



Worcester Regional Transit Authority

ROUTE PROFILE

1

SERVICE SUMMARY

Departing from the Union Station Hub, Route 1 spans approximately five miles, connecting downtown Worcester to the Providence Street/Vernon Hill area, with service provided seven days a week. Riders can access key points of interest, including Worcester Academy, East Middle School, Worcester Senior Center, Girls Inc., Vernon Hill School/Park, and Walmart.

Category:

City

Service Hours:

Weekdays: 5:50am - 9:20pm

Saturdays: 8:40am - 4:35pm

Sundays: 9:50am - 5:20pm

Frequency (maximum/minimum):

Weekdays:

Min: Every 60 minutes | **Max:** Every 25 minutes

Saturdays:

Min: Every 60 minutes | **Max:** Every 25 minutes

Sundays:

Every 50 minutes

Service Efficiency

Passengers per Revenue Hour: 20.49



RIDERSHIP

Annual Ridership (FY23)

106,115

Route Ranking by Ridership

13 of 26

29% INCREASE FROM PREVIOUS YEAR

POPULAR STOPS:

Walmart (Rt.146)

Holcombe St. + Woodford St.

Providence St.+ Millbury St.

Granite St. + Holcombe St.

Providence St. + Aetna St.



therta.com/route-1

FINANCIALS



Annual Cost

\$750,937



Cost per Passenger Trip

\$7.08



Route Ranking by Cost Per Passenger Trip

12 of 26



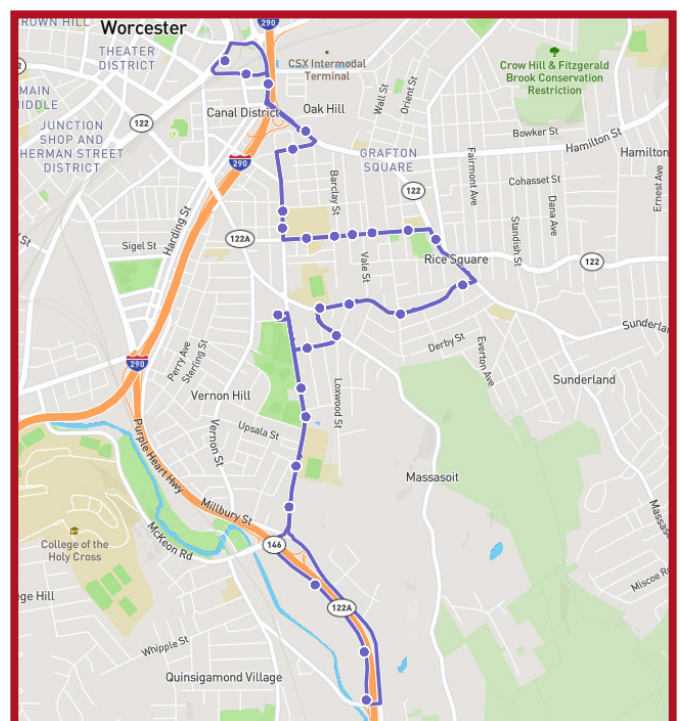
Cost per Revenue Hour

\$145.01



Route Ranking by Cost per Revenue Hour

16 of 26





Worcester Regional Transit Authority

ROUTE PROFILE

2

SERVICE SUMMARY

Departing from the Union Station Hub, Route 2 spans approximately six miles, connecting downtown Worcester to the Tatnuck Square area and Worcester Airport, with service provided seven days a week. Riders can access key points of interest, including Pleasant Tower Apartments, Elm Park Towers, Newton Square, Tatnuck Square, and the Worcester Airport.

Category:

City

Service Hours:

Weekdays: 6:20am - 9:25pm

Saturdays: 10:00am - 6:00pm

Sundays: 10:00am - 5:30pm

Frequency (maximum/minimum):

Weekdays:

Min: Every 65 minutes | **Max:** Every 50 minutes

Weekends: Every 50 minutes

Service Efficiency

Passengers per Revenue Hour: 19.71



RIDERSHIP

Annual Ridership (FY23)

90,902

Route Ranking by Ridership

18 of 26



31% INCREASE FROM PREVIOUS YEAR

FINANCIALS



Annual Cost

\$674,019



Cost per Passenger Trip

\$7.41



Route Ranking by Cost Per Passenger Trip

14 of 26



Cost per Revenue Hour

\$146.17



Route Ranking by Cost per Revenue Hour

17 of 26

POPULAR STOPS:

Pleasant St. + Hawley St.

Pleasant St. + Fruit St.

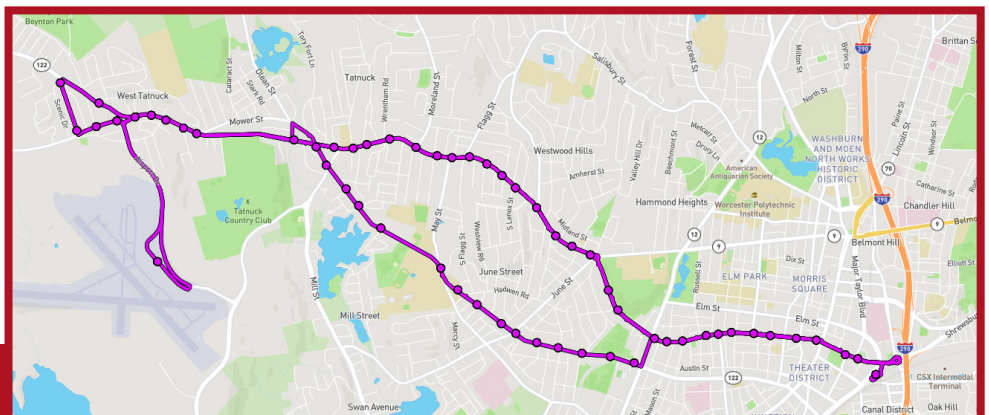
Front St. + City Hall

Pleasant St. + Bellevue St.

Pleasant St. + Merrick St.



therta.com/route-2





Worcester Regional Transit Authority

ROUTE PROFILE

3

SERVICE SUMMARY

Departing from the Union Station Hub, Route 3 spans approximately four miles, connecting downtown Worcester to Highland Street and Worcester State University, with service provided on Weekdays, and Saturdays. Riders can access key points of interest, including WPI, Price Chopper, Doherty High School, Elm Park, Newton Square, and Worcester State University.

Category:

City

Service Hours:

Weekdays: 5:05am - 9:00pm

Saturdays: 9:30am - 5:20pm

Frequency (maximum/minimum):

Weekdays:

Min: Every 60 minutes | **Max:** Every 25 minutes

Saturdays:

Min: Every 60 minutes | **Max:** Every 25 minutes

Service Efficiency

Passengers per Revenue Hour: 17.1



RIDERSHIP

Annual Ridership (FY23)

66,659

Route Ranking by Ridership

22 of 26



46% INCREASE FROM PREVIOUS YEAR

FINANCIALS



Annual Cost

\$515,186



Cost per Passenger Trip

\$7.73



Route Ranking by Cost Per Passenger Trip

15 of 26



Cost per Revenue Hour

\$132.14



Route Ranking by Cost per Revenue Hour

11 of 26

POPULAR STOPS:

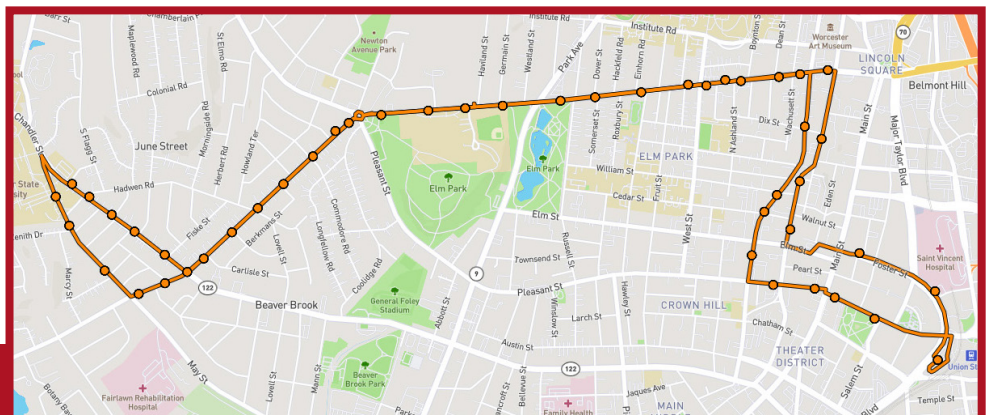
Highland St. + Park Ave.

May St. + WSU

Front St. + City Hall

June St. + Chandler St.

Highland St. + N. Ashland St.



therta.com/route-3



Worcester Regional Transit Authority

ROUTE PROFILE

4

SERVICE SUMMARY

Departing from the Union Station Hub, Route 4 spans approximately nine miles, connecting downtown Worcester to downtown Millbury, with service provided seven days a week. Riders can access key points of interest, including Worcester Public Market, Kelley Square, Crompton Park, Walmart, Shoppes at Blackstone Valley, Millbury Housing Authority, and Millbury Center.

Category:

City

Service Hours:

Weekdays: 6:20am - 9:35pm

Saturdays: 6:00am - 9:51pm

Sundays: 11:30am - 5:45pm

Frequency (minimum/maximum):

Weekdays: Every 75 minutes

Saturdays: Min: Every 75 minutes

Max: Every 60 minutes

Sundays: Every 75 minutes

Service Efficiency

Passengers per Revenue Hour: 20



RIDERSHIP

Annual Ridership (FY23)

103,579

Route Ranking by Ridership

14 of 26

22% INCREASE FROM PREVIOUS YEAR

POPULAR STOPS:

Walmart (Rt. 146)

Shoppes at Blackstone Valley

Elm St. + N. Main St. (Millbury)

Harding St. + Lafayette St.



therta.com/route-4

FINANCIALS



Annual Cost

\$853,723



Cost per Passenger Trip

\$8.24



Route Ranking by Cost Per Passenger Trip

17 of 26



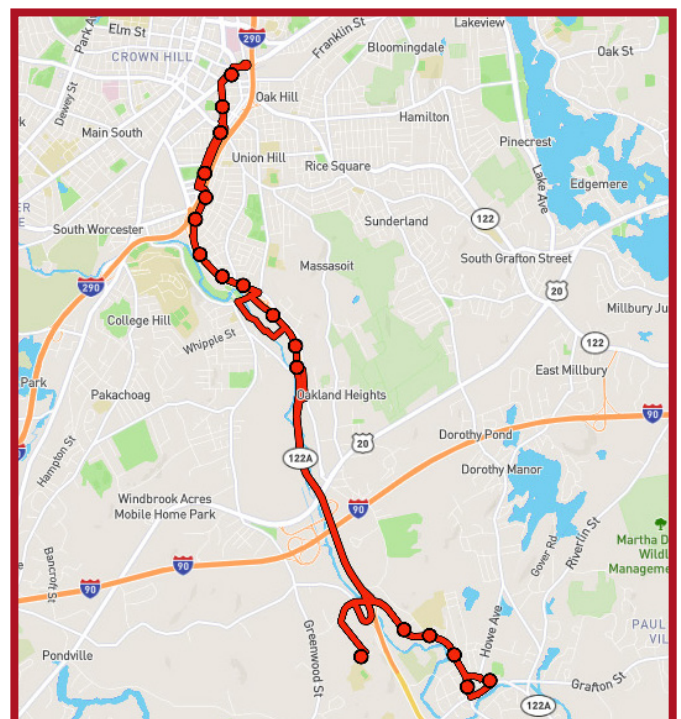
Cost per Revenue Hour

\$165.10



Route Ranking by Cost per Revenue Hour

21 of 26





Worcester Regional Transit Authority

ROUTE PROFILE

5

SERVICE SUMMARY

Departing from the Union Station Hub, Route 5 spans approximately five miles, connecting downtown Worcester to Broad Meadow Brook, with service provided seven days a week. Riders can access key points of interest, including East Middle School, Perkins Farm Marketplace/Stop & Shop, Roosevelt School, Blithewood Park & Playground, and Mass Audobon's Broad Meadow Brook.

Category:

City

Service Hours:

Weekdays: 5:05am - 9:00pm

Saturdays: 6:00am - 8:38pm

Sundays: 10:00am - 5:35pm

Frequency (maximum/minimum):

Weekdays:

Min: Every 60 minutes | **Max:** Every 40 minutes

Saturdays:

Min: Every 120 minutes | **Max:** Every 60 minutes

Sundays: Every 60 minutes

Service Efficiency

Passengers per Revenue Hour: 19.32



Annual Ridership (FY23)

95,350

Route Ranking by Ridership

17 of 26

32% INCREASE FROM PREVIOUS YEAR

POPULAR STOPS:

Grafton St. + Houghton St.

Grafton St. + Orient St.

Grafton St. + Arcadia St.

Grafton St. + Mendon St.

Grafton St. + Fairmont Ave.



therta.com/route-5

FINANCIALS



Annual Cost

\$647,759



Cost per Passenger Trip

\$6.79



Route Ranking by Cost Per Passenger Trip

10 of 26



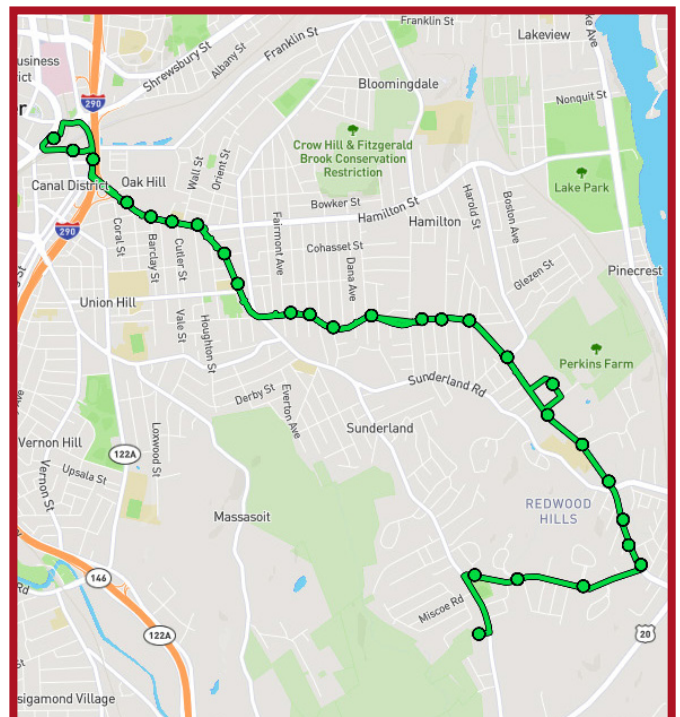
Cost per Revenue Hour

\$131.27



Route Ranking by Cost per Revenue Hour

10 of 26





Worcester Regional Transit Authority

ROUTE PROFILE

6

SERVICE SUMMARY

Departing from the Union Station Hub, Route 6 spans approximately four miles, connecting downtown Worcester to the Tatnuck Square area, with service provided Weekdays, and Saturdays. Riders can access key points of interest, including Worcester City Hall, Chandler Elementary School, Foley Stadium, Worcester Youth Center, Worcester State University, and Tatnuck Square.

Category:

City

Service Hours:

Weekdays: 5:50am - 9:45pm

Saturdays: 7:00am - 7:52pm

Frequency (maximum/minimum):

Weekdays:

Min: Every 60 minutes | **Max:** Every 40 minutes

Saturdays:

Min: Every 120 minutes | **Max:** Every 60 minutes

Service Efficiency

Passengers per Revenue Hour: 24.5



RIDERSHIP

Annual Ridership (FY23)

110,981

Route Ranking by Ridership

12 of 26



48% INCREASE FROM PREVIOUS YEAR

FINANCIALS



Annual Cost

\$548,270



Cost per Passenger Trip

\$4.94



Route Ranking by Cost Per Passenger Trip

8 of 26



Cost per Revenue Hour

\$121.05



Route Ranking by Cost per Revenue Hour

6 of 26

POPULAR STOPS:

Chandler St. + Dewey St.

Franklin St. + City Hall

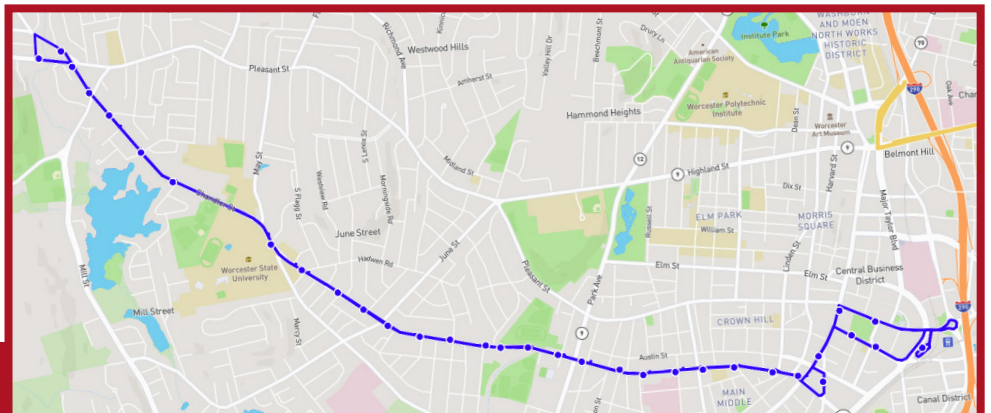
Chandler St. + Mill St.

Chandler St. + Main St.

Chandler St. + Queen St.



therta.com/route-6





Worcester Regional Transit Authority

ROUTE PROFILE

7

SERVICE SUMMARY

Departing from the Union Station Hub, Route 7 spans approximately five miles, connecting downtown Worcester to Washington Heights and Mill Street, with service provided seven days a week. Riders can access key points of interest, including Worcester City Hall, Chandler Elementary School, Family Health Center, Mayside Apartments, Lakeside Apartments, Coes Pond Beach, Coes Pond Village, and Washington Heights.

Category:

City

Service Hours:

Weekdays: 5:15am - 9:05pm

Saturdays: 5:55am - 9:44pm

Sundays: 9:35am - 6:15pm

Frequency (maximum/minimum):

Weekdays:

Min: Every 40 minutes | **Max:** Every 30 minutes

Saturdays:

Min: Every 65 minutes | **Max:** Every 45 minutes

Sundays: Every 55 minutes

Service Efficiency

Passengers per Revenue Hour: 28.9



RIDERSHIP

Annual Ridership (FY23)

256,194

Route Ranking by Ridership

5 of 26

34% INCREASE FROM PREVIOUS YEAR

FINANCIALS



Annual Cost

\$1,092,531



Cost per Passenger Trip

\$4.26



Route Ranking by Cost Per Passenger Trip

5 of 26



Cost per Revenue Hour

\$123.23



Route Ranking by Cost per Revenue Hour

7 of 26

POPULAR STOPS:

Franklin St. + City Hall

Williamsberg Dr. + 69 Outlook Dr.

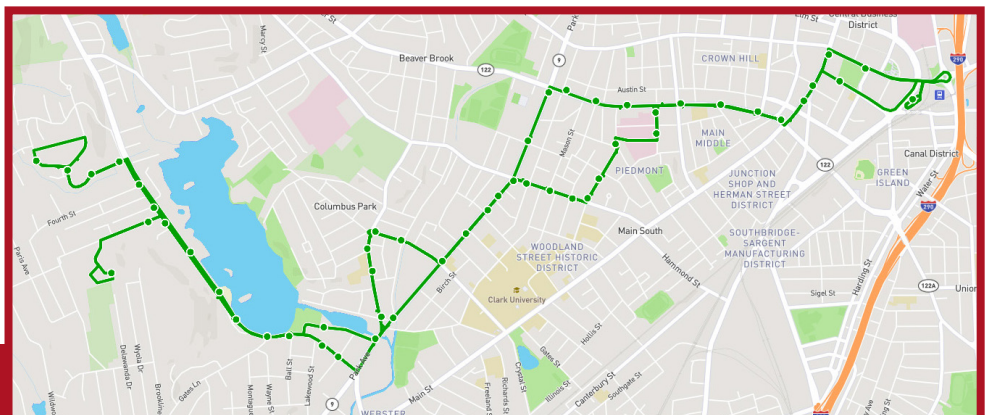
Queen St. + Jacques Ave.

Chandler St. + Piedmont St.

Queen St. + Chandler St.



therta.com/route-7





Worcester Regional Transit Authority

ROUTE PROFILE

11

SERVICE SUMMARY

Departing from the Union Station Hub, Route 11 spans over six miles, connecting downtown Worcester to Vernon Hill and Quinsigamond Village, with service provided seven days a week. Riders can access key points of interest, including Kelley Square, Worcester Senior Center, Walmart, Imperial Distributors, Autumn Woods Apartments, and the Fair Plaza.

Category:

City

Service Hours

Weekdays: 5:05am - 11:35pm

Saturdays: 6:05am - 10:10pm

Sundays: 8:30am - 7:30pm

Frequency (minimum/maximum):

Weekdays:

Min: Every 60 minutes | **Max:** Every 20 minutes

Saturdays:

Min: Every 70 minutes | **Max:** Every 60 minutes

Sundays:

Min: Every 60 minutes | **Max:** Every 30 minutes

Service Efficiency

Passengers per Revenue Hour: 29.4



RIDERSHIP

Annual Ridership (FY23)

338,543

Route Ranking by Ridership

4 of 26

15% INCREASE FROM PREVIOUS YEAR

POPULAR STOPS:

Greenwood St. + The Fair Plaza

Walmart (Rt. 146)

Walmart (Rt. 146) Parking Lot

Greenwood St. + Rt. 20

Upsala St. + Vernon St.



therta.com/route-11

FINANCIALS



Annual Cost

\$1,548,847



Cost per Passenger Trip

\$4.58



Route Ranking by Cost Per Passenger Trip

6 of 26



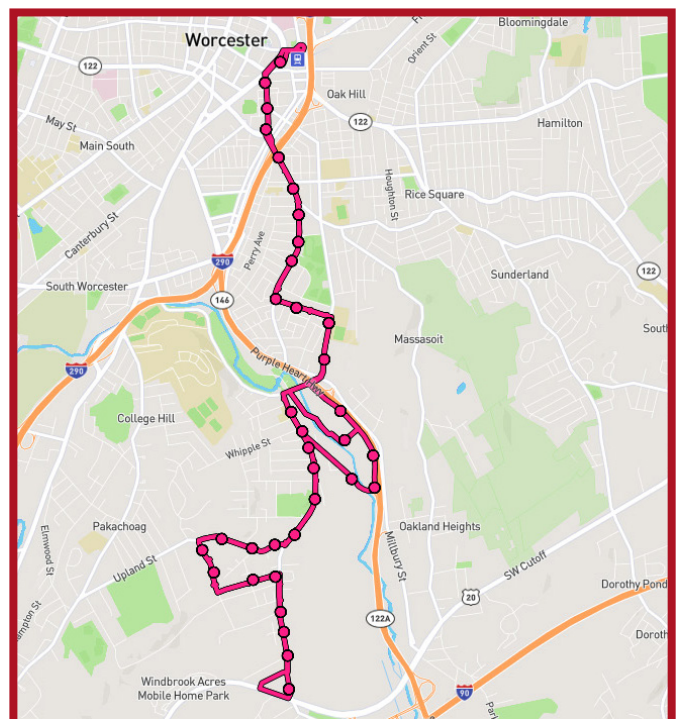
Cost per Revenue Hour

\$134.51



Route Ranking by Cost per Revenue Hour

13 of 26





Worcester Regional Transit Authority

ROUTE PROFILE

12

SERVICE SUMMARY

Departing from the Union Station Hub, Route 12 spans over five miles, connecting downtown Worcester to Grafton Hill and the Edgemere neighborhood in Shrewsbury, with service provided Monday through Friday. Riders can access key points of interest, including East Middle School, North High School, Perkins Farm Marketplace/Stop & Shop, Registry of Motor Vehicles, Dept. of Transitional Assistance, Edgemere Crossing/Market Basket.

Category:

City

Service Hours:

Weekdays: 6:10am - 9:25pm

Frequency (maximum/minimum):

Min: Every 70 minutes

Max: Every 50 minutes

Service Efficiency

Passengers per Revenue Hour: 26.22



Annual Ridership (FY23)

89,912

Route Ranking by Ridership

19 of 26

170% INCREASE FROM PREVIOUS YEAR

FINANCIALS



Annual Cost

\$462,538



Cost per Passenger Trip

\$5.14



Route Ranking by Cost Per Passenger Trip

9 of 26



Cost per Revenue Hour

\$134.87



Route Ranking by Cost per Revenue Hour

15 of 26

POPULAR STOPS:

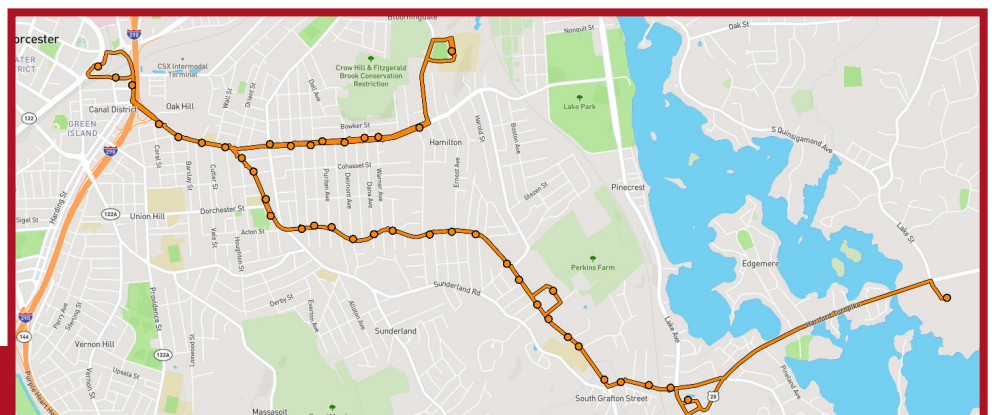
Southwest Commons (RMV, DTA)

North High School

Grafton St. + Houghton St.

Grafton St. + Waverly St.

Grafton St. + Arcadia St.



therta.com/route-12



Worcester Regional Transit Authority

ROUTE PROFILE

14

SERVICE SUMMARY

Departing from the Union Station Hub, Route 14 spans approximately six miles, connecting downtown Worcester to the Burncoat area, with service provided Monday through Friday. Riders can access key points of interest, including St. Vincent Hospital, Plumley Village, AdCare Hospital, UMass Hahnemann Hospital, Burncoat Middle School, Burncoat High School, Quinsigamond Community College (QCC), Market 32, & Porter and Chester.

Category:

City

Service Hours:

Weekdays: 6:30am - 9:25pm

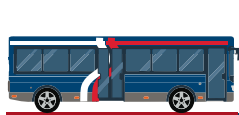
Frequency (minimum/maximum):

Min: Every 60 minutes

Max: Every 30 minutes

Service Efficiency

Passengers per Revenue Hour: 19.17



RIDERSHIP



Annual Ridership (FY23)

97,889

Route Ranking by Ridership

16 of 26



32% INCREASE FROM PREVIOUS YEAR

POPULAR STOPS:

QCC Traffic Circle

QCC Upper Campus

Burncoat High School

Lincoln St. + Norton St.

Lincoln St. + Catherine St.



therta.com/route-14

FINANCIALS



Annual Cost

\$782,391



Cost per Passenger Trip

\$7.99



Route Ranking by Cost Per Passenger Trip

16 of 26



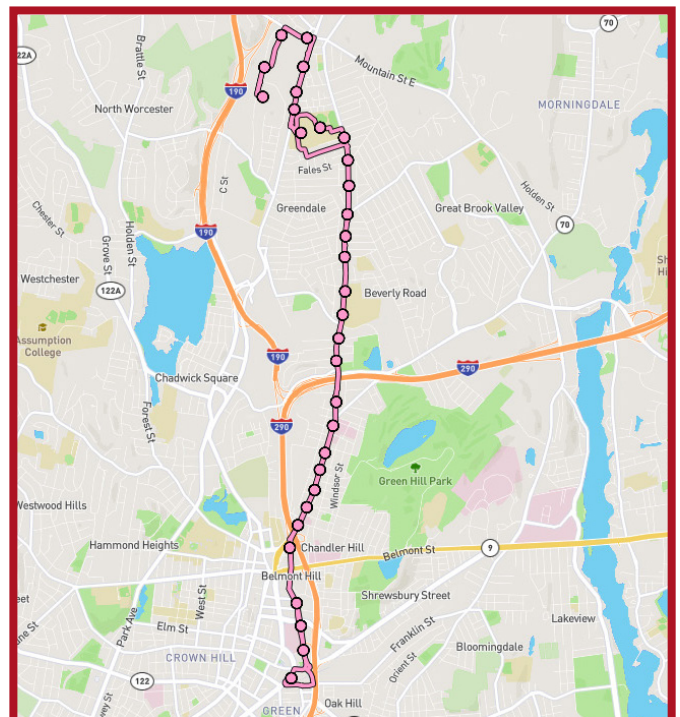
Cost per Revenue Hour

\$153.21



Route Ranking by Cost per Revenue Hour

19 of 26





Worcester Regional Transit Authority

ROUTE PROFILE

15

SERVICE SUMMARY

Departing from the Union Station Hub, Route 15 spans over seven miles, connecting downtown Worcester to the Shrewsbury Street area and Shrewsbury Center, with service provided Monday through Saturday. Riders can access key points of interest, including Cristoforo Columbus Park, UMass Chan Medical School, White City Shopping Center, Lakeway Commons, Marketplace Shrewsbury, Shrewsbury Town Hall/Senior Center, and Southgate at Shrewsbury.

Category:
City

Service Hours:
Weekday: 5:50am - 9:10pm
Saturday: 9:50am - 5:50pm

Frequency (maximum/minimum):
Weekdays:
Min: Every 70 minutes | **Max:** Every 60 minutes
Saturdays: Every 60 minutes

Service Efficiency
Passengers per Revenue Hour: 17.56



RIDERSHIP

Annual Ridership (FY23)
75,330

Route Ranking by Ridership
20 of 26

28% INCREASE FROM PREVIOUS YEAR

FINANCIALS

Annual Cost
\$662,385

Cost per Passenger Trip
\$8.79

Route Ranking by Cost Per Passenger Trip
18 of 26

Cost per Revenue Hour
\$154.41

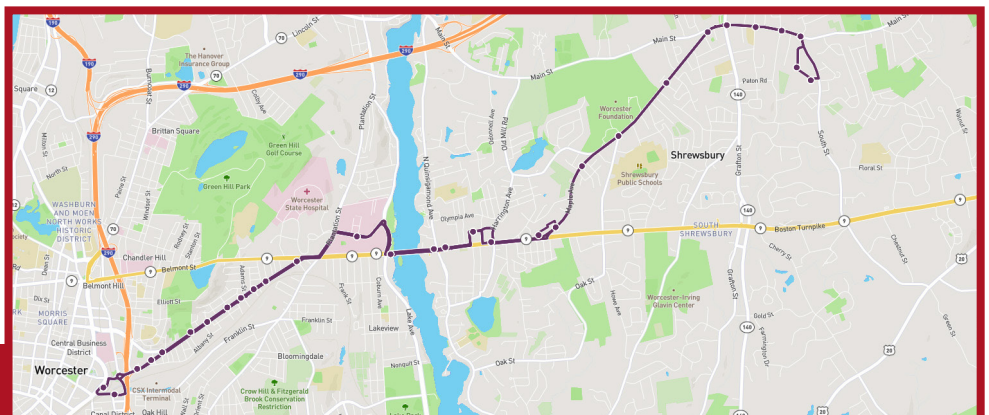
Route Ranking by Cost per Revenue Hour
20 of 26

POPULAR STOPS:

- South Rd. + Umass Medical
- Boston Trpk. + N. Quinsigamond Ave.
- Julio Dr. + Shrewsbury Commons
- Boston Trpk. + White City Plaza
- Shrewsbury St. + Daniels St



theta.com/route-15





Worcester Regional Transit Authority

ROUTE PROFILE

16

SERVICE SUMMARY

Departing from the Union Station Hub, Route 16 spans over seven miles, connecting downtown Worcester to the Hamilton/Lake Park area, with service provided Monday through Saturday. Riders can access key points of interest, including North High School, Quinsigamond State Park, UMass Chan Medical School, MassDOT District #3 Headquarters, Worcester Housing Authority, George Booth Apartments, and Lincoln Plaza.

Category:

City

Service Hours:

Weekdays: 6:15am - 9:35pm

Saturdays: 8:25am - 4:25pm

Frequency (minimum/maximum):

Weekdays:

Min: Every 80 minutes | **Max:** Every 40 minutes

Saturdays:

Outbound: Every 40 minutes

Inbound: Every 80 minutes

Service Efficiency

Passengers per Revenue Hour: 18.33

FINANCIALS



Annual Cost

\$966,079



Cost per Passenger Trip

\$7.21



Route Ranking by Cost Per Passenger Trip

13 of 26



Cost per Revenue Hour

\$132.19



Route Ranking by Cost per Revenue Hour

12 of 26



RIDERSHIP



Annual Ridership (FY23)

133,931

Route Ranking by Ridership

11 of 26



43% INCREASE FROM PREVIOUS YEAR

POPULAR STOPS:

Target Lincoln Plaza

South Rd. + Umass Medical

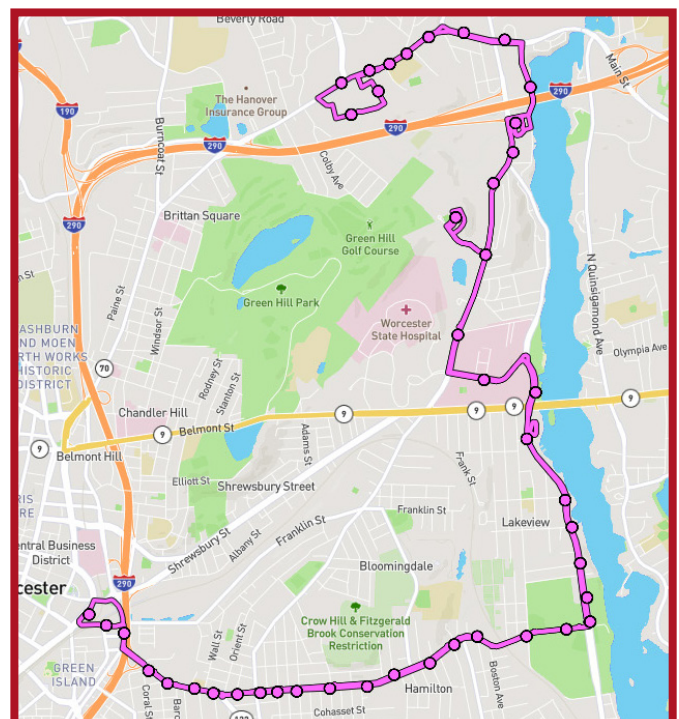
Hamilton St. + Harrington Way

Stop + Shop Lincoln Plaza

Grafton St. + Orient St.



therta.com/route-16





Worcester Regional Transit Authority

ROUTE PROFILE

19

SERVICE SUMMARY

Departing from the Union Station Hub, Route 19 spans approximately five miles, connecting downtown Worcester to Webster Square on Weekdays, to Leicester and Spencer on Saturdays, and to Leicester on Sundays. Riders can access key points of interest, including the Federal Building/ U.S. Courthouse, YMCA of Central Mass., Clark University, Webster Square Towers, Webster Square Plaza, South High School, Leicester Walmart (Weekends), Spencer Center (Saturdays).

Category:

City

Service Hours:

Weekdays: 5:00am - 11:20pm

Saturdays: 6:40am - 10:25pm

Sundays: 10:30am - 6:30pm

Frequency (maximum/minimum):

Weekdays: Min: Every 60 minutes

Max: Every 15 minutes

Saturdays & Sundays: Every 60 minutes

Service Efficiency

Passengers per Revenue Hour: 36



RIDERSHIP

Annual Ridership (FY23)

420,934

Route Ranking by Ridership

1 of 26

36% INCREASE FROM PREVIOUS YEAR

FINANCIALS



Annual Cost

\$1,472,275



Cost per Passenger Trip

\$3.50



Route Ranking by Cost per Passenger Trip

2 of 26



Cost per Revenue Hour

\$125.91



Route Ranking by Cost per Revenue Hour

8 of 26

POPULAR STOPS:

Franklin St. + City Hall

Main St. + Curtis St.

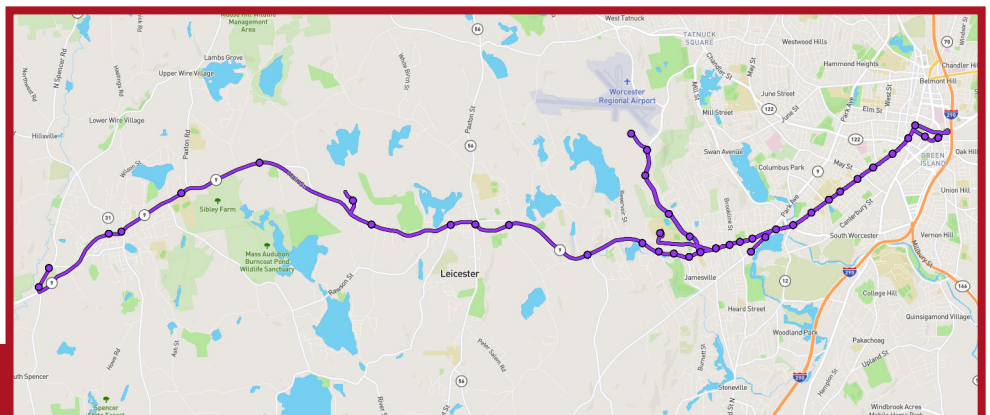
Main St. + Holland Rd.

Main St. + Marble St.

Main St. + Crystal St.



therta.com/route-19





Worcester Regional Transit Authority

ROUTE PROFILE

23

SERVICE SUMMARY

Departing from the Union Station Hub, Route 23 spans over five miles, connecting downtown Worcester to Brittan Square and Lincoln Street area, with service provided seven days a week. Riders can access key points of interest, including St. Vincent Hospital, UMass Memorial Hahnemann, Hanover Insurance, Lincoln Plaza, Lincoln Village Apartments, American Red Cross, and The Fairways.

Category:

City

Service Hours:

Weekdays: 5:30am - 9:05pm

Saturdays: 6:40am - 9:25pm

Sundays: 11:30am - 7:05pm

Frequency (minimum/maximum):

Weekdays: Min: 65 minutes

Max: 30 minutes

Saturdays: Min: 65 minutes

Max: 45 minutes

Sundays 60 minutes

Service Efficiency

Passengers per Revenue Hour: 28.66



Annual Ridership (FY23)

229,198

Route Ranking by Ridership

6 of 26

23% INCREASE FROM PREVIOUS YEAR

POPULAR STOPS:

Lincoln St. + Denny's

Lincoln St. + Trinity Ave.

Country Club Blvd. + Pleasant Valley Dr.

Lincoln St. + Norton St.

Country Club Blvd. + Lincoln St.



therta.com/route-23

FINANCIALS



Annual Cost

\$1,049,422



Cost per Passenger Trip

\$4.58



Route Ranking by Cost Per Passenger Trip

7 of 26



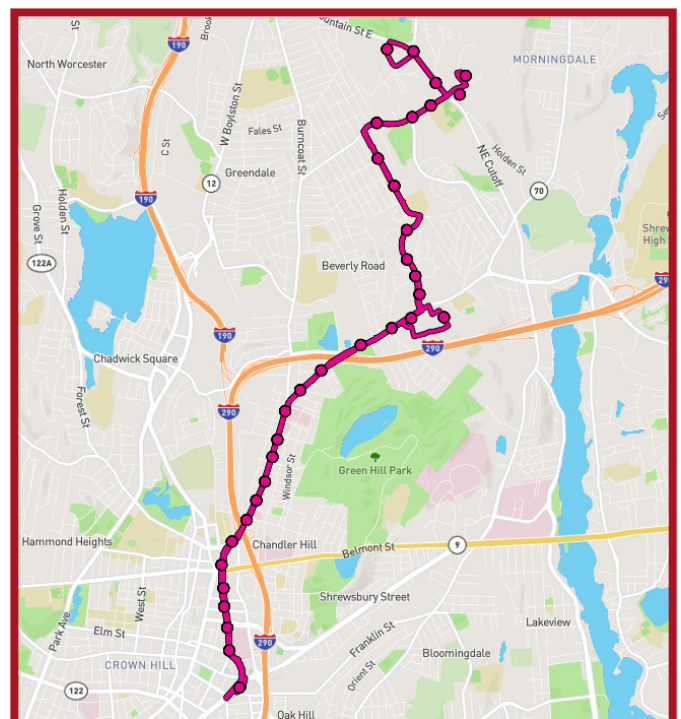
Cost per Revenue Hour

\$131.21



Route Ranking by Cost per Revenue Hour

9 of 26





Worcester Regional Transit Authority

ROUTE PROFILE

24

SERVICE SUMMARY

Departing from the Union Station Hub, Route 24 spans over four miles, connecting downtown Worcester to the Bell Hill (Belmont Street) and UMass Chan Medical School area, with service provided seven days a week. Riders can access key points of interest, including Worcester District Court, James P. Lennon Apartments, UMass Memorial Medical Center, Green Hill Apartments, Green Hill Park, Seabury Heights, Worcester Recovery Center and Hospital, and UMass Chan Medical School.

Category:

City

Service Hours:

Weekday: 5:40am - 9:03pm

Saturday: 6:40am - 9:40pm

Sunday: 10:00am - 7:05pm

Frequency (maximum/minimum):

Weekdays:

Min: Every 40 minutes | **Max:** Every 20 minutes

Saturdays:

Min: Every 70 minutes | **Max:** Every 60 minutes

Sundays:

Min: Every 110 minutes | **Max:** Every 55 minutes

Service Efficiency

Passengers per Revenue Hour: 24.11



RIDERSHIP

Annual Ridership (FY23)

194,267

Route Ranking by Ridership

8 of 26

20% INCREASE FROM PREVIOUS YEAR

FINANCIALS



Annual Cost

\$780,626



Cost per Passenger Trip

\$4.02



Route Ranking by Cost Per Passenger Trip

4 of 26



Cost per Revenue Hour

\$96.88



Route Ranking by Cost per Revenue Hour

4 of 26

POPULAR STOPS:

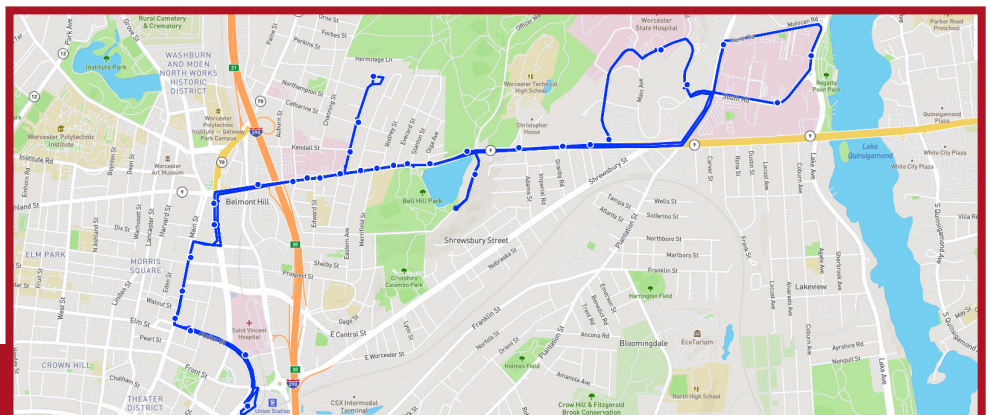
South Rd. + Umass Medical

Belmont St. + Edward St.

Belmont St. + Skyline Dr.

Belmont St. + Merrifield St.

Belmont St. + Everard St.



therta.com/route-24



Worcester Regional Transit Authority

ROUTE PROFILE

26

SERVICE SUMMARY

Departing from the Union Station Hub, Route 26 spans approximately five miles, connecting downtown Worcester to the Lincoln Street area and Great Brook Valley, with service provided seven days a week. Riders can access key points of interest, including St. Vincent Hospital, AdCare Hospital, UMass Memorial Hahnemann, Hanover Insurance, Lincoln Plaza, Edward M. Kennedy Community Health Center, and Curtis Apartments/Great Brook Valley.

Category:

City

Service Hours:

Weekdays: 5:20am - 11:45pm

Saturdays: 6:15am - 9:15pm

Sundays: 9:15am - 4:55pm

Frequency (minimum/maximum):

Weekdays:

Min: Every 60 minutes

Max: Every 15 minutes

Saturdays:

Every 30 minutes | **Sundays:** Every 65 minutes

Max: Every 50 minutes

Service Efficiency

Passengers per Revenue Hour: 34.94



RIDERSHIP

Annual Ridership (FY23)

397,331

Route Ranking by Ridership

2 of 26

21% INCREASE FROM PREVIOUS YEAR

POPULAR STOPS:

Lincoln St. + Denny's

Lincoln St. + Trinity Ave.

Tacoma St. + Great Brook Valley Ave.

Lincoln St. + McDonald's

Lincoln St. + Pasadena Pkwy.



therta.com/route-26

FINANCIALS



Annual Cost

\$1,325,556



Cost per Passenger Trip

\$3.34



Route Ranking by Cost Per Passenger Trip

1 of 26



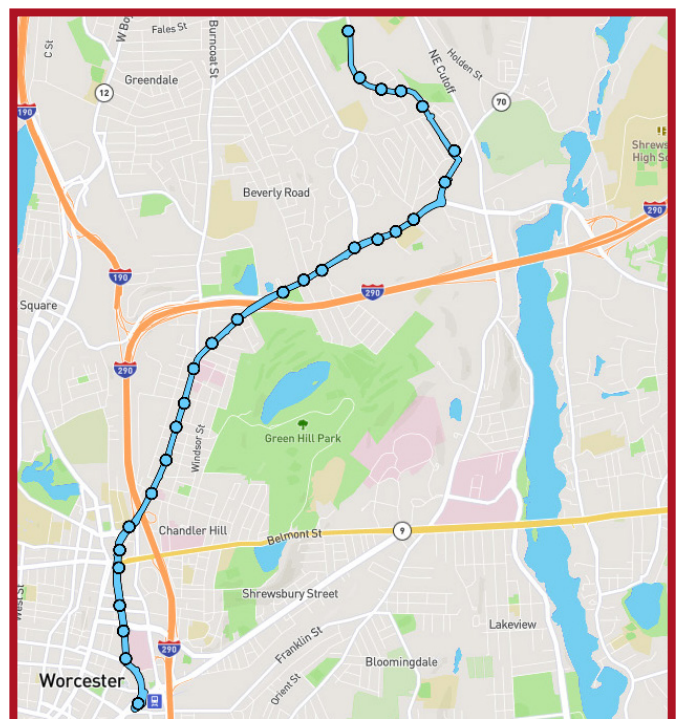
Cost per Revenue Hour

\$116.56



Route Ranking by Cost per Revenue Hour

5 of 26





Worcester Regional Transit Authority

ROUTE PROFILE

27

SERVICE SUMMARY

Departing from the Union Station Hub, Route 27 spans approximately seven miles, connecting downtown Worcester to the Main South neighborhood and the Auburn Mall, with service provided seven days a week. Riders can access key points of interest, including Worcester City Hall, YMCA of Central MA, Clark University, University Park, Webster Square Plaza, Auburn High School, and the Auburn Mall.

Category:

City

Service Hours:

Weekdays: 5:45am - 9:46pm

Saturdays: 6:05am - 8:41pm

Sundays: 8:45am - 4:31pm

Frequency (minimum/maximum):

Weekdays:

Min: Every 35 minutes | **Max:** Every 20 minutes

Saturdays:

Min: Every 60 minutes | **Max:** Every 30 minutes

Sundays:

Every 70 minutes

Service Efficiency

Passengers per Revenue Hour: 33.95



RIDERSHIP

Annual Ridership (FY23)

374,763

Route Ranking by Ridership

3 of 26

23% INCREASE FROM PREVIOUS YEAR

POPULAR STOPS:

Auburn Mall

Main St. + Arena Plaza

Main St. + City Hall

Franklin St. + City Hall

Main St. + Cambridge St.



therta.com/route-27

FINANCIALS



Annual Cost

\$1,487,360



Cost per Passenger Trip

\$3.97



Route Ranking by Cost Per Passenger Trip

3 of 26



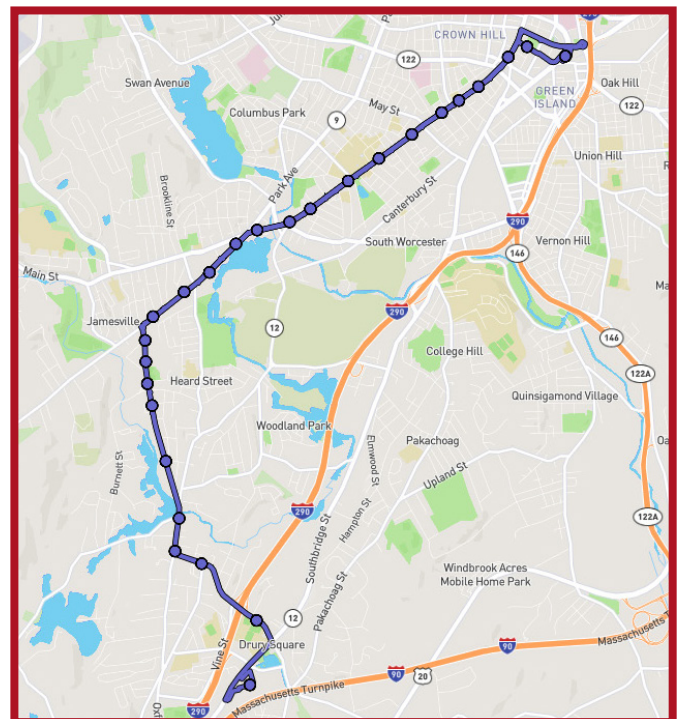
Cost per Revenue Hour

\$134.75



Route Ranking by Cost per Revenue Hour

14 of 26





Worcester Regional Transit Authority

ROUTE PROFILE

29

SERVICE SUMMARY

Departing from the Union Station Hub, Route 29 spans twenty miles, connecting downtown Worcester to Auburn, Charlton, and downtown Southbridge, with service provided Monday through Saturday. Riders can access key points of interest, including College Square, Polar Beverages, Auburn Mall, Charlton, MassHire Southbridge, Downtown Southbridge, Harrington Hospital, and the Big Bunny supermarket.

Category:

Community

Service Hours:

Weekdays: 5:35am - 7:35pm

Saturdays: 8:00am - 8:00pm

Frequency (minimum/maximum):

Weekdays and Saturdays:

Every 120 minutes

Service Efficiency

Passengers per Revenue Hour: 16.33



RIDERSHIP



Annual Ridership (FY23)

68,457

Route Ranking by Ridership

21 of 26



33% INCREASE FROM PREVIOUS YEAR

POPULAR STOPS:

Auburn Mall

Big Bunny Plaza

Southbridge St. + Cambridge St.

Central St. + Hook St.

Southbridge St. + Gladstone St.



therta.com/route-29

FINANCIALS



Annual Cost

\$1,009,603



Cost per Passenger Trip

\$14.75



Route Ranking by Cost Per Passenger Trip

22 of 26



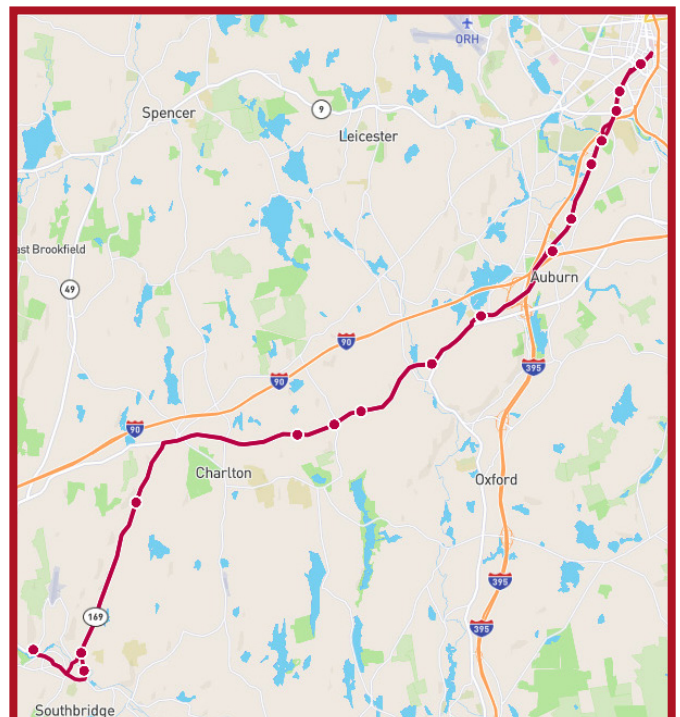
Cost per Revenue Hour

\$240.84



Route Ranking by Cost per Revenue Hour

26 of 26





Worcester Regional Transit Authority

ROUTE PROFILE

30

SERVICE SUMMARY

Departing from the Union Station Hub, Route 30 spans over seven miles, connecting downtown Worcester to the Greendale area and into West Boylston with service provided seven days a week. Riders can access key points of interest, including St. Vincent Hospital, Veterans Inc., The Trolley Yard, Reliant Medical Group, Quinsigamond Community College, Wachusett Plaza, and the West Boylston Walmart.

Category:

City

Service Hours:

Weekdays: 5:30am - 11:15pm

Saturdays: 5:50am - 9:35pm

Sundays: 11:00am - 6:30pm

Frequency (minimum/maximum):

Weekdays:

Min: Every 45 minutes | **Max:** Every 15 minutes

Saturdays:

Min: Every 65 minutes | **Max:** Every 55 minutes

Sundays: Every 60 minutes

Service Efficiency

Passengers per Revenue Hour: 19.05



RIDERSHIP

Annual Ridership (FY23)

212,573

Route Ranking by Ridership

7 of 26

22% INCREASE FROM PREVIOUS YEAR

POPULAR STOPS:

West Boylston Walmart

West Boylston St. + Grove St.

Gold Star Blvd. + West Boylston St.

Gold Star Blvd. + Chadwick St.

West Boylston St. + QCC



therta.com/route-30

FINANCIALS



Annual Cost

\$1,962,024



Cost per Passenger Trip

\$9.23



Route Ranking by Cost Per Passenger Trip

19 of 26



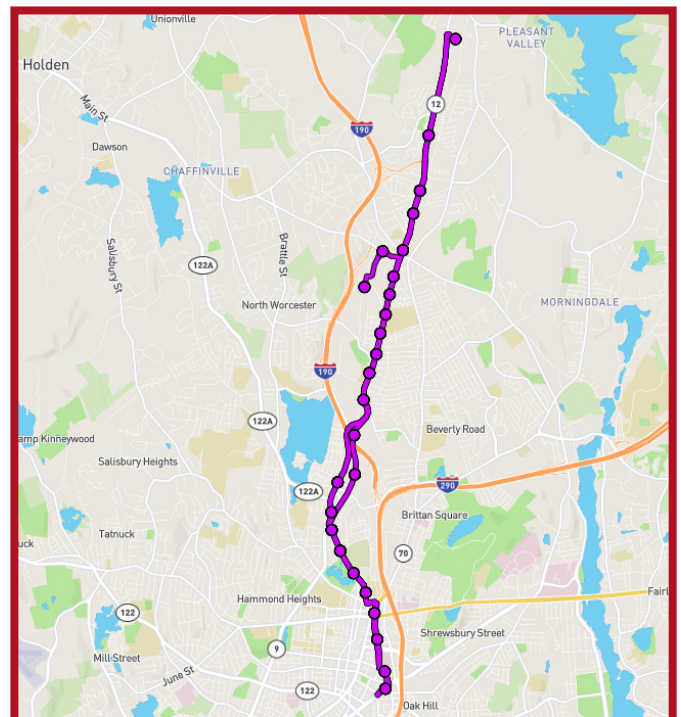
Cost per Revenue Hour

\$175.84



Route Ranking by Cost per Revenue Hour

23 of 26





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

FINANCIALS

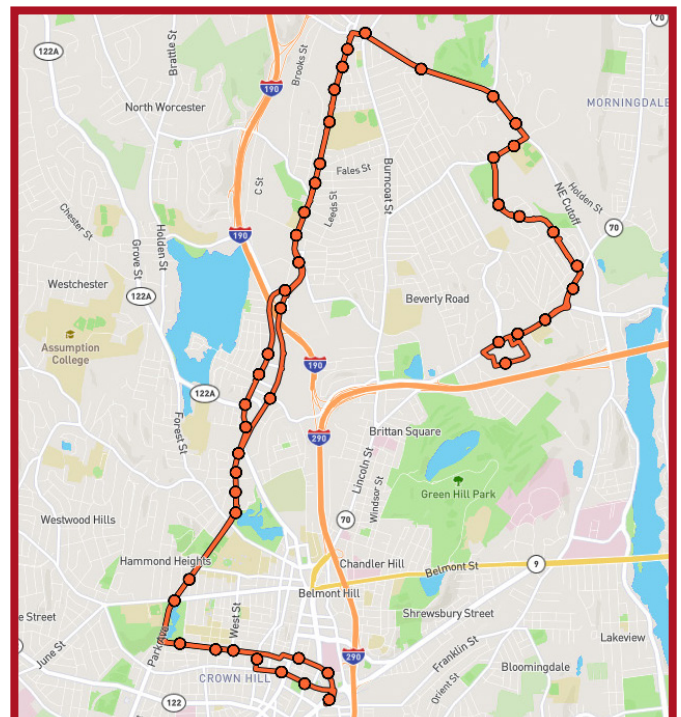
Annual Cost
\$1,284,427

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





Worcester Regional Transit Authority

ROUTE PROFILE

33

SERVICE SUMMARY

Departing from the Union Station Hub, Route 33 spans nearly fifteen miles, connecting downtown Worcester to Leicester, Spencer, East Brookfield, and select service to Brookfield, with service provided Monday through Friday. Riders can access key points of interest, including Clark University, Webster Square Plaza, Leicester Walmart, Spencer Center, Big Y, FLEXcon, East Brookfield District Court, and Brookfield Center.

Category:
Community

Service Hours:
Weekdays: 4:50am - 8:45pm

Frequency (maximum/minimum):
Weekdays:
Min: Every 100 minutes | **Max:** Every 60 minutes

Service Efficiency
Passengers per Revenue Hour: 21.8



RIDERSHIP

Annual Ridership (FY23)
143,132

Route Ranking by Ridership
10 of 26

27% INCREASE FROM PREVIOUS YEAR

FINANCIALS

Annual Cost
\$1,333,972

Cost per Passenger Trip
\$9.32

Route Ranking by Cost per Passenger Trip
20 of 26

Cost per Revenue Hour
\$203.18

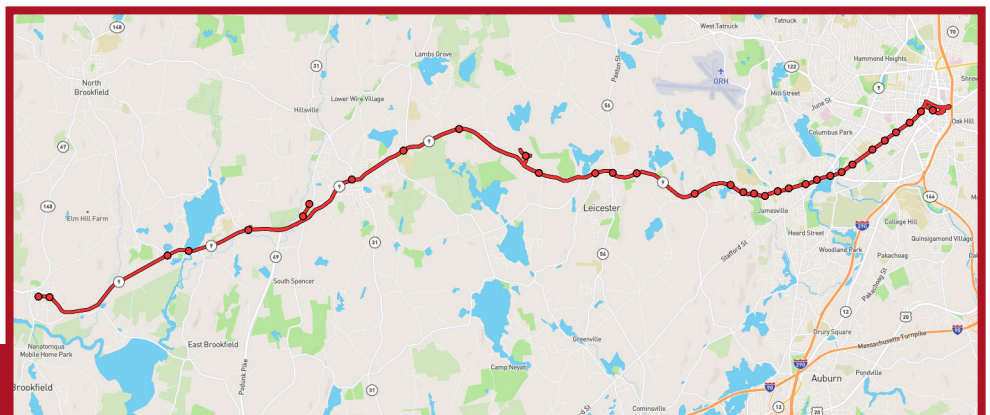
Route Ranking by Cost per Revenue Hour
24 of 26

POPULAR STOPS:

- Leicester Walmart
- Franklin St. + City Hall
- Main St. + Spencer Center
- Main St. + Spencer Town Hall
- Main St. + Arena Plaza



therta.com/route-33





Worcester Regional Transit Authority

ROUTE PROFILE

42

SERVICE SUMMARY

Departing from the Union Station Hub, Route 42 spans approximately nineteen miles, connecting downtown Worcester to Auburn, Oxford, and downtown Webster, with service provided Monday through Saturday. Riders can access key points of interest, including College Square, Polar Beverages, Auburn Mall, Oxford Walmart, Oxford Center, Webster Plaza, East Village Square, and Webster Center.

Category:

Community

Service Hours:

Weekdays: 5:25am - 8:20pm

Saturdays: 7:00am - 8:15pm

Frequency (minimum/maximum):

Weekdays:

Min: Every 130 minutes | **Max:** Every 80 minutes

Saturdays: Every 120 minutes

Service Efficiency

Passengers per Revenue Hour: 22



Annual Ridership (FY23)

98,315

Route Ranking by Ridership

15 of 26



32% INCREASE FROM PREVIOUS YEAR

POPULAR STOPS:

Davis St. + Main St.

Auburn Mall

Southbridge St. + Oxford Walmart

East Main St. + Lake St.

East Main St. + Paradis Ln.



therta.com/route-42

FINANCIALS



Annual Cost

\$1,052,588



Cost per Passenger Trip

\$10.71



Route Ranking by Cost Per Passenger Trip

21 of 26



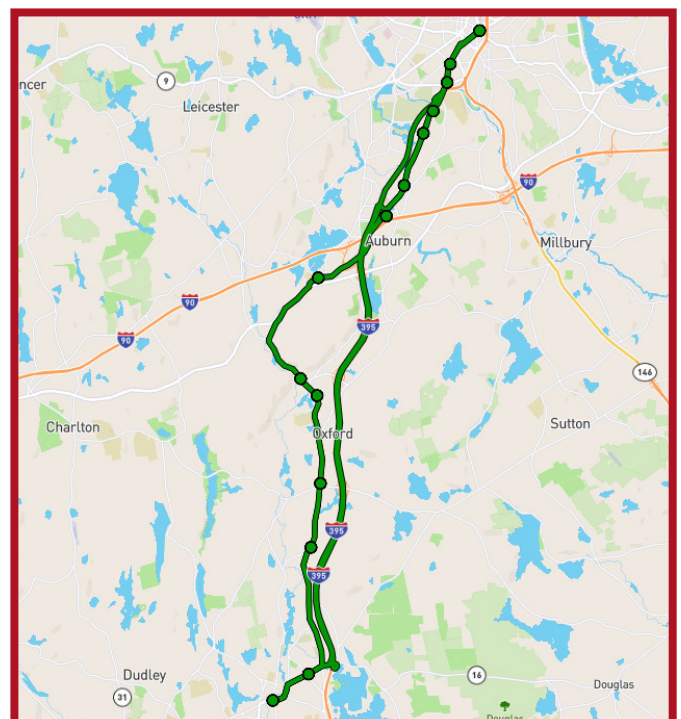
Cost per Revenue Hour

\$235.57



Route Ranking by Cost per Revenue Hour

25 of 26





Worcester Regional Transit Authority

ROUTE PROFILE 825

SERVICE SUMMARY

Departing from the Union Station Hub, Route 825 spans approximately ten miles, connecting downtown Worcester to the South Worcester and Greendale areas via Park Avenue, with service provided Monday through Friday. This route combines the former Route 8, and Route 25, together. Riders can access key points of interest, including the Salvation Army, Webster Square Plaza, Clark University, Elm Park, WPI, The Trolley Yard, Reliant Medical Group, and the Greendale YMCA.

Category:

City

Service Hours:

Weekdays: 6:15am - 8:45pm

Frequency (maximum/minimum):

Weekdays:

Min: 85 minutes

Max: 75 minutes

Service Efficiency

Passengers per Revenue Hour: 7.9



Annual Ridership (FY23)

30,478

Route Ranking by Ridership

23 of 26



32% DECREASE FROM PREVIOUS YEAR

POPULAR STOPS:

Canterbury St. + Grand St.

Stafford St. + Webster Sq. Plaza

Canterbury St. + S. Crystal St.

YMCA Shore Dr.

Park Ave. + Shirley St.



therta.com/route-825

FINANCIALS



Annual Cost

\$587,299



Cost per Passenger Trip

\$19.27



Route Ranking by Cost Per Passenger Trip

23 of 26



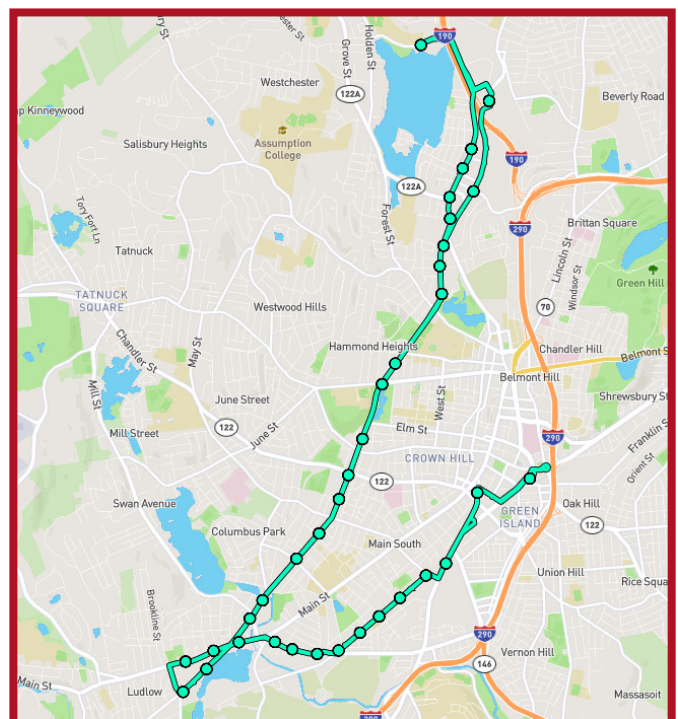
Cost per Revenue Hour

\$152.29



Route Ranking by Cost per Revenue Hour

18 of 26





Worcester Regional Transit Authority

ROUTE PROFILE

A

SERVICE SUMMARY

Community Shuttle A spans approximately thirteen miles, connecting Northbridge to the Blackstone Valley Shoppes in Millbury via South Grafton, with service provided Monday through Friday. Shuttle A provides a connection to Worcester and the rest of the fixed-route system at the Shoppes via Route 4. Riders can access key points of interest, including the Northbridge Walmart, Northbridge Senior Center, Tri-County Medical Center, South Grafton, and the Shoppes at Blackstone Valley.

Category:

Community

Service Hours:

Weekdays: 9:10am - 4:45pm

Frequency (minimum/maximum):

Weekdays:

Min: 100 minutes | **Max:** 60 minutes

Service Efficiency

Passengers per Revenue Hour: 1.47



RIDERSHIP

Annual Ridership (FY23)

2,777

Route Ranking by Ridership

26 of 26

83% INCREASE FROM PREVIOUS YEAR

POPULAR STOPS:

- Northbridge Walmart
- Shaw's Northbridge
- Colonial Apartments
- Tri-County Medical
- Shoppes at Blackstone Valley



therta.com/route-a

FINANCIALS



Annual Cost

\$67,616



Cost per Passenger Trip

\$24.35



Route Ranking by Cost Per Passenger Trip

24 of 26



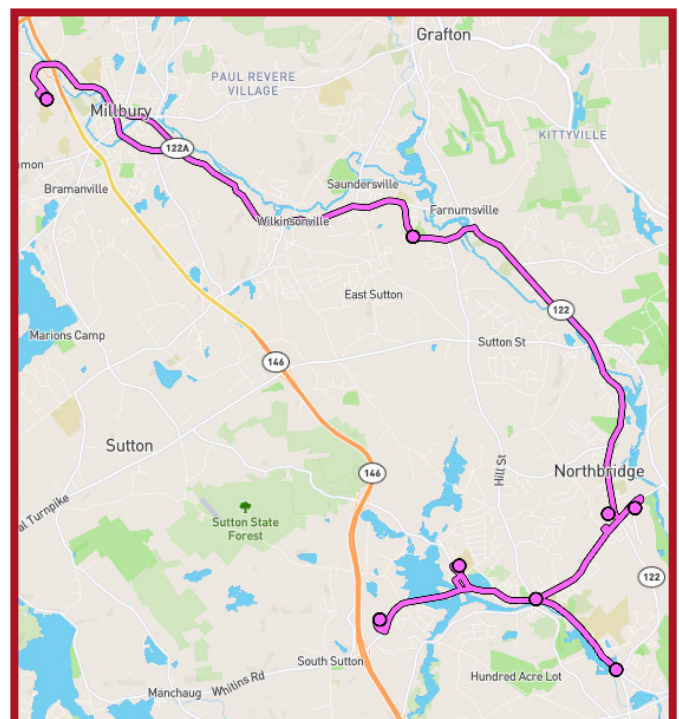
Cost per Revenue Hour

\$35.52



Route Ranking by Cost per Revenue Hour

1 of 26





Worcester Regional Transit Authority

ROUTE PROFILE

B

SERVICE SUMMARY

Community Shuttle B spans approximately fifteen miles, connecting Northbridge to the Grafton MBTA Station and Grafton Center, with service provided Monday through Friday. Shuttle A provides a connection to Worcester and the rest of the fixed-route system at the Shoppes via Route 4. Riders can access key points of interest, including the Northbridge Walmart, Northbridge Senior Center, South Grafton, Grafton Center, and the Grafton MBTA Station.

Category:

Community

Service Hours:

Weekdays: 5:20am - 7:35pm

Frequency (minimum/maximum):

Weekdays:

Min: 120 minutes | **Max:** 60 minutes

Service Efficiency

Passengers per Revenue Hour: 1.29



RIDERSHIP

Annual Ridership (FY23)

4,171

Route Ranking by Ridership

25 of 26

38% INCREASE FROM PREVIOUS YEAR

POPULAR STOPS:

- Northbridge Walmart
- Stop and Shop Grafton
- Grafton MBTA Station
- Grafton Housing Authority
- Shaws Northbridge



therta.com/route-B

FINANCIALS



Annual Cost

\$186,464



Cost per Passenger Trip

\$44.70



Route Ranking by Cost Per Passenger Trip

26 of 26



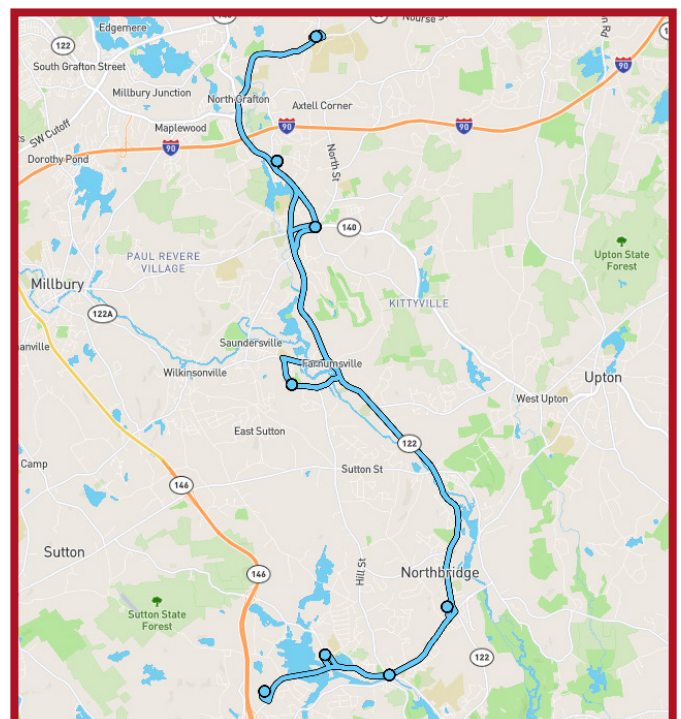
Cost per Revenue Hour

\$57.74



Route Ranking by Cost per Revenue Hour

3 of 26





Worcester Regional Transit Authority

ROUTE PROFILE SDW

SERVICE SUMMARY

The Southbridge, Dudley, Webster Community Shuttle is the newest route to WRTA and spans sixteen miles, connecting Southbridge, Dudley, and Webster with service provided Monday through Friday. The shuttle provides two connections to Worcester and the rest of the fixed-route system via Route 29 in Southbridge, and Route 42 in Webster. Riders can access key points of interest, including the Big Bunny Plaza, Harrington Hospitals in Southbridge and Webster, Dudley District Court, Nichols College, and Webster Center.

Category:

Community

Service Hours:

Weekday: 5:10am - 7:10pm

Frequency (minimum/maximum):

Weekday:

Min: Every 85 minutes | **Max:** Every 45 minutes

Service Efficiency

Passengers per Revenue Hour: 1.46



RIDERSHIP

Annual Ridership (FY23)

8,948

Route Ranking by Ridership

24 of 26



101% INCREASE FROM PREVIOUS YEAR

FINANCIALS



Annual Cost

\$260,089



Cost per Passenger Trip

\$29.07



Route Ranking by Cost per Passenger Trip

25 of 26



Cost per Revenue Hour

\$42.29



Route Ranking by Cost per Revenue Hour

2 of 26

POPULAR STOPS:

- Big Bunny Plaza
- Harrington Hospital (Southbridge)
- Big Y Plaza (Southbridge) Webster
- Town Hall/Senior Center
- Harrington Hospital (Webster)



therta.com/webster-dudley-southbridge-shuttle/

