

Press Release

FOR IMMEDIATE RELEASE

Marlborough Commuter Shuttle Program Transitioning to New MWRTA Service

Commuters will continue to have reliable access to the Southborough Commuter Rail Station

Marlborough, MASS. May 4, 2026 – The City of Marlborough and the Marlborough Economic Development Corporation (MEDC) announce the **transition of the Marlborough Commuter Shuttle Program as of June 30, 2026**, marking the successful completion of a multi-year initiative that expanded transportation access for residents, employees, and commuters **traveling to and from the Southborough MBTA Commuter Rail Station**.

The shuttle program began as a **pilot initiative in September 2019**, created in response to long-standing concerns from residents, employees, and employers about the lack of transportation options connecting Marlborough to train stations. As noted in the City’s 2019 announcement, the service was designed to “resolve the ‘last mile’ conflict” and “provide our residents with an alternative option for their commute.”

The pilot was first made possible through a \$200,000 transfer from the City’s Economic Development fund to MEDC, requested by Mayor Arthur Vigeant and approved by the City Council. MEDC had been exploring transportation solutions for several years, including a 2015 study through the 128 Business Council that recommended addressing the region’s “last mile” gap.

The shuttle officially launched on **September 16, 2019**, offering **free weekday service** connecting the Southborough MBTA station with major employment centers and providing midday transportation for seniors and veterans directly through the Council on Aging.

In early 2020, the COVID-19 pandemic dramatically altered commuting patterns and employment needs across the region. As workplaces shifted to remote and hybrid models, ridership demand temporarily declined, and the program paused commuter operations during the height of the pandemic.

Recognizing the long-term importance of reliable commuter access, the MEDC **relaunched the shuttle in 2021**, updating routes and schedules to reflect the evolving needs of Marlborough residents and employees. Since that relaunch, the program has operated continuously, offering a dependable connection to and from the Southborough Commuter Rail Station during peak morning and evening hours.

The Marlborough Commuter Shuttle serves a portion of the city not currently reached by any other public transit provider, an essential link for employers located in Marlborough’s southwest quadrant, home to many of the city’s leading companies and industrial parks. Regular riders include employees of companies such as, Akoya Biosciences, BJ’s Wholesale Headquarters, Cytiva, Festo Corporation, Global Printing & Packaging, Hologic, the Massachusetts Department of Public Health, Merkle, Quantiphi, Quest Diagnostics, Qnity, Tata & Howard, Tetra Tech, TJX Companies, Web Industries, as well as several hotels, restaurants, and retail establishments along Route 20 West.

This workforce relies on the shuttle for daily weekday transportation between the Southborough MBTA station and their workplaces in Marlborough, while residents use the service to access the commuter rail for travel to jobs throughout the region. The program has become a vital connector supporting both local employers and the city's commuting population.

Its ongoing success was made possible through **grant funding secured by MEDC** as well as **state earmarks championed by Marlborough's State Representative Danielle Gregoire**, whose support ensured the program could continue serving the community.

The City of Marlborough and MEDC extend their sincere appreciation to **A&A Metro Transportation**, the vendor that operated the shuttle throughout its duration. Their professionalism, reliability, and commitment to service were essential to the program's realization. This dedicated working relationship was a cornerstone of the shuttle's success and is deeply appreciated.

The shuttle's strong ridership and consistent community demand demonstrated the need for a long-term, regional transit solution. Over the past year, Mayor Christian Dumais and MEDC have been working closely with the **MetroWest Regional Transit Authority (MWRTA)** to ensure that commuters continue to have reliable access to the Southborough MBTA Commuter Rail Station.

As a result of this collaboration, the MWRTA will launch a **new shuttle bus service beginning July 1, 2026**, ensuring uninterrupted service for riders with routes and schedules like those provided through Marlborough's program.

"The MWRTA is extremely excited to strengthen our partnership with the City of Marlborough and help carry this important commuter connection into its next chapter," said **MWRTA Administrator Jim Nee**. "This is a new day for regional public transit in Marlborough, built on the strong leadership of Mayor Dumais and Executive Director Harris, renewed collaborations, and a shared commitment to connecting people with where they live, work, and play."

"We are happy to continue to grow our partnership with the MWRTA to expand the city's transportation services with this commuter shuttle initiative," said **Mayor Christian Dumais**. "This enhanced service will create a more functional use of the region's current built in public transit system, will continue to address the "last mile" issue, be an asset to local employers in attracting talent, and providing residents with an alternative option for their commute."

"The City's investment in expanded transit options with our partners at the MWRTA demonstrates a clear commitment to addressing the 'last mile' gap in a meaningful way," said **MEDC Executive Director Meredith Harris**. "Seeing this pilot program become a permanent fixture in the community is incredibly rewarding. The new service will improve mobility, support workforce needs, and make Marlborough even more competitive within the region."

The City of Marlborough and MEDC extend their gratitude to the riders, employers, partners, and community members who contributed to the success of the Marlborough Commuter Shuttle Program. The program's achievements laid the foundation for expanded regional mobility and strengthened Marlborough's position as a connected, accessible, and forward-thinking community.

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About MEDC:

The Marlborough Economic Development Corporation (MEDC) is the state chartered economic development arm of the City of Marlborough, MA and represents a public-private partnership for planning. MEDC works with municipal and private investors to foster economic development, job

growth and community revitalization and expansion in the city.

For a complete overview of MEDC, visit: MarlboroughEDC.com.

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About MWRTA:

The MetroWest Regional Transit Authority (MWRTA) provides public transportation across 16 Boston MetroWest communities, offering fixed-route buses, demand-response services, and commuter shuttle connections to major transit hubs. The MWRTA works to enhance regional mobility and economic vitality. The authority is governed by an advisory board of elected officials from its member municipalities and is funded through state and local assessments.

For a complete overview of MWRTA, visit: MWRTA.com.

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