

FIXED-ROUTE SERVICE ANALYSIS

Summary of Recommendations

Introduction

The Lowell Regional Transit Authority (LRTA) is conducting a Fixed-Route Service Analysis study to improve bus routes in Greater Lowell. We have developed proposed changes to LRTA's fixed-route bus system based on public input, detailed data analysis, and input from LRTA staff and bus drivers.

These recommendations will make LRTA's bus routes faster, more reliable, and easier to understand.

Proposed Changes Overview

Proposed changes to the bus system balance LRTA's limited resources (buses, bus drivers, and operating funds) with providing the best service to the most riders. Overall, the proposed changes would make major improvements to the system for riders, including:

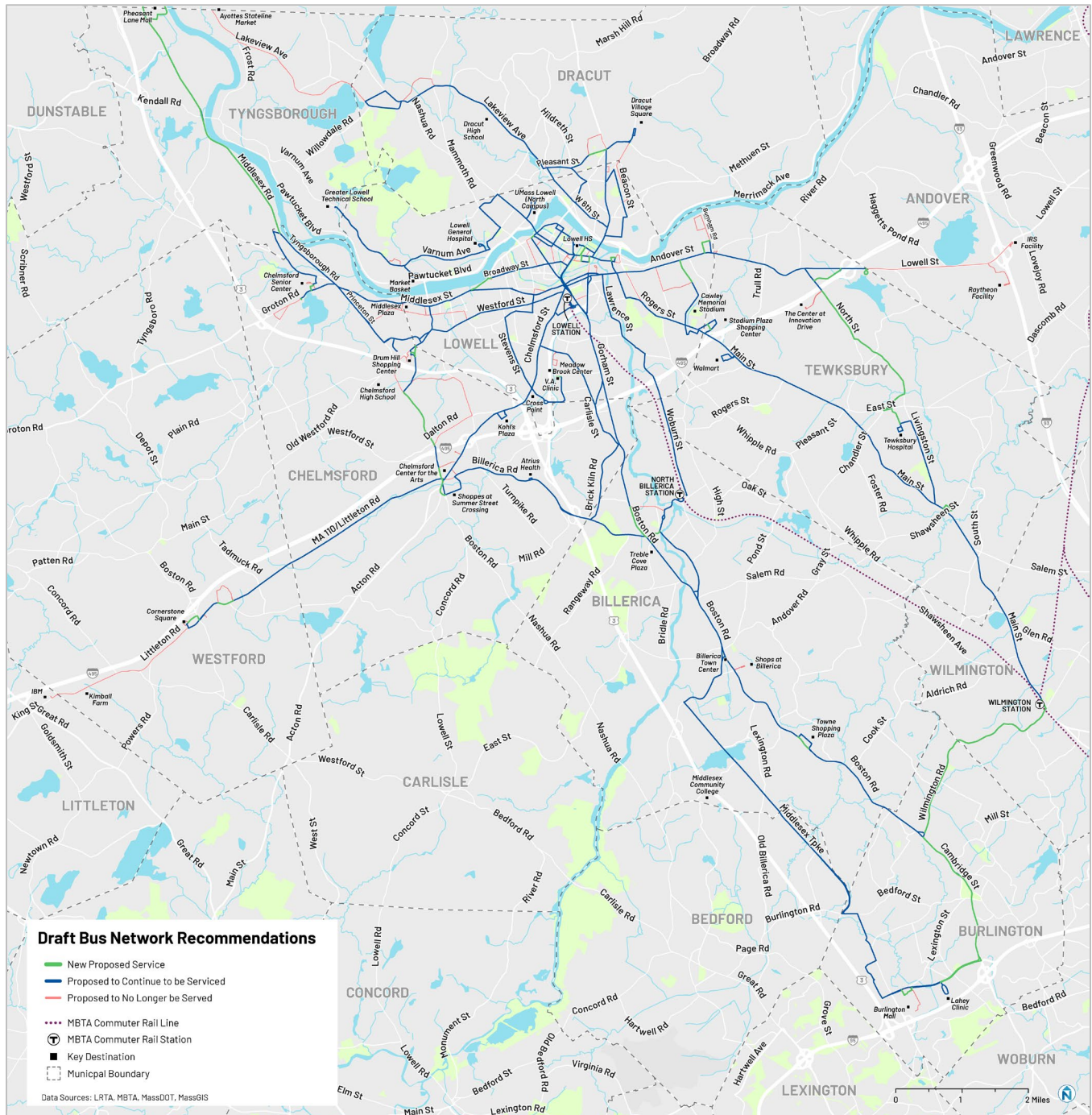
- Faster and more direct service on most routes.
- Improved weekday frequency on five routes.
- Improved weekday span of service on 11 routes.
- Two new year-round routes, including a connection to Nashua, NH, and a new route in Wilmington.

Routes that currently provide school trippers for Lowell High School, Collegiate Charter School, and Innovation Academy Charter School would continue to offer this service.

Fixed-Route Service Analysis Recommendations Summary

Lowell Regional Transit Authority

The map below shows where proposed service would operate with blue lines, shows where new service is proposed with green lines, and shows where service is proposed to be discontinued with red lines. Service is proposed to be discontinued in places where there is little or no ridership.



Fixed-Route Service Analysis Recommendations Summary

Lowell Regional Transit Authority

The table below shows proposed changes to each route's span of service (when it operates) and frequency (how often the bus arrives). In general, service is proposed to be improved where there is an opportunity to serve more riders and reduced where there is limited or no ridership.

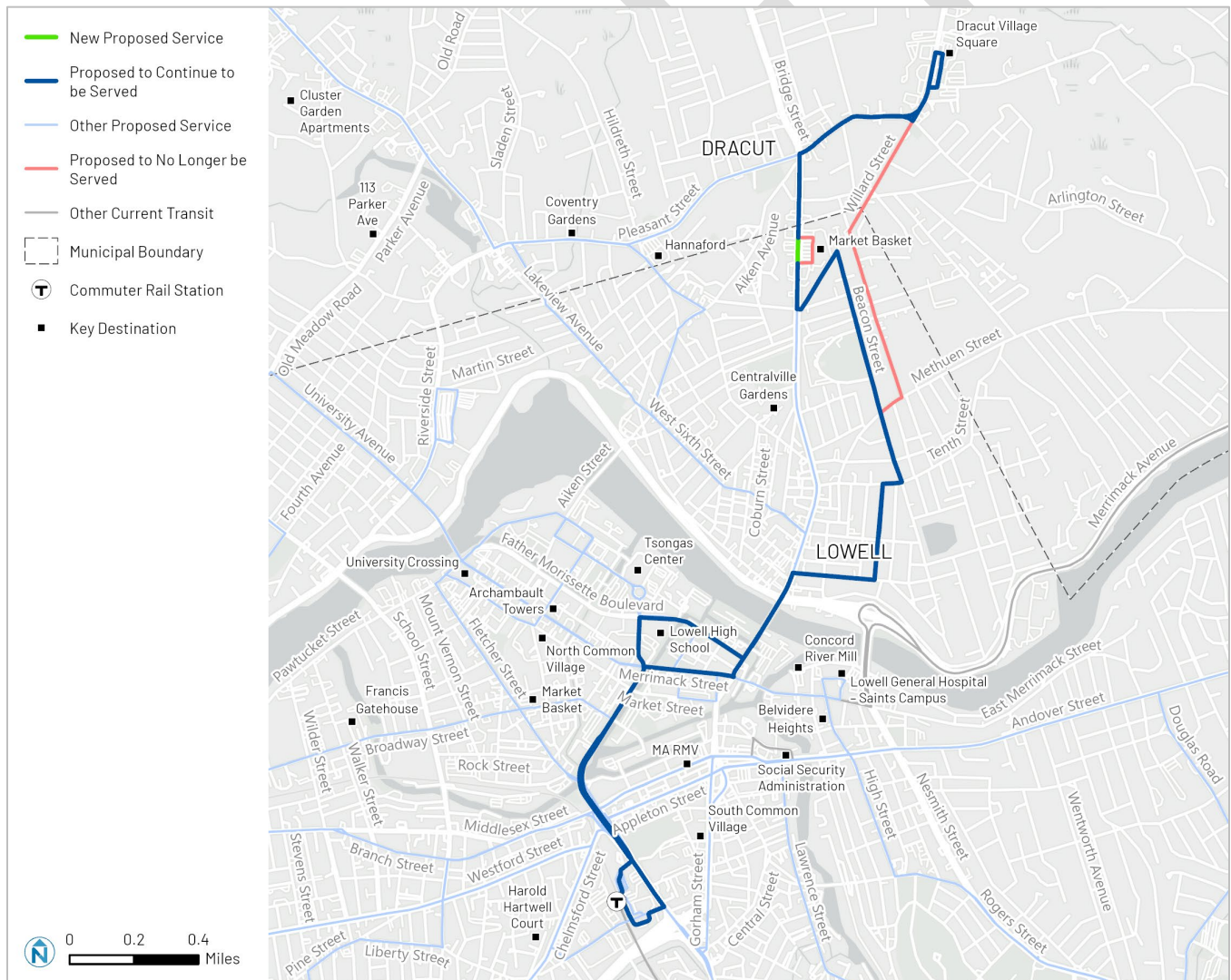
Rt #	Weekday Span of Service (Apprx.)				Weekday Headways				Saturday Span of Service (Apprx.)				Saturday Headways			
	Existing Start	Existing End	Rec Draft Start	Rec Draft End	Existing Avg. Peak	Existing Avg. Off-Peak	Rec Draft Peak	Rec Draft Off-Peak	Existing Start	Existing End	Rec Draft Start	Rec Draft End	Existing Avg. Peak	Existing Avg. Off-Peak	Rec Draft Peak	Rec Draft Off-Peak
1	5:55 AM	7:34 PM	6:00 AM	7:00 PM	60	60	60	60	8:00 AM	5:32 PM	8:00 AM	6:00 PM	60	60	60	60
2	6:15 AM	7:50 PM	6:15 AM	8:15 PM	30	30	30	30	7:45 AM	6:55 PM	7:45 AM	7:45 PM	60	60	60	60
3	6:00 AM	7:16 PM	5:45 AM	7:15 PM	45	60	45	45	8:00 AM	5:36 PM	8:00 AM	5:45 PM	60	60	45	45
4	6:10 AM	7:01 PM	6:00 AM	7:00 PM	40	60	60	60	8:20 AM	5:55 PM	8:15 AM	6:15 PM	60	60	60	60
5	5:50 AM	7:54 PM	5:45 AM	7:45 PM	30	30	30	30	7:45 AM	6:28 PM	7:45 AM	7:00 PM	60	60	45	45
6	6:00 AM	6:32 PM	-	-	60	60	-	-	8:00 AM	5:33 PM	-	-	60	60	-	-
7	5:50 AM	8:13 PM	5:30 AM	8:30 PM	30	30	30	30	7:45 AM	6:56 PM	7:45 AM	7:45 PM	60	60	45	45
8	6:15 AM	7:44 PM	5:45 AM	7:45 PM	50	60	45	45	8:00 AM	5:42 PM	8:00 AM	5:45 PM	60	60	45	45
9	6:50 AM	7:24 PM	-	-	60	60	-	-	7:45 AM	6:24 PM	-	-	60	60	-	-
10	6:35 AM	7:07 PM	6:00 AM	7:00 PM	60	60	60	60	8:30 AM	6:50 PM	8:30 AM	6:30 PM	60	60	60	60
11	6:00 AM	4:55 PM	6:00 AM	7:00 PM	4 daily round trips		60	60	-	-	8:00 AM	6:00 PM	-	-	60	60
12	6:00 AM	8:03 PM	5:45 AM	7:45 PM	60	60	60	60	7:00 AM	6:53 PM	7:00 AM	7:00 PM	60	60	60	60
13	6:30 AM	7:51 PM	6:30 AM	8:30 PM	50	60	60	60	7:30 AM	5:41 PM	7:30 AM	5:30 PM	60	60	60	60
14	6:00 AM	7:45 PM	5:45 AM	7:45 PM	60	60	60	60	7:00 AM	6:49 PM	7:00 AM	7:00 PM	60	60	60	60
15	6:45 AM	7:45 PM	6:00 AM	7:30 PM	90	90	45	45	6:45 AM	6:30 PM	6:15 AM	6:15 PM	90	90	45	45
16	6:00 AM	8:06 PM	6:45 AM	8:45 PM	50	90	60	60	8:00 AM	6:11 PM	8:00 AM	6:00 PM	60	60	60	60
17	6:20 AM	7:51 PM	6:15 AM	8:15 PM	60	60	60	60	8:00 AM	6:13 PM	8:00 AM	6:00 PM	60	60	60	60
18	5:45 AM	7:12 PM	5:45 AM	7:45 PM	30	30	30	30	7:15 AM	7:12 PM	7:15 AM	7:15 PM	30	30	30	30
19	8:00 AM	5:50 PM	6:00 AM	10:00 PM	80	90	60	60	8:00 AM	5:50 PM	6:00 AM	10:00 PM	80	90	60	60
20.	7:15 AM	11:21 AM	7:15 AM	11:15 AM	30	30	30	30	-	-	-	-	-	-	-	-
21	-	-	6:30 AM	6:30 PM	-	-	60	60	-	-	8:00 AM	6:00 PM	-	-	60	60



ROUTE 1 CHRISTIAN HILL

Proposed to become simpler and more direct with later service

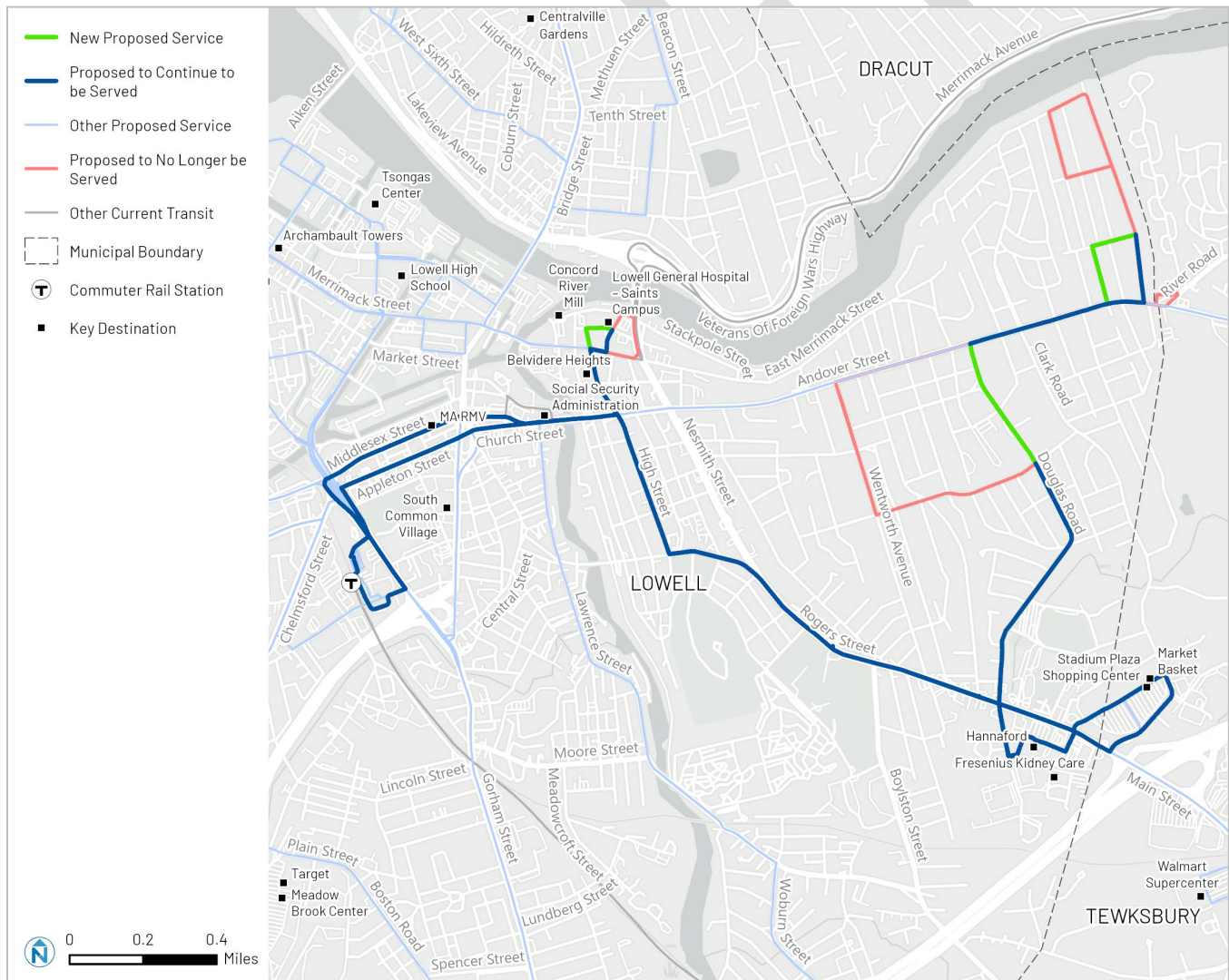
- Route 1 would operate on Beacon Street, Willard Street, Bridge Street, and Arlington Street, in both directions. It would no longer operate on Humphrey Street, Methuen Street, or part of Willard Street. This would make service easier to understand and allow most riders to avoid riding out-of-direction to reach their destination. The segment of Willard Street that would no longer be served has very low ridership today.
- Route 1 would no longer enter the Market Basket parking lot and would instead stop on Bridge Street in front of Market Basket, in both directions. This would make operating the bus safer and make the bus faster and more reliable.
- On weekdays, Route 1 would run every 60 minutes from 6:00 a.m. to 7:00 p.m., which is the same frequency and start time as the current route, but the route would end service 34 minutes earlier.
- On Saturdays, Route 1 would run every 60 minutes from 8:00 a.m. to 6:00 p.m., which is the same frequency and start time as the current route, but the route would end service 28 minutes later.



ROUTE 2 BELVIDERE

Proposed to become faster and more direct with later service

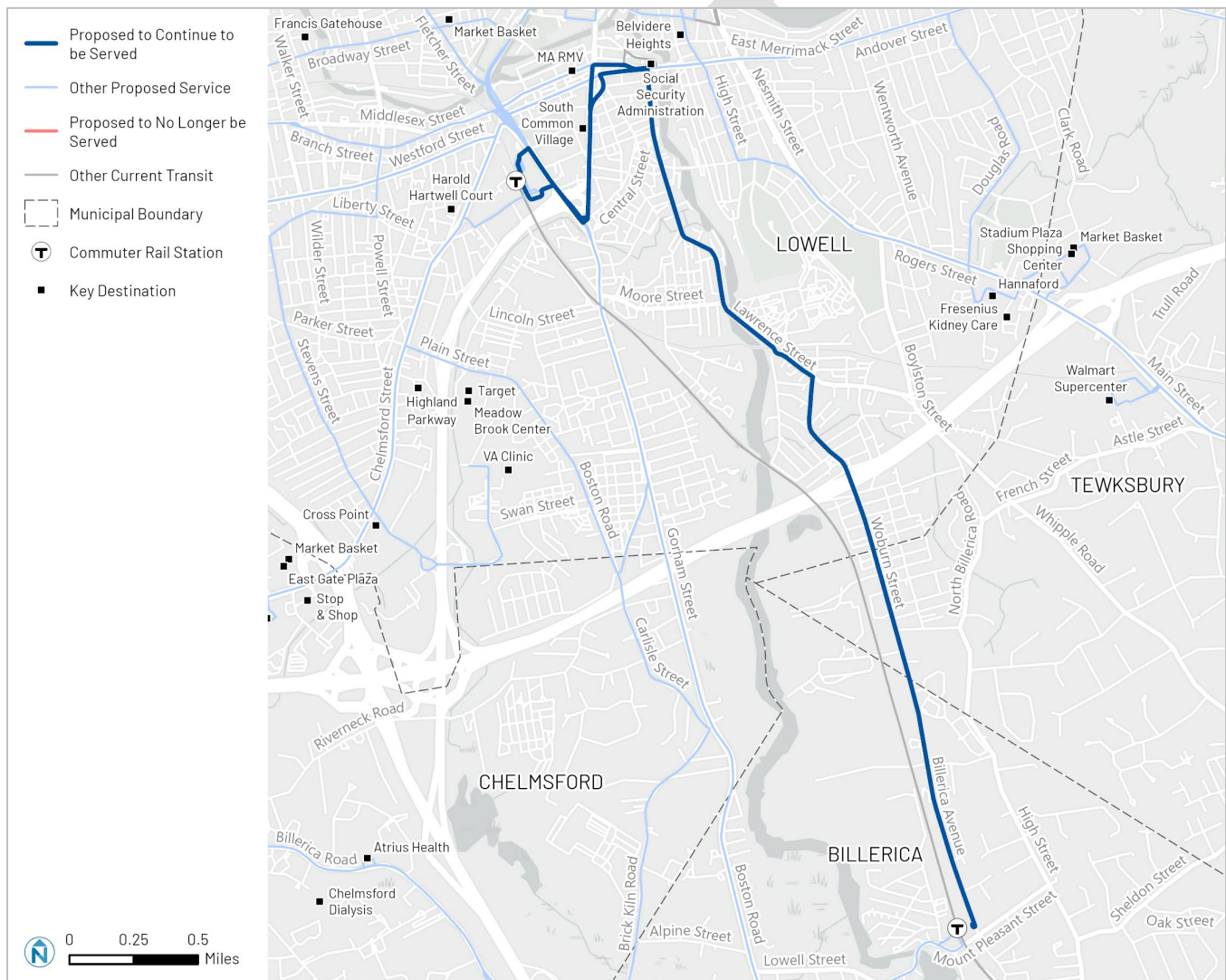
- Route 2 would operate via Douglas Road between Rogers Street and Andover Street, instead of via Hovey Street and Wentworth Avenue. This change would make service faster and more direct by allowing most riders to avoid a large deviation. Hovey Street and Wentworth Avenue have low ridership today, and riders currently boarding near Wentworth Avenue and Andover Street could use the proposed Route 11.
- Route 2 would turn around on Florence Street instead of River Road, to focus resources on places with more ridership. The segments of Burnham Road and River Road that would no longer be served have low ridership today.
- On weekdays, Route 2 would run every 30 minutes from 6:15 a.m. to 8:15 p.m., which is the same frequency and start time as the current route, but the route would end service 25 minutes later.
- On Saturdays, Route 2 would run every 60 minutes from 7:45 a.m. to 7:45 p.m., which is the same frequency and start time as the current route, but the route would end service 50 minutes later.



ROUTE 3 SOUTH LOWELL

Proposed to become more frequent.

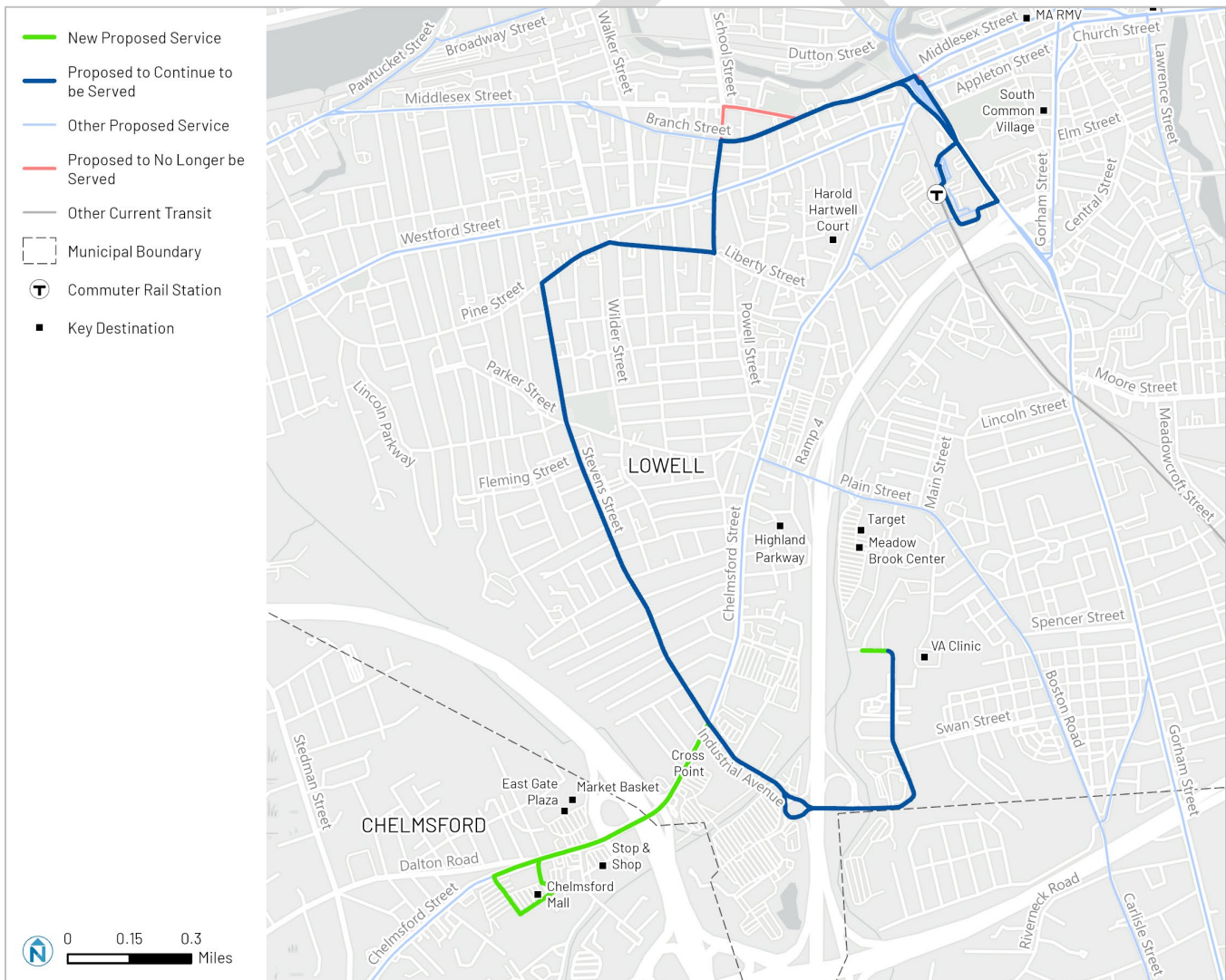
- There are no proposed changes to where Route 3 would operate.
- On weekdays, Route 3 would run every 45 minutes from 5:45 a.m. to 7:15 p.m., which is the same end time as the current route. The route would arrive more often than its current schedule of every 60 minutes at off-peak times and the route would start service 15 minutes earlier.
- On Saturdays, Route 3 would run every 45 minutes from 8:00 a.m. to 5:45 p.m. This is the same start and end time as the current route, but the route would arrive more often than its current schedule of every 60 minutes.



ROUTE 4 HIGHLANDS VIA STEVENS

Proposed to expand service to new destinations and have later service.

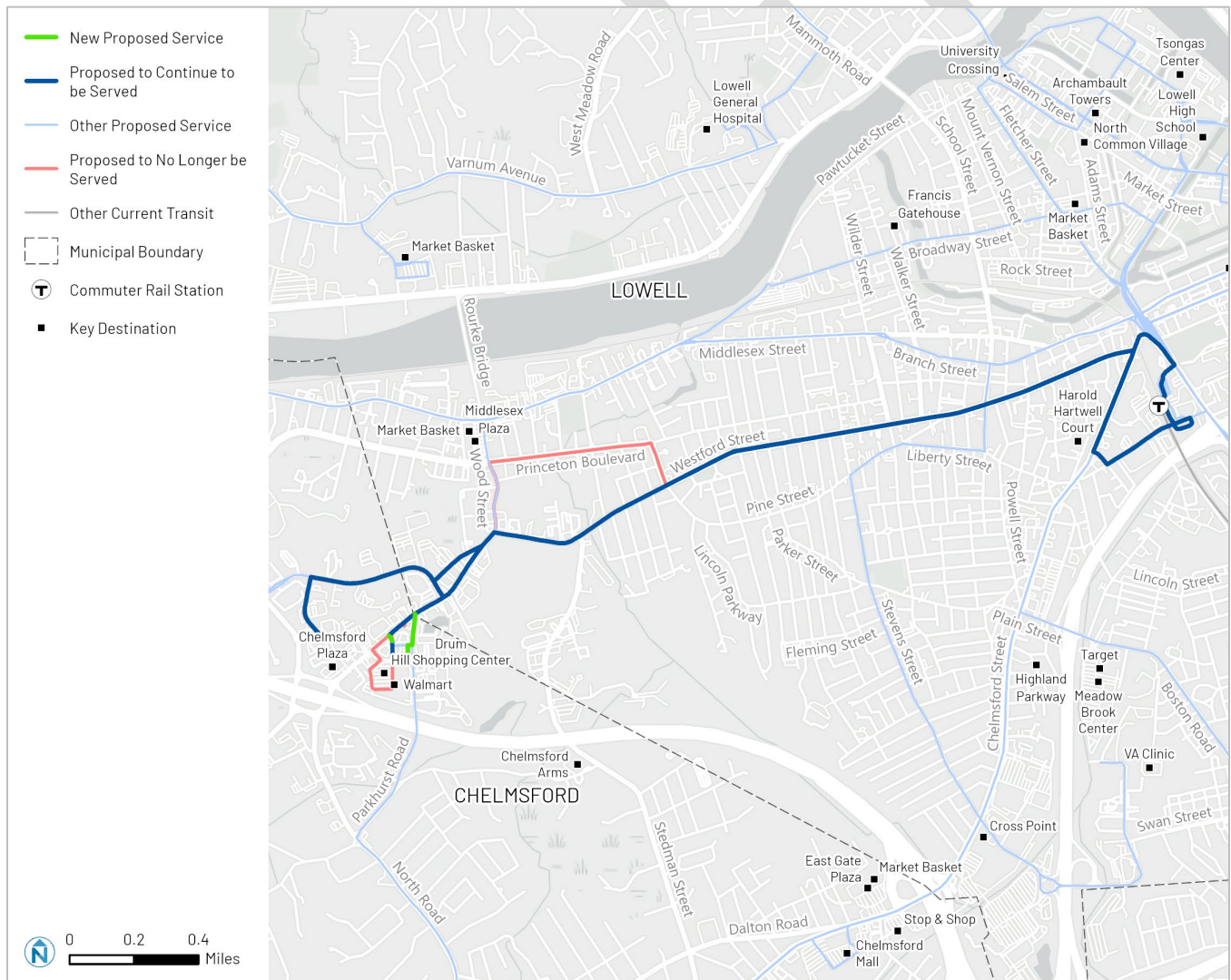
- Route 4 would run on most of the same streets as today but would now also use Chelmsford Street to serve the Chelmsford Mall. In the outbound direction, the bus would serve Chelmsford Mall after serving the VA. The bus would then leave Chelmsford Mall, serve the VA, and return to the Kennedy Center. This change would give more people access to the Chelmsford Mall, Market Basket, and Stop & Shop. Route 4 is currently one of the only LRTA routes that does not serve a grocery store.
- On weekdays, Route 4 would run every 60 minutes from 6:00 a.m. to 7:00 p.m., which is the same start and end time as the current route, but less frequent than its current schedule of every 40 minutes at peak times.
- On Saturdays, Route 4 would run every 60 minutes from 8:15 a.m. to 6:15 p.m., which is the same frequency and start time as the current route, but the route would end service 20 minutes later.



ROUTE 5 WESTFORD STREET/DRUM HILL

Proposed to be faster, more direct, and more frequent, with later service.

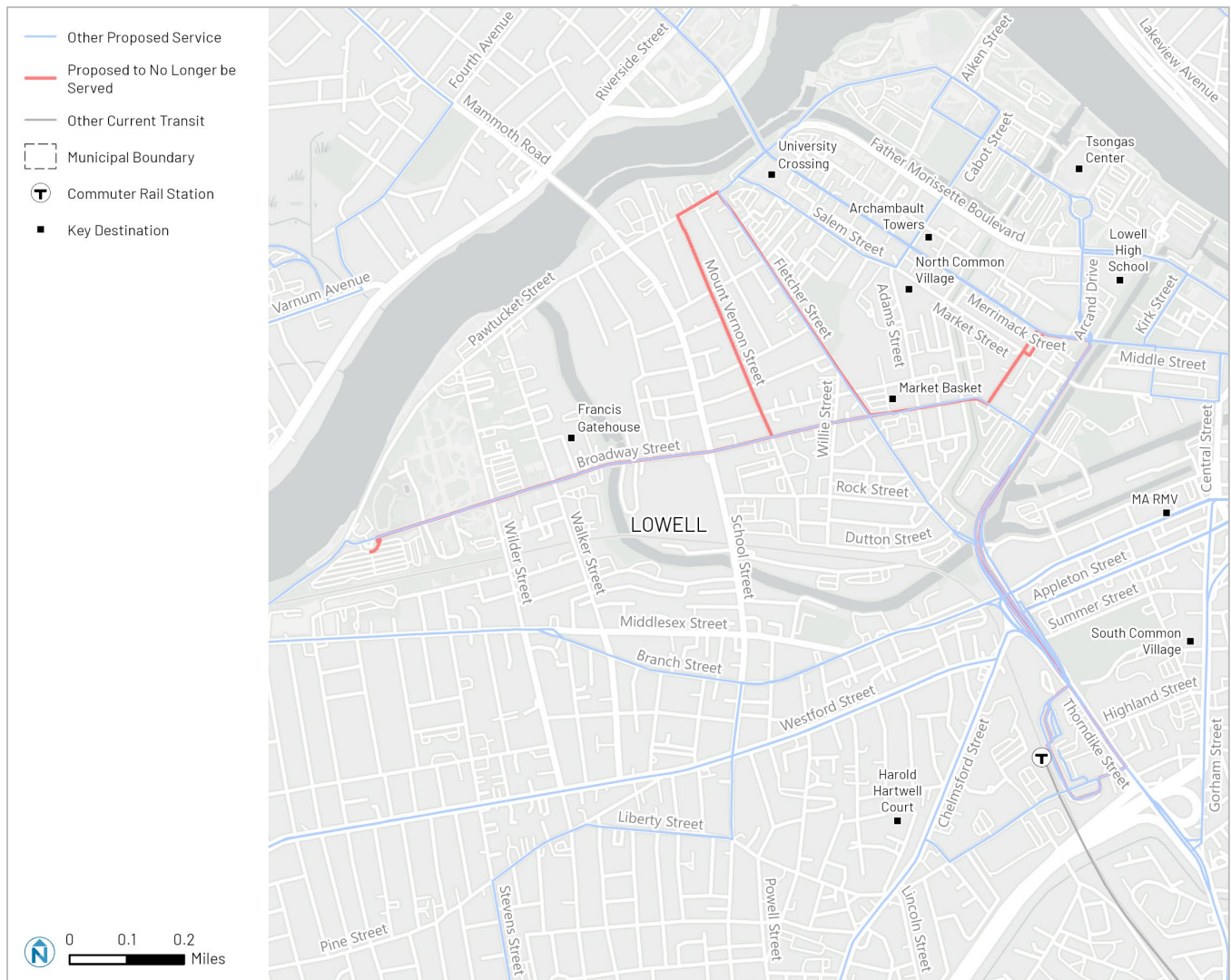
- Route 5 would operate via Westford Street in both directions, and would not use Princeton Boulevard between Pine Street and Wood Street. This change would make service more consistent, easier to understand, and faster for most riders. Pine Street and most of the segment of Princeton Boulevard that would no longer be served have low ridership today, and riders who currently board on Wood Street could use the proposed Route 17 or walk to Route 5.
- Circulation around Drum Hill Shopping Center would be simplified to speed up service, and the bus stop would be moved to the north side of the Hannaford.
- There are no proposed changes to weekday service span or frequency. Route 5 would run every 30 minutes from 5:45 a.m. to 7:45 p.m.
- On Saturdays, Route 5 would run every 45 minutes from 7:45 a.m. to 7:00 p.m., which is the same start time as the current route. The route would arrive more often than its current schedule of every 60 minutes and the route would end service 32 minutes later.



ROUTE 6 BROADWAY/UMASS LOWELL

Proposed to be replaced with Route 18 and Route 19.

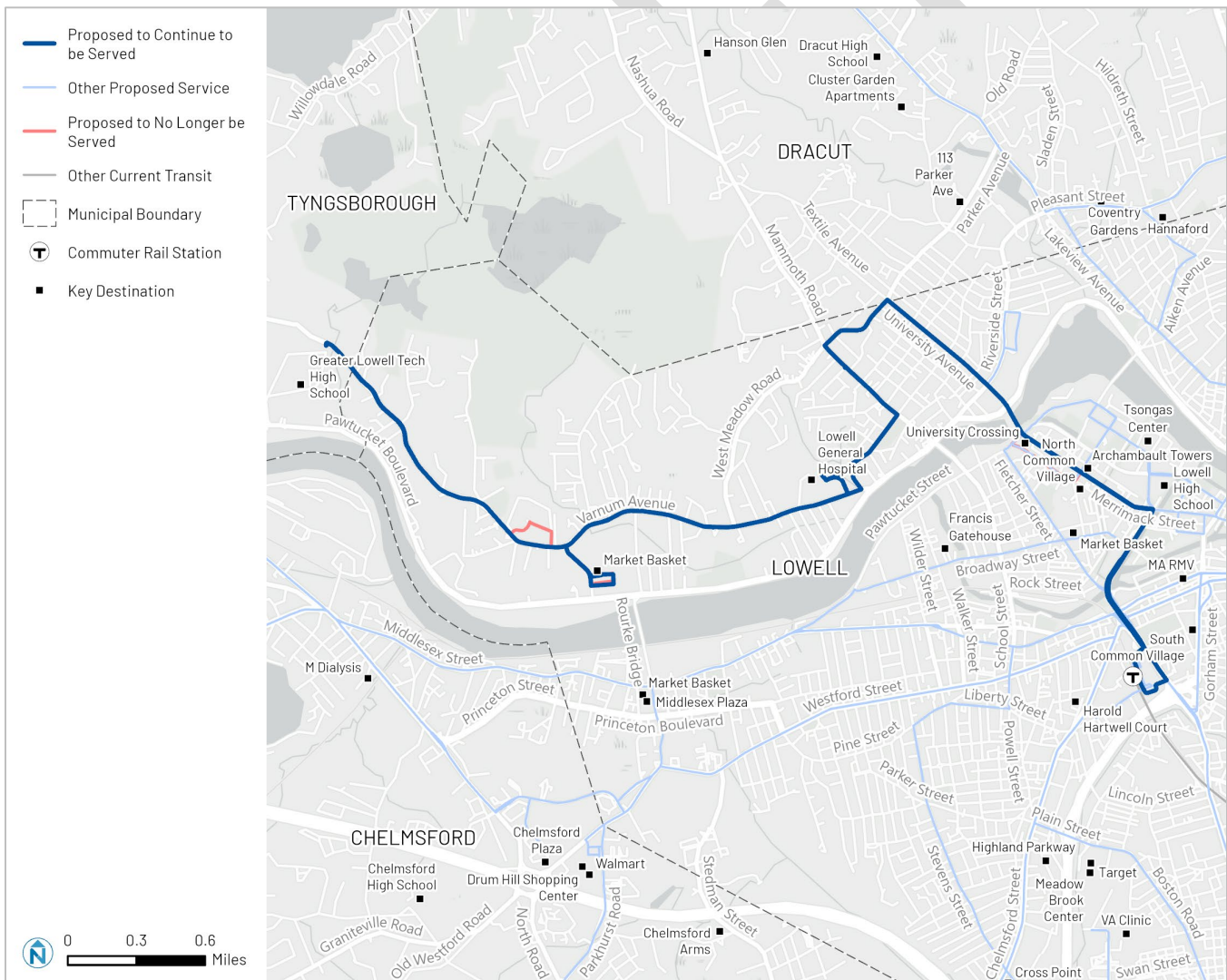
- Route 6 would be discontinued. The proposed routes 18 and 19 would serve most of the same streets.
- Riders would be able to reach destinations on Broadway Street via Route 19, which would arrive every 60 minutes. Riders would be able to reach destinations on Fletcher Street via the proposed Route 18, which would arrive every 30 minutes.



ROUTE 7 PAWTUCKETVILLE/UMASS LOWELL NORTH

Proposed to be more direct with earlier and later service.

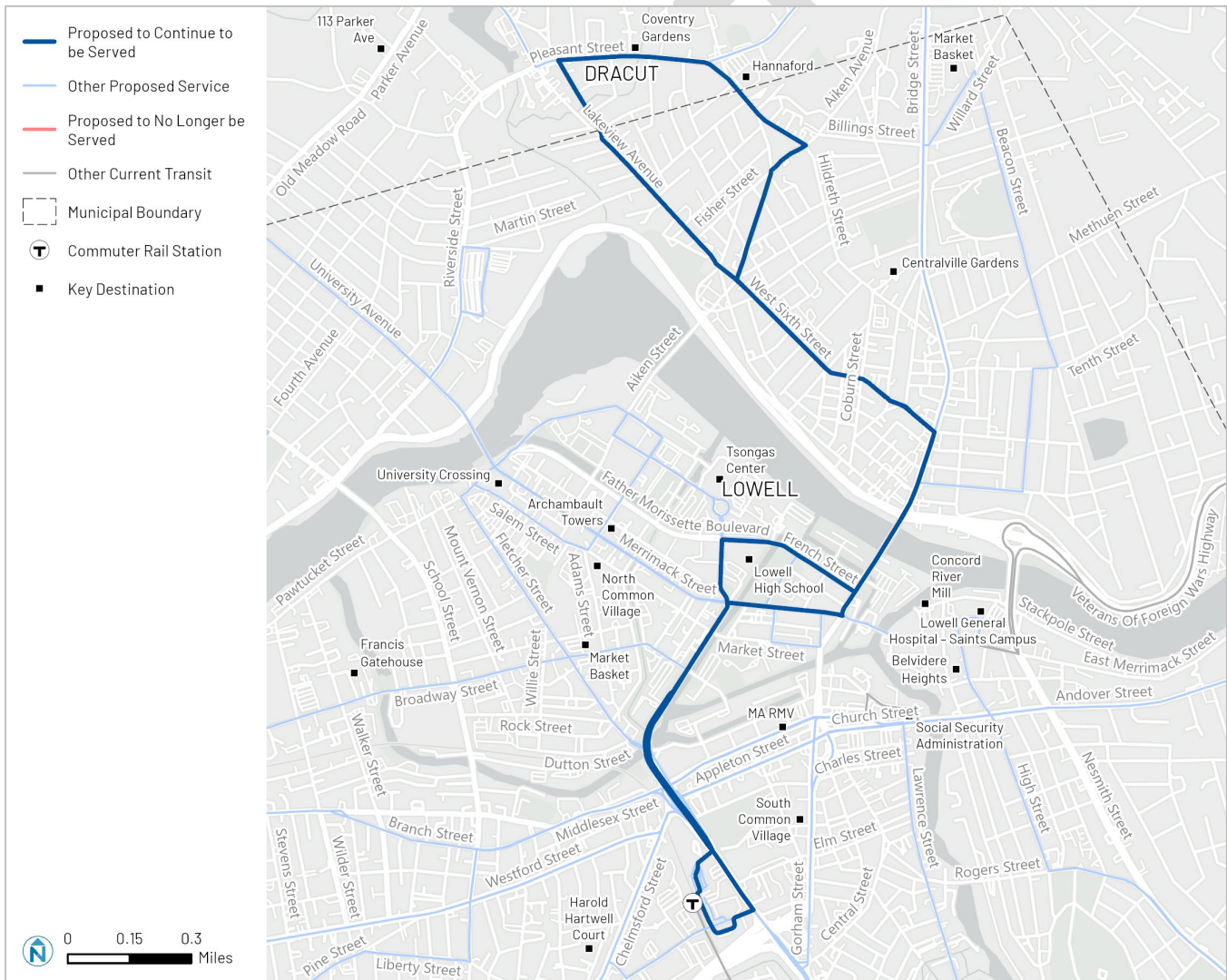
- Route 7 would operate via Merrimack Street in both directions between Pawtucket and Cabot streets, and would stop serving Salem Street. This would make service more consistent and easier to understand, improve bus speed and reliability, and improve safety by reducing the number of turns the bus makes. Riders boarding along Salem Street today would need to walk to Merrimack Street.
- Route 7 would no longer serve the front door of D'Youville and would instead stop on Varnum Avenue. Riders using the D'Youville stop would need to walk down Kelley Circle to access D'Youville. This change would make service faster and more reliable for many riders.
- On weekdays, Route 7 would run every 30 minutes from 5:30 a.m. to 8:30 p.m., which is the same frequency as the current route, but service would start 20 minutes earlier and end 17 minutes later.
- On Saturdays, Route 7 would run every 45 minutes from 7:45 a.m. to 7:45 p.m., which is the same start time as the current route. The route would arrive more often than its current schedule of every 60 minutes and would end service 49 minutes later.



ROUTE 8 CENTRALVILLE

Proposed to be more frequent with earlier service.

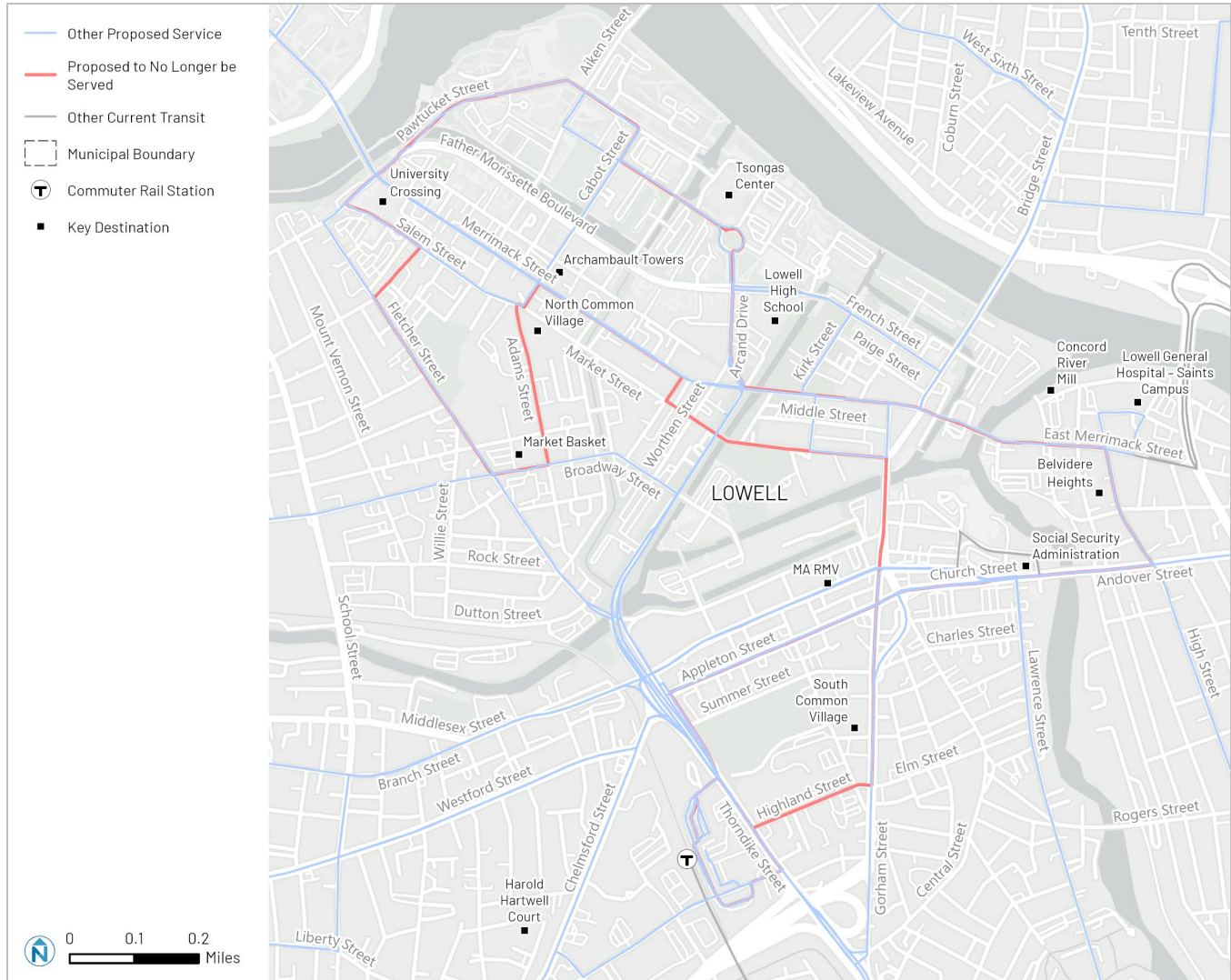
- There are no proposed changes to where Route 8 would operate.
- On weekdays, Route 8 would run every 45 minutes from 5:45 a.m. to 7:45 p.m., which is the same end time as the current route. The route would arrive more often than its current schedule of every 50 minutes at peak times and every 60 minutes at off-peak times, and the route would start service 30 minutes earlier.
- On Saturdays, Route 8 would run every 45 minutes from 8:00 a.m. to 5:45 p.m., which is the same start and end time as its current route, but the route would arrive more often than its current schedule of every 60 minutes.



ROUTE 9 LOWELL CIRCULATOR

Proposed to be replaced with Route 18.

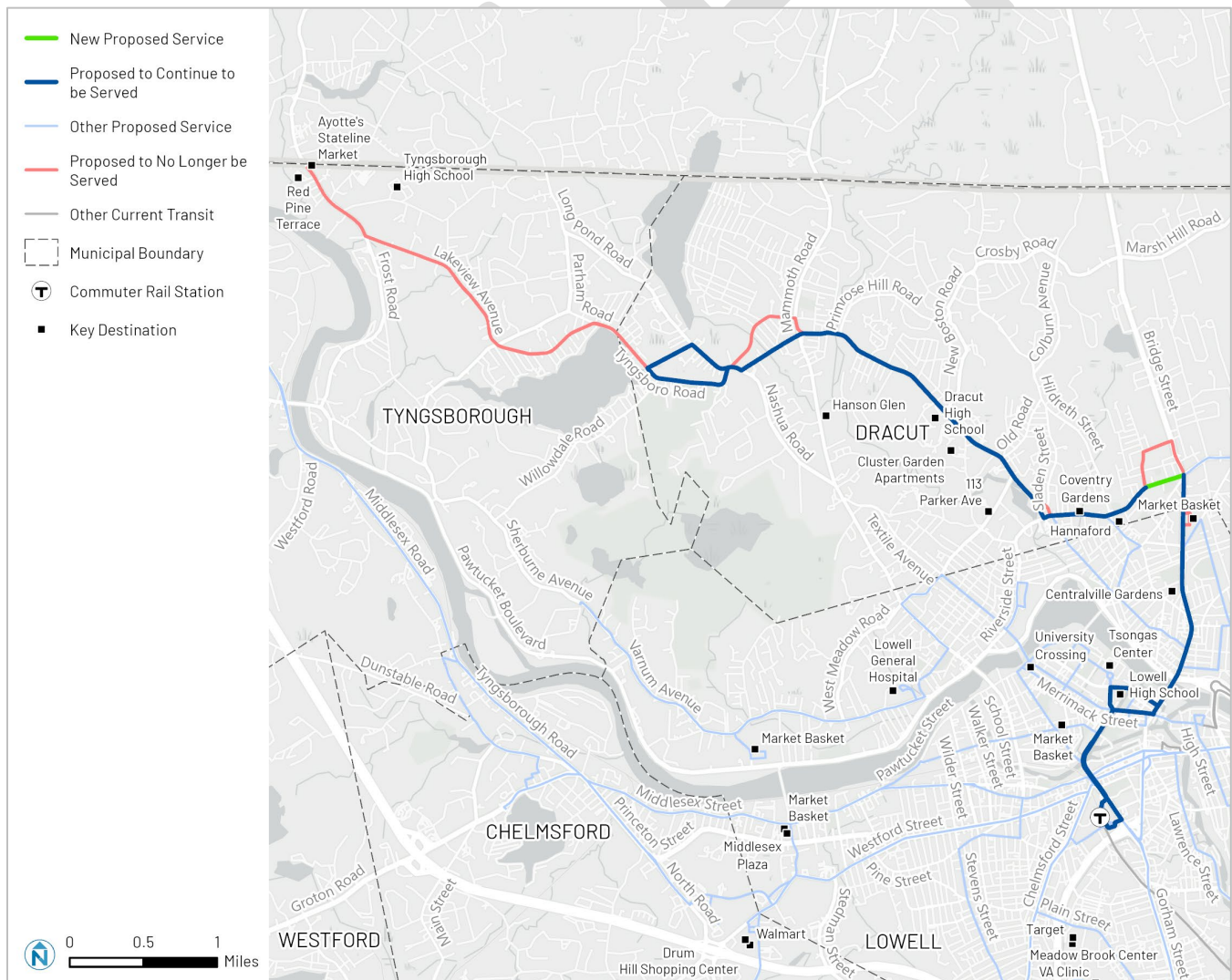
- Route 9 would be discontinued and replaced with Route 18.
- Riders would be able to reach destinations around downtown Lowell via Route 18 every 30 mins on weekdays and Saturdays. Riders currently using Route 9 to access destination on University Avenue and nearby could use the proposed Route 7 or Route 20.



ROUTE 10 DRACUT/TYNGSBORO

Proposed to be shorter, more direct, and have earlier service.

- Route 10 would operate via Bridge Street and Pleasant Street through Dracut instead of via Greenmont Avenue. This change would make service more direct by allowing most riders to reach their destination faster. Greenmont Avenue has very low ridership today.
- Route 10 would operate via Lakeview Avenue and turn around via Nashua Road, Stewart Street, and Tyngsboro Road in Dracut. The route would no longer continue to Ayottes Stateline Market. Riders could reach destinations in New Hampshire via Route 19. Lakeview Avenue and the segment of Tyngsboro Road that would no longer be served have very low ridership today. Riders boarding near Ayottes today would no longer have access to a bus route. Service on Varnum Road in Dracut would be discontinued and riders currently boarding there would need to walk to Lakeview Avenue.
- On weekdays, Route 10 would run every 60 minutes from 6:00 a.m. to 7:00 p.m., which is the same frequency and end time as the current route, but the route would start service 35 minutes earlier.
- On Saturdays, Route 10 would run every 60 minutes from 8:30 a.m. to 6:30 p.m., which is the same frequency and start time as the current route, but service would end 20 minutes earlier.



ROUTE 11 IRS/RAYTHEON VIA RTE. 133

Proposed to expand service to new destinations, be more frequent, and have earlier and later service.

Route 11 has two options for proposed changes.

Option 1: Lowell–Tewksbury

- Route 11 would operate from the Kennedy Center in Lowell via Andover Street but would no longer serve Raytheon or IRS in Andover. Instead, Route 11 would extend into Tewksbury via North Street and Livingston Street to serve Tewksbury Hospital and Market Basket at the Oakdale Mall. This change would discontinue service to street segments and destinations that have very low ridership today, and provide new access to popular destinations while maintaining a connection to the Kennedy Center.

Option 2: Tewksbury

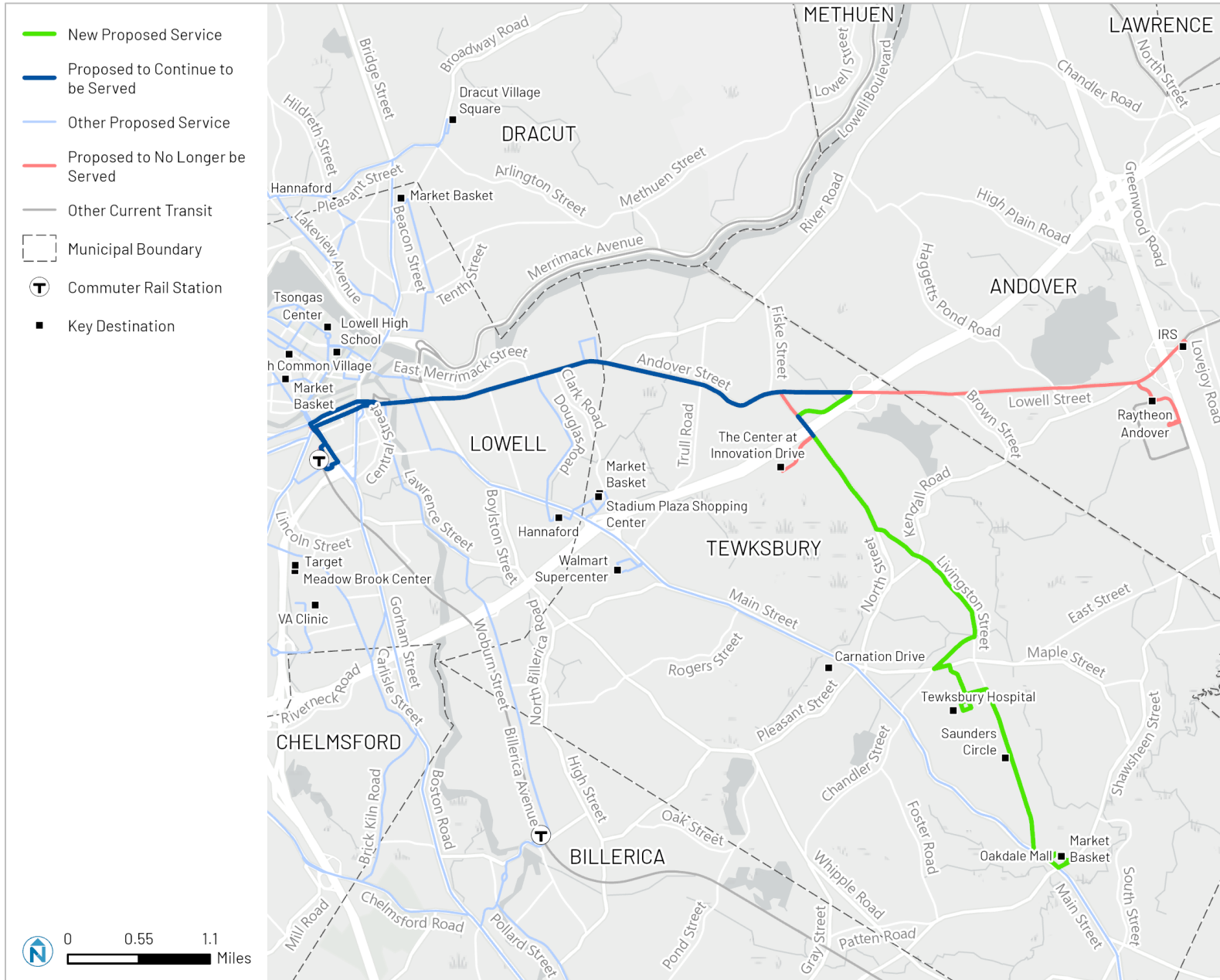
- Route 11 would no longer operate from Lowell via Andover Street or serve Raytheon or IRS in Andover. Instead, Route 11 would start near I-495 Exit 94 and operate in Tewksbury via International Place, North Street, and Livingston Street to serve Tewksbury Hospital and Market Basket at the Oakdale Mall. This change would discontinue service to street segments and destinations that have very low ridership today, and provide new access to popular destinations.

Both Options

- On weekdays, Route 11 would run every 60 minutes from 6:00 a.m. to 7:00 p.m., which is the same start time as the current route. The route would run more often than its current schedule of four daily trips and the route would end service two hours later.
- On Saturdays, Route 11 would run every 60 minutes from 8:00 a.m. to 6:00 p.m. Route 11 does not operate on Saturday today.

Fixed-Route Service Analysis Recommendations Summary
Lowell Regional Transit Authority

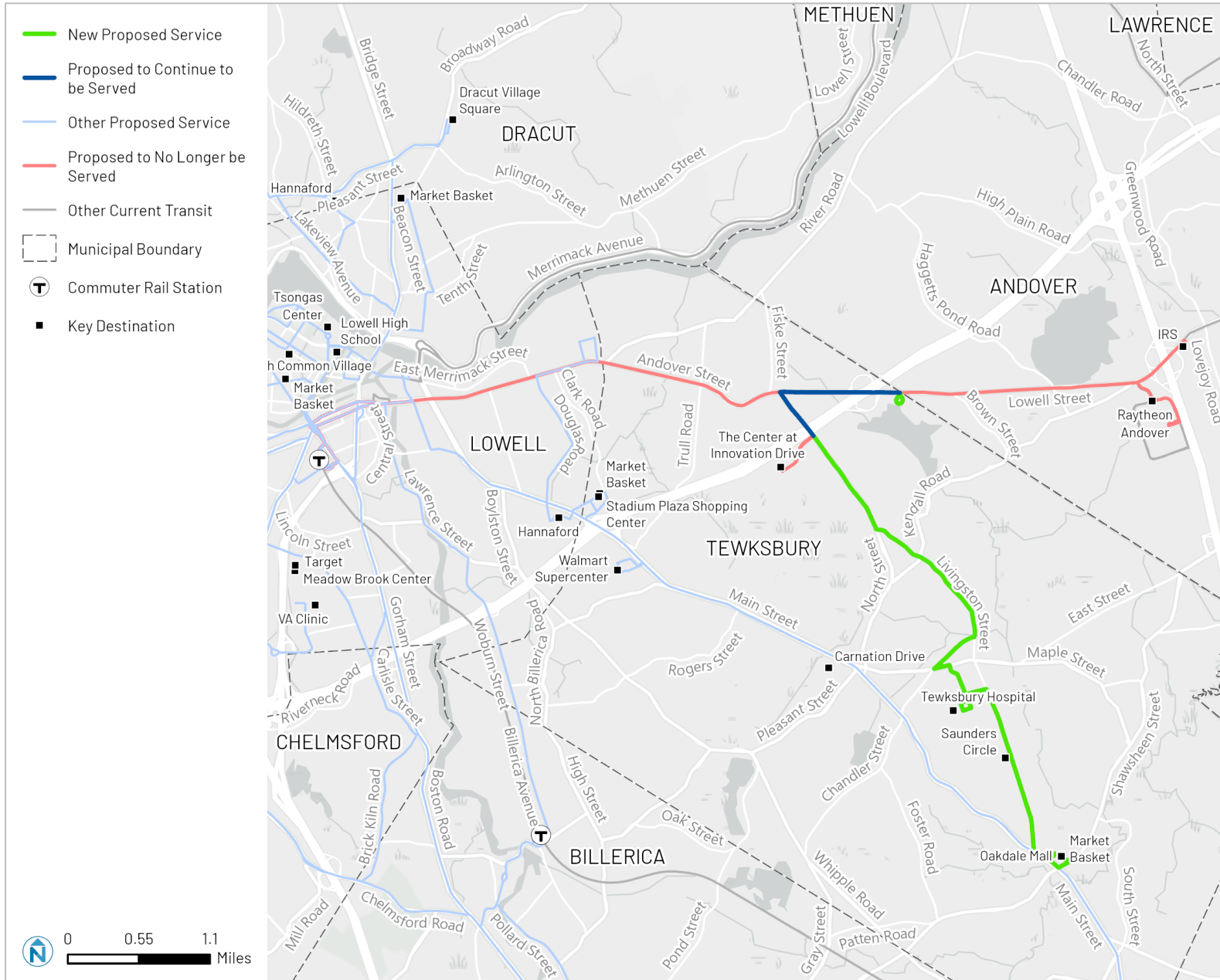
Option 1: Lowell-Tewksbury



Fixed-Route Service Analysis Recommendations Summary

Lowell Regional Transit Authority

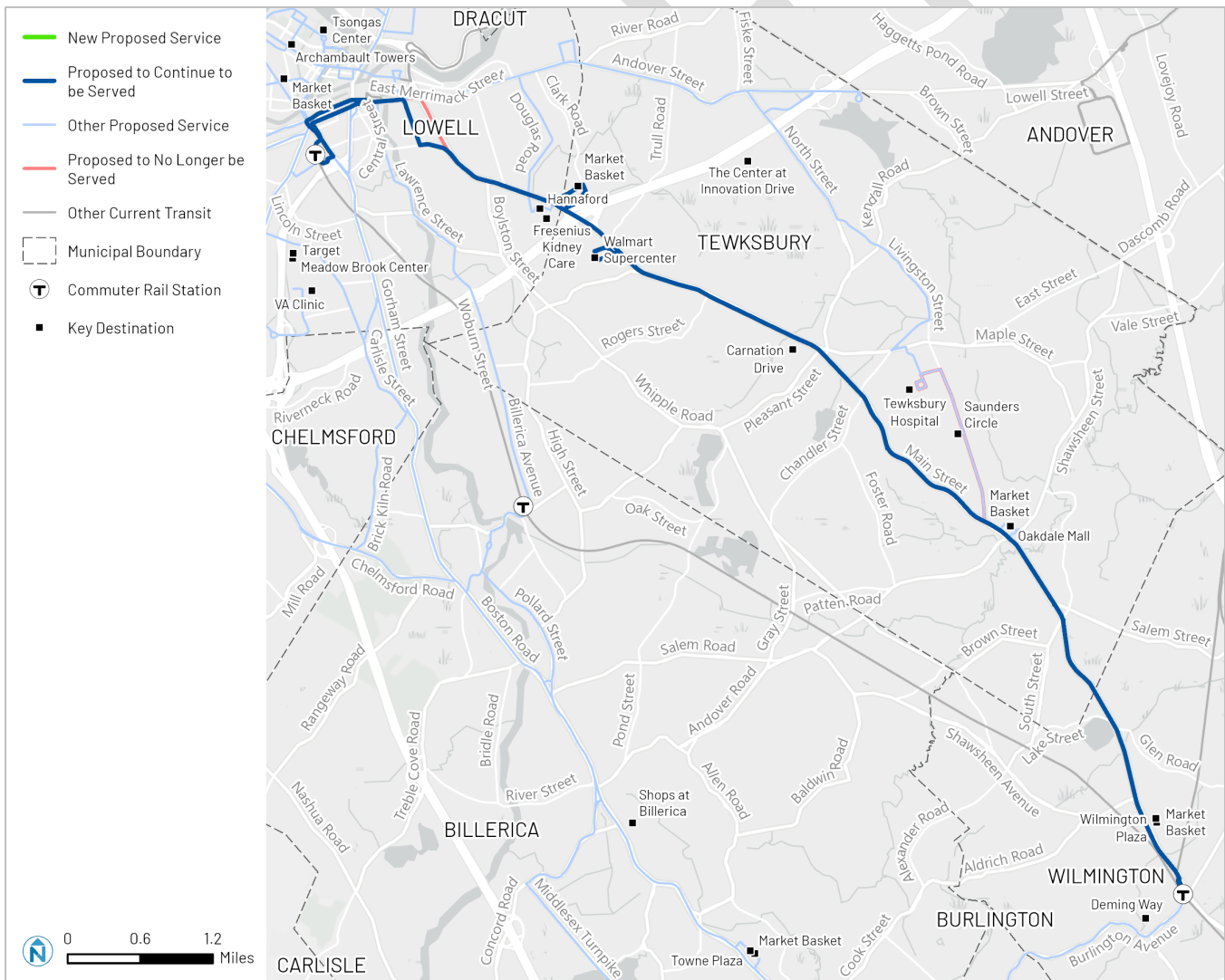
Option 2: Tewksbury



ROUTE 12 TEWKSBURY VIA RTE. 38/WILMINGTON TRAIN STATION

Proposed to be simpler and more direct, with earlier and later service.

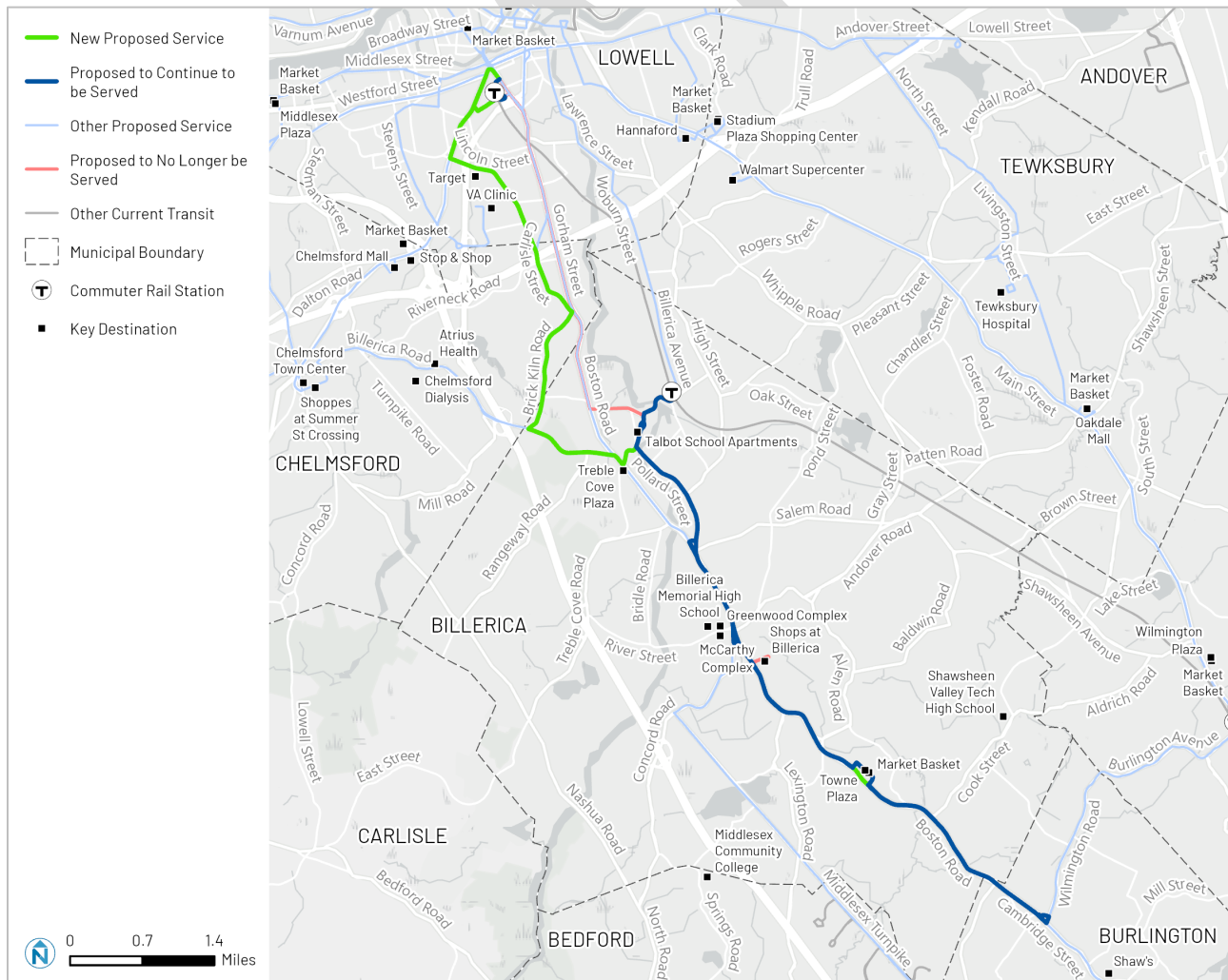
- Route 12 would operate via High and Rogers streets between Andover Street and Waverly Avenue in both directions, and would no longer operate on Nesmith Street in the outbound direction. This change would make service simpler and more reliable. Nesmith Street has very low ridership today.
- Route 12 would no longer serve Livingston Street or Tewksbury Hospital. Those destinations would be served by the proposed Route 11. This change would make service easier to understand and much faster for all riders not accessing Livingston Street or Tewksbury Hospital on Route 12.
- On weekdays, Route 12 would run every hour from 5:45 a.m. to 7:45 p.m., or the same frequency as the current route. The route would start 15 minutes earlier and end 18 minutes earlier than today.
- There are no proposed changes to Saturday service span or frequency. Route 12 would continue to run every 60 minutes from 7:00 a.m. to 7:00 p.m.



ROUTE 13 BILLERICA VIA EDSON

Proposed to add more neighborhood coverage, with later service.

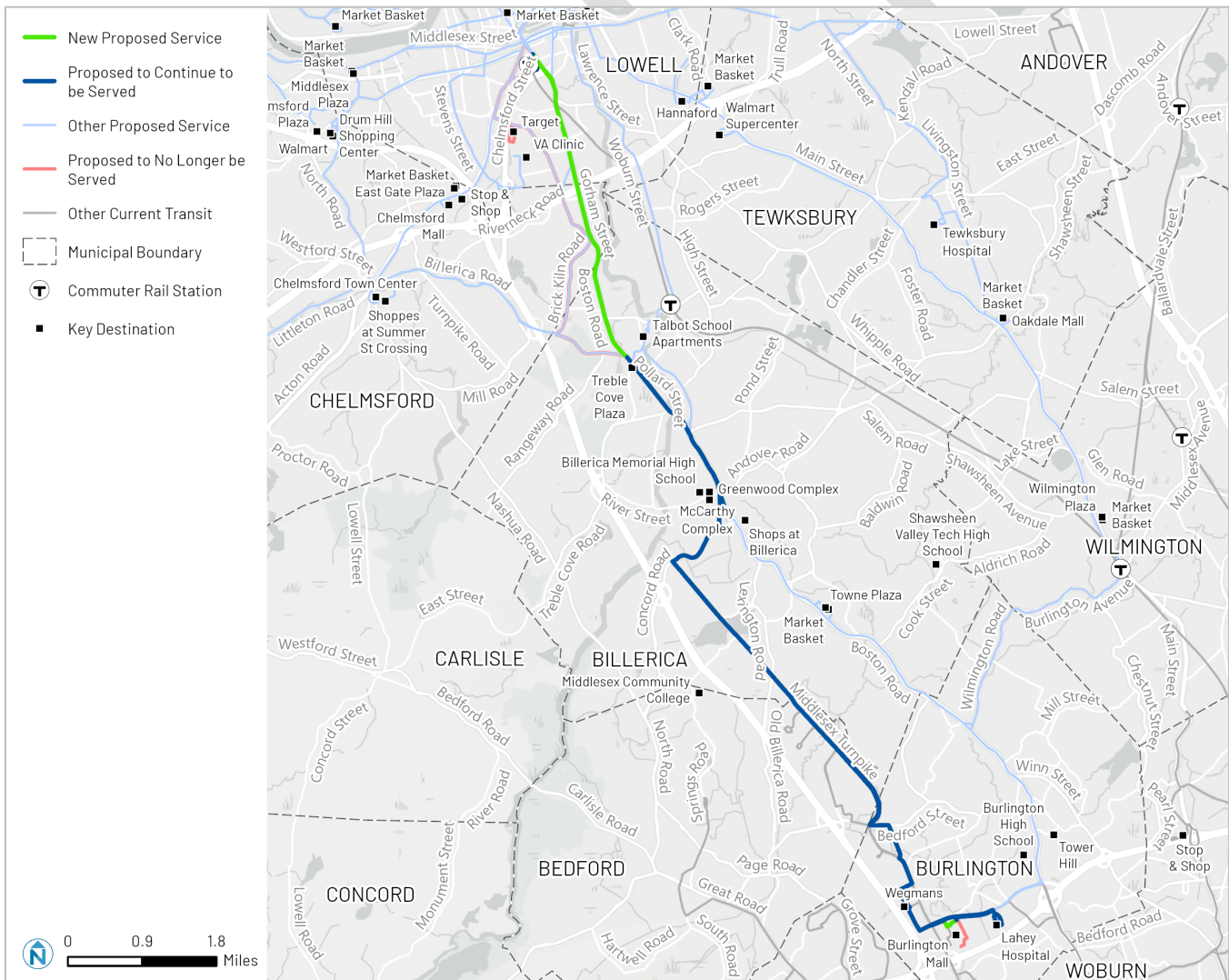
- Route 13 would operate via Chelmsford Street, Boston Road, and Brick Klin Road between the Kennedy Center and North Billerica Station in both directions, instead of using Gorham Street. Service on Gorham Street would be available on the proposed Route 14.
- Route 13 would run on the same roads as today between North Billerica Station and Wilmington Road. Route 13 would no longer go in the Shops at Billerica parking lot, and would instead stop on Boston Road in front of the Shops at Billerica in both directions. This change would speed up service for most riders and make operating the bus safer.
- Route 13 would stop at Towne Plaza near Market Basket in both directions, instead of only one direction. This will make it safer and easier for riders to access the plaza.
- On weekdays, Route 13 would run every 60 minutes from 6:30 a.m. to 8:30 p.m., which is the same start time as the current route. The route would run less often during peak times than its current schedule of every 50 minutes, and the route would end service 39 minutes later.
- There are no proposed changes in span or frequency to Saturday service. Route 13 would continue to run every 60 minutes from 7:30 a.m. to 5:30 p.m.



ROUTE 14 BURLINGTON MALL/LAHEY CLINIC

Proposed to become faster and more direct, with earlier service.

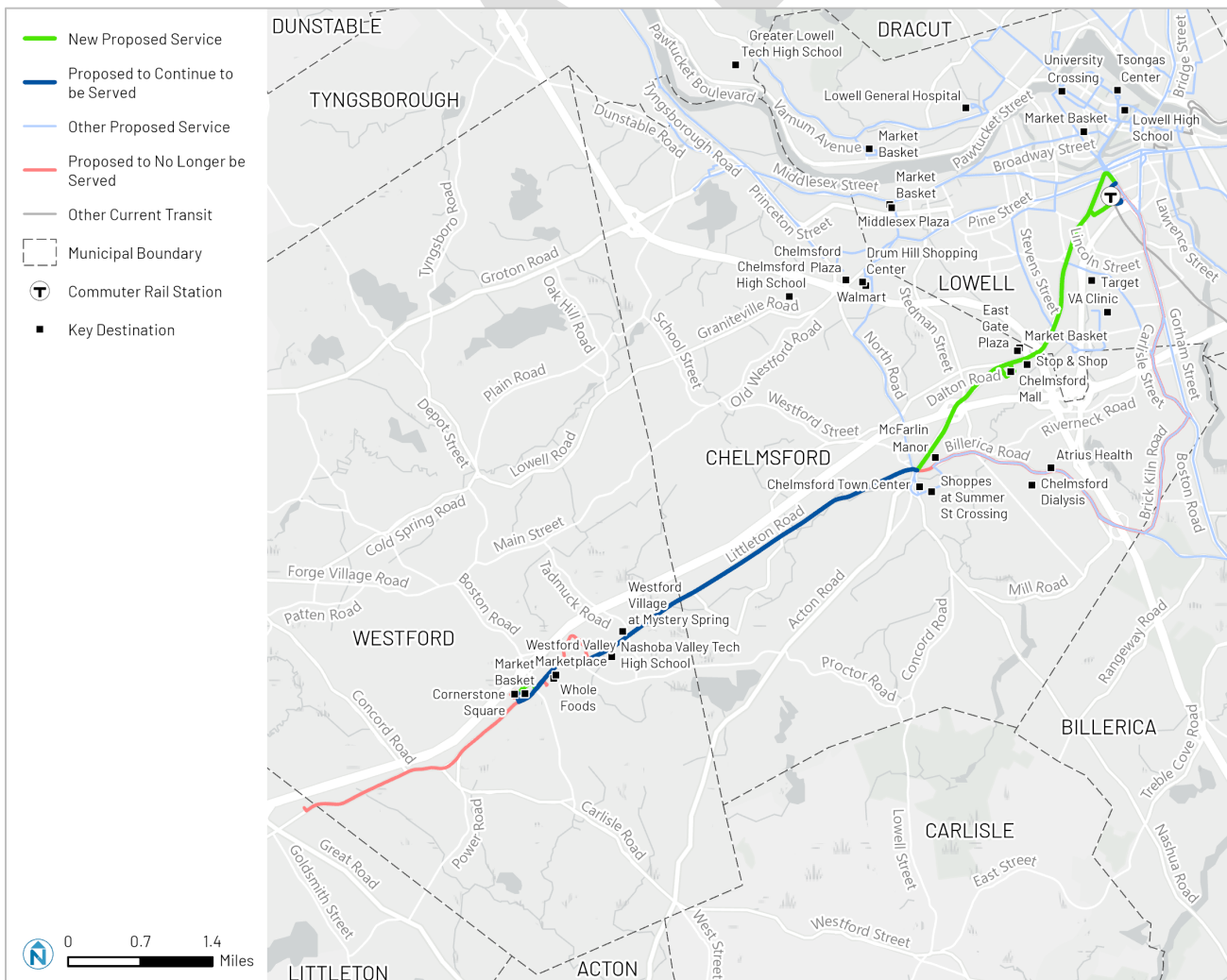
- Route 14 would operate via Gorham Street and Boston Road between the Kennedy Center and North Billerica in both directions instead of using Chelmsford Street, Boston Road, and Brick Kiln Road. Service on Chelmsford Street, Boston Road, and Brick Kiln Road would be available on the proposed Route 13. This change would speed up service for riders traveling between the Burlington Mall/Lahey Clinic area and Lowell.
- Circulation at the Burlington Mall would be simplified to speed up service, and the mall stop would be moved to the north side of the mall, near Primark.
- On weekdays, Route 14 would run every 60 minutes from 5:45 a.m. to 7:45 p.m., which is the same frequency and end time as the current route, but service would start 15 minutes earlier.
- There are no proposed changes to Saturday span of service or frequency. Route 14 would continue to run every 60 minutes from 7:00 a.m. to 7:00 p.m.



ROUTE 15 CHELMSFORD/WESTFORD VIA CHELMSFORD STREET

Proposed to become shorter, more direct, and more frequent.

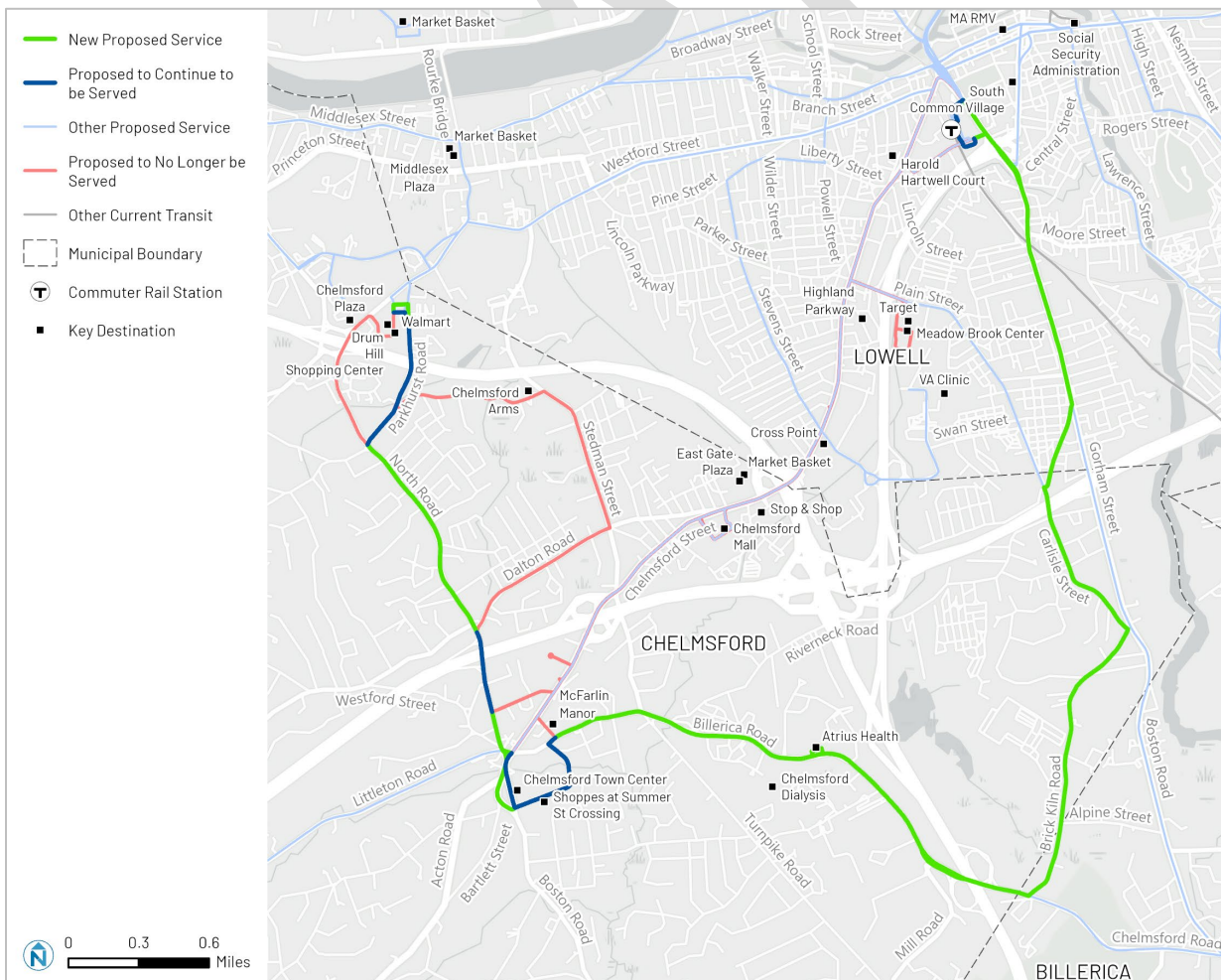
- Route 15 would operate via Chelmsford Street between the Kennedy Center and Chelmsford Center in both directions and would no longer serve Gorham Street, Brick Klin Road, and parts of Billerica Road east of Chelmsford Center. Gorham Street, Brick Kiln Road, and parts of Billerica Road east of Chelmsford Center would instead be served by the proposed Route 16. This change would increase access to popular destinations and speed up service on the long route.
- Route 15 would no longer deviate into the Westford Tech Park or Westford Valley Marketplace, and would turn around at Cornerstone Square. The route would no longer continue to Littleton. These changes would speed up service. Places no longer being served all have very low ridership today.
- On weekdays, Route 15 would run every 45 minutes from 6:00 a.m. to 7:30 p.m. It would arrive more often than its current schedule of every 90 minutes. Service would start 45 minutes earlier and end 15 minutes earlier.
- On Saturdays, Route 15 would run every 45 minutes from 6:15 a.m. to 6:15 p.m. The route would arrive more often than its current schedule of every 90 minutes and service would start 30 minutes earlier and end 15 minutes earlier.



ROUTE 16 CHELMSFORD VIA CHELMSFORD STREET

Proposed to provide cross-town service with a more consistent schedule.

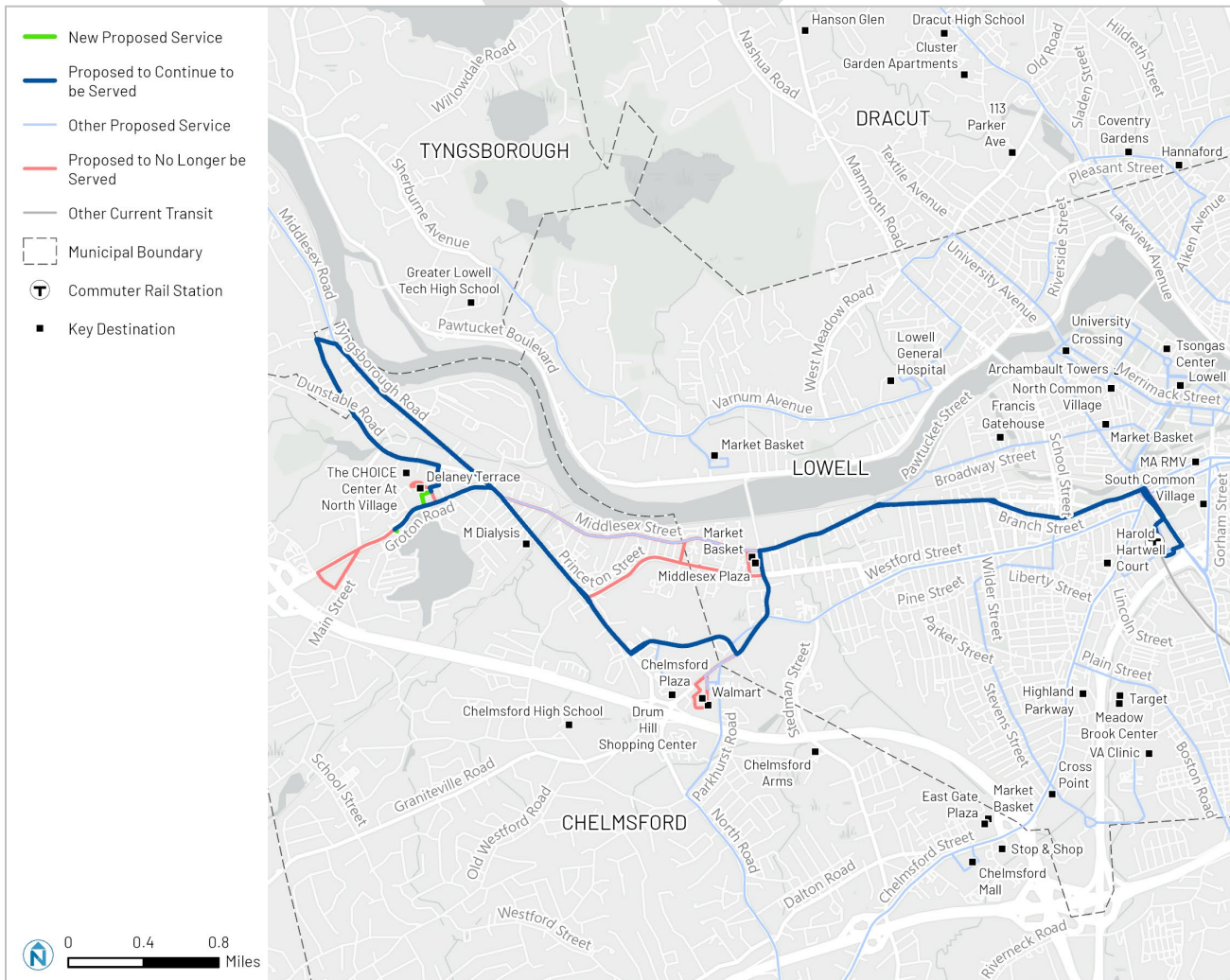
- Route 16 would operate via Gorham Street, Boston Road, and Billerica Road between the Kennedy Center and Chelmsford Center in both directions, serving UPS and Atrius Health, similar to Route 15 today. The route would no longer serve Chelmsford Street, but Chelmsford Street would instead be served by the proposed Route 15.
- Route 16 would serve the Shoppes at Summer Street crossing in both directions.
- Route 16 would operate via North Road between Chelmsford Center and Parkhurst Road in both directions, and would no longer serve Dalton Road, Stedman Street, and Smith Street. This change would speed up service for many riders and make the route more reliable. Dalton Road, Stedman Street, and Smith Street all have very low ridership today.
- Circulation around Drum Hill Shopping Center would be simplified to speed up service, and the bus stop would be moved to the north side of the Hannaford. Route 16 would operate on Parkhurst Road in both directions to access Drum Hill Shopping Center.
- On weekdays, Route 16 would run every 60 minutes from 6:45 a.m. to 8:45 p.m. The route would run less often during peak times than its current schedule of every 50 minutes and more often during off-peak times than its current schedule of every 90 minutes. The route would start service 45 minutes later and end service 39 minutes later than today.
- There are no proposed changes to Saturday span of service or frequency.



ROUTE 17 NORTH CHELMSFORD VIA MIDDLESEX STREET

Proposed to become simpler, faster, and more direct.

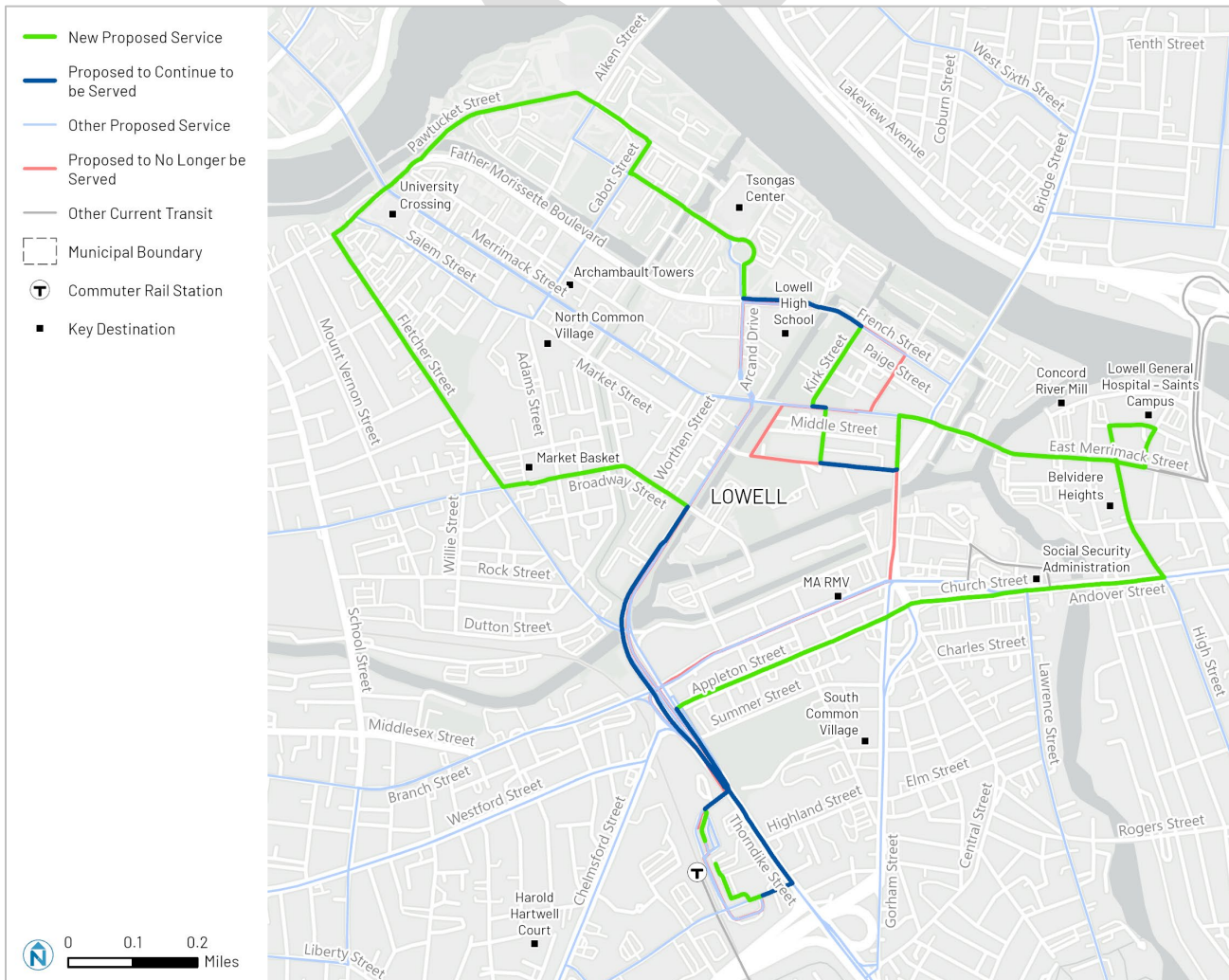
- Route 17 would operate via Middlesex Street, Wood Street, Technology Drive, North Road, and Princeton Street in both directions, instead of using different inbound and outbound routing. Service would be discontinued on Princeton Boulevard and Middlesex Street between the Rourke Bridge and Vinal Square. Riders could still access destinations on Middlesex Street via the proposed Route 19. Riders boarding on Princeton Street today would need to walk farther to the bus. These changes would make service more reliable, simpler, and more direct.
- Route 17 would turn around near the North Chelmsford American Legion and would no longer run on Lynn Avenue and Main Street. Circulation around the Chelmsford Senior Center would be simplified, and the bus stop would be moved to Sheila Avenue. These changes would make the route easier to understand and keep service where most riders are going today. Lynn Avenue, Main Street, and the segment of Groton Road that would no longer be served have very low ridership today.
- On weekdays, Route 17 would run every 60 minutes from 6:15 a.m. to 8:15 p.m., which is the same frequency and start time as the current route, but the route would end service 24 minutes later.
- There are no proposed changes to Saturday span of service or frequency.



ROUTE 18 DOWNTOWN SHUTTLE

Proposed to expand to serve the hospital and replace Route 9.

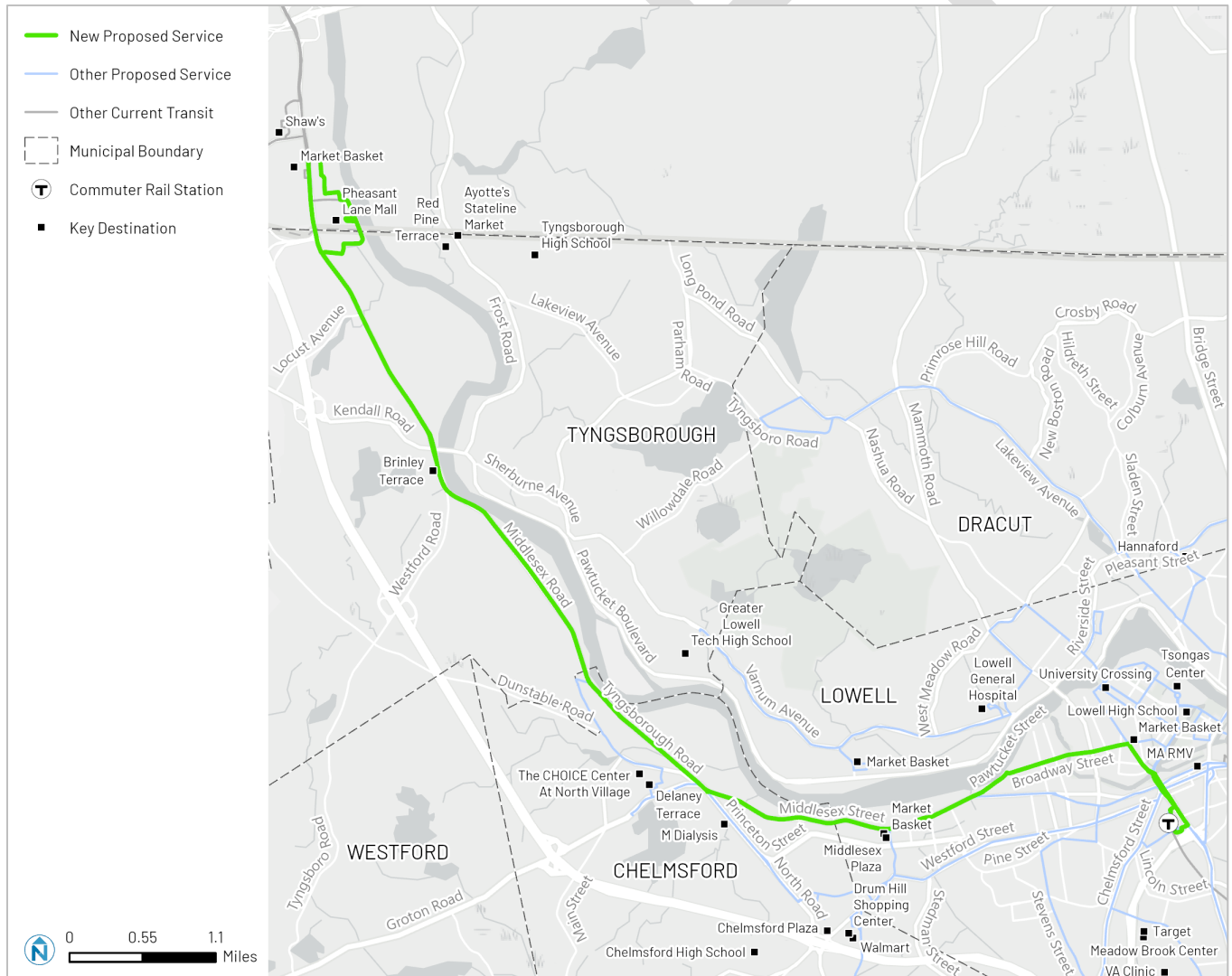
- Route 18 would serve more destinations downtown, including many places Route 9 serves today.
- Route 18 would operate via Appleton Street and High Street to serve the Saints Campus of Lowell General Hospital. Riders boarding along Middlesex Street today would need to walk farther to board the bus on Middlesex Street. Route 18 would then operate via E Merrimack Street, Market Street, and French Street to serve downtown Lowell and Lowell High School. Route 18 would then operate via Hall Street, Pawtucket Street, and Fletcher Street to serve UMass Lowell and other destinations. These changes would allow Route 18 to reach more popular destinations in downtown Lowell. Riders boarding along Shattuck Street, John Street, and the segment of Central Street that would no longer be served would need to walk farther to the bus route and may be able to use one of several other routes that operate nearby.
- On weekdays, Route 18 would run every 30 minutes from 5:45 a.m. to 7:45 p.m., which is the same frequency and start time as the current route, but the route would end service 33 minutes later.
- There are no proposed changes to Saturday span of service or frequency. Route 18 would continue to run every 30 minutes from 7:15 a.m. to 7:15 p.m.



ROUTE 19 PHEASANT LANE MALL VIA MIDDLESEX STREET

Proposed as a year-round route running every hour, six days per week.

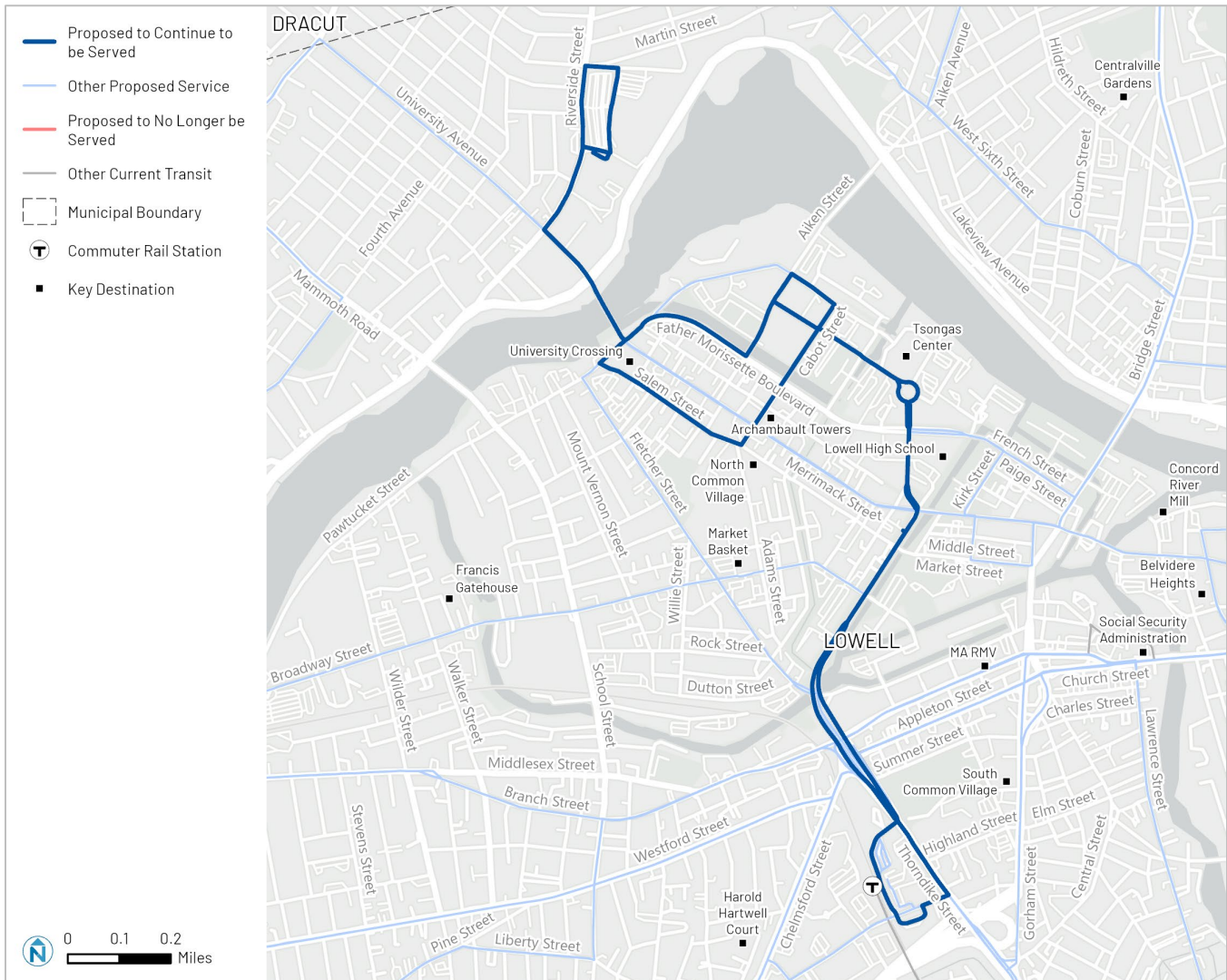
- Route 19 would operate year-round instead of the current seasonal schedule in November and December.
- Route 19 would operate via Broadway Street between Fletcher Street and Middlesex Street in both directions, instead of Middlesex Street and Branch Street. This service would operate in the place of much of the existing Route 6.
- On weekdays, Route 19 would run every 60 minutes from 6:00 a.m. to 10:00 p.m. The route would arrive more often than its current schedule of every 80-to-90 minutes, and service would start two hours earlier and end four hours later. The route would operate every weekday.
- On Saturdays, Route 19 would run every 60 minutes from 6:00 a.m. to 10:00 p.m. The route would arrive more often than its current schedule of every 80-to-90 minutes, and service would start two hours earlier and end four hours later.



ROUTE 20 ORANGE LINE/UMASS LOWELL NORTH

No proposed changes.

- There are no proposed changes to where Route 20 would operate.
- There are no proposed changes to weekday service. Route 20 would continue to run every 30 minutes from 7:15 a.m. to 11:15 p.m.



ROUTE 21 WILMINGTON

Proposed as a new route running every hour, six days per week.

- Route 21 Wilmington is a new route, serving new parts of the LRTA service area for the first time.
- Route 21 would connect the proposed routes 12, 13, and 14, allowing riders to travel between Wilmington Station, Burlington Center, the Lahey Clinic, and the Burlington Mall. The route would operate on Burlington Avenue, Wilmington Road, Cambridge Street, and Burlington Mall Road.
- On weekdays, Route 21 would run every 60 minutes from 6:30 a.m. to 6:30 p.m.
- On Saturdays, Route 21 would run every 60 minutes from 8:00 a.m. to 6:00 p.m.

