

9 Town Transit

Dial-a-Ride

Service Overview

9 Town Transit operates a general public Dial-a-Ride service (separate from its ADA paratransit program), which provides shared-ride, door-to-door, demand-response service. Dial-a-Ride is available anywhere within the towns of Chester, Clinton, Deep River, Durham, Essex, East Haddam, Haddam, Killingworth, Lyme, Old Lyme, Old Saybrook, and Westbrook. Trips may also be made between a location in any of those towns and Middletown Bus Terminal, Middlesex Hospital, or Saybrook Road medical complexes in Middletown. Dial-a-Ride service in Durham is coordinated with Middletown Area Transit (MAT).

Dial-a-Ride operates on weekdays from 6:00 a.m. until 6:00 p.m. Riders must make reservations by 4:00 p.m. the day before their trip, but may reserve a trip up to two weeks in advance.

Table 1: Schedule Statistics

Service Day	Span of Service	Frequency (Minutes)	Daily Trips
Monday – Friday	6:00 AM to 6:00 PM	N/A	N/A
Saturday	–	–	–

9 Town Transit, June 2019 Schedule

Connections to Other Services

Dial-a-Ride passengers can connect to all 9 Town Transit fixed routes at any point within the service area, including major hubs and transfer locations such as Old Saybrook Train Station and the Scranton Gazebo. In addition, Dial-a-Ride riders can also connect to all MAT routes at the Middletown Bus Terminal. In Middletown, MAT Routes A, B, and H serve Middlesex Hospital and Route A serves Saybrook Road medical complexes (see Table 2).

Table 2: Service Connections

Location	Connect To
Old Saybrook Train Station	9 Town Transit Routes: 641, 642, 643, 644 Shore Line East Amtrak CTtransit Route 921 (Express)
Middletown Bus Terminal	9 Town Transit Routes: 644, 645 MAT: All Routes CTtransit Route 55
Madison, Clinton, and Westbrook Train Stations	9 Town Transit Routes: 641, 645 (Clinton Station only) Shore Line East

Scranton Gazebo	9 Town Transit Routes: 641, 645 CTtransit Route 201
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Ridership

Dial-a-Ride picked up or dropped off half of all riders in Westbrook, Old Saybrook, and Clinton. Around 10% of riders were picked up or dropped off in Middletown.

See Table 3

Pickup Location	Number of Pickups	Percentage of All Pickups
Old Saybrook	255	18.79%
Westbrook	247	18.20%
Clinton	200	14.74%
Middletown	125	9.21%
Essex	124	9.14%
Chester	98	7.22%
Deep River	95	7.00%
Old Lyme	83	6.12%
East Haddam	42	3.10%
Killingworth	39	2.87%
Haddam	22	1.62%
Lyme	19	1.40%
Madison	7	0.52%
East Lyme	1	0.07%
Grand Total	1357	100.00%

and Table 4 for pickups and dropoffs by location.

See Figure 1 and Figure 2 for pickups and dropoffs by Zone.

See Table 5 and Figure 3 for pickups by hour.

Locations that had large discrepancies between the number of pickups and dropoffs include:

- Killingworth: 39 pickups vs 17 dropoffs
- Madison: 7 pickups vs 21 dropoffs
- East Haddam: 42 pickups vs 18 dropoffs

Table 3 | Dial-a-Ride Pickup Locations

Pickup Location	Number of Pickups	Percentage of All Pickups
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Old Saybrook	255	18.79%
Westbrook	247	18.20%
Clinton	200	14.74%
Middletown	125	9.21%
Essex	124	9.14%
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Killingworth	39	2.87%
Haddam	22	1.62%
Lyme	19	1.40%
Madison	7	0.52%
East Lyme	1	0.07%
Grand Total	1357	100.00%

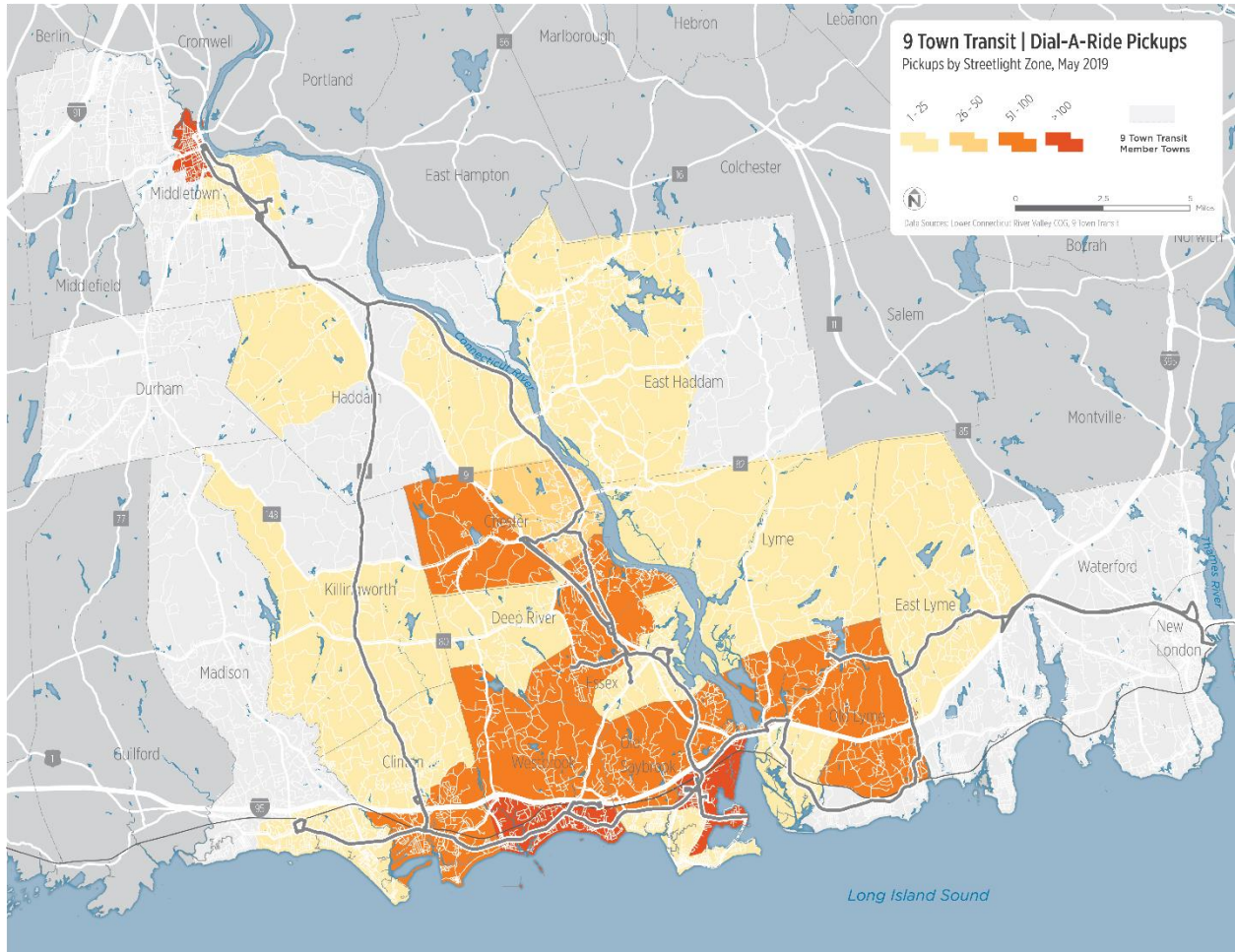
Source: 9 Town Transit, June 2019 Dial-a-Ride trips

Table 4 | Dial-a-Ride Dropoff Locations

Dropoff Location	Number of Dropoffs	Percentage of All Dropoffs
Old Saybrook	274	20.19%
Westbrook	244	17.98%
Clinton	196	14.44%
Middletown	138	10.17%
Chester	136	10.02%
Deep River	105	7.74%
Essex	88	6.48%
Old Lyme	79	5.82%
Haddam	22	1.62%
Madison	21	1.55%
East Haddam	18	1.33%
Killingworth	17	1.25%
Lyme	15	1.11%
New London	3	0.22%
East Lyme	1	0.07%
Grand Total	1357	100.00%

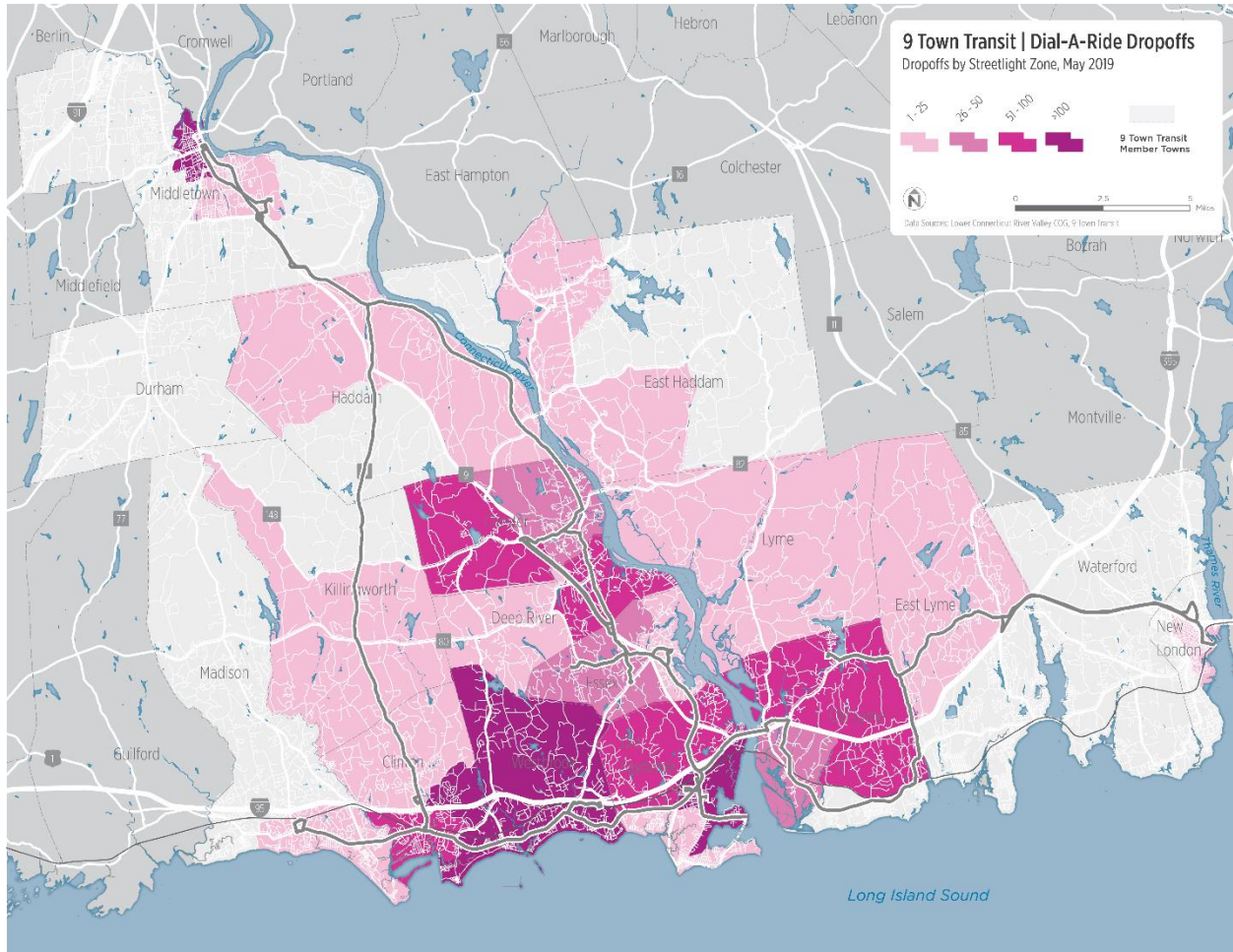
Source: 9 Town Transit, June 2019 Dial-a-Ride trips

Figure 1 | Dial-a-Ride Pickups by Zone



Source: 9 Town Transit, June 2019 Dial-a-Ride trips

Figure 2 | Dial-a-Ride Dropoffs by Zone



Source: 9 Town Transit, June 2019 Dial-a-Ride trips

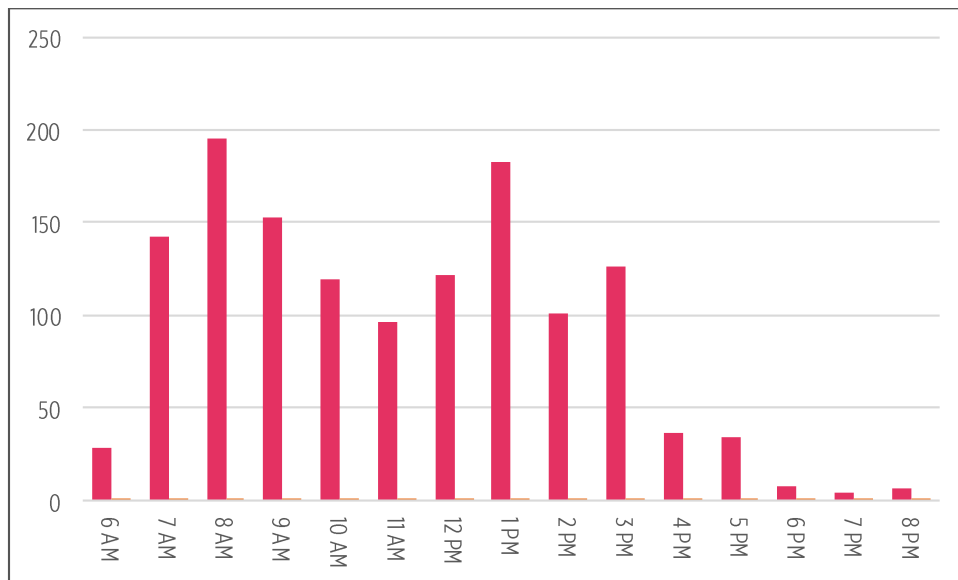
Table 5 | Dial-a-Ride Total Pickups by Hour

Pickup Hour	Number of Riders	Percentage of All Riders
6 AM	28	2.06%
7 AM	143	10.54%
8 AM	196	14.44%
9 AM	153	11.27%
10 AM	120	8.84%
11 AM	97	7.15%
12 PM	122	8.99%
1 PM	183	13.49%
2 PM	101	7.44%

3 PM	126	9.29%
4 PM	36	2.65%
5 PM	34	2.51%
6 PM	8	0.59%
7 PM	4	0.29%
8 PM	6	0.44%
Grand Total	1357	100.00%

Source: 9 Town Transit, June 2019 Dial-a-Ride trips

Figure 3 | Dial-a-Ride Total Pickups by Hour



Source: 9 Town Transit, June 2019 Dial-a-Ride trips

Service Performance

On weekdays, Dial-a-Ride carries an average of 52.2 passengers per day, or 3.9 passengers per revenue hour (see Table 6). In terms of productivity, Dial-a-Ride performs slightly above to the 9 Town Transit average for riders per revenue hour.

Table 6: Productivity Statistics

	Average Weekday Ridership	Riders per Revenue Hour	Riders per Trip
Dial-a-Ride	52.2	3.9	-
9 Town Transit Average	58	3.0	3.2

Source: 9 Town Transit, May & June 2019

Service Improvement Opportunities

Opportunities to strengthen Dial-a-Ride are listed below and are included for discussion purposes only. Some suggestions may be contradictory, as there is usually more than one approach to improving a route. No specific changes are recommended at this time.

- **More vehicles in peak service.** Dial-a-Ride had peak periods of 7 – 9 a.m. and 1 p.m. Operating more vehicles during those times can ease passenger load.