

Middletown Area Transit (MAT)

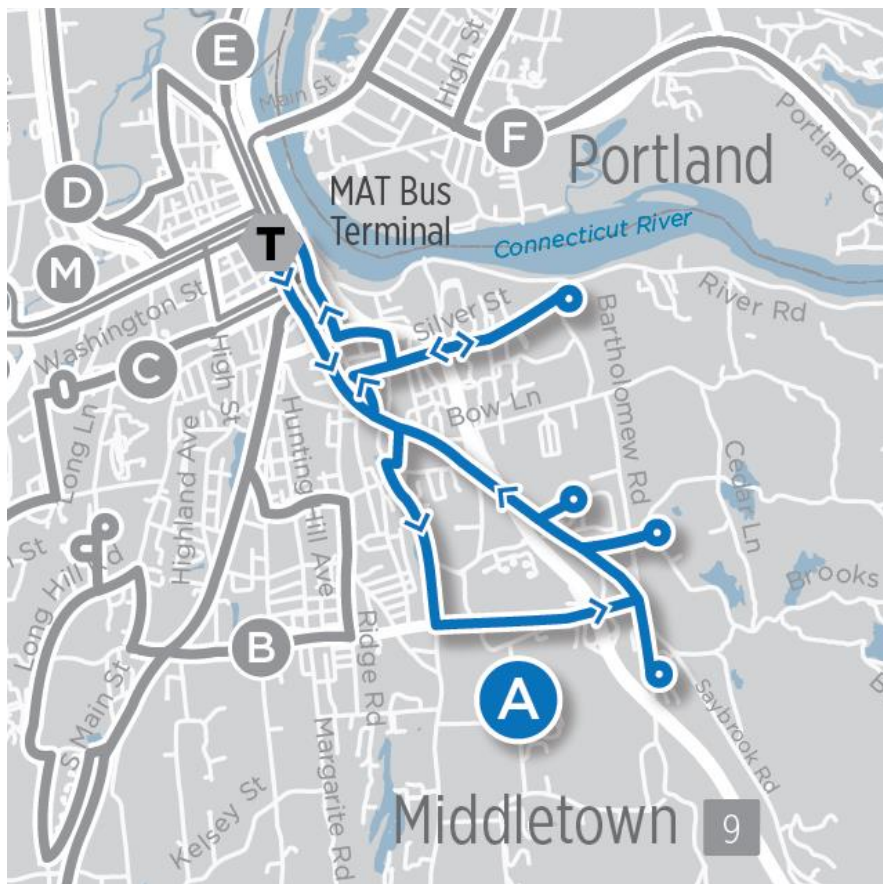
Route A

Saybrook Road

Route Overview

Route A provides service in Middletown southeast of downtown, serving Middlesex Hospital, Middlesex Community College, Saybrook Road Medical Centers, Summerhill Apartments, and Stop & Shop. The route operates as a one-way counterclockwise loop, with all trips beginning and ending in Downtown Middletown at the MAT Terminal. Route A primarily travels along Main Street, Randolph Road, Saybrook Road, and Silver Street.

Figure 1: Route A Map



Route A operates on weekdays only during daytime hours. Service operates from 6 a.m. to 6:44 p.m. with trips beginning every 50 minutes. During weekday evenings, part of Route A's alignment is served by Route H. On Saturdays, Route S1 operates an expanded A Route with additional service to Broad Street, Church Street, and Washington Street.

Table 1: Schedule Statistics

Service Day	Span of Service	Frequency (Minutes)	Daily Trips
Monday – Friday	6 AM to 6:44 PM	50	16
Saturday	–	–	–

Middletown Area Transit, June 2019 Schedule

Connections to Other Services

Route A begins and ends its trips in downtown Middletown at the MAT Terminal, which acts as a pulse point for the system, allowing riders to connect to all other MAT routes. In addition, Route A riders can also connect to 9 Town Transit Route 644 Old Saybrook/Middletown and Route 645 Madison/Middletown, and CTtransit Route 55 to Hartford (see Table 2). Route A riders can also connect to 9 Town Transit Routes 644 and 645 at Middlesex Community College. A portion of CTtransit Route 55 overlaps with MAT Route A along Main Street and Silver Street, and the two systems have agreed to a staggered schedule for a stops at CVH in order to limit redundancy.

Table 2: Service Connections

Location	Connect To
MAT Terminal	9 Town Transit Routes 644, 645 CTtransit Route 55
Middlesex Community College	9 Town Transit Routes 644, 645

Ridership by Stop

Route A's highest ridership stop is at the MAT Terminal, with 120 daily boardings and 116 daily alightings. Other high-ridership stops along Route A include:

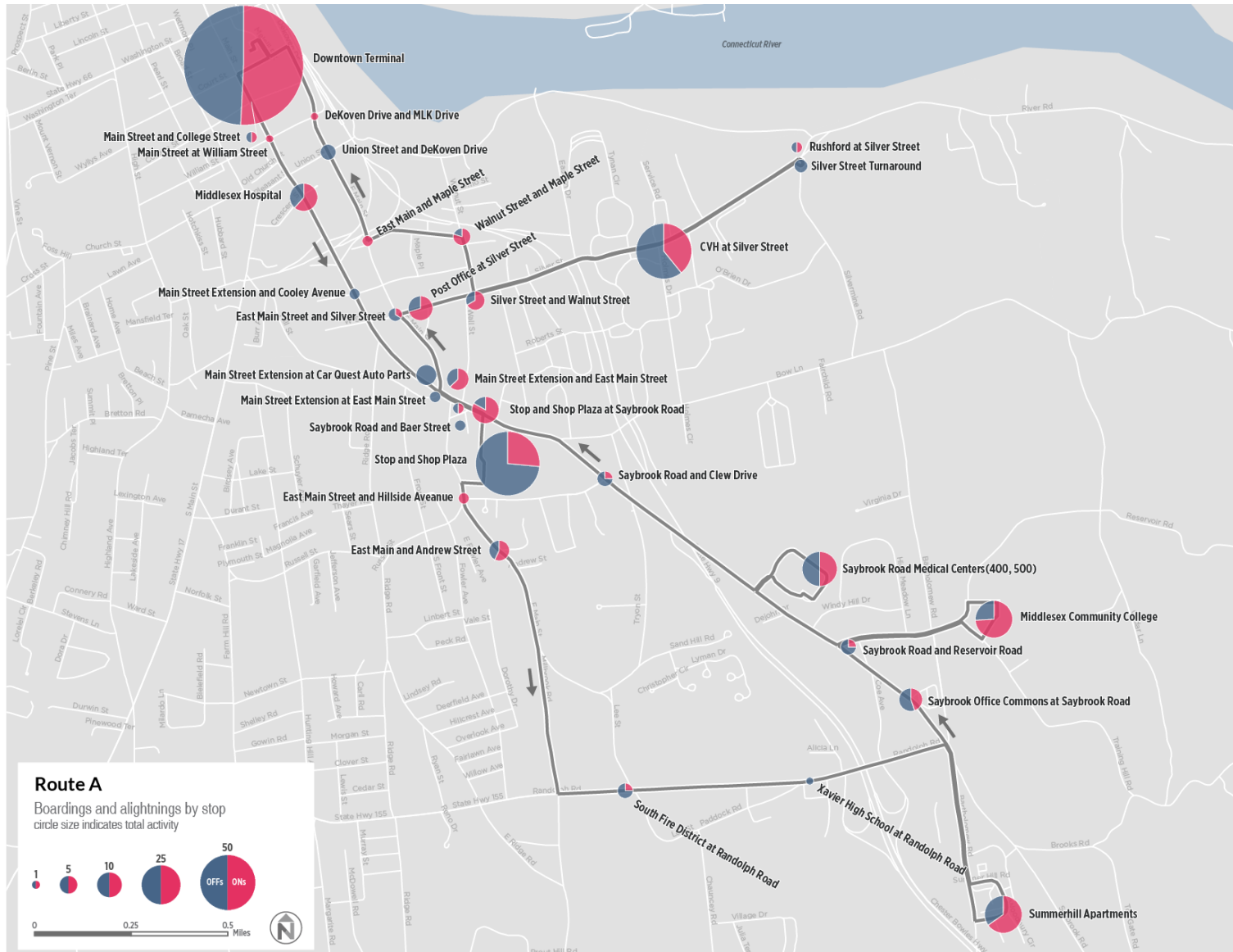
- Stop & Shop Plaza (18 boardings and 50 alightings) serving a large shopping center
- Summerhill Apartments (15 boardings and 8 alightings)
- Middlesex Community College (17 boardings and 6 alightings) with connection to 9 Town Transit Routes 644 and 645
- Saybrook Road Medical Centers (10 boardings and 10 alightings)
- CVH at Silver Street (20 boardings and 31 alightings) serving several medical facilities

Also of note, the stops along East Main Street and Randolph Road have very low ridership. These stops serve low density residential areas and Xavier High School.

Ridership by Trip

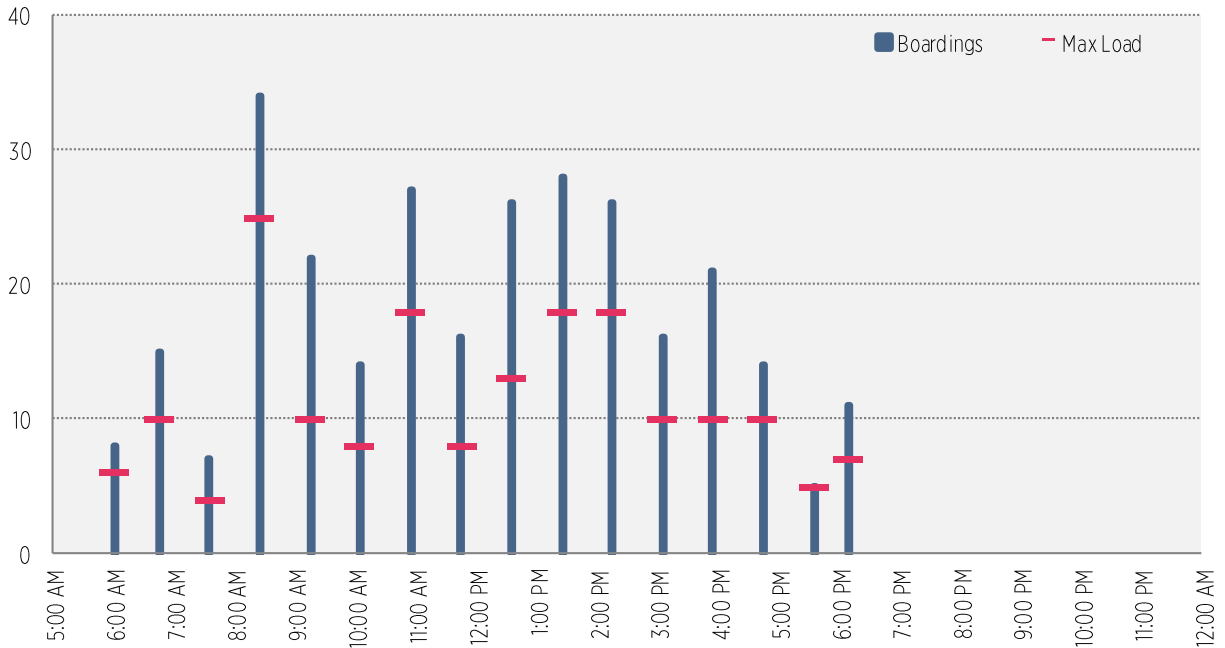
Route A ridership is high during the AM peak and is generally strong through the midday. Ridership is highest on the 8:25 a.m. trip, with 34 total boardings and a maximum load of 25 people. Most trips from 11 a.m. to 2 p.m. exceed 25 boardings: The 1:25 p.m. trip has 28 boardings, while the 12:35 p.m. and 2:15 p.m. trips both carry 26 boardings. Maximum loads do not exceed 25 riders on any trip, indicating that overcrowding is not a significant issue on Route A.

Figure 2: Ridership by Stop



Source: Middletown Area Transit, 2017 Route A Ridership Data

Figure 3: Ridership by Trip



Source: Middletown Area Transit, June 2019 Route A trips

Service Performance

Route A is the highest-ridership route in the MAT system. On weekdays, Route A carries an average of 191 passengers per day, or 14.7 passengers per revenue hour (see Table 3). The route also ranks highest in terms of productivity, performing above the systemwide average for riders per revenue hour and riders per trip.

Table 3: Productivity Statistics

	Average Weekday Ridership	Riders per Revenue Hour	Riders per Trip
Route A	191	14.7	11.9
MAT Average	95	8.7	7.5

Middletown Area Transit, June 2019

Service Improvement Opportunities

Opportunities to strengthen Route A are listed below and are included for discussion purposes only. Some suggestions may be contradictory, as there is usually more than one approach to improving a route. No specific changes are recommended at this time.

- **Simplify Alignment.** Route A is circuitous with many diversions from Saybrook Road. Simplifying the route would make it easier for riders to navigate.
- **Bidirectional Service along Saybrook Road and Hillside Avenue.** Route A effectively operates two one-way loops. This route design increases coverage but significantly lengthens ride times and forces passengers to travel the entire length of the route to complete a round trip. Further, ridership is very low at stops along East Main Street and

Randolph Road. By changing to a bidirectional alignment along Saybrook Road, via Stop & Shop and Hillside Avenue, riders can more quickly and easily reach their destination with more predictable service.

- **Turnaround at Connecticut Valley Hospital instead of Silvermine Road.** Route A currently deviates onto Silver Street to serve Connecticut Valley Hospital, then continues along Silver Street before turning around at Silvermine Road, adding one mile of travel to every trip. Turning around at Connecticut Valley Hospital would save travel time for riders, including the 20 daily riders who board at the hospital.
- **Service frequency/span changes.** High ridership on the 8:35 a.m. trip indicates particularly high demand for service at this time. Increasing trip frequency to 30 minutes during the AM peak period would better serve riders. Adding an additional trip around 9 a.m. would help reduce passenger crowding.