

Middletown Area Transit (MAT)

Route E

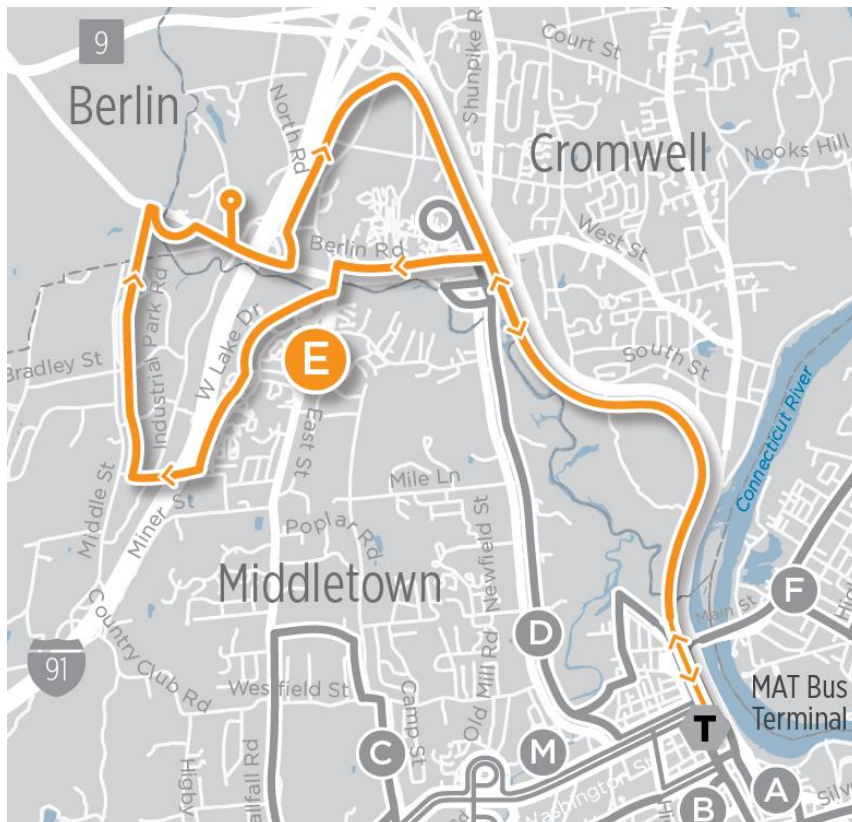
Westlake Drive

Route Overview

Route E provides service to Westlake Drive, FedEx Ground Middletown, Walmart, and Price Rite. Service is provided to Middletown, Berlin, and Cromwell. The route operates as a large one-way loop through northern Middletown, with bidirectional non-stop service along CT 9. All trips begin and end in Downtown Middletown at the MAT Terminal. Route E primarily travels along CT 9, CT 372/Berlin Road, and Middle Street.

As of June 2019, the alignment for Route E was changed from a pattern serving Industrial Park Road, East Street, Camp Street, and Ballfall Road to one serving Middle Street and providing direct service to the FedEx Ground facility. Route E now begins and ends at the MAT Terminal, whereas the previous alignment terminated at Middletown Plaza and did not serve the MAT Terminal. Ballfall Road and Camp Street are currently served by Route C. Figure 1 shows the current alignment for Route E.

Figure 1: Route E Map



Route E 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 E’s alignment is served by Route I. On Saturdays, Route S3 operates a combined route serving parts of both Route E’s alignment and Route D’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 E 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 E riders can connect to 9 Town Transit Route 644 Old Saybrook/Middletown and Route 645 Madison/Middletown, and CT*transit* Route 55 to Hartford. Route E stops at the Walmart in Cromwell, where riders can connect to CT*transit* Route 512 to New Britain. CT*transit* Route 906 (Crowell Express) overlaps with a portion of Route E, with both systems serving the Cromwell Hills Drive apartments and the Berlin Road & East Street intersection (see Table 2).

Table 2: Service Connections

Location	Connect To
MAT Terminal	9 Town Transit Route 644, 645 CT <i>transit</i> Route 55
Cromwell Walmart	CT <i>transit</i> Route 512
Cromwell Hills Drive Apartments Berlin Road & East Street	CT <i>transit</i> Route 906 (Express)

Ridership by Stop

Route E’s highest ridership stop is Middletown Plaza, with 41 daily boardings and 47 daily alightings. This stop serves a shopping plaza, nearby businesses, and apartment buildings. Other high ridership stops along Route E include:

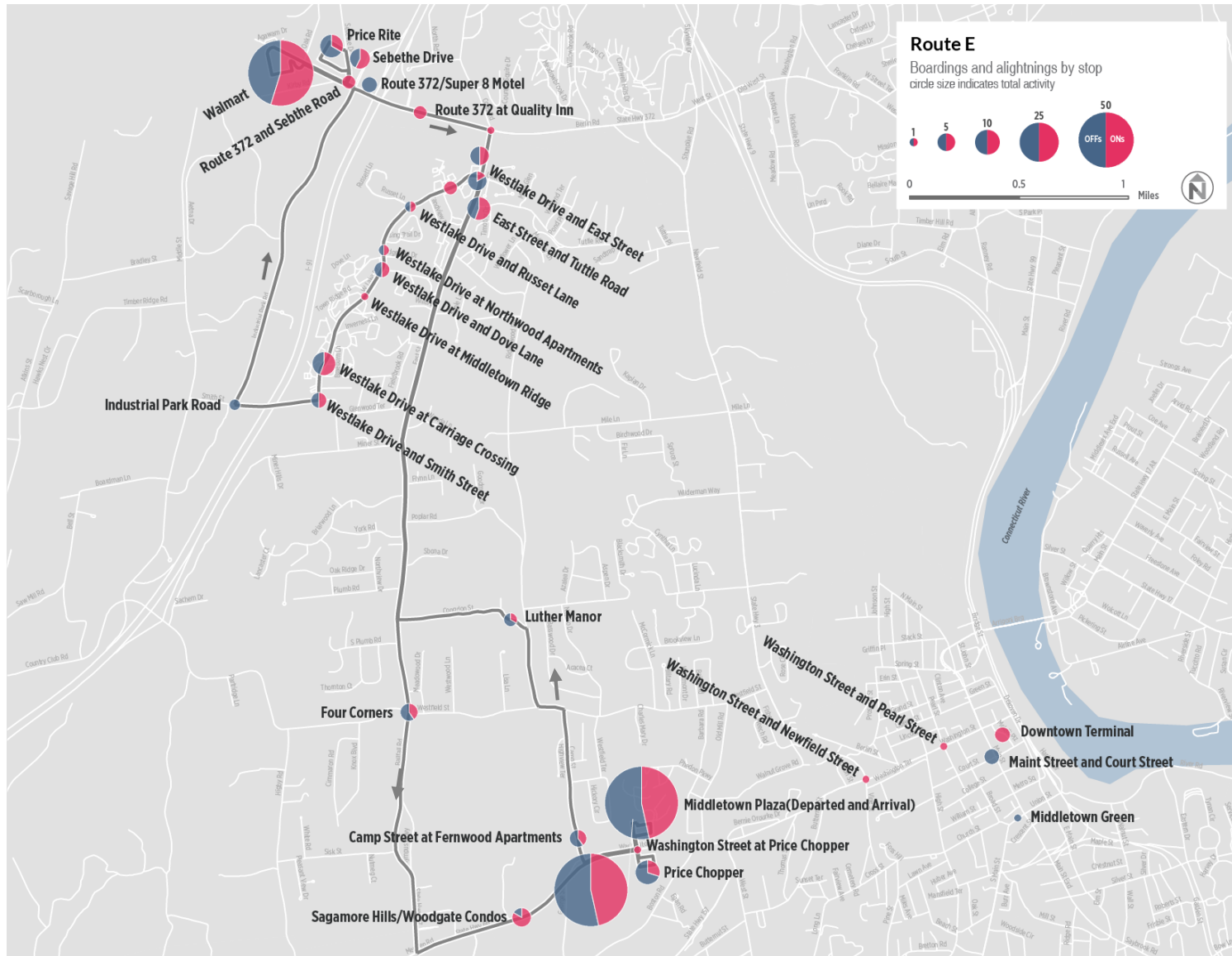
- Walmart (39 boardings and 32 alightings) with connection to CT*transit* Route 512

Areas with very low ridership include the portion of the route along Camp Street, Ridgewood Street, and Congdon Street, as well as the Industrial Park Road segment.

Ridership by Trip

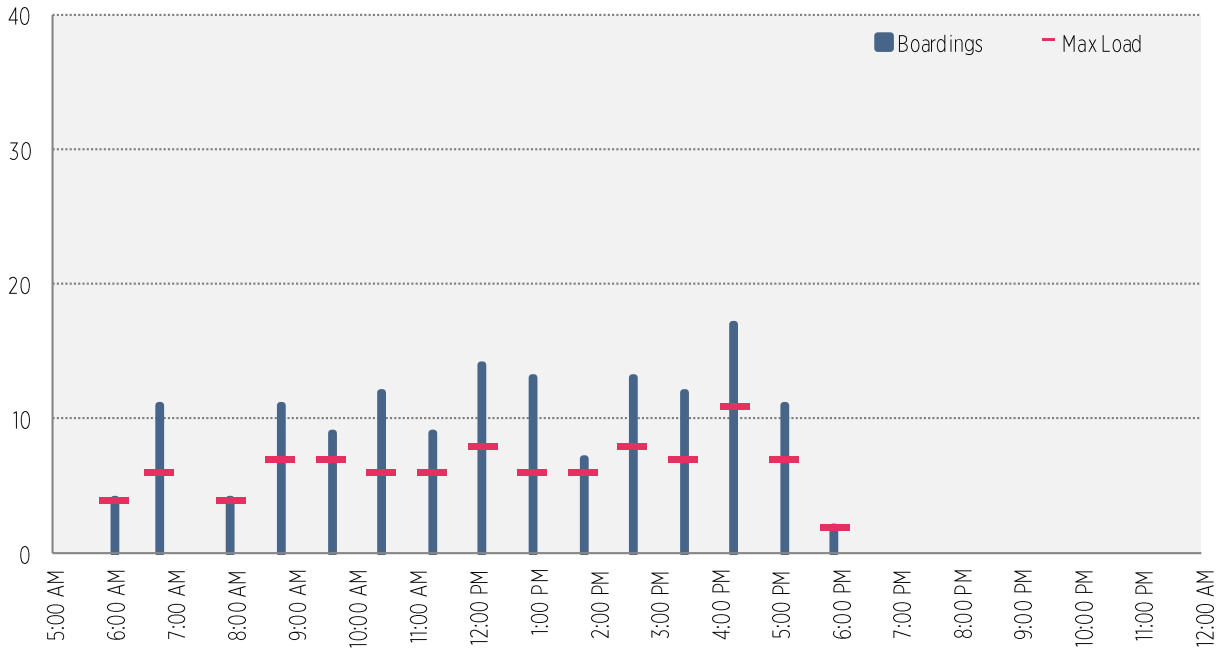
Route E ridership is generally consistent throughout the day, with most trips carrying approximately 9-14 riders. The 12:06 p.m. trip has the route’s second-highest ridership, with 14 boardings and a maximum load of eight riders. The highest ridership trip is at 4:16 p.m., with 17 boardings and a maximum load of 11 riders.

Figure 2: Ridership by Stop



Source: Middletown Area Transit, 2017 Route E Ridership Data

Figure 3: Ridership by Trip



Source: Middletown Area Transit, June 2019 Route E trips

Service Performance

On weekdays, Route E carries an average of 77 passengers per day, or 5.9 passengers per revenue hour (see Table 3). In terms of productivity, Route E performs below 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 E	77	5.9	4.8
MAT Average	95	8.7	7.5

Middletown Area Transit, June 2019

Service Improvement Opportunities

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

- Bidirectional service along Westlake Drive and Middle Street.** Traveling outbound, Route E operates via Westlake Drive and Middle Street to serve FedEx, Walmart, and PriceRite, then returns to downtown Middletown via I-91 and CT 9. Operating inbound service along the same alignment in reverse would allow riders from Westlake Drive to complete a round trip without having to travel the entire length of the route.

- **Late night trip to meet FedEx shift change.** Add a late-night trip on Route E to serve workers for the 10 PM shift change at FedEx. Alternatively, realign Route I to serve Middle Street and FedEx.
- **Add Saturday Service.** Operate Route E on Saturdays to connect riders to FedEx and retail/commercial jobs and destinations.