

Middletown Area Transit (MAT)

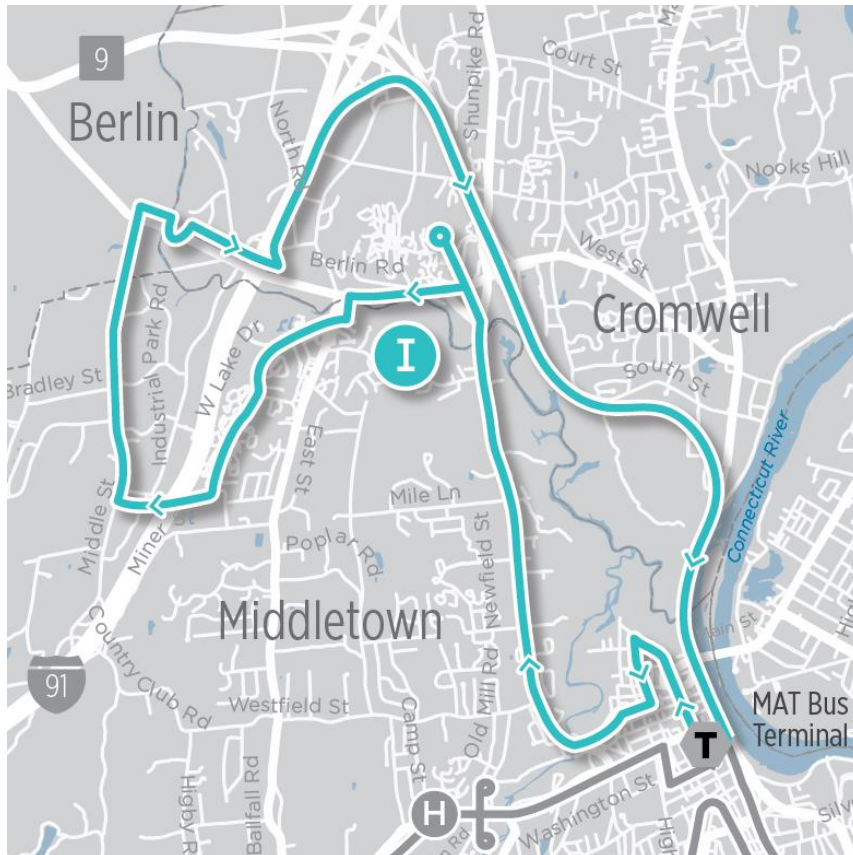
Route I

North

Route Overview

Route I is one of two MAT routes that operate evening service in Middletown. The route covers portions of MAT's northern daytime routes, providing service to Newfield Towers, K-Mart Plaza, Stop & Shop, Industrial Park Road, Walmart, The Shops At Cromwell Square. The route operates as a large one-way loop, with all trips beginning and ending in Downtown Middletown at the MAT Terminal. Route I primarily travels along Newfield Street, Berlin Road, Industrial Park Road, and East Street.

Figure 1: Route I Map



Route I operates on weekdays only during evening hours. Service operates from 7 PM until 11 PM, with trips operating every hour. During weekday evenings, part of Route E and Route D's alignments are served by Route I.

Table 1: Schedule Statistics

Service Day	Span of Service	Frequency (Minutes)	Daily Trips
Monday – Friday	7:00 PM to 11:00 PM	60	4
Saturday	–	–	–

Middletown Area Transit, January 2018 Schedule

Connections to Other Services

Route I begins and ends its trips in downtown Middletown at the MAT Terminal, where riders can connect to MAT Route H. The connection with Route H is a pulse connection between the two routes, which meet every hour on the hour. In addition, Route I riders can also connect to CT*transit* Route 55's last trip departing Middletown. CT*transit* Route 512 to New Britain also serves the Walmart in Cromwell, allowing Route I riders to make a connection (see Table 2).

Table 2: Service Connections

Location	Connect To
MAT Terminal	MAT Route H CT <i>transit</i> Route 55 (1 trip)
Cromwell Walmart	CT <i>transit</i> Route 512

Ridership by Stop

Route I's highest ridership stop is at the Main Street Market at Main Street, with 29 daily boardings and 6 daily alightings. Other high ridership stops along Route I include:

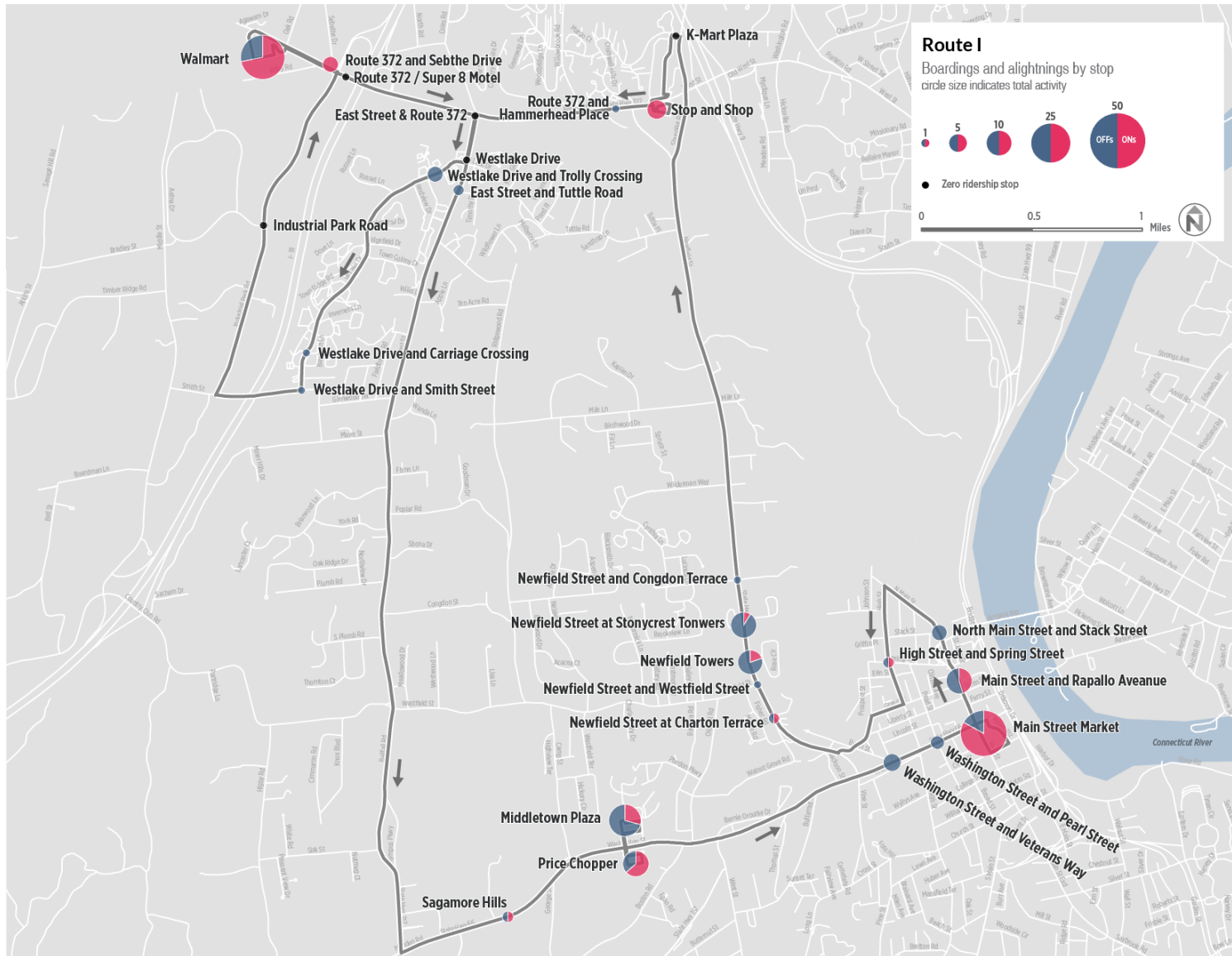
- Walmart in Cromwell (23 boardings and 9 alightings), a major shopping center and a place where customers can connect to CT*transit* Route 512 to New Britain.
- Middletown Plaza (5 boardings 12 alightings), a shopping center in Middletown.

Other stops with notable ridership include Price Chopper; Main Street at Rapallo Avenue, which serves Main Street and is near the Community Health Center; and stops serving residential areas, Newfield Towers and Newfield Street at Stonycrest Towers.

Ridership by Trip

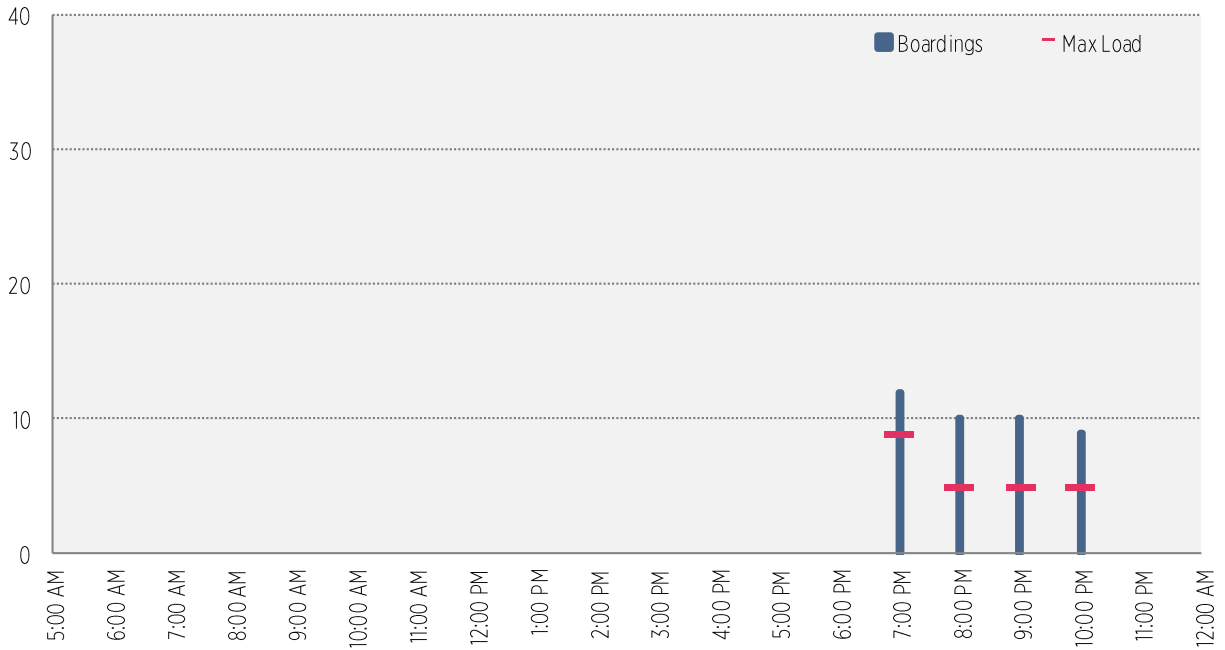
Route I has 9 to 11 boardings weekday evenings. The highest number of boardings occurs during the first trip, and the lowest number of boardings happen during the last trips of the night. The maximum load a trip carries does not reach the number of boardings during each trip. The maximum load is highest during the first trip at 7 p.m., with most passengers on the bus at the same time at some point during the trip.

Figure 2: Ridership by Stop



Source: Middletown Area Transit, 2017 Route I Ridership Data

Figure 3: Ridership by Trip



Source: Middletown Area Transit, June 2019 Route I trips

Service Performance

On weekdays, Route I carries an average of 39 passengers per day, or 9.8 passengers per revenue hour (see Table 3). In terms of productivity, Route I performs above the MAT average for riders per revenue hour and riders per trip, and ranks above some daytime routes in terms of service productivity.

Table 3: Productivity Statistics

	Average Weekday Ridership	Riders per Revenue Hour	Riders per Trip
Route I	39	9.8	9.8
MAT Average	95	8.7	7.5

Middletown Area Transit, June 2019

Service Improvement Opportunities

Opportunities to strengthen Route I 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.

- **Operate via Middle Street to serve FedEx employees.** Operate Route I via Middle Street instead of Industrial Park Road to directly serve FedEx employees during the 10 p.m. shift change. Alternatively, add a late-night trip on Route E.
- **Operate bidirectional service along Newfield Street.** Route I operates a large one-way loop that follows the alignments of Route E and Route D in different directions: the route travels along CT 9 in one direction and along Newfield Street in the other.

Operating along Newfield Street inbound and outbound would allow riders traveling to or from Newfield Street and just north of downtown to complete their trip without having to travel through the MAT Terminal and ride the entire length of the route. By serving Newfield Street instead of CT 9, Route I would provide more convenient evening service to customers in northeast Middletown while maintaining access to destinations including K-Mart Plaza, Walmart, and northern Middletown.

- **Consistent alignment north of Downtown Middletown.** Route I operates along two different alignments when traveling outbound (North Main Street and High Street) or inbound (Washington Street), effectively operating a large one-way loop and serving the neighborhood north of Downtown in only one direction. Serving this neighborhood in both directions would make service easier to understand and more convenient for riders to complete a round trip. Outbound trips could operate via Main Street, Stack Street, and High Street, and inbound trips via High Street, Stack Street, Rome Avenue, and Spring Street/Main Street.
- **Provide evening service on Routes D and E.** Route I effectively serves the alignments of Routes D and E, but operates as a large one-way loop that is very circuitous and takes riders of both routes out of their way during evening hours. Instead of operating an entirely different route, Routes D and E could operate longer hours of service along their regular alignments.
- **Operate Route I on Saturdays.** Operating Route I on Saturdays would allow riders to access jobs at FedEx and other locations with late shift start and end times.