Meeting Notice & Agenda
South Central Regional Metropolitan Planning Organization and South Central Regional Council of Governments
Wednesday, November 16, 2022 – 10:00 A.M.
This is a hybrid meeting with in-person attendance at the SCRCOG Office and remote access via Zoom.
Office Location: 127 Washington Avenue, 4th Floor West, North Haven, CT 06473
Zoom Information: https://us02web.zoom.us/j/83877342935
Call-In Number: +1 929 205 6099 / Meeting ID: 838 7734 2935

1 Call to Order and Introductions
2 Adopt Minutes of 11/16/22 SCRCOG Meeting
3 Treasurer’s Report for month ending 12/31/22
4 MPO Business
   a) Adopt Resolution to Approve FY 2022-2023 TIP Amendment Twenty-Three (motion)
   b) Adopt Resolution authorizing the Executive Director to sign agreements with CTDOT (motion)
   c) Appointment of Mario Marrero as non-voting transit member on MPO (motion)
   d) Transportation Staff Report
   e) Transit District Report
   f) CT Rides Report
5 COG Business
   a) Nominating Committee Report for Calendar Year 2023 Officers and Committees
   b) Election of Officers and Appointment of Committees (motion)
   c) Acceptance of Gavel by New Chair
   d) Adopt Resolution to appoint SCRCOG Bank Signatories (motion)
   e) Resolution Authorizing the Executive Director to Execute Agreement for Acceptance of DEEP Sustainable Materials Management (SMM) Grant for up to $150,000 (motion)
   f) Resolution Authorizing the Executive Director to enter into a Consultant Agreement for $35,000 as part of the SCRCOG SMM Grant Award from DEEP (motion)
   g) SCRCOG Staff Reports
   h) Regional Planning Commission December and January Action Tables
   i) REX Development Report
   j) Congressional Reports
   k) State Legislative Reports – CCM, COST
   l) DEMHS Report
6 Executive Director’s Report
7 Regional Cooperation/ Other Business
8 Adjournment

The agenda and attachments for this meeting are available on our website at www.scrcog.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 weeks’ 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 Paula Cofrancesco, Secretary
DATE: January 18, 2023
SUBJECT: SCRCOG Meeting Minutes of November 16, 2022

Present:
Bethany First Selectman Paula Cofrancesco, Secretary
Branford First Selectman James Cosgrove
East Haven Mayor Joseph Carfora
Guilford First Selectman Matthew Hoey, Chair
Hamden Mayor Lauren Garrett
Madison First Selectman Peggy Lyons, Treasurer
Meriden Tim Coon, proxy for Mayor Kevin Scarpati
Milford Mayor Benjamin Blake
New Haven Mayor Justin Elicker
North Branford Michael Downes, proxy for Mayor Jeffrey Macmilen
Orange First Selectman James Zeoli, Vice Chair
Wallingford Mayor William Dickinson
Woodbridge Sheila McCreven, proxy for First Selectman Beth Heller

SCRCOG Staff Carl Amento, Laura Francis, James Rode, Christopher Rappa, Rebecca Andreucci

Guests: Kevin Alvarez, City of New Haven; Ginny Kozlowski and Barbara Malmberg, REX Development; Lou Mangini, Office of U.S. Representative Rosa DeLauro; Jameson Foulke, Office of U.S. Senator Christopher Murphy; Mario Marrero, Greater New Haven Transit District; Nan Birdwhistell, Murtha Cullina Law Firm; Gary Sojka and David Elder, CTDOT; Ryan Wolfe, United Illuminating; William Gambardella, Regional MSW Facility; Brian Popovich, USA Hauling and Recycling; Carol Hazen, Town of Hamden; Stefan Steiner and Erwin Schaller, Redwave Trash Center; Renatta Bertotti and Juliet Burdelski, Grant Consultants; Pam Roach, Waste Consultant; Krista Goodkin, CDM Smith; Lorena Venegas, Member of the Public.

NOTE: The November SCRCOG Board meeting was a hybrid meeting

1. Call to order and Introductions
Chairman Hoey called the meeting to order at 10:05 a.m. All present introduced themselves.

2. Presentation: SCRCOG Grant Assistance Program
SCRCOG consultants Juliet Burdelski and Renatta Bertotti reviewed the grant training and assistance programs that are available to SCRCOG municipalities. Juliet discussed their recent assistance to SCRCOG towns with grant applications. Renatta discussed tools available for future grant applications. First Selectwoman Lyons asked if she could use ARPA funds as match for grants. Chairman Hoey responded yes because Madison falls under the exemption cap. The consultants agreed.
3. **Adoption of the October 26, 2022 SCRCOG Meeting Minutes**
First Selectman Cofrancesco presented the minutes of the SCRCOG Meeting of October 26, 2022, which were included in the agenda packet at pages 2-5. First Selectwoman Lyons made a motion to approve. Chairman Hoey seconded, and all voted in favor.

4. **Treasurer’s Report for the month ending 10/31/22**
First Selectwoman Lyons presented the treasurer’s report on pages 6-7 of the agenda packet. The Balance Sheet shows that SCRCOG has total assets of $1,790,000 with $1,530,000 of that in cash and investments. There is also $126,800 due from CTDOT, $63,000 due from DEMHS, and $13,000 due from EDA. Expenses for the month were in order. First Selectman Cofrancesco moved to accept the report, and Chairman Hoey seconded. The vote was unanimous.

5. **Transportation Committee Report**
Chairman Hoey presented the Transportation Committee report on pages 8-15 of the agenda packet, with the Resolutions found on pages 14-15.
First Selectman Cofrancesco made a motion to approve TIP Amendment Twenty-Two. First Selectwoman Lyons seconded, and all voted in favor.

6. **Presentation: I-95 East PEL Study**
Gary Sojka from the CTDOT introduced the study. He stated that recordings and materials from previous presentations are available on the project website. The formal comment period is open until November 30, 2022. Comments are being accepted through the project website, survey, email, and mail.
Krista Goodkin from CDM Smith reviewed the study area and discussed previously completed studies of I-95. Mayor Dickinson asked if any changes were being proposed to the speed limit? Krista responded they are not proposing changing the speed limit and explained that current congestion on this route presents traffic from reaching the marked speed limit. Chairman Hoey asked where the population predictions came from? Krista responded they used data from the Department of Labor, American Community Survey, and Department of Housing.

7. **Adoption of Preliminary Dues for FY 2023-24**
Deputy Director Laura Francis presented the Preliminary Dues found on page 16-17 of the agenda packet. The dues were unanimously recommended for adoption by the Executive Committee. SCRCOG is proposing a dues rate increase of eight cents per capita. This increase would allow SCRCOG to match all the incoming transportation funding. Staff are currently working on drafting a cost/benefit analysis of the value of SCRCOG membership. First Selectman Cofrancesco made a motion to approve, and First Selectwoman Lyons seconded. All voted in favor.

8. **Adoption of January 2023 to January 2024 SCRCOG Calendars for Monthly Meetings**
Executive Director Amento presented the proposed SCRCOG calendar found on pages 18-19 of the agenda packet. Rebecca Andreucci noted the December meeting is scheduled for a Thursday. First Selectman Cofrancesco made a motion to approve the calendar. First Selectwoman Lyons seconded. All voted in favor.

9. **Appointment of Nominating Committee for 2023**
Chairman Hoey recommended keeping the previous year’s Nominating Committee, composed of Mayor Blake, First Selectman Cosgrove, and First Selectman Heller. First Selectman Cofrancesco made a motion to approve, and First Selectwoman Lyons seconded, with all voting in favor.

10. **Presentation: Preliminary Plans for Development of Regional MSW/Recycling Facility**
William Gambardella presented information on a proposed Regional Municipal Solid Waste (MSW)/Recycling Facility near the North Haven and New Haven line. The facility will be a trash-to-energy facility, and fees are
expected to be $30 less per ton than current rates. The proposal includes construction of the trash to energy facility in addition to a glass recycling plant, next to the New Haven Recycling Center. The goal is to replace MIRA. Mayor Blake asked if the facility would be able to handle the volume from the whole COG? Gambardella responded yes, the facility could handle double the COGs volume. Mayor Blake asked if the facility would be considered a Class 1 Renewable? Gambardella said he believed so. Mayor Garrett asked if the facility would accept items such as tires and mattresses? Gambardella responded no, and it would also not accept hazardous materials. Mayor Elicker stated that this facility was not yet a done-deal, the project still needs a lot of permitting and public engagement. Gambardella stated that they intend to start the permitting process within a few weeks, which is expected to last 12-18 months. First Selectman Zeoli asked if the facility was private for-profit? Gambardella responded it is a private company utilizing municipal bonding. The facility would pay taxes as a special taxing district. Laura Francis stated that the purpose of this presentation was to present a general overview, but municipalities will be contacted directly with more information.

11. Congressional Reports
Lou Mangini from Congresswoman DeLauro’s office reiterated in response to First Selectwoman Lyons’ earlier question that ARPA funds can be used as grant match.

Jameson Foulke reported that Senator Murphy is working on the Respect for Marriage Act.

Laura Francis asked if December 18 is the expiration date of the Continuing Resolution for the federal budget passing? Jameson Foulke responded he hasn’t heard a specific date yet.

12. State Legislative Reports
Laura Francis reported that COST is looking for feedback on their legislative agenda. Chairman Hoey stated he has questions regarding allowing TOD as-of-right.

13. SCRCOG Executive Director’s Report
Executive Director Amento reviewed the SCRCOG Newsletter found on pages 20-28 of the agenda packet with particular focus on the municipal services programs. He reported that the next Affordable Housing Working Group meeting is scheduled for tomorrow. The Hazard Mitigation Committee had its first public meeting. SCRCOG’s IT/Cybersecurity consultant, Novus Insight, has enlisted 1950 municipal employees in the region in a free year-long cyber-awareness training program. Novus is currently conducting free cybersecurity vulnerability scans and producing confidential reports for several SCRCOG towns on a first-come, first-serve basis. Six SCRCOG municipalities have been awarded DEEP SMM grants to divert food waste from their municipal waste stream.

Deputy Director Laura Francis thanked members for their letters of support to SCRCOG’s DEEP Resilience grant application. She reported that Guilford, New Haven, and West Haven have received new SustainableCT Certification. She noted that LOTCIP is nearly fully programmed for the year. She asked the members to keep an eye out for an invitation to SCRCOG’s Legislative Breakfast in January.

14. REX Development Report
Ginny Kozlowski from REX Development reviewed her report on page 29 of the agenda packet. She reported that data from the Secretary of the State shows that the number of businesses have increased in the region since the start of the pandemic.

15. Greater New Haven Transit District Report
Mario Marrero from Greater New Haven Transit District reported they are still looking for new drivers. DOT will be extending free fares, but he is unsure about how long they will be extended for.
16. **DESPP/DEMHS Report**
   There was no representative from DESPP/DEMHS in attendance.

17. **Regional Planning Commission (RPC) November Action Table**
   The action table was reviewed on page 30 of the agenda packet.

18. **Regional Cooperation/Other Business**
   Executive Director noted there were copies of Mayor Blake’s resolution for PURA on the table. This can be taken up at a future meeting.

   Chairman Hoey stated he is still waiting on more information on IIJA project grouping. He is looking for guidance on what projects should be lumped together. It is imperative that the COG takes this role. Laura Francis stated that COGs requested that DOT create a matrix of the IIJA funding opportunities.

19. **Adjournment**
   First Selectman Cofrancesco made a motion to adjourn, and Chairman Hoey seconded. The meeting was adjourned at 12:06 p.m.

   Respectfully submitted,

   First Selectman Paula Cofrancesco, *Secretary*
### Assets

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<td>State of CT - Short-Term Investment Fund</td>
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### Liabilities

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<td>Deferred Revenue - OPM</td>
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<td>Deferred Revenue - LOTCIP</td>
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<td><strong>Total Liabilities and Fund Balance</strong></td>
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# Statement of Resources and Expenditures

South Central Regional Council of Governments  
As of period 12/31/2022

## Resources

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<th>Description</th>
<th>Current</th>
<th>Year-to-Date</th>
<th>Budget</th>
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<td>CT SoS - Regional Election Monitor</td>
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<td>CIRCA - Resilient CT Grant</td>
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<td>Retiree Health Insurance Contribution</td>
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**Total Resources**  
210,625.85  
711,590.87  
3,275,656.00

## Direct Expenses

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<td>78,441.00</td>
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<td>LOTCIP - Reserved</td>
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<td>CT DECD (EDA Grant) - Reserved</td>
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**Total Direct Expenses**  
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255,233.51  
2,179,663.00

## Direct Labor

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## Overhead

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<tbody>
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<td>Travel</td>
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<td>Meeting Expenses and Advertising</td>
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<td>Miscellaneous</td>
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**Total Overhead**  
58,650.41  
321,478.60  
637,521.00

**Total Operating Expenses**  
216,705.56  
775,177.00  
3,275,656.00

Treasurer's Report - December, 2022  
Page 2 of 2
Project 0173-0532  2023-A23-1  Replace Traffic Signal Controllers & Cabinets
Changes Amendment 23 adds a new project
Reason Replacement of traffic signal controllers and cabinets at approximately 66 state-owned traffic signals in District 3. Also, installation of cellular modems to implement Automated Traffic Signal Performance Measures (ATSPMs) to improve intersection operations and safety.

Project 0424-XXXX  2017-A0-38  MILFORD TD ADMIN CAPITAL/SUPPORT
Changes Amendment 23 moves Sec 5307 funding from Fiscal Year 22 to Fiscal Year 23
Reason Action is necessary based on a revised schedule

Project 0424-XXXX  2017-A0-39  MILFORD TD PARATRANSIT VEHICLES
Changes Amendment 23 moves Sec 5307 funding from Fiscal Year 22 to Fiscal Year 23
Reason Action is necessary based on a revised schedule

Project 0424-XXXX  2017-A0-40  MILFORD TD- FACILITY IMPROVEMENTS
Changes Amendment 23 moves Sec 5307 funding from Fiscal Year 22 to Fiscal Year 23
Reason Action is necessary based on a revised schedule

Project 0424-XXXX  2022-A16-3  MILFORD TD - BUS REPLACEMENT FUNDING FY 22
Changes Amendment 23 moves Sec 5307 funding from Fiscal Year 22 to Fiscal Year 23
Reason Action is necessary based on a revised schedule

Project 0426-XXXX  2022-A17-3  GHTD/GNHTD - ELECTRIC VEHICLE PILOT
Changes Amendment 23 moves Sec 5307 funding from Fiscal Year 22 to Fiscal Year 23
Reason Action is necessary based on a revised schedule

Project 0427-XXXX  2017-A0-46  GNHTD- ADMIN CAPITAL/SUPPORT EQUIP/SCV
Changes Amendment 23 moves Sec 5307 funding from Fiscal Year 22 to Fiscal Year 23
Reason Action is necessary based on a revised schedule

Project 0427-XXXX  2022-A17-6  GNHTD FACILITY IMPROVEMENTS/REPAIRS FY22
Changes Amendment 23 moves Sec 5307 funding from Fiscal Year 22 to Fiscal Year 23
Reason Action is necessary based on a revised schedule
## South Central Regional Council of Governments
### FFY2021-FFY2024 Transportation Improvement Program
#### Amendment 23

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<th>State Project #0173-0532</th>
<th>SCRCOG # 2023-A23-1</th>
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<td>District 3</td>
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<td>AQ Code</td>
<td>Proposed</td>
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**Project Name**: Replace Traffic Signal Controllers & Cabinets  

**Description**: Replacement of traffic signal controllers and cabinets at approximately 66 state-owned traffic signals in District 3. Also, installation of cellular modems at approximately 57 of the locations to provide communications.

### Current TIP Funding (In Thousands)

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<td>2022</td>
<td>0</td>
</tr>
<tr>
<td>2023</td>
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<td>2024</td>
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### Proposed TIP Funding (In Thousands)

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<th>2021</th>
<th>2022</th>
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**TIP Funds**: $6,400  

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**Amendment Notes**
FY21 TIP Amend 23 adds a new project
**South Central Regional Council of Governments**  
**FFY2021-FFY2024 Transportation Improvement Program**  
**Amendment 23**

**State Project #0424-XXXX**  
**Municipality** Milford  
**SCRCOG #** 2017-A0-38  
**AQ Code** X6

**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

<table>
<thead>
<tr>
<th>Current TIP Funding (In Thousands)</th>
</tr>
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<tbody>
<tr>
<td><strong>Funding</strong></td>
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<td>5307P</td>
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<tr>
<td><strong>Total Cost</strong></td>
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<table>
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<tr>
<th>Proposed TIP Funding (In Thousands)</th>
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<td><strong>Funding</strong></td>
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<tr>
<td>5307P</td>
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<td><strong>TIP Funds</strong></td>
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**Amendment Notes**

FY21 TIP Amend 6 moves 5307 funds from FY20 to FY21
FY21 TIP Amend 16 Increases funding for FY22. FY21 TIP Amend 23 moves funds from FY22 to FY23.
South Central Regional Council of Governments

FFY2021-FFY2024 Transportation Improvement Program

Amendment 23

State Project #0424-XXXX

Municipality Milford

SCRCOG # 2017-A0-39

AQ Code X6

Amendment Notes
FY21 TIP Amend 23 moves funds from FY22 to FY23.

Project Name MILFORD TD PARATRANSIT VEHICLES

Description Funding for the replacement buses that have reached the end of their useful life

Current TIP Funding (In Thousands)

<table>
<thead>
<tr>
<th>Funding</th>
<th>Phase</th>
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<th>2022</th>
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<tbody>
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Proposed TIP Funding (In Thousands)

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<td>600</td>
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</table>
### South Central Regional Council of Governments
FFY2021-FFY2024 Transportation Improvement Program
Amendment 23

**State Project #0424-XXXX**

**Municipality**: Milford

**Project Name**: MILFORD TD- FACILITY IMPROVEMENTS

**Description**: Provide funding for the necessary facility improvements and repairs

<table>
<thead>
<tr>
<th>Current TIP Funding (In Thousands)</th>
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</thead>
<tbody>
<tr>
<td><strong>Funding</strong></td>
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<tr>
<td></td>
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<td>5307P</td>
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</table>

**Total Cost**: $400

<table>
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<tr>
<td></td>
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<tr>
<td>5307P</td>
</tr>
<tr>
<td></td>
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</tbody>
</table>

**TIP Funds**: $400

**Amendment Notes**
FY18 TIP Amend 7 increases funds for FY18. FY21 TIP Amend 6 moves 5307 funds from FY20 to FY21 FY21 TIP Amend 23 moves funds from FY22 to FY23.
Municipality: Milford

**Project Name:** MILFORD TD - BUS REPLACEMENT FUNDING FY 22

**Description:** This project will provide funding for the replacement of 2 40ft buses including PPI, vinyl application and farebox enhancement.

### Current TIP Funding (In Thousands)

<table>
<thead>
<tr>
<th>Funding</th>
<th>Phase</th>
<th>Prior</th>
<th>2021</th>
<th>2022</th>
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<tbody>
<tr>
<td>5307C</td>
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### Proposed TIP Funding (In Thousands)

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<tr>
<td></td>
<td></td>
<td>State</td>
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**Amendment Notes**

FY21 TIP Amend 16 adds new project FY21 TIP Amend 23 moves funds from FY22 to FY23.
**South Central Regional Council of Governments**

**FFY2021-FFY2024 Transportation Improvement Program**

**Amendment 23**

<table>
<thead>
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<td>Municipality</td>
<td>Regional</td>
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<td>X6</td>
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</table>

**Project Name**

GHTD/GNHTD - ELECTRIC VEHICLE PILOT PROGRAM FY22

**Description**

5307 funding for GHTD and GNHTD's Electric Vehicle pilot program. The Transit Districts are collaborating on an electric vehicle pilot program for paratransit agencies.

### Current TIP Funding (In Thousands)

<table>
<thead>
<tr>
<th>Funding</th>
<th>Phase</th>
<th>Prior</th>
<th>2021</th>
<th>2022</th>
<th>2023</th>
<th>2024</th>
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<tbody>
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**Total Cost** $1,200

### Proposed TIP Funding (In Thousands)

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<td>0</td>
<td>960</td>
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<td>0</td>
<td>240</td>
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</table>

**TIP Funds** $1,200

### Amendment Notes

FY21 TIP Amend 17 adda new project FY21 TIP Amend 23 moves funds from FY22 to FY23.
South Central Regional Council of Governments
FFY2021-FFY2024 Transportation Improvement Program
Amendment 23

State Project #0427-XXXX
Municipality Hamden

SCRCOG # 2017-A0-46
AQ Code X6

Project Name GNHTD- 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

<table>
<thead>
<tr>
<th>Current TIP Funding (In Thousands)</th>
<th>Funding</th>
<th>Phase</th>
<th>Prior</th>
<th>2021</th>
<th>2022</th>
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<tr>
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<th>Phase</th>
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<td>525</td>
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| Amendment Notes                    |         |       |       |      |      |      |      |     |
|                                    | FY21 TIP Amend 6 deletes funds for FY21 FY21 TIP Amend 17 reduces fund for FY22 FY21 TIP Amend 23 moves funds from FY22 to FY23. |
### Project Name
GNHTD - FACILITY IMPROVEMENTS/REPAIRS FY22

### Description
Funding to make necessary improvements/repairs to Greater New Haven Transit District's Sherman Ave facility.

<table>
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<th>2023</th>
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**Proposed TIP Funding (In Thousands)**

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<td>175</td>
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</table>

**Amendment Notes**
FY21 TIP Amend 17 adds new project FY21 TIP Amend 23 moves funds from FY22 to FY23.
Resolution
Fiscal Year 2021-Fiscal Year 2024 Transportation Improvement Program Amendment Twenty-Three

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 2021-Fiscal Year 2024 Transportation Improvement Program on September 23, 2020, 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 2021-2024 Transportation Improvement Program and the Region’s Metropolitan Transportation Plans—2019 to 2045, (April, 2019); and

Whereas: The Council, on September 23, 2020, indicated that periodic Program adjustment or amendment was possible; and

Whereas: Projects referenced in the Program amendment (below) are consistent with the region’s metropolitan transportation plan Metropolitan Transportation Plans—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.
Resolution
Fiscal Year 2021-Fiscal Year 2024 Transportation Improvement Program Amendment Twenty-Three (Continued)

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

The Program Amendment Twenty-Three 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 January 25, 2023

Date January 25, 2023  By: ________________________________

Secretary
South Central Regional Council of Governments
Resolution

South Central Regional Council of Governments
Authorizing Execution of Agreements with the Connecticut Department of Transportation

Resolved, that the Executive Director, Carl J. Amento, is hereby authorized to act on behalf of the South Central Regional Council of Governments in negotiating and executing all appropriate and necessary contractual instruments with the Connecticut Department of Transportation.

Such contracts are for the purpose of obtaining financial assistance to carry on a mutually agreed upon program of transportation planning in the South Central Connecticut Region in cooperation with the Connecticut Department of Transportation for the period of July 1, 2023 through June 30, 2024.

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 SCRCOG on: January 25, 2023

Date: January 25, 2023  By: ______________________________
First Selectwoman Peggy Lyons Secretary
South Central Regional Council of Governments
January 13, 2023

To: South Central Regional Council of Governments Members

From: Nominating Committee: First Selectman Beth Heller, First Selectman James Cosgrove and Mayor Benjamin Blake

Subject: Nominating Committee Report for Calendar Year 2023 Officers and Committees

<table>
<thead>
<tr>
<th>SCRCOG Board Officers</th>
</tr>
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<tbody>
<tr>
<td><strong>Chair</strong></td>
</tr>
<tr>
<td><strong>Vice Chair</strong></td>
</tr>
<tr>
<td><strong>Secretary</strong></td>
</tr>
<tr>
<td><strong>Treasurer</strong></td>
</tr>
<tr>
<td><strong>Immediate Past Chair</strong></td>
</tr>
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</table>

<table>
<thead>
<tr>
<th>Executive Committee</th>
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<tbody>
<tr>
<td>1. <strong>Chair</strong></td>
</tr>
<tr>
<td>2. <strong>Vice Chair</strong></td>
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<td>3. <strong>Secretary</strong></td>
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<td>4. <strong>Treasurer</strong></td>
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<td>5. <strong>Immediate Past Chair</strong></td>
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<tr>
<td>6. <strong>Member at Large</strong></td>
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<td>3.</td>
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<table>
<thead>
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<th>Administrative &amp; Personnel Subcommittee</th>
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<td>2.</td>
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<tr>
<td>3.</td>
</tr>
<tr>
<td>4.</td>
</tr>
</tbody>
</table>
Resolution

South Central Regional Council of Governments
SCRCOG Bank Signatories

Whereas: On January 25, 2023 the South Central Regional Council of Governments (SCRCOG) elected new officers for calendar year 2023; and

Whereas: SCRCOG By-Laws identify the Chair, Vice Chair, Secretary, Treasurer and Executive Director as signatories on all bank accounts for the South Central Regional Council of Governments.

Now, therefore be it resolved by the South Central Regional Council of Governments:

SCRCOG appoints James Zeoli, Paula Cofrancesco, Peggy Lyons, Lauren Garrett and Carl Amento as signatories on all SCRCOG bank accounts.

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 SCRCOG on January 25, 2023.

Date: January 25, 2023 By: 
First Selectwoman Peggy Lyons, Secretary
South Central Regional Council of Governments
Resolution Authorizing Executive Director to Execute Agreement for Acceptance of DEEP Sustainable Materials Management (SMM) Grant for Up to $150,000

Whereas: The Connecticut Department of Energy and Environmental Protection (DEEP) notified SCRCOG in September 2022 that it would be awarding to SCRCOG a Sustainable Materials Management (SMM) Grant in an amount up to $100,000; and

Whereas: The funds from the SMM Grant will be used for coordination of and assistance with the municipal SMM pilot programs in the SCRCOG region, specifically providing education and outreach to those programs; and

Whereas: In anticipation of SCRCOG requiring authorization to execute the SMM Grant award contract, a Resolution of the SCRCOG Board was approved authorizing the Executive Director to Execute an agreement for the acceptance of the SMM Grant “in an amount up to $100,000”; and

Whereas: As of January 18, 2023, SCRCOG has still not received a contract for the SMM grant award from DEEP, but DEEP has indicated that it will be sent to SCRCOG soon; and

Whereas: In January, 2023, DEEP notified SCRCOG that in sorting the different-colored MSW and food waste bags as part of West Haven’s ongoing SMM pilot co-collection program, it was determined that an additional sorting process will need to be implemented at an additional cost, and DEEP requested that this cost (as yet undetermined) be added to the amount of the SCRCOG SMM Grant as a pass-through to be paid to the company performing the additional bag sorting process; and

Whereas: The SMM Grant Award contract is expected to be received soon, likely between SCRCOG Board meetings; the Grant Award will now exceed the amount of $100,000 authorized by the SCRCOG Board on September 28, 2022.

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

That SCRCOG’s Executive Director is authorized to execute and deliver to the Connecticut Department of Energy and Environmental Protection a Grant Award Agreement in an amount up to $150,000 for the Sustainable Materials Management (SMM) Grant; and the Executive Director of SCRCOG is further directed to do all things necessary or appropriate to carry out the terms of the Agreement, including executing and delivering such other information and documents contemplated by the Agreement.
Be It Further Resolved:

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 Council of Governments on January 25, 2023.

Date: January 25, 2023

By:
First Selectwoman Peggy Lyons, Secretary
South Central Regional Council of Governments
Resolution
Authorizing the Executive Director to enter into a Consultant Agreement for $35,000 as part of the SCRCOG SMM Grant Award from DEEP

Whereas:

Whereas: The Connecticut Department of Energy and Environmental Protection (DEEP) has notified SCRCOG that it will be awarding a Sustainable Materials Management (SMM) Grant in an amount up to $150,000, and that the award contract will be sent to SCRCOG soon; and

Whereas: The SMM Grant Award will earmark $35,000 for a Consultant to be engaged by SCRCOG who will provide coordination of and assistance with the municipal SMM pilot programs in the SCRCOG region, specifically providing education and outreach to those programs; and

Whereas: The SMM pilot programs represent the culmination, thus far, of four years of work by SCRCOG’s Consultant Pamela Roach and the SCRCOG Regional Solid Waste & Recycling Working Group; and

Whereas: Pamela Roach has been heavily involved in assisting SCRCOG municipalities in planning and applying for SMM Grants as well as in providing assistance to the City of West Haven in the launch and operation of its Town-wide co-collection SMM pilot program, including major assistance with education and outreach; and

Whereas: Several more municipal SMM pilot programs in the SCRCOG region, including Meriden, Guilford and Madison are scheduled to launch, in addition to West Haven’s ongoing program, which will need coordination and assistance from SCRCOG, particularly in the areas of education and outreach; and

Whereas: The SCRCOG By-Laws provide that “The Executive Director may at his/her discretion and under unusual circumstances, suggest that the Executive Committee consider only a single consultant possessing unique prerequisites, clearly establishing skills and background which might render “sole source” selection in the best interests of the Council”; and

Whereas: The “unusual circumstances” and “unique prerequisites” are the need to maintain the continuity of Ms. Roach’s solid waste and recycling work with SCRCOG municipalities over the past four years and particularly her experience working on the municipal SMM Grants in our region; and

Whereas: The Executive Director proposes that Pamela Roach continue to be engaged by SCRCOG with funding of $35,000 from the SMM Grant awarded to SCRCOG for the coordination of, and assistance with, the ongoing and forthcoming municipal SMM pilot programs.
Now, Therefore, Be It Resolved by the Council of Governments:

That the Executive Director is authorized to negotiate and sign a Consulting Agreement funded by SCRCOG’s SMM Grant Award in the amount of $35,000 with Pamela Roach for consulting services in accordance with the terms and conditions of this Resolution.

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 Council of Governments on January 25, 2023.

Date January 23, 2023

By: ______________________
First Selectwoman Peggy Lyons, Secretary
South Central Regional Council of Governments
## December 2022 RPC Action Table

<table>
<thead>
<tr>
<th>Ref. #</th>
<th>Received</th>
<th>Description</th>
<th>Adjacent RPC Towns</th>
<th>Abridged RPC Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.1</td>
<td>11/8/2022</td>
<td><strong>Town of Woodbridge:</strong> Proposed 14-Lot Subdivision at 10 and 14 Merritt Avenue.</td>
<td>Bethany; Hamden; New Haven; Orange</td>
<td>By resolution, the RPC has determined that the proposed subdivision application does not appear to cause any negative inter-municipal impacts to the towns in the South Central Region nor does there appear to be any impacts to the habitat or ecosystem of the Long Island Sound. The inclusion of a trail to access the West River (segments the property North to South) is also consistent with SCRCOG Regional Plan of Conservation and Development, which indicated that residents value access to available natural resources.</td>
</tr>
<tr>
<td>2.2</td>
<td>11/15/2022</td>
<td><strong>City of Milford:</strong> Proposed Amendment #22-10 to Article III, Section 3.1.1.7 Accessory Apartments. Received. Public Hearing TBD.</td>
<td>Orange, West Haven, Stratford, Trumbull, Shelton</td>
<td>By resolution, the RPC has determined that the proposed zoning regulation amendment does not appear to cause any negative inter-municipal impacts to the towns in the South Central Region nor does there appear to be any impact to the habitat or ecosystem of the Long Island Sound.</td>
</tr>
<tr>
<td>2.3</td>
<td>11/28/2022</td>
<td><strong>Town of Madison:</strong> Proposed Text Amendment Moratorium Extension on Retail Cannabis Establishments.</td>
<td>Guilford, Killingworth, Durham</td>
<td>By resolution, the RPC has determined that the proposed zoning regulation amendment does not appear to cause any negative inter-municipal impacts to the towns in the South Central Region nor does there appear to be any impact to the habitat or ecosystem of the Long Island Sound.</td>
</tr>
<tr>
<td>2.4</td>
<td>11/18/2022</td>
<td><strong>Town of Cheshire:</strong> Proposed Text Amendment to Extend Limited Moratorium on Cannabis Establishments for an Additional 6 Months.</td>
<td>Meriden, Wallingford, Prospect</td>
<td>By resolution, the RPC has determined that the proposed zoning regulation amendment does not appear to cause any negative inter-municipal impact to the municipalities in the South Central Region nor does there appear to be any impact to the habitat or ecosystem of the Long Island Sound.</td>
</tr>
<tr>
<td>2.5</td>
<td>11/21/2022</td>
<td><strong>Town of Prospect:</strong> Proposed Text Amendment Section 3.1 Uses by District, Article 5 Accessory Use in Residential Zones Section 5.2.2 &amp; 5.2.2.2 and Article 2 General Provisions Section 2.2.</td>
<td>Cheshire</td>
<td>By resolution, the RPC has determined that the proposed zoning regulation amendment does not appear to cause any negative inter-municipal impact to the municipalities in the South Central Region nor does there appear to be any impact to the habitat or ecosystem of the Long Island Sound.</td>
</tr>
<tr>
<td>2.6</td>
<td>11</td>
<td><strong>Town of West Haven:</strong> Proposed Text Amendment to Planning Research Development Zone (PRD)</td>
<td>New Haven</td>
<td>By resolution, the RPC has determined that the proposed zoning regulation amendment does not appear to cause any negative inter-municipal impacts to the towns in the South Central Region nor does there appear to be any impacts to the habitat or ecosystem of the Long Island Sound. Furthermore, the amendment appears to decrease the overall space dedicated to parking spaces which is consistent with goals established in the Regional Plan of Conservation and Development.</td>
</tr>
</tbody>
</table>
# January 2023 RPC Action Table

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<thead>
<tr>
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</tr>
</thead>
<tbody>
<tr>
<td>2.1</td>
<td>12/8/22</td>
<td>City of West Haven: Text Change Application - City of West Haven Application # ZR 22-141 regarding parking requirements</td>
<td>Milford, New Haven, Orange</td>
<td>By resolution, the RPC has determined that the proposed zoning regulation amendment does not appear to cause any negative inter-municipal impacts to the towns in the South Central Region nor does there appear to be any impact to the habitat or ecosystem of the Long Island Sound.</td>
</tr>
<tr>
<td>2.2</td>
<td>12/22/22</td>
<td>City of Derby: Zoning Text Amendment to Sec. 195-138A regarding zoning enforcement</td>
<td>Ansonia, Seymour, Shelton, Orange, Woodbridge</td>
<td>By resolution, the RPC has determined that the proposed zoning regulation amendment does not appear to cause any negative inter-municipal impacts to the towns in the South Central Region nor does there appear to be any impact to the habitat or ecosystem of the Long Island Sound.</td>
</tr>
<tr>
<td>2.3</td>
<td>12/29/22</td>
<td>Town of Madison: Text Amendment Change to Section 32.3.2 of the Zoning Regulations regarding Planned Development District locations</td>
<td>Guilford, Killingworth, Durham</td>
<td>By resolution, the RPC could not determine whether the proposed zoning regulation amendment would cause any negative inter-municipal impacts to the towns in the South Central Region or on the habitat or ecosystem of the Long Island Sound.</td>
</tr>
<tr>
<td>2.4</td>
<td>1/6/23</td>
<td>City of Milford: Proposed Text Amendment regarding Corridor Design Development District Special Uses</td>
<td>Stratford, Shelton, Orange, West Haven</td>
<td>By resolution, the RPC has determined that the proposed zoning regulation amendment does not appear to cause any negative inter-municipal impact to the municipalities in the South Central Region nor does there appear to be any impact to the habitat or ecosystem of the Long Island Sound.</td>
</tr>
<tr>
<td>2.5</td>
<td>1/11/23</td>
<td>Town of Hamden: Proposed Seasonal Open Air Liquor Permit</td>
<td>Cheshire, Bethany, Woodbridge, New Haven, North Haven, Wallingford</td>
<td>By resolution, the RPC could not determine whether the proposed zoning regulation amendment would cause any negative inter-municipal impacts to the towns in the South Central Region or on the habitat or ecosystem of the Long Island Sound.</td>
</tr>
</tbody>
</table>
January 18, 2023

Dear Chief Elected Officials of SCRCOG,

Happy New Year!

REX Development is looking forward to an exciting and productive 2023. We’re kicking the year off with a multitude of projects including:

- Regional business survey in conjunction with Survey Launch as part of the EDA grant. The survey will focus on economic recovery from the pandemic and future resilience.
- 2023-2028 South Central Connecticut Comprehensive Economic Development Strategy (CEDS)
- 2023 Greater New Haven Visitors and Relocation Guide
- Launch of a new Visit New Haven website

We recently attended the Chicago Travel and Adventure Tradeshow in collaboration with the Connecticut Office of Tourism and the Central Regional Tourism District. In anticipation of the renewal of the Avelo flight between New Haven and Chicago in early March, this was an ideal opportunity to sell the region to potential visitors. This top tier event featured guest speakers Samantha Brown (Emmy Award-Winning Host, Samantha Brown’s Places to Love), Brian Kelly (Founder and CEO of The Points Guy, Pauline Frommer (Editorial Director of the Frommer’s Guides and Publisher of Frommers.com), and Peter Greenberg (Emmy Award-Winning Investigative Reporter & Producer & CBS News Travel Editor).

Congratulations to the City of New Haven on being named to the New York Time’s 52 Places to Go in 2023. The list also included London, Madrid, Istanbul, Charleston, and Cuba.

Graphs of regional unemployment claims are attached. If you would like the spreadsheet by town, please let us know.

Sincerely,

Ginny Kozlowski
Executive Director
Regional Initial Unemployment Claims – Updated January 1, 2023
Dept. of Labor Office of Research

Initial Claims: Regional Total
Week Ending January 1, 2023
Welcome to the SCRCOG monthly newsletter where you can find updates on our transportation planning, regional planning, and municipal services programs.

Please visit the [SCRCOG website](http://www.scrco.org) for more information on who we are, what we do, and opportunities for public participation.

**ANNOUNCEMENTS**

**Director Announcement:**

**SCRCOG welcomes Benjamin Lovejoy as their new Director of Regional Planning and Municipal Services**

Ben Lovejoy began his role as Director of Regional Planning and Municipal Services on November 28, 2022. Ben previously served as a Regional Planner at RiverCOG, where he focused on housing and emergency management planning. Prior to his planning work, he served as the Clerk of the Energy and Technology Committee at the Legislative Office Building in Hartford. Before that appointment, he spent five years as a policy researcher focused on education and entrepreneurialism. He is a lifelong resident of the State of Connecticut and proud of it. Ben brings extensive knowledge of the policy-making process and current planning practices to SCRCOG. He is incredibly excited about the opportunity to serve our region’s member municipalities.

In his free time, Ben is an avid birdwatcher who enjoys photographing the state’s open spaces. In his previous career, he was a professional chef in the Hartford County area and hopes to incorporate his passions into his professional work.
SCRCOG 2023 Legislative Breakfast

Welcome new and returning legislators on Thursday January 19th at 8:30am at the North Haven Memorial Library

SCRCOG would like to announce that they will be hosting a Legislative Breakfast on January 19th at 8:30am at the North Haven Memorial Library. We will be welcoming our region’s newly elected and returning officials as they get ready for all the work that is to come during the 2023 Legislative Session.

For more information and to RSVP, please contact SCRCOG Intern Heba Naqvi at hnaqvi@scrcog.org

AFFORDABLE HOUSING

2023 Housing Working Group Meetings

SCRCOG continues its work building community and educating residents, advocates, and municipal staff into the new year. Our housing consultant David Fink and SCRCOG staff will continue the monthly seminars through June of this year. Throughout 2022, attendance has been fantastic, and we hope to see representatives from each member municipality during the upcoming sessions. The next two sessions in January and February should be excellent as experts discuss Wastewater Management and The Missing Middle. It is crucial that our members that lack traditional wastewater treatment facilities attend January’s meeting. We anticipate experts will provide an update of new and emerging wastewater treatment technologies that support development in areas lacking traditional sewer infrastructure. We welcome all attendees but urge that those in areas with these challenges attend. For further information, please see the descriptions below.

[Registration for SCRCOG's 2022-2023 Housing Working Group Meetings Survey (surveymonkey.com)](surveymonkey.com)

December Workshop

Build Smarter, Not Harder: Placing Affordable Housing at the Intersection of Opportunities to Ensure Connectivity of Developments
December’s meeting featured three town planners from Bethel, Fairfield and West Hartford. Each discussed their successes and challenges faced when facilitating development around their respective transit hubs. Bethel and Fairfield focused on managing development and expectations around their rail hubs while West Hartford offered insight for integrating bus rapid transit into the larger town goals. For those that might have missed last month’s meeting please feel free to follow the link to view the recording of last month’s workshop.

Link to recording - [https://public.3.basecamp.com/p/pRnknzhtJXcq2eM6NJGRjFij](https://public.3.basecamp.com/p/pRnknzhtJXcq2eM6NJGRjFij)

**January Workshop**
*The Nitty Gritty Details of Wastewater Management in New Developments – January 25, 2023 1-2:30pm*

This workshop will consist of a discussion on the latest and greatest emerging technology for managing municipal wastewater. This is an important opportunity for the many municipalities in the region to hear how there is increasing opportunity to develop housing in areas that do not have traditional sewer systems. A conversation on emerging technologies and successes in areas traditionally challenged by lacking infrastructure should open the eyes of many to what is possible right now. The meeting will be held in person at the SCRCOG office in North Haven and online via Zoom.

Register Here: [Meeting Registration - Zoom](https://public.3.basecamp.com/p/pRnknzhtJXcq2eM6NJGRjFij)

**Guest Speakers:**
- Matt Pawlik, *Dept of Public Health Sanitary Engineer III*
- Stephen Tagliatela, *Owner, Saybrook Point Inn and Spa*
- David Potts, *Geomatrix Systems LLC*
- Sonia Marino, *Director of Health, Town of Guilford*
- Jim Perras, *CEO, Home Builders and Remodelers of CT*

**February Workshop**
*The Missing Middle: What Options Exist Between Large Colonials and Dense Apartment Developments - February 22, 2023 1-2:30pm*

February’s workshop will explore the strategies, tools, methods, and goals for creating homes that stand between the housing-spectrum-extremes of single-family homes and large multi-family developments. We will explore how affordable units can fit their surroundings, coincide with infrastructure and provide the necessary housing alternatives that will expand options. Link to register is [here](#).
Guest Speakers:

- Melissa Kaplan-Macey, *CT Director, Regional Plan Association*
- Jocelyn Ayer, Director, *Northwest CT Regional Planning Collaborative*
- Aicha Woods, *Fairfield City Director, CT Center for Housing Opportunity*
- Tony DeNorfia, *Principal, Denorfia Building and Development LLC*

To register for the FY23 meeting series (does not include advance Zoom links), [click here.](#)
To register virtually for November’s meeting and receive an emailed Zoom link, [click here.](#)

**LINK | FY23 Housing Working Group Meeting Schedule**

**Community Conversations with Ben Fink**
Community organizing specialist Ben Fink continues his work in the region through the hosting of power mapping and community conversations sessions. In January, Hamden, Guilford, and Woodbridge each held power mapping sessions that provided municipal staff an opportunity to identify the various stakeholders that should be involved during the local decision-making process. Ben was also able to host a story circle session with SCRCOG staff on January 17th that provided staff with a firsthand opportunity to witness his methodology utilized in the field. Anyone who is interested in learning more can contact Ben Fink at ben.fink@gmail.com.

**HAZARD MITIGATION**

**Second Public Meeting**
A second virtual public meeting was held on Thursday, January 12. SCRCOG and consultant Jamie Caplan presented on the status of the plan, answering questions and asking for input from the public. A draft is expected to be made available in February. Over 700 responses to the public survey were received and incorporated into the plan. Municipalities will have a chance to review the draft plan, after which the public will have
an opportunity to review and submit any comments. This iteration of the Regional Hazard Mitigation plan includes all 15 SCRCOG municipalities.

**INFORMATION TECHNOLOGY / CYBERSECURITY**

**Information Technology and Cyber Security**
SCRCOG is excited to continue the Information Technology/cybersecurity workshop series into the first half of 2023. This year’s series will include two workshops focused on understanding, preparing for, and recovering from cyber threats as well as safety best practices. SCRCOG’s IT Working Group invites municipal leaders, officials and interested staff to join us at the upcoming Working Group meeting on February 16th at 10:00am. Novus Insights, Inc., will be conducting these sessions free of charge and both an in person and online option will be available. Review the descriptions below and if you are interested we encourage you to register using their respective links today.

**Emerging Threats Workshop**
*February 16, 2023 - 10:00am – 11:00am*
Municipalities face an ever-evolving security threat landscape. In this workshop, experts from NOVUS Insight will present the types of threats municipalities commonly face, their origin, and what some cities and towns are doing to build layered protection strategies. As cyber security attacks continue to wreak havoc on victim municipalities, exploring options for protection will be crucial for maintaining all services without disruption. Register Here: [Meeting Registration - Zoom](#)

**More IT/Cybersecurity Consulting Services**
In addition to the workshop series, Novus Insight, Inc., offers several other services through SCRCOG to each municipality in the region. Briefly, these include:

- KnowBe4 – security awareness training and threat simulation
- Vulnerability assessments – network scans to detect unpatched vulnerabilities and misconfigurations
- Consulting services – project hours for security and compliance activities
These programs have been helpful to municipalities that have participated. Some results to-date include increased employee awareness and prevention of potential security breaches as well as actionable insights into how to strengthen municipalities’ cyber infrastructure. If you are interested in learning more about any of these programs, please let us know.

MUNICIPAL GRANT FUNDING OPPORTUNITIES

Grants Writing Services
SCRCOG continues to offer free grant writing support and education through a partnership with Vita Nuova consultants Renata Bertotti and Juliet Burdelski. SCRCOG will be hosting a final event in the Spring of 2023 and planning is underway for this workshop. We welcome any input and suggestions to ensure our final workshop is tailored to our members’ needs.

SCRCOG is also excited to announce that our Municipal Grants Webpage hosted on SCRCOG.org will be completed soon. This page will offer links to previous grant writing workshops recordings, an ever-evolving grants opportunities spreadsheet, contact for assistance email address and more. The goal is to make the various support documents and information available as well as provide our member municipalities with a primary point of contact for additional support. Our consultant’s services are available to member municipalities free of charge. These services include one on one support for identifying, applying and executing available grant funding.

For further information reach out to our Director of Regional Services, Ben Lovejoy at blovejoy@scrcog.org

CT SEAGRANT Grant Writing Assistance Program
This grant opportunity provides $5,000-$9,950 for grant writing for resiliency related projects. Funding for this program is from EPA, and certain procurement requirements apply. Funding will be awarded directly to the applicant’s selected grant writing support contractor on a cost reimbursable basis. Match will not be required.

For interested CT municipalities, applicants can apply on a rolling basis through September 2023 using the link below. Once an application is selected for funding, CTSG (University of Connecticut) will contract directly with the applicant’s selected (grant writing) contractor. A link will be sent directly to the contractor to start the registration process. All Vendors will be required to confirm they will accept UConn & State of CT terms & conditions, since these will apply to any PO and/or agreement executed.

https://seagrant.uconn.edu/2022/11/14/long-island-sound-resilience-grant-writing-
Connecticut Communities Challenge Grant Round 2 awards
During the month of December, the Governor announced awards of the Round 2. Read the press release here. Unfortunately there were no Round 2 awards made to SCRCOG members. Our consultants offer peer reviews of submitted applications as part of its ongoing Technical Assistance task if requested. If interested in applying for this program, feel free to reach out directly to Ben Lovejoy who can help coordinate a meeting.

December Grant Writing Workshop Recap
On December 13th SCRCOG and REX development hosted Preparing for Upcoming Grant Opportunities: Hazard Mitigation, Resiliency and Capital Projects, as part of an ongoing effort to educate members about available grant funding. The event saw presentations from DEEP’s Division Director for the Bureau of Water Protection and Land Reuse, Brian Thompson and DECD’s Director of Community Investment Fund, Matthew J. Pugliese. The workshop was well attended and offered insight on how to draft an effective application for grants available through these two agencies. A recording of the event can be downloaded or viewed here: https://public.3.basecamp.com/p/KWkuvaTMQdwo3jp4VnXtUZZk

New Partners for Places Grant Opportunities
The Funders Network (TFN), in partnership with the Urban Sustainability Directors Network (USDN), has announced the opening of the latest round of the Partners for Places grant program. The Partners for Places matching grant program improves communities by supporting equitable sustainability projects that build partnerships between local government leaders, frontline community groups and place-based funders in the U.S. and Canada. The deadline to submit proposals is February 27. Click here for more information https://www.fundersnetwork.org/partners-for-places/#opportunities

National Culvert Removal, Replacement, and Restoration Grants
The primary goal of the Culvert AOP Program is to improve or restore anadromous fish passage through the replacement, removal, repair, or improvement of culverts or weirs. The grant program prioritizes projects that would improve fish passage for: (A) anadromous fish stocks listed as an endangered or threatened species under section 4 of the Endangered Species Act of 1973 (16 U.S.C. § 1533); (B) anadromous fish stocks
identified by the National Marine Fisheries Service (NMFS) or the U.S. Fish and Wildlife Service (USFWS) that could reasonably become listed as an endangered species or a threatened species under that section; (C) anadromous fish stocks identified by the NMFS or the USFWS as prey for endangered species, threatened species, or protected species, including Southern resident orcas (Orcinus orca); or (D) anadromous fish stocks identified by the NMFS or the USFWS as climate resilient stocks (49 U.S.C. § 6703(e)(1)). The program also prioritizes projects that would open up more than 200 meters of upstream (anadromous) habitat before the end of the natural habitat (49 U.S.C. § 6703(e)(2)).

To view the Notice of Funding Opportunity (NOFO), click here.

**REGIONAL PLANNING COMMISSION (RPC)**

- LINK | January 2023 RPC Meeting Agenda
- DOWNLOAD | January 2023 RPC Action Table
- DOWNLOAD | RPC Informational Brochure

**SUSTAINABLE CT**

The Next Sustainable CT Coffee Hour: Using the Mini Liquor Bottle Fund to Reduce Waste in your Community

*This Coffee Hour will include: an overview of the law and the funds that have flowed to towns in 2022, examples shared by communities that have used the funds to impact waste reduction, and, as always, a lively discussion.*

Sustainable CT hosts virtual informal discussions most third Fridays of each month at 10:00 am. They share program updates and resources, explore your questions, and
strengthen the network of Sustainable CT champions. These sessions are free and open to all. The next one is on the 20th of January 2023 at 10:00 am.

To register, click here.

**TRANSPORTATION PLANNING**

**MTP Update**

- Staff have been working over the past few months to draft an updated Metropolitan Transportation Plan. The plan outlines multi-modal transportation goals and priorities for the region over the next 50 years.
- SCRCOG will be hosting two public meetings to discuss the future of transportation in the Greater New Haven area. A virtual meeting will be held on Thursday, February 2 at 6pm via Zoom. An in-person meeting will be held at 12:30pm on Wednesday, February 8 in the SCRCOG Conference Room, 127 Washington Ave, 4th Floor West, North Haven, CT 06473. A survey is available to collect additional public comments. For more information on the public meetings and survey, visit [https://scrcog.org](https://scrcog.org) under “Announcements.” Contact Laura Francis at (203) 466-8624 or LFrancis@scrcog.org with any questions.

**UPWP Update**

- **Kick-Off Meetings:** Over the past month, SCRCOG kicked off UPWP studies: New Haven’s One-Way Two-Way Conversion Study and Madison’s Bike Ped Plan. These studies will continue through the remainder of the fiscal year.
- **Regional Safety Plan Update:** SCRCOG is preparing to solicit quotes to update the Regional Safety Plan. The goal is to make the plan compliant with the requirements outlined in the Safe Streets for All (SS4A) Grant program. A region-wide SS4A Implementation application will be prepared for the next funding cycle.
- **West Haven Bike Ped Plan** – A final draft of the West Haven Bicycle Pedestrian plan is currently being reviewed by SCRCOG and West Haven staff.
- **Public Participation Guidelines update:** SCRCOG is awaiting responses to an RFP to update the region’s Public Participation Guidelines.
LOTCIP

- SCRCOG received 2 new LOTCIP applications in December: West Haven Front Ave Culverts and Milford Welches Rd. The applications were reviewed by our consultant and the comments were submitted to the applicants. Once the comments are addressed and packets are updated they will be sent to CTDOT.
- Two final design submissions were reviewed by the consultant as well. These include Guilford Nut Plains Rd Reconstruction and East Haven Sidewalk Construction Phase 5. Once the design packets are updated they will be sent to CTDOT for their review.
- Two bridge reconstruction projects in Wallingford and Meriden had their bid openings and are now waiting for the department to issue the permission to award. Both projects expect to start construction in the spring.

Highway Diversion Plan Meetings

- SCRCOG has been meeting with municipal staff, police and fire departments, and the CT Department of Transportation to discuss highway diversion plans in the event of a highway closure on I-95. These plans were last updated in 1998.

UPCOMING MEETINGS & EVENTS

January

SCRCOG Board Meeting
Date and Time: Wednesday, January 25, 2023 from 10:00 a.m. to 12:00 p.m.
Meeting Type: Hybrid - SCRCOG Office
Agenda: Click Here to Access the Meeting Agenda

Housing Working Group Meeting - The Nitty Gritty Details of Wastewater Management in New Developments
Date and Time: Wednesday, January 25, 2023 from 1:00 pm to 2:30 pm
Meeting Type: Hybrid - SCRCOG Office / Click Here to Register
Schedule and Recordings: Click Here to Access the Meeting Schedule

February
Transportation Committee Meeting
Date and Time: Wednesday, February 8, 2023 from 12:00 pm to 1:00 pm
Meeting Type: Hybrid - SCRCOG Office / Click Here to Join the Zoom Meeting
Agenda: Click Here to Access the Meeting Agenda

Regional Planning Commission Meeting
Date and Time: Thursday, February 9, 2023 from 5:15 pm to 6:15 pm
Meeting Type: Hybrid - SCRCOG Office / Click Here to Join the Zoom Meeting
Agenda: Click Here to Access the Meeting Agenda

Information Technology Workshop - Emerging Threats
Date and Time: Thursday, February 16, 2023 from 10:00 am to 11:00 am
Meeting Type: Virtual / Click Here to Register

DEMHS R2 REPT Meeting
Date and Time: Friday, February 17, 2023 at 9:30 a.m.
Meeting Type: Virtual / Click here to Join the Microsoft Teams Meeting

SCRCOG Board Meeting
Date and Time: Wednesday, February 22, 2023 from 10:00 am to 12:00 pm
Meeting Type: Hybrid - SCRCOG Office
Agenda: Click Here to Access the Meeting Agenda

Housing Working Group Meeting - The Missing Middle: What Options Exist Between Large Colonials and Dense Apartment Developments
Date and Time: Wednesday, February 22, 2023 from 1:00 pm to 2:30 pm
Meeting Type: Hybrid - SCRCOG Office / Click Here to Register
Schedule and Recordings: Click Here to Access the Meeting Schedule
CTrides: Quarter Activity Summary

July—September 2022

Drive Less Connecticut Challenge
At the beginning of this quarter, the final landing page was completed and launched and the metric labels were updated for consistency with the previous years.

Road Scholar
The QA/QC process of transit options for 40 participating schools was completed. The new updates were made and the files were sent to the printer. By the end of the quarter, the delivery of brochures was expedited to seven schools as they requested early materials.

New Transit Campaign
During this quarter, the initial concepts for the new transit campaign were developed and presented to DOT. After multiple reviews and updates, a final concept was approved including a theme and tagline. A budget was established, and further creative development, planning and timeline started. Initial concept outlines and scripts for six video spots were received, reviewed and approved by the DOT. The first-round design/concepts for the campaign landing page was reviewed and feedback was provided to the agency.

By the end of the quarter, multiple video production activities were conducted such as location scouting, reviewed and selected proposed professional cast members, developed proposed shoot locations and schedule for DOT review and approval, made final script changes, arranged for Yard Goat mascot appearance and CTrides staff as extras, proposed wardrobe options for DOT review and approval, and reviewed radio script drafts. Two days of filming on trains was conducted on September 28 and 29.

CTrides.com
The CTrides website copy was updated to reflect the new Outreach team title. All instances of Commuter Program Manager (CPM) was replaced to Outreach and Engagement Specialist.

CTrides News Roundup
Three monthly editions of CTrides News Roundup were distributed. The July edition included content about the safety and track improvements
on the CTrail Hartford Line, Sailfest in New London, Greater Hartford Festival of Jazz, free Museum Admission for Kids with free bus fares, DominGO! Hartford, Along the Lines podcast, and Experience Matters.

The August edition included information about the progress on the CTrail Hartford Line construction, CTfastrak takes you to a ball game, CTtransit announces new bus routes and service adjustments, ParkConnect, ridership increases thanks to fare-free buses, and Along the Lines podcast.

Lastly, the September edition included the back on track for the CTrail Hartford Line, ridership on the rise, Pedal & Party with New Haven Bike Party, huge improvements to the southeast area transit district, Fair season is back, and train, bus and shuttles over to the Big E. Also, the development and source content for the October edition began.

CTrail Hartford Line Direct Mail Piece - Version 2

During this quarter, multiple reviews and feedback was provided to the drafts of the repurposed direct mail piece and comments were sent to agency. After the final edits were completed, the piece was sent to DOT for final approval. Also, the estimate from the print/direct mail vendor was received and the distribution plan was approved.

M8 Railcar Outside Logo Magnets

An initial creative options for the M8 logo magnets were developed, sent to DOT and their revisions were implemented. The samples of magnets and stickers materials from vendor were ordered and delivered to the client.

Amtrak 141 Survey

The initial survey development started, and the schedule and overall plan was finalized. The survey questions and a staffing plan for three days were completed. The in-person survey was conducted from September 13th to September 15th. A total of 140 survey responses were collected and a final report was developed and sent to the DOT.

CTrail Survey

During the quarter the highlights and draft reports were reviewed for the rail surveys and they were sent to DOT for comment. Once their
feedback was received, we worked with the survey firm to address comments and finalized report.

**Social Media**

During this quarter we consistently posted social media content across the CTrides, CTrail Hartford Line, CTrail Shore Line East, and Cftastrak accounts, which includes Facebook, Twitter, Instagram, LinkedIn, and TikTok (CTrides only).

A total of 125 posts were published through CTrides different platforms during this quarter (Facebook, Instagram, Twitter and LinkedIn). Some of these posts included ParkConnect, CT Summer at the Museum promotion, Along the Lines podcast, Customer Experience Action Plan, Jazz Festival, U-Pass CT Back to School, Fare-Free Bus reminder, free Union Station shuttle, Southeast Area Transit District improvements, New Haven Bike Party, Norwalk transit, among others. The total impressions were 1,901,781 (-7.1%), with 52,399 engagements (-4.5%), and an engagement rate (per impression) of 2.8% (+2.8%).

For Cftastrak, a total of 85 posts were published through different platforms (Facebook, Instagram, and Twitter). Some of the posts were CT Summer at the Museums promotion, places you can go with Cftastrak, Hartford Jazz Festival, Art Nights at New Britain Museum, free concert at CT’s Old State House, New Britain’s Farmers market, Customer Experience Action Plan, Hartford Live concert, XL Center, Pratturday promotion, Black-eyed Sally’s, City Steam Comedy Club, Fare-Free bus reminder, Iwo Jima Memorial tour, DominGO!, CT Science Center sensory friendly day promotion, among others. The total impressions were 442,734 (+118.5%), with 20,112 engagements (+58%), and an engagement rate (per impression) of 4.5% (-27.7%).

For the CTtrail accounts, Hartford Line and Shore Line East, a total of 216 posts were published through different platforms (Facebook, Instagram, and Twitter). Some examples include CT Summer at the Museum, construction announcement, safety and track improvement press release, Customer Experience Action Plan, Sailfest, Rail fan photos, texting animation, National Photography day, summer destination, Essex Steam train, DominGO!, Back on Track Hartford Line, Big E shuttles, Rail Safety Week, Guilford fair, Mohegan Sun BrewFest, among others. The total impressions were 607,869 (-30.2%), with 26,248 engagements (-30.1), and an engagement rate (per impression) of 4.3% (+0.1%).
CTrides: Quarter Activity Summary (Continued)
July—September 2022

Along the Lines Podcast Activity
During this quarter, two episodes (35-36) were recorded; episodes 35 and 36 were reviewed, script for episode 37 was developed and episodes 33 and 34 were released and promoted on social media (Facebook, Twitter, Instagram and LinkedIn). The podcast production is on hold until a new host is assigned.

Outreach Requests
During this quarter, multiple requests from Outreach were completed. A Green Commute poster for USDOT Hartford Office, and Pratt and Whitney were created. A few digital posters and a sandwich board graphic for the Sikorsky Bike-To-Work Event were designed and printed. Also, a few materials were printed included two Spanish Fare-Free 11x17 posters for an outreach tabling event, Fare-Free Bus Posters in English and Spanish, a Metro-North Railroad Nearby Transit 11x17 posters for the City of Bridgeport, and a Nearby Transit and Fare-Free Bus posters for The Connecticut Association of Adult & Continuing Education (CAACE). The Fare-Free Bus and Metro-North Railroad Nearby Transit posters were reformatted for client TV screen display, and a Fare-Free Bus street banner for the City of New Haven was developed.

Miscellaneous Projects
• All Marketing collateral updated to reflect the new Outreach team title: Outreach and Engagement Specialist
• Printed text campaign posters for the Outreach team to use during their events
• Created social media asset for the town of Madison Shuttle Service as an outreach request
• Translated Nearby Transit Options materials into Spanish
• Developed a reminder email about the Fare-Free Bus program to be delivered on October 3rd
• Completed draft of updated CTrides brand guide with the current program logo
• Reprinted and distributed additional Road Scholar brochures to Tunxis Community College
• Drafted Fare-Free Bus reminder email, received approval scheduled to be sent October 3rd
CTrides: Quarter Activity Summary (Continued)

July—September 2022

- Researched new promotional items and presented options for team review
- CTrides brand guide was updated and sent to DOT for review and approval
- Created and posted social media graphics to promote the Big E Shuttles
- Coordinated with Mohegan Sun to promote taking Shore Line East and shuttles to BrewFest
Participating Organization Activity

As of September 30th, the total number of CTrides employer participants, stakeholders and community participants was 424.

Highlights:

Try Transit Day
Conducted a Try Transit day with the Integrated Refugee and Immigrant services organization. The group of 29 took CTtransit 224 to State Street and then rode CTrain Shore Line East into Union Station. They received a tour from the rail officer and additional information to support their continued ridership.

Mapping Tool Optimization
Engaged eSpatial mapping platform to identify transit and other sustainable transportation options for improved employee origin heat maps. The tool also supports prospecting efforts through the regional address search function. Conducted team-wide training to demonstrate the functionality of the tool and appointed platform leads in each department.

Road Scholar Campaign
Conducted 35 onsite events and meetings with 19 colleges/universities to promote nearby transit options and the U-PASS. Distributed Road Scholar materials and invited DOT Customer Experience Unit to gather information from the student populations.

Residential Outreach
Engaged New Haven residential partners along the CTrain Shore Line East and CTrain Hartford Line corridors to provide nearby transit materials in the promotion of each line. Printed and distributed fare-free bus posters to 3 complexes to be posted in resident common areas.
**New Team Member**
Hired and trained new Outreach and Engagement Specialist to serve the Stamford region.

**Highlights (Continued):**

**Sikorsky Try it Day**
Hosted Bike-to-Work day with Sikorsky’s Stratford campus employees. 17 participants expressed interest during the preliminary survey, and 24% of that group completed the Try It day. All participants reported a willingness to integrate cycling into their regular commute.

**All About Trains**
Conducted outreach at 10 elementary schools along CTrail Hartford Line and CTrail Shore Line East. Additionally, promoted the All About Trains program during the statewide rail safety week proclamation event at Berlin station.

**New Partners:**

- Black Rock Library
- Bridgeport Library
- Burroughs Library
- Connecticut Convention Center
- Connecticut Council of Municipalities
- Connecticut Green Bank - Stamford
- East Side Library
- Fairfield Branch Woods Library
- Fairfield Public Library
- Hispanic Health Council
- Integrated Refugee and Immigrant Services (IRIS)
- New Haven Climate Movement
- Newfield Library
- North Library
- Olive and Wooster Apartments
- Our Piece of the Pie
- Town of Madison
Regional Worksite Highlights

**Western CT includes Litchfield, Housatonic, Bridgeport & Stamford regions**

**Highlights**

**The City of Bridgeport**
Launched a city-wide campaign promoting nearby transit and fare-free materials with municipal leadership support. The city will display digital/printed materials in multiple libraries and other community buildings.

**Sikorsky**
Confirmed Bike-to-Work event date. Created a working group with the city, cycling advocates, and Sikorsky staff to support maximum participation in the event, and assigned Sikorsky and CT rides event support staff. Distributed a participation survey. In preparation for the bike-to-work event, we will host safety training and route audits with all participants. Obtained Sikorsky buy-in for food, water and appointed medical staff along the route.

**Stamford Downtown Special Services District**
Met with district leadership to promote CT rides services in recruitment materials for organizations receiving proposals to move to Connecticut. The city of Stamford website will continue to feature CT rides on their transportation homepage and will develop live, work, play messaging surrounding transit options.

**Marcus Partners Event - Merritt 7 Complex**
Hosted event for the 6-building complex to promote Fare-Free Bus and share commuting options with all employees. Launching a digital campaign to promote nearby transit options on all campus screens in October.

**NBC Sports**
As employees have returned to campus 3 days per week, CT rides is administering regular onsite programming to promote commuting options such as the Fare-Free Bus to the Stamford location.

**Meetings**
- Abbey Lane Living
- ASML
- Bridgeport Library
- Bridgeport Regional Business Council
- Connecticut Department of Labor
- Greater Bridgeport Transit
- Housatonic Community College
- I2systems
- Marcus Partners
- Memry Corporation
- Naugatuck Valley Community College
- Northwestern Connecticut Community College
- Norwalk Community College
- Paier College of Art
- Sikorsky
- Stone Academy
- The City of Bridgeport
- The City of Stamford
- Town of Harwinton
- University of Bridgeport
- University of Connecticut-Stamford
- Western Connecticut State University
Regional Worksite Highlights

**Southern CT includes Middlesex, New Haven & coastal regions**

**Highlights**

**Town of Madison**
New partnership was forged with the Town of Madison to conduct outreach to help promote the Hammonasset Beach Shuttle Service. Actively working with the Economic Development Director to campaign for ParkConneCT and free transportation to Hammonasset Beach State Park.

**Pratt and Whitney-Middletown**
Promoted Fare-Free Bus and CTrides resources to Middletown employees during the annual benefits fair. Over fifty commuters expressed interest in ride-matching and carpooling into work. CTrides delivered feedback to the campus contact and will begin planning for a carpool Try-it Day.

**Wesleyan University and 9Town Transit**
Initiated outreach partnership with 9Town and Wesleyan in promotion of the micro-transit pilot launching this Fall. This route will serve campus-adjacent locations frequented by the student body; the success of Fall ridership will determine Spring continuation.

**Connecticut Council of Municipalities (CCM)**
New partnership engaged in promoting fare-free buses. Presented CTrides services and resources available to partner municipalities. Secured regular onsite programming to conduct outreach and promote nearby transit options.

**Olive and Wooster Apartments**
Engaged new apartment complex through transit corridor outreach.

Utilizing CTrides fare-free bus and nearby transit option materials to all new and existing residents in their 299-unit campus. The apartment complex agreed to host CTrides onsite resource event in September.

- New Haven Job Corps
- New Haven Parking Authority
- Olive and Wooster Apartments
- Pratt and Whitney - Middletown
- South Central Regional Council of Governments
- The Eli Apartments
- The University of Connecticut-Avery Point
- The University of New Haven
- Tower Laboratories
- Town of Bethany
- Town of Madison
- Wesleyan University

**XtraMile On-Demand Shuttle Campaign**
Hosted multiple onsite events with Wesleyan and MAT to promote the XtraMile on-demand shuttle service in Middletown. Engaged with over 1,000 students to demonstrate the use of the TransLoc and CTrides apps to book and track their trips.

**Meetings**

- 9Town Transit
- Albertus Magnus
- City of New Haven
- Connecticut Council of Municipalities
- Connecticut Roundtable on Climate and Jobs
- goNewHavengo
- Greater New Haven Transit District
- Integrated Refugee and Immigrant Services
Regional Worksite Highlights

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

**Highlights**

**Connecticut Convention Center (CCC)**
New partnership with the Connecticut Convention Center to promote fare-free transit and conduct outreach to patrons attending onsite events. Working with CCC management to add transit information to the center website.

**Connecticut Foodshare**
Following the merger of Connecticut Foodshare and Connecticut Food Bank, initiated a partnership to develop a commute plan for statewide employees. Utilizing the fare-free initiative, we are developing a multi-campus transit campaign for their Wallingford, Bloomfield, and Norwich campuses. The majority of employees and patrons frequent each campus on a weekly basis.

**Connecticut Office of Early Childhood (OEC)**
Enrolled OEC in the Emergency Ride Home program and initiated planning for a Try Transit Day event in September. Worked with the OEC commissioner to boost employee participation and have staffers post photos of their green commute via social media.

**Connecticut Green Bank**
Launched fare-free bus and nearby transit rail campaigns with downtown employees. Leadership contact is distributing materials via SharePoint, emails, and presenting during all-hands meetings. Digital signage to be posted in preparation for the onsite event.

**U.S. Department of Transportation, FHWA**
Developed signage for each campus elevator in promotion of the CTrides app, trip planner, and website resources. Conducted a presentation to campus leadership on the Emergency Ride Home program as employees return to the office.

**The Town of Berlin**
Partnered with the Economic Development Director to launch an employee survey for Comcast, Budney Industries, Alden, and OKAY Manufacturing to gather information on commuting needs as each company’s workforce increases.

**Meetings**
- Asnuntuck Community College
- Bradley International Airport
- Center for Latino Progress
- Central Connecticut Chamber of Commerce
- Central Connecticut State University
- City of Hartford

*Connect with Enterprise*  
*Connecticut Convention Center*  
*Connecticut Department of Energy and Environmental Protection*  
*Connecticut Department of Transportation*  
*Connecticut Foodshare*  
*Connecticut Green Bank*  
*Connecticut Office of Early Childhood*  
*Connecticut Transit*  
*Conning*  
*CTtransit*  
*Hispanic Health Council*  
*MetroHartford Alliance*  
*Our Piece of the Pie*  
*Pratt and Whitney*  
*Sierra Club of Connecticut*  
*The Connecticut Association of Adult & Continuing Education (CAACE)*  
*The University of Hartford*  
*Town of Berlin*  
*Travelers*  
*Trinity College*  
*U.S. Department of Transportation, FHWA*
Customer feedback:

- “So easy and friendly and answered my question without a problem.”
- “Love this Live Chat! Cindy was great and answered my question quickly.”
- “The representative knew exactly what I was talking about and answered my question precisely. I can be confident I know how to get on the right bus for my trip.”
- “Customer Representative Brendan was very helpful! I had issue with a ticket I bought and was very helpful!”
- “The rep was prompt, knowledgeable, helpful and friendly! It’s nice to know there are other options out there other than driving back and forth!”
- “Very friendly and went above and beyond to help me figure out my whole trip. Excellent job!”

Customer Service Highlights

CTrides/CTrail calls: 5,925
Custom Commute Plans: 44
Total Number of Website Form Submissions: 402
Total Number of Emails Sent and Received: 1,418

Customer Service Details:

- **5,657 Total** cases into CTrides
  - **3,730 calls**
    - 5 inquiries about available disabled services
    - 4 bilingual inquiries
  - **Sent and received 1,418 emails**
    - Great or OK rating on 77.7% of emails surveyed
  - **Facilitated 509 live online chats of which 137 were SMS (text) chats**
    - 4.8 out of 5 (best) avg. rating on all chats
- **Provided 2 Emergency Ride Home** — 2 Vanpool services
- **Processed 181 CTrail Hartford Line** and **85 CTrail Shore Line East** complaints, suggestions, questions
- **Distributed 0 trial bus pass to commuters** due to the bus fare free program starting on April 1
Ridematching and Rewards

Membership and Impacts

- Total Members: 47,890
- Recorded Trips: 37,162
- Reduced Miles (VMT x10): 72,775
- Emissions Reduced: 318
- Gas Saved (Gallons): 32,508
- Rewards Redemptions: 1847
- New Members: 428
- Participants: 1396

Breakdown of Recorded Trips

- Transit: 18,044
- Carpool: 4,417
- Vanpool: 112
- Bike: 2245
- Walk: 3012
- Telecommute: 7370
- Drive Alone: 1881