



Worcester Regional Transit Authority

# ROUTE PROFILE

# 31

## SERVICE SUMMARY

Departing from the Union Station Hub, Route 31 spans over nine miles, connecting downtown Worcester to multiple neighborhoods throughout the city, with service provided Monday through Saturday. Riders can access key points of interest, including Elm Park, WPI, The Trolley Yard, Reliant Medical Group, Quinsigamond Community College, The Fairways Apartments, Great Brook Valley, and Lincoln Plaza.

**Category:**  
Community

**Service Hours:**  
**Weekdays:** 6:15am - 10:15pm  
**Saturdays:** 8:25am - 5:05pm

**Frequency (minimum/maximum):**  
**Weekdays:**  
**Min:** Every 80 minutes | **Max:** Every 40 minutes  
**Saturdays:**  
**Outbound:** Every 80 minutes | **Inbound:** Every 40 minutes

**Service Efficiency**  
Passengers per Revenue Hour: 24.47



## RIDERSHIP

**Annual Ridership (FY23)**  
182,671

**Route Ranking by Ridership**  
9 of 26

**39% INCREASE FROM PREVIOUS YEAR**

## POPULAR STOPS:

- Target Lincoln Plaza
- Lincoln St. + McDonald's
- Front St. + City Hall
- Lincoln St. + Denny's
- Elm St. + Park Ave.



[therta.com/route-31](http://therta.com/route-31)

## FINANCIALS

**Annual Cost**  
\$1,284,427

**Cost per Passenger Trip**  
\$7.03

**Route Ranking by Cost Per Passenger Trip**  
11 of 26

**Cost per Revenue Hour**  
\$172.04

**Route Ranking by Cost per Revenue Hour**  
22 of 26

