

Middletown Area Transit (MAT)

Route C

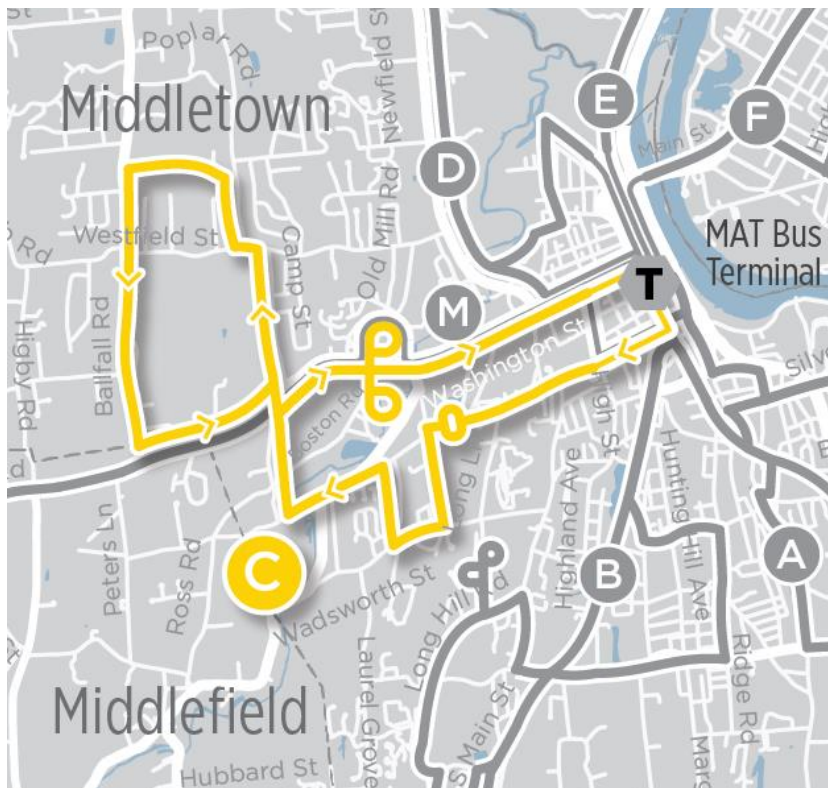
Washington Street

Route Overview

Route C provides service in western parts of Middletown, serving Sbona Towers, Wesleyan University, 4 Corners, and Sagamore Hills. Service operates as a large one-way loop with all trips beginning and ending in Downtown Middletown at the MAT Terminal. Route C primarily operates along Washington Street, Church Street/Cross Street, and Ballfall Road.

As of June 2019, the alignment for Route C was changed from a pattern serving Long Lane and High Street to one serving Camp Street and Ballfall Street, which were previously served by Route E. Figure 1 shows the current alignment for Route C.

Figure 1: Route C Map



Route C operates on weekdays only during daytime hours. Service operates from 6 a.m. until 6:55 p.m., with trips operating every 50 minutes. During weekday evenings, part of Route C's alignment is served by Route H. On Saturdays, Route S2 operates a combined route serving parts of both Route C's alignment and Route B's alignment.

Table 1: Schedule Statistics

Service Day	Span of Service	Frequency (Minutes)	Daily Trips
Monday – Friday	6 AM to 6:55 PM	50	16
Saturday	–	–	–

Middletown Area Transit, June 2019 Schedule

Connections to Other Services

Route C 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 C riders can also connect to 9 Town Transit Route 644 Old Saybrook/Middletown and Route 645 Madison/Middletown, CTtransit Route 55 to Hartford (see Table 2).

Table 2: Service Connections

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

Ridership by Stop

Route C's highest ridership stop is at the MAT Terminal, with 84 daily boardings and 73 daily alightings. Other high-ridership stops along Route C include:

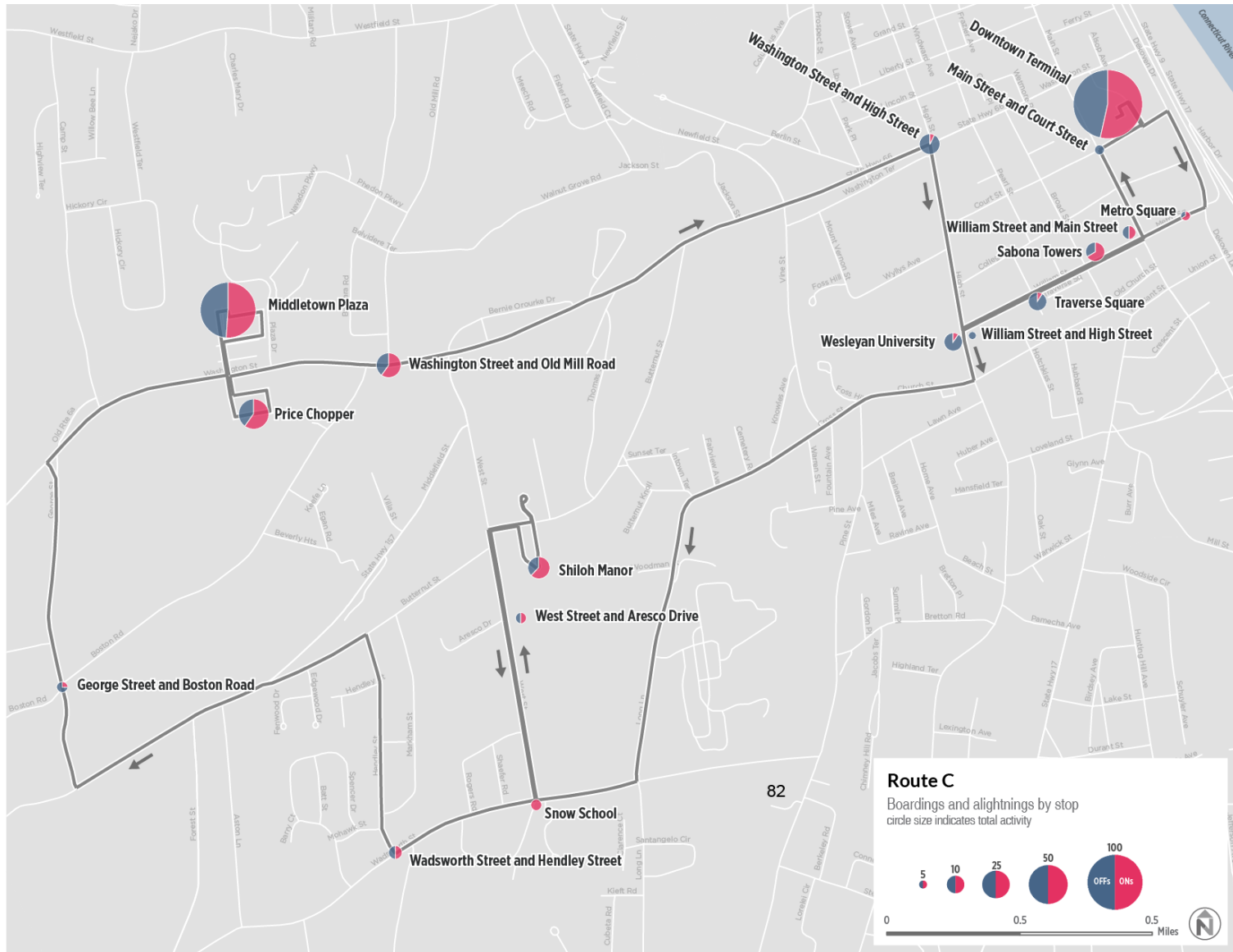
- Middletown Plaza (52 boardings and 50 alightings) serving a shopping plaza and nearby businesses and apartments
- Price Chopper (18 boardings and 12 alightings) serving a shopping plaza with a Price Chopper supermarket

Areas with very low ridership include the western portion of the route along George Street and Middlefield Street. The segment of the route along Cross Street and Long Lane had no alightings or boardings at all.

Ridership by Trip

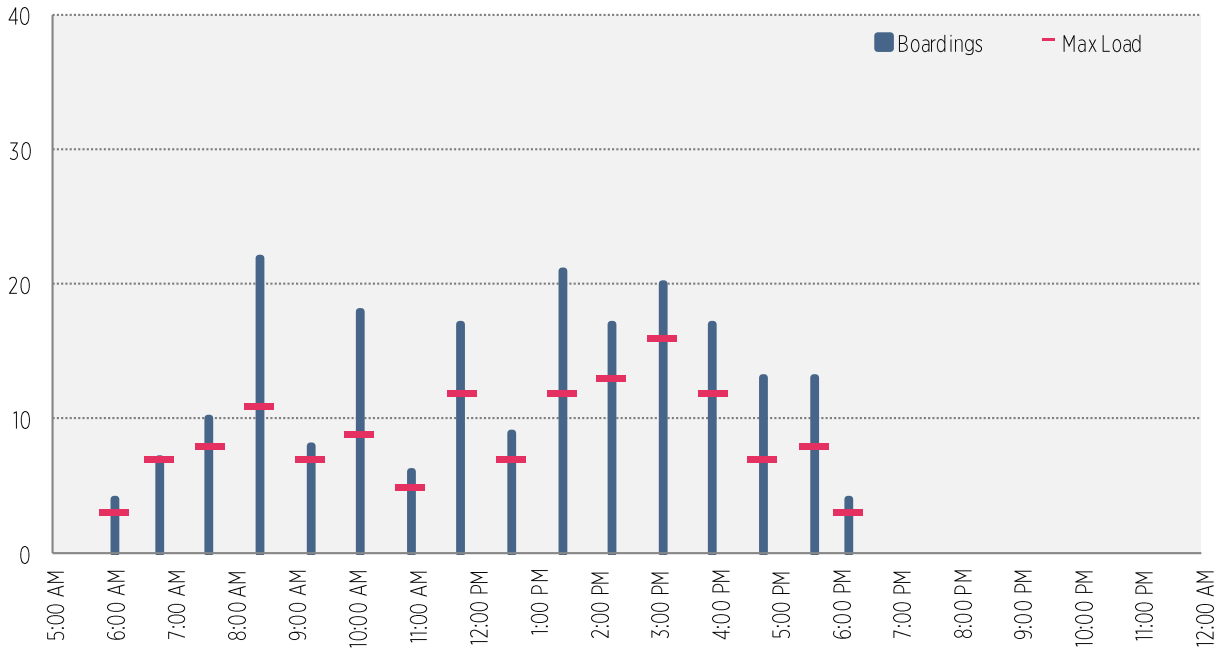
On weekdays, Route C ridership is highest on some morning trips and in the late afternoon. Trips before 8 a.m. carry 10 or fewer riders. The highest ridership trip is at 8:25 a.m., with 22 boardings and a maximum load of 11 riders. Between 1 p.m. and 4 p.m., all trips carry more than 15 riders, and two carry at least 20 riders: the 1:25 p.m. trip has 21 boardings and a maximum load of 12 riders, and the 3:05 p.m. trip has 20 boardings and a maximum load of 16.

Figure 2: Ridership by Stop



Source: Middletown Area Transit, 2017 Route C Ridership Data

Figure 3: Ridership by Trip



Source: Middletown Area Transit, June 2019 Route C trips

Service Performance

On weekdays, Route C carries an average of 145 passengers per day (ranking third out of nine weekday routes), or 11.2 passengers per revenue hour (see Table 3). In terms of productivity, Route C performs above the MAT averages for riders per revenue hour and riders per trip.

Table 3: Productivity Statistics

	Average Weekday Ridership	Riders per Revenue Hour	Riders per Trip
Route C	145	11.2	9.1
MAT Average	95	8.7	7.5

Middletown Area Transit, June 2019

Service Improvement Opportunities

Opportunities to strengthen Route C are listed below. 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. Note that Route C’s alignment has changed significantly since ridership data was collected, and route changes introduced in June 2019 may impact the route’s service performance.

- **Redesign Route C to simplify service.** Route C is circuitous and resembles a “figure 8” series of loops with several deviations, making service difficult to understand. Simplifying the route to be more direct and operate bidirectional service would make service faster and easier for riders to navigate (see Figure 4).

- **Focus service along Washington Street.** Washington Street is a primary corridor, providing a direct connection between downtown Middletown and retail hubs such including Middletown Plaza and Price Chopper.
- **Bidirectional Service.** Route C is a single-direction route. This design increases coverage but significantly lengthens ride times. By changing to a bidirectional alignment, riders can more quickly and easily reach their destinations.
- **Discontinue northwest loop.** Ridership is extremely low along the Ballfall Road/Congdon Road/Camp Street loop, which serves a very low-density area.
- **Extend Route C to serve southern part of Long Lane.** Extend Route C south after serving Shiloh Manor to serve Santangelo Circle and Daddario Road, which are served today by Route B.

Figure 4: Potential Route C Alignment

