report of an assault, according to Lt. Aaron Boisvert of the Hartford Police Department.

Arriving officers located

a man in his 40s that had what appeared to be slash-type wounds and blunt force injuries, Boisvert said. He was transported to Hartford Hospital where he was listed in stable condition, according to Boisvert.

While officers were investigating the incident, a man in his 50s was located at a nearby home suffering from apparent blunt force injuries. He was transported to Hartford Hospital.

tal where he was also listed in stable condition, Boisvert said.

The Hartford Police Department's Major Crimes and Crime Scene Divisions responded to the scene to conduct the investigation, which is ongoing.

Anyone with any information about the incident is asked to contact the Hartford Police Department Tip Line at 860-722-TIPS (8477).

Man's body found in West Haven

Staff report

A body of a man was found in bushes on the West Haven border with New Haven on Sunday.

According to Sgt. Scott Allard of the West Haven Police Department, the body of a male was found dead

around 2 p.m. on Sunday along the side of Spring Street in the bushes near the New Haven line.

"At this point, it is undetermined what happened to the deceased male or how long he has been there," Allard said in a release on Sunday. "We are in the early

stages of this investigation, and this is all the information available currently."

Spring Street was closed as police conducted the investigation, according to Allard.

Allard said additional details would be released as they become available.

Man accused of duping Dunkin' out of \$200 during 'creative' ruse

By Justin Muszynski
Hartford Courant

Police are investigating a theft at a Dunkin' in Montville where a man allegedly purported himself to be an employee of another store who was looking to break two large bills that turned out to be counterfeit.

The man allegedly entered the Dunkin' with two \$100 bills and said he needed to make change,

according to the Montville Police Department.

He reportedly claimed to be employed at "another store" before he allegedly walked behind the counter and opened the register, exchanging the bills he had for smaller ones, police said. It was later discovered that the \$100 bills the man left were counterfeit, according to police.

The police department shared photos of the man in

a Facebook post on Sunday asking the public for help identifying him. In the post, police described the alleged thief as "creative." An edit to the post indicated investigators were able to identify the man.

Police are still investigating. Anyone with information has been asked to contact the investigating officer at 860-848-7510 or vweyel@montvillepolice.org.

Contract

from Page 3

it and won," Chong added.

"Many of these drivers and monitors are single mothers or people that are in second careers after suffering life-changing injuries in a previous job. These are folks I think society often leaves behind. With the power of the Teamsters union behind them, they stood up for their justice, their dignity and respect."

Calls and emails to DATTCO were not immediately returned on Monday but the company sent a statement to WFSB on Sunday.

"Our employees provide an essential service to all of the communities that we serve, and while we attempt to be conscious of the quickly rising costs of student transportation that are ultimately paid for by the taxpayers of each community, we are also thrilled to deliver these wages and benefits," Kyle Devito, chief operating officer of DATTCO, said in a statement.

DATTCO was founded in 1924 and is headquartered in New Britain. According to the DATTCO website, the company's school bus division "shuttles over 140,000 students across Connecticut and Rhode Island daily."

Both the Cromwell and Middletown School District superintendents let parents and guardians know about the agreement on Sunday.

"We would like to provide a positive update as it pertains to the negotiations between the Teamsters Union Local 671 and DATTCO. We have received confirmation that both parties have reached a mutual agreement that will avoid a bus driver strike starting (Monday) Middletown Superintendent of Schools Dr. Alberto Vázquez Matos said in a statement on Sunday. "This means bus routes will run normally throughout the district, and families will continue to receive the safe, reliable transportation they depend on to get students to and from school each day."

"We are grateful both sides were able to come to an agreement for the greater good of the community, and we support the mission of our district to provide quality education to your children by getting them to school safely. Thank you for your patience and understanding during this time," the statement concluded.

Cromwell Superintendent of Schools Dr. Ezra Macri also shared the news of the agreement in a statement to families on Sunday night.

"I am pleased to share good news regarding the potential bus driver strike. DATTCO has informed us that they have reached a settlement with Teamsters Union Local 671, which represents the bus drivers," Macri said in the statement. "This agreement means buses will continue to operate on their regular schedules, and there will not be a strike. Thank you for your patience and support as we worked through this situation."

Macri reiterated her relief that an agreement was reached in a statement to the Courant on Monday morning.

"We are extremely happy and relieved that the Teamsters and DATTCO were able to come to an agreement and avoid a bus driver strike," Macri said in the statement. "We are grateful to our bus drivers for taking good care of our students and appreciate the work DATTCO has done to address this issue. Also, a big thank you to our families for their patience and support. Thank you for your support of the district with implementing a Plan B, which would have required staff to pitch in and take care of our students if we needed to provide before and after school care."

Have You Been Injured?

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Attorney John H. Hagel, Jr.
860-225-3518

Attorney Hagel can be reached at Silver & Silver LLP
One Liberty Square, New Britain, Connecticut 06051
Phone - 860-225-3518 / Fax - 860-148-0612
www.lawsilver.com john@lawsilver.com

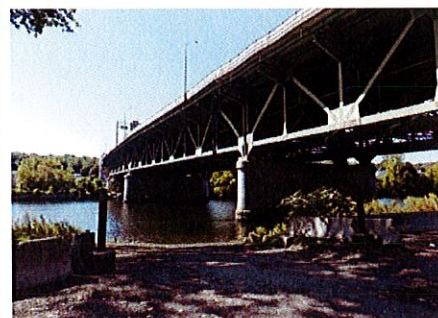
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Commodore Hull Bridge, CONNECTICUT DEPARTMENT OF TRANSPORTATION

Bridge

from Page 3

Motorists will be guided through the work zone with traffic control signing patterns, crash units, illuminated arrows and traffic

control personnel will guide motorists through the work zone, the agency noted.

The project will be performed by Mohawk Northeast Inc.

Every two years the bridge undergoes a hands-on inspection of the super-

structure and substructure and is given a rating, DOT officials said, according to records about the project and a 2022 meeting.

The bridge was constructed in 1951 and widened in 1990, according to DOT.

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OCTOBER

SUNDAY MONDAY TUESDAY WEDNESDAY THURSDAY FRIDAY SATURDAY

			1	2	3	4
5	6	7	8	9	10 Seasonal	11
12	13 Local Highlight	14 Rider Tip Tuesday	15	16 Did you know?	17	18
19	20 Testimonial	21	22 Where to Go	23	24 Fun Fact	25
26	27 Local Highlight	28	29 Did you know?	30	31 Halloween	

FO

Engagement overview

Views

18K

↓ 8.0%

Active users

4.5K

↓ 12.2%

Views per active user

3.9

↑ 4.7%

Views per session

2.2

↓ 3.5%

Event count by Event name

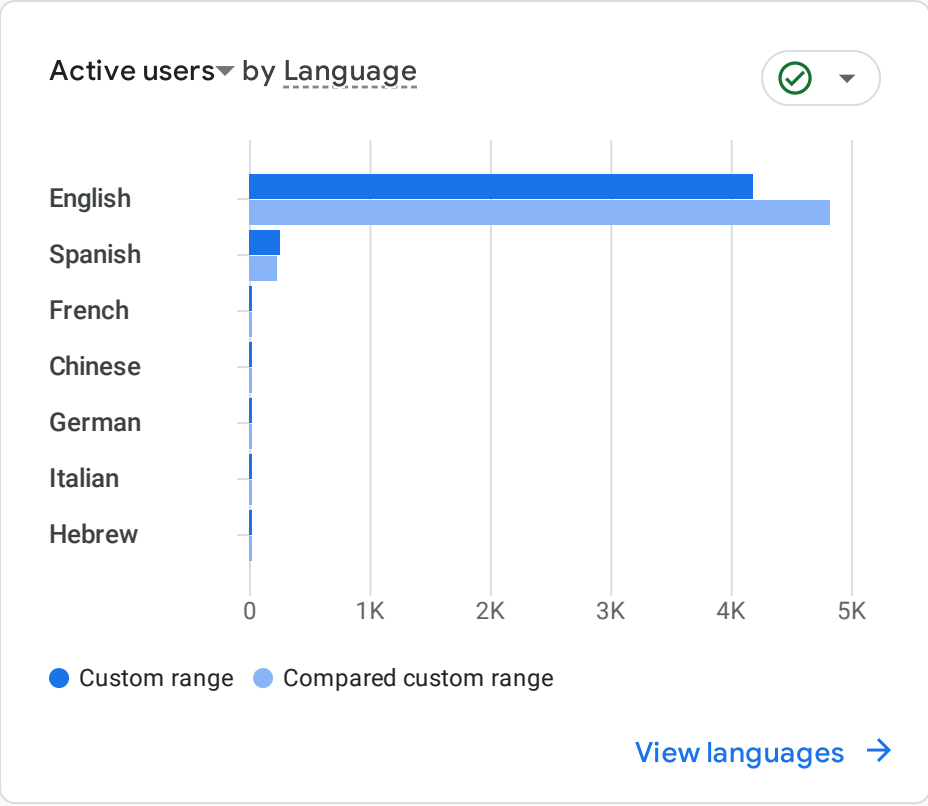
EVENT NAME	EVENT COUNT
page_view	18K ↓ 8.0%
user_engagement	12K ↓ 7.6%
session_start	7.9K ↓ 7.1%
first_visit	4K ↓ 13.8%
scroll	2.4K ↑ 3.4%
click	757 ↓ 26.3%
file_download	315 ↓ 42.1%
.	

View events →

Views by Page title and scree...

PAGE TITLE AND S...	VIEWS
Home - River Valley T...	2.9K ↓ 38.0%
Schedules Archive - ...	3K ↓ 15.7%
Meriden/Middletown ...	1K ↑ 15.0%
Old Saybrook/Madiso...	659 ↓ 11.4%
XtraMile - River Valle...	633 ↓ 12.0%
Westlake Drive - Rive...	558 ↓ 26.3%
Newfield Street - Rive...	602 ↑ 4.5%

View pages and screens →



Engagement overview

Views

19K

↓ 5.6%

Active users

5K

↑ 8.2%

Views per active user

3.8

↓ 12.8%

Views per session

2.2

↓ 17.7%

Event count by Event name

✓

▼

EVENT NAME	EVENT COUNT
page_view	19K ↓ 5.6%
user_engagement	13K ↑ 12.7%
session_start	8.7K ↑ 12.1%
first_visit	4.6K ↑ 7.0%
scroll	2.5K ↑ 18.1%
click	716 ↓ 26.3%
file_download	278 ↓ 51.9%

View events →

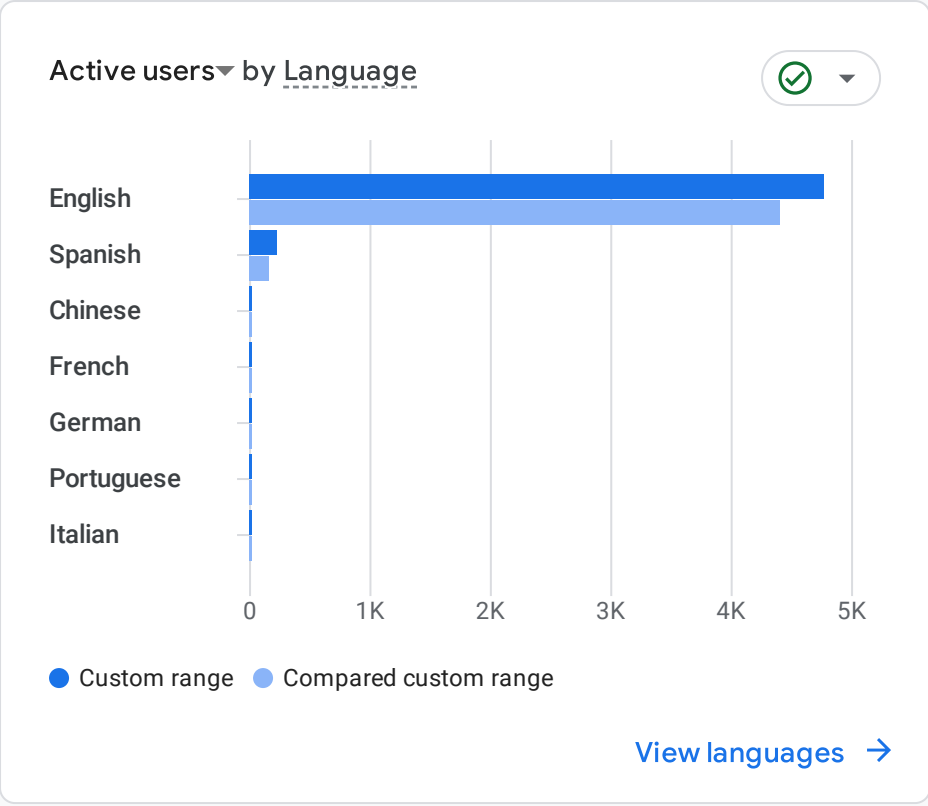
Views by Page title and screen...

✓

▼

PAGE TITLE AND SCREEN	VIEWS
Schedules Archive - ...	3.3K ↓ 1.1%
Home - River Valley T...	3.1K ↓ 12.5%
Meriden/Middletown ...	1.1K ↑ 20.4%
Old Saybrook/Madiso...	782 ↑ 25.9%
XtraMile - River Valle...	635 ↑ 13.6%
Westlake Drive - Rive...	519 ↓ 15.2%
Newfield Street - Rive...	588 ↑ 8.7%

View pages and screens →



Engagement overview

Views

18K

↑ 20.7%

Active users

4.7K

↑ 26.0%

Views per active user

3.9

↓ 4.2%

Views per session

2.1

↓ 8.3%

Event count by Event name

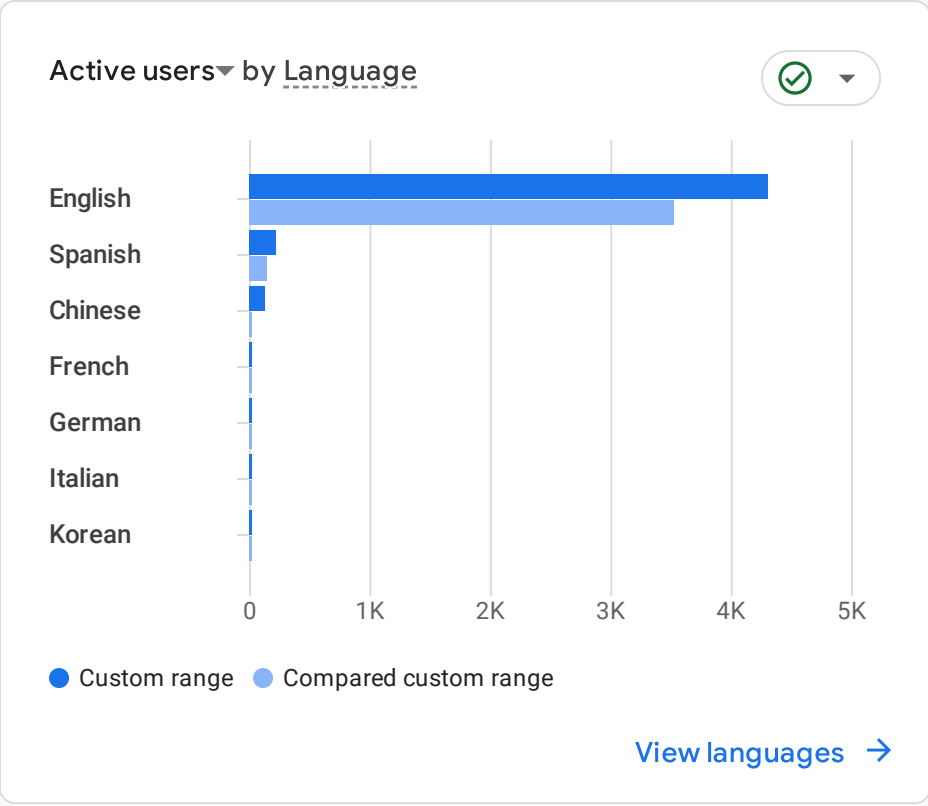
Event name	Event count	
page_view	18K	↑ 20.7%
user_engagement	12K	↑ 14.0%
session_start	8.5K	↑ 26.5%
first_visit	4.2K	↑ 25.1%
scroll	2.6K	↑ 30.5%
click	778	↓ 8.4%
file_download	223	↓ 51.8%

View events →

Views by Page title and screen name

Page title and screen name	Views	
Schedules Archive - ...	3.1K	↓ 0.7%
Home - River Valley T...	3.1K	↑ 9.5%
Meriden/Middletown ...	1K	↓ 11.6%
Old Saybrook/Madiso...	539	↓ 23.3%
XtraMile - River Valle...	789	↑ 86.1%
Westlake Drive - Rive...	664	↑ 30.7%
Newfield Street - Rive...	527	↓ 14.4%

View pages and screens →



GRANTS TOTAL	ESTUARY TRANSIT DISTRICT		
	For the Period July 1, 2025 to August 31, 2025		
	YTD ACTUAL	BUDGET AMOUNT	YTD % of BUDGET
REVENUE			
FAREBOX REVENUE	\$ 86,373	\$ 364,500	24%
URBAN CARES ACT	\$ 45,736	\$ 1,037,344	4%
RURAL CARE ACT	\$ -	\$ -	
OTHER	\$ 13,179	\$ 3,599	366%
TOTAL REVENUE	\$ 145,288	\$ 1,405,443	10%
EXPENSES			
SALARY AND BENEFITS	\$ 1,029,430	\$ 7,297,450	14%
PROFESSIONAL SERVICES	\$ 91,910	\$ 544,525	17%
RENT&UTILITIES	\$ 39,664	\$ 282,500	14%
INSURANCE	\$ 72,510	\$ 187,950	39%
MAINTENANCE	\$ 75,999	\$ 628,425	12%
FUEL	\$ 120,453	\$ 740,150	16%
MISCELLANEOUS EXPENSE	\$ 23,205	\$ 166,425	14%
TRANSPORTATION	\$ 8,706	\$ 115,000	8%
TOTAL EXPENSES	\$ 1,461,877	\$ 9,962,425	15%

DEFICIT	\$ (1,316,589)	\$ (8,556,982)
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DOT	\$ 1,260,466	\$ 7,713,994
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LOCAL	\$ 69,387	\$ 768,650
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Surplus/(Deficit)	\$ 13,264
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FIXED 5307	ESTUARY TRANSIT DISTRICT		
	For the Period July 1, 2025 to August 31, 2025		
	YTD ACTUAL	BUDGET AMOUNT	YTD % of BUDGET
REVENUE			
FAREBOX REVENUE	\$ 65,965	\$ 273,350	24%
URBAN CARES ACT	\$ -	\$ 500,000	0%
RURAL CARE ACT			
OTHER			
TOTAL REVENUE	\$ 65,965	\$ 773,350	9%
EXPENSES			
SALARY AND BENEFITS	\$ 578,704	\$ 4,300,000	13%
PROFESSIONAL SERVICES	\$ 56,508	\$ 290,000	19%
RENT&UTILITIES	\$ 30,137	\$ 195,000	15%
INSURANCE	\$ 57,595	\$ 132,000	44%
MAINTENANCE	\$ 43,593	\$ 350,500	12%
FUEL	\$ 70,121	\$ 410,000	17%
MISCELLANEOUS EXPENSE	\$ 15,477	\$ 77,500	20%
TRANSPORTATION			
TOTAL EXPENSES	\$ 852,134	\$ 5,755,000	15%

DEFICIT	\$ (786,168)	\$ (4,981,650)
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DOT	\$ 732,957	\$ 4,397,744
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LOCAL	\$ 53,211	\$ 565,906
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Surplus/(Deficit)	\$ -
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RURAL 5311	ESTUARY TRANSIT DISTRICT		
	For the Period July 1, 2025 to August 31, 2025		
	YTD ACTUAL	BUDGET AMOUNT	YTD % of BUDGET
REVENUE			
FAREBOX REVENUE	\$ 2,753	\$ 8,000	34%
URBAN CARES ACT			
RURAL CARE ACT			
OTHER			
TOTAL REVENUE	\$ 2,753	\$ 8,000	34%
EXPENSES			
SALARY AND BENEFITS	\$ 61,549	\$ 399,000	15%
PROFESSIONAL SERVICES	\$ 2,406	\$ 27,000	9%
RENT&UTILITIES	\$ 2,393	\$ 18,000	13%
INSURANCE	\$ 2,952	\$ 11,000	27%
MAINTENANCE	\$ 3,670	\$ 32,500	11%
FUEL	\$ 7,520	\$ 39,000	19%
MISCELLANEOUS EXPENSE	\$ 2,156	\$ 11,500	19%
PURCHASE TRANSPORTATION			
TOTAL EXPENSES	\$ 82,645	\$ 538,000	15%

DEFICIT	\$ (79,892)	\$ (530,000)
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DOT	\$ 63,717	\$ 382,303
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LOCAL	\$ 16,175	\$ 147,697
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Surplus/(Deficit)	\$ -
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Midshore(OldSaybrook/Middletown) & Riverside EXT.	ESTUARY TRANSIT DISTRICT		
	For the Period July 1, 2025 to August 31, 2025		
	YTD ACTUAL	BUDGET AMOUNT	YTD % of BUDGET
REVENUE			
FAREBOX REVENUE	\$ 959	\$ 7,500	13%
URBAN CARES ACT			
RURAL CARE ACT			
OTHER		\$ 1,453	0%
TOTAL REVENUE	\$ 959	\$ 8,953	11%
EXPENSES			
SALARY AND BENEFITS	\$ 46,194	\$ 335,000	14%
PROFESSIONAL SERVICES	\$ 2,127	\$ 22,500	9%
RENT&UTILITIES	\$ 1,299	\$ 16,500	8%
INSURANCE	\$ 683	\$ 5,500	12%
MAINTENANCE	\$ 3,291	\$ 26,500	12%
FUEL	\$ 4,669	\$ 33,500	14%
MISCELLANEOUS EXPENSE	\$ 652	\$ 10,500	6%
PURCHASE TRANSPORTATION			
TOTAL EXPENSES	\$ 58,915	\$ 450,000	13%

DEFICIT	\$ (57,956)	\$ (441,047)
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DOT	\$ 64,333	\$ 386,000
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LOCAL	\$ -	\$ 55,047
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Surplus/(Deficit)	\$ 6,378	
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RT.81(Madison/Middletown)	ESTUARY TRANSIT DISTRICT		
	For the Period July 1, 2025 to August 31, 2025		
	YTD ACTUAL	BUDGET AMOUNT	YTD % of BUDGET
REVENUE			
FAREBOX REVENUE	\$ 959	\$ 5,500	17%
URBAN CARES ACT	\$ 21,951	\$ 230,000	10%
RURAL CARE ACT			
OTHER			
TOTAL REVENUE	\$ 22,911	\$ 235,500	10%
EXPENSES			
SALARY AND BENEFITS	\$ 16,629	\$ 174,500	10%
PROFESSIONAL SERVICES	\$ 324	\$ 12,250	3%
RENT&UTILITIES	\$ 1,200	\$ 8,500	14%
INSURANCE	\$ 285	\$ 5,250	5%
MAINTENANCE	\$ 1,371	\$ 13,500	10%
FUEL	\$ 2,817	\$ 16,750	17%
MISCELLANEOUS EXPENSE	\$ 285	\$ 4,750	6%
PURCHASE TRANSPORTATION			
TOTAL EXPENSES	\$ 22,911	\$ 235,500	10%

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

LOCAL	
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Surplus/(Deficit)	\$ -
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MGP&DAR&ADA	ESTUARY TRANSIT DISTRICT		
	For the Period July 1, 2025 to August 31, 2025		
	YTD ACTUAL	BUDGET AMOUNT	YTD % of BUDGET
REVENUE			
FAREBOX REVENUE	\$ 5,581	\$ 35,050	16%
URBAN CARES ACT	\$ -	\$ 7,344	0%
RURAL CARE ACT			
OTHER	\$ 13,179		
TOTAL REVENUE	\$ 18,760	\$ 42,394	44%
EXPENSES			
SALARY AND BENEFITS	\$ 127,778	\$ 669,250	19%
PROFESSIONAL SERVICES	\$ 4,607	\$ 51,000	9%
RENT&UTILITIES	\$ 4,287	\$ 33,500	13%
INSURANCE	\$ 8,913	\$ 18,750	48%
MAINTENANCE	\$ 8,328	\$ 54,450	15%
FUEL	\$ 13,455	\$ 64,500	21%
MISCELLANEOUS EXPENSE	\$ 353	\$ 19,025	2%
PURCHASE TRANSPORTATION	\$ 1,304	\$ 85,000	2%
TOTAL EXPENSES	\$ 169,024	\$ 995,475	17%

DEFICIT	\$ (150,264)	\$ (953,081)
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DOT	\$ 150,264	\$ 953,081
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LOCAL		
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Surplus/(Deficit)	\$ -
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X_MILE	ESTUARY TRANSIT DISTRICT		
	For the Period July 1, 2025 to August 31, 2025		
	YTD ACTUAL	BUDGET AMOUNT	YTD % of BUDGET
REVENUE			
FAREBOX REVENUE	\$ 6,470	\$ 10,000	65%
URBAN CARES ACT	\$ 23,785	\$ 300,000	8%
RURAL CARE ACT			
OTHER			
TOTAL REVENUE	\$ 30,255	\$ 310,000	10%
EXPENSES			
SALARY AND BENEFITS	\$ 21,458	\$ 229,250	9%
PROFESSIONAL SERVICES	\$ 908	\$ 17,750	5%
RENT&UTILITIES	\$ 349	\$ 11,000	3%
INSURANCE	\$ 797	\$ 6,250	13%
MAINTENANCE	\$ 2,828	\$ 18,750	15%
FUEL	\$ 3,660	\$ 21,250	17%
MISCELLANEOUS EXPENSE	\$ 255	\$ 5,750	4%
PURCHASE TRANSPORTATION			
TOTAL EXPENSES	\$ 30,255	\$ 310,000	10%

DEFICIT	\$ -	\$ -
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DOT	\$ -	\$ -
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LOCAL	
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Surplus/(Deficit)	\$ -
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TAXI Voucher	ESTUARY TRANSIT DISTRICT		
	For the Period July 1, 2025 to August 31, 2025		
	YTD ACTUAL	BUDGET AMOUNT	YTD % of BUDGET
REVENUE			
FAREBOX REVENUE	\$ -	\$ 15,000	0%
URBAN CARES ACT			
RURAL CARE ACT			
Prepaid Fare			
TOTAL REVENUE	\$ -	\$ 15,000	0%
EXPENSES			
SALARY AND BENEFITS			
PROFESSIONAL SERVICES	\$ 350	\$ 4,500	8%
RENT&UTILITIES			
INSURANCE			
MAINTENANCE			
FUEL			
MISCELLANEOUS EXPENSE	\$ -	\$ 3,000	0%
PURCHASE TRANSPORTATION	\$ 7,403	\$ 30,000	25%
TOTAL EXPENSES	\$ 7,753	\$ 37,500	21%

DEFICIT	\$ (7,753)	\$ (22,500)
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DOT	\$ 7,753	\$ 22,500
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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, 2025 to August 31, 2025		
	YTD ACTUAL	BUDGET AMOUNT	YTD % of BUDGET
REVENUE			
FAREBOX REVENUE	\$ 3,686	\$ 10,100	0%
URBAN CARES ACT			
RURAL CARE ACT			
OTHER			
TOTAL REVENUE	\$ 3,686	\$ 10,100	0%
EXPENSES			
SALARY AND BENEFITS	\$ 163,421	\$ 1,100,450	15%
PROFESSIONAL SERVICES	\$ 21,500	\$ 93,025	23%
RENT&UTILITIES			
INSURANCE	\$ 1,285	\$ 9,200	14%
MAINTENANCE	\$ 12,919	\$ 132,225	10%
FUEL	\$ 18,213	\$ 155,150	12%
MISCELLANEOUS EXPENSE	\$ 3,784	\$ 20,900	18%
PURCHASE TRANSPORTATION			
TOTAL EXPENSES	\$ 221,122	\$ 1,510,950	15%

DEFICIT	\$ (217,436)	\$ (1,500,850)
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DOT	\$ 224,322	\$ 1,444,512
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LOCAL	\$ -
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Surplus/(Deficit)	\$ 6,886
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Mobility Manager	ESTUARY TRANSIT DISTRICT		
	For the Period July 1, 2025 to August 31, 2025		
	YTD ACTUAL	BUDGET AMOUNT	YTD % of BUDGET
REVENUE			
FAREBOX REVENUE			
URBAN CARES ACT			
RURAL CARE ACT			
OTHER		\$ 2,146	0%
TOTAL REVENUE	\$ -	\$ 2,146	0%
EXPENSES			
SALARY AND BENEFITS	\$ 13,697	\$ 90,000	15%
PROFESSIONAL SERVICES	\$ 3,179	\$ 26,500	12%
RENT&UTILITIES			
INSURANCE			
MAINTENANCE			
FUEL			
MISCELLANEOUS EXPENSE	\$ 244	\$ 13,500	2%
PURCHASE TRANSPORTATION			
TOTAL EXPENSES	\$ 17,120	\$ 130,000	13%

DEFICIT	\$ (17,120)	\$ (127,854)
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DOT	\$ 17,120	\$ 127,854
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LOCAL	\$ -
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Surplus/(Deficit)	\$ -
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RIVER VALLEY TRANSIT	
STATEMENT OF CASH FLOWS	
Monday, October 6, 2025	
Operating Checking	\$ -
Payroll Checking	\$ -
Capital Checking	\$ -
Money Market	\$ 3,522,866
Essex Savings Bank	\$ 49,162
BALANCE TOTAL	\$ 3,572,028

Account Payable	Oct-25	Nov-25	Dec-25
Payroll	\$ 445,000	\$ 445,000	\$ 445,000
Benefits	\$ 75,000	\$ 150,000	\$ 150,000
Professional Services	\$ 52,000	\$ 45,000	\$ 45,000
CIRMA	\$ 10,000	\$ 15,000	\$ 15,000
Rent & Utilities	\$ 15,000	\$ 25,000	\$ 25,000
Insurance	\$ 6,000	\$ 15,000	\$ 15,000
Fuel	\$ 45,000	\$ 65,000	\$ 65,000
Vehicle Maintenance and Repairs	\$ 20,241	\$ 50,000	\$ 50,000
Other Monthly Expenses	\$ 5,500	\$ 15,500	\$ 15,500
TOTAL EXPENSES	\$ 673,741	\$ 825,500	\$ 825,500

Account Receivable			
CT DOT Capital	\$ 1,331	\$ -	\$ -
FIXED 5307 FY 26	\$ -	\$ -	\$ 1,099,436
ADA FY 26	\$ -	\$ -	\$ 128,353
DAR FY 26	\$ -	\$ -	\$ 28,083
MGP Grant FY 26	\$ -	\$ 109,130	\$ -
RURAL 5311 FY 26	\$ 66,082	\$ 38,380	\$ 38,380
New Freedom 5310 FY 26	\$ 81,550	\$ 42,800	\$ 42,800
Madison/Middletown (RT.81) FY 26	\$ 21,550	\$ 15,000	\$ 15,000
X-Mile FY 26	\$ 23,530	\$ 16,650	\$ 16,650
MICROTRANSIT FY 26	\$ 224,432	\$ 120,375	\$ 120,375
Fare Box and Pre-paid Fare Revenue	\$ 17,625	\$ 23,500	\$ 23,500
Middlesex Hospital, Wesleyan, AAA	\$ 3,500	\$ 5,500	\$ 5,500
OTHERS	\$ 15,792	\$ 5,000	\$ 5,000
Town Dues	\$ 49,235	\$ 92,476	\$ -
TOTAL REVENUE	\$ 504,627	\$ 468,811	\$ 1,523,077

Cash at the beginning of the period	\$ 3,572,028	\$ 3,402,914	\$ 3,046,225
Cash at the end of the period	\$ 3,402,914	\$ 3,046,225	\$ 3,743,802

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	
2025	36	37	64	68	43	43	76	61					428	
	-10%	-57%	-14%	-37%	-54%	-16%	19%	-25%		125%	-21%	-6%		

641 Old Saybrook - Madison

	January	February	March	April	May	June	July	August	September	October	November	December		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	6%
2025	3400	3193	3623	4241	3971	3374	4004	2862					28668	
	-6%	-8%	-11%	3%	-8%	-16%	-9%	-29%	-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	-43%
2025	214	179	204	251	161	143	210	146					1508	
	-8%	-14%	-45%	11%	3%	-24%	-9%	-35%	-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	-3%
2025	379	306	358	548	361	373	405	282					3012	
	40%	7%	2%	30%	2%	4%	-23%	-38%	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	13%
2025	541	421	436	509	508	451	555	352					3773	
	77%	21%	-11%	-4%	22%	10%	22%	-12%	-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	6%
2025	387	433	357	480	480	411	349	405					3302	
	-8%	-18%	-34%	-21%	-10%	-13%	-41%	-28%	-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%
2025	4957	4569	5042	6097	5524	4795	5599	4108	0	0	0	0	40691	
	1%	-7%	-14%	1%	-6%	-13%	-11%	-29%	-23%	16%	2%	-1%		

581 Saybrook Rd (Mon - Sun)

	January	February	March	April	May	June	July	August	September	October	November	December	Total	
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	35%
2024	2762	2718	2977	2717	2891	3,132	2,513	3,934	3,880	4,437	3,835	3,856	39652	-10%
2025	3044	3908	4350	4401	4004	3,342	3,438	4,030					30517	
	10%	44%	46%	62%	38%	7%	37%	2%	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	27%
2024	1037	1123	1250	1293	1011	1,135	1,082	1,429	1,381	1,457	1,422	1,245	14865	-11%
2025	1029	1302	1358	1554	1339	1,167	1,146	1,316					10211	
	-1%	16%	9%	20%	32%	3%	6%	-8%	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	14%
2024	1339	1427	1577	1901	1765	1935	1831	2372	2630	2443	2764	2196	24180	-18%
2025	2136	2280	2309	2970	2633	2495	2197	2554					19574	
	60%	60%	46%	56%	49%	29%	20%	8%	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	21%
2024	2880	2982	3042	3261	3510	3,149	3,401	3,896	3,495	4,299	4,751	4,888	43554	-8%
2025	4721	4350	5748	5652	6114	5,626	5,277	6,195					43683	
	64%	46%	89%	73%	74%	79%	55%	59%	-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	38%
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	-15%
2025	2,859	3,269	3,691	3,970	3,868	3,290	3,024	3,549					27520	
	-11%	-3%	3%	21%	12%	15%	1%	7%	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 88%
2024	560	476	508	556	547	477	430	259	416	503	403	358	5493 -14%
2025	277	273	365	482	534	575	515	574					3595
	-51%	-43%	-28%	-13%	-2%	21%	20%	122%	-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 48%
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 3%
2025	2,962	3,209	3,489	3,932	3,597	3,326	3,211	3,532					27258
	20%	36%	30%	29%	33%	19%	16%	8%	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 -18%
2024	14501	14735	15949	16203	16008	15478	15021	18490	18406	20993	20102	18736	190121 -6%
2025	17028	18591	21310	22961	22089	19821	18808	21750					145330
	17%	26%	34%	42%	38%	28%	25%	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	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	-43%
2023	0	0	0	0	0	53	115	177	220	34	0	0	599	-22%
2024	0	0	0	0	0	10	154	109	118	20	0	0	411	-31%
2025	0	0	0	0	0	46	285	541	641	35	0	0	1548	277%
						360%	85%	396%	443%	75%				

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%
2025	3788	5184	5259	6029	5451	4495	5001	4832					40039	29%
	174%	215%	210%	230%	193%	131%	115%	65%	86%	143%	159%	128%		
OTP	98.3%	100.0%	98.3%	99.1%	98.7%	98.7%	97.4%	97.5%	89.7%	99%	99.0%	98.7%		
Avg ETA	13.3	10.8	10.7	12.2	13.5	15.9	16.0	17.0	14.0	13.1	13.1	13.0		
Rating	4.9	4.9	4.9	4.9	4.9	4.9	4.8	5.0	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%
2025	685	722	823	830	701	639	620	600					5620	
	7%	-2%	1%	-3%	-20%	-12%	-24%	-28%	8%	40%	7%	14%		
OTP	90.9%	89.4%	92.9%	92.1%	91.2%	90.3%	92.5%	92.7%	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%
2025	598	580	658	676	699	705	698	762					5376	
	-15%	10%	22%	10%	2%	7%	2%	18%	-17%	-5%	-21%	-19%		
OTP	90.4%	93.4%	94.4%	90.0%	91.2%	93.2%	91.9%	92.5%	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	
2025	21985	23160	26352	29058	27659	24901	24948	26499						
	13%	18%	21%	31%	26%	18%	17%	9%	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	
2025	5071	6486	6740	7535	6851	5839	6319	6194	0	0	0	0	51035	
	86%	123%	121%	129%	100%	75%	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	7953	8335	7221	7918	8246	7364	8215	6826	5981	90445	3%
2020	7188	7020	5071	2032	2278	3364	4202	4491	5153	5667	4077	4207	54750	-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%
2025	27056	29646	33092	36593	34464	30455	30726	32052	0	0	0	0	254,084	
	22%	31%	33%	43%	36%	25%	22%	12%	7%	37%	34%	34%		

Aug-25 Customer Service Report

Call Report by Queue

	Inbound Calls	Answered	Abandoned	Avg Handle Time	Avg Wait Time	Longest Wait Time
Dial A Ride CQ	855	740	115	2:11	:36	6:43
Fixed/General	1272	1074	198	1:30	:26	15:04
Paratransit CQ	207	192	15	2:19	:28	4:27
Xtra Mile CQ	1942	1833	109	1:08	:43	7:14
Total	4276	3839	437	1:30	:36	15:04

Customer Feedback

	Middletown	Shoreline	All	Valid	Nuetral	Invalid
AAA Reg						
App			8	0	8	0
Booking Req						
Bus Stop	1	0	0	0	0	1
Credit Decline						
Driver Safety	2	1	0	1	0	2
Encompass						
Fares	0	0	6	0	6	0
FOI						
General						
Newsletter Reg						
No-Show	0	1	0	0	0	1
Office Staff	1	1	0	0	0	2
OTP	0	1	1	1	0	1
Pass-by	2	0	0	1	0	1
Question						
Modification						
Routing	1	1	0	0	2	0
Rudeness	0	2	0	0	0	2
Sales						
Service Change	0	0				
Tap Red Fare						
Ticket Order						
Website			0	0	0	0
Vehicle Clean	0	0				
Total	6	7	7	3	8	9

Sources of Feedback

Facebook	1	1%
Email	172	92%
Phone	12	6%
Twitter	1	1%
Mail	0	0%

Total	186	
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Feedback Handling Time (hours)

First Response	20:26
Resolution	32:46

Negative	Nuetral	Positive	Total
			3
0	8	0	8
			21
1	0	0	1
			90
3	0	0	3
			5
0	6	0	6
			23
			2
			1
1	0	0	1
2	0	0	2
2	0	0	2
2	0	0	2
			0
			0
0	2	0	2
2	0	0	2
			0
			1
			5
			7
			0
0	0	0	0
12	8	0	184