



SOUTH CENTRAL REGIONAL COUNCIL OF GOVERNMENTS

Bethany Branford East Haven Guilford Hamden Madison Meriden Milford
New Haven North Branford North Haven Orange Wallingford West Haven Woodbridge

Carl J. Amento, Executive Director

SCRCOG MEETING NOTICE & AGENDA

August 26, 2020 – 10:00 A.M.

Location: 127 Washington Avenue, 4th Floor West, North Haven, CT 06473

NOTICE: As permitted by Governor Lamont’s Executive Order 7B Regarding the COVID-19 Pandemic, this meeting is being held remotely with no in-person attendance

Log-on Information to attend this meeting remotely is provided below:

Join Zoom Meeting: <https://us02web.zoom.us/j/84151928202>

Call-In Number: +1-929-205-6099

Meeting ID: 841 5192 8202

The agenda and attachments for this meeting are posted and are available on our website at www.scrkog.org.

1. Call to Order and Introductions – *First Selectman Beth Heller, Chair*
2. **Presentation: DOT Deputy Commissioner Garrett Eucalitto**
3. Adoption of 7/22/20 SCRCOG Meeting Minutes – *First Selectman Matthew Hoey, Secretary* Pages 2-4
4. Treasurer’s Report for month ending 7/31/20 – *First Selectman James Zeoli, Treasurer* Pages 5, 6
5. Transportation Committee Report – *Mayor William Dickinson, Committee Chairman* Pages 7-14
 - a) Adopt Resolution to Approve FY 2018-2021 TIP Amendment Twenty Five Pages 10,11
 - b) Adopt Resolution to Approve FTA Section 5310 Program Priorities Resolution Pages 13,14
6. State Legislative Reports- *Michael Muszynski, CCM; Betsy Gara, COST*
7. Congressional Reports – *Louis Mangini, Aide to U.S. Representative Rosa DeLauro, Ellen Graham, Aide to U.S. Senator Richard Blumenthal, Lillian McKenzie, Aide to U.S. Senator Christopher Murphy*
8. SCRCOG Executive Director’s Report – *Carl Amento, Executive Director*
9. REX Development Report – *Ginny Kozlowski, Executive Director, REX Development* Pages 15-21
10. CTRides Report- *Joanne Cavadini, Outreach Coordinator* Attached
11. DESPP/DEMHS Report – *Jacob Manke, Region 2 Coordinator*
12. Regional Cooperation/Other Business
13. Adjournment

The agenda and attachments for this meeting are available on our website at www.scrkog.org. Please contact SCRCOG for copy of agenda in a language other than English. Auxiliary aids/services and limited English proficiency translators will be provided with two week’s notice.

“Necesidades especiales: a las personas con discapacidad auditiva se les proveerá con medios auditivos y/o intérpretes de signos. Igualmente intérpretes para personas que hablan poco inglés, pero será preciso avisar con dos semanas de antelación. Se puede solicitar la agenda en otro idioma que no sea inglés comunicándose con SCRCOG”.

TO: **SCRCOG Board Members**
FROM: **First Selectman Matthew Hoey, Secretary**
DATE: **August 19, 2020**
SUBJECT: **SCRCOG Meeting Minutes of July 22, 2020**

Present:

Bethany First Selectman Paula Cofrancesco
Branford First Selectman James Cosgrove
Guilford First Selectman Matthew Hoey, **Secretary**
Hamden Walter Morton, *proxy for Mayor Curt Leng*
Madison First Selectman Peggy Lyons
Milford Mayor Benjamin Blake
New Haven Mayor Justin Elicker
North Branford Michael Paulhus, *proxy for Mayor Bob Viglione*
North Haven First Selectman Michael Freda, **Vice Chair**
Orange First Selectman James Zeoli, **Treasurer**
West Haven Marcin Stankevitch, *proxy for Mayor Nancy Rossi*
Woodbridge First Selectman Beth Heller, **Chair**

SCRCOG Staff Carl Amento, Stephen Dudley, James Rode, Eugene Livshits, Christopher Rappa, Rebecca Andreucci, Adriano Cirioli

Guests: Ginny Kozlowski and Barbara Malmberg, *REX Development*; Lou Mangini, *Office of U.S. Representative Rosa DeLauro*; Lillian McKenzie, *Office of U.S. Senator Chris Murphy*; Ellen Graham, *Office of U.S. Senator Richard Blumenthal*; Betsy Gara, *Council of Small Towns*; John Wardzala, *The Kennedy Center*; Lori Vitagliano, *Regional Water Authority*; William Villano, *Workforce Alliance*; Richard LoPresti, *Town of North Haven*; Anne Benowitz, *Greater New Haven Chamber of Commerce*; Nan Birdwhistell, *Murtha Cullina Law Firm*;

NOTE: The July SCRCOG Board meeting was a virtual meeting facilitated by Zoom due to the COVID-19 pandemic.

1. Call to order and Introductions

Chairman Heller called the meeting to order at 10:01 a.m. All present introduced themselves.

2. Adoption of June 24, 2020 SCRCOG Meeting Minutes

First Selectman Hoey presented the Minutes of the SCRCOG Meeting of June 24, 2020, which were included in the agenda packet at pages 2-4. First Selectman Hoey moved for their approval. First Selectman Cofrancesco seconded the motion, with all voting in favor. First Selectman Lyons and Town Manager Paulhus abstained from voting.

3. Treasurer's Report for Month Ending June 30, 2020

First Selectman Zeoli presented the Treasurer's Report for the month ending June 30, 2020, which was included in the agenda packet at pages 5-6. The Balance Sheet shows that SCRCOG has total assets of \$1,384,000 with \$1,225,000 of that in cash and investments. There is also \$95,000 due from CTDOT. Expenses for the month were in order. Chairman Heller moved for acceptance of the Treasurer's Report. First Selectman Hoey seconded the motion, which passed unanimously.

4. Resolution Authorizing Executive Director to Execute Agreement for Acceptance of 2020-21 Regional Services Grant

Executive Director Amento presented the resolution to execute the Regional Services Grant agreement for FY 2020-21. First Selectman Cofrancesco motioned to approve, and First Selectman Hoey seconded. All voted in favor.

5. Resolution Authorizing Executive Director to enter into agreements for FY 2020-21 Regional Services Grant-funded Consultant Services

Executive Director Amento presented the resolution to enter into consultant agreements as outlined in the SCRCOG Regional Services Grant work plan. Chairman Heller motioned to approve the resolution. Mayor Leng seconded the motion, which passed unanimously.

6. State Legislative Reports

Betsy Gara from COST reported that the legislature is entering a special session and taking up four bills pertaining to insulin costs, telemedicine, absentee voting, and police accountability. There have been concerns regarding the qualified immunity provisions in the police accountability bill. Governor Lamont prefers not removing the qualified immunity provision. COST is planning on setting up a Working Group on Affordable Housing. First Selectman Freda provided an update from CCM, and noted he chaired a statewide meeting on the police reform bill on behalf of CCM.

7. Congressional Reports

Lou Mangini from Congresswoman DeLauro's office stated that the House of Representatives has marked up the FY21 appropriations bills. He has heard from the House that they may soon take action on the Heroes Act. If no action is taken, the additional \$600 in unemployment insurance weekly will expire. His office is currently in discussions on getting direct aid to municipalities through the Heroes Act. Additionally, Congresswoman DeLauro had a call with school superintendents to discuss that some of the CARES Act money has not yet been released by the state to school districts. First Selectman Freda stated that regarding the submission of COVID expenses, the initial May 1 submissions were estimates. Any expenses after May 1 need to be submitted to FEMA. Mayor Elicker asked for clarification on which expenses are eligible for reimbursement, and Lou Mangini responded that he has contacted OPM and DEMHS for clarity.

Ellen Graham from Senator Blumenthal's office stated that the Senate is in session, and that Senator Blumenthal is fighting for passage of the Heroes Act. Lillian McKenzie from Senator Murphy's office stated the Senator is calling upon the Administration to federalize the medical supply chain, which would help provide clarity on who is receiving necessary supplies. The Senator has requested new funding sources for first responders. She also reported that the National Defense Authorization Act, which has passed the House, and would authorize the renaming of federal military bases named after Confederate generals, will likely be voted on very soon in the Senate.

8. SCRCOG Executive Director's Report

Executive Director Amento reported on the decision made by OPM to not fund any of the RPIP grant applications this year due to shortage of funds in the dedicated revenue account. SCRCOG is planning to work on scaled-down versions of the programs that were proposed under that grant. Working group meetings have been continuing, and there will be a detailed work plan presented at a future board meeting. The allocation of Regional Services funds for SCRCOG has been confirmed in writing, but we are still awaiting the Notice of Award. The RSG award, when received will be retroactive to July 1st. Additionally, the Regional Long-Term Recovery Plan Steering Committee, of which Executive Director Amento is a co-chair, is looking for input on subcommittee members from the municipalities.

9. REX Development Report

Ginny Kozlowski of REX Development outlined the Governor’s Executive Order on travel quarantine requirements. There has been a proposed fine of \$1000 for not meeting the requirements, though it is unclear how this will be monitored and enforced. REX has been working with the region’s hotels to help them follow through with COVID-19 safety requirements. Unemployment numbers have been decreasing, and the number of businesses certified to open with the state has gone up to 3,444.

10. DESPP/DEMHS Report

Jacob Manke from DEMHS Region 2 noted that DEMHS has been busy with pandemic response. They are working with municipalities on PPE distribution, and coordinating with other DEMHS regions and Long-Term Recovery groups. DEMHS is working on identifying the unmet needs of the community to continue slowing the spread of COVID-19. It is predicted to be an active hurricane season, so DEMHS is coordinating with the Red Cross regarding shelter adaptations. Additionally, due to being in the early stages of a drought, municipalities need to identify a water contact person that is familiar with municipal water sources for firefighting.

11. Regional Cooperation/Other Business

There was no other business.

12. Adjournment

Chairman Heller made a motion to adjourn, and First Selectman Cofrancesco seconded. The meeting was adjourned at 10:44 am.

Respectfully submitted,

First Selectman Matthew Hoey, *Secretary*

Balance Sheet

South Central Regional Council of Governments

As of period 07/31/2020

Assets

Cash and Investments

Key Bank - Checking Account	410,010.09
State of CT - Short-Term Investment Fund	597,896.49
New Haven Bank	107,432.32

Accounts Receivable

CT Department of Transportation	132,318.67
CT Office of Policy and Management	34,762.34
Other State Grants (CIRCA)	2,863.63

Other Assets

Accrued Leave & Security Deposit	26,337.95
Furniture & Equipment	12,367.86

Total Assets	1,323,989.35
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Liabilities

Deferred Revenue - Municipal	82,014.99
Deferred Revenue - LOTCIP	211,157.65
Deferred Rev. - Other (Election Monitor)	3,690.77
Deferred Revenue - Special Assessment	10,826.63

Total Liabilities	307,690.04
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Fund Balance

Fund Balance	935,047.91
Amount for Accrued Leave	14,675.03
Investment in Equipment	12,367.84
Change in Fund Balance	54,208.53

Total Fund Balance	1,016,299.31
Total Liabilities and Fund Balance	1,323,989.35

Statement of Resources and Expenditures

South Central Regional Council of Governments

As of period 07/31/2020

	Current	Year-to-Date	Budget
Resources			
Municipal - Revenue	5,509.71	5,509.71	193,200.00
Municipal - Special Assessment			10,827.00
CT OPM - Regional Planning	25,405.07	25,405.07	493,418.00
CTDOT - Transportation Planning	42,037.11	42,037.11	1,214,329.00
CTDOT - LOTCIP	104.14	104.14	211,465.00
CT SotS - Regional Election Monitor			3,691.00
CIRCA - Resilient CT Grant	2,863.63	2,863.63	37,000.00
Interest - Revenue	103.58	103.58	11,999.00
Total Resources	76,023.24	76,023.24	2,175,929.00
Direct Expenses			
Transportation Planning Consultants			475,000.00
Land-Use Planning Consultants			34,000.00
Other Consultants			156,100.00
Travel			8,300.00
Data Processing	2,500.00	2,500.00	3,600.00
Commercial Printing			600.00
Subscriptions and Books			3,500.00
Meeting Expenses and Advertising			16,200.00
Miscellaneous	89.02	89.02	1,282.00
Transportation - Reserved			282,809.00
LOTCIP - Reserved			198,833.00
Hazard Mitigation Grant - Reserved			10,827.00
Contingency			75,993.00
Total Direct Expenses	2,589.02	2,589.02	1,267,044.00
Direct Labor			
Direct Labor - Employees	32,840.66	32,840.66	370,069.00
Overhead			
Indirect Labor - Employees	15,592.15	15,592.15	170,574.00
Employee Benefits	24,418.87	24,418.87	193,342.00
Travel			100.00
Data Processing	434.40	434.40	13,000.00
Rent	18,185.49	18,185.49	111,100.00
Telephone and Internet	491.84	491.84	7,400.00
Office Supplies	17.99	17.99	3,500.00
Equipment Maintenance	2,029.32	2,029.32	17,200.00
Insurance and Professional Services	8,353.00	8,353.00	21,100.00
Meeting Expenses and Advertising			800.00
Miscellaneous	56.78	56.78	700.00
Total Overhead	69,579.84	69,579.84	538,816.00
Total Operating Expenses	105,009.52	105,009.52	2,175,929.00

South Central Regional Council of Governments
2015-2018 TRANSPORTATION IMPROVEMENT PROGRAM
Amendment Number 25

Project **0083-0263 2013-A18-8 Replace BR 06755 Rte 162 over Turtle Creek**

Changes Amendment 25 increases CON phase funding

Reason This increase is associated with an updated estimate from RWA inclusive of pile supports, environmental items and percent change in incidentals and contingencies.

Project **0171-XXXX 2020-A25-1 Ctfastrak - Deployment of 3 Battery Electric Buses**

Changes Amendment 25 adds a new Project

Reason This project will provide Section 5339 LoNo Discretionary Program funds awarded to the Department for the deployment of 3 battery electric buses (BEBs) on Ctfastrak's Bus Rapid Transit corridor, in Central Connecticut. Project total \$2,364,316.79; \$1,931,452.79 federal; \$432,864 state.

Project **0424-XXXX 2017-A0-38 MILFORD TD ADMIN CAPITAL/SUPPORT**

Changes Amendment 25 increases funds for FY20

Reason This action will provide necessary funding for Milford TD's administrative capital needs in FY20. Additional funding is for the replacement/upgrade of computer hardware and software, replace office furniture and equipment, purchase of maintenance equipment/vehicle spare parts necessary to preserve and extend their assets in a safe and reliable manner.

South Central Regional Council of Governments
 FFY2018-FFY2021 Transportation Improvement Program
 Amendment 25

State Project #0083-0263
Municipality Milford

SCRCOG # 2013-A18-8
AQ Code X6
 Proposed

Project Name Replace BR 06755 Rte 162 over Turtle Creek

Description Replacement of bridge #06755 which carries State Route 162 over Turtle Creek.
 Bridge is Structurally deficient due to Serious condition of existing metal pipe arches

Current TIP Funding (In Thousands)

<i>Funding</i>	<i>Phase</i>	<i>Prior</i>	<i>2018</i>	<i>2019</i>	<i>2020</i>	<i>2021</i>	<i>FYI</i>
STPBS	CON AC-Entry				0		
	Federal				3,680		
	State				920		
Total Cost	\$4,600	0	0	0	4,600	0	0

Proposed TIP Funding (In Thousands)

<i>Funding</i>	<i>Phase</i>	<i>Prior</i>	<i>2018</i>	<i>2019</i>	<i>2020</i>	<i>2021</i>	<i>FYI</i>
STPBS	CON AC-Entry				0		
	Federal				5,280		
	State				1,320		
TIP Funds	\$6,600	0	0	0	6,600	0	0

Amendment Notes

Reintroduced with FY18 TIP FY 18 TIP Amend 10 changes funding source. FY18 TIP Amend 11 moves project to FY20 and changes funding source. FY18 TIP Amend 24 increases CON phase funding FY18 TIP Amend 25 increases CON phase funding

South Central Regional Council of Governments
 FFY2018-FFY2021 Transportation Improvement Program
 Amendment 25

State Project #0170-XXXX
Municipality Statewide

SCRCOG # 2020-A25-1
AQ Code

Proposed

Project Name Ctfastrak - Deployment of 3 Battery Electric Buses

Description This project will provide Section 5339 LoNo Discretionary Program funds awarded to the Department for the deployment of 3 battery electric buses (BEBs) on Ctfastrak's Bus Rapid Transit corridor, in Central Connecticut.

Current TIP Funding (In Thousands)

Proposed TIP Funding (In Thousands)

<i>Funding</i>	<i>Phase</i>	<i>Prior</i>	<i>2018</i>	<i>2019</i>	<i>2020</i>	<i>2021</i>	<i>FYI</i>
5339	OTH	Federal				1,931	
		State				433	
TIP Funds	\$2,364		0	0	0	2,364	0

Amendment Notes

FY18 Amend 25 Adds a new Project

State Project #0424-XXXX
Municipality Milford

SCRCOG # 2017-A0-38
AQ Code X6

Proposed

Project Name MILFORD TD ADMIN CAPITAL/SUPPORT EQUIP/SCV PROGRAM

Description Transit District's Administrative Capital Funds for purchase of utility vehicles, vehicle parts, computer hardware, equipment, etc used to support Transit operations

Current TIP Funding (In Thousands)

<i>Funding</i>	<i>Phase</i>	<i>Prior</i>	<i>2018</i>	<i>2019</i>	<i>2020</i>	<i>2021</i>	<i>FYI</i>
5307C	OTH	Federal	300	300	320	340	
		State	75	75	80	85	
Total Cost	\$1,575		375	375	400	425	0

Proposed TIP Funding (In Thousands)

<i>Funding</i>	<i>Phase</i>	<i>Prior</i>	<i>2018</i>	<i>2019</i>	<i>2020</i>	<i>2021</i>	<i>FYI</i>
5307C	OTH	Federal	300	300	480	340	
		State	75	75	120	85	
TIP Funds	\$1,775		375	375	600	425	0

Amendment Notes

FY18 TIP Amend 25 increases funds for FY20



SOUTH CENTRAL REGIONAL COUNCIL OF GOVERNMENTS

Planning for Our Region's Future

Bethany Branford East Haven Guilford Hamden Madison Meriden Milford
New Haven North Branford North Haven Orange Wallingford West Haven Woodbridge

Carl J. Amento, Executive Director

Resolution

***Fiscal Year 2018-Fiscal Year 2021 Transportation Improvement Program Amendment
Twenty-Five***

Whereas: U.S. Department of Transportation “Metropolitan Planning Regulations” (23 *CFR* 450) prescribe that each metropolitan planning organization maintain a financially constrained multi-modal transportation improvement program consistent with a *State Implementation Plan for Air Quality (SIP)* conforming to both U.S. Environmental Protection Administration-established air quality guidelines and *SIP*-established mobile source emissions budgets; and

Whereas: The Council, per 23 *CFR* 450.324 and in cooperation with the Connecticut Department of Transportation (ConnDOT) and public transit operators and relying upon financial constraints offered by ConnDOT, adopted a *Fiscal Year 2018-Fiscal Year 2021 Transportation Improvement Program* on July 26, 2017, after finding the *Program* conforming per U.S. Environmental Protection Administration (U.S. EPA) final conformity rule (40 *CFR* 51 and 93) and relevant Connecticut Department of Transportation air quality conformity determinations: *Air Quality Conformity Reports: Fiscal Year 2018-2021 Transportation Improvement Program* and the Region’s *Metropolitan Transportation Plans—2019 to 2045, (April, 2019)*; and

Whereas: The Council, on *July 26, 2017*, indicated that periodic *Program* adjustment or amendment was possible; and

Whereas: Projects referenced in the *Program* amendment (below) are consistent with the region’s long-range transportation plan (*South Central Regional Metropolitan Transportation Plan—2019 to 2045, (April, 2019)*); and

Whereas: Council *Public Participation Guidelines: Transportation Planning* have been observed during the development of the proposed *Program* amendment (below); and

Whereas: By agreement between the Council and the Connecticut Department of Transportation, public involvement activities carried out by the South Central Regional Council of Governments in response to U.S. Department of Transportation metropolitan planning requirements are intended to satisfy the requirements associated with development of a *Statewide Transportation Improvement Program* and/or its amendment; and

Whereas: Council of Governments’ review of transportation goals, projects and opportunities may result in further adjustment or amendment of the *Program*.



SOUTH CENTRAL REGIONAL COUNCIL OF GOVERNMENTS

Planning for Our Region's Future

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New Haven North Branford North Haven Orange Wallingford West Haven Woodbridge

Carl J. Amento, Executive Director

Resolution

***Fiscal Year 2018-Fiscal Year 2021 Transportation Improvement Program Amendment
Twenty-Five (continued)***

Now, Therefore, Be It Resolved By the Council of Governments:

The Program *Amendment Twenty-Five* shall be transmitted to the Connecticut Department of Transportation, for inclusion in the *State Transportation Improvement Program*.

The undersigned duly qualified and acting Secretary of the South Central Regional Council of Governments certifies that the foregoing is a true and correct copy of a resolution adopted at a legally convened meeting of the South Central Regional Council of Governments on **August 26, 2020**.

Date August 26, 2020

By: _____
First Selectman Matthew Hoey, *Secretary*
South Central Regional Council of Governments

Federal Transit Administration Section 5310 Enhanced Mobility for Seniors and Persons with Disabilities: SCRCOG Priorities

The Section 5310 Program

Since 1975, the State of Connecticut has received annual Federal Section 5310 funding for transportation of seniors and individuals with disabilities. Under FAST act, the cash grants for qualified recipients towards the purchase of wheelchair accessible vehicles were maintained, as Section 5310A. In addition, there are three new categories of project types that can now be funded; Section 5310 B, C & D. These categories provide mainly operating funds for programs that provide transportation services to the elderly and persons with disabilities. FAST Act funding is apportioned based on Transportation Management Area (TMA). The New Haven TMA includes the South Central Region and portions of the Lower Connecticut River Valley Council of Governments (RiverCOG).

Priorities

SCRCOG received six applications for Section 5310A for the purchase of eight vehicles, and five applications for Section 5310 B, C & D for operating expenses. Representatives from SCRCOG and the RiverCOG reviewed the applications and assigned points using criteria provided by CTDOT. The following regional priorities are recommended to the Council for consideration:

Section 5310A Capital Primary

1 Vista Life Innovations, Inc	2 Vehicles
2 Goodwill Southern New England	1 Vehicle
3 Marrakech Inc.	2 Vehicles
4 VNA Community Healthcare & Hospice Inc.	1 Vehicle
5 The Mary Wade Home	1 Vehicle
6 City of Meriden	1 Vehicle

Section 5310B, C & D Operating

1 ALSA-CT	Transportation Services
2 Estuary Transit District	Feeder Service
3 Estuary Transit District	Taxi Vouchers
4 Interfaith Volunteer Care Givers	Transportation Services
5 North-East Transportation Co.	Transportation Services

Resolution

FFY 2018 Federal Transit Administration Section 5310 Enhanced Mobility for Seniors and Persons with Disabilities.

Whereas: The State of Connecticut has received annual Federal Section 5310 funding for transportation of seniors and individuals with disabilities, since 1975; and

Whereas: FASTact funding is apportioned based on Transportation Management Area (TMA). The New Haven TMA includes the South Central Region and portions of the Lower Connecticut River Valley Council of Governments (RiverCOG) to allow funds for capital and operating expenses; and

Whereas; \$515,662 has been appropriated to the New Haven TMA for FY20, of which a minimum of 55% must be used for capital purchases; and

Whereas: SCRCOG and RiverCOG, have reviewed all applications from interested non-profit organizations, and prioritized projects based on criteria provided by CTDOT; and

Whereas: Agreement has been reached among the above mentioned parties on the priorities for capital purchases and operating funds after review of applications from municipalities, interested non-profit organizations, and area paratransit operators, based on ranking criteria provided by CTDOT.

Now Therefore, Be It Resolved By the Council of Governments:

That the South Central Regional Council of Governments adopts the following 5310 priorities for the New Haven TMA:

Section 5310A Capital Primary

1 Vista Life Innovations, Inc	2 Vehicles
2 Goodwill Southern New England	1 Vehicle
3 Marrakech Inc.	2 Vehicles
4 VNA Community Healthcare & Hospice Inc.	1 Vehicle
5 The Mary Wade Home	1 Vehicle
6 City of Meriden	1 Vehicle

Section 5310B, C & D Operating

1 ALSA-CT	Transportation Services
2 Estuary Transit District	Feeder Service
3 Estuary Transit District	Taxi Vouchers
4 Interfaith Volunteer Care Givers	Transportation Services
5 North-East Transportation Co.	Transportation Services

Certificate

The undersigned duly qualified and acting Secretary of the South Central Regional Council of Governments certifies that the foregoing is a true and correct copy of a resolution adopted at a legally convened meeting of the South Central Regional Council of Governments on **August 26, 2020**.

Date: August 26, 2020

By: _____
First Selectman Matthew Hoey, *Secretary*
South Central Regional Council of Governments



August 19, 2020

Dear Chief Elected Officials of SCRCOG,

Over the past month we have continued our efforts to support local businesses and displaced workers from the pandemic with a tropical storm thrown in for good measure. Under these conditions, two of our key sectors have been top of mind, higher education and lodging/hospitality.

We are closely monitoring the plans for the return of college students to the region and the guidance being provided to them. Survival of many of our businesses depends on the ability of students to remain on campus until Thanksgiving when they will transition to online learning. This influx of visitors will be a public health challenge but with a coordinated effort among the colleges, universities, towns and businesses, it can be a successful one. We encourage enforcement of all of the prescribed safety measures.

The lodging and hospitality industry has been hammered since the beginning of the pandemic. According to the Connecticut Department of Labor, over 17% of the continuing claims were from the Accommodations & Food Service sector (7/19/2020). If there was any silver lining to the storm, hotels were "full" (albeit with limited numbers of rooms available due to staff layoffs) for several days with repair crews and residents without power.

On a very positive note, the COVID-19 vaccine research being done at YNHHS and Yale School of Medicine is raising the profile of New Haven as a bioscience hub in many national media outlets.

Pending additional federal assistance, our small businesses continue to be at risk. All businesses covered by Reopen Connecticut Phase 3 remain shuttered. As additional business assistance programs are announced, we will share the information with stakeholders.

We are actively participating in DEMHS Region 2's statewide recovery plan. There are multiple partners in this endeavor and we expect to provide key information from our region to the state while aligning the 2021 CEDS with the state's updated economic development strategy.

In recent months, we have had both Mark Abraham of DataHaven and Michelle Riordan-Nold of the CT Data Collaborative present at REDFO. We will be working closely with both organizations to obtain and share timely information with the towns to determine the baseline situation and to develop key metrics as part of the recovery process.

We continue to collaborate with the Connecticut Lodging Association, Workforce Alliance, NHMA, NHIC, Central Regional Tourism District, Community Foundation for Greater New Haven, chambers of commerce, and the towns. Our broad participation throughout the community allows us to synthesize information to identify trends, challenges and opportunities.

Attached you will find spreadsheets with the number of certified businesses (March 1 to August 18) and continuing unemployment data from March 1 to July 19 by town.

Sincerely,

Ginny Kozlowski
Executive Director

PO Box 1576, New Haven, CT 06506
T 203 821 3682 www.rexdevelopment.com

BETHANY BRANFORD EAST HAVEN GUILFORD HAMDEN MADISON MERIDEN MILFORD
NEW HAVEN NORTH BRANFORD NORTH HAVEN ORANGE WALLINGFORD WEST HAVEN WOODBRIDGE

ONE REGION. 15 TOWNS. UNLIMITED POTENTIAL.

Continuing Unemployment Claims 08/18/2020

Town Name	d2020_Mar_1	d2020_Mar_8	d2020_Mar_15	d2020_Mar_22	d2020_Mar_29	d2020_Apr_5
Total	50,159	52,149	122,718	192,922	241,372	274,969
Bethany	65	66	132	219	286	327
Branford	320	340	943	1,624	2,078	2,356
East Haven	451	474	1,158	1,914	2,337	2,660
Guilford	163	168	473	826	1,076	1,240
Hamden	673	738	1,631	2,641	3,346	3,841
Madison	124	129	344	559	723	848
Meriden	1,122	1,146	2,297	3,698	4,456	5,107
Milford	679	720	1,851	2,965	3,750	4,266
New Haven	1,838	1,998	3,944	5,756	7,024	7,979
North Branford	167	166	428	716	877	990
North Haven	276	289	688	1,226	1,562	1,752
Orange	117	122	312	541	733	845
Wallingford	523	559	1,440	2,476	3,081	3,463
West Haven	829	863	1,960	3,166	4,012	4,522
Woodbridge	64	71	148	240	337	398
Total	7,411	7,849	17,749	28,567	35,678	40,594

<https://www1.ctdol.state.ct.us/lmi/claimsdata.asp>

Continuing Unemployment Claims 08/18/2020

Town Name	d2020_Apr_12	d2020_Apr_19	d2020_Apr_26	d2020_May_3	d2020_May_10	d2020_May_17
Total	293,097	300,753	308,787	303,412	298,200	295,321
Bethany	347	348	351	345	330	325
Branford	2,473	2,526	2,554	2,462	2,364	2,307
East Haven	2,789	2,840	2,888	2,787	2,727	2,717
Guilford	1,312	1,346	1,374	1,332	1,284	1,231
Hamden	4,086	4,214	4,371	4,340	4,288	4,273
Madison	904	921	972	956	919	904
Meriden	5,437	5,550	5,659	5,534	5,463	5,340
Milford	4,516	4,652	4,738	4,594	4,466	4,397
New Haven	8,465	8,769	9,116	9,145	9,194	9,328
North Branford	1,044	1,056	1,081	1,048	1,010	976
North Haven	1,856	1,905	1,959	1,882	1,815	1,789
Orange	897	919	968	934	911	879
Wallingford	3,679	3,770	3,837	3,693	3,608	3,502
West Haven	4,799	4,980	5,100	5,041	5,039	4,992
Woodbridge	419	440	465	446	438	436
Total	43,023	44,236	45,433	44,539	43,856	43,396

Continuing Unemployment Claims 08/18/2020

Town Name	d2020_May_24	d2020_May_31	d2020_Jun_7	d2020_Jun_14	d2020_Jun_21	d2020_Jun_28
Total	290,075	281,858	276,318	273,592	272,508	268,335
Bethany	317	310	304	294	298	291
Branford	2,258	2,149	2,076	2,051	2,017	1,965
East Haven	2,678	2,583	2,524	2,480	2,466	2,430
Guilford	1,226	1,173	1,135	1,144	1,132	1,106
Hamden	4,232	4,206	4,167	4,199	4,199	4,187
Madison	887	855	833	837	847	817
Meriden	5,226	5,111	5,042	5,050	5,111	5,070
Milford	4,293	4,105	4,004	4,020	3,956	3,859
New Haven	9,338	9,328	9,424	9,571	9,802	9,825
North Branford	948	915	897	897	879	861
North Haven	1,775	1,726	1,694	1,673	1,658	1,638
Orange	843	822	800	805	785	773
Wallingford	3,429	3,361	3,288	3,230	3,211	3,158
West Haven	4,916	4,801	4,723	4,736	4,735	4,644
Woodbridge	416	409	393	393	396	384
Total	42,782	41,854	41,304	41,380	41,492	41,008

Continuing Unemployment Claims 08/18/2020

d2020_Jul_5	d2020_Jul_12	d2020_Jul_19	d2020_Jul_26	d2020_Aug_2
266,679	260,353	254,930	239,744	220,533
296	288	285	274	245
1,952	1,929	1,884	1,768	1,608
2,380	2,320	2,280	2,138	1,959
1,096	1,060	1,041	972	866
4,167	4,085	4,035	3,845	3,595
793	766	749	709	622
5,084	4,927	4,851	4,552	4,247
3,812	3,721	3,650	3,468	3,207
9,857	9,756	9,648	9,210	8,546
829	802	786	726	674
1,624	1,576	1,535	1,439	1,308
783	769	751	715	654
3,103	3,010	2,937	2,721	2,487
4,627	4,522	4,421	4,187	3,852
386	371	361	343	311
40,789	39,902	39,214	37,067	34,181

Claims after July
19 incomplete

Town based on address provided by claimant.
Town of residence not verified.
Processed continued claims only
Updated August 17, 2020
Dept. of Labor Office of Research

Certified Businesses by Town								
Town	5/22/2020	5/28/2020	6/4/2020	6/12/2020	6/23/2020	6/30/2020	7/7/2020	7/14/2020
Bethany	9	9	9	10	15	15	15	15
Branford	150	164	269	284	300	304	310	315
East Haven	50	53	58	86	101	105	111	114
Guilford	113	107	118	148	169	171	175	177
Hamden	140	159	179	241	286	299	302	309
Madison	75	77	86	103	124	130	135	139
Meriden	92	105	140	175	224	228	268	214
Milford	239	264	309	399	481	491	507	519
New Haven	279	316	363	456	591	619	647	662
North Branford	13	14	19	29	34	37	38	38
North Haven	99	102	113	178	209	214	218	223
Orange	71	76	82	128	151	155	158	159
Wallingford	147	173	191	234	272	276	286	286
West Haven	63	67	79	105	134	138	145	150
Woodbridge	24	26	28	41	52	53	56	58
Total	1564	1712	2043	2617	3143	3235	3371	3378
Updated 8/18/2020								
https://business.ct.gov/recovery	Questions: Please call REX Development at 203-821-3682							

Town	7/21/2020	7/28/2020	8/6/2020	8/11/2020
Bethany	15	16	16	16
Branford	320	327	334	336
East Haven	116	118	124	125
Guilford	181	182	183	183
Hamden	313	319	322	324
Madison	142	146	148	148
Meriden	247	252	257	257
Milford	518	532	542	553
New Haven	671	685	699	703
North Branford	41	41	41	41
North Haven	224	226	228	228
Orange	159	160	164	164
Wallingford	287	289	292	294
West Haven	152	155	157	159
Woodbridge	58	58	60	60
Total	3444	3506	3567	3591

CTrides: Quarter 2 Marketing Activity Summary

April—June 2020

CTrides website

Development of the CTrides Website continued to take priority in Quarter 2 as work moved ahead on approvals and coding. Responsiveness testing continued into April, as well as continued content development for all approved template pages and Salesforce integration for all webforms. In May, the QA/QC process began which included extensive testing of Salesforce integrated forms, mobile responsiveness, and the Find Your Commute tool. Illustration development continued for all pages, and additional redevelopment took place for the Telework page to include recent webinars that CTrides had developed and updated guidelines surrounding COVID-19 counter-measures and many commuters' mandatory work-from-home orders. In June the Salesforce form testing was completed, and a draft completed website was sent to DOT for review.

“Along the Lines” Podcast

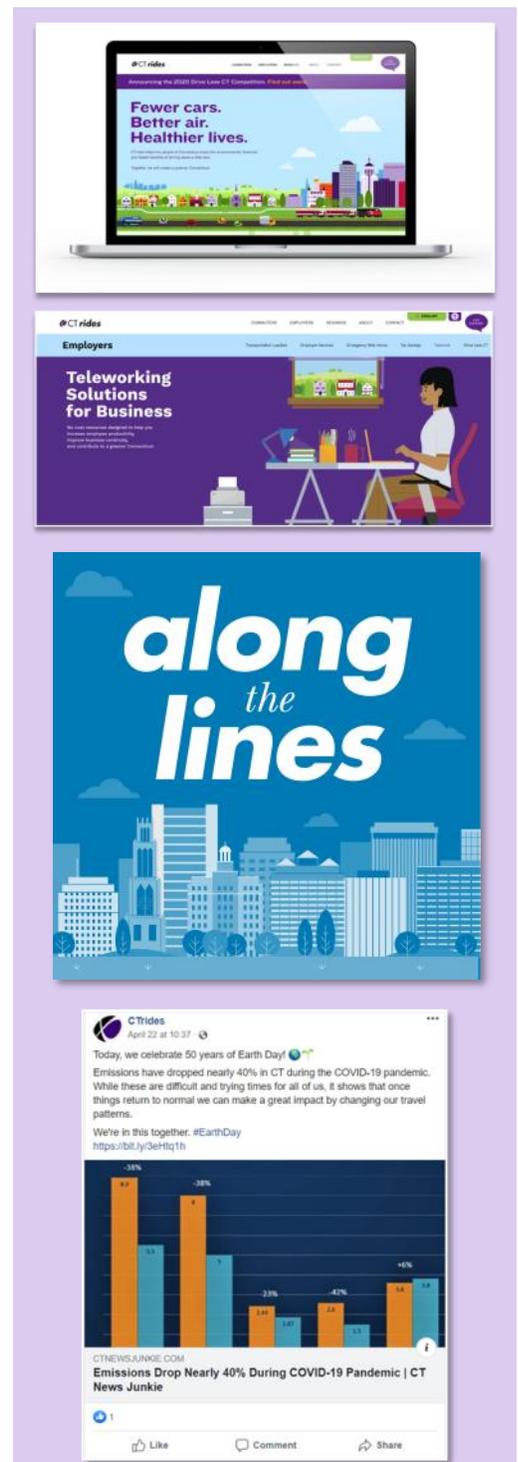
Having been put on a hold due to COVID-19 response, work for Along the Lines resumed in June. The first episode topic was shifted to focus on Transportation in the COVID-19 Era, posing the question, “is public transportation dead?” A new outline was completed, and a recording date in July set. Additional equipment was ordered and tested to support multiple guest speakers as opposed to a single guest speaker.

Social Media

In April, Social Media focused heavily on COVID-19 messaging for safety guidelines, as well as thanking essential workers and transit workers. On *CTrail* and *CTfastrak* channels managed by CTrides, frequent reminders were sent to reinforce customers maintaining social distance and wearing masks at stations and on board trains and buses. Other projects in this report also include information on social media efforts pertaining specifically to projects. Posts for Earth Day also went out in late April.

Caring Commutes Campaign

For the month of May, CTrides conducted the Caring Commutes campaign. If CTrides members reached the goal of 5,000 telecommutes in May, \$1,000 would be donated to The Connecticut Food Bank on behalf of Agile Mile, the administrator of the CTrides app. Communications during this time included multiple email blasts to CTrides members and partners, social media messaging, and an updated CTrides App landing page to drive participation. The campaign reached its goal on May 28 with 5,085 telecommutes recorded.



CTrides: Quarter 2 Marketing Activity Summary (Continued)

April—June 2020

Telework Webinars

Coming off the success of an initial Telework Webinar at the end of Q1, CTrides worked with telework experts on policy and technology to develop three additional webinars:

- The Business of Telework: Key Workplace Issues and Considerations (April 2)
- Best Teleworking Practices: The Road to Success for Employees (April 8)
- Collaborative Technologies for Telework (April 16)

Promotion was increased during early April, with communication going out through a targeted media buy, all CTrides social media channels, the CTrides app, and via a banner at the top of CTrides.com. New assets were developed to enhance promotion via CTrides email blasts and the Zoom landing and signup pages for each individual webinar, and mailing lists were increased to include previous webinar attendees. Digital assets were developed for Hartford Business Journal’s Morning Blend and Hartford Business Journal newsletter, and CT Society for Human Resource Management (CTSHRM) included a notice on their website. Total attendance numbers for each of the 4 webinars is as follows:

Webinar	Attendance	Questions & Comments	Surveys Completed
#1	62	1	12
#2	61	10	10
#3	117	19	15
#4	64	7	9

At the conclusion of each webinar, a survey invitation was provided to all attendees via the webinar’s closing screen and a follow-up thank you email. Over 90% of attendees were satisfied with the webinars. 47% of employees were interested in continuing to telework after COVID-19 either all or part-time; 53% wanted to return to the workplace. Survey respondents also provided the following feedback:

- “Thank you for the webinars - very interesting and informative”
- “Look forward to more webinars on this topic”
- “Many thanks for the time all of you took to put together this presentation. I found it very professional and informative!”
- “Clear and concise. Thank you!”
- “Nicely done, very informative, great job!!”



CTrides: Quarter 2 Marketing Activity Summary (Continued)

April—June 2020

Telework Documents

Following up the Telework Series, CTrides Developed a set of English and Spanish guides for employees, employers, and essential workers:

- Teleworking During COVID-19 – An Employee Guide
- Responding to COVID-19: An Employer’s Checklist for Managing Teleworkers
- Safe Travel Guidelines for Essential Employees

Later in the quarter, CTrides also developed a bilingual document to encourage employees to create a CTrides account and track their telework trips.

Virtual Room

Due to CTrides Outreach not being able to physically visit worksites under COVID-19 guidelines, development began for a Virtual Room to be able to host events virtually for all interested partners. Early in the quarter development began on a floorplan and content for the virtual pop-up banners located in the room. By June, all of the final content was approved and developed. QA/QC was conducted on the final collateral so that programming into the virtual environment could begin in July.

New Haven Union Station 100th Anniversary

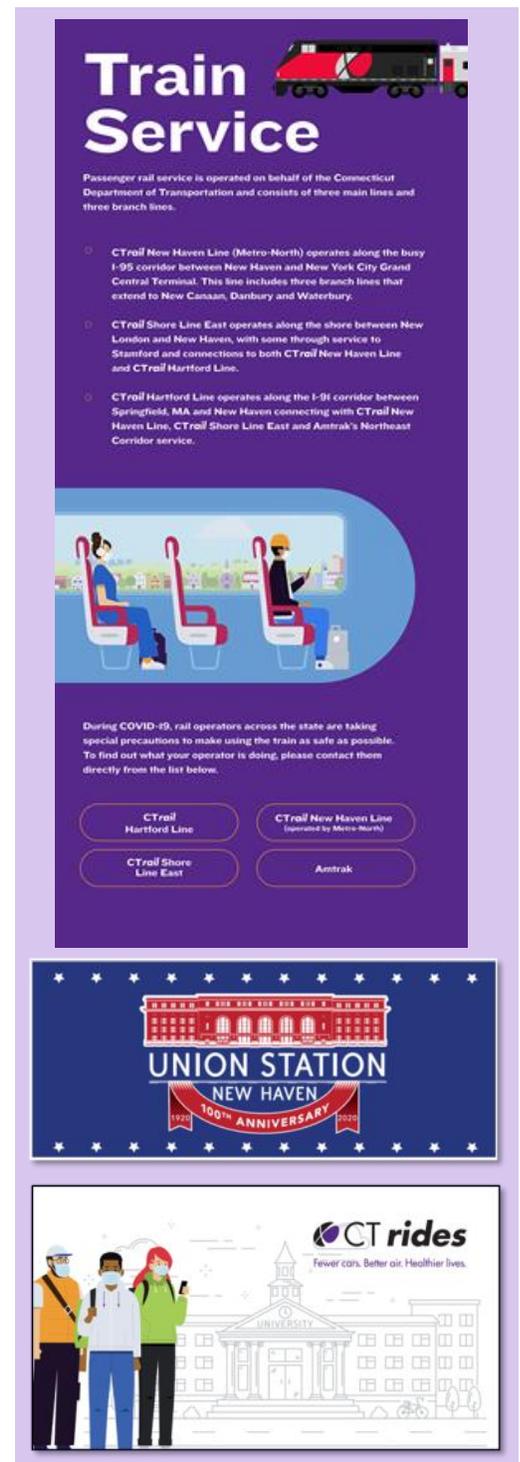
Work for the New Haven Union Station 100th Anniversary resumed in May, with research being done on additional images for the presentation. Final design and timeline information for an outdoor banner and station interior decoration were also submitted to DOT for review.

Road Scholar

The Road Scholar campaign has returned for the Fall 2020 semester, so QA/QC process of transit options for 40 participating schools began. The illustrations were also updated to display masks and social distancing standards, and the U-Pass CT image was updated for participating schools to reflect the current artwork.

CTrides Videos - Colleges

Developed videos for colleges and universities (U-Pass CT and non-U-Pass CT schools) promoting CTrides services to students.



CTrides: Quarter 2 Marketing Activity Summary (Continued)

April—June 2020

CTrides Media Assets

CTrides created billboard assets for “Commuting Solutions Today and Tomorrow” campaign and completed billboard media buy.

CTrail.com Landing Page

Work began during Quarter 2 for a unified CTrail.com home page. Multiple page design templates were constructed for review, and a final version was approved in June. Content drafts were submitted in June as well.

CTrail Header + Footer

To provide brand continuity with the eventual update of the CTrail.com landing page, CTrides also began development of new email header and footer for all CTrail Hartford Line and CTrail Shore Line East communications.

CTrail eTix Marketing Materials

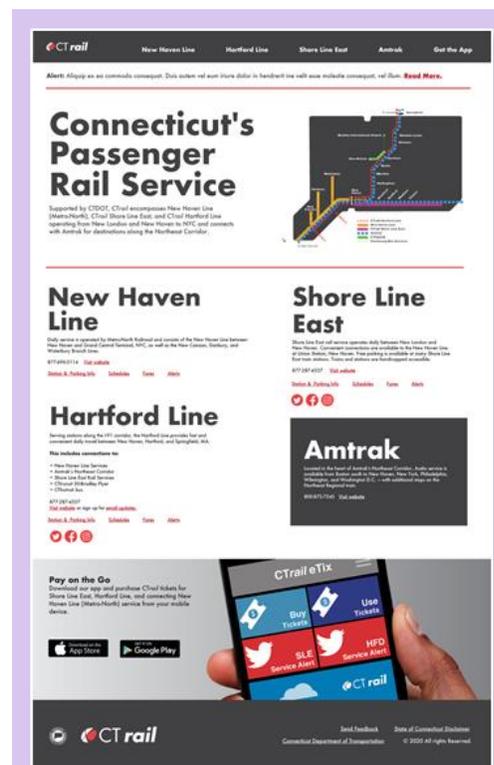
During Q2 CTrides Completed and received approvals on design of digital and print collateral to help promote the CTrail eTix mobile ticketing app. Posters and rack cards were sent to print and distributed to rail operators for use in stations and on trains. Digital assets were created as well, and used to drive social media promotion of the eTix app.

Safety Mask Sign

CTrides created a Safety Mask signage in English and Spanish that will be displayed in train stations, buses, and trains.

COVID-19 Commuter Survey

A commuter survey and marketing campaign to drive participation was developed late in Quarter 2 for deployment in July. The survey was developed to gauge commuters’ thoughts on commuting during COVID-19.



Participating Organization Activity

As of June 30, the total number of CTrides employer participants, stakeholders and community participants is **314**.

Highlights:

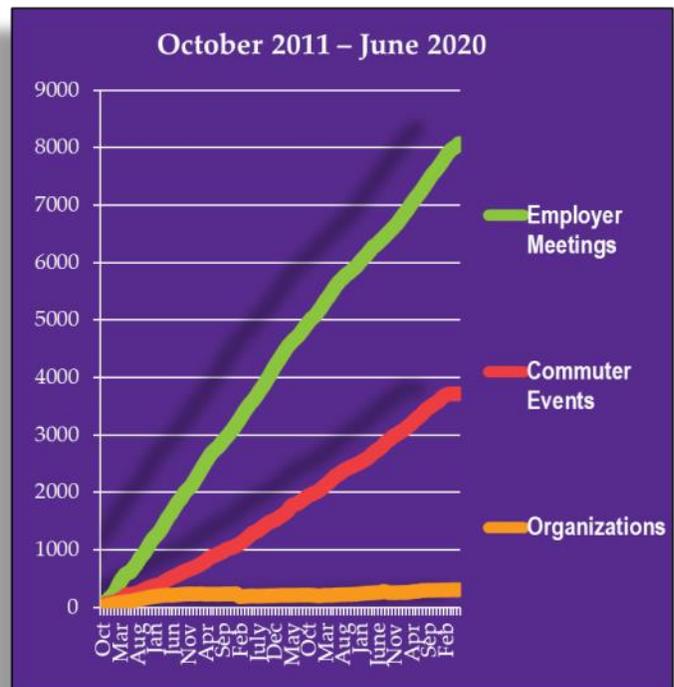
- Distribution of three teleworking information guides to 177 Transportation Leaders members, business organizations and other companies, and 50 companies with essential employees.
- Promoted three webinars to our partners.
- Distributed Caring Commutes information to partners and stakeholders during campaign to drive participation:
 - Rabab Hussein Sustainable Fairfield - “You all have kicked off such a wonderful initiative with Caring Commutes, we were beyond excited to share and get the word out!”
 - Christine Michaels, Greater Bridgeport Transit- “What a great incentive. I will be sure to sign up and help spread the word to my colleagues.”
- Confirmed colleges/university plans for returning to school in the fall which informed updates to Road Scholar collateral as well as the need for videos for online New Student Orientation activities.
- Working with ETCs on transportation and return to work plans.
- Continued distribution of Safe Travel Guidelines to Transportation Leader Program members and other stakeholders who continue to serve essential businesses across the state.

New Transportation Leaders:

- Paul Bailey Architects
- Dollar Tree Distribution Center
- Lincoln Technical Institute
- Paier College of Art

The CTrides Outreach Team held **151 Virtual Meetings and Events** with our worksite partners during Q2. The total number of currently participating organizations is at **314**.

This quarter’s worksite activity, segmented by region, can be found on the following pages. A complete list of program organizations/stakeholders is in Appendix A.





Regional Worksite Highlights

Western CT includes Litchfield, Housatonic, Bridgeport & Stamford regions

Highlights

New Transportation Leaders Members:

Branson Ultrasonics
Amazon BDL-1 Bristol

Branson Ultrasonics: Met to discuss teleworking strategies and the development of a formalized telework program.

Amazon Bristol BDL-1: Reviewed Essential Employee Travel guide with ETC, who agreed to distribute it to their employees.

Meeting with Enterprise and Amazon (Bristol location) to provide services to essential employees. The onsite contact is investigating ways to encourage vanpooling.

ETC notified us of initial plans to open three additional locations in Stratford, Trumbull, and Danbury. Working with them to incorporate CTrides services as new employee onboarding.

City of Waterbury: Reviewed telework resources with the city. As a result, the city promoted the three new telework information guides on their social media platforms. Requested CTrides information to be distributed for new hires

Naugatuck Valley COG: The teleworking guides were posted on the COG's webpage.

Waterbury Regional Chamber of Commerce (WRCC): Hosted a telework webinar for WRCC and their members. Attendees were able to participate through Zoom and WRCC's Facebook Live stream.

Bridgeport Regional Business Council (BRBC): Hosted a CTrides Telework webinar which was also broadcast on Facebook Live. Caring Commutes information was also distributed to their contact list. "...it was a great webinar with A LOT of relevant information and I do thank you for coordinating." Kate Pipa - Event Coordinator

Sustainable Fairfield: Shared Caring Commutes information on Instagram and Facebook. Provided recording of BRBC telework webinar for their use.

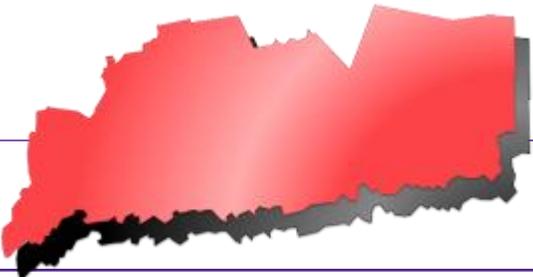
Virtual Events

- Bridgeport Regional Business Council

Meetings

- Amazon Delivery Station Bristol BDL-1
- Amazon Delivery Station Stratford BDL-4
- Branson Ultrasonics
- Bridgeport Regional Business Council
- CARTUS
- City of Waterbury
- Connecticut Department of Labor - NW and SW Business Service Teams
- Connecticut Department of Transportation
- Enterprise Rideshare
- Fairfield University
- Global Steering Systems
- Greater Bridgeport Transit
- HARTransit

- Housatonic Community College
- i2Systems
- Naugatuck Valley Community College (Danbury)
- Naugatuck Valley Community College (Waterbury)
- NBC Sports Group
- North East Transportation Co., Inc.
- Northwest Hills Council of Governments
- Northwestern Connecticut Community College
- Norwalk Community College
- Norwalk Transit District
- People Friendly Stamford
- Post University
- Stone Academy (Waterbury)
- Sustainable CT
- Sustainable Fairfield
- University of Bridgeport
- University of Connecticut (Stamford)
- University of Connecticut (Waterbury)
- Vibrant Health
- Waterbury Regional Chamber
- Western Connecticut Council of Governments
- Western Connecticut State University



Regional Worksite Highlights

Southern CT includes Middlesex, New Haven & coastal regions

Highlights

City of New Haven: Discussed the potential for developing a post-pandemic telework program in light of their employees now teleworking

Amazon BDL-3: Discussed the commuting needs of their essential workforce during COVID-19 resulting in the distribution of the Safe Travel Guide to their employees

New TL Member: Paul Bailey Architects (New Haven)

goNewHavengo: Transportation on Tap, a virtual event, spotlighted transportation in the era of COVID-19 which included a presentation by CTrides on Telework

City of New Haven/ Amazon BDL3: Deputy Director of Economic Development reached out to CTrides to assist Amazon in establishing a vanpool from the Westville neighborhood as a faster alternative to transit

Honeywell Life Safety: Company distributed CTrides Safe Travel Guidelines for Essential Employees. Coordinated a meeting between Honeywell and CTtransit to discuss the plausibility of bus service to their Northford location as transportation challenges continue to exist.

Southern Connecticut

State University: Working with University to distribute Safe Travel Guidelines and other CTrides collateral for all students, faculty, and staff.

Paier College of Art: Joined the Transportation Leaders Program. School will be incorporating the new CTrides college video into their back-to-school events in August.

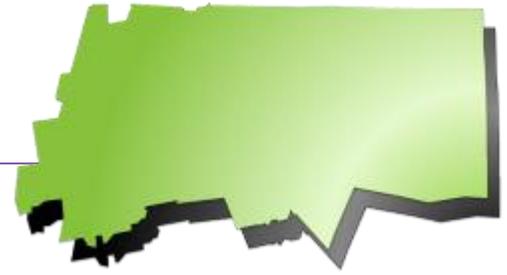
Virtual Events

- goNewHavengo

Meetings

- Albertus Magnus College (New Haven)
- Alexion Pharmaceuticals
- Amazon BDL-3
- City of New Haven
- CTtransit
- Eastern Connecticut State University
- General Dynamics Electric Boat
- goNewHavengo
- Honeywell Life Safety
- Honeywell Life Safety
- NXTHVN
- Paier College of Art
- Paul Bailey Architect, LLC
- South Central Regional Council of Governments
- Southeast Area Transit
- Southeastern Connecticut

- Council of Governments
- Southern Connecticut State University
 - The Kennedy Center, Inc, Woodbridge
 - University of New Haven
 - Yale University



Regional Worksite Highlights

Eastern CT includes the Hartford, North and Central regions of Connecticut

Highlights

Town of Farmington: Economic Development Coordinator promoted CTrides Telework webinar resources to local companies.

FHWA: Reviewed the objectives for a virtual relocation event scheduled for May 18th. Microsoft Teams chosen as the preferred meeting platform, a test was conducted and the event outline was prepared.

Wesleyan University: Teleworking guides distributed through employees HR newsletter. CTrides is working with the University on the commute component of their return to school plan for the fall.

City of Hartford: Participated in a virtual Earth Day event that included a CTrides presentation on teleworking.

Central CT Chambers of Commerce: Caring Commutes information was added to the chamber's newsletter and distributed to members

Federal Highway Administration: Conducted webinar to inform employees of CTrides services, teleworking best practices, and transit options.

C&S Wholesale Grocers: Identified and began working with a new ETC. Next steps include sharing the Safe Travel Guidelines, developing a carpool program at their worksite, and establish a vanpool program in coordination with Commute with Enterprise.

Dollar Tree Distribution Center (Windsor): Joined the Transportation Leaders program and will be distributing safe travel guidelines and other commuting resources to employees.

Lincoln Technical Institute (New Britain): Joined the Transportation Leaders program and is initiating a blend of online and in-person learning. Will be sharing all transportation resources with faculty and students.

Virtual Events

- U.S. Department of Transportation, Federal Highway Administration

Meetings

- Bradley International Airport
- Bridgeport Regional Business Council
- C&S Wholesale Grocers
- Capital Community College
- Center for Latino Progress
- Central Connecticut Chambers of Commerce
- City of Hartford
- City of Windsor Locks
- Connecticut Department of Energy and Environmental Protection (Hartford)
- Connecticut Green Bank
- Connecticut Office of the State Comptroller
- Connecticut Transit
- Conning
- Crestfield Rehabilitation Center & Fenwood Manor
- Dollar Tree Distribution Center

- Edened Commuter Benefit Solution
- Glastonbury Town Hall
- Goodwin University
- Hartford Job Corps Academy
- Horizon Services Company
- Lincoln Technical Institute (New Britain)
- Office of the Attorney General
- Sustainable CT
- The Hartford
- The Jackson Laboratory
- U.S. Department of Transportation, Federal Highway Administration
- UConn Health Center
- University of Connecticut (Hartford)
- Wesleyan University
- West Hartford Health and Rehabilitation
- Windsor Health and Rehabilitation Center, LLC
- Wiremold/Legrand

Customer feedback:

- *“Michele was very helpful and answered all my questions.”*
- *“Cindy was great! She was great in getting me the info I needed and she is very helpful!”*
- *“The person I talked to was very pleasant and efficient!”*
- *“Cindy, was excellent and VERY HELPFUL she went above & beyond the call of duty”*
- *“The Customer Service Rep was very helpful and I am hopeful that they fixed the problem. I especially appreciated that someone was there after 5:00 ”*
- *“Cindy was very professional. She gave me the refund address over the phone, as well as sent it to my e-mail”*

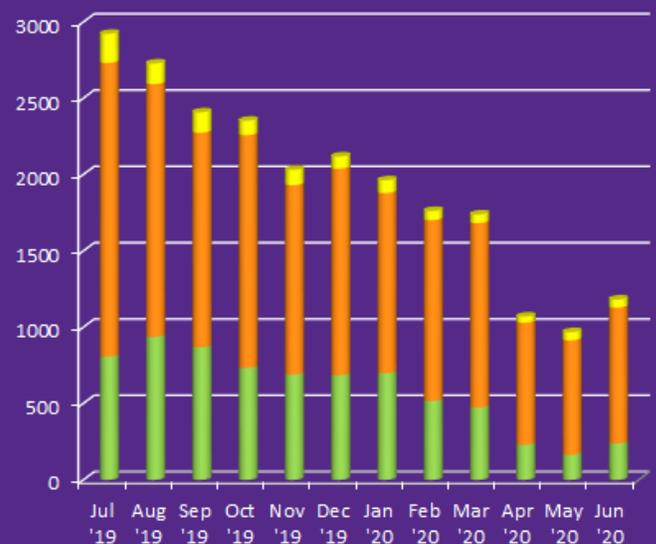
Customer Service Highlights

Number of Calls (AECOM): 2,441
 Number of Calls (Advance): 2,858
 Custom Commute Plans: 26
 Total Number of Website Form Submissions: 128
 Total Number of Emails Sent and Received: 632

Customer Service Details:

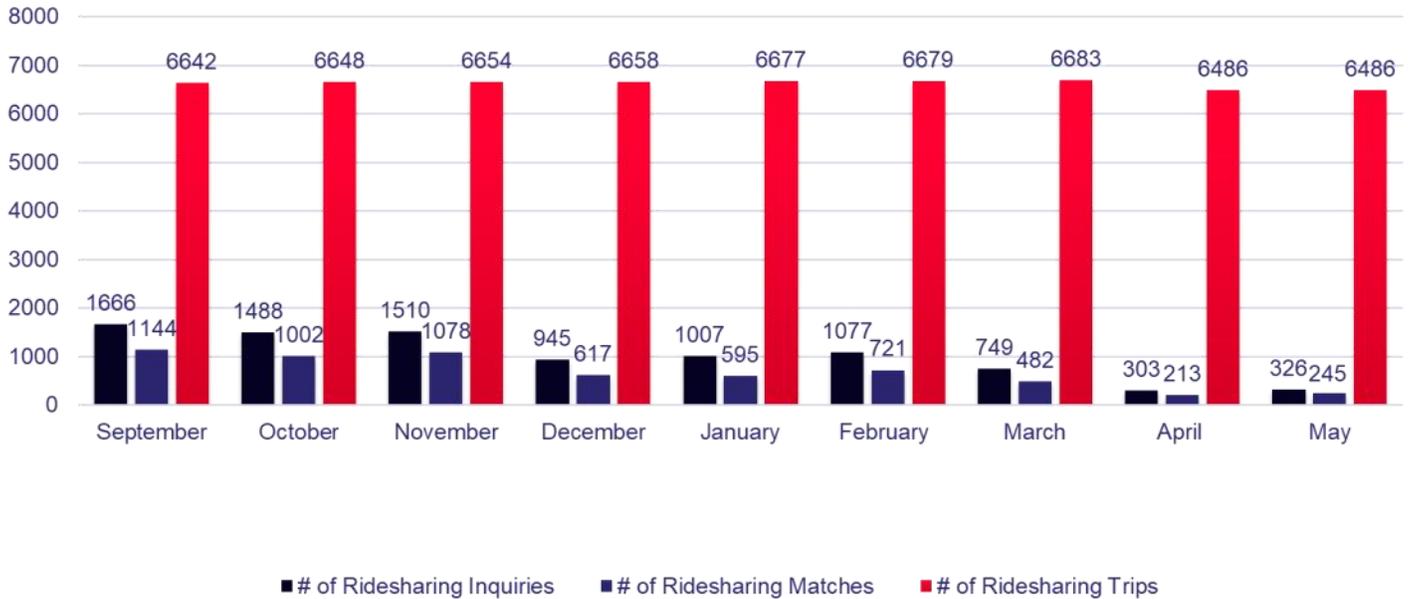
- **3,220 Total** cases into CTrides
 - * **2,441 calls**
 2 inquiries about available disabled services
 5 bilingual inquiries
 - * **Sent and received 632 emails**
 Great or OK rating on 92% of emails surveyed
 - * **Facilitated 147 live online chats of which 42 were SMS (text) chats**
 4.86 out of 5 (best) avg. rating on all chats
- **Provided 1 Emergency Ride Home** to 1 vanpooler
- **Processed 55 CTrail Hartford Line and 26 CTrail Shore Line East** complaints, suggestions, questions
- **Distributed 0 trial bus passes to commuters** due to massive decrease in ridership caused by COVID-19.

2nd Quarter 2020



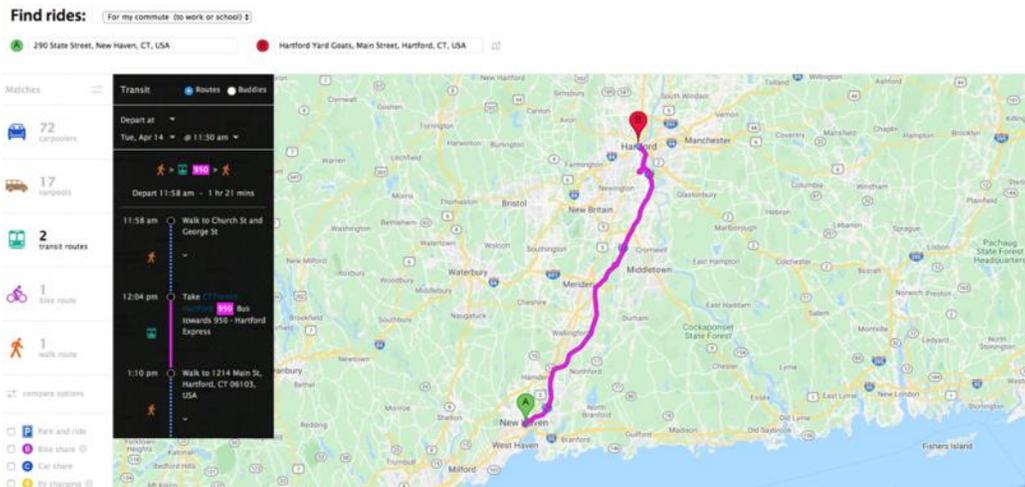
▶ **2,441— Inbound Calls** ▶ **147 — Online Chats**
 ▶ **632— Emails**

Month-over-Month Key Statistics (Through May, 2020)



Rideshare Activity

- Launched Caring Commutes challenge to obtain \$1,000 contribution to the Connecticut Food Bank when teleworkers logged 5,000 commutes in May
 - Placed ad on CTrides members homepage
 - Conducted email blast to all CTrides members
 - Reached goal of 5,000 telecommutes on May 28
- Conducted user tests of beta version of new Trip Planner tool
- Reinstated monthly drawings to begin in July
- Approved the use of the new gift card catalog of hundreds of retail and debit cards (VISA, MasterCard, etc.) through Tango Card



As of Q2 2020, there are more than 300 businesses, agencies and municipalities working with CTrides

1. 3PL Worldwide
2. 9Town Transit
3. Advance Auto Parts
4. Advanced Behavioral Health
5. AECOM
6. Aetna
7. Albea
8. Albertus Magnus
9. Albertus Magnus (East Hartford)
10. Alexion Pharmaceuticals
11. All Our Kin
12. Amazon Fulfillment Center BDL-2
13. Amazon Fulfillment Center BDL-5
14. Amazon Sorting Center Wallingford
15. American Institute
16. Aptar Group
17. ARC of Litchfield County
18. Artspace New Haven
19. ASML, Inc.
20. Asnuntuck Community College
21. Avon Health Center
22. Becton Dickinson and Company
23. BHcare
24. Bigelow Tea
25. BikewalkCT
26. BLT Office (Norwalk)
27. BLT Office (Stamford)
28. Bradley Airport
29. Branford Hall (Branford)
30. Branford Hall (Southington)
31. Bridgeport Public Schools
32. Cabelas
33. Capital Community College
34. CARTUS
35. CDM Smith
36. Center for Latino Progress
37. Central Connecticut Chambers of Commerce
38. Central Connecticut Coast YMCA
39. Central CT State University
40. Chabaso Bakery, Inc.
41. Cigna
42. City of Bridgeport
43. City of Danbury
44. City of Meriden
45. City of New Britain
46. City of New Haven
47. City of Stamford
48. City of Waterbury
49. City of Waterbury - Public Health
50. Community Health Center of New London
51. Connecticare
52. Connecticut Children's Medical Center
53. Connecticut College
54. Connecticut Department of Developmental Services
55. Connecticut Department of Energy and Environmental Protection (Hartford)
56. Connecticut Department of Energy and Environmental Protection (New Britain)
57. Connecticut Department of Labor
58. Connecticut Department of Transportation
59. Connecticut Department of Veterans Affairs
60. Connecticut Green Bank
61. Connecticut Innovations
62. Connecticut Mental Health Center
63. Connecticut National Guard
64. Connecticut Probate Court
65. Connecticut Spring and Stamping
66. Connecticut State Insurance Department
67. Connecticut Valley Hospital
68. Connecticut Valley Industries
69. Connecticut Water
70. Conning, Inc.
71. Continuum of Care Inc.
72. CT Department of Labor
73. CTtransit
74. CTfastrak
75. Datto, Inc.
76. Department of Administrative Services
77. Department of Economic and Community Development
78. Department of Emergency Services & Public Protection
79. Department of Public Health (Hartford)
80. Department of Rehabilitation Services
81. Department of Revenue Services
82. Department of Social Services (Hartford)
83. Diageo, Inc.
84. Dollar Tree Distribution Center
85. DRS
86. East River Energy
87. Eastern Account System, Inc.
88. Eastern Connecticut State University
89. Eastern Connecticut Transportation Consortium
90. Eastern Workforce Investment Board
91. Electric Boat
92. Empire State Realty Trust
93. Enterprise Holdings
94. Enterprise Rideshare
95. ESPN

- | | | |
|--|--|---|
| 96. Essex Steam Train and Riverboat | 132. Hubbell Incorporated | 165. Middletown Area Transit |
| 97. ExecutNet | 133. Human Resource Leadership Association of Eastern CT | 166. Milford Transit District |
| 98. Fairfield University | 134. i2systems | 167. Mitchell College |
| 99. Foxwoods Resort and Casino | 135. IFG Companies (Guilford Specialty Group) | 168. Mohegan Sun Casino |
| 100. FTD Florists | 136. Inertia Dynamics Corporation | 169. Mystic Healthcare and Rehabilitation LLC |
| 101. Fusco Corporation | 137. Innovate Stamford | 170. Mystic Marriott Hotel & Spa |
| 102. From You Flowers | 138. IRS | 171. Nalas Engineering |
| 103. Gateway Community College | 139. Jackson Laboratory | 172. Naugatuck Valley Community College (Danbury) |
| 104. Gaylord Specialty Healthcare | 140. JCC of Greater New Haven | 173. Naugatuck Valley Community College (Waterbury) |
| 105. Global Steering Systems | 141. Jewett City Savings Bank | 174. Naugatuck Valley Council of Governments |
| 106. GoNHGO | 142. Job Corps (Hartford) | 175. Naval Submarine Base New London |
| 107. Goodwill of Western & Northern CT | 143. Job Corps New Haven | 176. New Britain CT Works Center |
| 108. Goodwin College | 144. Jones Lang Lasalle Americas | 177. New Britain Downtown District |
| 109. Greater Bridgeport Transit | 145. Key Bank - New Haven | 178. New Haven Coalition for Active Transportation |
| 110. Greater Norwalk Chamber of Commerce | 146. Knights of Columbus | 179. New Haven Mayor's Task Force on Bike Education |
| 111. Greater Waterbury YMCA | 147. Konica Minolta Business Solutions | 180. North East Transportation Co. |
| 112. Greenwich Board of Education | 148. Law offices of John Andreini | 181. Northwest Hills COG |
| 113. Greenwich Chamber of Commerce | 149. Lawrence + Memorial Hospital | 182. Northwestern CT Community College |
| 114. Group CBS Circuit Breaker Sales | 150. Lincoln Life Insurance/Freemont Group Management | 183. Norwalk Community College |
| 115. Hartford Adult Education Center | 151. Lincoln Technical Institute | 184. Norwalk Housing Authority |
| 116. Hartford Foundation for Public Giving | 152. Live Green CT | 185. Norwalk Transit |
| 117. Hartford HealthCare System Support Office | 153. Lower Connecticut River Valley Council of Governments | 186. Nucor Steel (Wallingford) |
| 118. Hartford Hospital | 154. Manchester Community College | 187. NWCC Center for Workforce Development |
| 119. Hartford Public Library | 155. Manufacturing Alliance Service Corporation | 188. Office of Policy and Management |
| 120. Hartford Steam Boiler | 156. Marcus Partners Mgmt. | 189. Office of the Attorney General |
| 121. HARTransit | 157. Mary Wade Home | 190. Office of the Secretary of the State |
| 122. Henkel Corporation | 158. MassMutual | 191. Office of the State Comptroller |
| 123. Hispanic Advisory Council of Greater Stamford (HACGS) | 159. MedSource Consultants | 192. Oracle Corporation |
| 124. Hologic | 160. Medtronic | 193. Paier College of Art |
| 125. Honeywell | 161. Middlesex Community College | 194. Paradigm Property Management |
| 126. Hotchkiss School | 162. Middlesex Community College - Meriden Campus | 195. Pathway Lighting Inc. |
| 127. Horizon Services Company | 163. Middlesex Hospital | 196. Paul Bailey Architects |
| 128. Homegoods Distribution | 164. Middlesex Hospital Shoreline Medical Center | |
| 129. Homes For the Brave | | |
| 130. Hospital for Special Care | | |
| 131. Housatonic Community College | | |

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| 197. Pelli Clarke Pelli Architects | 229. Society for Human Resource Management | 260. Town of East Hartford |
| 198. People Friendly Stamford | 230. South Central Regional Council of Governments | 261. Town of Fairfield |
| 199. People's United Bank | 231. Southeast Area Transit | 262. Town of Farmington |
| 200. PEP - Lacey Manufacturing | 232. Southeastern Connecticut Council of Governments | 263. Town of Greenwich |
| 201. Pierce Care | 233. Southern Connecticut State University | 264. Town of Trumbull |
| 202. Pitney Bowes-Danbury | 234. Southwest Community Health Center | 265. Town of Windsor |
| 203. Pitney Bowes-Shelton | 235. St. Mary's Hospital | 266. Town of Woodbridge |
| 204. Porter & Chester Institute (Branford) | 236. St. Vincent's College | 267. Travelers |
| 205. Porter and Chester Institute (Enfield) | 237. St. Vincent's Medical Center | 268. Trinity College |
| 206. Porter and Chester Institute (Stratford) | 238. Stamford Chamber of Commerce | 269. Triumph |
| 207. Porter and Chester Institute (Waterbury) | 239. Stamford Downtown Special Services District (SDSSD) | 270. TSKP Studios |
| 208. Pratt & Whitney - Middletown | 240. Stanley Black & Decker | 271. Tunxis Community College |
| 209. Pratt and Whitney | 241. State Education Resource Center | 272. U.S. Department of Housing and Urban Development |
| 210. Prudential (Hartford) | 242. State of Connecticut | 273. UConn Hartford |
| 211. Quinebaug Valley CC | 243. Stone Academy (East Hartford) | 274. UConn Health Center |
| 212. Quinnipiac University | 244. Stone Academy (Waterbury) | 275. UConn Law School |
| 213. Quinnipiac University - North Haven Campus | 245. Stone Academy (West Haven) | 276. Ulbrich Stainless Steels and Special Metals |
| 214. Radiall USA Inc. | 246. Sun Life Financial | 277. United Bank |
| 215. Randstad | 247. Tauck Tours | 278. United Healthcare |
| 216. Reckson/SL Green | 248. The Business Council of Fairfield County | 279. United Illuminating |
| 217. Regal Care | 249. The Hartford | 280. United States District Court: District of Connecticut |
| 218. RGIS | 250. The Independence Center | 281. United Technologies Corporation |
| 219. Rich Product Corporation | 251. The Kennedy Center, Inc. | 282. University of Bridgeport |
| 220. Saint Francis Hospital | 252. The Watermark at 3030 Park | 283. University of Connecticut—Avery Point |
| 221. Saybrook Point | 253. The Workplace | 284. University of Connecticut—Storrs |
| 222. Sea Corp | 254. Three Rivers Community College | 285. University of Connecticut—Stamford |
| 223. SeeClickFix | 255. Thule Inc | 286. University of Connecticut—Waterbury |
| 224. Shipman & Goodwin | 256. Tower Labs Ltd. | 287. University of Hartford |
| 225. Siemon Company | 257. Town Green Special Services District | 288. University of New Haven |
| 226. Sikorsky Aircraft Corporation—Bridgeport | 258. Town of Branford | 289. University of Saint Joseph |
| 227. Sikorsky Aircraft Corporation—Shelton | 259. Town of Burlington | 290. University of St. Joseph School of Pharmacy |
| 228. Sikorsky Aircraft Corporation—Stratford | | 291. USI Consulting |

- 292. U.S. Federal Highway Administration
- 293. Valley Transit District
- 294. Veterans Affairs Connecticut
Healthcare System (Newington)
- 295. Veterans Affairs Connecticut
Healthcare System (West Haven)
- 296. Voya
- 297. Washington Inventory Systems
- 298. Waste Management
- 299. Watch For Me CT
- 300. Waterbury Hospital
- 301. Watson Foods
- 302. Wesleyan University
- 303. West Hartford Health and Rehab
- 304. Western Connecticut State
University
- 305. Western CT Council of Governments
- 306. Wiggin & Dana, LLP
- 307. Windham Region Transit District
- 308. Windham Regional Community
Council
- 309. Windsor Health and Rehabilitation
Center, LLC
- 310. Wiremold/Legrand
- 311. Workers' Compensation
Commission
- 312. Yale University
- 313. Yale-New Haven Hospital
- 314. YMCA Greater Hartford