

Client: Worcester Regional Transit Authority
Project Name: Comprehensive Service Assessment
Issue Date: January 30, 2015
To: Steve O’Neil and WRTA
From: Stephen Gazillo, *URS Corporation*

WRTA Comprehensive Service Assessment – Recommendations

The following outlines the recommendations and alternatives to improve service for WRTA based on the comments received from the November 2014 workshop and follow up input from WRTA and CMRPC staff. Opportunities were identified to create more connectivity, improve on-time performance, create consistent frequencies, and add service. A table can be found at the end which outlines all recommendations by route, additional information and maps have been provided for select routes. Vehicle and resource requirements for each phase, proposed interline combinations and estimated changes in annual mileage and hours have been attached to the end.

Recommendation Changes, January 2015

Phasing Plan

In the Phase 1 plan frequencies have been adjusted to improve on time performance, provide consistent all day service with clock face schedules¹ on both weekdays and the weekend and add service on highly productive routes. Alignments have been adjusted and new routes added to provide cross town service. In Phase 2 service has been added to outreaching areas that exhibit demand, Sunday service hours have been expanded and frequencies on highly productive routes have been improved. In Phase 3 service has been expanded to improve connections among the colleges and between WRTA and PVTA and MWRTA. Decisions regarding phasing were based on current demand, route performance, capital resources public feedback and the time required to create partnerships among organizations. URS will work with WRTA to determine the timeframe for each phase and suggests Phase 1 be implemented immediately in year 1, Phase 2 be implemented in year 3 when additional capital equipment can be procured, and Phase 3 be implemented year 5 when additional equipment can be purchased and partnerships created among organizations.

	Existing	Phase 1	Phase 2	Phase 3
Weekday peak Vehicles	43	46	50	60
Saturday peak Vehicles	21	25	29	34
Sunday peak Vehicles	10	14	17	19

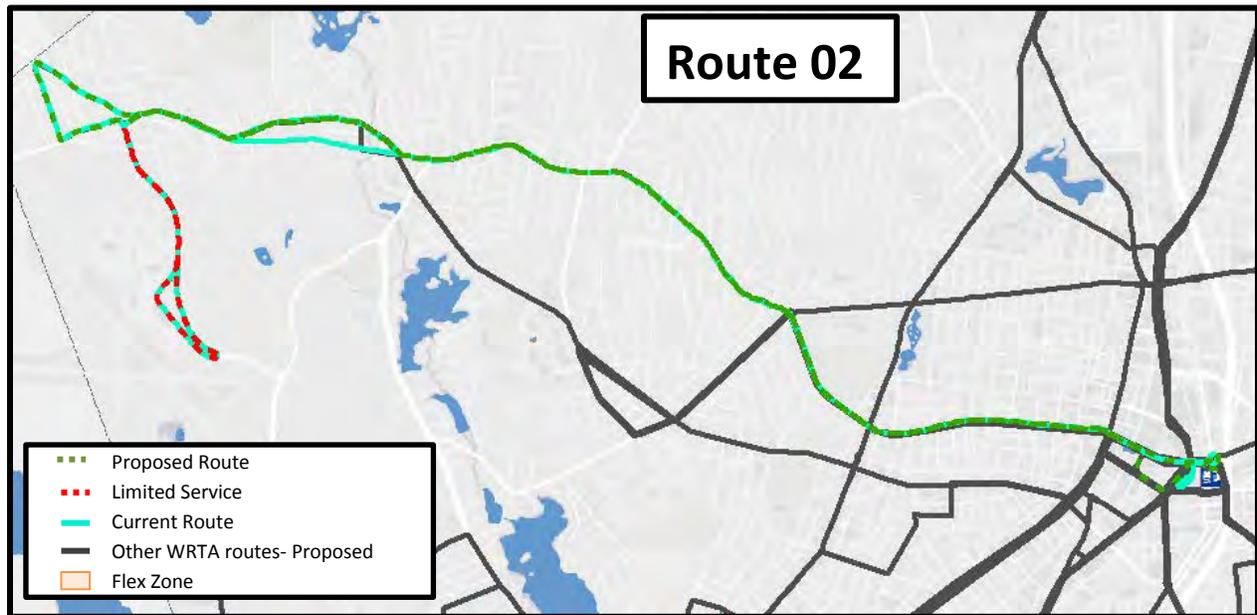
¹ Schedules which run at consistent intervals and depart at the same minute every hour.

Route 01

We recommend improving weekend frequency from 80 to 60 minutes. This will require breaking the interline with Route 2 and interlining with the Route 16² and Route 3 instead for a 40/40/40 split³ cycle time. This interline can be implemented on weekdays as well. On Sundays the Route 1 would interline with the Route 16, newly added to Sunday service. Other service improvements include extending Saturday service to 6:30 PM and Sunday service from 9:30 AM to 6:30 PM. Expanded hours will increase mobility of the region.

Route 02

Ridership to the airport is minimal, with one rider a day. To improve on time performance on this route we recommend servicing the airport on 3-4 select trips only based on the JetBlue arrival/departure times. On the trips that service the airport, the Sunny Hill Drive loop would not be served in order to cycle within the same time frame and maintain on-time performance. Frequency on the weekends should be improved to 60 minutes for clock face schedules. On Saturday the Route 2 can be interlined with the 15 for a 55/65 split using 2 vehicles which will help on time performance on the 15. This will also create a cross town connection. On Sunday there would be no interline as the 15 does not run and on weekdays it would operate without an interline. Other service improvements include extending Saturday service to 6:30 PM and Sunday service to 9:30 AM to 6:30 PM. Expanded hours will increase mobility of the region.



² See modifications to the Route 16 which decreases cycle time.

³ Split is the amount of time allocated to each route to complete one loop of the interline combination. The first number is the amount of time in minutes for the route in question, the second the proposed interline route amount of time.

Route 03

In order to improve frequency on the Route 30 the interline must be broken. We recommend interlining Route 1 and 16 for a 40/40/40 split using two vehicles on both weekdays and Saturdays. This will provide consistency for passengers.

Route 04

Service improvements include extending Sunday service to 9:30 AM to 6:30 PM. Expanded hours will increase mobility of the region. An electric bus could be used on this route.

Route 05

The interlines during the weekday would remain in all phases. The interlines on Saturday would be discontinued in Phase 1 but reinstated in Phase 2 and 3⁴ and the route will operate on 60 minute headways in Phase 1 and 30 minutes in Phase 2 and beyond. On Sunday frequency has been improved to 60 minutes which will require breaking the interline in Phase 2 with the Route 27(21) and operating without an interline. The timing on this route will need to be adjusted based on the Route 27 arrival and departures from the Hub. Clock face schedules will help improve the passenger experience and ridership. Other service improvements include extending Saturday service to 9:30 AM to 6:30 PM and Sunday service to 10:30 AM to 6:30 PM. Expanded hours will increase mobility of the region.

Route 06

To improve on time performance break the interline with the Route 30 and operate as a standalone route with a 60 minute cycle time. An electric bus could be used.

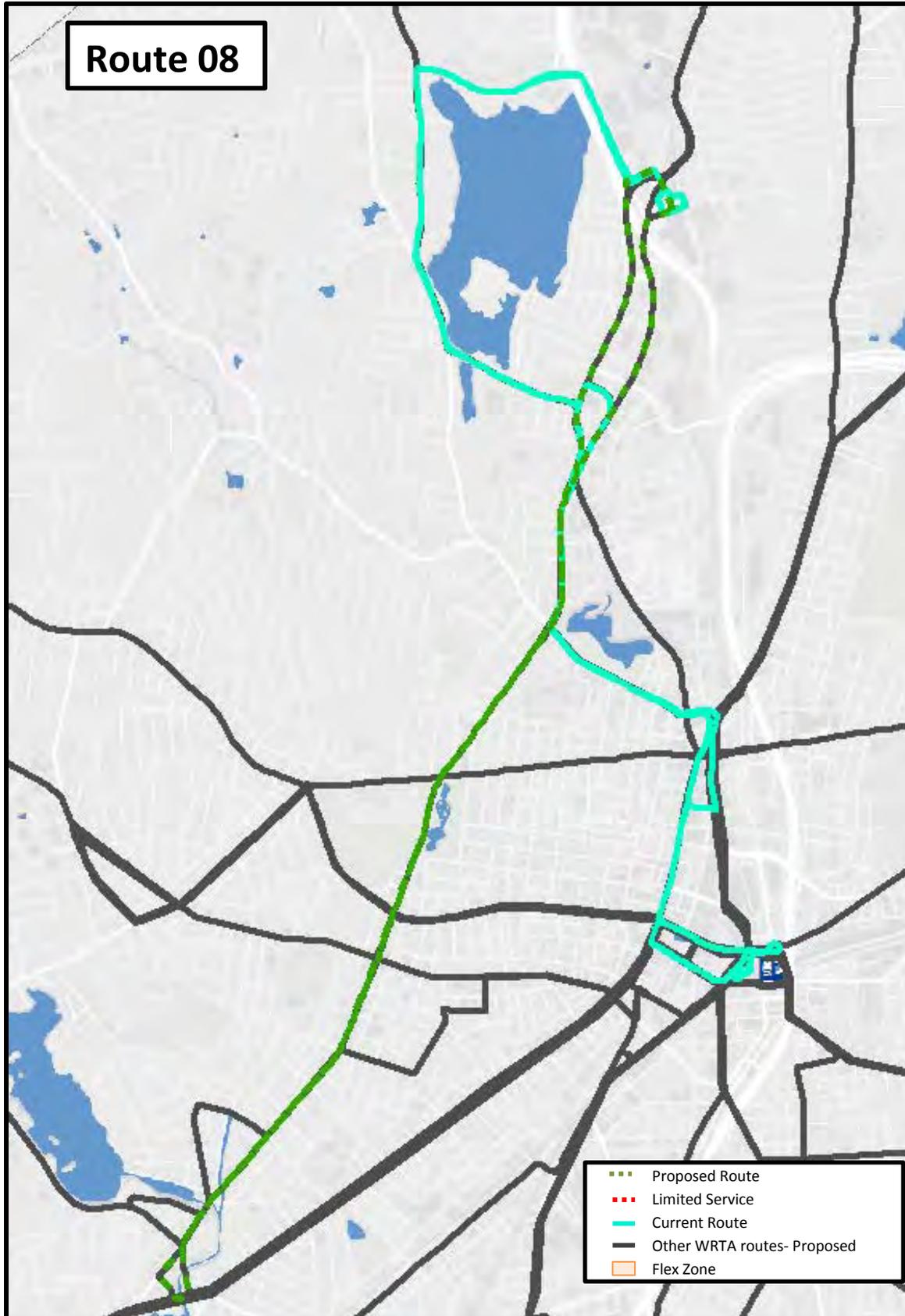
Route 07

Adjust weekend frequency to all day 60 minutes to create consistent clock face schedules. Eliminate the interline with the Route 34 on Sundays due to route discontinuation and interline with the reinstated Route 24.

Route 08

This route is currently underperforming with the lowest weekday ridership, lowest productivity, and highest subsidy per passenger. A complete realignment of the route is recommended. The new alignment would provide cross town service from the Greendale Mall to Webster Square along Park Ave. Service along Shore Drive would be eliminated until the new College Connection route in Phase 3 is established. Service along Holden St and Grove Street would be covered by the new Route 32 in Phase 2. Currently there are 25 riders a day between the Mall and City Hall, 3 of these are on Shore Drive, 8 at the Mall, 2 between City Hall and Salisbury St., 5 along 122A, and 7 along Park Ave. Service to the mall would still be available via the Route 30. A transfer point at Webster Square could be established with the rebranded 19. Service would operate every 60 minutes on weekdays in Phase 1 and 30 minutes in Phase 2 and beyond. A 60 minute headway on Saturdays for all phases should be established. An electric bus could no longer be used on this route.

⁴ See Route 27 for information on why it was discontinued



Route 09

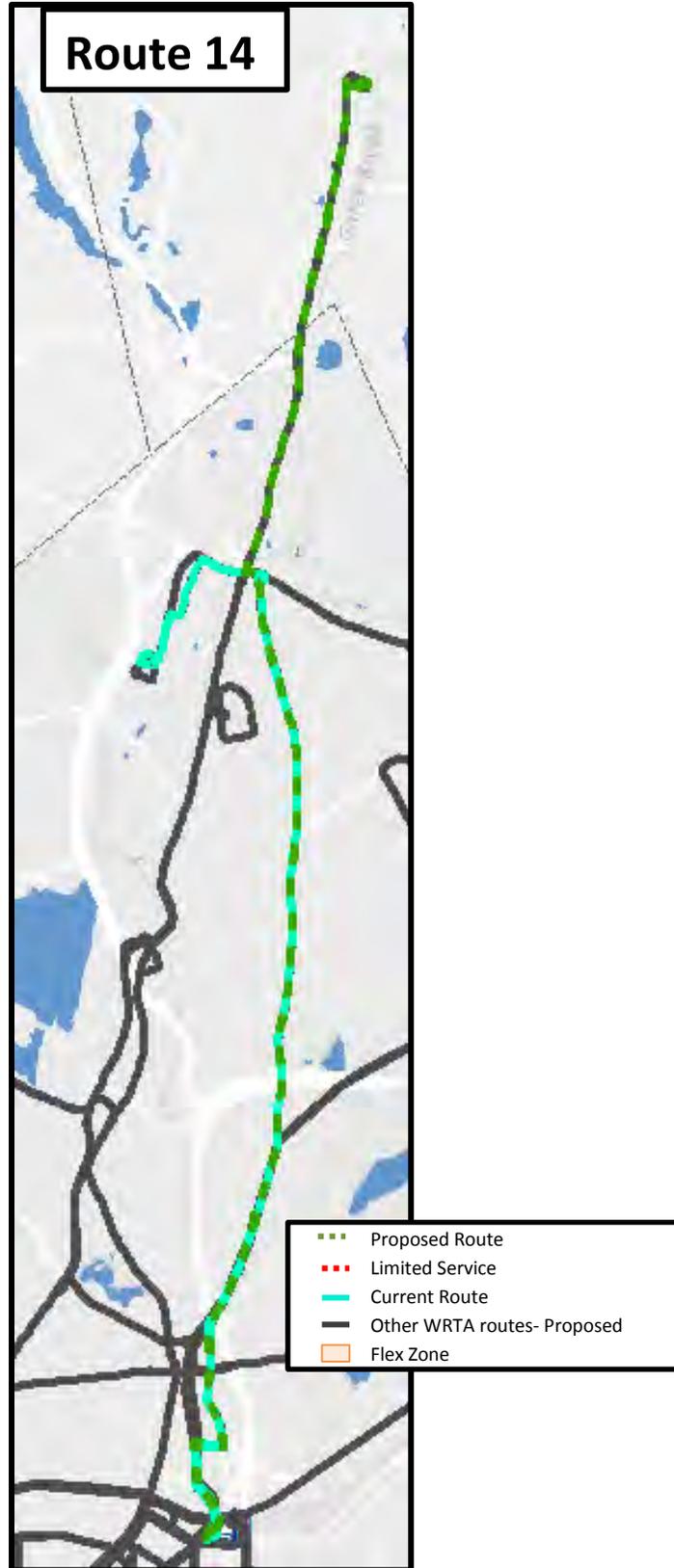
Extend service by one hour in the evening. Currently the last trip departs WSU at 4:00 but on Monday's and Wednesday's the last class block ends at 4:45 and on Fridays at 4:00. During the Weekdays interline with Route 15 using a 50/70 split in Phase 2 and beyond once the Belmont Street Bridge construction is complete. Currently the Route 9 has extra layover time at The Hub and WSU; this could be reduced by 5 minutes on either end to interline with the Route 15 during the weekdays using a 50/70 split. Adding 10 minutes to the Route 15 will improve its on-time performance. Since this is a new route we recommend continuing to monitor its performance.

Route 11

Service has been standardized to all day 30 minute frequencies, eliminating the 11A mid-day tripper vehicle in Phase 1. This is one of the top performing routes in terms of ridership and in Phase 2 frequency would be improved to 15 minutes during the week and 30 minutes on the weekend. The additional weekday and Saturday service will not be interlined with the Route 24 creating a split interline. Other service improvements include extending Sunday service to 10:00 AM to 7:00 PM. Expanded hours will increase mobility of the region.

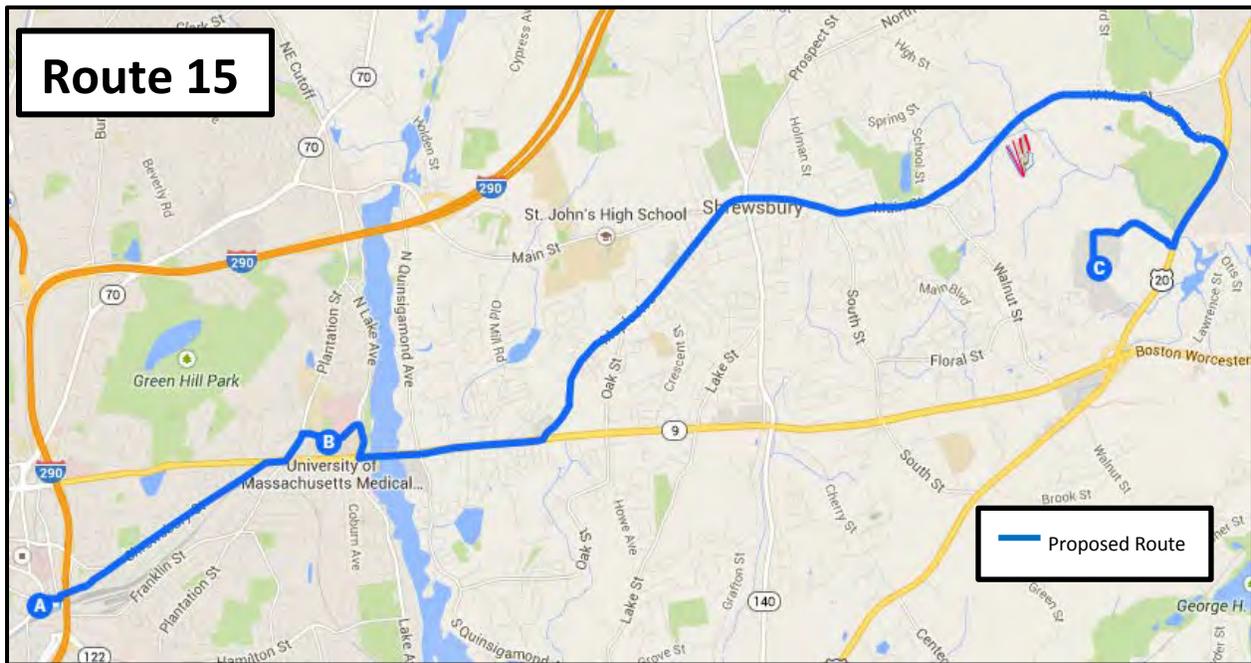
Route 14

Extend service to Walmart in West Boylston and eliminate service to Showcase Cinemas in order to improve service on the Route 30. The Route 30 will cover the Route 14 portion to the Cinema. Increase the weekday frequency to 30 minutes to replace the elimination of Route 18. Eliminate the interline with the Route 15/16 on Saturdays and adjust cycle time to 60 minutes to accommodate the increase in round trip mileage. Improve Saturday frequency in Phase 2. The segment along the old Route 30 to Walmart now covered by the Route 14 had high ridership (over 75 passengers a day between Walmart and QCC). Other service improvements include extending Saturday service to 10:15 AM to 7:15 PM. Expanded hours will increase mobility of the region.



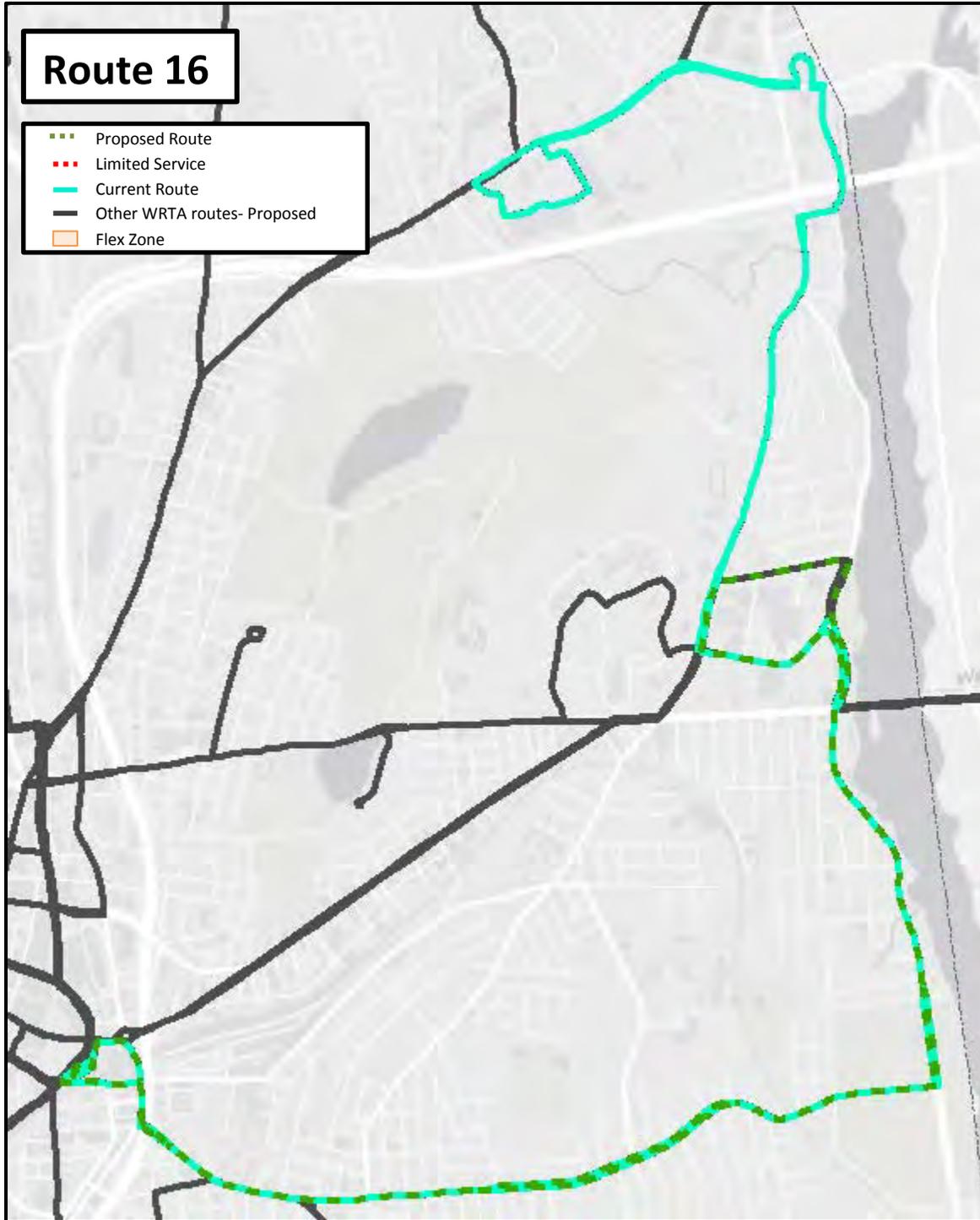
Route 15

Interline with the Route 9 during the weekdays in Phase 2, once Belmont Street Bridge construction is complete, with a 70/50 split in order to improve on time performance on the route. On Saturday interline with Route 2 for a 60/60 split using two vehicles in Phase 1 and 2. In Phase 3 extend service to Northborough Crossing, to create connections with the MWRTA with the creation of a new shuttle to the Solomon Pond Mall. In phase three the interlines would remain but would increase the cycle time on the 15 by 60 minutes and would require an additional vehicle. Other service improvements include extending Saturday service to 10:30 AM to 6:30 PM. Expanded hours will increase mobility of the region.



Route 16

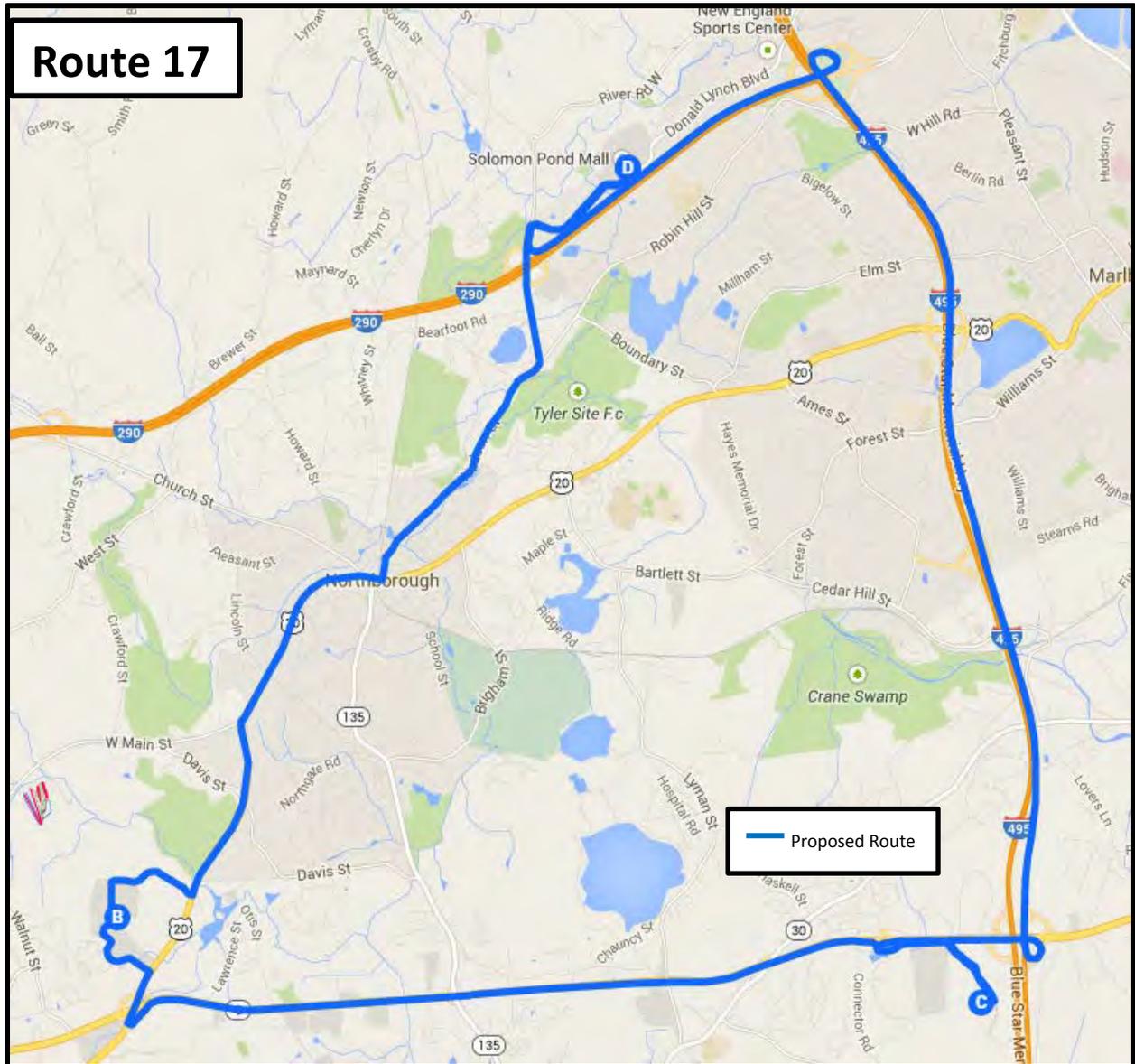
Service has been short-turned at the UMass Medical center (Monday-Saturday), to decrease redundancy with the new route 31. The Route 31 will service George Booth apartments and the Reliant Health Care centers with timed transfers to the route 23 at Lincoln Plaza. On Saturday and weekdays it will be interlined with Route 1 and 16 for a 40/40/40 split using two vehicles. Add Sunday service from 10:00 AM to 6:30 PM and interline with just the Route 1. On Sundays the Route 16 will service George Booth apartments and Reliant Health care centers, since the Route 31 does not operate. Sunday service has been added to cover the northern parts of Route 34 which was eliminated.



Route 17

This is a new route to connect the Westborough Office park, Solomon Pond Mall and Northborough Crossing. This route would operate Mon-Friday between 8 AM and 6 PM with a 2 hour headway. This route would have limited service, operating in only one direction which may discourage ridership for

those needing to go “upstream”. Due to the long deadhead distance and unknown ridership this route may be best operated using the Ready Bus model. This route will facilitate connections with MWRTA.



Route 18

This route has been discontinued due to low ridership, one-way loop and duplication with the 14, 30 and 31. Additional service has been added to the 14 to account for the loss of service on the 18.

Route 19

This route in conjunction with the 33 and 27 are candidates for rebranding as BRT Light⁵. In Phase 1 we recommend rebranding the routes as 19, 27(21) and 33(20) in conjunction with a color code system for the schedules. The routes can be retimed to maximize service along Main St and streamline the travel time between The Hub and Webster square. Currently the travel time between The Hub and Webster Square is different for each route and ranges from 15-19 minutes; the alignments between these two segments are the same and the travel time should be as well. This would also require adjusting the schedules of the 5 and 23 on weekdays but would not break interline pairs. This will help consolidate schedules. Below is an example of a color-coded consolidated schedule with sample time points. In Phase 3 additional BRT light elements could be added to Main Street such as off board fare collection, station improvements, real time information, and transit signal priority. A study for the corridor would need to be conducted.

Weekdays										
	1	2	3	4	5	6	7	8	9	10
	Bus Starts	Bus Leaves	Bus Leaves	Bus Leaves	Bus Ends	Bus Ends	Bus Ends	Bus Leaves	Bus Leaves	Bus Ends
Route	Union Station Hub	City Hall Franklin St.	Clark University	Webster Square Plaza	Goddard & Apricot	Goddard & Coppage Dr.	Clover & James	Leicester Center	Leicester Wal-Mart	Spencer Center
20	4:52	4:55	5:05	5:12				5:27		5:40
19	5:30	5:33	5:43	5:50	5:57					
21	5:45	5:48	5:58	6:05			6:12			
19	6:00	6:03	6:13	6:20		6:27				
20	5:52	5:55	6:05	6:12				6:27	6:30	6:40
21	6:15	6:18	6:28	6:35			6:53			
19	6:30	6:33	6:43	6:50		6:57				
Weekdays										
	1	2	3	4	5	6	7	8	9	10
	Bus Starts	Bus Leaves	Bus Leaves	Bus Starts	Bus Starts	Bus Starts	Bus Leaves	Bus Leaves	Bus Leaves	Bus Ends
Route	Spencer Center	Leicester Wal-Mart	Leicester Center	Clover & James	Goddard & Coppage Dr.	Goddard & Apricot	Webster Square Plaza	Clark University	City Hall Franklin St.	Union Station Hub
20	5:43		6:00				6:15	6:22	6:32	6:35
19						6:00	6:07	6:14	6:24	6:27
21				6:15			7:22	7:29	7:39	7:42
19					6:30		6:37	6:44	6:54	6:57
20	6:43	7:53	7:00				7:15	7:22	7:32	7:35
21				6:45			7:52	7:59	8:09	8:12
19					7:00		7:07	7:14	7:24	7:27

⁵ BRT Light incorporates elements of bus rapid transit as defined by the Institute for Transportation on Development and Policy standards for BRT. To be considered full BRT there must be at least 3 kilometers of dedicated roadway.

Other service improvements include extending improving frequency to 30 minutes on Saturday in Phase 1 and on Sunday in Phase 2, and expand Saturday service to 9:30 AM to 6:30 PM. This route has high productivity on the weekend and expanded hours and improved frequencies will increase mobility of the region. We support WRTA short turning the route at Goddard & Apricot.

Route 22

Saturday service has been expanded to 9:30 AM – 6:30 PM.

Route 23

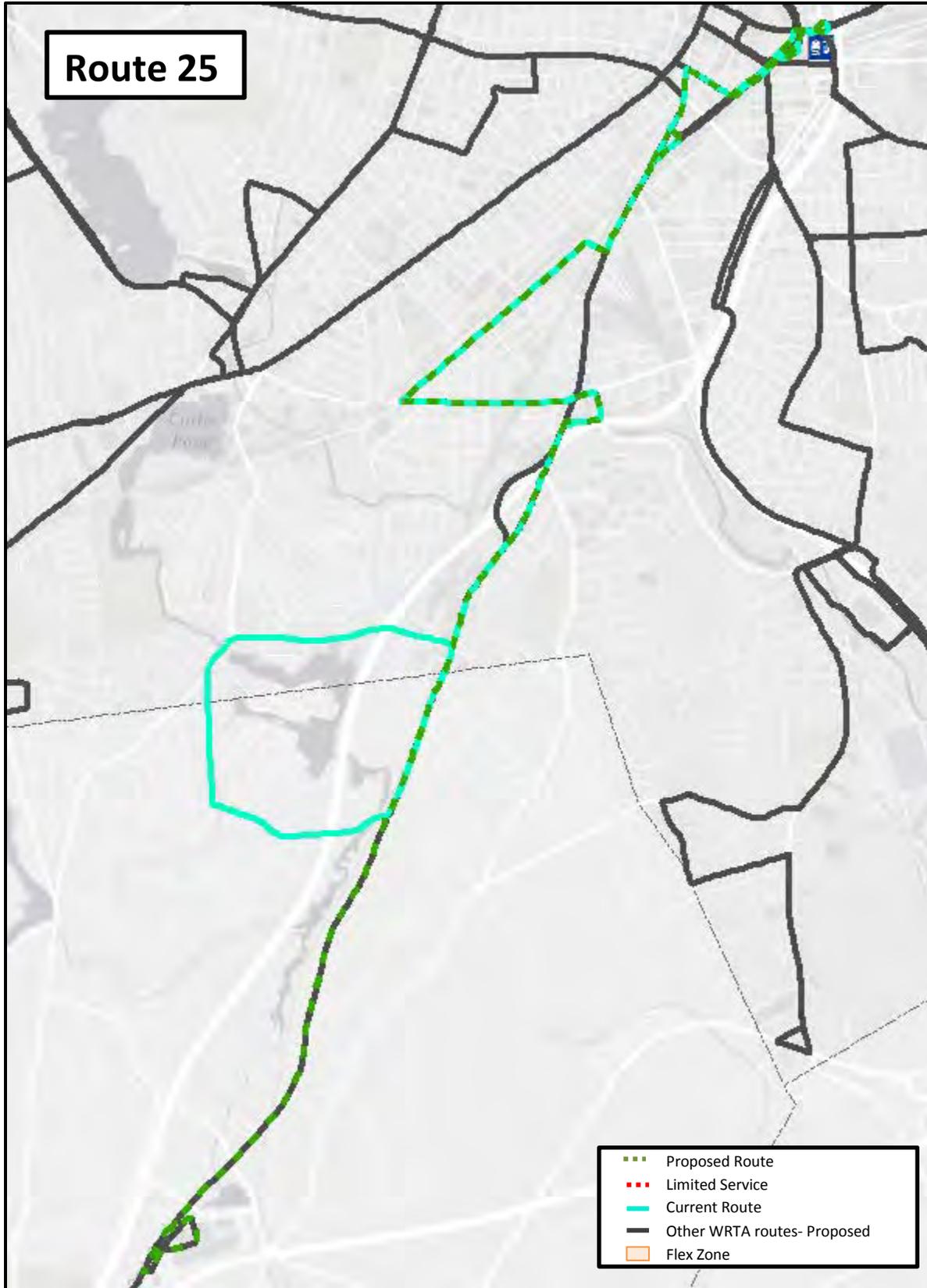
On both Saturday and Sunday service frequency was improved to 30 minutes in order to establish 15 minute frequencies along Lincoln St. with the Route 26. Sunday service has been expanded to 9:30 AM – 6:30 PM.

Route 24

Sunday service has been restored on this route with 60 minute frequencies from 10:00 AM to 6:30 PM. In Phase 2 weekday service will have a split interline with the Route 11 due to improvements on that route. Starting in Phase 1 there will be a split interline with the Route 11 on Saturdays. ON Sundays the route will be interlined with the Route 7.

Route 25

This route has been extended to the Auburn Mall and the loop along Sword and Boyce has been eliminated south of Cambridge St. due to low ridership. There was very little ridership beyond along these roads (less than 3 riders a day). Weekday and Saturday service has been improved to 30 minute frequencies in order to maintain the same level of service to the Auburn Mall. The Route 25 should be timed to leave The Hub at 0:15 and 0:45 minutes past. Service along Southbridge St. to the mall duplicates the 29 and 42 which run on 120 minute frequencies and opposite schedules. This will provide a combined 3 trips an hour to the mall. Saturday service has been extended to 9:30 AM to 7:30 PM and Sunday service has been added.



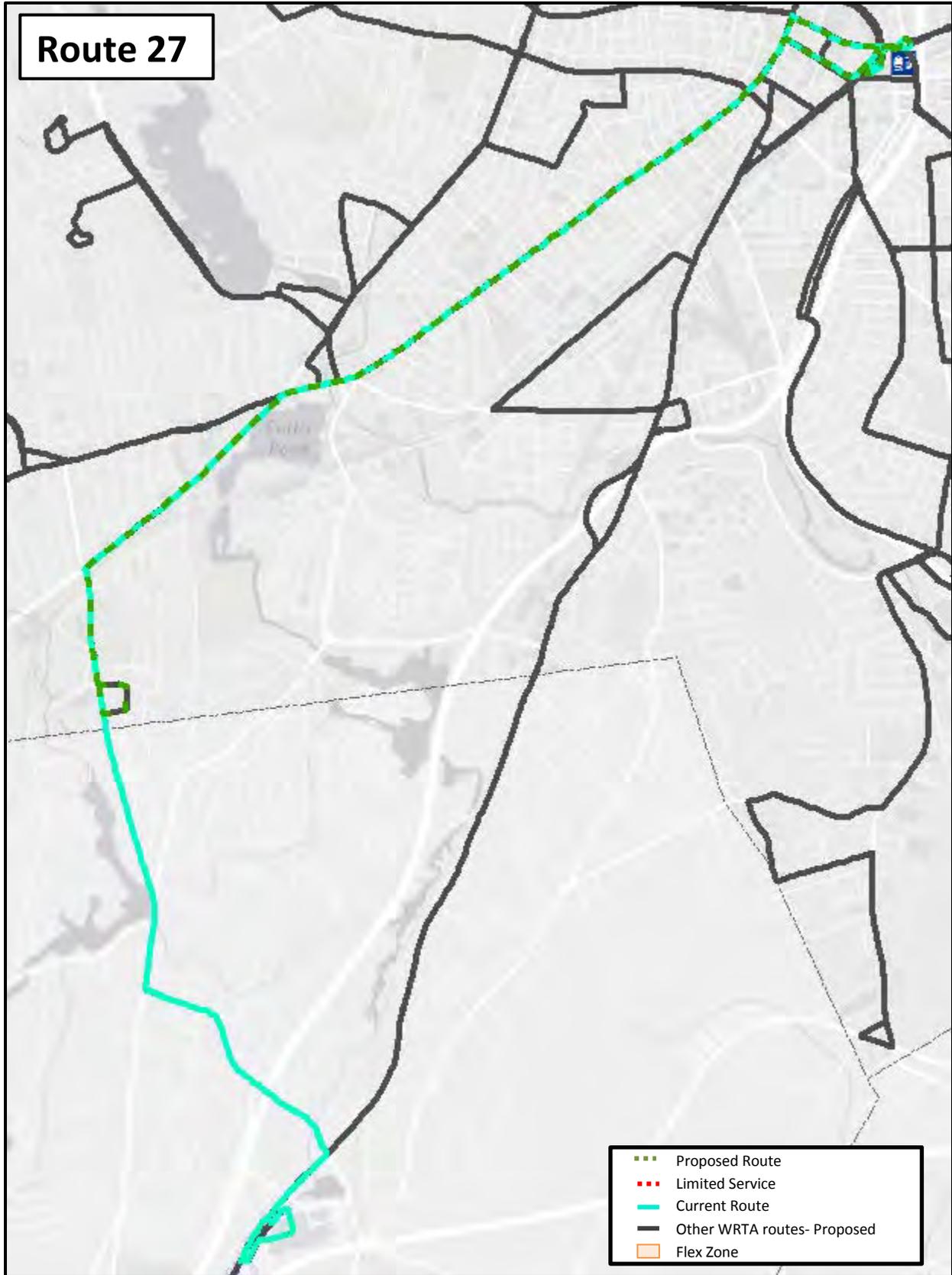
Route 26

This is the second most productive route on the weekends therefore service has been improved to 30 minute frequencies and service on Sunday has been expanded to 9:30 AM – 6:30 PM. With the improvements to the Route 23 there will now be 15 minute frequencies along Lincoln. The timing of this route may change on weekdays with the adjustments to the Route 23 timing because of the interline with Route 19(19C) and 23 but should leave The Hub 15 minutes after the Route 23 departs. Lincoln was determined to be a key corridor with over 1,700 riders a day and a high level of demand.

Route 27(21)

This route in conjunction with the 33 and 19 are candidates for rebranding as BRT light. In Phase 1 we recommend rebranding this route as 21 and retiming the route to maximize service along Main Street and to the Auburn Mall. The routes can be retimed to maximize service along Main St and streamline the travel time between The Hub and Webster square. Currently the travel time between The Hub and Webster Square is different for each route and ranges from 15-19 minutes; the alignments between these two segments are the same and the travel time should be as well. This will help consolidate schedules. See Route 19 for a sample of proposed schedule times on the BRT light corridor routes. This would also require adjusting the schedules of the Route 5 on weekdays but would not break interline pairs. In Phase 3 additional BRT light elements could be added to Main Street such as off board fare collection, station improvements, real time information, and transit signal priority. A study for the corridor would need to be conducted to determine optimum BRT Light option.

In order to improve on-time performance for the Route 5 and Route 27(21) on weekdays the Route 27(21) has been short -turned at Keen Street using Clover Street to turn around. There is very little demand and ridership (less than 5 a day) was minimal between South Ludlow & Keen to the Auburn Mall. The interline on Saturday would be discontinued in Phase 1 in order to establish consistent 30 minute frequencies and can be reinstated in phase 2 and 3 when the headway on the Route 5 is improved to 30 minutes. This route has the second highest ridership on Saturday and highest productivity and therefor warrants consistent 30 minute frequency all day. On Sunday frequency has been improved to 60 minutes in Phase 1 and 30 minutes in Phase 2. In phase 2 and 3 the interline must be broken with the Route 5. As with Saturday this route is a top performer on Sunday and warrants additional service. Clock face schedules will also help improve the passenger experience and ridership. Other service improvements include extending Sunday service to 9:30 AM to 6:30 PM. Expanded hours will increase mobility of the region.



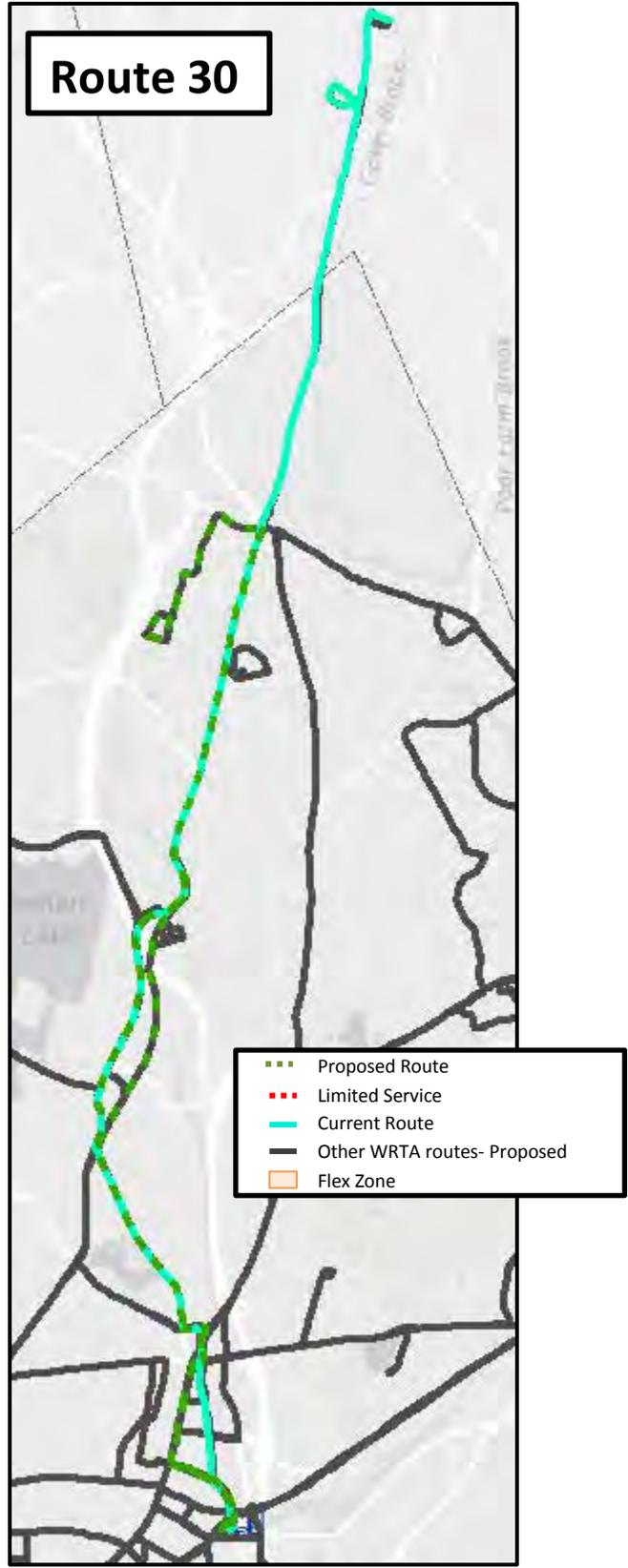
Route 29

This is an underperforming but new route so it should be monitored for performance and evaluated for productivity, ridership and cost effectiveness when the ridership has plateaued and has operated for at least 2 years. This will give time to monitor monthly trends and compare across years to determine if ridership is following seasonal trends. We recommend adjusting the timing on the route between The Hub and State Routes 12 and 20 to be the same as the Route 42 and adjusting the scheduled departure from The Hub to be 60 minutes after the Route 42 departs. Both routes operate on 120 minute frequencies so opposite schedules would create 60 min frequencies along this corridor.

This route does not warrant additional service at the time given the fairly low productivity and high subsidy on the weekdays. Currently it is the second worst performing route in the system and average boarding by trip information shows that there is no more than 13 riders per trip. As ridership continues to grow additional service could be added, if weekday productivity peaks above 15 riders per revenue hour and the subsidy is below \$10 per passenger the route may be a candidate for Saturday service. Additional weekday trips may be warranted in the future if on the last trip the maximum load factor at any point on the outbound or inbound trip is above 33%.

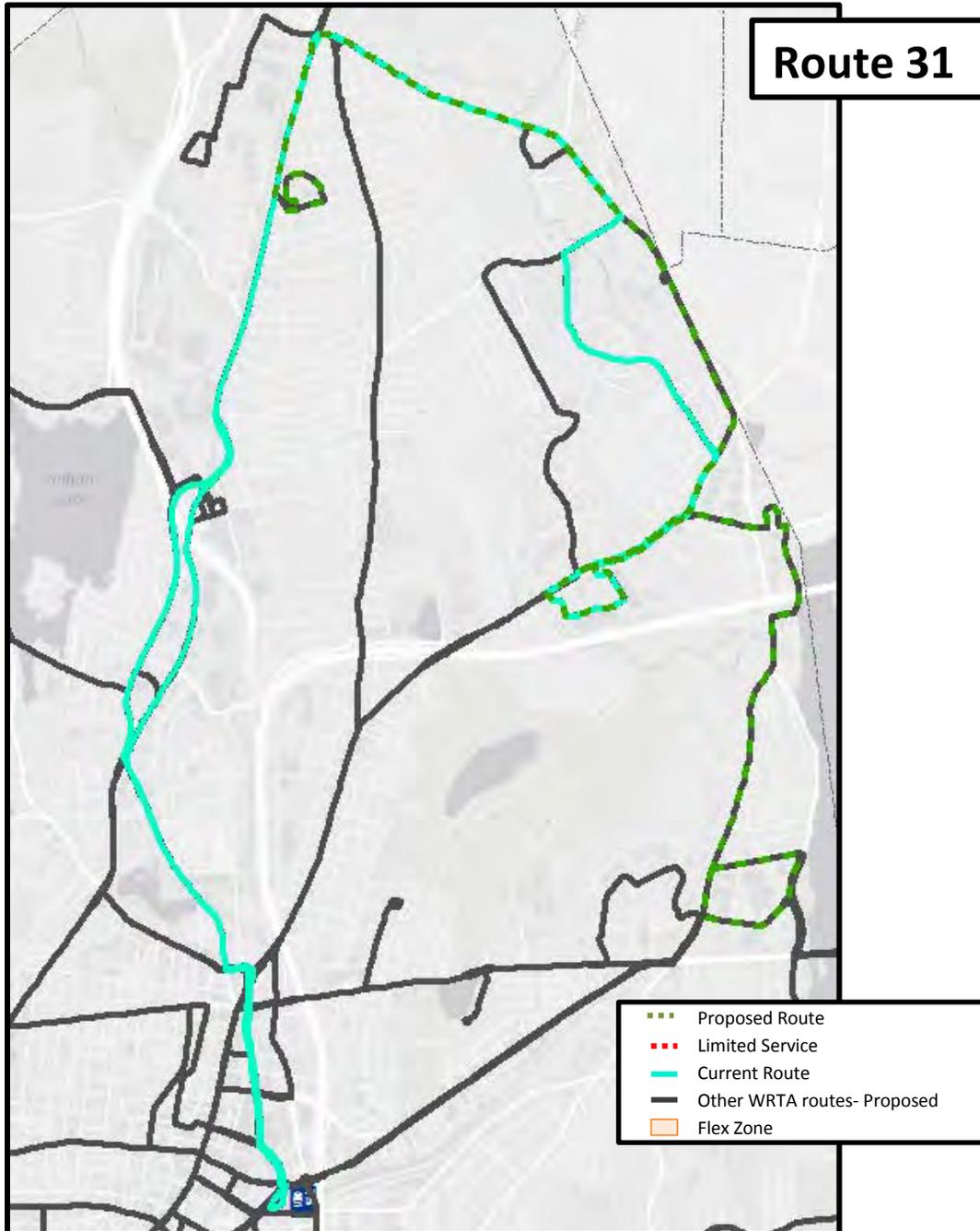
Route 30

Service to Walmart would be discontinued and the route has been short turned to the Showcase Cinema. Route 14 will cover the segment to Walmart in West Boylston. The route has also been rerouted off of Major Taylor Blvd on to Main St. This allows for increasing frequency to 15 minutes on the weekdays in order to maintain service levels along West Boylston St and the Northern sections of Main St. with the rerouting of the Route 8 and 31 and elimination of the route 18. This will require discontinuing the interline with the Route 3 and 6. The route will now be able to cycle in 60 minutes. On Sundays this route will service Walmart and the cinema as the Route 14 does not operate (similar to the Route 19 and Route 33 on weekends). The loop is shortened so it can now do a loop in 60 min. This is a stand-alone route on weekdays due to the increased frequency. On the weekends there are no interlines.



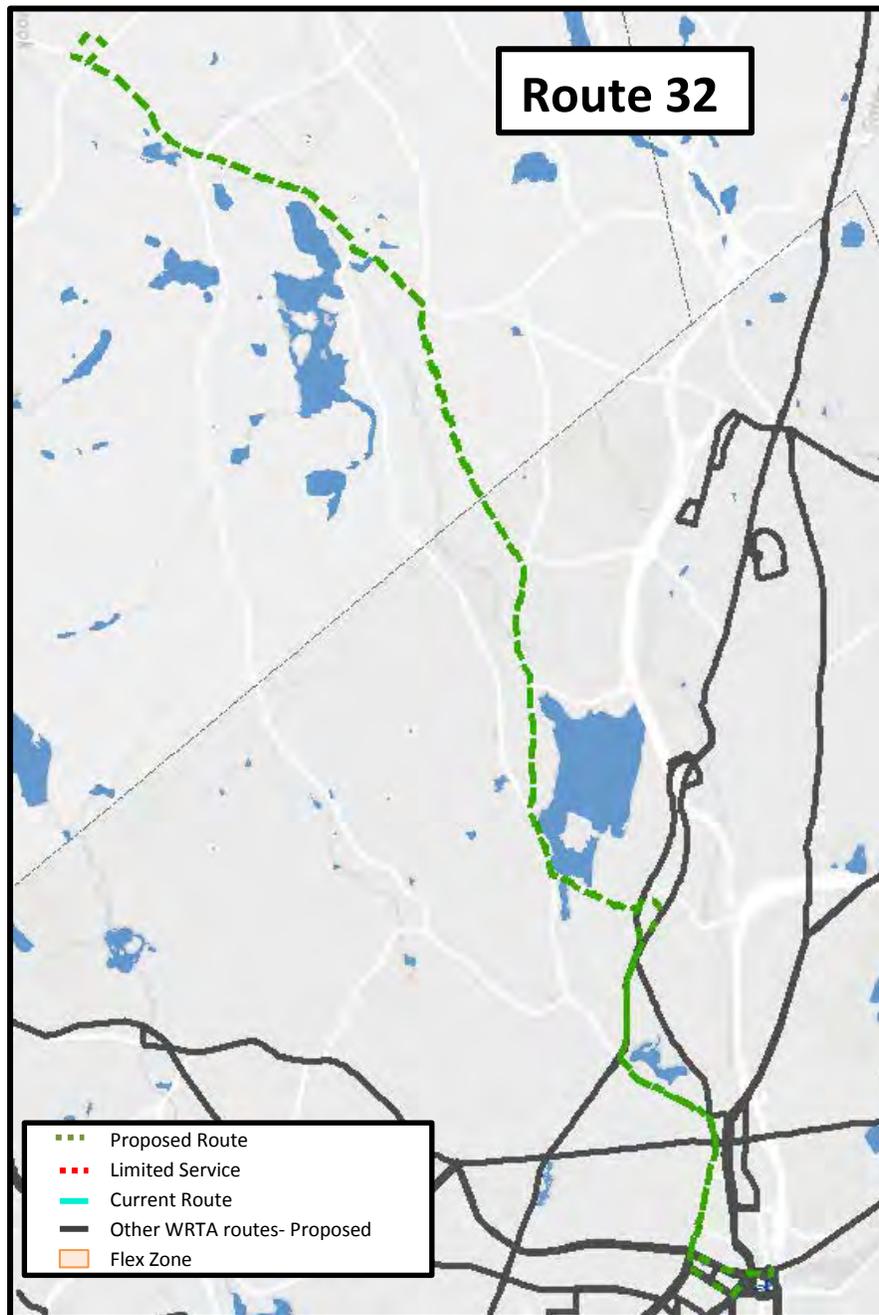
Route 31

This highly modified route would connect QCC, Lincoln Plaza and UMass medical with crosstown service. The old alignment was duplicative with other routes and had only one unique stop (E. mountain and Quinapoxet) and this stop had zero passenger activity. The segment eliminated on West Boylston Street is covered by the Route 30 with improved service. Route 31 will service George Booth Apartments and Reliant Health Centers. Tacoma St. is covered by the Route 26. The interline with the Route 25 has been discontinued and the route will cycle on its own with all day 60 minute frequency Monday through Saturday.



Route 32

This is a new route to connect Holden with downtown Worcester Starting in Phase 2. The route would mirror most of the existing Route 8. This would restore service along 122A lost by the Route 8 and provide service along the corridor to Holden where there are numerous employers. Service could terminate in the downtown on Maple Street or at the Big Y with possible select trips to Wachusett Regional high School.

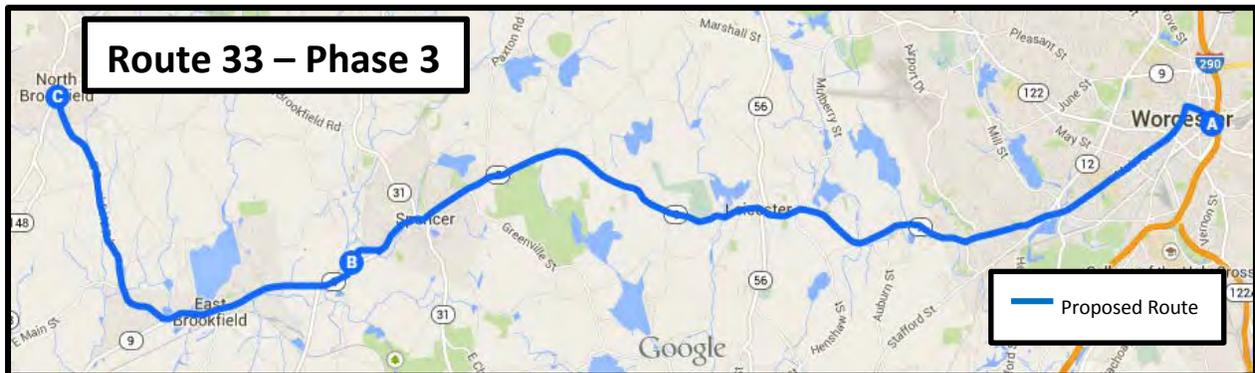


Route 33(20)

This route in conjunction with the 27(21) and 19 are candidates for rebranding as BRT Light. In Phase 1 we recommend rebranding this route as 22 and retiming the route to maximize service along Main Street. The routes can be retimed to maximize service along Main St and streamline the travel time between The Hub and Webster square. Currently the travel time between The Hub and Webster Square is different for each route and ranges from 15-19 minutes; the alignments between these two segments are the same and the travel time should be as well. This will help consolidate schedules. See Route 19 for a sample of proposed schedule times on the BRT light corridor routes. In Phase 3 additional BRT light elements could be added to Main Street such as off board fare collection, station improvements, real time information, and transit signal priority. A study for the corridor would need to be conducted.

There is very little demand beyond Spencer for service along this route and only 3 riders a day. We recommend discontinuing service beyond Spencer. This would allow for consistent 60 minute frequencies on the Route 33 between Spencer and Worcester. Phase 3 would extend service to North Brookfield Center. ReadyBus could be used to provide connections between the WRTA service area and the PVRTA service area but the extension of Route 33 to Ware is not desirable due to the large increase in mileage required.





Route 34

This route has been discontinued and will be covered by the new Route 324 and instituting service on the Route 16 on Sundays.

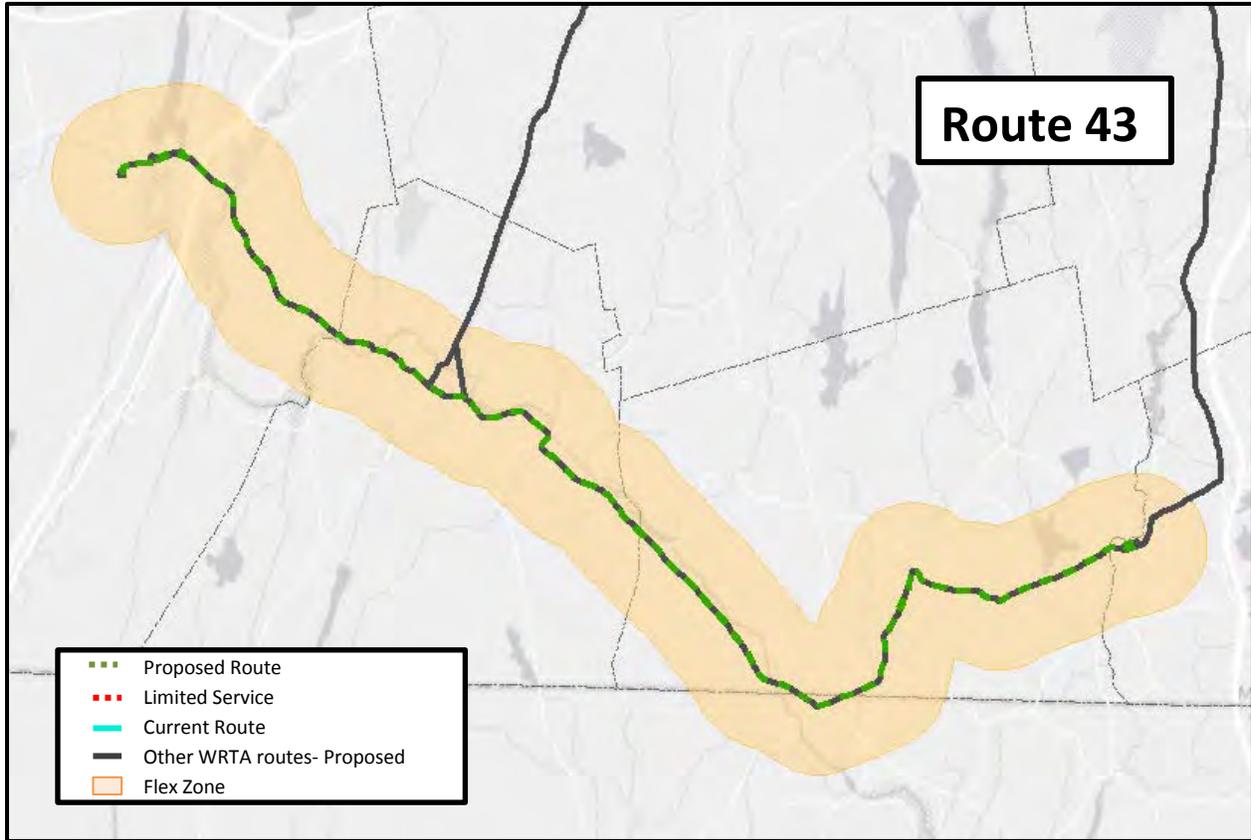
Route 42

We recommend adjusting the timing on the route between The Hub and State Routes 12 and 20 to be the same as the Route 29. Both routes operate on 120 minute frequencies so opposite schedules would create 60 minute frequencies along this corridor. The Route 25 will also service the Auburn Mall and should be timed to leave The Hub at 0:15 and 0:45 minutes past with the Route 42 and Route 29 leaving the Hub on the hour. The exact timing though should be based on what time the Route 27 departs The Hub. This would provide 15-30 minute frequency to the mall.

An additional weekday trip has been added based on the weekday productivity, subsidy per passenger, ridership on the last trip, and public comments. These statistics are a strong indicator that an additional trip is warranted and will benefit the riders. On Saturdays we recommend creating consistent 120 cycle times and adding one additional trip mid-day. While Saturday ridership is low on the Route 42 productivity is above 15 and the subsidy is just below \$10 a passenger. These statistics should be monitored closely with the additional trip on Saturday.

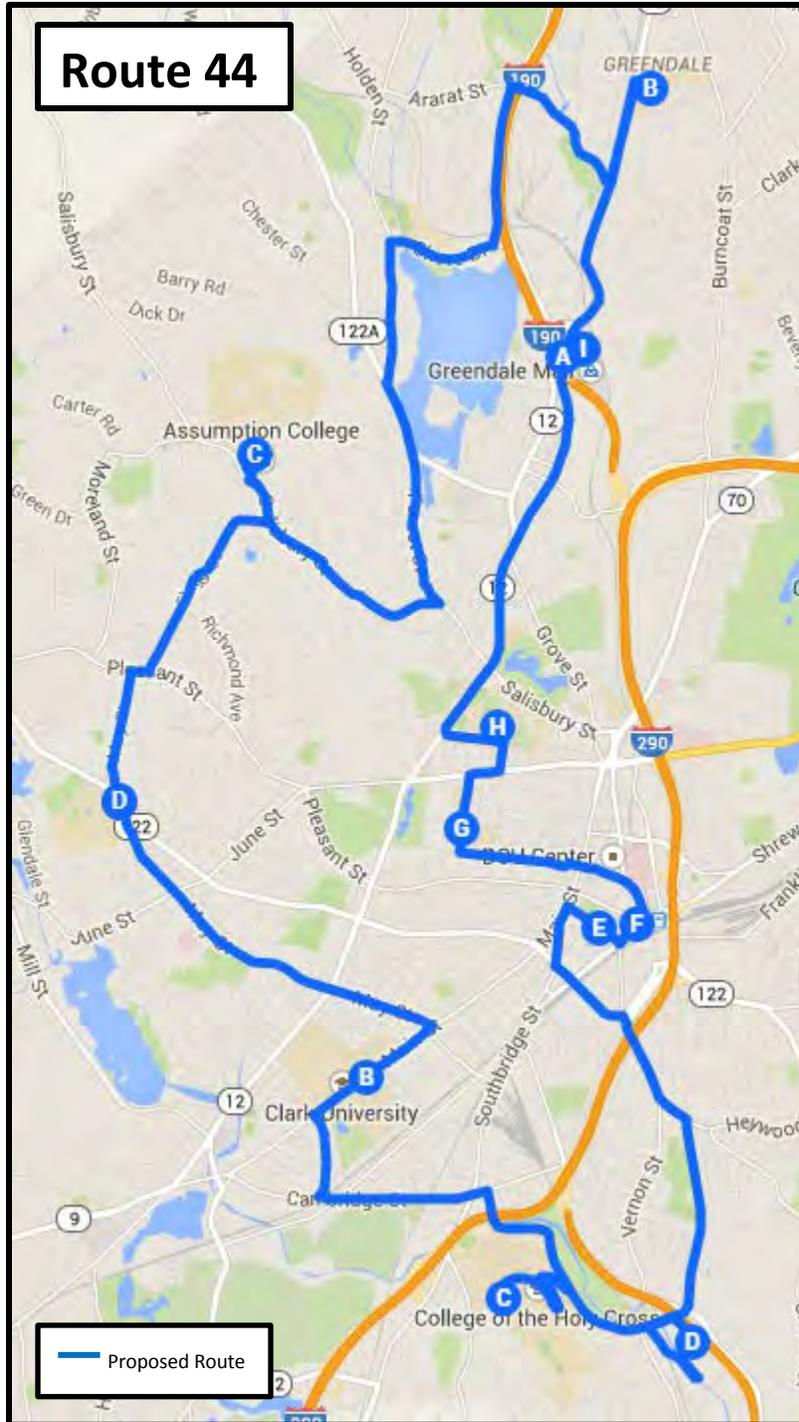
Route 43

This new route will connect Webster, Dudley and Sturbridge providing service to Nichols College, Gentex Optics, Big Bunny, Harrington Hospital, and numerous small employers along the corridor. There is also the potential to connect with the Northeast CT shuttle if the shuttle would extend service to the 131/197 intersection. This Route should be run using an operator like SCM Elderbus using a smaller shuttle/van to avoid issues with out of state transport and could operate on a flex for ¼ a mile off of the main corridor in Massachusetts only.



Route 44

This proposed route would create connections between Becker College, WPI, Assumption, WSU, Clark University, Holy Cross, QCC, Union Station, Greendale Mall, and Walmart. To effectively attract choice riders and a large cohort of college students it must have at least 30 minute frequencies during the weekday and circulate in both directions. This route would require extensive coordination among the colleges and financial support but would provide additional crosstown service for the community. The route can be modified if certain schools are not willing to participate in such an effort. As it stands 8 vehicles would be required to provide bidirectional service with 30 minute frequencies. If the round trip mileage were to decrease to 17.3 miles it could be operated with 6 vehicles.



80 WRTA Downtown Loop

No changes.

ESS Elder Shopper Special (ESS) – Worcester

No changes.

Route A – Northbridge Walmart – Shoppes at Blackstone Valley via Fisherville

No changes.

Route B – New Village – Rockdale – Stop & Stop- Grafton MBTA Station

No changes.

Westborough Shuttle

No changes.

Paxton Shuttle (Wednesday/Friday Only)

No changes.

Bus Route	Alignment	Schedule	Phase 1	Phase 2	Phase 3
1 - Mount St. Ann via Providence St.	No change	-Improve weekend frequency to 60 min -Extend Saturday service span 7:00 AM - 6:30 PM -Extend Sunday service span 9:30 AM - 6:30 PM	-Weekend frequency -Saturday service span	-Sunday service span	
2 - Tatnuck Square Airport	Service airport on select trips only	-Improve weekend frequency to 60 min -Extend Saturday service span 7:30 AM - 6:30 PM -Extend Sunday service span 9:45 AM - 6:45 PM	-Airport select trips -Weekend frequency -Saturday service span	-Sunday service span	
3 - Worcester State University via Highland St.	No change	No change			
4 - The Shoppes at Blackstone Valley via Millbury St.	No change	-Extend Sunday service span 9:30 AM - 6:30 PM		-Sunday service span	
5 - Southwest Commons via Grafton St.	No change	-Improve Saturday frequency to 30 min -Improve Sunday frequency to 60 min -Extend Saturday service span 9:30 AM - 6:30 PM -Extend Sunday service span 10:30 AM - 6:30 PM -Adjust timing of route	-Weekend frequency 60 minute -adjust timing	-Weekend service spans -Saturday frequency 30 min	
6 - West Tatnuck via Chandler St.	No change	No change			
7 - Washington Heights Apts.	No change	-Improve weekend frequency to 60 min	-Weekend frequency		
8 - Greendale Mall via Shore Drive	New route to be crosstown route on Park Avenue from Greendale Mall to Webster Square	-Weekday service 30 minute frequency 5:30 AM - 7:15 PM -Saturday service 60 minute frequency 9:00 AM - 7:00 PM	-Implement new service -Implement weekday frequency 60 min	-Implement weekday frequency 30 min	
9 - Worcester State University via Pleasant St.	No change	-Extend weekday service span 7:30 AM - 4:45 PM	-Weekday service span		
11 - The Fair Plaza via Vernon Hill and Greenwood St.	No change	-Improve Weekday frequency to 15 min -Improve Weekend frequency to 30 min -Extend Sunday service span 10:00AM - 7:00 PM	-Weekend frequency	-Weekday frequency -Sunday service span	
14 - Showcase Cinemas via Burncoat St.	Extend service to Walmart, eliminate service to the Cinema	-Improve Weekday frequency to 30 min -Improve Saturday frequency to 30 min -Extend Saturday service span 10:15AM - 7:15 PM	-Weekday frequency -New alignment	-Saturday frequency -Saturday service span	
15 - Shrewsbury Center via Shrewsbury St & Route 9	Extend service to Northborough Crossing	-Extend Saturday service span 10:30 AM - 6:30 PM		-Saturday service span	-Extend to Northborough Crossing
16 - Lincoln Plaza via Hamilton St.	Short turn service at UMass Medical Mon-Sat	-Sunday service 60 minute frequency 10:00 AM - 6:30 PM	-Implement Sunday service -New alignment		
17 - Northborough Crossing- Westborough Office Park - Solomon Pond Mall	New route	-Weekday service 120 minute frequency 10 AM- 6 PM			
18 - Quinsigamond Community College	Discontinue route	-No service	-Discontinue route		

Bus Route	Alignment	Schedule	Phase 1	Phase 2	Phase 3
19 - Webster Square - Clark University via Main St.	No change	-Rebrand as part of BRT light corridor -Extend Sunday service span 9:30 AM - 6:30 PM -Adjust timing of the route -Improve weekend frequency to 30 min	-Rebrand -Adjust timing -Saturday frequency improve	-Sunday service span improve -Sunday frequency improve	-BRT study
22 - Shoppes at Blackstone Valley via Millbury Center	No change	-Extend Saturday service span 9:30 AM - 6:30 PM		-Saturday service span	
23 - East Mountain St. via Lincoln St.	No change	-Extend Sunday service span 9:30 AM - 6:30 PM -Improve Weekend frequency to 30 min	-Saturday frequency	-Sunday frequency -Sunday service span	
24 - UMass Medical Center via Belmont St.	Discontinue route	-No service	-Discontinue route		
25 - Auburn Industrial Park via Canterbury & Southbridge St.	Extend service to the Auburn Mall	-Improve weekday frequency to 30 min -Extend Saturday service span 9:30 AM - 5:30 PM -Improve Saturday frequency to 30 min -Sunday service 9:30-6:30	-Weekday frequency -New alignment -Saturday frequency -Sunday service	-Saturday service span	
26 - Great Brook Valley via Lincoln St.	No change	-Extend Sunday service span 9:30 AM - 6:30 PM -Improve weekend frequency to 30 min	-Saturday frequency	-Sunday service span -Sunday frequency	
27 - Auburn Mall via Main St.	Short turn at Keen/S. Ludlow	-Rebrand as 21 for BRT light corridor -Extend weekday service 5:30 AM - 11:30 PM -Improve Weekend frequency to 30 min -Extend Sunday service 9:30 AM - 6:30 PM -Adjust timing of the route -New alignment	-Rebrand -Extend weekday service span -Saturday frequency -Adjust timing -New alignment	-Sunday service span -Sunday frequency	-BRT study
29 Worcester - Southbridge - Charlton	No change, we support the extension to the hub from the Auburn Mall	-Adjust timing of the route	-Adjust timing		
30 - W. Boylston Walmart via Grove St. & W. Boylston St.	Terminate service to Walmart, service Cinema instead. Rerouted off of Major Taylor Blvd onto Main St.	-Improve Weekday frequency to 15 min -Improve Saturday frequency to 30 min -Extend Sunday service span 9:30 AM - 6:30 PM	-Weekday frequency -Saturday frequency 60 min -New alignment	-Saturday frequency 30 min -Sunday service span	
31 - Lincoln Plaza via Grove St. & West Boylston St.	Realigned route connects QCC, Lincoln Plaza, UMass Medical School	-Improve weekday frequency to 60 min	-Weekday frequency -New alignment		
32 - Holden	Create new route to connect Holden with downtown Worcester.	-Weekday service 90 minute frequency 5:30 AM - 7:00 PM		-Implement service	
33 Worcester - Spencer- Leicester - Brookfield	No change	-Rebrand as 19A for BRT light corridor-Add two trips a day and extend them to Ware-Adjust timing of the route	-Rebrand-Adjust timing		-Service Ware-BRT study
34 - UMass Medical Center via Belmont St.	Discontinue route	-No service	-Discontinue route		
42 - Worcester - Oxford - Webster	No change	-Standardize frequency on Saturday 60 minute frequency -Adjust timing of the route -Extend weekday service span 6 AM - 8:45 PM -Add one additional Saturday trip	-Adjust timing -Extend weekday service -Saturday trip added		

Bus Route	Alignment	Schedule	Phase 1	Phase 2	Phase 3
43 - Sturbridge – Southbridge - Webster	New route connecting Webster, Dudley, and Sturbridge. Flex route	-Weekday service 120 minute frequency 7:00 AM to 8:00 PM		-Implement service	
80 WRTA Downtown Loop	No change	No change			
ESS Elder Shopper Special (ESS) - Worcester	No change	No change			
Route A – Northbridge Walmart – Shoppes at Blackstone Valley via Fisherville	No change	No change			
Route B – New Village – Rockdale – Stop & Stop- Grafton MBTA Station	No change	No change			
Westborough Shuttle	No change	No change			
Paxton Shuttle (Wednesday/Friday Only)	No change	No change			
44 - College Connection	New route connecting colleges	-Weekday service 30 minute frequency 7:00 AM - 11:00 PM -Saturday service 60 minute frequency 7:00 AM - 9:00 PM -Sunday service 120 minute frequency 9:30 AM - 5:30 PM			-Implement service