

640 Old Saybrook

	January	February	March	April	May	June	July	August	September	October	November	December	Total
2023										51	89	51	191
2024	40	86	74	108	94	51	64	81	77	115	70	48	908
										125%	-21%	-6%	

641 Old Saybrook - Madison

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

642 Chester

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

643 New London

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

644 Old Saybrook - Middletown

	January	February	March	April	May	June	July	August	September	October	November	December		
2017	700	622	647	709	787	710	631	850	909	980	801	688	9034	-9%
2018	662	721	732	776	816	737	750	801	732	844	645	543	8759	-3%
2019	613	645	656	642	592	474	539	591	609	760	584	452	7157	-18%
2020	513	526	367	151	148	227	315	307	340	390	261	208	3753	-48%
2021	194	139	219	305	281	303	301	355	404	378	409	334	3622	-3%
2022	278	379	418	415	443	541	551	528	526	459	456	408	5402	49%
2023	397	458	576	402	424	379	349	425	498	477	322	274	4981	-8%
2024	306	349	491	528	418	409	455	398	463	641	616	540	5614	
	-23%	-24%	-15%	31%	-1%	8%	30%	-6%	-7%	34%	91%	97%		-100%

645 Madison - Middletown

	January	February	March	April	May	June	July	August	September	October	November	December		
2018								22	113	197	177	187	696	
2019	227	246	291	365	271	224	286	318	333	254	215	157	3187	
2020	237	220	194	124	154	200	222	226	215	239	319	306	2656	-17%
2021	232	212	281	302	291	269	323	261	324	275	360	358	3488	31%
2022	252	290	360	445	419	597	494	551	436	369	426	376	5015	44%
2023	456	419	519	386	445	460	476	592	476	628	530	460	5847	17%
2024	420	528	544	610	535	471	590	565	472	581	542	368	6226	
	-8%	26%	5%	58%	20%	2%	24%	-5%	-1%	-7%	2%	-20%		

Shoreline Routes Total

	January	February	March	April	May	June	July	August	September	October	November	December		
2019	6221	5992	6607	6610	6791	5634	5787	5853	5482	6007	4865	4298	70147	
2020	5122	4951	3642	1235	1384	2241	2896	3214	3627	3886	2815	2529	37542	-46%
2021	2517	2192	2987	3227	3468	3868	4314	4252	4854	4571	4557	4165	44972	20%
2022	3346	3887	4320	5187	5013	5715	5674	5915	5672	5966	5685	4885	61265	36%
2023	5595	5073	6376	5215	5065	5083	4608	5193	6735	5344	5117	4540	63944	4%
2024	4894	4937	5879	6021	5873	5497	6283	5754	5178	6193	5242	4478	66229	4%
	-13%	-3%	-8%	15%	16%	8%	36%	11%	-23%	16%	2%	-1%		
	-21%	-18%	-11%	-9%	-14%	-2%	9%	-2%	-6%	3%	8%	4%		

581 Saybrook Rd (Mon - Sun)

	January	February	March	April	May	June	July	August	September	October	November	December	
2022						4357	4423	4817	4707	5011	4934	4,577	32826
2023	6231	5401	6204	3404	2991	3,196	3,123	3,368	2,981	2,774	2,311	2,204	44188
2024	2762	2718	2977	2717	2891	3,132	2,513	3,934	3,880	4,437	3,835	3,856	39652
	-56%	-50%	-52%	-20%	-3%	-2%	-20%	17%	30%	60%	66%	75%	

582 Wesleyan Hills (Mon - Fri)

	January	February	March	April	May	June	July	August	September	October	November	December	
2022						1594	1502	2090	1993	1893	2178	1,885	13135
2023	1840	783	2029	1578	1212	1,256	1,179	1,483	1,338	1,341	1,530	1,105	16674
2024	1037	1123	1250	1293	1011	1,135	1,082	1,429	1,381	1,457	1,422	1,245	14865
	-44%	43%	-38%	-18%	-17%	-10%	-8%	-4%	3%	9%	-7%	13%	

583 Washington St (Mon - Sun)

	January	February	March	April	May	June	July	August	September	October	November	December	
2022						3299	3583	3699	3799	3694	3825	4,082	25981
2023	3897	3352	4185	2200	2549	2002	1847	1996	1921	1924	2360	1289	29522
2024	1339	1427	1577	1901	1765	1935	1831	2372	2630	2443	2764	2196	24180
	-66%	-57%	-62%	-14%	-31%	-3%	-1%	19%	37%	27%	17%	70%	

584 Newfield St (Mon - Sun)

	January	February	March	April	May	June	July	August	September	October	November	December	
2022						5390	4868	5517	5872	5624	5781	5,954	39006
2023	6094	5051	5637	3772	4235	3,432	3,394	3,427	3,598	2,546	3,162	2,901	47249
2024	2880	2982	3042	3261	3510	3,149	3,401	3,896	3,495	4,299	4,751	4,888	43554
	-53%	-41%	-46%	-14%	-17%	-8%	0%	14%	-3%	69%	50%	68%	

585 Westlake Dr (Mon - Fri)

	January	February	March	April	May	June	July	August	September	October	November	December	
2022						3910	4533	5507	5485	4759	4947	4,671	33812
2023	6,040	4,818	6,417	2,988	2,969	3,704	3,104	4,111	3,041	3,275	3,301	2,952	46720
2024	3,212	3,357	3,570	3,281	3,466	2,862	2,993	3,320	3,312	3,754	3,314	3,130	39571
	-47%	-30%	-44%	10%	17%	-23%	-4%	-19%	9%	15%	0%	6%	

586 Portland/East Hampton

	January	February	March	April	May	June	July	August	September	October	November	December	
2022						592	468	535	424	467	460	454	3400
2023	352	247	249	555	631	556	646	619	727	654	497	647	6380
2024	560	476	508	556	547	477	430	259	416	503	403	358	5493
	59%	93%	104%	0%	-13%	-14%	-33%	-58%	-43%	-23%	-19%	-45%	

590 Middletown - Meriden (Mon - Sat)

	January	February	March	April	May	June	July	August	September	October	November	December	
2022						2491	2500	3373	3548	3793	3984	3,978	23667
2023	4,233	3,954	4,748	3,175	2,691	2,676	2,589	2,598	2,378	2,209	1,648	2,137	35036
2024	2,462	2,356	2,674	3,058	2,698	2,788	2,771	3,280	3,292	4,100	3,613	3,063	36155
	-42%	-40%	-44%	-4%	0%	4%	7%	26%	38%	86%	119%	43%	

Middletown Route Totals

	January	February	March	April	May	June	July	August	September	October	November	December	
2019					20770	18323	20032	22088	21953	21446	20873	19387	
2020		18736	23431	11543	11928	17129	14709	18564	20774	20043	14791	11492	
2021		10656	12382	13669	11494	12888	13202	13054	12950	13330	13756		
2022		12714	15600	18991	20781	22,642	23,022	26,471	26,610	26,140	26,744	26,059	245774
2023	29380	24321	29986	17786	17469	17067	16148	18009	16435	15593	15044	13554	201412
2024	14501	14735	15949	16203	16008	15478	15021	18490	18406	20993	20102	18736	190121
	-51%	-39%	-47%	-9%	-8%	-9%	-7%	3%	12%	35%	34%	38%	

*1,187 in other routes

Trolley														
	January	February	March	April	May	June	July	August	September	October	November	December		
2019						68	245	528	0	0	0	0	841	
2020	0	0	0	0	0	0	7	46	73	41	0	0	167	-80%
2021	0	0	0	0	0	18	287	479	452	101	0	0	1337	701%
2022	0	0	0	0	0	41	284	199	148	96	0	0	768	
2023	0	0	0	0	0	53	115	177	220	34	0	0	599	
2024	0	0	0	0	0	10	154	109	118	20	0	0	411	
					-81%	34%	-38%	-46%	-41%					
Madison Shuttle														
	January	February	March	April	May	June	July	August	September	October	November	December		
2021	0	0	0	0	0	5	86	97	65	18	0	0	271	
2022	0	0	0	0	0	34	13	29	9	15	0	0	100	
2023	0	0	0	0	0	11	18	92	20	1	0	0	142	
					-68%	38%	217%	122%	-93%					
XtraMile														
	January	February	March	April	May	June	July	August	September	October	November	December		
2019						268	496	731	813	904	1049	1033	848	6142
2020	1019	1108	852	595	670	821	876	885	925	1073	904	1,068	10796	
2021	853	869	1130	1218	1149	1294	1447	1391	1501	1566	1554	1,566	15538	44%
2022	1393	1724	1954	1955	1918	2047	2029	2108	2965	3206	3112	2,705	27116	75%
2023	2182	2422	2783	1980	1821	1793	1766	1825	1838	1743	1699	1,533	23385	-14%
2024	1383	1644	1695	1827	1861	1944	2324	2928	3415	4228	4398	3,502	31149	33%
	-37%	-32%	-39%	-8%	2%	8%	32%	60%	86%	143%	159%	128%		
OTP	92.7%	89.3%	95.1%	96.8%	88.2%	89.4%	96.1%	90.6%	89.7%	99%	99.0%	98.7%		
Avg ETA	14.6	14.0	13.7	15.0	14.3	15.2	15.4	14.9	14.0	13.1	13.1	13.0		
Rating	4.9	4.9	4.9	4.9	4.9	4.8	4.9	4.9	5.0	4.9	4.9	4.9		
Dial-A-Ride														
	January	February	March	April	May	June	July	August	September	October	November	December		
2017	818	678	932	750	805	736	765	813	748	753	731	646	9175	-10%
2018	713	768	785	948	1417	1020	931	957	698	999	880	932	11048	20%
2019	1212	1141	1198	1343	1272	1022	1138	1026	915	1099	866	779	13011	18%
2020	999	934	560	200	209	276	346	272	468	616	286	536	5702	-56%
2021	593	504	800	731	661	631	559	589	916	753	692	715	8144	43%
2022	606	661	829	746	750	709	856	834	754	690	722	664	8821	8%
2023	1442	1270	819	675	712	659	600	838	696	696	731	727	9865	12%
2024	639	739	814	856	878	727	816	828	753	977	782	827	9636	-2%
	-56%	-42%	-1%	27%	23%	10%	36%	-1%	8%	40%	7%	14%		
OTP	92.0%	90.0%	89.0%	90.2%	88.6%	86.0%	89.6%	88.2%	85.8%	85.3%	93.4%	91.6%		

ADA	January	February	March	April	May	June	July	August	September	October	November	December			
2019	0	0	0	0	0	0	0	7	13	42	49	51	46	208	
2020	42	19	16	2	11	18	28	34	71	81	61	65	448		
2021	69	47	81	76	110	112	75	97	173	186	186	273	1485	231%	
2022	216	168	193	167	204	223	1265	1099	740	994	1006	945	7220	386%	
2023	776	703	1014	776	876	854	558	657	696	757	675	590	8932	24%	
2024	704	529	538	613	687	657	684	648	581	717	535	476	7369	-17%	
	-9%	-25%	-47%	-21%	-22%	-23%	23%	-1%	-17%	-5%	-21%	-19%			
OTP	90.9%	91.0%	90.0%	90.8%	89.7%	86.8%	89.6%	85.9%	86.5%	86.1%	89.3%	88.2%			

Total All Fixed Routes

	January	February	March	April	May	June	July	August	September	October	November	December		
2023	34975	29394	36362	23001	22598	22283	21025	23442	23205	20937	20161	18094	295477	
2024	19395	19672	21828	22224	21891	21129	21413	24362	23604	27186	25344	23214	271262	
	-45%	-33%	-40%	-3%	-3%	-5%	2%	4%	2%	30%	26%	28%		

Total All Demand Response

	January	February	March	April	May	June	July	August	September	October	November	December		
2023	4400	4395	4616	3431	3409	3306	2924	3320	3230	3196	3105	2850	42182	
2024	2726	2912	3047	3296	3426	3328	3824	4404	4749	5922	5715	4805	48154	
	-38%	-34%	-34%	-4%	0%	1%	31%	33%	47%	85%	84%	69%		

Monthly Totals

	January	February	March	April	May	June	July	August	September	October	November	December	Total	
2017	7724	7276	8365	7524	8314	8104	7401	8004	7271	7571	7004	6379	90937	-14%
2018	6433	6621	6930	7300	8313	7440	7618	8119	6979	8599	7186	6558	88096	-3%
2019	7439	7141	7806	7956	8335	7221	7918	8246	7364	8215	6826	5981	90448	3%
2020	7188	7020	5071	2035	2278	3364	4202	4491	5153	5667	4077	4207	54753	-39%
2021	4044	3612	4998	5252	5411	6278	6971	6846	7563	7076	6989	6719	71,759	31%
2022	5561	6440	7296	8055	7960	8978	33047	36576	36836	36996	37269	35258	260,273	263%
2023	39375	33789	40978	26432	26007	25589	23949	26762	26435	24082	23177	20893	337,468	30%
2024	22121	22584	24875	25520	25307	24303	25128	28648	28333	33108	31059	28019	319,005	-5%
	-44%	-33%	-39%	-3%	-3%	-5%	5%	7%	7%	37%	34%	34%		