



Worcester Regional Transit Authority

Public Meeting Presentation
Proposed Spring 2025 Schedule Changes

Why is WRTA Recommending Schedule Changes?

- One of the main passenger complaints to the WRTA and Customer Service is that buses are running late, and are not on time.
- On average, WRTA buses were **61%** on-time between July 2023 and June 2024.
- WRTA has heard from its riders; from the 2024 Customer Satisfaction Survey, 'buses arriving on-time' received the lowest scoring satisfaction rating – 2.7 out of 4
- Changes in the schedules account for possible increases in traffic, population, and ridership.



WRTA Schedule Analysis

- WRTA began working with a transit consulting agency and scheduling subject matter expert (CSched) in late 2023
- The consultant performed a technical review of all fixed-route schedules with a goal to improve on-time performance and overall system reliability
- Working towards 'clock-face' scheduling for most routes, while being cognizant of 8 bus slips at Hub, and bus bunching issues on certain corridors
- WRTA goal: improve fixed route on-time performance to 80% for all routes, with a 95% on-time departure from the Hub



WRTA Schedule Analysis Methodology

- One year's worth of "raw" vehicle data was analyzed to perform a comprehensive review of WRTA bus operations.
- Used WRTA data to re-calibrate route schedules for efficiency, while ensuring proper rest and recovery time for operators
- Weekday, Saturday, and Sunday schedules have been crafted with the constraints of no additional vehicles, or increase in the operating budget
- The schedule analysis found that in order to increase reliability on certain routes, there would need to be a reduction in trips. However, other routes had schedule time available to add in more trips.



Public Outreach Process and Schedule

- The WRTA created a website (therta.com/schedule-changes) to see each of the proposed new route schedules.
 - The proposed schedule changes are not final until voted on by the WRTA Advisory Board at their February 20, 2025 meeting.
- Host public meetings (virtual, in-person), and information sessions at the Hub for public to review and provide feedback (details at the end).
- Administration to present public review findings at the February WRTA Advisory Board meeting
 - WRTA Advisory Board votes to endorse, or modify recommendations
- New schedules could go into effect as early as the end of April 2025.





Worcester Regional Transit Authority

**Proposed Schedule Changes
by Individual Route and Service Day**

Route 1

- Weekday and Saturday Proposal: Interline with Route 16. No longer interline with Route 3.

WEEKDAYS

Trip Direction	Current # of Trips	Proposed # of Trips	Net	Current Span	Proposed Span
Outbound	22	21	-1	5:50 AM – 9:00 PM	5:52 AM – 9:19 PM
Inbound	22	21	-1	6:15 AM – 9:20 PM	6:26 AM – 9:56 PM

SATURDAYS

Trip Direction	Current # of Trips	Proposed # of Trips	Net	Current Span	Proposed Span
Outbound	11	11	-	8:40 AM – 4:10 PM	8:15 AM – 4:02 PM
Inbound	11	11	-	9:05 AM – 4:35 PM	8:39 AM – 4:28 PM

SUNDAYS

Trip Direction	Current # of Trips	Proposed # of Trips	Net	Current Span	Proposed Span
Outbound	9	10	+1	9:50 AM – 4:55 PM	9:45 AM – 4:47 PM
Inbound	9	10	+1	10:15 AM – 5:20 PM	10:09 AM – 5:13 PM



Route 2

- Proposal: Timing changes only.

WEEKDAYS

Trip Direction	Current # of Trips	Proposed # of Trips	Net	Current Span	Proposed Span
Outbound	16	16	-	6:45 AM – 9:00 PM	5:50 AM – 9:07 PM
Inbound	17	16	-1	6:20 AM – 9:25 PM	6:22 AM – 9:39 PM

SATURDAYS

Trip Direction	Current # of Trips	Proposed # of Trips	Net	Current Span	Proposed Span
Outbound	9	8	-1	10:00 AM – 5:26 PM	9:45 AM – 5:05 PM
Inbound	9	8	-1	10:25 AM – 6:00 PM	10:15 AM – 5:34 PM

SUNDAYS

Trip Direction	Current # of Trips	Proposed # of Trips	Net	Current Span	Proposed Span
Outbound	9	10	+1	10:00 AM – 5:05 PM	10:00 AM – 5:01 PM
Inbound	9	10	+1	10:25 AM – 5:30 PM	10:20 AM – 5:19 PM

Route 3

- Weekday and Saturday Proposal: No longer interline with Route 1. Route will run alone.

WEEKDAYS					
Trip Direction	Current # of Trips	Proposed # of Trips	Net	Current Span	Proposed Span
Outbound	23	22	-1	5:05 AM – 8:43 PM	5:20 AM – 9:19 PM
Inbound	23	22	-1	5:23 AM – 9:00 PM	5:44 AM – 9:41 PM

SATURDAYS					
Trip Direction	Current # of Trips	Proposed # of Trips	Net	Current Span	Proposed Span
Outbound	11	10	-1	9:30 AM – 5:03 PM	9:45 AM – 4:44 PM
Inbound	11	10	-1	9:48 AM – 5:20 PM	10:10 AM – 5:09 PM

- No Sunday service on this route.



Route 4

- Proposal: Timing changes only.

WEEKDAYS

Trip Direction	Current # of Trips	Proposed # of Trips	Net	Current Span	Proposed Span
Outbound	13	13	-	6:20 AM – 9:34 PM	6:35 AM – 9:54 PM
Inbound	12	12	-	6:57 AM – 9:10 PM	7:17 AM – 9:28 PM

SATURDAYS

Trip Direction	Current # of Trips	Proposed # of Trips	Net	Current Span	Proposed Span
Outbound	14	13	-1	6:00 AM – 9:51 PM	6:15 AM – 9:35 PM
Inbound	13	12	-1	6:31 AM – 9:30 PM	6:55 AM – 9:11 PM

SUNDAYS

Trip Direction	Current # of Trips	Proposed # of Trips	Net	Current Span	Proposed Span
Outbound	6	6	-	10:15 AM – 5:07 PM	10:00 AM – 4:44 PM
Inbound	6	6	-	10:52 AM – 5:45 PM	10:40 AM – 5:27 PM

Route 5

- **Proposal: No longer interline with Route 6. Route will run alone.**

WEEKDAYS

Trip Direction	Current # of Trips	Proposed # of Trips	Net	Current Span	Proposed Span
Outbound	20	21	+1	5:05 AM – 8:38 PM	4:48 AM – 8:27 PM
Inbound	20	21	+1	5:28 AM – 9:00 PM	5:11 AM – 8:51 PM

SATURDAYS

Trip Direction	Current # of Trips	Proposed # of Trips	Net	Current Span	Proposed Span
Outbound	12	20	+8	6:00 AM – 8:20 PM	5:45 AM – 8:17 PM
Inbound	12	20	+8	6:28 AM – 8:37 PM	5:22 AM – 7:54 PM

SUNDAYS

Trip Direction	Current # of Trips	Proposed # of Trips	Net	Current Span	Proposed Span
Outbound	8	10	+2	10:00 AM – 5:19 PM	10:15 AM – 5:18 PM
Inbound	8	10	+2	10:30 AM – 5:35 PM	10:37 AM – 5:39 PM



Route 6

- **Proposal: No longer interline with Route 5. Route will run alone.**

WEEKDAYS

Trip Direction	Current # of Trips	Proposed # of Trips	Net	Current Span	Proposed Span
Outbound	20	17	-3	5:50 AM – 9:25 PM	5:35 AM – 9:52 PM
Inbound	20	17	-3	6:15 AM – 9:45 PM	6:12 AM – 10:27 PM

SATURDAYS

Trip Direction	Current # of Trips	Proposed # of Trips	Net	Current Span	Proposed Span
Outbound	11	13	+2	7:00 AM – 7:28 PM	7:00 AM – 7:20 PM
Inbound	11	13	+2	7:28 AM – 8:00 PM	7:30 AM – 7:46 PM

- No Sunday service on this route.



Route 7

- **Weekday Proposal: Timing changes only.**

WEEKDAYS					
Trip Direction	Current # of Trips	Proposed # of Trips	Net	Current Span	Proposed Span
Outbound	28	29	+1	5:45 AM – 8:35 PM	5:30 AM – 8:08 PM
Inbound	30	31	+1	5:15 AM – 9:05 PM	5:09 AM – 8:43 PM

- **Saturday Proposal: No longer interline with Route 23. Route will run alone.**

SATURDAYS					
Trip Direction	Current # of Trips	Proposed # of Trips	Net	Current Span	Proposed Span
Outbound	18	16	-2	5:55 AM – 9:44 PM	6:15 AM – 9:34 PM
Inbound	17	15	-2	6:15 AM – 9:35 PM	6:45 AM – 9:05 PM

- **Sunday Proposal: No longer interline with Route 24. Route will run alone.**

SUNDAYS					
Trip Direction	Current # of Trips	Proposed # of Trips	Net	Current Span	Proposed Span
Outbound	8	8	-	10:50 AM – 5:50 PM	10:15 AM – 5:37 PM
Inbound	9	9	-	9:35 AM – 6:15 PM	9:45 AM – 6:05 PM

Route 825

- **Proposal: Timing changes only.**

WEEKDAYS					
Trip Direction	Current # of Trips	Proposed # of Trips	Net	Current Span	Proposed Span
Outbound	11	10	-1	6:15 AM – 8:08 PM	6:10 AM – 8:47 PM
Inbound	11	10	-1	6:53 AM – 8:45 PM	6:54 AM – 9:32 PM

- No Saturday or Sunday service on this route.



Route 11

- **Proposal: Interline with Route 24, seven days a week.**

WEEKDAYS

Trip Direction	Current # of Trips	Proposed # of Trips	Net	Current Span	Proposed Span
Outbound	37	36	-1	5:30 AM – 11:35 PM	5:15 AM – 11:19 PM
Inbound	36	36	-	5:05 AM – 11:10 PM	4:54 AM – 10:54 PM

SATURDAYS

Trip Direction	Current # of Trips	Proposed # of Trips	Net	Current Span	Proposed Span
Outbound	15	16	+1	6:30 AM – 10:10 PM	6:30 AM – 9:52 PM
Inbound	15	16	+1	6:05 AM – 9:50 PM	6:00 AM – 9:22 PM

SUNDAYS

Trip Direction	Current # of Trips	Proposed # of Trips	Net	Current Span	Proposed Span
Outbound	16	15	-1	8:30 AM – 7:30 PM	8:30 AM – 7:14 PM
Inbound	15	15	-	9:00 AM – 7:00 PM	9:00 AM - 7:43 PM



Route 12

- Proposal: Timing changes only.

WEEKDAYS					
Trip Direction	Current # of Trips	Proposed # of Trips	Net	Current Span	Proposed Span
Outbound	17	16	-1	6:10 AM – 9:02 PM	6:10 AM – 9:12 PM
Inbound	17	16	-1	6:35 AM – 9:25 PM	6:41 AM – 9:53 PM

- No Saturday or Sunday service on this route.



Route 14

- Proposal: Timing changes only.

WEEKDAYS					
Trip Direction	Current # of Trips	Proposed # of Trips	Net	Current Span	Proposed Span
Outbound	24	24	-	6:30 AM – 9:25 PM	6:41 AM – 10:23 PM
Inbound	23	23	-	7:03 AM – 9:10 PM	7:16 AM – 9:48 PM

- No Saturday or Sunday service on this route.



Route 15

- Proposal: Timing changes only.

WEEKDAYS

Trip Direction	Current # of Trips	Proposed # of Trips	Net	Current Span	Proposed Span
Outbound	14	13	-1	5:50 AM – 8:40 PM	5:20 AM – 8:44 PM
Inbound	14	13	-1	6:20 AM – 9:10 PM	6:00 AM – 9:24 PM

SATURDAYS

Trip Direction	Current # of Trips	Proposed # of Trips	Net	Current Span	Proposed Span
Outbound	8	8	-	9:50 AM – 5:20 PM	9:50 AM – 5:12 PM
Inbound	8	8	-	10:20 AM – 5:50 PM	10:20 AM – 5:44 PM

- No Sunday service on this route.



Route 16

- Weekday and Saturday Proposal: Interline with Route 1. No longer interline with Route 31.

WEEKDAYS					
Trip Direction	Current # of Trips	Proposed # of Trips	Net	Current Span	Proposed Span
Outbound	18	21	+3	6:15 AM – 9:35 PM	6:10 AM – 9:47 PM
Inbound	22	21	-1	6:55 AM – 9:35 PM	6:47 AM – 10:23 PM

SATURDAYS					
Trip Direction	Current # of Trips	Proposed # of Trips	Net	Current Span	Proposed Span
Outbound	12	10	-2	8:25 AM – 4:25 PM	9:15 AM – 4:26 PM
Inbound	6	10	+4	9:05 AM – 4:25 PM	9:52 AM – 5:05 PM

- No Sunday service on this route.



Route 19

- **Proposal: Timing changes only. Continue interline with Route 23.**

WEEKDAYS

Trip Direction	Current # of Trips	Proposed # of Trips	Net	Current Span	Proposed Span
Outbound	39	40	+1	5:30 AM – 10:50 PM	5:30 AM – 10:30 PM
Inbound	41	41	-	5:00 AM – 11:20 PM	5:00 AM – 10:56 PM

- **Saturday Proposal: No longer interline with Route 30. New interline with Route 23.**

SATURDAYS

Trip Direction	Current # of Trips	Proposed # of Trips	Net	Current Span	Proposed Span
Outbound	17	27	+8	6:50 AM – 10:50 PM	5:30 AM – 10:33 PM
Inbound	18	25	+7	6:40 AM – 10:25 PM	6:00 AM – 10:19 PM

- **Sunday Proposal: Timing changes only. Continue interline with Route 23.**

SUNDAYS

Trip Direction	Current # of Trips	Proposed # of Trips	Net	Current Span	Proposed Span
Outbound	8	8	-	10:30 AM – 6:00 PM	10:30 AM – 5:54 PM
Inbound	8	8	-	11:00 AM – 6:30 PM	11:00 AM – 6:23 PM

Route 23

- **Weekday and Sunday Proposal: Timing changes only. Continue interline with Route 19.**

WEEKDAYS

Trip Direction	Current # of Trips	Proposed # of Trips	Net	Current Span	Proposed Span
Outbound	29	30	+1	5:30 AM – 9:05 PM	5:30 AM – 8:54 PM
Inbound	27	28	+1	6:00 PM – 8:20 PM	5:55 AM – 8:28 PM

- **Saturday Proposal: Interline with Route 19. No longer interline with Route 7.**

SATURDAYS

Trip Direction	Current # of Trips	Proposed # of Trips	Net	Current Span	Proposed Span
Outbound	16	21	+5	6:40 AM – 9:00 PM	6:30 AM – 8:49 PM
Inbound	16	21	+5	7:10 AM – 9:25 PM	7:05 AM – 9:17 PM

SUNDAYS

Trip Direction	Current # of Trips	Proposed # of Trips	Net	Current Span	Proposed Span
Outbound	8	8	-	11:30 AM – 6:45 PM	11:30 AM – 6:40 PM
Inbound	8	8	-	12:00 PM – 7:05 PM	12:00 PM – 7:05 PM



Route 24

- **Weekday and Saturday Proposal: Timing changes only. Continue interline with Route 11**

WEEKDAYS

Trip Direction	Current # of Trips	Proposed # of Trips	Net	Current Span	Proposed Span
Outbound	31	31	-	5:40 AM – 9:03 PM	5:40 AM – 8:57 PM
Inbound	30	29	-1	6:12 AM – 8:50 PM	6:11 AM – 8:26 PM

SATURDAYS

Trip Direction	Current # of Trips	Proposed # of Trips	Net	Current Span	Proposed Span
Outbound	14	15	+1	6:40 AM – 9:10 PM	6:30 AM – 8:51 PM
Inbound	14	15	+1	7:10 AM – 9:40 PM	7:00 AM – 9:20 PM

- **Sunday Proposal: Interline with Route 11. No longer interline with Route 7.**

SUNDAYS

Trip Direction	Current # of Trips	Proposed # of Trips	Net	Current Span	Proposed Span
Outbound	8	9	+1	10:00 AM – 6:40 PM	9:30 AM – 6:21 PM
Inbound	8	9	+1	10:25 AM – 7:05 PM	10:00 AM – 6:45 PM



Route 26

- Proposal: Timing changes only.

WEEKDAYS

Trip Direction	Current # of Trips	Proposed # of Trips	Net	Current Span	Proposed Span
Outbound	39	43	+4	5:45 AM – 11:45 PM	5:45 AM – 11:48 PM
Inbound	40	42	+2	5:20 AM – 11:15 PM	5:45 AM – 11:17 PM

SATURDAYS

Trip Direction	Current # of Trips	Proposed # of Trips	Net	Current Span	Proposed Span
Outbound	30	30	-	6:15 AM – 9:05 PM	6:15 AM – 8:58 PM
Inbound	30	29	-1	6:20 AM – 9:10 PM	6:41 AM – 9:00 PM

SUNDAYS

Trip Direction	Current # of Trips	Proposed # of Trips	Net	Current Span	Proposed Span
Outbound	8	9	+1	9:15 AM – 4:55 PM	8:45 AM – 5:06 PM
Inbound	7	8	+1	9:35 AM – 4:35 PM	9:11 AM – 4:34 PM



Route 27

- Proposal: Timing changes only.

WEEKDAYS

Trip Direction	Current # of Trips	Proposed # of Trips	Net	Current Span	Proposed Span
Outbound	32	29	-3	5:45 AM – 9:50 PM	5:09 AM – 9:50 PM
Inbound	30	27	-3	6:20 AM – 9:15 PM	5:52 AM – 9:10 PM

SATURDAYS

Trip Direction	Current # of Trips	Proposed # of Trips	Net	Current Span	Proposed Span
Outbound	22	20	-2	6:05 AM – 8:45 PM	6:05 AM – 8:17 PM
Inbound	21	19	-2	6:25 AM – 8:15 PM	6:25 AM – 8:51 PM

SUNDAYS

Trip Direction	Current # of Trips	Proposed # of Trips	Net	Current Span	Proposed Span
Outbound	7	6	-1	9:00 AM – 4:35 PM	9:15 AM – 4:25 PM
Inbound	7	7	-	8:45 AM – 4:00 PM	8:45 AM – 5:03 PM



Route 29

- **Proposal: Timing changes only.**

WEEKDAYS

Trip Direction	Current # of Trips	Proposed # of Trips	Net	Current Span	Proposed Span
Outbound	7	7	-	5:35 AM – 6:33 PM	5:30 AM – 6:33 PM
Inbound	7	7	-	6:33 AM – 7:35 PM	6:36 AM – 7:35 PM

SATURDAYS

Trip Direction	Current # of Trips	Proposed # of Trips	Net	Current Span	Proposed Span
Outbound	6	6	-	8:00 AM – 6:58 PM	8:00 AM – 6:53 PM
Inbound	6	6	-	8:58 AM – 8:00 PM	9:00 AM – 7:53 PM

- No Sunday service on this route.



Route 30

- **Proposal: Timing changes only.**

WEEKDAYS					
Trip Direction	Current # of Trips	Proposed # of Trips	Net	Current Span	Proposed Span
Outbound	40	41	+1	5:30 AM – 10:47 PM	5:55 AM – 10:18 PM
Inbound	40	41	+1	6:02 AM – 11:15 PM	6:23 AM – 10:46 PM

- **Saturday Proposal: No longer interline with Route 19. Route will run alone.**

SATURDAYS					
Trip Direction	Current # of Trips	Proposed # of Trips	Net	Current Span	Proposed Span
Outbound	17	15	-2	5:50 AM – 9:05 PM	7:30 AM – 9:50 PM
Inbound	17	15	-2	6:20 AM – 9:35 PM	8:00 AM – 10:23 PM

- **Sunday Proposal: Timing changes only.**

SUNDAYS					
Trip Direction	Current # of Trips	Proposed # of Trips	Net	Current Span	Proposed Span
Outbound	8	8	-	11:00 AM – 6:30 PM	11:00 AM – 6:24 PM
Inbound	8	8	-	11:30 AM – 6:00 PM	11:30 AM – 5:56 PM

Route 31

- **Proposal: No longer interline with Route 16. Route will run alone.**

WEEKDAYS

Trip Direction	Current # of Trips	Proposed # of Trips	Net	Current Span	Proposed Span
Outbound	24	18	-6	6:15 AM – 10:21 PM	6:16 AM – 9:46 PM
Inbound	17	17	-	6:55 AM – 9:35 PM	7:00 AM – 9:02 PM

SATURDAYS

Trip Direction	Current # of Trips	Proposed # of Trips	Net	Current Span	Proposed Span
Outbound	6	10	+4	8:25 AM – 3:45 PM	8:43 AM – 4:03 PM
Inbound	12	10	-2	9:05 AM – 5:05 PM	9:28 AM – 4:48 PM

- No Sunday service on this route.



Route 33

- **Proposal: Timing changes only. *Weekend service to begin January 25, 2025.**

WEEKDAYS

Trip Direction	Current # of Trips	Proposed # of Trips	Net	Current Span	Proposed Span
Outbound	14	13	-1	4:50 AM – 7:53 PM	5:14 AM – 8:01 PM
Inbound	14	13	-1	5:39 AM – 8:45 PM	6:20 AM – 9:03 PM

SATURDAYS

Trip Direction	Current # of Trips	Proposed # of Trips	Net	Current Span	Proposed Span
Outbound		15			6:50 AM – 9:35 PM
Inbound		15			7:53 AM – 10:30 PM

SUNDAYS

Trip Direction	Current # of Trips	Proposed # of Trips	Net	Current Span	Proposed Span
Outbound		8			10:00 AM – 5:24 PM
Inbound		8			10:31 AM – 6:00 PM



Route 42

- **Proposal: Timing changes only.**

WEEKDAYS					
Trip Direction	Current # of Trips	Proposed # of Trips	Net	Current Span	Proposed Span
Outbound	8	8	-	5:25 AM – 7:30 PM	5:20 AM – 8:12 PM
Inbound	8	8	-	6:00 AM – 8:20 PM	6:25 AM – 9:08 PM

SATURDAYS					
Trip Direction	Current # of Trips	Proposed # of Trips	Net	Current Span	Proposed Span
Outbound	7	7	-	7:00 AM – 7:57 PM	7:00 AM – 7:49 PM
Inbound	7	7	-	8:00 AM – 8:15 PM	8:00 AM – 8:51 PM

- No Sunday service on this route.



Public Meeting Schedule

MEETING TYPE	DATE	TIME	MEETING LOCATION	TRAVEL BY WRTA ROUTE #
Public Meeting #1	Tuesday, January 7	2:00 PM – 3:30 PM	Worcester Senior Center (Lunchroom) 128 Providence St., Worcester	1, 11
Public Meeting #2	Thursday, January 9	12:00 PM – 1:30 PM	Boys and Girls Club of Worcester 65 Boys & Girls Club Way, Worcester	825, 19, 27, 33
Public Meeting #3	Thursday, January 16	2:00 PM – 3:30 PM	Worcester Public Library (Saxe Room) 3 Salem Square, Worcester	2, 3, 6, 7, 19, 27, 31, 33
Public Meeting #4	Wednesday, January 22	3:00 PM – 4:30 PM	Worcester Housing Authority 630 Plantation St., Worcester	16
Table Event #1	Tuesday, January 14	9:00 AM – 5:00 PM	WRTA Hub Lobby	All
Table Event #2	Wednesday, January 15	10:00 AM – 6:00 PM	WRTA Hub Lobby	All
Table Event #3	Tuesday, January 21	9:00 AM – 5:00 PM	WRTA Hub Lobby	All
Table Event #4	Thursday, January 23	8:00 AM – 4:00 PM	WRTA Hub Lobby	All
Virtual Public Meeting #1	Monday, January 27	5:00 PM – 6:30 PM	Zoom	



How to Provide Comments

In-Person	At All WRTA Public Meetings At All WRTA Table Events Virtual Public Meeting
By Email	Comments@THERTA.com
By Phone	508-791-WRTA (9782), Option 2
By Mail	WRTA Administrator 60 Foster Street Worcester, MA 01608
COMMENTS MUST BE SUBMITTED BY 4:30 PM FRIDAY, JANUARY 31, 2025	





Nick Burnham

Director of Operations and Planning



therta.com



Email: comments@therta.com

Phone: (508) 791-9782, option 2