

WARD COUNCILLORS

1 – David R. Thibault-Muñoz
2 – Dana M. Heath
3 – Paul G. Tassone
4 – Karen G. Hardern
5 – Aleksander H. Dernalowicz

COUNCIL PRESIDENT

George C. Tyros

COUNCILLORS AT LARGE

Calvin D. Brooks
Craig R. Cormier
Brad E. Heglin
Elizabeth J. Kazinskas
Judy A. Mack

**CITY OF GARDNER
MASSACHUSETTS****CITY COUNCIL****CITY COUNCIL INFORMAL MEETING**

Date: Monday, August 4, 2025
Time: 6:30 P.M.
Location: City Council Chamber, Room 219, City Hall

CALL TO ORDER**ANNOUNCEMENT OF OPEN MEETING RECORDINGS**

Any person may make a video or audio recording of an open session of a meeting, or may transmit the meeting through any medium, subject to reasonable requirements of the chair as to the number, placement and operation of equipment used so as not to interfere with the conduct of the meeting. Any person intending to make such recording shall notify the Chair forthwith. All Documents and exhibits used or referenced at the meeting must be submitted in duplicate to the City Clerk, as they become part of the Meeting Minutes.

AGENDA

11466 – A Request from Councillor Karen Hardern to have an Informal Meeting with Montachusett Regional Transit Authority (MART) to discuss Rider and Pedestrian Safety and Route Utilization and Ridership.

ADJOURNMENT

NOTICE: The listing of Agenda items are those reasonably anticipated by the Chairman which may be discussed at the meeting. Not all items listed may in fact be discussed and other items not listed may also be brought up for discussion to the extent permitted by law.

CITY COUNCIL OF GARDNER

George C. Tyros

George C. Tyros
Council President

Submission to Clerk:

Referral to Committee:

That the Montachusett Regional Transit Authority (MART) is requested to make a presentation to the Gardner City Council on the following topics:

1. Rider and Pedestrian Safety
2. Route Utilization and Ridership

It is further requested that MART provide the Gardner City Council with route ridership statistics for routes to, from, or within the City of Gardner covering the period of at least the last year.

RECEIVED

2024 DEC 19 AM 11:48

CITY CLERK'S OFFICE
GARDNER, MA

(from: Councilor
Karen Haudern - Ward 4)

*MART's Mission Statement: "To serve people by getting¹⁴⁶⁶
them where they need to go to lead their lives."*



City of Gardner : MART Services

May 19, 2025

Tonight's Agenda

11466



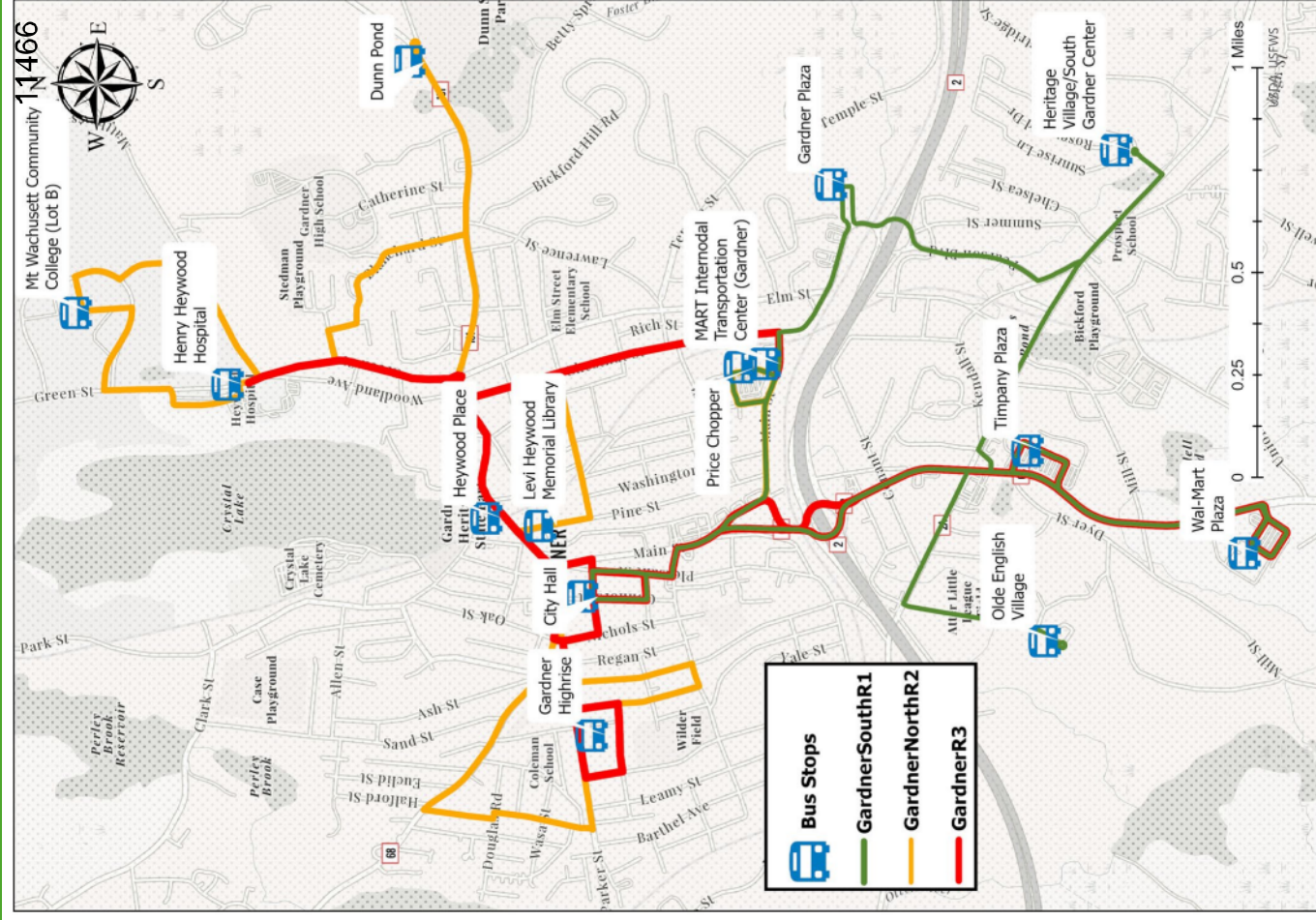
- MART Fixed Route Overview
- Other MART Services : 2023, 2024, 2025
- Safety Improvements

Routes 1, 2 & 3

Route Characteristics

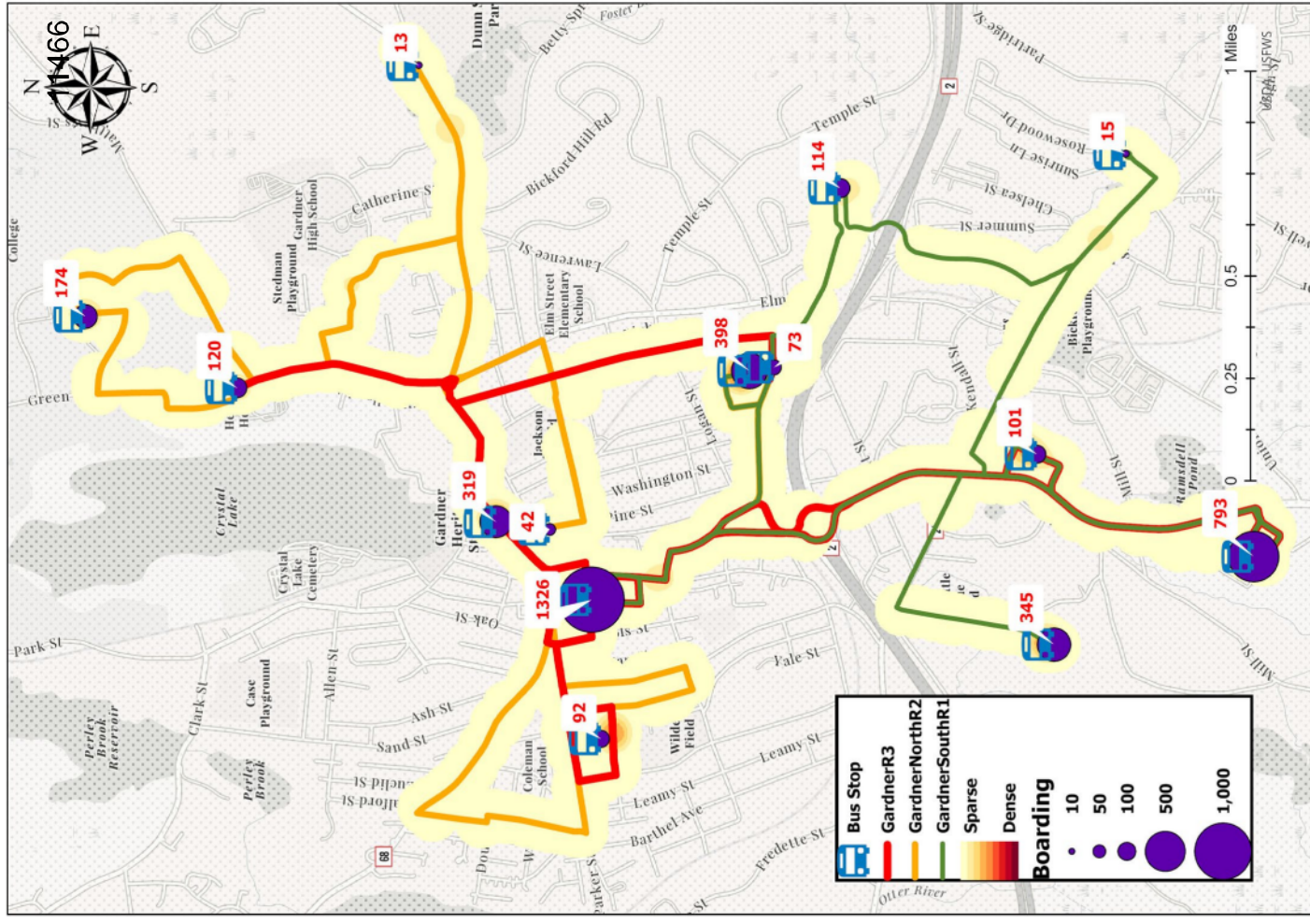
- Route 1: Southern section of town
- Route 2: Northern section of town

and
Routes 1 and 3

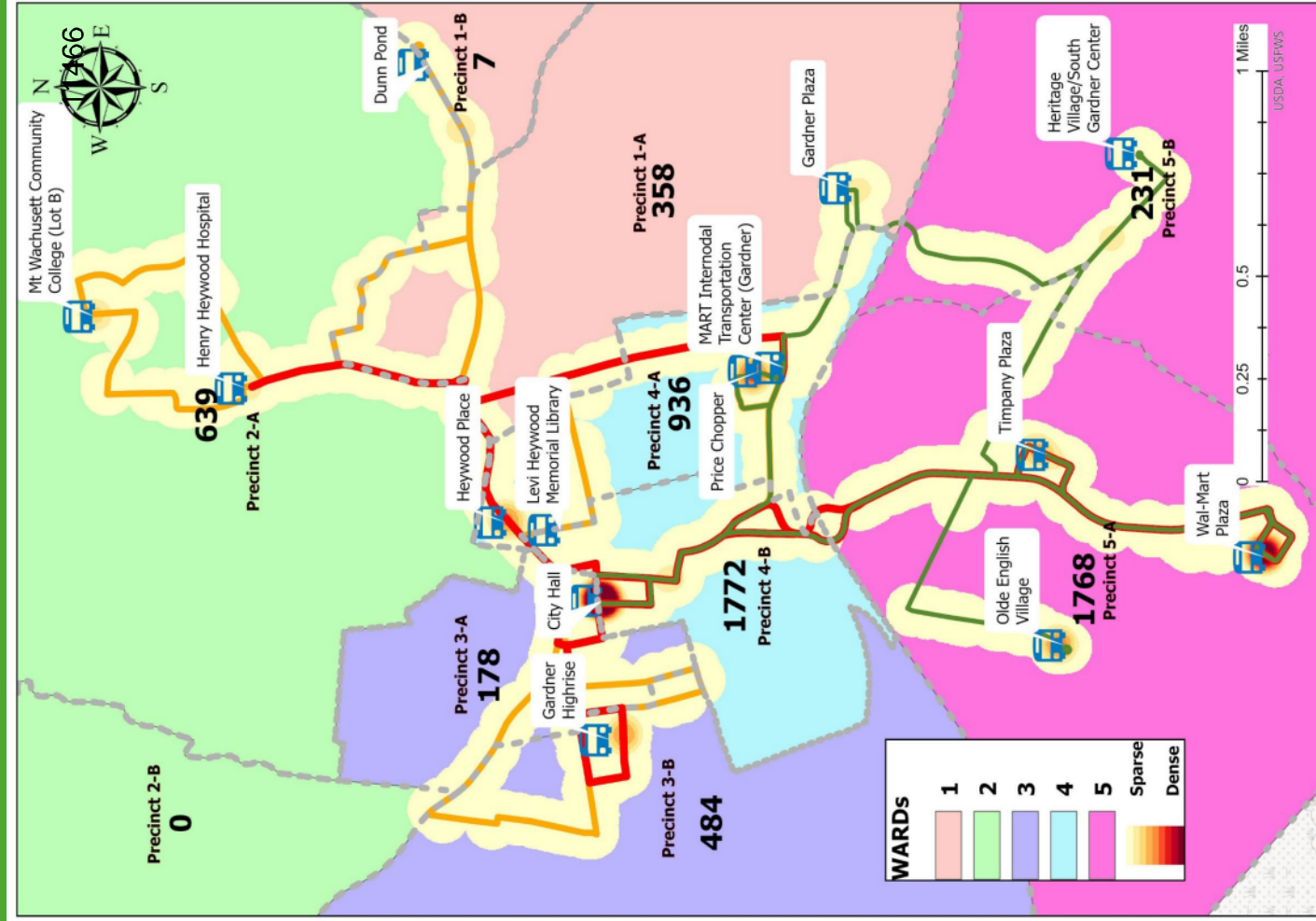


Ridership at stops

- City Hall has the highest boardings per month 1,326
- Walmart is the next with 793 boardings



Routes 1, 2 & 3 Month of April 2025

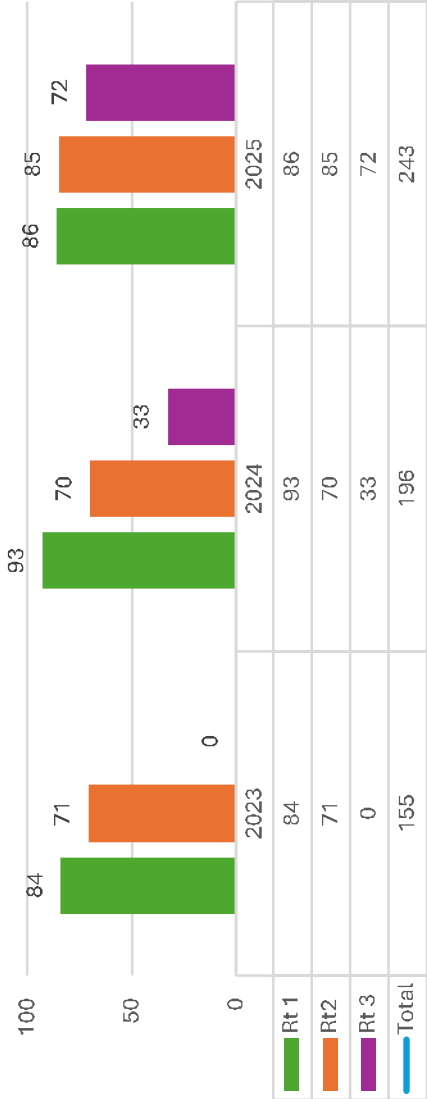
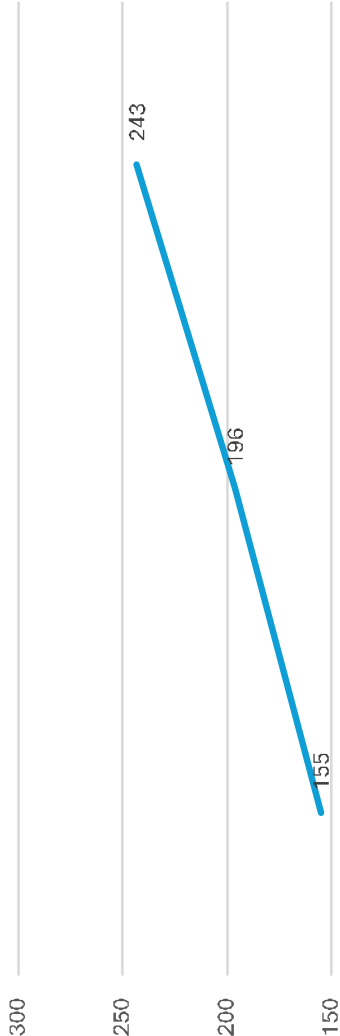




Average Daily Ridership

- 21% increase between 2023 & 2024
- 24% increase between 2024 & 2025

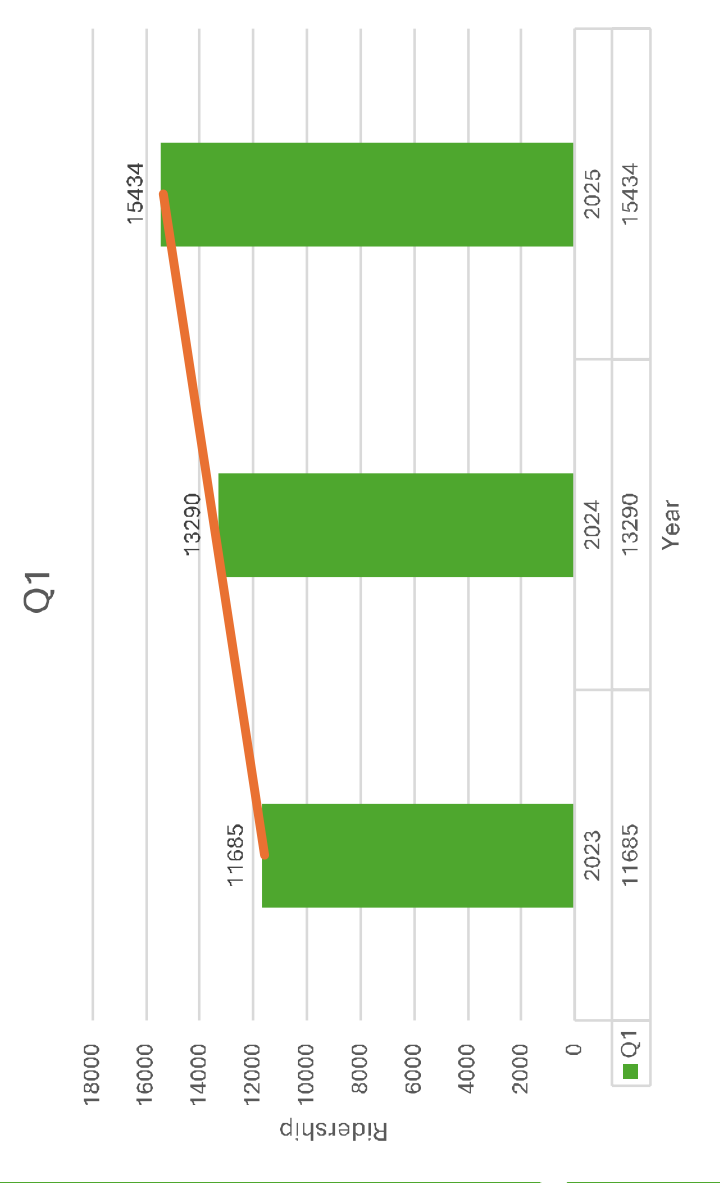
Average Daily Ridership - Weekday



Demand Response
1st Quarter Ridership

Quarter (1) Ridership

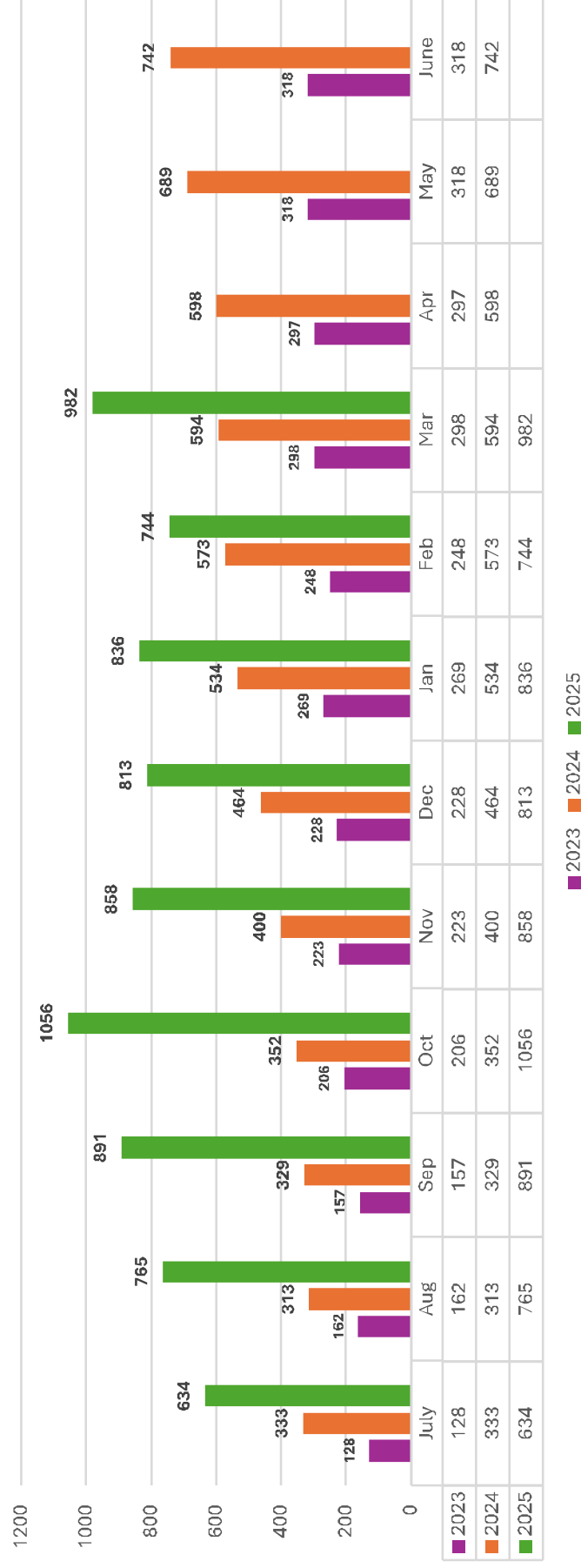
- 13% increase between 2023 & 2024
- 16% increase between 2024 & 2025
- **32% increase** between





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Americans with Disability Act (ADA) Service Ridership Fiscal years (FY) 2023 -2025



ADA Ridership

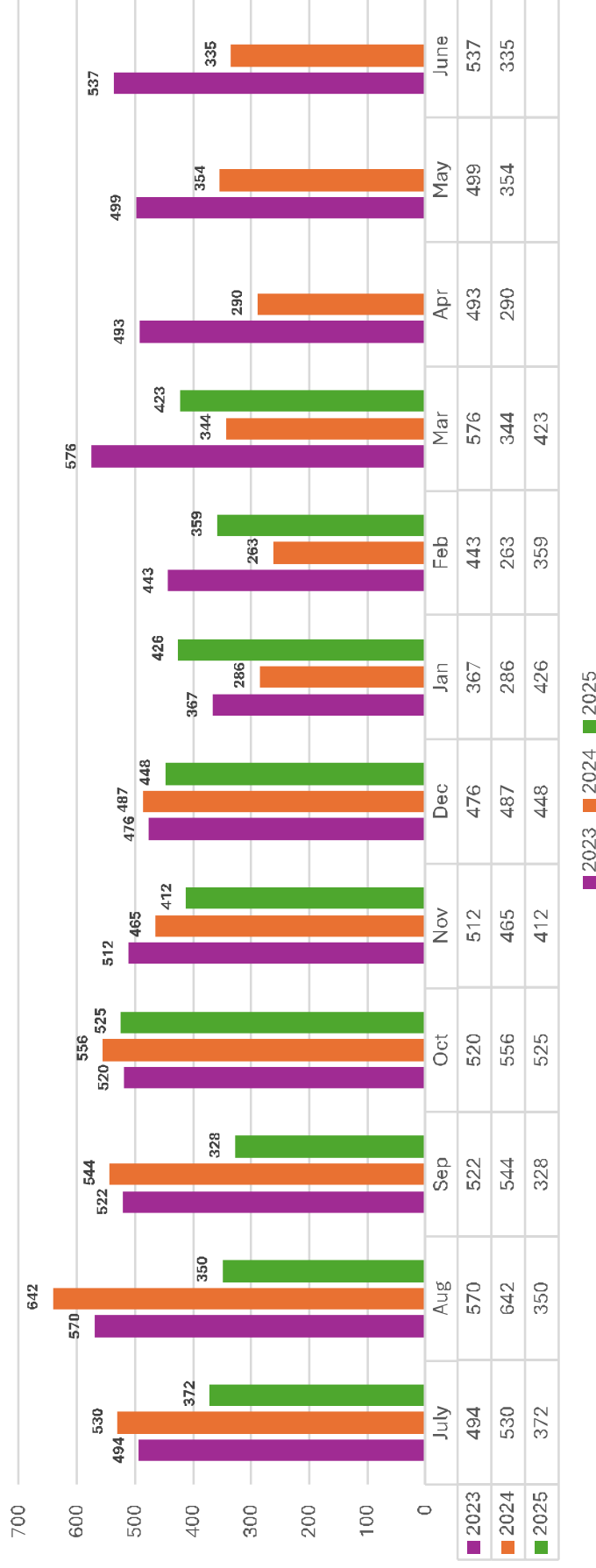
- 108% increase between 2023 & 2024
- 28% increase between 2024 & 2025
- 166% increase between 2023 & 2025

Total 2023 FY ridership =2,852
Total 2024 FY ridership =5,921
Total 2025 FY ridership =7,579 (9 months)



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Council on Aging (COA) Fiscal year 2023 - 2025



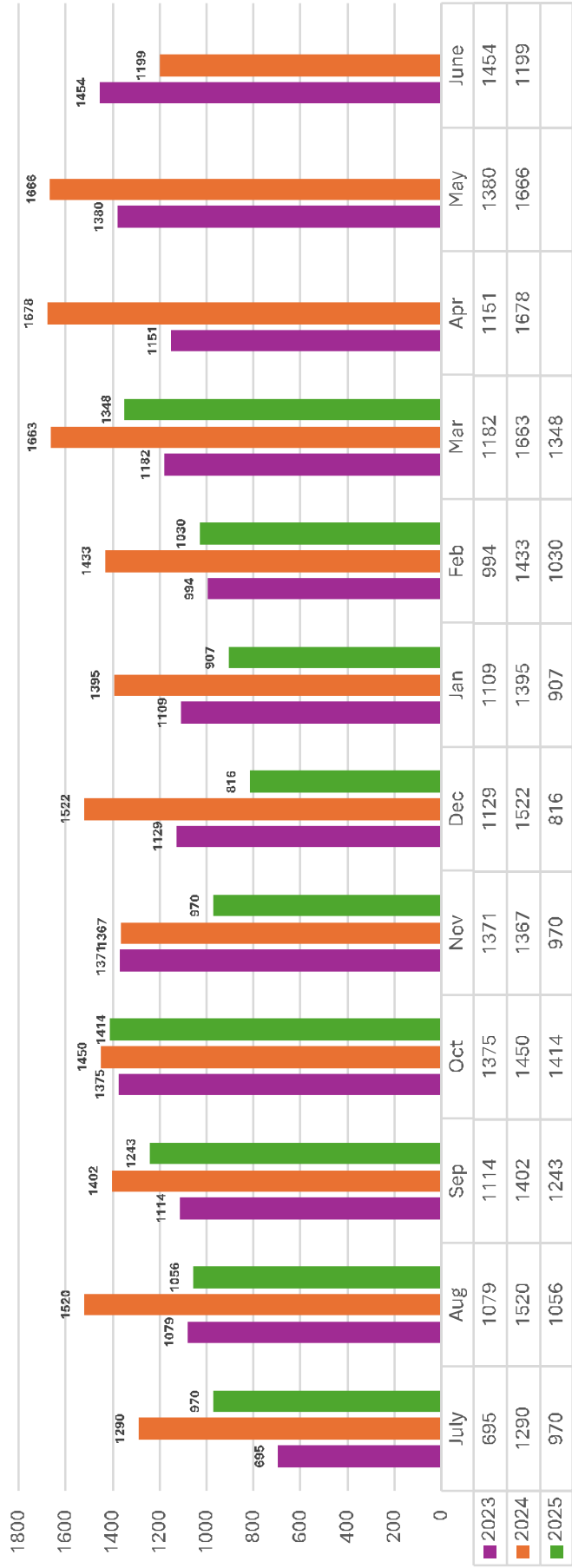
Service

- -15% decrease between 2023 & 2024
- -29% decrease between 2024 & 2025
- -39% decrease between 2023 & 2025

Total 2023 ridership = 6,009
Total 2024 ridership = 5,096
Total 2025 ridership = 3,643 (9 months)



Subscription Service Ridership Fiscal year 2023 - 2025



City Subscription Ridership

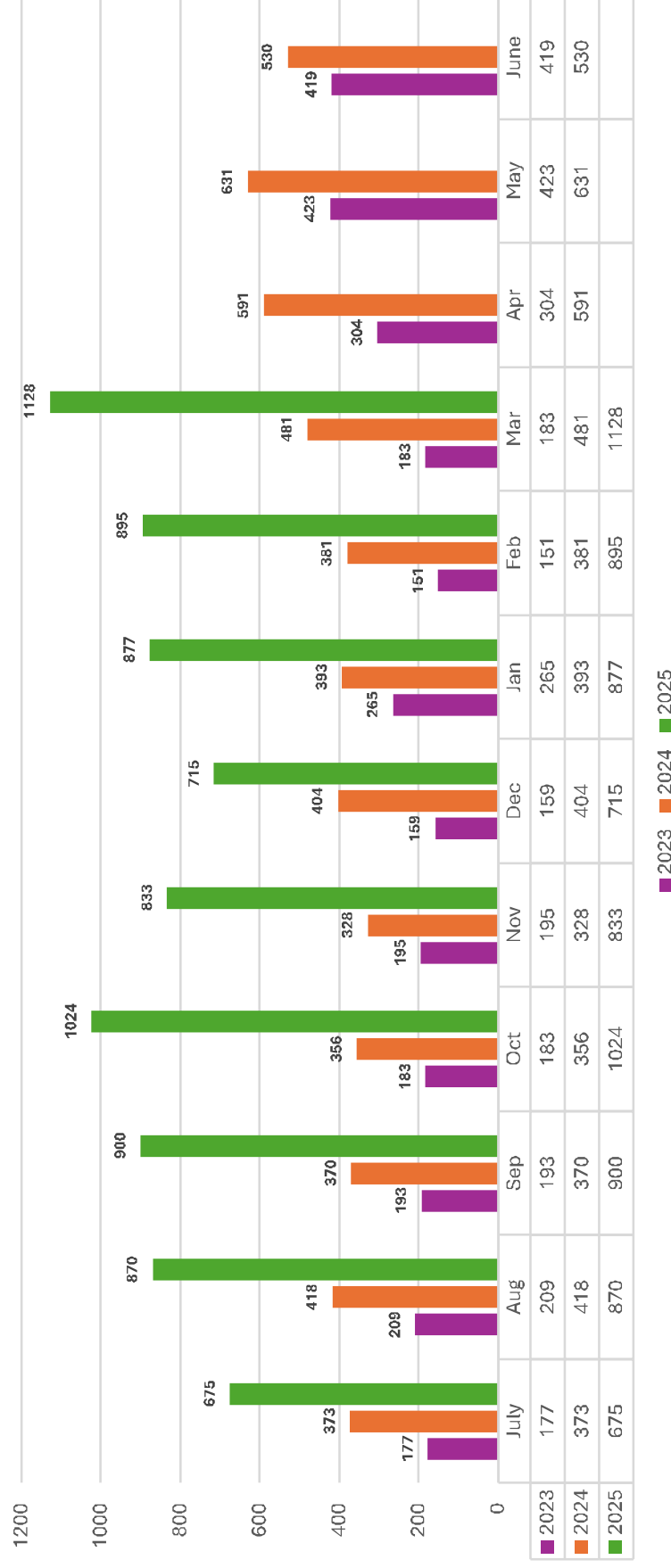
- 25% increase between 2023 & 2024
- -45% decrease between 2024 & 2025
- -30% decrease between 2023 & 2025

Total 2023 ridership = 14,033
Total 2024 ridership = 17,585
Total 2025 ridership = 9,754 (9 months)



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DDS Ridership Fiscal year 2023-2025



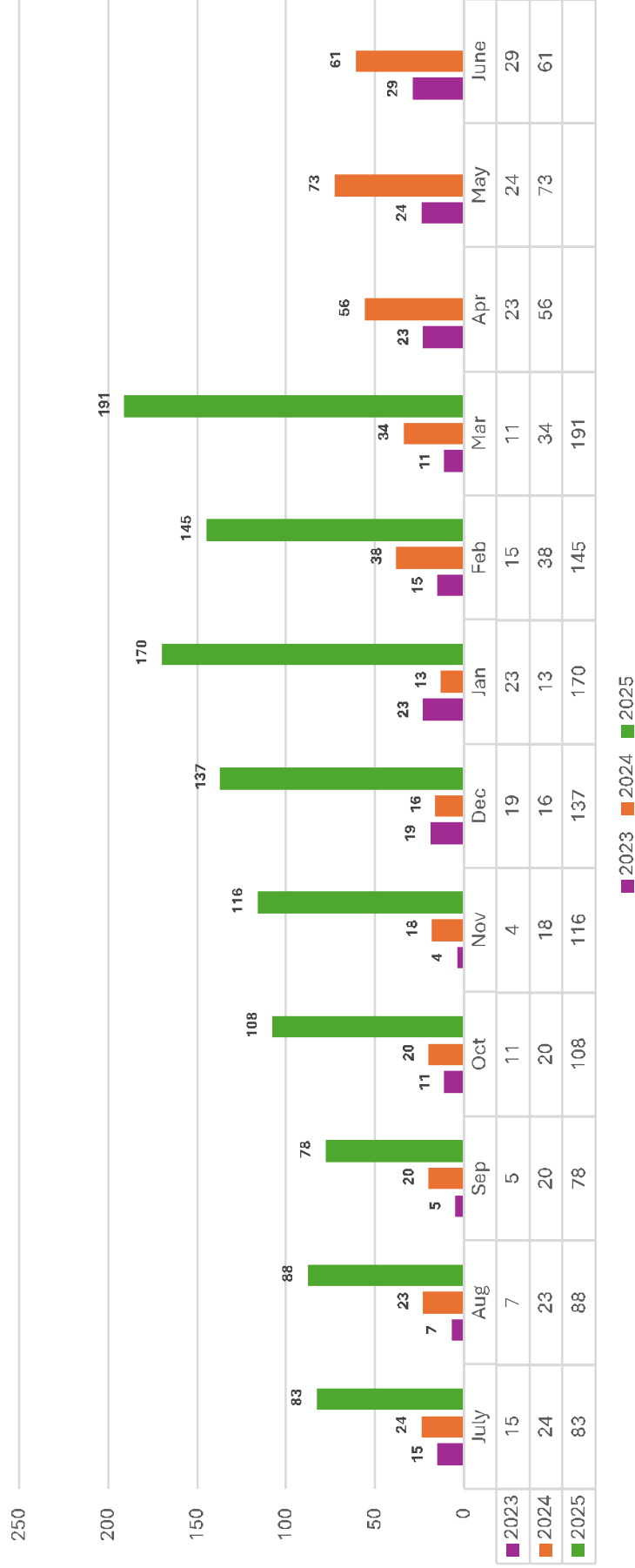
Monthly DDS Ridership

- 84% increase between 2023 & 2024
- 50% increase between 2024 & 2025
- 177% increase between 2023 & 2025

Total 2023 ridership = 2,861
Total 2024 ridership = 5,256
Total 2025 ridership = 7,917 (9 months)



Evening Ride Services Fiscal year 2023-2025



Evening Service

- 112% increase between 2023 & 2024
- 181% increase between 2024 & 2025
- 500% increase between 2023 & 2025

Total 2023 ridership = 186
Total 2024 ridership = 396
Total 2025 ridership = 1,116 (9 months)
12

New Gardner Shelters Installed

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Physical Safety Improvements MART ITC - Fitchburg

- Bollards are being placed at the curbing of each bus bay, and at the curbing of the concrete areas between the bus bays at the Intermodal.
- Additional fencing will be installed on both the northern and southern perimeters of the bus bay area.
- The entire surface area of the bus bays and the adjacent operating lot on the east side of the parking garage will be shaded yellow.

...ated around the entire bus bay
... are restricted from the shaded area.

...ed its own security officers resulting in better patrolling and support for
...m in dealing with safety issues.





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Safety Improvements Mount Wachusett Community College (MWCC)



15 15

Driver Trainings

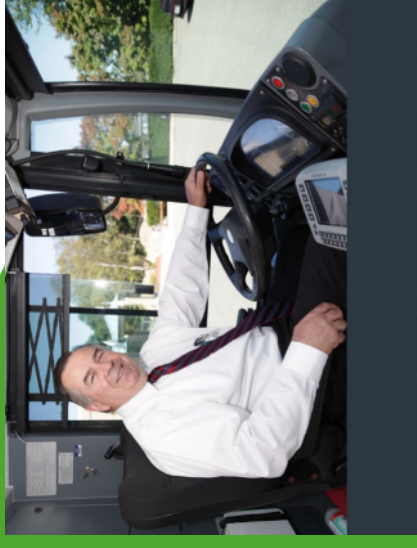
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- All drivers have annually required training on Defensive Driving, Passenger Safety, Passenger Assistance First Aid, CPR. This has been repeated for all drivers in light of the accidents.
- Sent an initial group of drivers to the CMSC Training School in West Boylston to improve their understanding of the challenges in driving, increased awareness of the surrounding operating environment.
- MART is working with our insurance carrier to utilize additional training programs and tools available to commercial customers to improve our training program for driver road knowledge, awareness and behaviors.

Simulator equipment is being added to train new drivers and

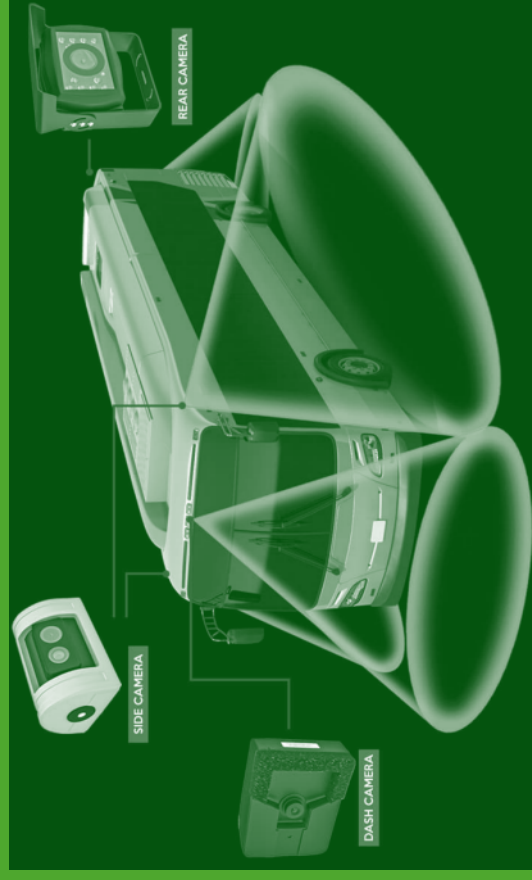
driver townhalls were held with all drivers specifically on the topic of enforcing driver safety practices.



Possible Technology Improvements

❑ Research upgrades to On-Board Diagnostic (OBD) devices to improve the monitoring of vehicles, as well as safety tools available to the drivers.

- a. Collision Avoidance systems
- b. Lane Positioning systems
- c. Blind Spot Detection systems
- d. Pedestrian Detection systems



systems

ing driver behavior with AI

Vehicle cameras will use both video and audio surveillance on vehicles to enhance

Total Ridership	FY25 (Estimated *)	FY24	FY23
	TOTALS	TOTALS	TOTALS
Gardner Routes 1, 2 & 3	48,332	39,983	38,975
InterCity Bus (includes MWCC Express & Commuter)	11,935	3,236	1,802
Gardner / Athol Link	19,903	16,124	11,976
Gardner / Winchendon Link	2,730	2,309	2,560
Gardner ADA-DAR	9,474	5,921	2,852
Gardner Subscription	12,193	17,585	14,033
Gardner DDS	9,896	5,256	2,861
Evening Service	1,395	396	186
Wood Swift Plus Program	481	0	0
COA	4,554	5,096	6,009
Taxi Livery Program	11,499	6,789	0
Grand Totals	132,392	102,470	81,254

QUESTIONS & DISCUSSION

11466



Thank you !

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