



MATA Service Improvements

Effective: November 8, 2020



Reasons for Service Improvements

MATA Transit Vision, COVID Recovery, Customer Feedback, Data Driven Decisions

Key Definitions

- **Span of Service:** The span of time each day that a route is in service from when the first trip of the day begins to when the last trip of the day ends.
- **Trip:** A single run of the entire route in a single direction.
- **Trip adjustments:** Adds or removes (a) trip(s) to the schedule.
- **Frequency:** This is how often a route runs or serves a particular stop (*for example, Route A comes by this stop every 30 minutes so it has a 30-minute frequency*).
- **Frequency adjustments:** This increases or decreases a route's frequency.
- **Timing adjustment:** The times on the schedule change, but the number of trips and span of service stays the same.
- **Routing adjustments:** A change to the path (streets) a route follows.
- **Branch:** Version of a route path with different destinations or lengths that may serve different markets.
- **On-Time Performance (OTP):** This is how often a route stays on schedule and it is usually measured as a percentage (*for example, if Route A is on time 70 percent of the time, its on-time performance is 70 percent*).

NO ROUTING CHANGES ARE BEING PROPOSED TO THE FOLLOWING ROUTES:

- 42 Crosstown
- 50 Poplar
- 52 Jackson
- 500 Groove Shuttle

COVID-19 RECOVERY SERVICE IS BEING RESTORED ON THE FOLLOWING ROUTES

6 Northaven (with frequency adjustments)

31 Firestone

37 Perkins (with frequency adjustments)

38 Boxtown Westwood

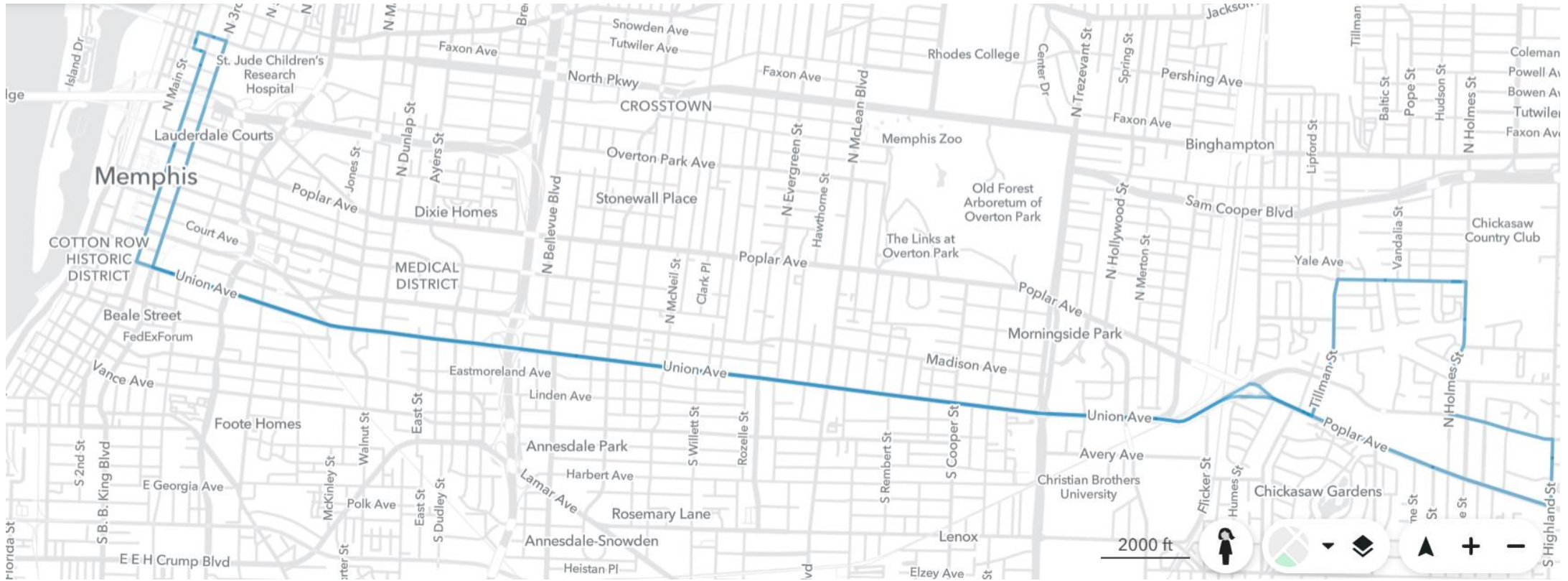
82 Germantown (with frequency adjustments)

Downtown Memphis Changes

As noted in the Transit Vision, all MATA bus routes currently traveling on Front Street will move to Second St. and B.B. King Blvd. for quicker travel through Downtown and more effective connections to other routes.

1 Union

NEW ROUTE



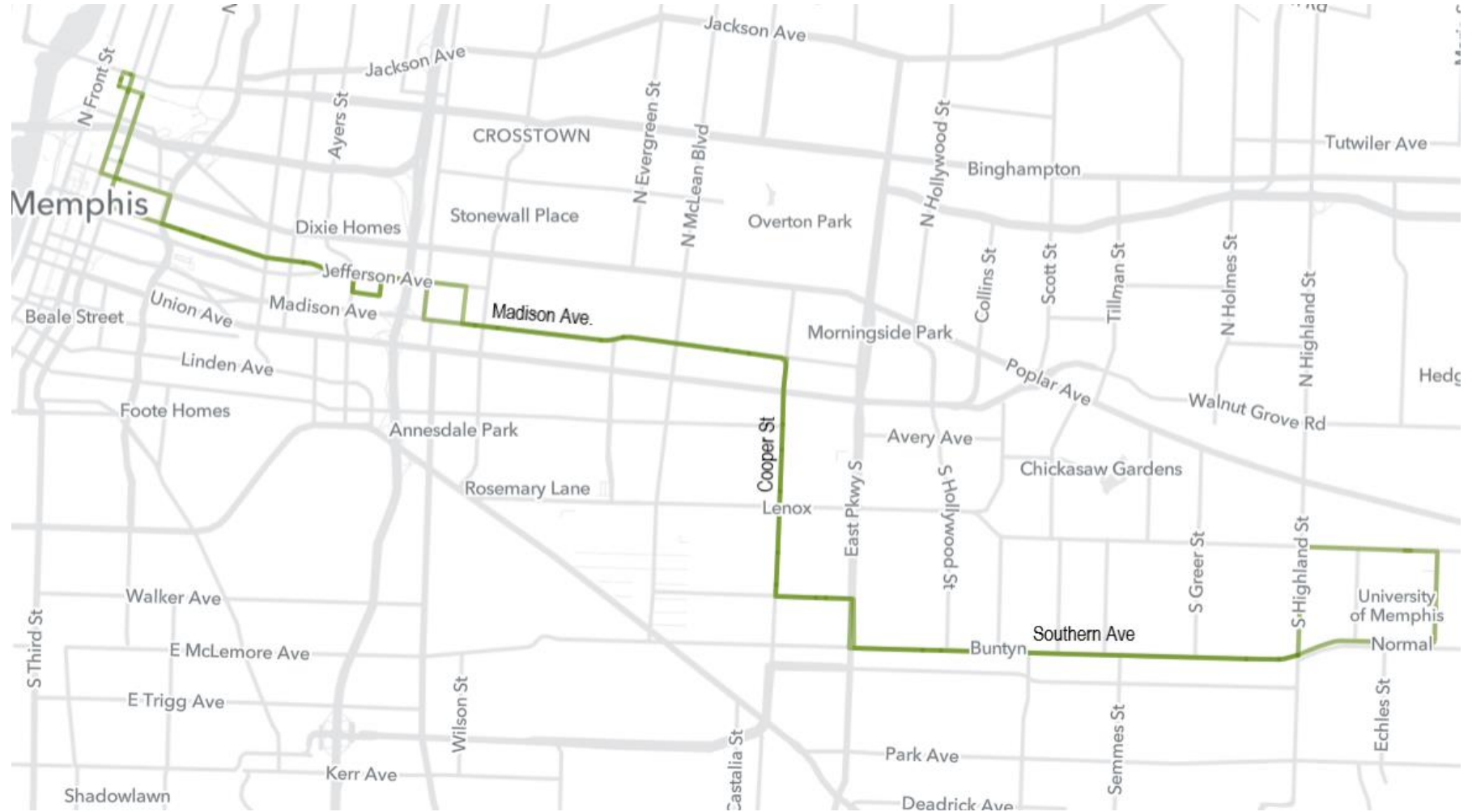
Serves Downtown, Union Avenue, Hooks Central Library,
Binghampton, Poplar and Highland

1 Union

- Operates 7 Days A Week
 - Weekdays: 5:15 a.m.-12 a.m. (every 30 minutes)
 - Saturdays: 7 a.m.-8 p.m. (every 60 minutes)
 - Sundays: 8 a.m.-6 p.m. (every 60 minutes)
- Replaces segments of Routes 34 and 56 on Union and Route 53 in the Binghampton area

2 Madison (U of M)

- Improves route to include service on Southern between East Pkwy and Highland, the Highland Strip, and U of M



2 Madison (U of M)

- Operates 7 Days a Week
 - Weekdays: 6 a.m. - 7 p.m. (every 30 minutes)
 - Saturdays: 8:15 a.m. - 6 p.m. (every 60 minutes)
 - Sundays: 8:15 a.m. - 6 p.m. (every 60 minutes)
- Replaces segment of Route 35 on Southern Ave.

2 Madison (Mt. Moriah)

- Combines Route 2 and Route 21 Mt. Moriah as well as connecting Southern Ave., Highland, and U of M.

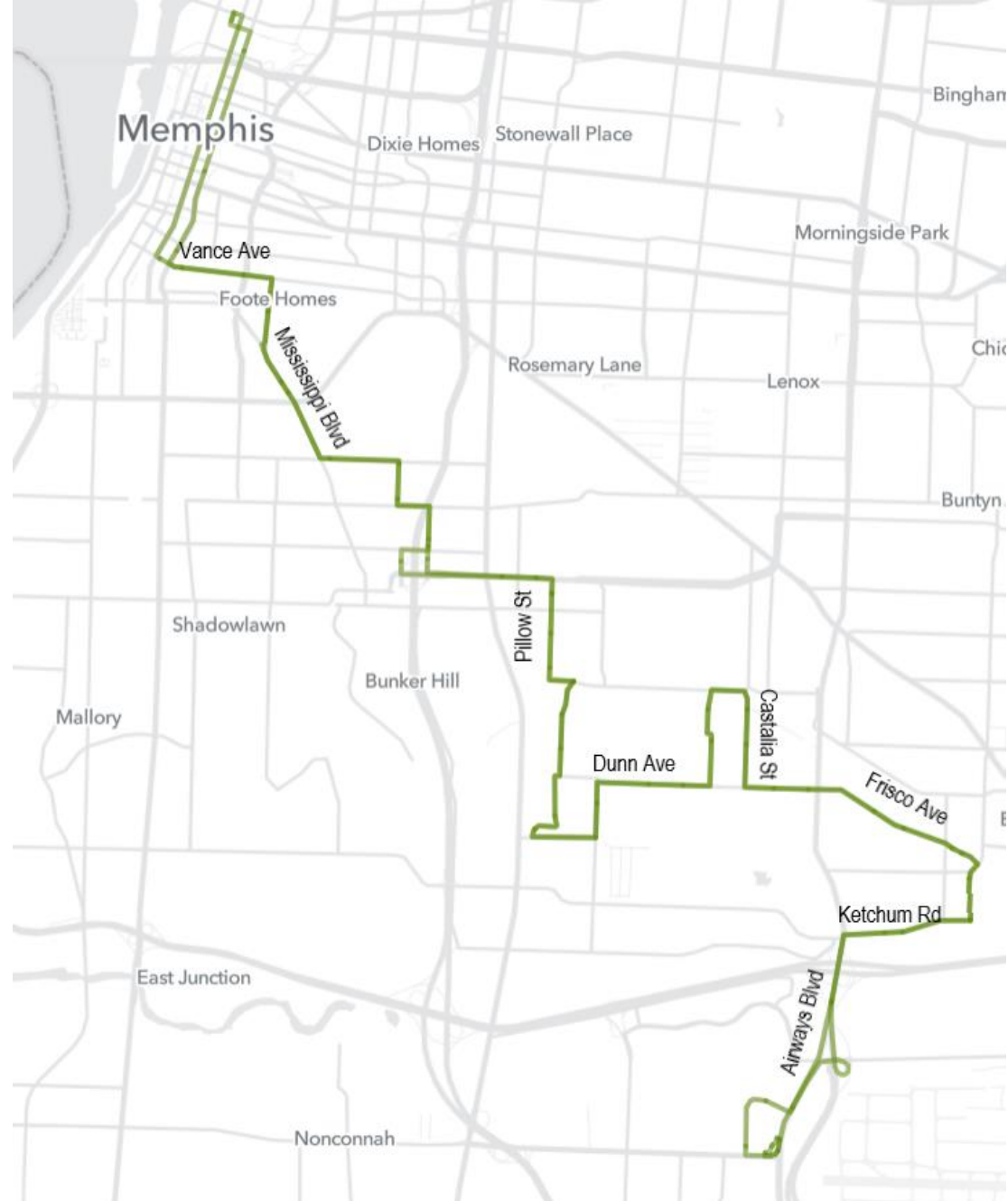


2 Madison (Mt. Moriah)

- Weekdays
 - 6 a.m. - 6 p.m. (every 120 minutes)
- Saturdays:
 - 8:15 a.m. - 6 p.m. (every 120 minutes)
- Sundays: No service
- Replaces Route 21 and segment of Route 35 (on Southern)

4 Walker

Travels route of former
Route 4 Walker Castalia
and serves Airways Transit
Center all day.

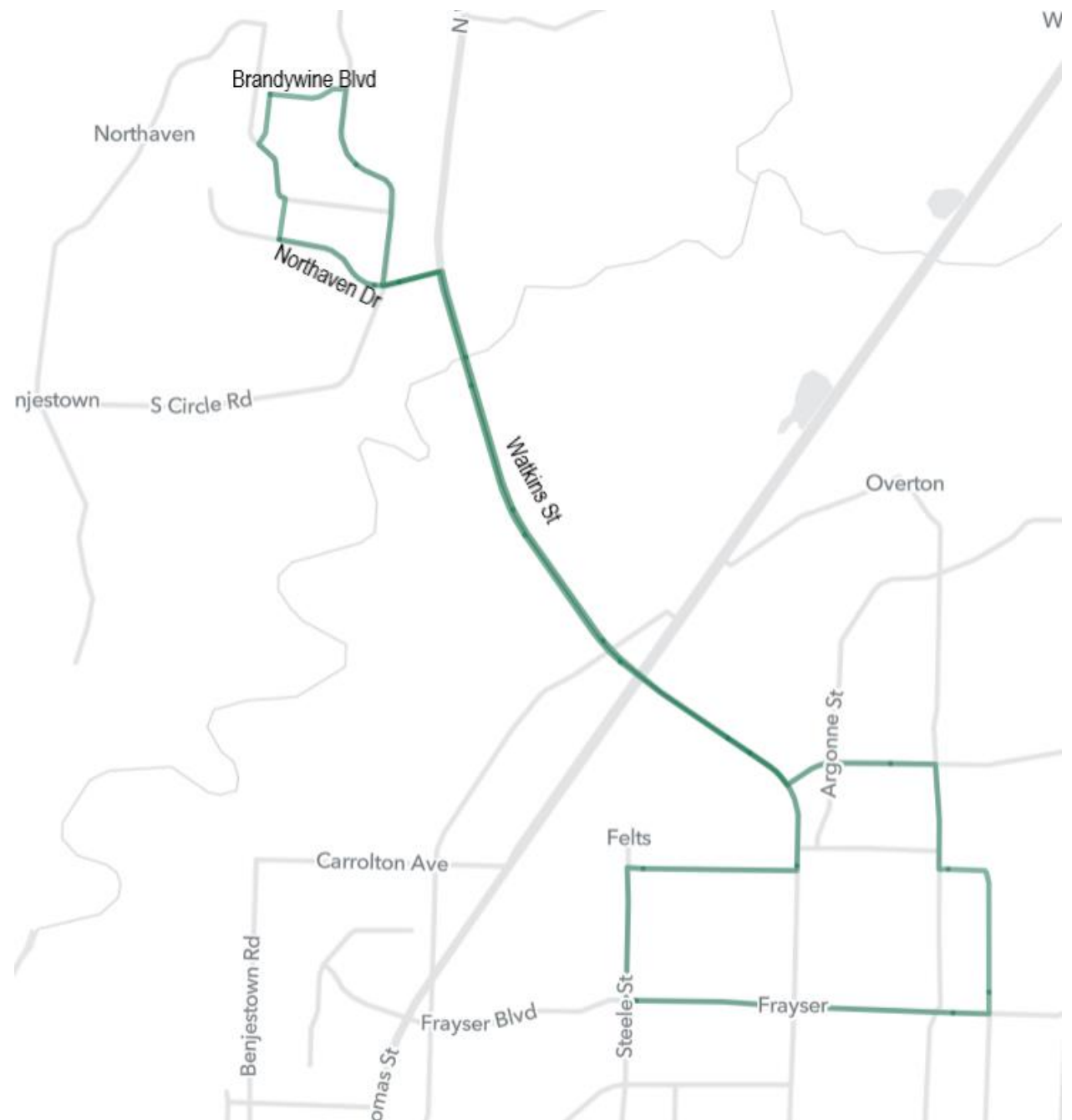


4 Walker

- Operates 7 Days A Week
 - Weekdays
 - 5:15 a.m. - 8:45 p.m. (every 60 minutes)
 - Saturdays and Sundays
 - 8:15 a.m. - 6 p.m. (every 60 minutes)

6 Northaven

- Restores pre-COVID service
- Weekday service every 60 minutes from 5:30-9:30 a.m. and 3-7 p.m.



7 Shelby & Holmes

- **NAME CHANGE** but same routing as current Route 7 including early morning trips through North Memphis and Hudson Transit Center
- 7 Days A Week (**NEW SUNDAY SERVICE!**)
- Weekdays:
 - 5:30 a.m. - 6:30 p.m. (every 60 minutes)
- Saturdays
 - 8:15 a.m. - 6 p.m. (every 60 minutes)
- Sundays
 - 8:15 a.m. - 6 p.m. (every 60 minutes)

8 Chelsea & Highland

- Combines Routes 8 and 9
- Two branches:
 - Downtown to National and Jackson
 - Downtown to American Way Transit Center

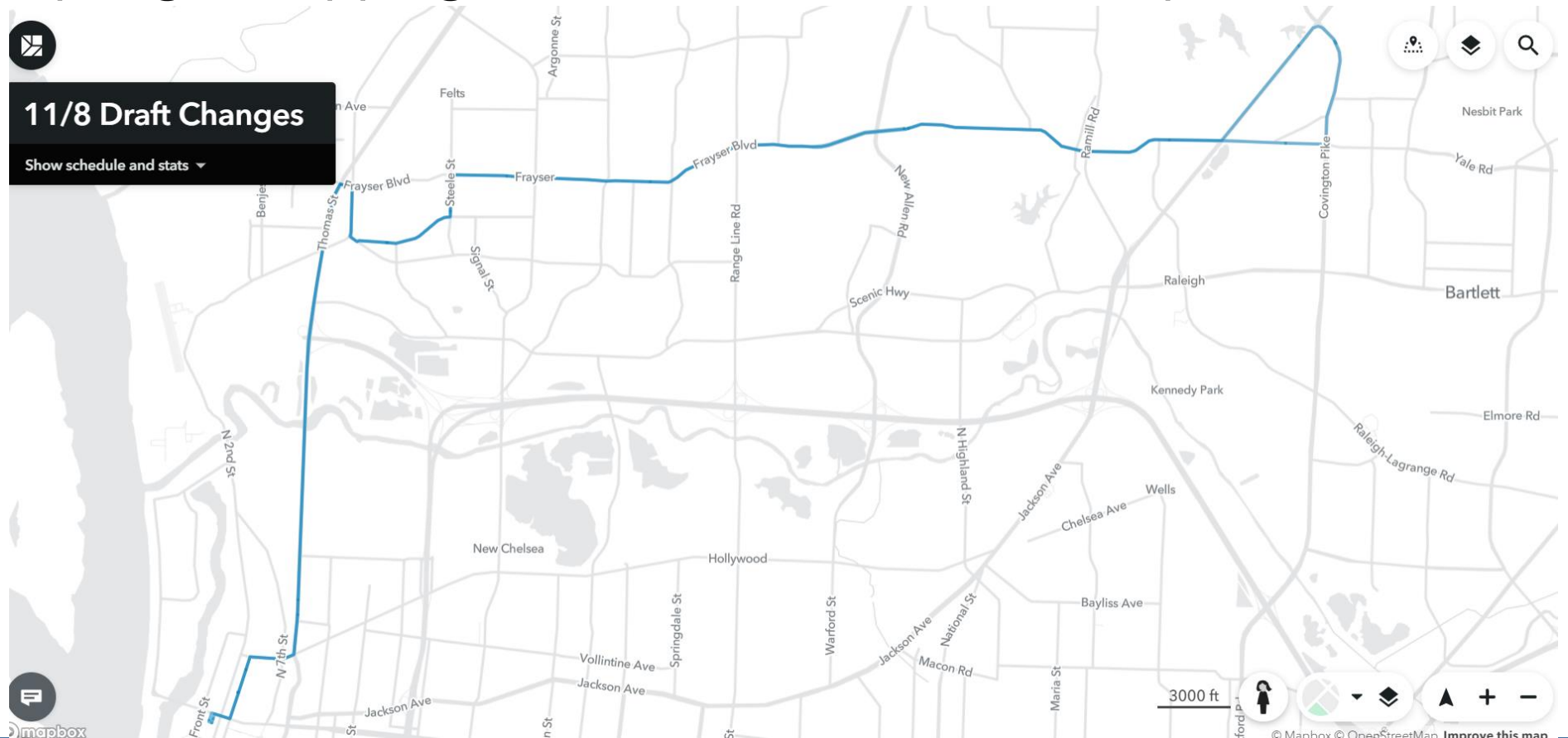


8 Chelsea & Highland

- Weekdays:
 - 5:15 a.m. - 6:15 p.m. (every 30 minutes to National and Jackson, every 60 minutes to American Way Transit Center),
 - 6:15-11:15 p.m. (every 60 minutes to all stops)
- Saturdays: 6:45 a.m. - 6:45 p.m. (every 30 minutes to National and Jackson, every 60 minutes to American Way Transit Center), 6:45-8:45 p.m. (every 60 minutes to all stops)
- Sundays: 8:15 a.m. - 6 p.m. (every 30 minutes to National and Jackson, every 60 minutes to all stops)

11 Frayser

Hudson Transit Center, 3rd, Thomas, Frayser Blvd., Nike, Yale Rd., Covington Springs Shopping Center, and Methodist Hospital North



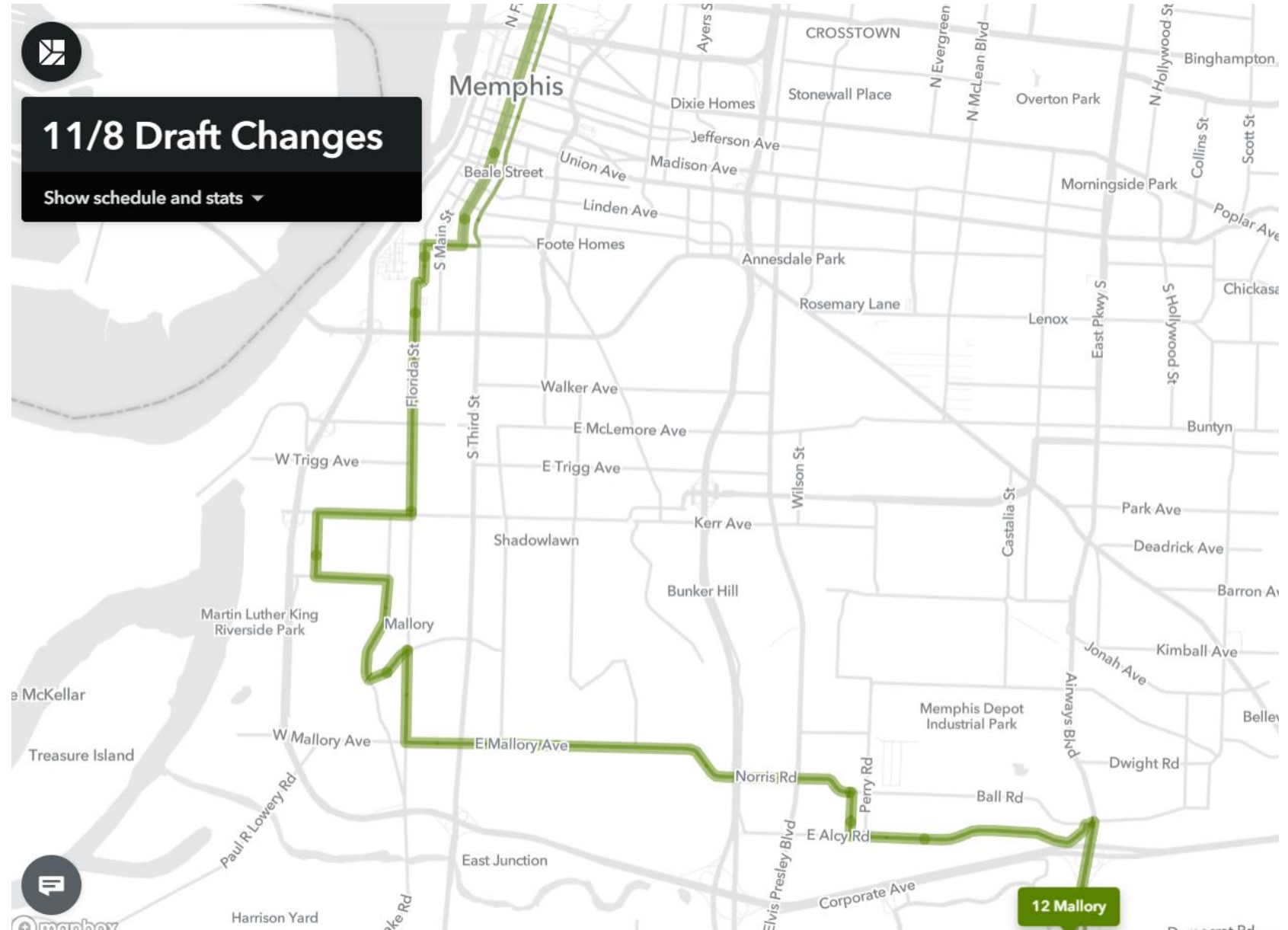
11 Frayser

- 7 Days a Week
- Weekdays: 5 a.m. - 12 a.m (every 30 minutes)
- Saturdays: 7:15 a.m. - 9 p.m. (every 60 minutes)
- Sundays: 8:15 a.m. - 6 p.m. (every 60 minutes)
- Replaces segment of Route 40 on Thomas

12 Mallory

NAME CHANGE

Combines Route 12 north of Mallory and Route 4 Walker Alcy with connection to Airways Transit Center



12 Mallory

- Weekdays:
 - 6:15 a.m.- 7 p.m. (every 60 minutes)
- Saturdays:
 - 8:15 a.m.- 6 p.m. (every 60 minutes)
- Sundays: No Service

13 Lauderdale

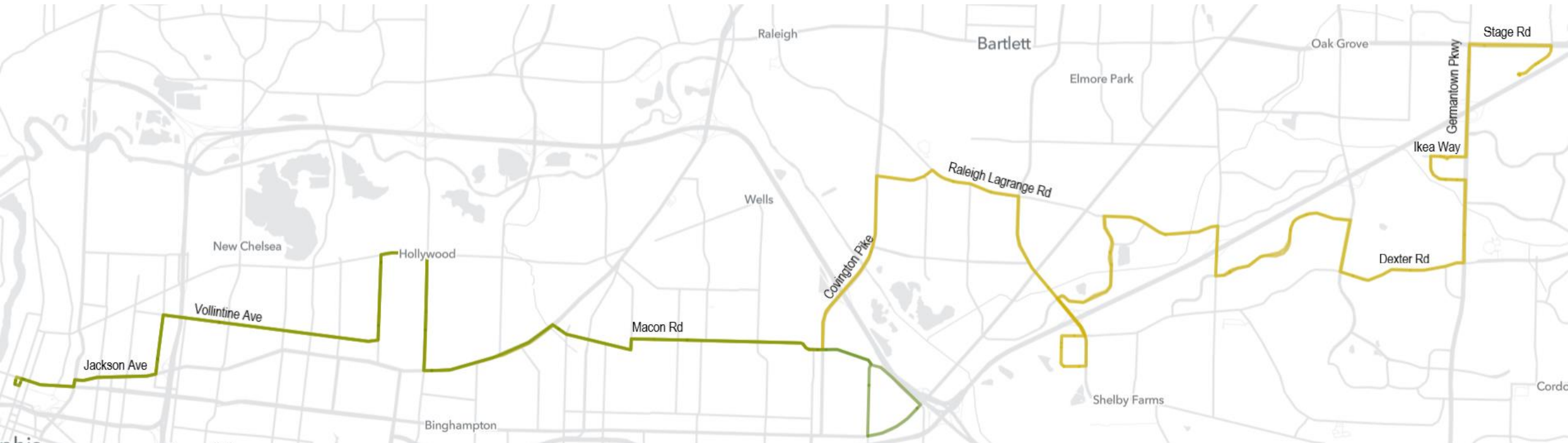
- Travels current Route 13 and part of former Route 4 Walker Alcy on Prospect, Alice, Marjorie, Kerr
- 7 Days a Week (NEW SUNDAY SERVICE)
- Weekdays: 6:15 a.m. - 7 p.m. (every 60 minutes)
- Saturdays and Sundays: 8:15 a.m. - 6 p.m. (every 60 minutes)



19 Vollintine

Two branches:

1. Similar to current Route 19
2. Vollintine/Macon, Covington Pike, former Route 44, and Wolfchase



19 Vollintine

- Weekdays: 5:15 a.m.- 7 p.m. (every 60 minutes on branch to Summer and White Station, every 120 minutes to Wolfchase)
- Saturdays: 8:15 a.m. - 8 p.m. (every 60 minutes on branch to Summer and White Station, every 120 minutes to Wolfchase)
- Sundays: No service
- Replaces Route 44

22 Raines

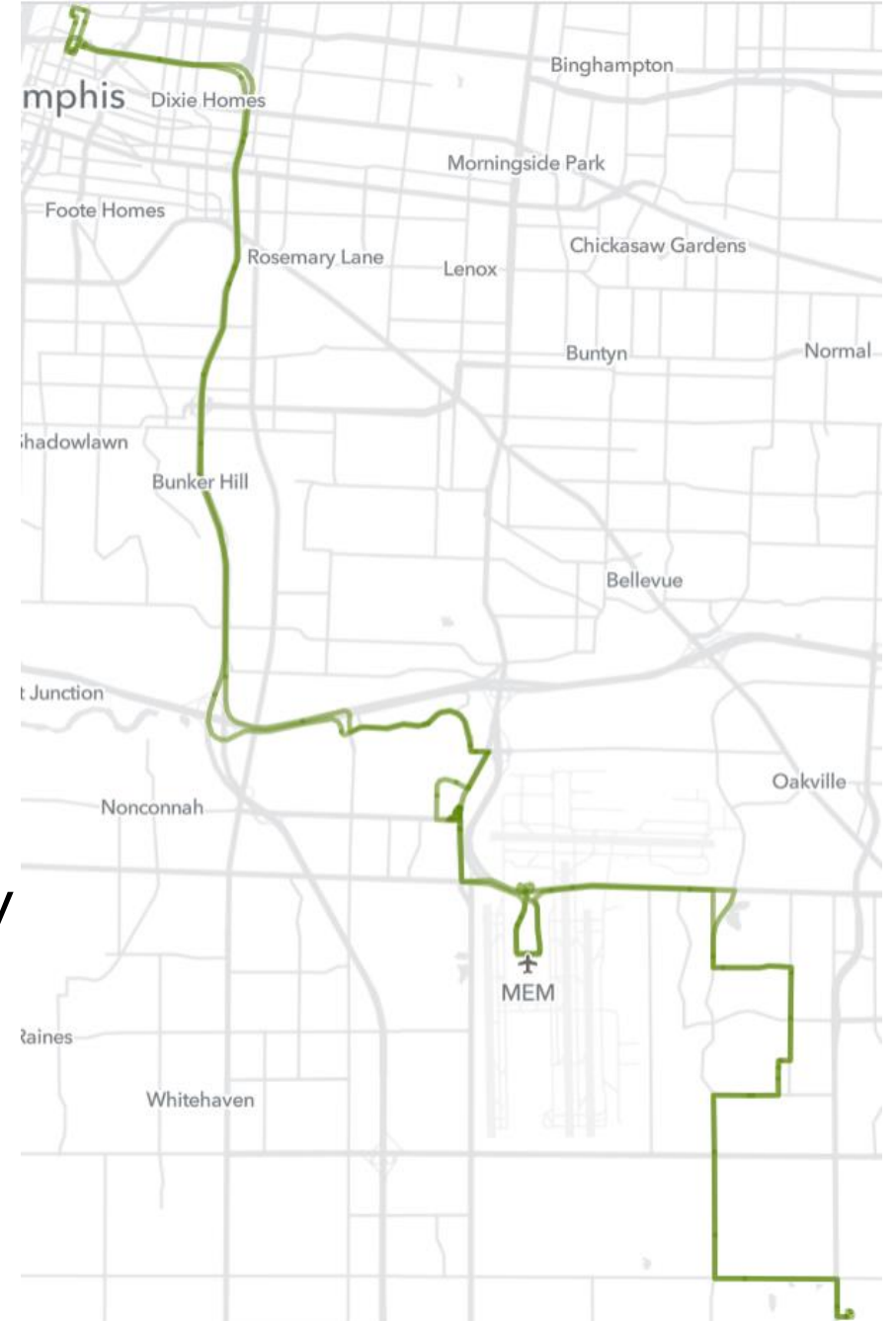
- No routing change
- Weekdays: 6:20 a.m. - 7 p.m. (every 120 minutes)
- Saturdays and Sundays **(NEW SUNDAY SERVICE)** 8 a.m. - 6:30 p.m. (every 120 minutes)

26 Hickory Hill

- Current weekday routing will now run 7 days a week
- Weekdays
 - 7a.m.- 6 p.m. (every 120 minutes)
- Saturdays and Sundays
 - 8:40 a.m.- 6 p.m. (every 120 minutes)

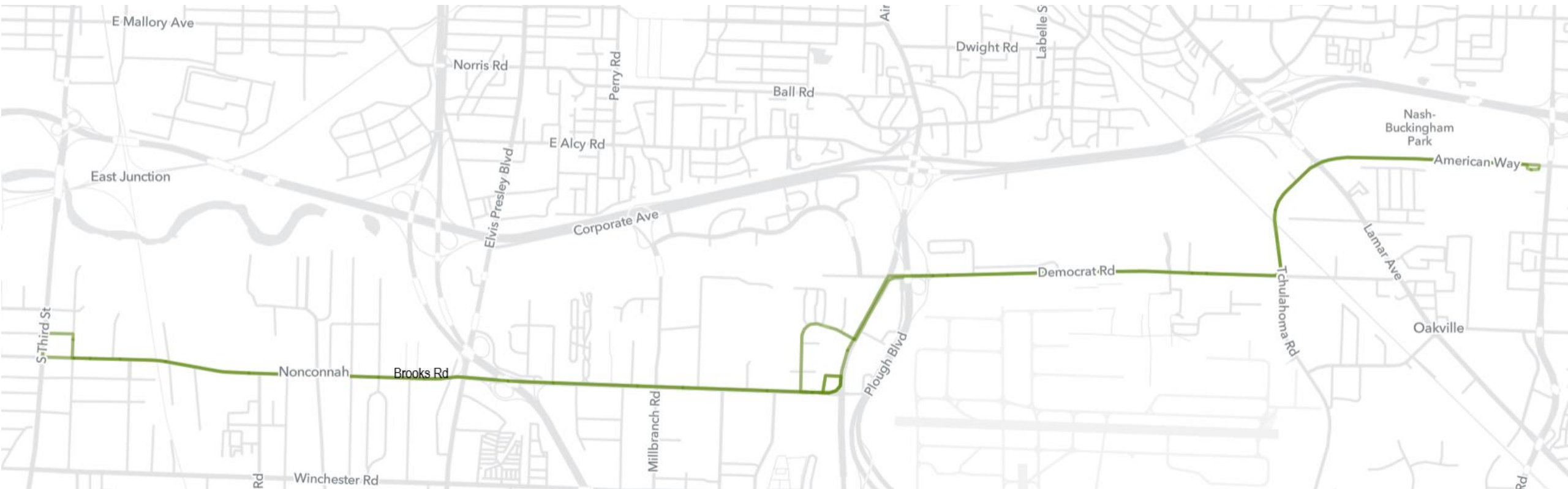
28 Airport

- Faster connection between Downtown, Nonconnah, DHS, Airways Transit Center, Airport, Distribution Warehouses like UPS and Amazon, and IRS via I-240
- 7 Days a Week
- Weekdays: 6:15 a.m. - 7 p.m. (every 60 minutes)
- Saturdays and Sundays 8 a.m. - 6 p.m. (every 60 minutes)
- Combines Routes 28, 64, 99, and 280



30 Brooks

Connects Third and Brooks, Airways Transit Center, FedEx Hub, and American Way Transit Center



30 Brooks

- Weekdays and Saturdays
- Weekdays
 - 6 a.m.- 7 p.m. (every 60 minutes)
- Saturdays
 - 8 a.m.- 6 p.m. (every 60 minutes)
- Sundays: No Service

31 Firestone

- Restores pre-COVID service
- Weekday service every 35 minutes from 6-8 a.m. and 4-6 p.m.

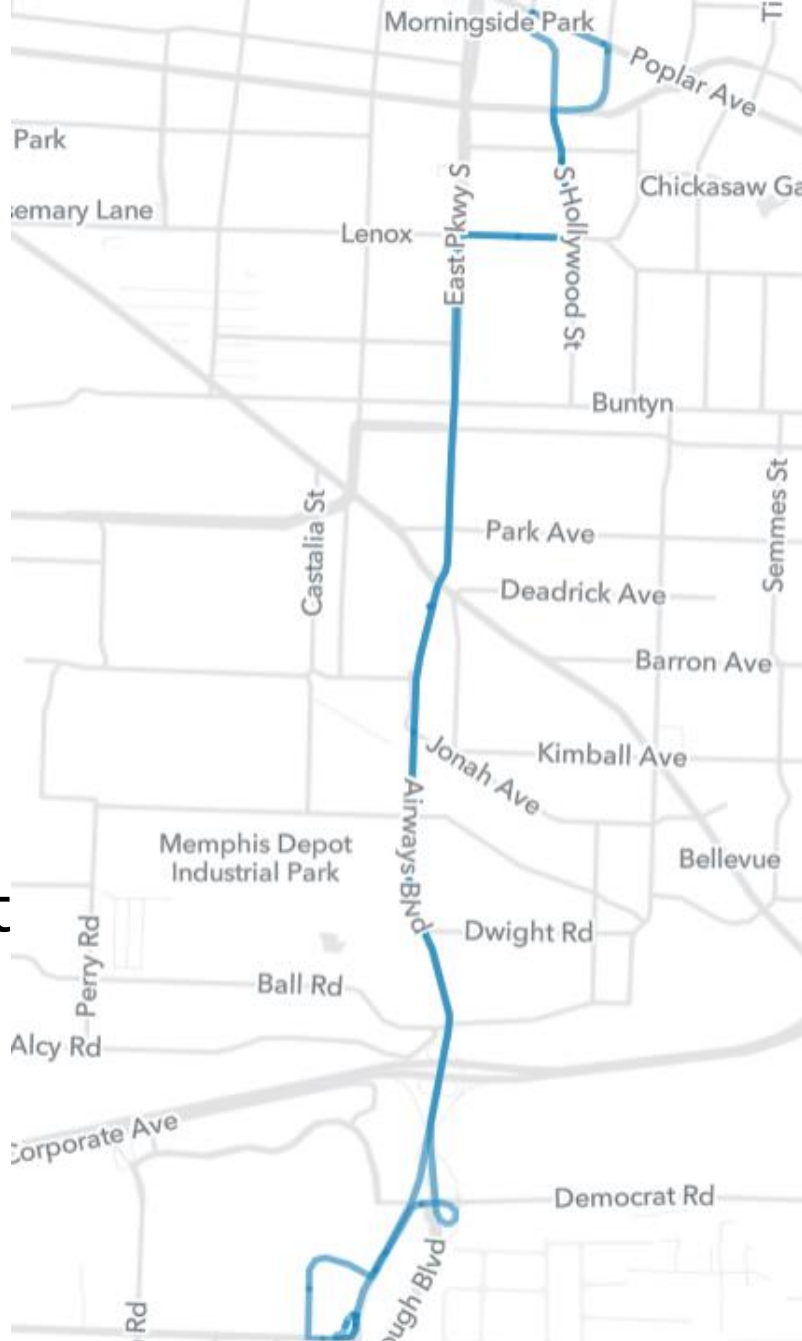


32 Hollywood and Hawkins Mills

NAME CHANGE

Two branches:

1. Airways Transit Center to Poplar and Hollywood
2. Airways Transit Center to Frayser Plaza including current Route 18



32 Hollywood and Hawkins Mills

- 7 Days a Week (**NEW SUNDAY SERVICE**)
- Weekdays: 5 a.m. - 12 a.m. (every 30 minutes to Poplar and Hollywood, every 60 minutes to Frayser Plaza)
- Saturdays: 7 a.m.- 9 p.m. (every 30 minutes to Poplar and Hollywood, every 60 minutes to Frayser Plaza)
- Sundays: 8 a.m.- 6 p.m. (every 30 minutes to Poplar and Hollywood, every 60 minutes to Frayser Plaza)
- Replaces Route 18

34 Central and Walnut Grove

NAME CHANGE



Serves Downtown, Vance, Lamar, Central,
Poplar Plaza, Walnut Grove, and Baptist Hospital

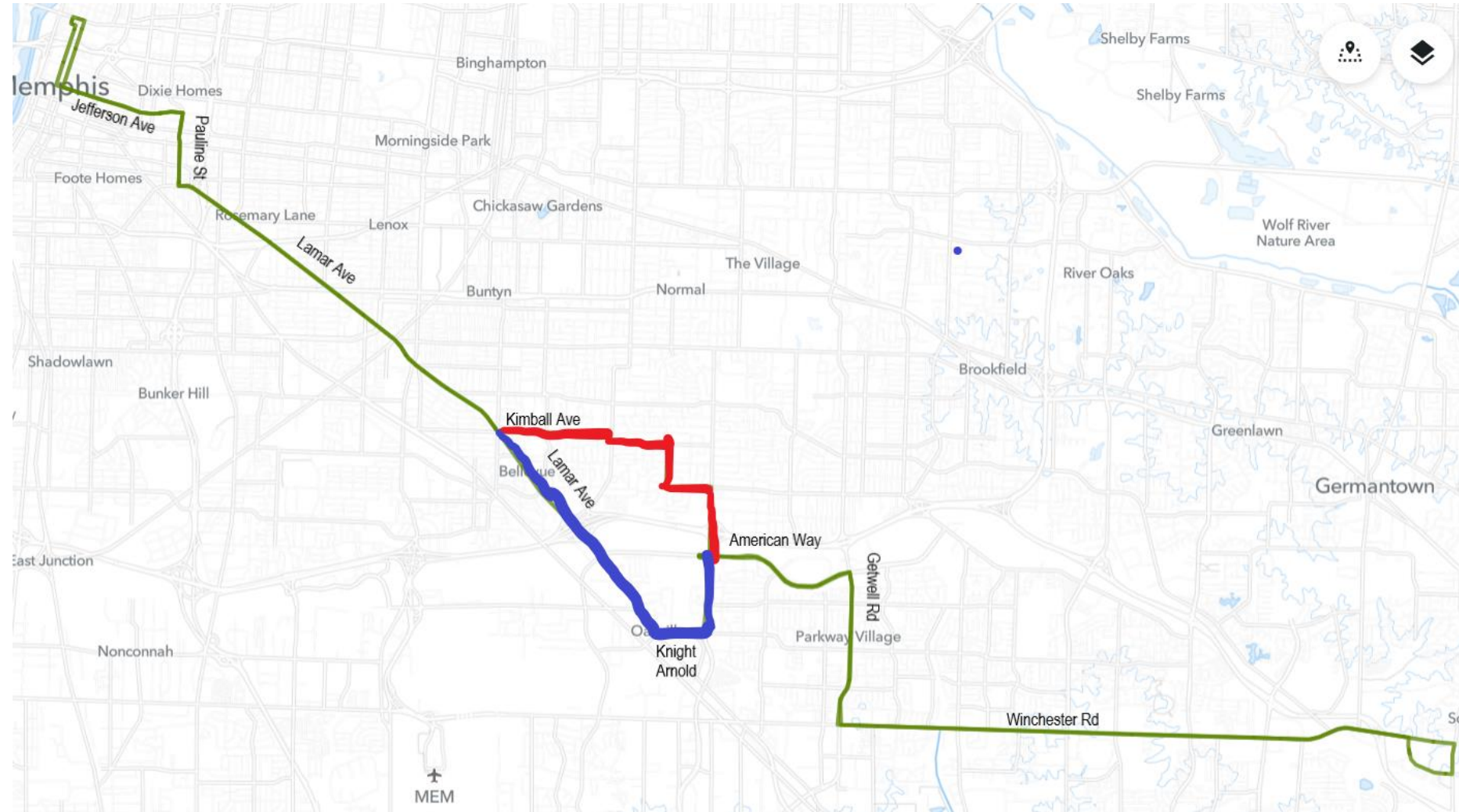
34 Central & Walnut Grove

- Weekdays and Saturdays
- Weekdays: 5:15 a.m. - 7 p.m. (every 120 minutes)
- Saturdays: 8:15 a.m. - 6 p.m. (every 120 minutes)
- Sundays: No service
- Replaces Route 5

36 Lamar

NAME CHANGE

- Combines Routes 36 and 56
- Two branches:
 1. Kimball (in Red)
 2. Lamar and Knight Arnold (in Blue)



36 Lamar

- 7 Days a Week
- Weekdays: 5:15 a.m. - 11 p.m. (every 30 minutes, every 60 minutes for branch sections)
- Saturdays: 7:15 a.m. - 8:30 p.m. (every 30 minutes, every 60 minutes for branch sections)
- Sundays: 8:15 a.m. - 6 p.m. (every 30 minutes, every 60 minutes for branch sections)

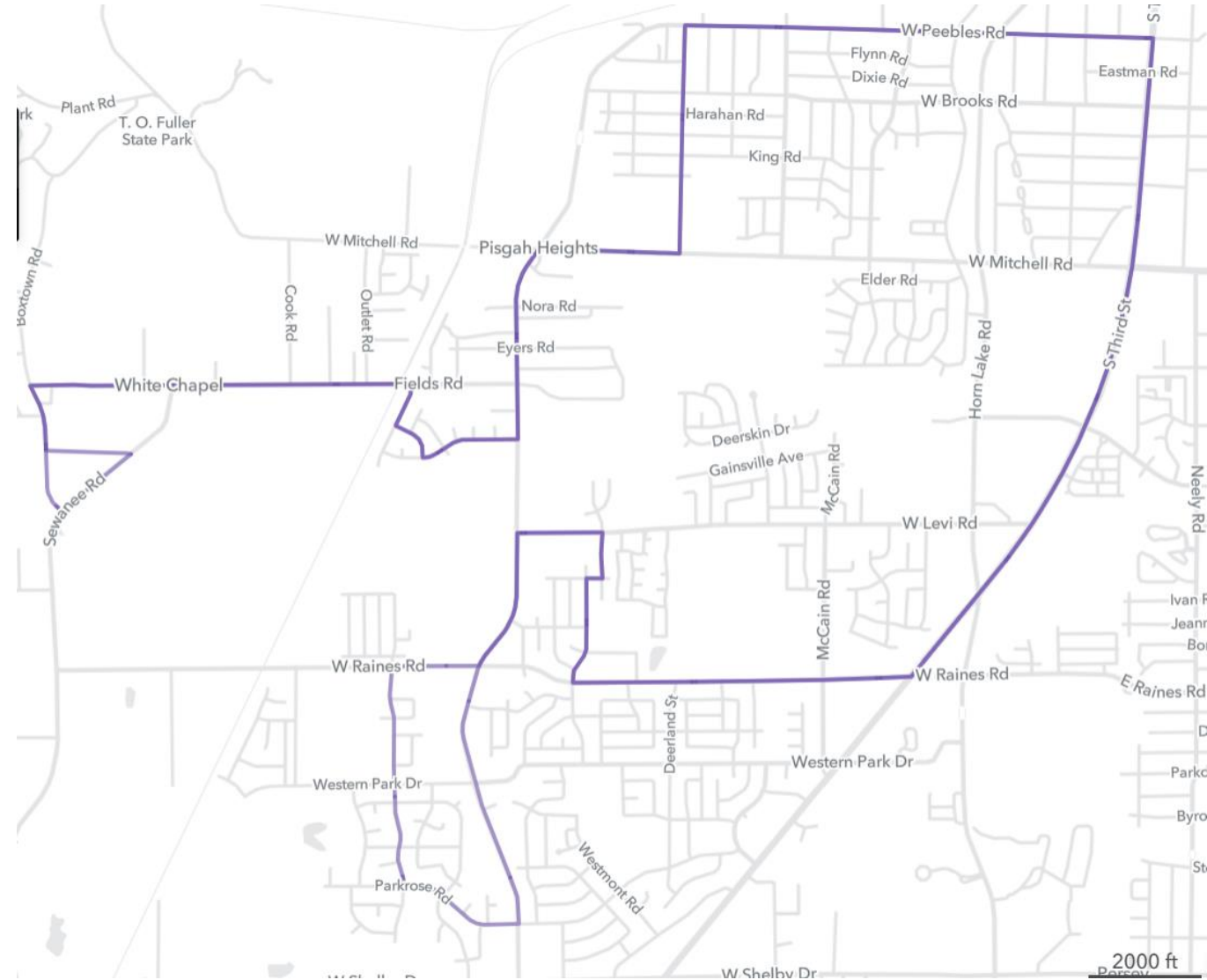
37 Perkins

- Restores pre-COVID service
- Weekday service every 60 minutes from 6 a.m. - 7 p.m.
- Saturday service from 8 a.m. - 5 p.m.



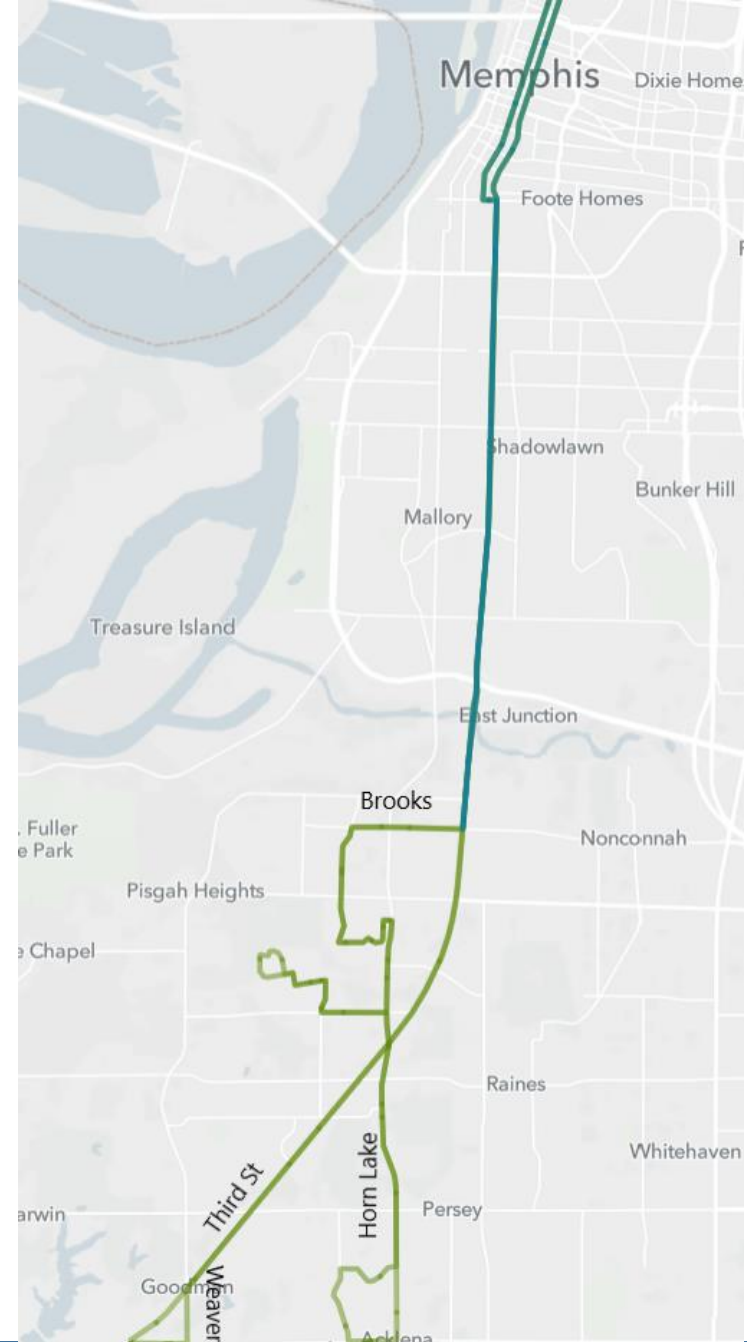
38 Boxtown

- Restores pre-COVID service
- Weekday and Saturday service every 90 minutes from 5:30 a.m. - 6:30 p.m.



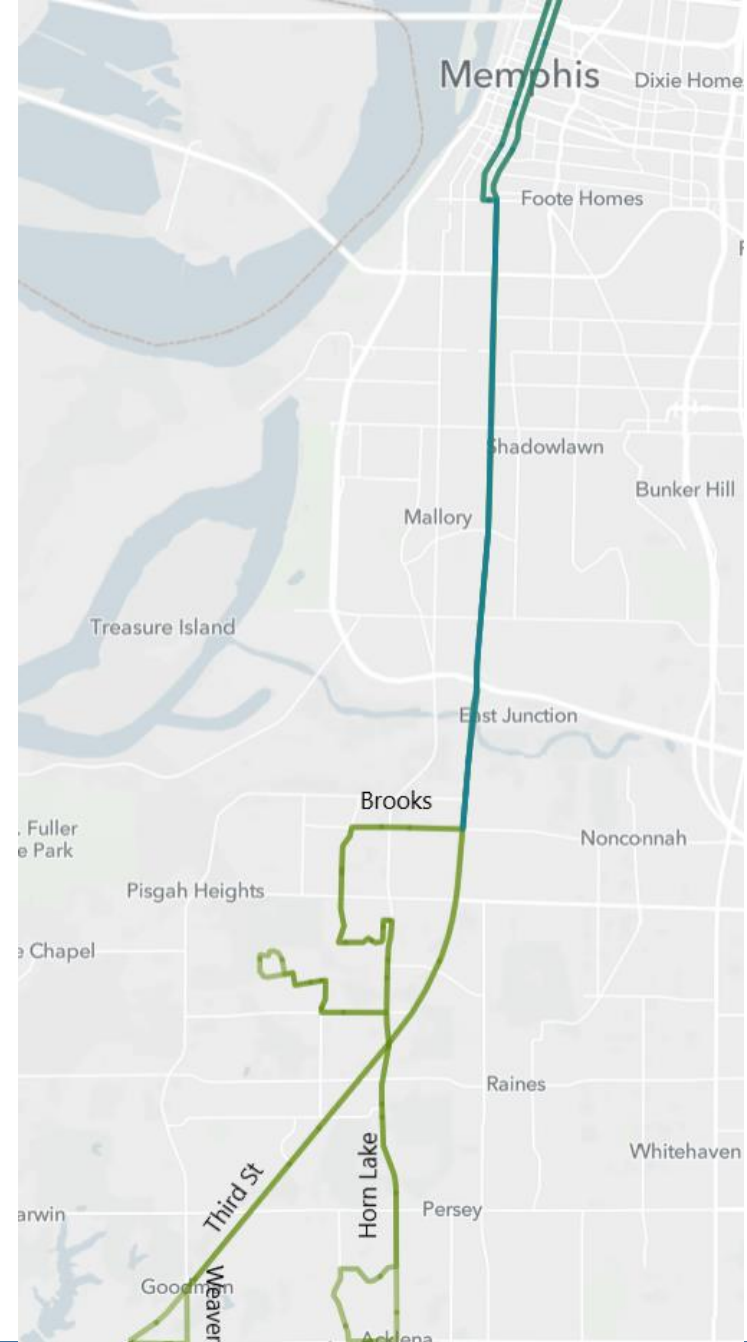
39 South 3rd

- Two branches that split off at Brooks and Third and travel south to Holmes:
 1. Third and Weaver
 2. Horn Lake and Indian Hills
- Both branches serve areas formerly served by Route 12



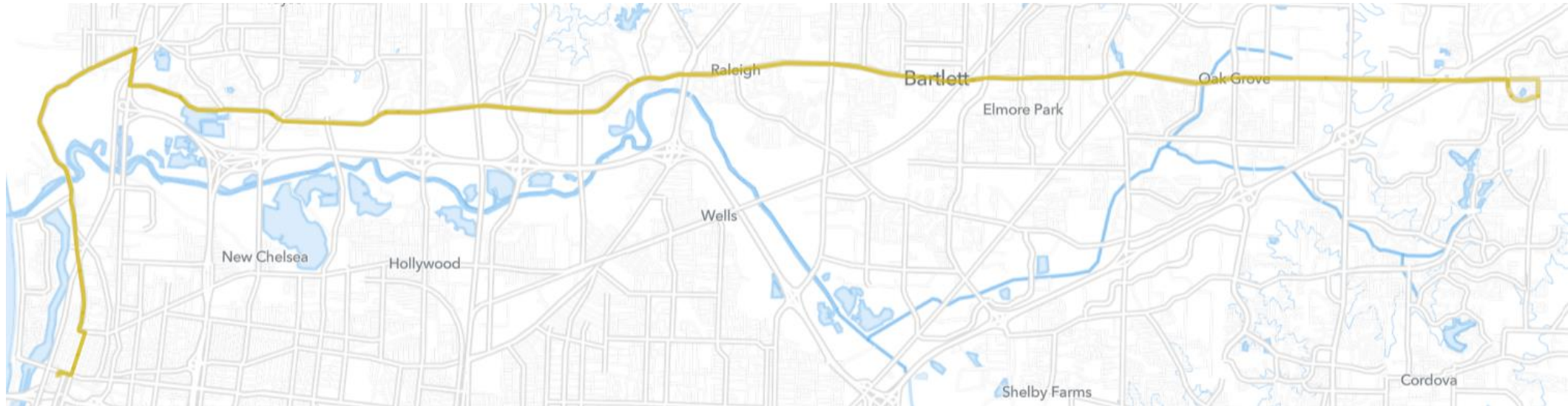
39 South 3rd

- 7 Days A Week
- Weekdays: 5:15 a.m. - 12 a.m. (every 30 minutes, every 60 minutes for branch sections)
- Saturdays: 7:15 a.m.- 9 p.m. (every 30 minutes, every 60 minutes for branch sections)
- Sundays: 8:15 a.m. - 6 p.m. (every 30 minutes, every 60 minutes for branch sections)



40 Stage

NAME CHANGE



Serves N. 2nd, James Rd./Stage Rd., Wolfchase Galleria, and ends at Fletcher Trace

40 Stage

- 7 Days a Week
- Weekdays: 6:15 a.m. - 10 p.m. (every 90 minutes)
- Saturdays: 7:15 a.m. - 10 p.m. (every 90 minutes)
- Sundays: 8:15 a.m. - 6 p.m. (every 60 minutes)
- Replaces segment of Route 11 on N. 2nd

53 Summer



- Non-Binghampton branch will run at all times
- Weekdays: 6:15 a.m. - 11 p.m. (every 60 minutes)
- Saturdays: 8:15 a.m. - 6 p.m. (every 60 minutes)
- Sundays: 8:15 a.m. - 6 p.m. (every 120 minutes)

57 Park

Connects Downtown, McLeMORE, S Pkwy, Park Ave. in Orange Mound and East Memphis, U of M, St. Francis Hospital



57 Park

- 7 Days a Week
- Weekdays: 5:15 a.m. - 12 a.m. (every 60 minutes)
- Saturdays: 7:15 a.m. - 8 p.m. (every 60 minutes)
- Sundays: 8:15 a.m. - 6 p.m. (every 60 minutes for all stops)
- Replaces Route 17

69 Winchester

Route moved from Neely to Hodge to incorporate Route 39 Hodge and on Sewanee and Weaver to expand service in Westwood

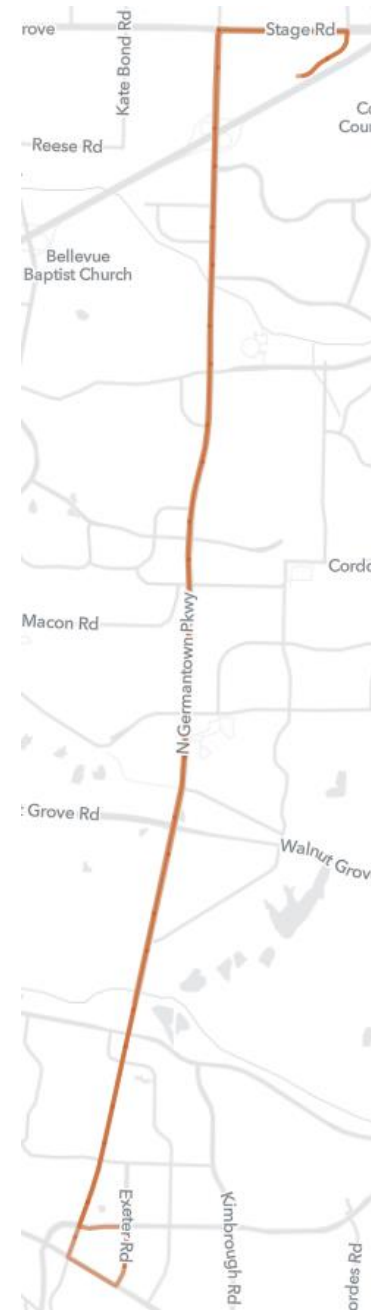


69 Winchester

- Weekdays
 - 5 a.m.- 7 p.m. (every 60 minutes)
- Saturdays
 - 8 a.m. - 6 p.m. (every 60 minutes)

82 Germantown

- Restores pre-COVID service
- Weekdays
 - 6:30-9 a.m. (every 90 minutes)
 - 3-6 p.m. (every 90 minutes)



For More Information:

Visit:

[http://matatransit.com/newsandalerts/
MATA-News/](http://matatransit.com/newsandalerts/MATA-News/)

The automated phone system will give you specific route information with inbound and outbound times. The Call Center team is available to assist with schedules and routing information during these times:

Monday - Friday 6 a.m. - 6 p.m.

Saturday 7:30 a.m. – 4 p.m.

Holiday Hours Vary

Closed on Sunday

Contact the Call Center:

901-274-MATA (6282)