



PRESS RELEASE November 29, 2025

From: Peter Gold
Director, Westport Transit District
203-984-4878
pgoldrtm3@gmail.com

For Release on November 29, 2025

Happy Anniversary Wheels2U

This past October marked the fifth anniversary of Westport's Wheels2U micro transit service. From its beginning in October 2020 during the early months of the COVID pandemic serving only a handful of riders in only a portion of Westport, it has grown to a service which today covers the entire town and provides thousands of rides each month, with over 3,000 rides in October 2025 alone. It has become an essential part of daily life for commuters to and from Westport, seniors, and families across Westport and is projected to provide over 31,000 rides the current fiscal year ending June 30, 2026.

Over the past five years, Wheels2U has grown from a pilot program into a trusted, affordable, and flexible transit solution providing more than 140,000 rides since its inception. With rides priced at just \$2, the service offers curb-to-curb and curb-to-platform transportation to key destinations including the Saugatuck and Greens Farms train stations, the Center for Senior Activities, Jesup Green and the Imperial Avenue Farmers' Market.

"We implemented Wheels2U to provide more flexible transportation options for Westport residents and employees than our previous fixed route shuttles, which were only able to serve about 60% of the Town," said Marty Fox, a Westport Transit Director at the time of the Wheels2U launch. "I'm thrilled with how much this wonderful service has grown under the leadership of Peter Gold and Karina Betfarhad."

Key milestones and accomplishments include:

- **Seamless technology:** App-based booking system allowing riders to schedule trips and track vehicles in real time.
- **Ridership growth:** Completed over 140,000 rides since its inception with a monthly record 3,069 rides in October 2025. Ridership is projected to exceed 31,000 rides in fiscal year 2026.
- **Sustainability impact:** Transitioned in November 2024 to more comfortable and fuel-efficient vehicles, saving an estimated 4,100 gallons of fuel and reducing 80,000 lbs of CO₂ emissions annually - equivalent to the yearly energy use of five homes. A change to electric vehicles is planned for Spring 2026 further reducing emissions
- **Expanded service area:** Extended service area to the Arlen Road area north of the Merrit in August 2021 and to the Westway Road area in the eastern part of town and Saugatuck Shores and areas south of the Westport train station in June 2022. The Jesup Green, Imperial Avenue Farmers' Market, and the Center for Senior Activities destinations were added in May 2025.
- **Expanded service hours:** Extended morning service to and from the Saugatuck and Greens Farms train stations to 10:30 am evening service to 9:30 pm. Added service Tuesday through Thursday from 9 am to 1:30 pm to the Senior Center, the Imperial Avenue Farmers' Market and Jesup Green downtown.
- **Exceptional rider satisfaction:** Maintains a 4.9/5 average ride rating, with 95% of all reviews at five stars. Average wait time for a pick-up is under 12 minutes.

“This milestone reflects how much Westport residents value reliable, flexible transportation,” said Peter Gold, Director of the Westport Transit District. “As Wheels2U enters its sixth year, the Transit District remains committed to innovation and service excellence for our growing ridership.”

About Wheels2U Westport

Wheels2U Westport is an on-demand, app-based, shared ride public transit service operated by the Westport Transit District. For only \$2 per ride the service connects riders to train stations and downtown destinations. Learn more at wheels2u.org/westport.