



Worcester Regional Transit Authority

REVIEW

PROPOSED WEEKDAY SERVICE CHANGES – January 2016

- **Late Night Service**

- Route 3 (Midnight) – Eliminate service and redirect to new Route “9A” (Midnight)
- Route 15 (Midnight) – Eliminate service and redirect to Route 5 (Midnight)

- **Route Adjustments**

- Route 25 – Extend to Auburn Mall on all trips
- Route 27 – Eliminate from Auburn Mall to James/South Ludlow Streets in Worcester

- **Frequency Increases**

- Route 14 – Establish ½ hour frequency through QCC; eliminate service on upper Burncoat and East Mountain Streets.

- **Route Elimination**

- Route 18

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PROPOSED SATURDAY SERVICE CHANGES – January 2016

- **New Service**
 - Route 29
- **Route Adjustments**
 - Route 27 – Eliminate from Auburn Mall to James/South Ludlow Streets in Worcester
- **New Interlines**
 - Routes 1 and 16
 - Routes 7 and 23
 - Routes 19 and 30
- **Service Span Adjustments**
 - Routes 1, 2, 5, 6, 7, 11, 15, 19, 23, 24, 25, 26, 27, 31 and 42
- **Timing Adjustments**
 - Routes 3, 14, 22, and 30



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- **New Service**
 - Route 25 – To Auburn Mall for all trips
- **Timing Adjustments**
 - Routes 5, 7, 27 and 34
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WORK COMPLETED SINCE LAST BOARD MEETING

- **Public outreach on proposed service changes**
 - Notices posted on buses, at the Hub, shelters and website
 - Four public meetings held October 5-7, 2015 in Worcester and Southbridge
 - Staffed an information table on the Hub platform on October 7 & 8, 2015
- **Public feedback received at meetings and through Customer Service regarding proposed changes**



PUBLIC FEEDBACK RECEIVED

Interline 3 – 19 - 23

- Meeting attendants were both for and against breaking up the 19 – 23 – 3 interline. People were skeptical about breaking up the 19 and 23 which did not work in the past. Other people thought the 7 and 23 interline would work well. One driver thought the 19 – 23 – 3 schedule was always late and should be adjusted if maintained.

Interline 19 – 30

- One driver was not in favor of the proposed 19-30 interline

Routes 14 / 18

- Meeting attendants were both for and against removing Route 18 and changing Route 14 from hourly to 30 minute service with direct access to QCC.
- One person was concerned about eliminating access to north Burncoat Street where people would have a longer walk to access the route now.
- One person thought year round service with direct access to Route 14 is preferable since Route 18 does not operate all year
- One person was concerned that eliminating Route 18 would create overcrowding on Routes 31 and 30.

PUBLIC FEEDBACK RECEIVED

Routes 23 – 26 Scheduling

- One person noted the need to better coordinate route 23 and 26 schedules to better space out service along Lincoln Street.

Route 25

- Passengers were not in favor of eliminating the loop serving the Auburn Industrial Park. One meeting attendant and his neighbor bought their houses along the loop partly for access to Route 25.
- Passengers liked the addition of Sunday service to the Auburn Mall.

Route 27

- Vast majority of public meeting attendants were against short turning Route 27 at James Street and cutting access to the Auburn Mall. Multiple meeting attendants use this segment of the route and referenced other passengers who do as well. Most meeting attendants agreed bus bunching is still an issue but retaining access on Route 27 to the Auburn Mall is much preferred over reducing bus bunching and improving frequencies along Main Street.
- A passenger asked if “setbacks” be used to alleviate bus bunching on Main Street.
- A passenger suggested routing one of the routes (19, 27 or 33) down Park Ave to alleviate bus bunching. Staff noted that utilizing Park Ave would require a longer schedule and would serve an area with fewer transit supportive persons.
- People living along Route 27 wanting to go to the Auburn Mall would now have to pay to transfer to Route 25 under the proposed modifications.

PUBLIC FEEDBACK RECEIVED

Route 29

- Passengers asked that we consider having the earliest trip leave at 7:30 am instead of 8:00 am and that we coordinate with QCC to advertise new services at both QCC campuses since students sometimes take classes at both campuses.
- Southbridge residents asked staff to look into if Route 29 could deviate from the weekday route to access Walmart on Saturdays. Service to the Big Bunny Market and Big Y is also desired.
- A bus shelter in the dirt lot across from Books and Beans in downtown Southbridge is desired.

Midnight Service

- Several people wanted to keep midnight service on Routes 3 and 15. One person said college students may use Route 3 for Highland Street and Route 15 for Shrewsbury Street but understands the data is showing the routes are underutilized in the late evening. Another person said they live on Shrewsbury Street and use Route 15 to access employment at UMass Memorial. Route 24 is a longer walk for this employee to take the bus to work.

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- **Frequency Increases**
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- **Route Elimination**
 - Route 18
- **Leave Routes 25 and 27 as they exist with no service changes**



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 - Routes 19 and 30
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 - Routes 3, 14, 22, and 30
- **Keep Route 27's terminus as the Auburn Mall**



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