

METRO

# ROUTE 4 WESTBROOK

## Route Overview

Route 4 operates between Westbrook and Portland via Brighton Avenue and Main Street, serving Westbrook and Portland’s Nason’s Corner, Rosemont and Oakdale neighborhoods. Key destinations on the route include USM, the Pine Tree Mall/Westbrook Plaza/Rock Row mall district, Sagamore Village, Hannaford, Hamlet Park, IDEXX, and Abbott Labs.

## Alignment

From Westbrook, Route 4 primarily operates on Main Street, Brighton Avenue, Bedford Street, and Forest Avenue. At the western end, many trips operate south of the normal terminal at the Westbrook Hub to and from Abbott Labs via IDEXX, as well as the Hamlet Park mobile home community. Some trips also deviate to the Westbrook Hannaford. Route 4’s alignment is similar to that of the Husky Line between Westbrook and Portland, but with differences in downtown Portland and between Rock Row and the Westbrook Hub.



## Connections

Transfers with all other METRO routes (except Route 3), all SPBS routes, RTP’s Lake Region Explorer, and BSOOB Transit routes 60 Green and 70 Purple/ZOOM can be made at the PULSE. Transfers can also be made with Route 3 Westbrook Crosstown and the Husky Line at the Westbrook Hub, and to Route 9A/9B North Deering/West Falmouth at Steven’s Avenue.

## Schedule

Route 4 operates every 30 minutes for most of the day on weekdays and Saturdays and every 45 minutes on Sundays. The route has a long span of service on weekdays and only slightly shorter hours on Saturdays, and for fewer hours on Sundays.

Service to Abbott Labs is very irregular, with two trips as close as 30 minutes apart and two other trips more than four hours apart. Most trips operate 60 to 90 minutes apart. Service in and out of Hannaford is similarly irregular, but with a maximum gap between trips of less than two hours.

### Schedule Summary

	Span of Service	Headways (mins.)	On-Time Performance
Weekdays	5:15 AM to 11:40 PM	30-60	69%
Saturday	5:45 AM to 11:35 PM	30-60	
Sunday	8:15 AM to 7:45 PM	45	

Note: Span and frequency are from February 2022 data, while revenue hours, ridership, and OTP are from October 2019 data.

The Husky Line also operates along much of the same alignment between Westbrook and downtown Portland, mostly every 30 minutes on weekdays and every 45 minutes on Saturdays and Sundays. The combination of the Husky Line and Route 4 up to doubles the amount of service described above for just Route 4.

### On-Time Performance

Route 4 on-time performance is below the METRO system's route average of 76% and does not meet the agency's standard of 90%. Traffic congestion impacts on-time performance in downtown Westbrook, near the Brighton Avenue I-95 overpass, and at USM.

## Ridership and Productivity

### Ridership and Productivity

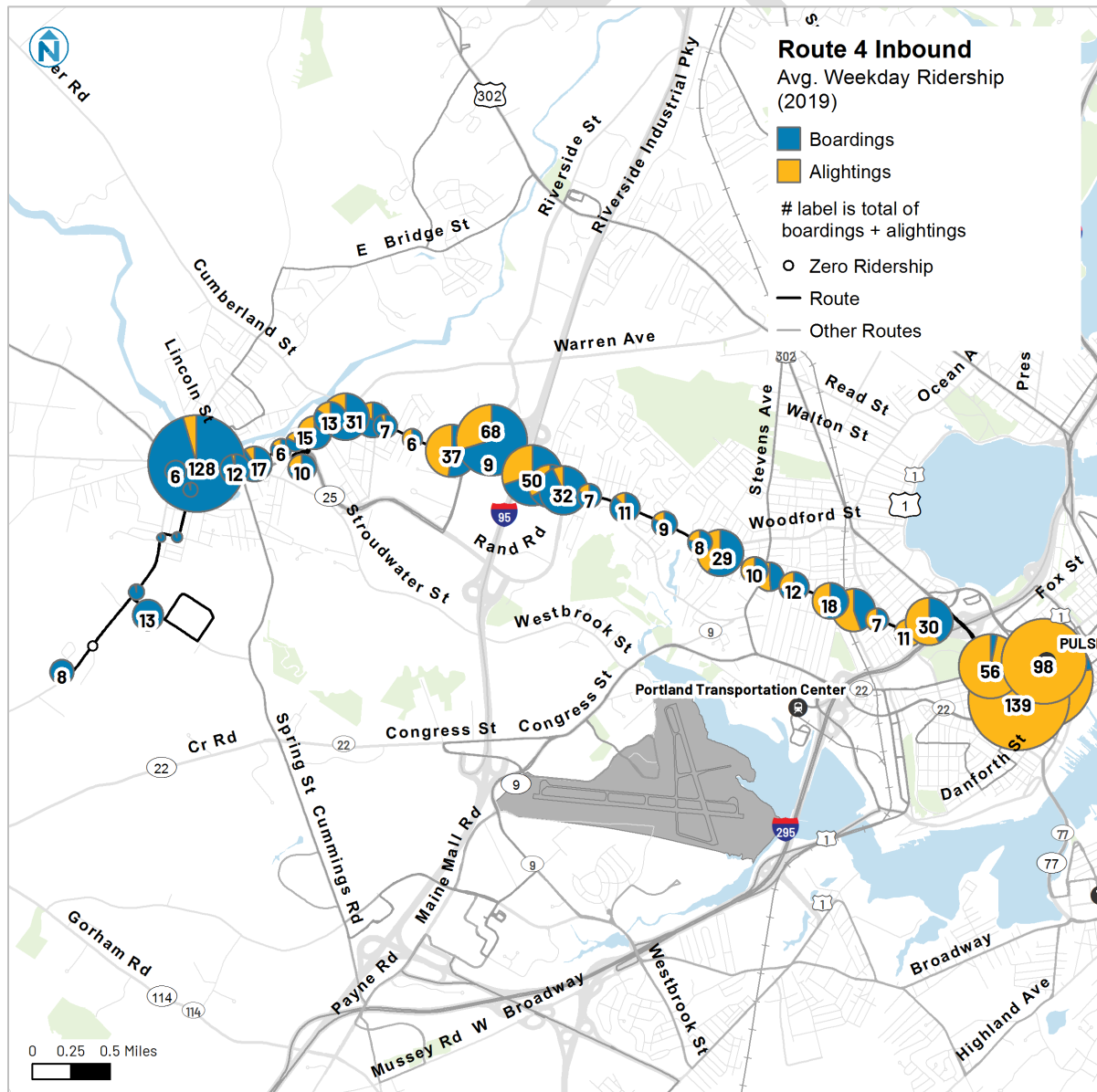
In October 2019, Route 4 averaged 1,040 passengers on weekdays, 804 on Saturdays and 374 on Sundays. It had the second-most boardings of any route in the METRO system on Saturdays and Sundays, and the fourth-most on weekdays. Productivity, in terms of boardings per revenue hour, was similar across the week, with 23 on weekdays, 19 on Saturdays, and 21 on Sundays.

### Weekday Ridership by Stop

In October 2019, Route 4’s ridership was well distributed along the route, except for the outer loop, where ridership was low. Outbound ridership mirrored inbound ridership. The highest ridership weekday stops were:

- Downtown Portland, with over 670 boardings and alightings
- The Westbrook Hub, with about 220 boardings and alightings
- Rock Row, with about 110 boardings and alightings
- Sagamore Village, with almost 110 boardings and alightings

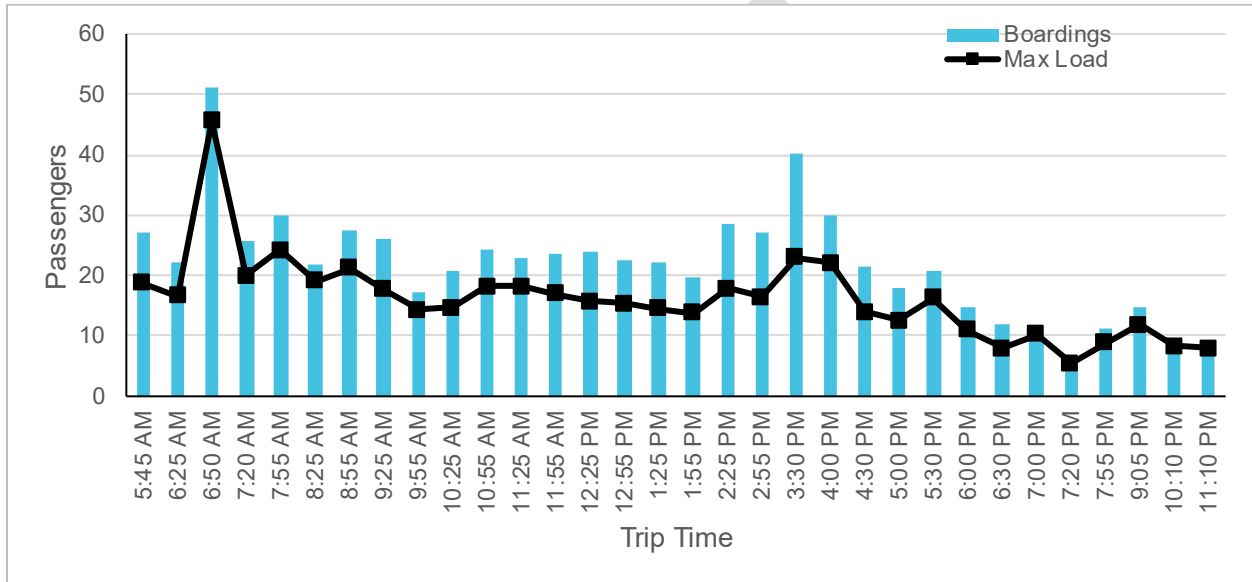
### Weekday Ridership by Stop Map



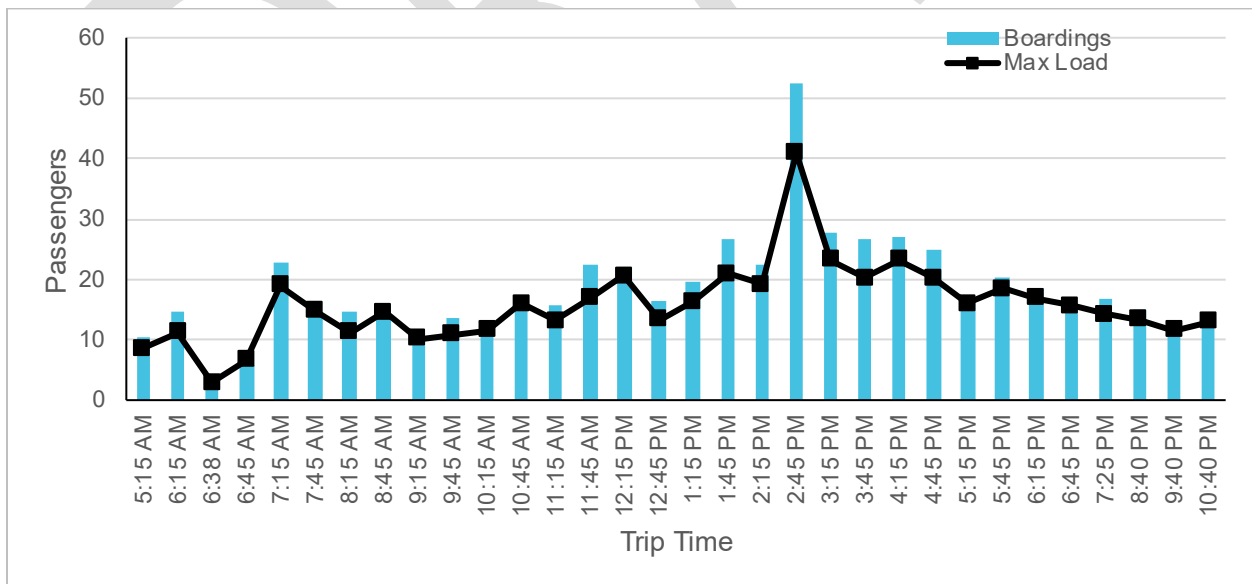
### Weekday Ridership by Trip

In October 2019, Route 4 inbound ridership peaked on the 6:50 AM and 3:30 PM trips, and outbound ridership peaked in the late afternoon. High ridership on the outbound 2:45 PM trip was likely high-school departures. Overall, inbound ridership was highest on AM and afternoon trips and outbound ridership was highest on afternoon and PM peak trips.

### Weekday Boardings by Trip: Inbound (October 2019)



### Weekday Boardings by Trip: Outbound (October 2019)



# Overall Service Assessment

## Strengths

- Except for the part-time variant services, Route 4's alignment is simple and direct.
- Overall ridership is strong and well distributed along nearly all of the route.
- Weekday and Saturday spans of service are very good.
- Combined with the Husky Line, service frequencies between the Westbrook Hub and downtown Portland are very good, and the best in Greater Portland.

## Weaknesses

- The part-time variant service at the outer end of the route to Abbott Labs and Hamlet Park has low ridership, and the schedule is very irregular.
- The schedule for the part-time deviation into the Westbrook Hannaford is irregular and adds travel time for through passengers.
- On-time performance is below standard.

## Opportunities

Opportunities to strengthen Route 4 are listed below. Some suggestions may be contradictory, as there is usually more than one approach to improving a route.

- Consolidate Route 4 with the Husky Line to develop a frequent service corridor between Westbrook and Portland. This would require several changes, including unifying alignments and stop consolidation, and increases in travel times to and from USM Gorham. Consolidated service could be a precursor to rapid transit on the corridor.
- Consider redesigning overall service to downtown Westbrook, including that provided by route 3, 4, and the Husky Line.
- Provide more regular service between the Westbrook Hub and Abbott Labs; for example, every other trip.
- Discontinue service between the Westbrook Hub and Abbott Labs due to low ridership.
- Eliminate service to the Westbrook Hannaford to reduce travel time for riders not traveling to or from that store; there are other grocery stores on this route.
- Shift alignment in Westbrook from Main Street to William Clarke Drive to serve the Westbrook Hannaford on all trips and without deviating into the parking lot.
- Alternatively, maintain the current alignment and deviate in and out of Hannaford on a consistent basis (e.g., every other trip).
- Eliminate service to Hamlet Park and provide more consistent service to Abbott Labs and IDEXX, as there are very few boardings at Hamlet Park.