

Appendix A:

Public Participation

2014 SRTA Public Comments

From **Public Meetings** in New Bedford (February 25, 2014 and April 8, 2014) and Fall River (February 26, 2014 and April 9, 2014) and the **2014 Passenger Survey** (conducted in New Bedford on January 31, 2014 and in Fall River on February 3, 2014)

COMMENT	# of comments	SOURCE		
Sunday service	54	Public Meetings	NB PAX Survey	FR PAX Survey
Add night service on all routes	32	Public Meetings	NB PAX Survey	FR PAX Survey
Buses are late	16		NB PAX Survey	FR PAX Survey
NB Route 10 Night service/Needs work/Overcrowding	12	Public Meetings	NB PAX Survey	FR PAX Survey
Intercity Route is overcrowded - should have 30 minute service	10	Public Meetings	NB PAX Survey	FR PAX Survey
Drivers are rude/not courteous	7		NB PAX Survey	FR PAX Survey
FR 10 Need more service/later service (Walmart)	6	Public Meetings		FR PAX Survey
Schedules too small - want schedules like they used to have	5	Public Meetings	NB PAX Survey	
Earlier/more service on Saturdays	5		NB PAX Survey	
Add night service to NB Route 11	5		NB PAX Survey	
Transfers on Charlie Cards don't always work	4	Public Meetings		FR PAX Survey
Terminals in NB and FR should be open when the buses are running	4	Public Meetings	NB PAX Survey	
Shuttle service to Lakeville MBTA Station	3	Public Meetings	NB PAX Survey	
Terminal staff is rude/not courteous	3		NB PAX Survey	FR PAX Survey
FR Route 8 is overcrowded	3	Public Meetings		FR PAX Survey
Ticket Vending Mach. only give CC if you have \$5+, need to reduce	3	Public Meetings		
FR Route 4 needs night service	3	Public Meetings		
Acting up/swearing on buses with no driver intervention	2	Public Meetings	NB PAX Survey	
Need security at terminals	2		NB PAX Survey	FR PAX Survey
Farebox does not accept imperfect bills	2	Public Meetings		
NB Route 8 is overcrowded and needs night service	2	Public Meetings	NB PAX Survey	
Would like to transfer from an outbound to an inbound	1	Public Meetings		
Drivers don't call out stops	1	Public Meetings		
Change the name of the NB Route 9 (intercity)	1	Public Meetings		
Need place to get TAP cards and take pictures in FR	1	Public Meetings		

As of 6/3/14



Public Meeting

Reunión Pública

Reunião Pública

Comprehensive Service Assessment

SRTA is reviewing existing bus routes as part of their Comprehensive Service Assessment (CSA) to identify areas for improvement.

The public meetings will be:

Tuesday, February 25, 2014 at 4:00-6:00 PM

Howland Green Library

3 Rodney French Blvd., New Bedford

Wednesday, February 26, 2014 at 4:00-6:00 PM

Fall River City Council Hearing Room

1st Floor City Hall


One Government Center, Fall River

If you cannot attend you may send your feedback to SRTA:

info@srtabus.com or 700 Pleasant St, Suite 320, New Bedford, MA 02740

SI USTED DECEA TRADUCIR ESTO EN ESPAÑOL, POR FAVOR LLAME 508-999-5211 mrivera@srtabus.com
SE VOCÊ PREFERIR ESTO TRADUZIDO EM PORTUGUÊS, POR FAVOR LIGUE 508-999-5211 mrivera@srtabus.com

This location is accessible to people with disabilities and on a public transit route. Upon request, every effort will be made to provide accommodation or language assistance. Please contact SRPEDD's Title VI Coordinator by phone (508 824-1367), fax (508 823-1803), or by email lcabral@srpedd.org. Requests should be made as soon as possible prior to the meeting.



Fixed Route


SRTA's Comprehensive Service Assessment (CSA)

Agenda

1. Introduction
2. History of SRTA
3. SRTA's Comprehensive Service Assessment (CSA)
4. Mini Survey
5. SRTA bus routes – PUBLIC INPUT

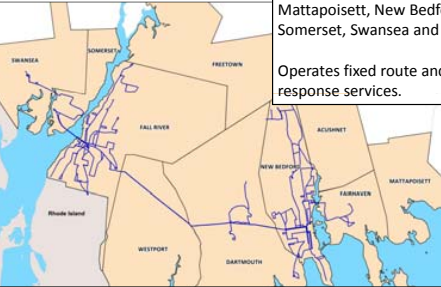
Who We Are

- Southeastern Regional Planning and Economic Development District (SRPEDD)
 - Transportation Planners
 - Jen Chaves
 - Angie Azevedo
 - Jen Gonet



We have a contract with SRTA to perform a Comprehensive Service Assessment (CSA). This includes: Analyzing SRTA's current service and service area, collecting public input, and creating a final report.

SRTA's Service Area




Serves Acushnet, Dartmouth, Fairhaven, Fall River, Freetown, Mattapoisett, New Bedford, Somerset, Swansea and Westport.

Operates fixed route and demand response services.


Recent History

- **November 2011** – South Coast Transit Management hired as new operator.
- **December 2011** – Erik Rousseau hired as SRTA Administrator.
- **Changes in 2012** –
 - Service added to the Fall River Industrial Park, Commonwealth Landing and Diman Regional Vocational Technical High School.
 - Service added to Battleship Cove.

Recent Improvements

- **Changes in 2012** –
 - Demand response hours were extended to 9:00 PM on weekdays & Sunday service was added.
 - Holiday bus service was restored.
 - SRTA Facebook page & Twitter account was created.
 - Facebook currently has 632 likes!



Attention Demand Response Riders!

As of October 15, 2012 the hours of the demand response service will be extended to 9:00PM Monday-Friday.


For more information call Mandy at 508-997-6767 or visit www.SRTAbus.com/demand_response.html to book a trip call 508-999-5211.

Join Us Online!

SRTA
SRTAbus.com
facebook.com/SRTAbus
twitter.com/SRTAbus

Recent Improvements

- **January 7, 2013** – Fare restructuring eliminated the zone fare system, introduced discounted pass options and implemented fareboxes that accept Charlie Cards.



Notice of Restructuring of Fixed Route and Demand Response Fares

Effective January 7, 2013

New Fare Structure

- No Zones.
- One free transfer good for 90 minutes.
- New stored value Charlie Card available for use on SRTA and SRTA buses.
- 10 Zone passes (full and reduced) will be replaced by using the Charlie Card.
- Current calendar monthly pass for \$55 will be reduced to a \$40 \$1-day pass.
- New 1-Day and Week Pass Options.

Fixed Route Fare Structure	
Full Fare	\$1.00
Reduced Fare*	\$0.75
Transfer	1 Free**
Children under 6	Free
One Day	\$1.00
1 Day	\$4.00
Week Pass	\$14.00
Full Fare	\$24.00
Full Fare	\$40.00
10 Day Senior and Disabled Pass	\$28.00

*Reduced fare for Senior Citizens (65+), Veterans (10+ years military service), and Disabled Riders (with appropriate documentation).
**One free transfer good for 90 minutes.

Demand Response Fare Structure			
	2013	2014	2015
One Zone Fare*	\$1.75	\$2.25	\$1.00
Regular Fare	\$1.00	\$1.00	\$1.00
10 Zone Pass (\$1.00 a ride)	\$22.00	\$22.00	\$22.00
10 Zone Pass 2 mile radius of fixed route	\$40.00	\$40.00	\$40.00

*This fare would have been replaced in one year (\$1.00 fare as of December 2013).

Visit www.SRTAbus.com or call 508-997-6767 for more information.

Recent Improvements

- **April 22, 2013** – Evening service was added to 9 routes—four in Fall River, four in New Bedford, and the Inter-city route.
- **May 2013** – SRTA completely redesigned its website.

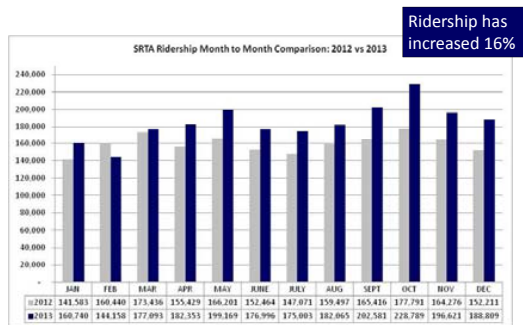


Recent Improvements

- **July 8, 2013** – SRTA opened the Louis D. Pettine Transportation Center in Fall River.
- **September 3, 2013** – The Boston Hospital Shuttle started as a result of extensive coordination with local COAs.



Ridership and Performance

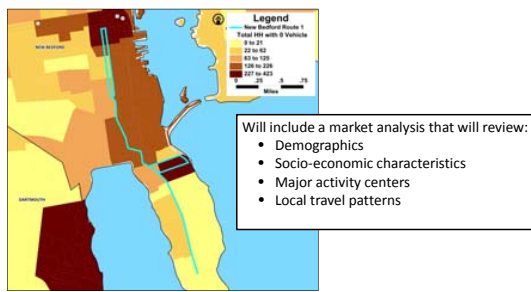


CSA Requirements

1. "A comprehensive assessment of transit services;
2. a thorough examination of the ridership trends for each line and service provided by the regional transit authority;
3. a performance analysis of existing services;
4. the development and evaluation of alternative service scenarios;
5. the development of a recommendation to better align service with local and regional demand;
6. the Commonwealth's environmental policies;
7. fare rates and collection methods;
8. the region's job creation goals and employment needs; and
9. a determination of whether the regional transit authority's service is deployed in the most effective way possible to accommodate the transit needs of the region's workforce. "

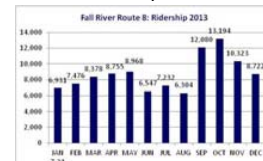
Our CSA Approach

1. "a comprehensive assessment of transit services;"



Our CSA Approach

2. "a thorough examination of the ridership trends for each line and service provided by the regional transit authority;"
- SRPEDD's farebox data report monitors ridership trends of each route by month.



Our CSA Approach

3. "a performance analysis of existing services;"

- SCTM reports system wide performance measures monthly.
- SRPEDD's farebox data report monitors performance measures of each route by month.



Our CSA Approach

4. "the development and evaluation of alternative service scenarios;"

- **3 service scenarios**
 - No change in funding.
 - A small increase in funds.
 - Unlimited resources.



Our CSA Approach

5. "the development of a recommendation to better align service with local and regional demand;
6. the Commonwealth's environmental policies;
7. fare rates and collection methods;"



Our CSA Approach

8. "the region's job creation goals and employment needs; and
9. a determination of whether the regional transit authority's service is deployed in the most effective way possible to accommodate the transit needs of the region's workforce."



Public Participation Efforts

- Passenger survey with Raffle!
 - New Bedford - January 31, 2014
 - Fall River - February 3, 2014
 - Collected **501** in total.
- Public Meetings
 - April 8, 2014 – New Bedford
 - April 9, 2014 – Fall River
- CSA page on SRTA's website: SRTA.com/CSA



Mini Survey


SRTA Comprehensive Service Assessment (CSA) Public Meeting

Please rank the choices below from 1-5. (1 being your first choice)

- _____ Continue current night service.
- _____ Add night service to additional routes.
- _____ Add buses to make current service more reliable.
- _____ Add fixed route service on Sundays
- _____ Add buses to increase trips so the bus comes more often.

Why you're here.

- **We need input from you now.**
 - Where do you need to go?



The map displays the New Bedford area with various bus routes color-coded: Blue for Downtown, Green for North, Yellow for South, and Red for West. It also marks 'Points of Interest' such as the Airport, Harbor, and various schools. A legend on the right side of the map provides details for each route and point of interest.

CONTACT SRTA

- Phone
 - 508-999-5211
- Email
 - info@srtabus.com
- Website
 - www.SRTAbus.com
- Facebook
 - [Facebook.com/srtabus](https://www.facebook.com/srtabus)
- Twitter
 - twitter.com/srtabus




The illustration shows a stick figure holding a large telephone receiver to its ear, with a question mark above its head. Below the figure is a desktop computer setup including a monitor, keyboard, and mouse.

Next Public Meetings

Tuesday, April 8, 2014 (NB)
Wednesday, April 9, 2014 (FR)

- Update on CSA report
 - Present various scenarios for the 3 funding options and get feedback



The illustration depicts several colorful, stylized human figures sitting around a circular table, engaged in a meeting or discussion.

New Bedford

- Issues with fare box – doesn't accept all bills
- Wants to transfer from an inbound to outbound – 3 outbound to 5 inbound
- #9 NB/FR – overcrowding concerns, especially 8 a.m. & other certain times
- Evening service adjustment
 - Suggest “off peak” service
 - Ex. Saturday service after 7 p.m.
 - So all routes are running instead of just a few
- Rt. 18 needs service because people are now crossing
- #5 cross Walnut St. – McArthur Blvd – Potmaska St – serve Price Rite
- #9 New Bedford – going to Faunce Corner Rd AM/PM is making it later – get rid of deviation
- #1 New Bedford – Doesn't serve waterfront areas – DTA not served!
 - Go around peninsula – year round
 - Or advertise tourist shuttle
- South end Shuttle?
- Deviation to DTA because difficult to get to for persons with disabilities & older adults
- #10 Dartmouth Mall bus stop at Stop and Shop/Best Buy Plaza, Red Wing shop traffic light
- Cross Rd. on to Route 6 - #9 cant pick up
- Students acting up and swearing on busses policy?
- Bus drivers don't call out stops
- Schedules posted at major bus stops
- Schedules printed too small can't read it
 - Want old type of schedules
- Confusion re: flag stop system past Railroad tracks on Faunce Corner Rd.
- #1 & #2 arriving close together is great – keep it
- Route change that day – need to tell passengers if they know it's being detoured for some reason
 - Facebook/website/twitter
 - Hang a sign out for that day at the stops(s) affected and terminal
 - Need an app
- #9 Faunce Corner Rd a.m. / p.m. – request service at these times?
 - Call ahead if need a pickup in that area
 - Cable Access Video How to Ride Bus/rules of riding etc.

Fall River

- #8 doesn't serve Oak Grove Cemetery Area
- #9 Bedford St. doesn't run at night have to take #8 at night and walk farther
- Night service on Robeson St. #4
- North Main #2 & BCC #8 stay as is at night
- #8 BCC bus is overcrowded when schools get out passenger on street because already full around 3 p.m.
 - Effects on Robeson #4 same time

CSA Public Meetings, Round 1 - Feb 25th and 26th 2014

- Extend all routes into evening some way
 - Laurel Street evening to stores
- Swansea Mall Route is long time
 - Target is difficult to get the bus returning inbound to Fall River crossing Rt. 6 dangerous
- #9 Bedford St. to get home because FR/NB doesn't go that far
- Evenings on #10 Rodman St to serve Wal-Mart (closes at 11 p.m.)
- Increase service to Wal-mart #10
- Pleasant St. #6 & Bedford #9 Evening
- #10 more frequently, long ride too
 - #5 or Quarry St walk to catch others #6 Pleasant St.
- Intercity bus overcrowded
- Chang #9 FR/NB number/name confuses people they get on the wrong bus
- Line NB #11 serving Market Basket new
- Terminal in Fall River and New Bedford should be open whenever there is service especially Fall River because limited shelter outside
- Sunday Service because alternatives \$\$\$
- New Bedford restrooms need improvement
 - Especially because City Hall Bathrooms closed
- Card difficult to use 31 Day Pass 0 on the same physical bus
 - Reason is for the "pass back" regulation timing
 - Driver can give you a fare transfer
- Concerns over transfers on Charlie Card
- Sunday Service Intercity FR/NB Route
- Shuttle/Service to the train Lakeville
- New Bedford is the only place to get/renew TAP cards/take pictures – need a place in Fall River where that can happen

Approximately 1hr 30 minutes to travel one-way



Public Meeting

Reunión Pública

Reunião Pública

Comprehensive Service Assessment (CSA)



SRTA is reviewing existing bus routes as part of their Comprehensive Service Assessment (CSA) to identify areas for improvement.

The public meetings will be:

Tuesday, April 8, 2014 from 4:00-6:00 PM

New Bedford City Hall—Room 314

133 William Street, New Bedford

Wednesday, April 9, 2014 from 4:00-6:00 PM

Fall River Public Library—The Meeting Room

104 North Main Street, Fall River

If you cannot attend you may send your feedback to SRTA: info@srtabus.com or
700 Pleasant St, Suite 320, New Bedford, MA 02740 or call SRTA at 508-999-5211

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The Southeastern Regional Planning and Economic Development District (SRPEDD) operates its programs, services, and activities in compliance with federal nondiscrimination laws including Title VI of the Civil Rights Act of 1964 (Title VI), the Civil Rights Restoration Act of 1987, and related statutes and regulations. Title VI prohibits discrimination in federally assisted programs and requires that no person in the United States of America shall, on the grounds of **race, color, or national origin** (including **limited English proficiency**), be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity receiving federal assistance. Related federal nondiscrimination laws administered by the Federal Highway Administration, the Federal Transit Administration, or both prohibit discrimination on the basis of **age, sex, and disability**. These protected categories are contemplated within SRPEDD's Title VI Programs consistent with federal interpretation and administration. Additionally, SRPEDD provides meaningful access to its programs, services, and activities to individuals with limited English proficiency, in compliance with US Department of Transportation policy and guidance on federal Executive Order 13166.

SRPEDD also complies with the Massachusetts Public Accommodation Law, M.G.L. c 272 §§ 92a, 98, 98a, prohibiting making any distinction, discrimination, or restriction in admission to or treatment in a place of public accommodation based on **race, color, religious creed, national origin, sex, sexual orientation, disability, or ancestry**. Likewise, SRPEDD complies with the Governor's Executive Order 526, section 4 requiring all programs, activities, and services provided, performed, licensed, chartered, funded, regulated, or contracted for by the state shall be conducted without unlawful discrimination based on **race, color, age, gender, ethnicity, sexual orientation, gender identity or expression, religion, creed, ancestry, national origin, disability, veteran's status** (including Vietnam-era veterans), or **background**.

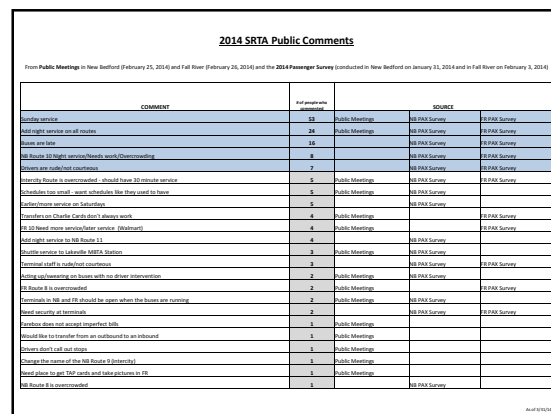
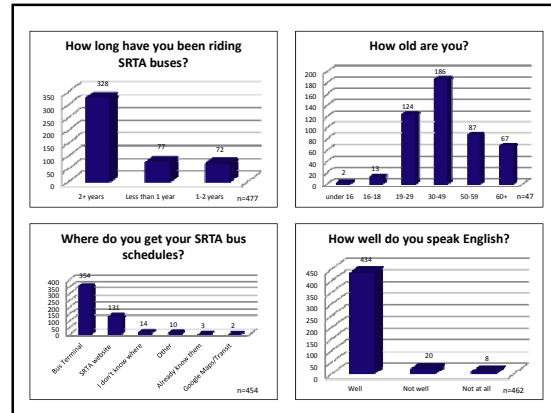
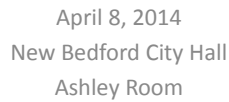
To request additional information regarding Title VI and related federal and state nondiscrimination obligations, please contact:

Lilia Cabral, Title VI Coordinator
SRPEDD
88 Broadway
Taunton, MA 02780
508 824-1367
lcabral@srpedd.org

To file a complaint alleging a violation of Title VI or related federal nondiscrimination law, contact the Title VI Specialist (above) within 180 days of the alleged discriminatory conduct.

To file a complaint alleging a violation of the state's Public Accommodation Law, contact the Massachusetts Commission Against Discrimination within 300 days of the alleged discriminatory conduct at:

Massachusetts Commission Against Discrimination (MCAD)
One Ashburton Place, 6th Floor
Boston, MA 02109
617-994-6000
TTY: 617-994-6196



DRAFT Service Standards

1. NEW SERVICE

- Should serve well defined markets.
- Should be designed to maximize revenue service and minimize deadhead.
- Should serve areas with a high population density, large trip generators and/or high density corridors, Environmental Justice areas, etc.
- Should make every attempt to travel on roads with appropriate amenities (crosswalks, sidewalks, pedestrian signals, etc.)
- A minimum of 15% recovery time shall be built into the route.
- Service outside of 6:00 a.m. to 6:00 p.m. shall be considered based on demand and funding.

DRAFT Service Standards

2. SCHEDULE/FREQUENCY

- Layover time shall be built into headways.
- Frequency should be less than or equal to 60 minutes and should coincide with the level of demand at major activity centers along the route.
- Routes with a minimum of 30 passengers per revenue hour shall be considered for decreased headways (i.e. 60 to 40, 40 to 30, etc.)
- Service hours are 6:00 a.m. to 6:00 p.m. Any service outside of those hours must comply with the New Service service standard.

3. ROUTING

- Service should be simple
- Optimal route designs should be symmetrical and operate along the same alignment in both directions.
- Minimize deviations
 - Acceptable to avoid traffic, access to schools, major shopping, employment, etc.
 - Implement only if:
 - Deviations will result in an increase in the overall route productivity.
 - Deviations are less than 10-15% of the overall route length.
 - Buses stay within clearly marked traffic lanes.

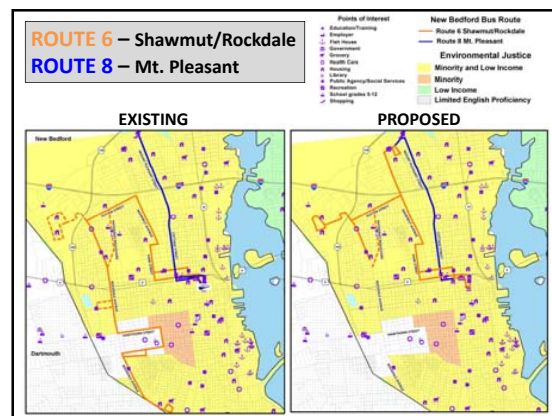
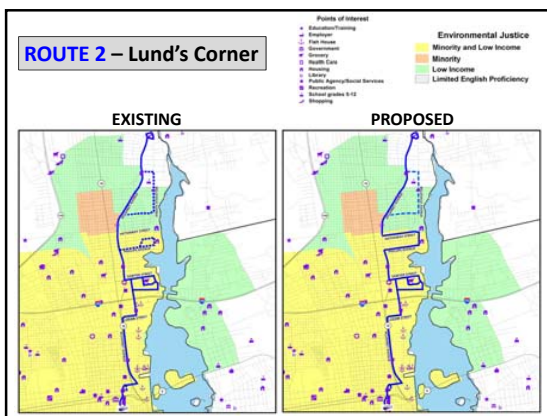
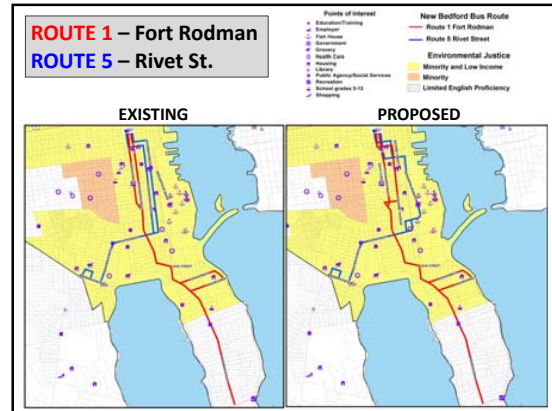
DRAFT Service Standards

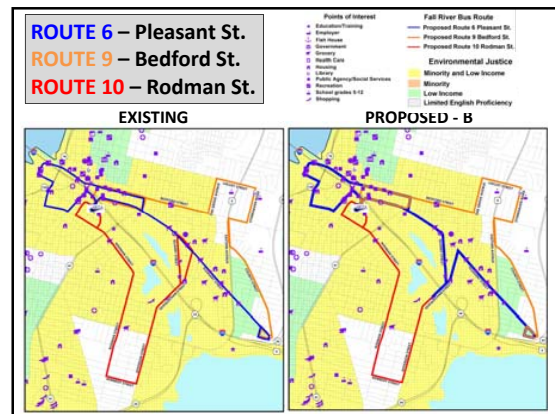
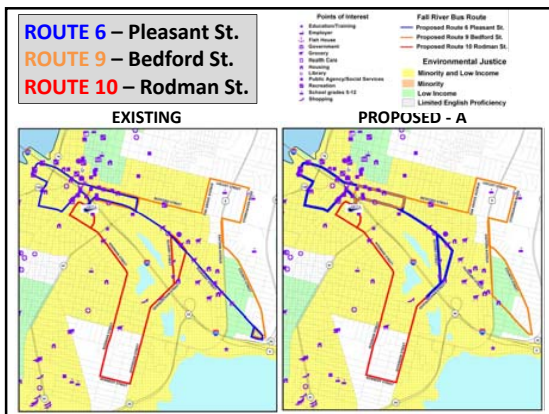
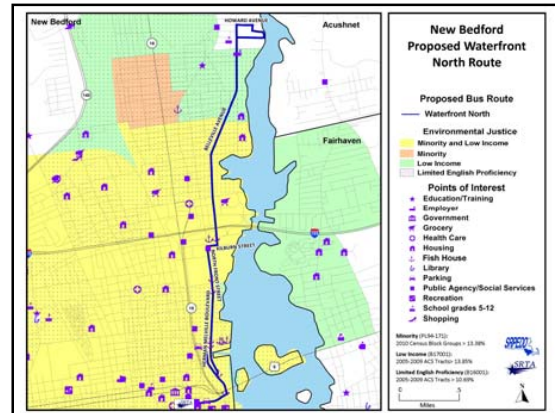
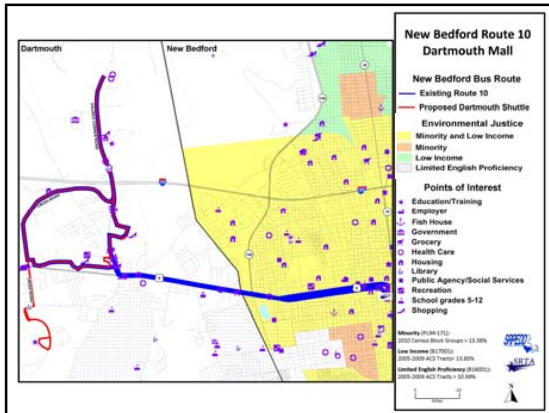
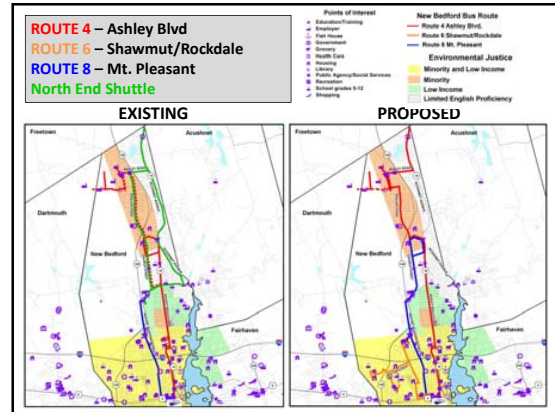
4. PASSENGER AMENITIES

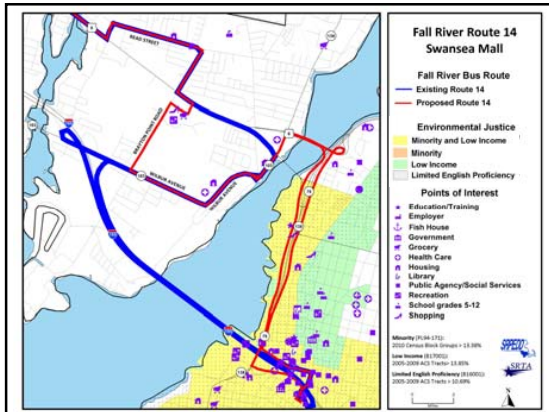
- New bus stops should be spaced no less than 500 feet apart.
- A minimum of 20 passengers per day is required for consideration of the implementation of a bus shelter.

5. PERFORMANCE

- Route performance will be evaluated using passenger per revenue mile, passenger per revenue hour and farebox recovery ratio in comparison to the system average. Performance will be evaluated at the following intervals:
 - 50-100% no action required.
 - 35-50% staff review and report to advisory board every two years with the exception of a 5% change.
 - <35% route may be eliminated and/or actions will be taken to help improve route performance.







Public Meetings – Round 2, Comments Received

New Bedford – April 8th, 2014

- Country St – Sawyer St – Lots of elderly and handicapped in the area – Lots of walking with hills – esp @ Mt. Pleasant between Mill and Hazard
 - Difficult to get to bus stops
- Buses are full and riders are unable to get on bus route 10 & 11 – overcrowded – have to wait another hour for next bus
- Gentleman calls to check on time bus running
 - Update this service
- Route 1 – Will there be summer program – for E&W Rodney French? People can stay at beach longer with extended service
- Route 3 proposed is a good idea – More housing in that area Manomet cove would like to be on Route
- Route 6 – If you live north of Route 6 you need to go to hospital – What do you do? (Go to Terminal) Lots of seniors are Rockdale West – Large space not served – Route 6 would not connect with Route 3
- What route would serve Buttonwood Park and Community Center
 - Route 3 would run to Buttonwood
 - Don't like it – busiest COA center in city
- Don't mind losing the southern portion of Route 6 – but not the rest of the route
 - 4, 6, 8, Northend Shuttle – Parts of Acushnet Ave eliminated
- #8 – Stop and Shop – Church St.
- Need night service on Route 8
- Don't want to sit on Faunce Corner and have to change buses – (Even with more buses on route 10 so Faunce Corner wouldn't be late?) No – want a direct route to Faunce Corner
- Fix #10 to work better that would fix the Fall River problem express bus to Fall River would separate those going to Dartmouth mall
- People going to Faunce Corner – to have less service doesn't make sense
 - #10 needs more service to Faunce Corner / #9 just to Fall River
- Run Busses every ½ hour
- Express from New Bedford to Fall River – It's packed – One Bus to go to mall
 - Having a transfer at mall – no place to wait in bad weather
- 1 Shopping bus and 1 Medical bus
- Fare Boxes – Dollar “Thing” holds up process – People need to use Charlie Card
 - Ms. Garcia – Interfaith Coalition
- No service for Sunday mass @ Our Lady of Guadalupe
- People have to walk miles to get to work & to get to work – are assaulted when walking early or late
- There should be a waterfront route
- Kiosk at terminal needs to take less than \$5
- Change booth at SRTA Terminal is broken machine
- Change machine in Fall River is broken as well

- If Charlie Card Expires – Do I lose the \$ on there?
 - Talk to Mandy
- The Kiosk doesn't accept less than \$5 – offices will be manned until closing
- Fare Boxes – won't accept less than \$5
 - Lots of people don't have \$5, they have \$3 or \$4
- Windows will be open will the \$6
- Go on Cable Access – Presentation on How to Ride the Bus, Fare Boxes, Routes, Etc.
- Route 11 - Fairhaven route – So many people want to shop – night service
- Like changes to 2 – to go down to Fisherman's market
- Fall River Route 2 –
 - Route 2 – Add night service – No comments
 - Route 5 – Add night service – No comments
- Route 6, 9, 10 Can you transfer from one route to another at intersecting point (no) – same thing in south end Stop and Shop
- Certain junctions – You should be able to transfer to another route form Stop and Shop – Solemar
- Route 14 – Swansea Mall – Brightman St Bridge
- Somerset – Swansea Shuttle – North of Route 6 – No – All shuttles would be eliminated
 - Night service and Sunday service to be added
- Capital Federal Funds for Night Service
 - Contact info for Legislators on Website
- Shelter in front of Fall River Terminal
- Bus stops on FC road
- Canopy for buses for loading

Fall River – April 9th, 2014

- Bus filling up @ 9:40 Umass Route #9
- We need more night service
 - People will not use bus if it doesn't serve their needs
 - An entire hour to wait is too long
- Move Bus stop in front of Sam's club to the furniture store
- Contact info on website for Mayors, Legislators
- On Route into closed Shaw's in New Bedford – People still shop at the Family Dollar & other stores
- New Bedford route 10 changes are bad for people getting to Hawthorn Medical
- #8 30 minutes headways with right service
- #7 – Fall River needs Night service – There are apartment complexes in that area- 0 there would be more riders if there was bus service at night
- Proposed Waterfront route is very good.
- Fall River routes #2 – Driver pulling over at Durfee St.
 - Could be for 10 minutes for recovery time.
- Route 3 – Stop and Shop – Night service would be good – Don't have to rush out of stop and shop
- Route 4 – Night service would be good (3 people)

- People want to board meetings to be heard – but there is no bus service to get them home
- Use smaller buses that have smaller demand but are still needed
- 6, 9, 10 proposal A would be better, B would be better
- Night service on route 7
- There is a disconnect in Fall River into Walmart
 - People are taking Bus – Dartmouth Walmart from Fall River – Easier than going to Fall River Walmart
 - More convenient and easier to get to Dartmouth's Walmart from Fall River
- Route 15 Swansea Mall – Go by Prima Care?
 - Lots of people go there
 - Can bus drop you off at Walmart
 - Swansea rep brought this up
- In a 2 ½ year period – ridership has gone up approximately 25%
- More frequent service to Walmart

Comments

- I think it is interesting that you are able to ask these questions to the Residents of Fall River, more importantly to those who don't have a personal car or bike, which includes me and my daughters. There should be more transit reinforcement.
- Need to continue North Main Route 2 night service and New Bedford/Fall River #9 Bus.
- Need to add a extra Rodman St. bus when customers need to have have to get home with their dairy products, And also get home in time for their children from school.
- All other buses should be run at night for the others who need these other routes. Such as the Winter St. when we go to college during the day and night classes also.
- Fall River – April 9, 2014 - If meetings were available where passengers and bus drivers could put out comments and complaints, suggestions.
- Fall River – April 9, 2014 - Very convenient, I use the Swansea Mall to go Prima Car Somerset
- Fall River – April 9, 2014 – Why doesn't the Swansea Mall Bus stop at Wal-Mart?
- Fall River – April 9, 2014 – Better restroom facilities as the New Bedford terminal
- Fall River – April 9, 2014 – To have the schedules posted on the wall or in the windows at the Fall River bus terminal – for when no one is at the SRTA window or the terminal is closed. I've heard this complaint from the bus drivers themselves – that there is nothing posted.
- Dear Ms. Hardiman

Sorry to bother you again. Quick fyi

With this Monday's start to evening service on selected routes, there apparently were also changes to some routes and schedules though the day that we're only finding out about as we take those buses. From what I understand the Fort Rodman bus route in New Bedford (#1) was changed quite a bit and there was no advanced warning. I'm not sure about the other routes. I only take a few but the communication problem between those that run the buses and those that takes them continues. People need to know that buses aren't going to be picking them off or dropping them off at the same bus stops, or that it will be ten minutes later than it was previously, in advance. I though announcements of these kind would be automatic.

Aldo I don't know two the night routes were chosen, but having both #2 (Lund's Corner) and the #4 (Ashley Boulevard) buses with night service seems redundant to me as they traverse the same neighborhood and riders of either route could take the other and get home relatively easy. Especially since such heavily traveled routes as #8 (Mt. Pleasant) which would take people to a shopping center, movie theater, and housing projects and #11 (Fairhaven) which would take shoppers and more importantly workers to Walmart and Kmart and Shaw's and Stop and Shop weren't chosen and aren't covered at all but the other night time routes. If I though other riders or bus drivers had been consulted in making these changes then I wouldn't bring it up. And since I didn't hear about it until the decision was done I didn't bother saying anything. But now that I see all the regular drivers who aren't benefitting from night service since it doesn't get them close to their homes, I thought I'd mention it. Thanks for everything you do. I hope all is well,
Antionette

- Shelter for stop at Fairhaven High School – main/rt 6
- Email flyer of public meetings

SRTA Comprehensive Service Assessment

Service Alternative Comments

Received via the [www. SRTABUS.com](http://www.SRTABUS.com) website. A general comment box was placed on the CSA webpage (www.SRTABUS.com/csa) as well as an individual comment box under a map of each service alternative proposed.

General Comments

Message Body:

The Fairhaven and Acushnet shuttles should NOT be removed. What is going to happen to the people that depend on SRTA to get to and from work everyday? Leaving people out of jobs will surely not help the economy around here... GOOD JOB SRTA. :(

--

Message Body:

Could you consider running a beach shuttle this summer?... Perhaps Horseneck Beach. Just a thought. There are many people who do not drive, but would like to go to the beach. Thanks for your consideration.

Message Body:

need service from Tripp Towers in New Bedford to Market Basket. Elder's are requesting it weekly !!!!!

Message Body:

I do not fully understand the New Bedford and Fall River bus route. Do we need to take two buses to get to Fall River to New Bedford? Most of us can't afford that that's why we love the transfer system.

Message Body:

Your plan sucks !!!!!

Message Body:

I understand that SRTA is at the point of considering route changes/adjustments for the upcoming year. I am writing to humbly request that SRTA serve Buttonwood Park.

If we could ride from Buttonwood to Downtown New Bedford, and back, on Friday afternoons it would be AMAZING! Ex: depart Buttonwood at 3pm and return at 4:30.

We would also love to ride a SRTA bus from Buttonwood to the Community Boating Center but we realize that this may be more difficult to arrange.

Thank you for considering these requests.

SRTA Comprehensive Service Assessment - Service Alternative Comments

General Comments

Message Body:

It would be a benefit to this community if public transportation were available from the Buttonwood area to the Victory Park Warming House, as currently the SERTA bus already stops right at the Victory Park Warming House front door on Brock Ave. Housed in the Warming House is a wonderful Summer and After-School program called Trips for Kids New Bedford (TFK). The mission of TFK is to provide Children with challenging Opportunities, mentoring Relationships & educational Experiences (CORE) not otherwise available to them. Utilizing its innovative CORE model, Trips for Kids (TFK) helps local youth to reach their full potential and allows them to have a strong voice in their own learning, in a small, safe & supportive environment.

We use bicycle trips to create the opportunity for kids (ages 9-16) to interact with great role models. In its most basic configuration, kids and instructors ride bikes from our central base at the Victory Park Warming House to interesting destinations around the city. Many youth in the Buttonwood Park area are unable to attend this wonderful program due to lack of public or transportation in general. If this route was added, you would not only afford the youth of that area transportation to this program, you also would afford the general public transportation to our beautiful beaches and our beautiful Fort Taber and Hazelwood Park.

Message Body:

I understand that SRTA is at the point of considering route changes/adjustments for the upcoming year. I am writing to humbly request that SRTA serve Buttonwood Park.

If we could ride from Buttonwood to Downtown New Bedford, and back, on Friday afternoons it would be AMAZING! Ex: depart Buttonwood at 3pm and return at 4:30.

We would also love to ride a SRTA bus from Buttonwood to the Community Boating Center but we realize that this may be more difficult to arrange.

Thank you for considering these requests.

Message Body:

I would like to request that SRTA serve the Buttonwood Park area. It would greatly benefit some of our elderly clients to access transportation to seek the services of the Immigrants' Assistance Center. Thank you

Message Body:

I understand that SRTA is at the point of considering route changes/adjustments for the upcoming year. I am writing to request that SRTA serve Buttonwood Park.

If we could ride from Buttonwood to Downtown New Bedford, and back, it would benefit our school community (student, teachers, staff, volunteers!) greatly.

Thank you for considering these requests.

SRTA Comprehensive Service Assessment - Service Alternative Comments

General Comments

Message Body:

I understand that SRTA is at the point of considering route changes/adjustments for the upcoming year. I am writing to humbly request that SRTA serve Buttonwood Park.

Our children at the YWCA love Buttonwood Park and if they could ride from Downtown New Bedford, and back, it would be wonderful.

Thank you for considering this request.

Message Body:

how can we local citizen get a bus stop at corner of Ruth st and Roosevelt st <iframe src="

Message Body:

I'm very excited about the proposed service alternatives, especially adding night service to two more FR routes and the addition of two more buses on the NB/FR intercity route. I'm also excited that Sunday service is still being considered. I'm very happy to hear about bus service being extended to the NB waterfront area where many people work. I'm glad to see more than one bus line serving the Walmart in FR.

Overall, I believe these are very positive proposals for SRTA! I'm a big supporter of public transit and truly appreciate the efforts of ALL the SRTA bus drivers and everyone responsible for putting the service together.

Message Body:

Sunday service is the most important thing. We've needed it since we lost it. I would trade night service for Sunday service if I had to.

Also, the evening service could be tweaked. The 1,2,3, and 4 buses could run less often . They don't need to run as often as they do during the day. Allowing one or two of those evening buses to be used for either #11 or #8 night service which is needed would be better.

Message Body:

The Sunday and continued night service is a must! But you CAN'T discontinue rt 6 fall river. There is a large elderly population that uses that route.

Message Body:

Increased service in and out of Mattapoisett & Sunday service

Message Body:

Please keep night service on the routes that are established.

Sunday service would be important, especially for those going to church.

Thanks for listening.

SRTA Comprehensive Service Assessment - Service Alternative Comments

General Comments

Message Body:

Just a couple of short general comments:

1) Eliminate Charlie Card Transfers! I don't use my Charlie Card when I need transfers just because I don't want to deal with the aggravation of transfers not going through because one or both drivers didn't switch over his/her farebox. My suggestion?...Paper transfers even when we use Charlie Card.

2) Why does city bus service end before out of town bus service does? Ex: Swansea Mall bus leaves mall at 9:00 p.m., gets to terminal around 9:25 p.m. and there's no bus we can connect to! When we get to the Terminal, we're left to fend for ourselves!

These are my two main concerns. Overall, I'm very satisfied with all the great changes that have been accomplished in the last two years especially!

Dear SRTA :

I did attend both CSA public meetings in Fall River. I am writing with a couple more additional comments I forgot while I was at the meetings.

- 1) I really appreciate it that music is not allowed on the bus. I would also like to see the use of cell phones banned while on the bus. I do not care to hear personal conversations of other people that are speaking on a cell phone, which at times involves loud arguments and foul language. Some people are very loud and it makes for a long ride especially if you're traveling from Fall River to New Bedford and the conversation lasts the entire trip.
- 2) I realize you are presently working on existing routes, but in the future I would like to be able to get to:
 - a) Taunton (that's where the closest MassHealth office is located)
 - b) the Middleboro/Lakeville commuter rail station (possibly a shuttle?)

SRTA Comprehensive Service Assessment - Service Alternative Comments

#15—Route 3—Dartmouth St. & Route 6—Shawmut/Rockdale Ave.

Message Body:

I prefer to leave the 6 route as is.

Message Body:

I don't like the changes to Route 6 and I hope it stays the way it is. It's the only bus that loops in NB and you can go from the West End to the South End including the Hospital easily.

SRTA Comprehensive Service Assessment - Service Alternative Comments

#20– Route 10—Dartmouth Mall

Message Body:

Please don't get rid of NB route 10 Dartmouth Mall.

Message Body:

The shuttle idea is bad for people taking the bus to go to doctor appointments. Many have health issues so it'd be best if they could just take one straight bus ride instead of having to get on and off and wait for an undetermined amount of time for a connection.

The #10 bus should work as it is but loading passengers with dollar bills has been what sets it back in my experience. Drivers who have learned a way around that are successful in staying on time.

Message Body:

This shuttle is a great idea!

Message Body:

PLEASE, don't get rid of route 10, Dartmouth Mall & Faunce Corner Road. I, and many people I know prefer to take that route to the mall, instead of Fall River route 9, because 9 gets too crowded (with the FR & NB junkies). I also like the way it goes up Faunce Corner Rd. because there are doctor's offices and stores up there too. You would be making a BIG mistake if you get rid of route 10.

SRTA Comprehensive Service Assessment - Service Alternative Comments

#23—Waterfront North

Message Body:

This waterfront route is a great idea, however, it may be better as an April - October service. Just a thought. (seasonal)

SRTA Comprehensive Service Assessment - Service Alternative Comments

#8—Swansea Mall

Message Body:

This waterfront route is a great idea, however, it may be better as an April - October service. Just a thought. (seasonal)

Message Body:

I really like this change. It makes more sense than going down Wilbur Ave. to just go back up Route 6. But the concern I have with this proposal is rerouting a bus line to Davol Street where all the construction is happening right now. The bus will have a hard time navigating Davol Street inbound to the terminal. While this construction is going on, the FR 14 bus would be running late during the peak afternoon hours on weekdays. Once construction on Davol Street is done, I like this change a lot!

Message Body:

Using route 79 is such a smart idea!

SRTA Comprehensive Service Assessment - Service Alternative Comments

Other Comments

The undersigned residents residing on Rotch Street in New Bedford, Ma between Hawthorn and Union Street are requesting the following change to SRTA Bus route. We would like to have this change take effect ASAP.

We are requesting a change in the STRA bus route traveling North and South on Rotch between Hawthorn and Union Street. To be more, what we are requesting the SRTA bus continue it's travel up Hawthorn street to Rockdale Avenue. Turn right onto Rockdale Avenue down to Union Street, then continue the route down bypassing the cross over Rotch Street which is currently in place.

This would be the same route to be used when the SRTA bus headed to St. Luke's hospital on Page Street. Up Union Street to Rockdale Avenue , then turn left onto Rockdale down to Hawthorn Street. It would then travel East on Hawthorn to Page Street.

Since the buses have now been extended their hours and are now running until as late as 9:30 at night, we the residents have seen an increase in the speed of the buses an increase in the noise level. We the residents would like you to keep in mind, that the Rotch Street residents consider this to be a residential neighborhood, and feel we would like this change considered. After talking with other neighbors, and feel this would be a good thing not only for us, but should increase ridership traveling along Rockdale Avenue specially during Spring, Summer, and Fall months.

Since the City council meeting we have not heard a word which has now been 6 months. We would again request this to be considered. We are aware of the recent article in the Standard Times for the renewal of the summer hours, we would like this request to be heard. We are also ready to contact the Standard time explaining how we were ignored on our original request which was approved as a proposal by the full council. Also, a representative from SRTA was at that meeting and also stated our request was reasonable.

Thanks hope to hear from you soon.

To whom it may concern,

Since I am not able to attend the Fall River meeting, I would like to offer some feedback via this medium. I do love the changes that SRTA has done so far. The evening service has been very useful to me. However, I do believe the city service ending before the Swansea Mall bus does not make much sense. On a lot of nights, because of work schedules, I have to take the 9:00 p.m. from Swansea Mall to the Terminal. If I can't get a ride from family, I have to walk through a fairly rough neighborhood to get home. I can do it, but it's not fun! All I'm saying is it would be nice to have one more city bus run of the South Main bus. I don't see many people on the last North Main bus at 8:30, but I think the South Main bus could use one more run at 9:30.

Just one more thing, I do not care for the 'electronic transfers' on the Charlie Card. On more than one occasion I've had to go to the window because a transfer did not go through on the buses. On each occasion, the driver forgot to switch over the fare box . So now when I need transfers, I don't even bother with the Charlie Card. I just pay with cash up front so that I can get a paper transfer. I would like to suggest that electronic transfers be stopped and paper transfers be issued with or without the card.

These are my suggestions. As I said, I love the changes SRTA has made. And I'm fairly optimistic and hopeful ridership will continue to increase which hopefully will lead to even better service!

SRTA Comprehensive Service Assessment - Service Alternative Comments

Other Comments

✓ To Whom It May Concern:

Please forward this to the party/ parties whom the content is directed. Thank you.

I read in the paper this morning about the commissions idea to raise rates but balance it with free transfers and increased service. I am an occasional user of the system, but would use it more if the service I needed was available. To be honest, I would use it exclusively, ie daily, if the service I needed were available as I enjoy the ride and am tired of requiring personal rides. I work at Ahead USA, in the back of the industrial park on Samuel Barnet Blvd. My wife and I share a vehicle, but she needs it daily. I, when a ride is unavailable, will walk downtown, (I could take a Rockdale Ave. bus, however, enjoy the walk) take the bus to Trucchi's from downtown and call for a cab from there to Ahead. It is cheaper than a full cab fare but, as you can imagine, it is not ideal especially as a daily commute. Also, I would have to do the reverse to get home. An increase in service to the New Bedford Industrial Park beyond the limited hours of before 7

am would be great. I would also recommend increasing your work day coverage to later in the day to accommodate more peoples schedules and be accessible to those in the evening hours. More consistent coverage of the park would help business, employees and the SRTA. I am not naive and realize the costs dictate most decisions. You cannot function an entire route for one person. However, as you mentioned in the article this morning, better accessibility and service would increase ridership which covers your costs. I am a great example. If I had the service I needed, I would definitely pay the \$55/ month for my commute. I am also quite sure that there are others with similar needs and situations that work in the park. Please consider this as you decide on future changes, and I appreciate your consideration of my needs. Thank you.

Message Body:

I am forwarding the following requests from bus riders to SRTA:

-SRTA bus riders would benefit from additional Charlie Card kiosks in locations such as St.Luke's Hospital, the North End, and the South End.

-A SRTA bus should service a Price Rite Grocery Store, in particular the one in the North end. The population of SRTA bus riders are low income and their shopping options are limited. Shaw's, Stop and Shop, and Market Basket are out of the price range for some riders, but these grocery stores are abundantly serviced.

-There should be a bus monitor on the #1 bus during school departure hours. Children are abusive, disruptive, rude, and use a lot of violent language that is disrespectful to other bus riders.

-SRTA should service Whaler's Cove and Manomet Place more than twice inbound and twice outbound a day. There should be service to this area on Saturdays. This rapidly developing area is under serviced. Many elderly and disabled individuals live here that are able to use the fix route buses but are discouraged by the lack of frequency during the week and lack of service on Saturdays.

Appendix B:
2014 Passenger Survey

HELP SRTA

IMPROVE SERVICE!

¡Ayuda SRTA mejorar el servicio de autobús!

Ajudar SRTA a melhorar o serviço de ônibus!



Staff will be handing out surveys

at the **New Bedford Terminal**

on **January 31, 2014**



El personal será la entrega de las encuestas en el New Bedford Terminal en 31 de enero 2014.

Funcionários vão distribuir pesquisas no terminal de New Bedford no dia 31 de Janeiro de 2014.

For completing a survey you will receive a raffle ticket to be entered to win a **prize!**

¡Para cumplimentación de una encuesta, usted recibirá un boleto para la rifa que se participará para ganar un premio!

Se completar a pesquisa, você receberá um bilhete de rifa para ser inscrito para ganhar um premio!



To receive a raffle ticket, survey must be returned to staff by 2/4/14.

Winner will be announced on 2/6/14.

Para recibir un boleto para la rifa, la encuesta debe ser devuelto al personal por 2/4/14. Ganador será anunciado el 2/6/14.

Para receber um bilhete de rifa, as pesquisas devem ser devolvidos aos funcionários por 2/4/14. O vencedor sera anunciado no dia 2/6/14.

SRTA • 700 Pleasant St., Suite 320 • New Bedford, MA 02740 • www.SRTAbus.com

HELP SRTA

IMPROVE SERVICE!



¡Ayud a SRTA mejorar el servicio publico de autobús!

Ajuda a SRTA a melhorar o serviço de ônibus!

Staff will be handing out surveys

at the **Fall River Terminal** on

February 3, 2014



El personal dará la entrega de los estudios de transportacion
en el Fall River Terminal en 3 de febrero 2014.

Funcionários vão distribuir pesquisas no terminal de New Bedford no
dia 3 de Fevereiro de 2014.

For completing a survey you will receive a raffle
ticket to be entered to win a **prize!**

¡Para cumplimentación de una encuesta, usted recibirá un boleto para la rifa
que se participará para ganar un premio!

Se completar a pesquisa, você receberá um bilhete de rifa para ser inscrito para ganhar um premio!



To receive a raffle ticket, survey must be returned to staff at the terminal by 2/6/14.

Winner will be announced on 2/10/14.

Para recibir un boleto para la rifa, la encuesta debe ser devuelto al personal en el terminal por 2/6/14.
Ganador sera anunciado el 2/10/14.

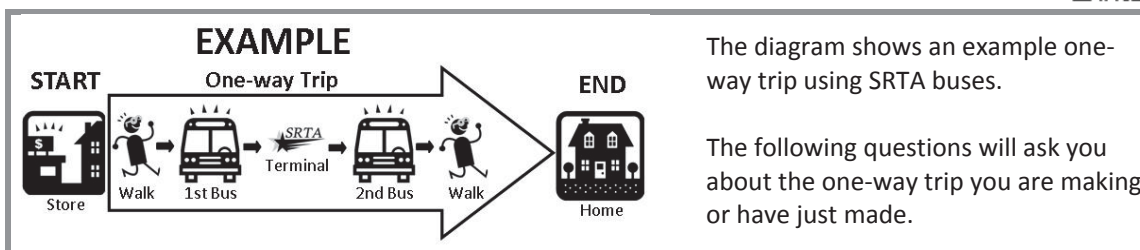
Para receber um bilhete de rifa , as pesquisas devem ser devolvidos aos funcionários no terminal por
2/6/14. O vencedor sera anunciado no dia 2/10/14.

SRTA • 700 Pleasant St., Suite 320 • New Bedford, MA 02740 • www.SRTAabus.com



SRTA 2014 Passenger Survey

Thank you for taking this survey. Your answers to this survey are **ANONYMOUS**!



1. Where did you start this trip?

- ☐ Work ☐ Home ☐ Shopping ☐ College/University ☐ School (grades K-12) ☐ Medical
☐ Government building (ex. Courthouse, City Hall, Post Office) ☐ Social/church/personal business
☐ Other: _____

1a. What is the name of this place or the nearest landmark:

1b. What is the nearest intersection:

_____ & _____
 (Street 1) (Street 2)

1c. How did you get from the place you mentioned above to the bus stop (or terminal) to start your trip? ☐ Walked ☐ Car ☐ Bicycle ☐ Taxi ☐ Other:

2. Where are you going now?

- ☐ Work ☐ Home ☐ Shopping ☐ College/University ☐ School (grades K-12) ☐ Medical
☐ Government building (ex. Courthouse, City Hall, Post Office) ☐ Social/church/personal business
☐ Other: _____

2a. What is the name of this place or the nearest landmark:

2b. What is the nearest intersection:

_____ & _____
 (Street 1) (Street 2)

2c. How will you get to your final destination when you get off the SRTA bus?

- ☐ Walk ☐ Car ☐ Bicycle ☐ Taxi ☐ The bus stops at my final destination
☐ Other:

3. What bus route(s) are you using to make this one-way trip?

_____ (1st Bus) _____ (2nd Bus)

4. What time did you get on your 1st bus?

_____ : _____ AM or PM

5. How did you (or will you) pay for this trip? (Please Check ONE)

	Cash	Paper Ticket	Charlie Card (Plastic Card)
Full Fare			
Reduced Fare			
1-Day Pass	---		
Week Pass	---		
10 Ride Pass	---		
Student Pass	---		
31-Day Pass	---	---	
31-Day Pass Senior/Disabled	---	---	

6. Did you (or will you) use a transfer to complete your trip today?

- ☐ Yes ☐ No

7. If the bus service did not exist, how would you make this trip?

- ☐ Walk ☐ Taxi ☐ Drive myself
☐ Get a ride ☐ Bicycle
☐ SRTA Demand Response Service
☐ Council on Aging (city/town _____)
☐ Other:

Turn Over

7. How often do you ride a SRTA bus?

- ☐ Every day ☐ 2-3 times a week ☐ once a week
☐ 2-3 times a month ☐ less than once a month

8. How long have you been riding SRTA buses?

- ☐ Less than 1 year ☐ 1-2 year ☐ 2+ years

9. Where do you get your SRTA bus schedules? (check all that apply)

- ☐ SRTA website (www.SRTAbus.com) ☐ Bus Terminal(s) ☐ I do not know where to get bus schedules
☐ Other:

10. Where do you look for information about SRTA buses? (check all that apply)

- ☐ SRTA website (www.SRTAbus.com) ☐ Bus Terminal ☐ Bus ☐ Bus Driver ☐ Facebook ☐ Twitter
☐ Local Radio (1420 WBSM, 1480 WSAR) ☐ Local TV (WJAR Ch.10) ☐ Call SRTA (508-999-5211)
☐ I don't know where to look for bus information ☐ Other:

23. Do you have access to the internet?

- ☐ Yes ☐ No

24. Do you have a "smartphone" with access to the internet?

- ☐ Yes ☐ No

12. Are there any places in the area you would like to visit that cannot be reached by bus?**14. How old are you?**

- ☐ Under 16 ☐ 16-18 ☐ 19-29
☐ 30-49 ☐ 50-59 ☐ 60+

15. Your gender:

- ☐ Male
☐ Female

16. What is your home zip code?

(Example: 0 2 7 4 6)

17. How well do you speak English?

- ☐ Well ☐ Not Well ☐ Not at all

18. What racial or ethnic group do you identify with?

(You can choose more than one)

- ☐ White (non-Hispanic) ☐ Black or African American
☐ Asian ☐ American Indian/Alaska Native
☐ Hispanic or Latino ☐ Native Hawaiian/Pacific Islander
☐ Cape Verdean ☐ Other:

19. What language do you mostly speak at home?**20. What is your employment status?**

- ☐ Employed full-time
☐ Employed part-time
☐ Unemployed
☐ Retired
☐ Student
☐ Other:

21. What was your total household income last year?

- ☐ Less than \$10,000 ☐ \$10,000-14,999
☐ \$15,000-\$24,999 ☐ \$25,000-\$34,999
☐ \$35,000-\$49,999 ☐ \$50,000-\$74,999
☐ \$75,000 or more ☐ Unsure
☐ Prefer not to answer

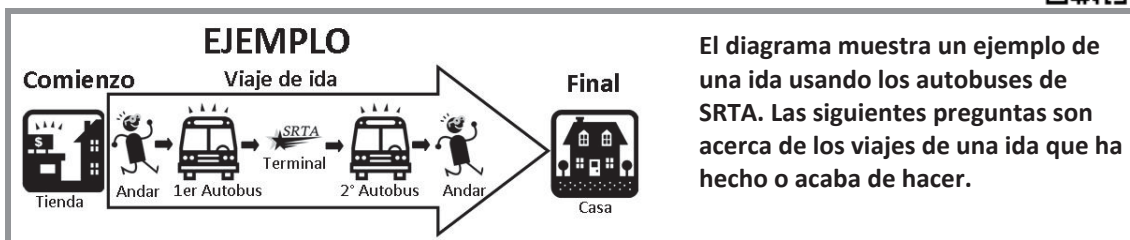
22. How many people live in your household, including yourself?

--	--

23. Comments:

Thank You!

To receive a raffle ticket, survey must be returned to staff at the terminal by 2/6/14.
 Winner will be announced on 2/10/14.



1. ¿Dónde inicio este viaje?

- ☐ El Trabajo
 ☐ Su Casa
 ☐ Compras/Tienda
 ☐ Colegio/Universidad
 ☐ Escuela (grados de K-12)
 ☐ Medico
 ☐ Edificios Gubernamentales (ej. La Corte, El Municipio, Oficina del Correo)
 ☐ Social, Iglesia u otros asuntos personales
 ☐ Otro: _____

1a. ¿Cuál es el nombre de este lugar o un punto de referencia (lugar muy conocido) más cercano?

1b. ¿Cuál es la intersección más cercana?

_____ & _____
 (calle 1) (calle 2)

1c. ¿Cómo llego desde el lugar mencionado anteriormente a la parada de autobús (o terminal) para comenzar su viaje?

- ☐ Camina
 ☐ Carro
 ☐ Bicicleta
 ☐ Taxi
 ☐ Otro: _____

2. ¿Hacia dónde se dirige ahora?

- ☐ El Trabajo
 ☐ Su Casa
 ☐ Compras/Tienda
 ☐ Colegio/Universidad
 ☐ Escuela (grados de K-12)
 ☐ Medico
 ☐ Edificios Gubernamentales (ej. La Corte, El Municipio, Oficina del Correo)
 ☐ Social, Iglesia u otros asuntos personales
 ☐ Otro: _____

2a. ¿Cuál es el nombre de este lugar o un punto de referencia (lugar muy conocido) más cercano?

2b. ¿Cuál es la intersección más cercana?

_____ & _____
 (calle 1) (calle 2)

2c. ¿Cómo llegara a su destino final después que se baje del autobús SRTA?

- ☐ Camina
 ☐ Carro
 ☐ Bicicleta
 ☐ Taxi
 ☐ el autobús se detiene en mi destino final
 ☐ Otro: _____

3. ¿Qué rutas de autobús está utilizando para hacer este viaje de ida?

_____ (Autobús 1) _____ (Autobús 2)

4. ¿Qué hora llegaste a tu primer autobus?

_____ : _____ AM or PM

5. ¿Cómo le hizo para (o va) pagar por este viaje?

(Por favor escoja uno)

	Dinero	Boleto de papel	Tarjeta (Plástica) de Charlie
Tarifa completa			
Tarifa reducida			
Pase de un día	---		
Pase de un semana	---		
Pase de 10 viajes	---		
Pase estudiantil	---		
Pase de 31 días	---	---	
Pase de 31 días de mayores de edad/deshabilitado	---	---	

6. ¿Usted uso (o va a usar) un transfer para completar su viaje de hoy?

- ☐ Si
 ☐ No

7. Si el servicio de los autobuses SRTA no existiera, ¿Cómo haría usted este viaje?

- ☐ Caminaría
 ☐ Taxi
 ☐ Conducir yo mismo
 ☐ Conseguir alguien que la lleve
 ☐ Bicicleta
 ☐ Servicio de SRTA de respuesta a la demanda
 ☐ Council on Aging (ciudad/pueblo: _____)

☐ Otro:

Dale la vuelta 

8. ¿Con que frecuencia viaja en los autobuses SRTA?

- ☐ Todos los días ☐ 2-3 veces en la semana
☐ Una vez a la semana ☐ 2-3 veces en el mes ☐ Menos de una vez al mes

9. ¿Cuánto tiempo tiene usando los servicios de los autobuses SRTA?

- ☐ Menos de 1 año ☐ 1-2 años ☐ 2+ años

10. ¿Dónde consigue sus horarios del autobús SRTA? (Marque todas las que correspondan)

- ☐ La página web de SRTA (www.SRTAbus.com) ☐ Terminal(es) de Autobuses
☐ No sé dónde conseguir los horarios de los autobuses ☐ Otro:

11. ¿Dónde busca información sobre los autobuses SRTA? (Marque todas las que correspondan)

- ☐ La página web de SRTA (www.SRTAbus.com) ☐ Terminal(es) de Autobuses ☐ Autobuses
☐ El conductor del autobús ☐ Facebook ☐ Twitter ☐ Estaciones de radios (1420 WBSM, 1480 WSAR) ☐ Canal de televisión local (WJAR Ch.10) ☐ Llamada SRTA (508-999-5211)
☐ No sé dónde buscar información de los autobuses ☐ Otro:

12. ¿Tiene acceso al internet?

- ☐ Si ☐ No

13. ¿Tiene un celular "inteligente" con acceso a internet?

- ☐ Si ☐ No

14. ¿Hay lugares en el área que desea visitar pero no se puede llegar en autobús?**15. ¿Cuántos años tiene?**

- ☐ Menos de 16 años ☐ 16-18
☐ 19-29 ☐ 30-49 ☐ 50-59 ☐ 60+

16. Su género (sexo):

- ☐ Masculino
☐ Femenina

17. ¿Cuál es su código postal?

(ej: 0 2 7 4 6)

18. ¿Qué tan bien usted habla inglés?

- ☐ Bien ☐ No muy Bien ☐ No hablo nada de inglés

20. ¿Con qué grupo étnico o racial se identifica usted?

(Puede elegir más de uno)

- ☐ Blanco (no hispano) ☐ Negro o afroamericano
☐ Asiático ☐ Indio americano/ nativos de Alaska
☐ Hispano o Latino ☐ Nativo hawaiano/isleño del Pacífico
☐ Cabo verdiano ☐ Otros:

19. ¿Qué idioma mayormente habla en casa?**21. ¿Cuál es su estado de empleo?**

- ☐ Empleado tiempo completo
☐ Empleado medio tiempo
☐ Desempleado
☐ Retirado
☐ Estudiante
☐ Otro:

22. ¿Cuál fue su ingreso familiar total el año pasado?

- ☐ Menos de \$10,000 ☐ \$10,000-14,999
☐ \$15,000-\$24,999 ☐ \$25,000-\$34,999
☐ \$35,000-\$49,999 ☐ \$50,000-\$74,999
☐ \$75,000 o mas ☐ No estoy seguro

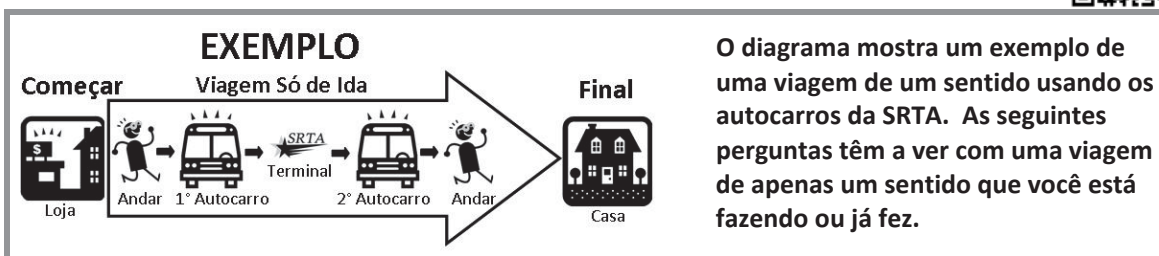
23. ¿Cuántas personas viven en su hogar, incluyéndolo a usted mismo?

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24. Comentarios:

Gracias!

Para recibir un boleto para la rifa, la encuesta debe ser devuelto al personal en el terminal por 2/6/14.
 Ganador sera anunciado el 2/10/14.



1. Onde iniciou a sua viagem?

- ☐ Emprego ☐ Casa ☐ Lugar de Compras ☐ Colégio/Universidade ☐ Escola (grau k-12) ☐ Médico
☐ Edifício Governamental (ex. Tribunal, Câmara Municipal, Correios)
☐ Social, igreja, ou outro negócio pessoal ☐ Outro: _____

1a. O nome deste sítio ou local designado mais perto?

1b. Qual é o cruzamento mais perto:

_____ & _____
 (rua 1) (rua 2)

1c. Como se deslocou do local acima mencionada até á paragem do autocarro (ou terminal) para iniciar a sua viagem?

- ☐ A pé ☐ Automóvel ☐ Bicicleta ☐ Taxi ☐ Outro método: _____

2. Para onde se desloca agora?

- ☐ Emprego ☐ Casa ☐ Lugar de Compras ☐ Colégio/Universidade
☐ Escola (grau k-12) ☐ Médico ☐ Edifício Governamental ☐ Social, igreja, ou outro negócio
☐ Outro: _____

2a. Qual o nome deste sítio ou local designado mais perto:

2b. Qual é o cruzamento mais perto:

_____ & _____
 (rua 1) (rua 2)

2c. Como vai chegar ao seu destino quando sair do autocarro da SRTA:

- ☐ A pé ☐ Automóvel ☐ Bicicleta ☐ Taxi ☐ o autocarro pára no meu destino final
☐ Outro Método: _____

3. Que rota(s) de autocarro vai usar para fazer esta viagem de um sentido?

_____ (Primeiro autocarro) _____ (Segundo autocarro)

4. Que horas você chegou em seu primeiro ônibus?

_____ : _____ AM or PM

5. Como pagou (ou vai pagar) por esta viagem?

(Por favor
marque um)

	Dinheiro	Bilhete em papel	Charlie Card (Plástico)
Tarifa Inteira			
Tarifa Reduzida			
Passe de 1 Dia	---		
Passe Semanal	---		
Passe para 10 Viagens	---		
Passe de Aluno	---		
Passe de 31 Dias	---	---	
Passe de 31 Dias			
Passe de Idoso /Incapacitado	---	---	

6. Você usou (ou vai usar) um transfere para completar a sua viagem hoje?

- ☐ Sim ☐ Não

7. Se serviço da SRTA não existisse, como faria a sua viagem?

- ☐ A pé ☐ Taxi ☐ Conduzir pessoalmente
☐ Arranjar boleia ☐ Bicicleta
☐ Serviço de Resposta Rápida do SRTA
☐ Agência de Idosos (Council on Aging) (cidade/vila: _____)
☐ Outro Método: _____

Turn Over 

8. Qual a frequência que usa autocarro do SRTA:

☐ Todos os dias ☐ 2-3 vezes por semana ☐ uma vez por semana ☐ 2-3 vezes por mês ☐ Menos de uma vez por mês

9. Há quanto tempo se transporta por autocarro do SRTA?

☐ Menos de 1 ano ☐ 1-2 anos ☐ 2+ anos

10. Onde arranja o folheto de horários do autocarro SRTA? (marque todos aplicáveis)

☐ Site da SRTA (www.SRTAbus.com) ☐ Terminal(ais) de Autocarro
☐ Não sei onde arranjar folheto de horário do autocarro ☐ Outro local:

11. Onde procura informação sobre os autocarros do SRTA? (marque todos aplicáveis)

☐ Site da SRTA (www.SRTAbus.com) ☐ Terminal(ais) de Autocarro ☐ Autocarro ☐ Condutor do Autocarro ☐ Facebook ☐ Twitter ☐ Rádio Local (1420 WBSM, 1480 WSAR) ☐ TV Local (WJAR Ch.10) ☐ Chama SRTA (508-999-5211) ☐ Não sei onde procurar informação sobre autocarro
☐ Outro local:

12. Tem acesso á internet?

☐ Sim ☐ Não

13. Tem um "smartphone" com acesso á internet?

☐ Sim ☐ Não

14. Existem alguns lugares nesta área que você gostaria de visitar mas que não se pode lá chegar por autocarro?**15. Quantos anos tem?**

☐ Menos de 16 ☐ 16-18 ☐ 19-29
☐ 30-49 ☐ 50-59 ☐ 60+

16. Qual o seu género:

☐ Homem
☐ Mulher

17. Qual o seu código postal?

(Exemplo: 0 2 7 4 6)

____ _

18. Que bom é o seu Inglês falado?

☐ Bem ☐ Não Tão Bem ☐ Não Falo

20. Com que grupo racial ou étnico é que se identifica?

(Pode escolher mais do que um)

☐ Branco (não-Hispano) ☐ Preto ou Afro-Americano
☐ Asiático ☐ Amerian indiano/Nativos do Alasca
☐ Hispano ou Latino ☐ Natural do Havai/Ilhéu do Pacífico
☐ Cabo-Verdiano ☐ Outro:

19. Qual o idioma que mais fala em casa?**21. Qual o seu estado de emprego?**

☐ Empregado a tempo inteiro
☐ Empregado a tempo parcial
☐ Desempregado
☐ Aposentado
☐ Aluno
☐ Outro:

22. Qual o montante de rendimento total no lar o ano passado?

☐ Menos de \$10,000 ☐ \$10,000-14,999
☐ \$15,000-\$24,999 ☐ \$25,000-\$34,999
☐ \$35,000-\$49,999 ☐ \$50,000-\$74,999
☐ \$75,000 ou mais ☐ Não tenho a certeza

23. Quantas pessoas vivem no seu lar, incluindo você?

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24. Comentários:

Obrigado!

Para receber um bilhete de rifa , as pesquisas devem ser devolvidos aos funcionários no terminal por 2/6/14. O vencedor sera anunciado no dia 2/10/14.

SRPEDD conducted a One Day Passenger Trip survey for SRTA. SRTA averages 7500 trips taken per day on its fixed route service. SRPEDD distributed and collected surveys at each of SRTA's terminals (New Bedford and Fall River) for one whole day each in order to capture a sample of passenger trips taken on one day across the SRTA system. Passengers returned 498 valid surveys (501 were collected 3 were completely blank or illegible).

Surveys returned: 501

Population size (N=7500 trips per day)

Valid surveys: 498 (3 were blank) sample size (n=498)

95% confidence level +/-4.2%

Fall River 39% (n=192)

New Bedford 61% (n=306)

61% of survey respondents report household incomes (and household size) at or below poverty guideline levels. (<http://aspe.hhs.gov/poverty/14poverty.cfm>)

SRPEDD distributed surveys in English, Spanish, and Portuguese. 96% of surveys were returned in English (479 surveys), 3% in Spanish (17 surveys), and less than 1% in Portuguese (2 surveys).

2014 SRTA Passenger Survey Comments

New Bedford Passengers

109 - No longer a bus stop on Kempton Street across from King's Village. Have to walk to next block with groceries, it's hard.

845 - Buses on Sundays, and all buses run all day and night.

505-wish there was Sunday service.

551 – Sunday service. Old type of schedules.

527 – Need arrival times at the bus station. Put up a depart and arrival digital clock like the airports.

125 – The former bus schedule was superb – why don't put them back and charge \$1.00 per copy?

245- We could use buses on Sunday

179- Buses should follow the schedule. I check the bus schedules online, but the bus is never on time. For instance, it's supposed to get there at 8:05am but it comes at 8:25am.

177- All buses run later. At least until 8pm.

123 – We need all routes put on one print out in large print. We also need a Sunday bus service. Thank you.

3709- More #8 (New Bedford) buses

3801 – Thank you for your services.

203-I wish Lund's Corner bus would be able to leave earlier during the week so I would be able to catch the Fall River bus for 6am.

115 – I appreciate this survey. I'm hoping I could be a winner and the people were nice too me.

1005 – Need to have services on Sunday.

15 – A commuter shuttle to the Lakeville T should be looked into. – The no.9 bus in the morning should not service Hawthorne Medical due to time constraints and people having to be at work.

32 – Have a shuttle in the South End

27 – I think the buses should run on a Sunday until 6pm. Also, during the week buses should run until 9pm. Mall bus later until like 10pm. Also, more frequent for the popular routes.

7- I can always get a bus to where I want to go. Sunday service would be wonderful and very much needed.

167-Need the old for of schedules back in use. Get the old forms of bus schedules back.

201- I would like the bus started to work Saturday more early, and working Sundays.

36-Need improving on the bus #10 (New Bedford).

353 – Buses work well. Like the night service.

305- We need Sunday bus service. We need Saturday service on the regular weekday schedule.

187 – Sundays

3941 – Must bus drivers have a bad attitude?

509 – Like to go to the mall on Sundays but no buses. Bus terminal (New Bedford) Never has schedules when I ask. Your drivers are very fresh, rude. The girl behind the window are also fresh especially the skinny one with the red nose.

2059 – Would be great to see Sunday service and longer evenings

385 – There are a few workers driving the bus that are rude when I ask a question or just the way when they direct me to pay for the bus. Further bus times and run on Sunday.

369-Girl who answers the phone doesn't relay messages and won't give me the administrator. Both Walmarts have stops far away. Bus drivers are nice but 3 of them are nasty to older people and no respect.

413-Keep up the good work.

627 –Buses should be on Sunday. Also night buses should run until 10pm.

3711 – Can you please have later bus in New Bedford to 11pm? Can SRTA have bus on Sunday at 7am to 11pm. And have a bus on Saturday at 7am to 11pm.

595 – If you have a schedule you should use it! Follow schedule better. Lousy service. Can't rely on schedule.

169-bus routes should be more often

3749- I have to leave out early everyday because the bus is never on time. Not only are they not on time sometimes I feel they skip a scheduled time. I have been late more than several times due to the bus not coming on scheduled time. Just think that we should work on that and making buses available on Sunday and holidays.

609- NB # 7 Schedule has been wrong on Saturdays. We need a Sunday bus. Impossible to get to work and they pay time and ½.

615- Need to fix Mal bus! Shuttle constantly late-stranded when not know when bus comes later than expected. You have to wait or miss the next bus.

631- Would love Sunday service and evenings to continue

549-Would like to see more inner city buses run later.

547- I would like to see more inner city buses run later.

569-The rules of riding the bus need to be better enforced i.e. language, drugs, alcohol intoxication. My children often ride the bus with me and shouldn't be exposed to these things. Also, often the busses do not run on time.

903- I am enrolled in a day program in Fall River with no way to get there. (from NB)

384 – We need service on Sundays and make buses run on time!

437- Thank God for SERTA

415-would appreciate Sunday services, more routes on the extended hours, and extended hours on Saturday. Otherwise generally pleased/satisfied with services. Thank you.

2151-Some bus drivers have very bad attitude's and probably shouldn't be bus drivers. Route 1 and 2 sometimes. Sunday service would be great for me and my sons to get to church from southend to union st every Sunday.

535-I do not like Mt.Plt run very poor in service. The time is very long to wai in the time that wiat for bus in winter season.

445-Keep on the great job.

199- Attention SRTA! Read! There have been fights, muggings,drugs, drinking, pan handling, constant caustic language before children, wheelchairs caught between bus wheels. Children running and playing inches from moving wheels of buses, a rider run over and killed at the station held up in broad daylight by gun. Men with pants at their personal parts sit next to children at the station and on buses. Buisnesses near by constantly complain of spill over from the station. I have written articles I the newspaper. I have and will again write DOT in Washington, D.C. transit powers that be know of all these problems and do nothing. I have thought about a tv station with this. Incompetence. Get security now! (left contact information)

670-Need Sunday route and holiday routes/bus stands that are sheltered from the elements in Winter/Better on time service. Most buses run about 10 mins late. Bus station should give change for dollar.

606- Didn't like personal questions and will bring up at the Board Meeting.

895- SRTA website schedules are not up to date with late buses! Keep it up!

891- Please improve bus service. It does not come on time. Please provided service for umass students until later in rockdale extension. Provide stop shelter in snow for students.

885 – I like the SRTA bus service; it's great but I would like to have a bus service on Sundays.

17- Want service early on Saturdays to get to work. Service on Sundays.

869- I wish the Fairhaven bus was extended.

857- Convenient stops to places? Hard to get to bus 10 (mall) runs late a lot.

849- We need Sunday buses.

837-Cottage st & mill st needs a bus stop. Kempton st & cottage St needs a bus stop.

847-Sunday service. Too fast.

741- Increase mall service in afternoons either on route 9 or route10 because of over-crowding and continuing late times.

645- Mattapoisett & Acushnet shuttle longer hours. Rt 11 should run later and more often and the shuttles too.

649- Sunday Service!

266- Me gustaria que también el bus # 8 y 11 (NB) estuvieran hasta las 9:00. (I would also like if the # 8 and #11 were extended until 9pm).

651-Bus is reliable.

757-Service on Sundays should be good. Service starting at 5:00am should be good.

793-Wish bus times were later at night and also closer together on certain routes.

811-Need alternative method of getting to Boston. Train or connect bus to Wareham! Buses stop running too early!

795-Wish bus times were later at night, and closer together on certain routes.

687- I love the SRTA bus.

699- These buses need to run later especially the #8. In general all the buses need to run late like Boston. If not as late as Boston, this service here sucks big time.

789-Every night open late. Keep bus terminal here.

3929 – Most of the time the Ashley Blvd bus is late leaving the station and when it gets there it takes off before we can get out of the terminal and won't stop. We are disabled and can not run and my husband is blind, so have a heart!

775-Service is all around terrible. Buses are rarely on time. The New Bedford 10 was 40 minutes late today, causing me to miss class. I live less than 15 minutes from school, but spend at least 3 hours on the bus every day. Hopefully I can purchase a scooter today and never have to endure the SRTA again.

755- Bus on Hawthorne St.

725- BCC on Sundays. Make buses run on Sundays.

2065 – I love the bus service. It gets me to the locations I need to go in a timely fashion. I'd be stuck at home if it wasn't for the bus service.

663-Need Sunday bus routes and holiday schedules needs to run more often please!

679- Extend all bus lines until at least 10pm.

677-The buses should run on Sundays.

691-Good service.

721- Employees who have a personality especially behind the counter at the terminal.

543-I enjoy riding SRTA buses immensely!!!

567-Sunday service. Late-bus coming into terminal take off too quickly. No time to get from inside terminal to bus.

515 – I need public transportation to get home & shopping.

521- Sunday Service!!!! And some more night-time service would be great! ☺ Stop & Shop should be the end of the Rt 8 Mt. Pleasant St.

911-I like to ride the bus.

917- I'm glad they give transfers!

2111-Sunday service.

2551-SRTA service is excellent, a much needed service to this city. The Charlie card, a bonus.

1001-Sunday Service.

137- Run service on Sunday!

467 – SRTA should run buses on Sundays. SRTA should run all bus routes at night.

2077- What is the purpose of your survey? Perhaps you would consider a Standard-times article to inform your bus patrons.

317- I would like the #4 (NB) to run on Sundays.

321- Everything about SRTA, it could be better. Thank you.

319- Everything about SRTA, it could be perfect. Thank you.

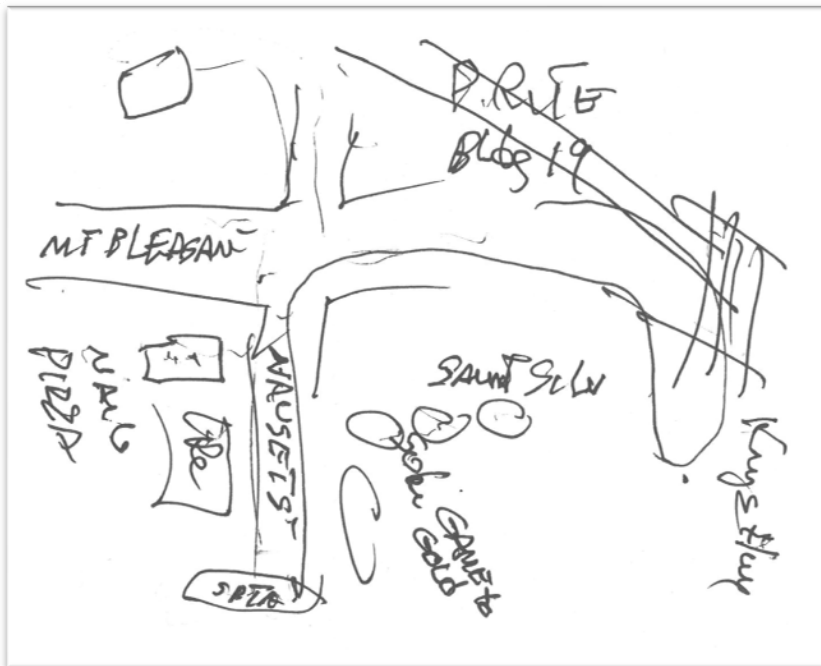
145 – Run buses on Sundays, and to more places.

2061-would like Sunday back.

141 – I would like to have the buses to run on Sundays and the buses to run up until 10pm.

2009- Longer hours!! (Would make service much more efficient)

Picture/Diagram submitted by passenger



Fall River Passengers

1009- 1) Wish that more buses run later than 6pm 2) wish that buses run on Sunday because people go to work, to church, shopping. 3) The delay of one hour between next bus is too long. 4)to have bus run more early.

1141 – The woman that works the SRTA window, always has an attitude towards people and she is very rude and snotty to passengers. Bites her deals then touch passenger tickets.

1445 – The changes are good. Better than before.

964- I would like to see more frequent runs to the present location of Wal-Mart in Fall River. I would like to see improvements in the restroom facilities at the New Bedford terminal.

1217- I think providing excellent services like I've seen in this new England states is the greatest services I've experienced. All I want to say is if you can add more adant. Love.

1143- Please put a clock at the terminal.

1029- I personally believe the Durfee kids need their own bus. I have issues with point pain and am always finding myself standing up.

1031- I think the New Bedford/Fall River bus shouldn't have to stop at UMass/Mall every trip. Maybe every other because there is the 10 Dartmouth Bus.

1315 – Buses should work at least 9pm everyday.

1182- (certain person) is rude and bullies passengers. Will call SRTA to complain.

1273-Want Sunday Service.

1263-Good bus service.

1203-I think as far as routes go it's ok. But this bus needs to run at 5am until at least 11pm, for workers and students etc.

1373- I'd be lost if it were not for the buses.

987 – I have had drivers drive past me at bus stop.

1421 – The bus drivers are rude and ignorant. On rainy days they don't let you on the bus early.

1119- Rt 3 (FR) night service to shopping center.

1041 – I feel 100% that this new SRTA terminal is 100% better than the old one.

1163- Thanks!

1451- More Bay St and Rodman St buses!! More night buses. Sunday buses.

943- Thank you.

1261-The # 10 bus to Hawthorne should run more often than on the hour.

961- Been riding since 1970's and most routes are convenient and times are reliable for my needs. 7:30am #8 bus is crowded; maybe have 2 buses 1 at 7:30am, 1 at 7:45am M-F. Thank you.

1429- Please begin Sunday Service.

1237-Sunday Service. Bay St late/night.

1349 – I love the recent SRTA changes, especially the extended evening service. I'm also grateful for the added buses on the North Main Street route during the week. Buses have now been mostly on time. On the negative side, I do not like at all the idea of "electronic transfers" on the Charlie Card. More than once I've had transfers not go through because of farebox issues! PAPER TRANSFERS, please, thank you.

1309-The drivers are very nice and helpful.

1313- I have never had any problems with any driver or SRTA staff. Very reliable. Thank you!!

1398- Chairs in Fall River terminal are too low to the ground for seniors.

1107- I would like to see night services to Harbor Mall.

1351-Drivers warned me about muggings etc. More security at terminal at night.

1337- A smartphone app to track the busses would be great, because they're often late/early.

1333- I think buses should run 7 days a week, same hours. Economy isn't doing well, a lot of people can't afford cars. I feel as though people should be able to have access to public transportation 7 days a week.

1325- I like the service that I get here with the bus terminal.

1230 – N.Main bus drivers are all very pleasant and helpful.

939-the #9 Bus to New Bedford leaves Fall River everyday late and I end up having to take a taxi because it doesn't make it too New Bedford on time for another bus connection I would take to get to work.

1433- Frequently late current bus 30 minutes late.

1439- Bus should run on Sunday's too!

19- Comento que é intéresute esta perguntas assim voces pode aváliar a necessidades dos residents em Fall River, mais importantes aqueles que não têm possiblidades de ter um carro pessoal ó bicicleta, incluindo eu e a minha Filha. Pedimos mais refarçó do Transporte pub.

1201-We need bus shelters around the city and in front of terminal. There are not enough places to sit for seniors. Clocks needed at terminal. Saturday night and Sunday service helpful. FR-UMass Dartmouth run should be every half hour during peak periods the demand is there.

1271-Some driver are more pleasant than others.

1301-(Transfers) Eve not all drivers give to us.

1301 – Why we could not have buses on Sunday? Why those buses can't work earlier as 5am and finish 12am because healthcare workers could use them more? Why some drivers make it a big deal for the transfer ticket?

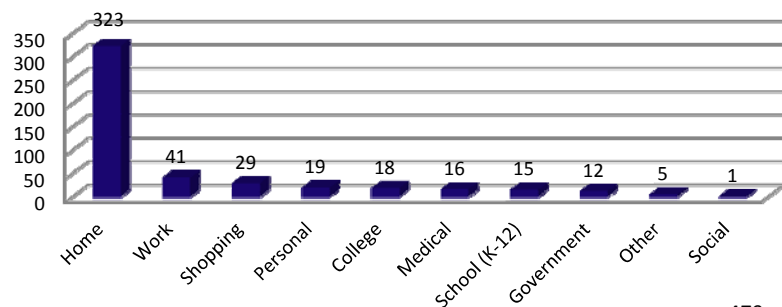
1283-New to the bus, seem to be running on schedule & drivers very helpful and gave tips on safety.

1339-Could have Sunday service instead of Saturday service.

1189-It would be nice if the Rodman street bus every half hour instead of every hour.

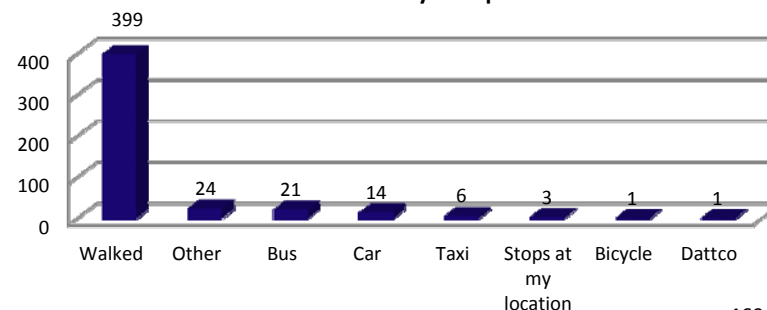
1103- Please work on the New Bedford-Fall River bus being so late. It makes me late to work.

Where did you start this trip?



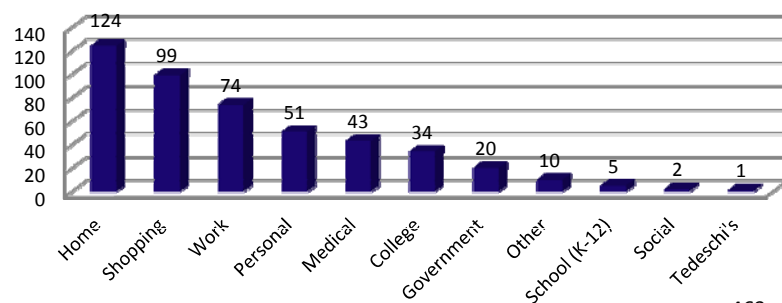
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How did you get from your trip origin to the bus stop (or terminal) to start your trip?



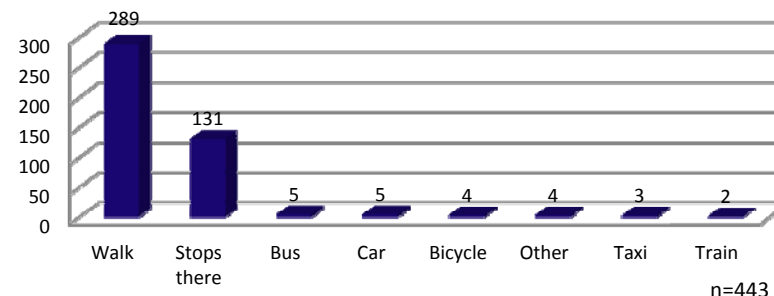
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Where are you going now?



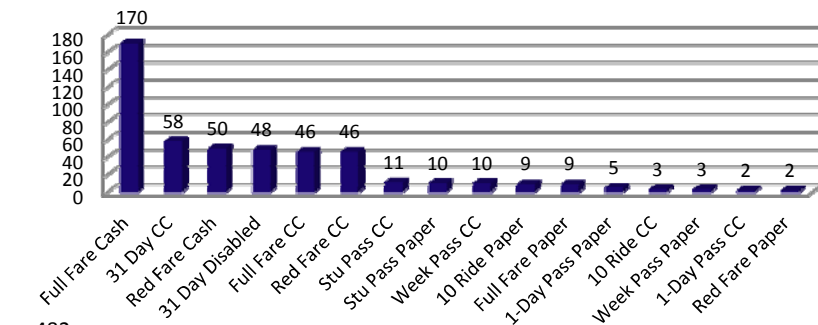
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How will you get to your final destination when you get off the SRTA bus?



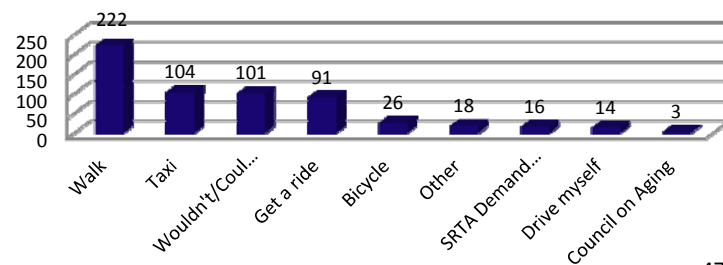
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How did you (or will you) pay for this trip?



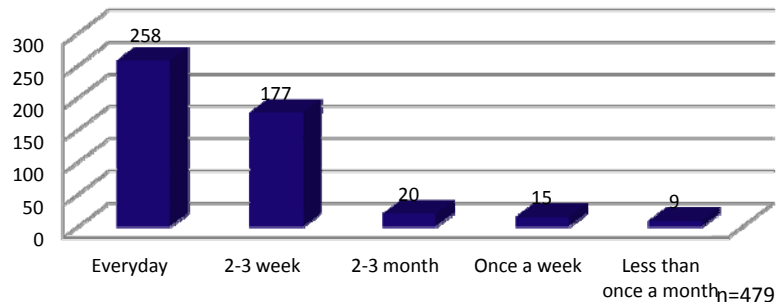
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If the bus service did not exist, how would you make this trip?

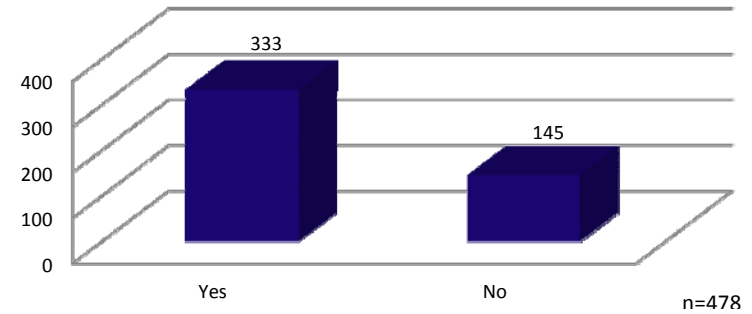


n=472

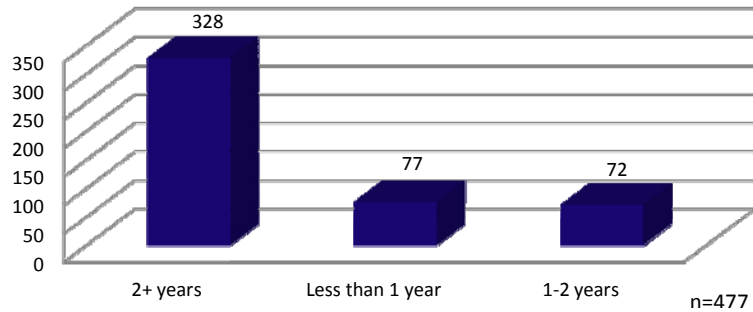
How often do you ride a SRTA bus?



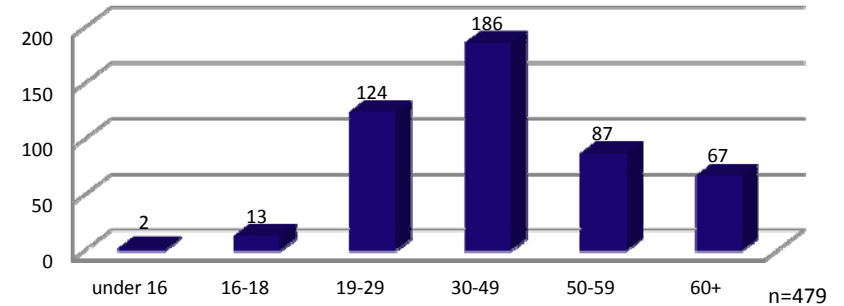
Do you have access to the internet?



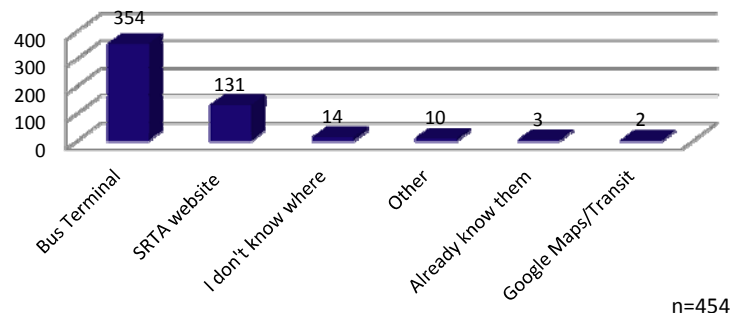
How long have you been riding SRTA buses?



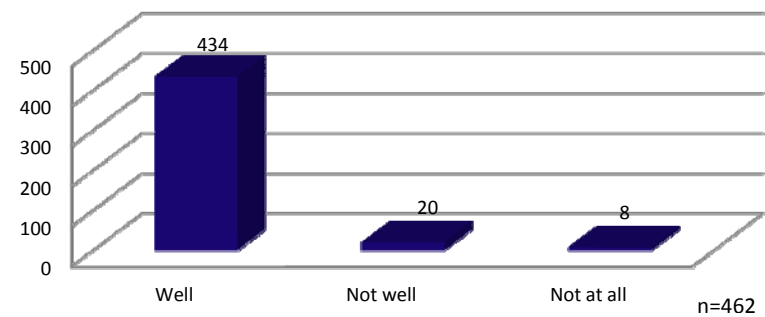
How old are you?



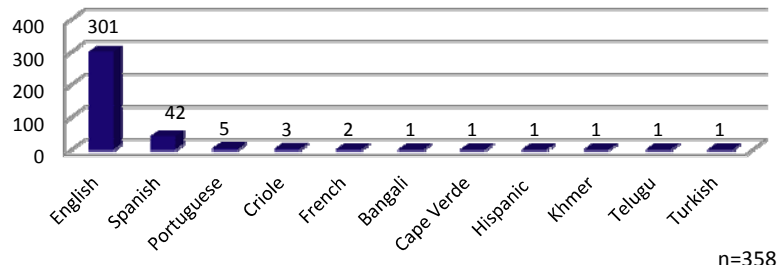
Where do you get your SRTA bus schedules?



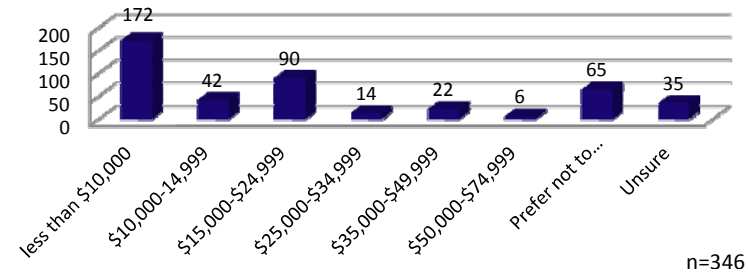
How well do you speak English?



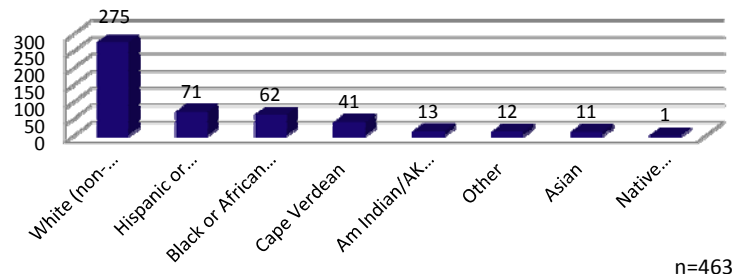
What language do you mostly speak at home?



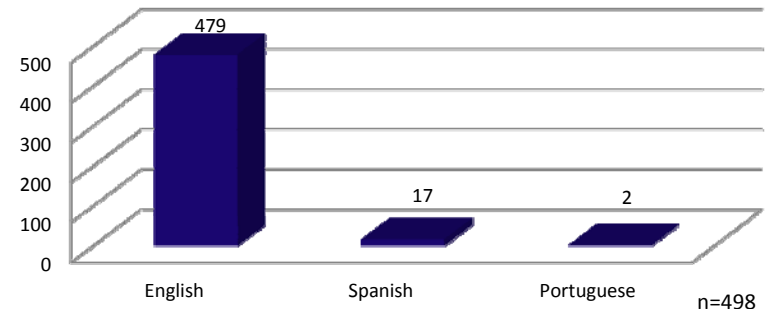
What was your total household income last year?



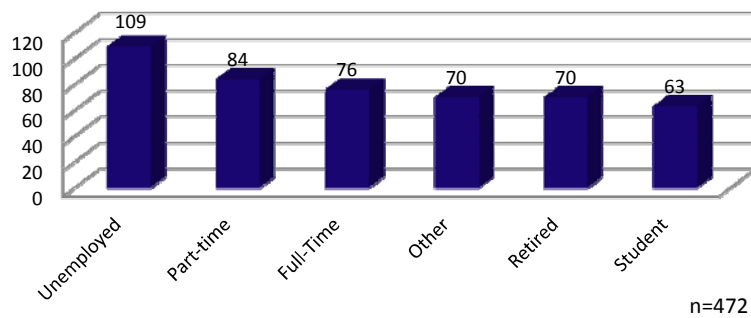
What racial or ethnic group do you identify with?



Language Survey was completed in:



What is your employment status?



Appendix C:

Media Coverage

New Bedford Now

Words & Art for the Next Century

ABOUT NEW BEDFORD NOW

SRTA : A New Hope

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Posted on April 17, 2014 — [Leave a Comment](#)



Mos Eisley – the downtown New Bedford SRTA bus terminal

By Steven Froias // New Bedford Now ([info](#)) // Follow on [Facebook](#)//[Twitter](#)

NEW BEDFORD, MA - SRTA bus riders could be forgiven if they believed that after laying down the 10 Commandments the Lord next turned his attention to the New Bedford bus route schedule. They seem to have existed as is for a millennia, carved in stone and open to little interpretation.

Over many, many years the SRTA (Southeastern Regional Transit Authority) routes have only grudgingly admitted change. The addition of Market Basket to the 2 Lunds Corner and 11 Fairhaven is an outlier rather than the norm. More typical is the woeful 8 Mt. Pleasant still pulling up every day to an abandoned Shaw's supermarket at the end of its journey. Years have passed but the promise of full late evening service on all lines remains the Holy Grail of ridership in New Bedford and Sunday service nothing but a promised afterlife. That it will ever arrive at all is an article of faith for SRTA bus riders.

Insufficient funding is always cited as the devil in these details – but one can't help but think that institutional inertia also plays a part in the glacial pace of change at SRTA.

It's only within the last couple of years that SRTA has really begun conducting itself as a transportation agency operating in the 21st century. They have revamped their once useless website (www.srtabus.com) into a vessel which does carry a fair amount of actual information. And, they have established a social media presence on [Facebook](#) and [Twitter](#). Hopefully some savvy staffer will seize the opportunity to employ these tools to good benefit. Daily service updates; holiday schedule reminders; and frequent fare promotions would increase ridership and not incidentally help brand SRTA and tie the region together in a positive manner.

Unfortunately, a step forward in cyber-space has gone hand-in-hand with a step backward back in

Tweets

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City of New Bedford

27 Aug

@NewBedford_MA

New Bedford Cultural Council Seeks Funding Proposals for Community-Oriented Arts, Humanities, and Interpretive...
fb.me/3iKoYVrmY

Retweeted by StevenFroias

Expand



Urban Initiative

27 Aug

@UrbanUMassD

.@MassEOHED announces matching grants for collaborative workspaces in #GatewayCities: mass.gov/hed/press-rele...

Retweeted by StevenFroias

Show Summary



AHA! NB

27 Aug

@AHANEWBEDFORD

Up Next! Festa, Fiesta, Fete: Celebrate NB Cultures
[#constantcontact](#)
conta.cc/1vmT94X

Retweeted by StevenFroias

Expand



Book Riot

27 Aug

@BookRiot

We need to change our culture's conversations about mental health. Here are a few books to get us started: ow.ly/ALQvJ

Retweeted by StevenFroias

Expand



StevenFroias

27 Aug

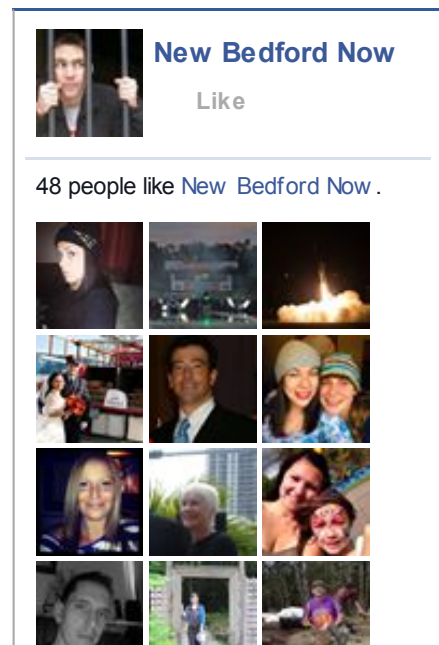
@NewBedfordNow

the real world. Their newly-designed individual route schedules represent a triumph of graphic design – for Microsoft Word 2.0 users – and an incomprehensible reverse from their previous all-in-one guides just when you can finally transfer among bus lines on one fare thanks to the introduction of the Charlie card.

And good luck collecting all the schedules you need because while SRTA may have introduced new ones they have maintained their old policy of not making them freely available in kiosks under the theory that riders will just take them and the home office will have to print up more. You must continue to queue up at the ticket window in the downtown SRTA bus station and ask nicely for one (and only one). But be prepared; you may be asked why you feel you need a schedule before you are grudgingly slid your sole route under the protective glass separating SRTA customer service representatives from the real world.

Patrons envy them the distance. They don't have to jockey for position in front of the frayed schedules Scotch-taped onto the windows with the traveling public at a bus terminal best described as an ashtray in [Mos Eisley](#) ("A wretched hive of scum and villainy" says the Jedi Knight beneath the pointless "No Smoking" sign...)

Nonetheless, for all its shortcomings, SRTA is an important part of the City of New Bedford that many fervently pray gets made better – and the sooner the better. Because workers who lack reliable transportation to their late-night or



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[Berkshire Hathaway comes crashing down](#)

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early morning shifts at the city's waterfront fish-houses are being attacked walking home. And the exodus of medical services to Faunce Corner Road in North Dartmouth demands strengthening of the 10 Dartmouth line for health-challenged city residents. And because a great city needs to stay awake past 6:00 p.m. and go to work and church on Sundays.

So, that's why over 20 folks gathered in the Charles Ashley Room at New Bedford City Hall to attend a SRTA Comprehensive Service Assessment public meeting last Tuesday, April 8, 2014.

At the meeting, SRTA representatives presented a slate of proposed route changes that, they say, were the result of prodigious rider input. Lest we tar all bureaucracy with the same brush, let it be said that the two women who presented these findings and new proposals to the group were genuinely excited by and enthusiastic at the prospect of strengthening public transportation in New Bedford. Their presentation was thorough, professional and designed to elicit audience feedback – which it did. (A third woman from SRTA took copious notes. Two male SRTA reps who attended seemed to have no function except to prove that New Bedford remains stubbornly patriarchal and feels the need to send a couple of BSDs to an important meeting even if they are irrelevant.) So, cheers to the ladies, the only constructive criticism which can be said of them is that they did not begin the meeting by introducing themselves so we could commend them by name.

Anyway, we were informed that if the miraculous amount of adequate funding materializes from a variety of sources – federal, state, city, fare and perhaps your Aunt Fanny’s piggy bank – big changes could indeed be coming to SRTA in New Bedford.

Some changes were warmly embraced and others were fiercely challenged but all were minutely examined with eager anticipation.

The extension of the 8 Mt. Pleasant past Tarklin Hill Road down Church Street was welcomed while the demise of the North End shuttle brought little or no mourning. The amputation of the 6 Shawmut Avenue south of Rte. 6 was roundly condemned. And a near riot broke out when it was proposed that the Dartmouth line be dismembered and split into two. Also, the continued lack of service to the city’s South End beaches was seen as a black mark against 1 Fort Rodman.

Still, the possibility of a better ride beckoned and many seemed pleased by the genuine effort being undertaken to improve, expand and refine the SRTA experience. (You can review all the [proposed changes here](#).)

Unfortunately, NewBedfordNow.com can’t conclude this report.

It’s not only because last Tuesday’s community feedback will now be incorporated into final recommendations. It’s also not because it’s a story with no ending until the necessary funds arrive to enact any of these proposals. And it’s

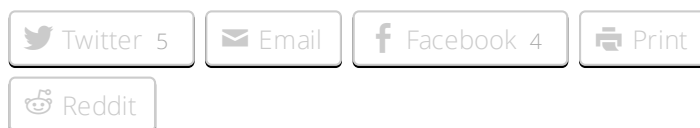
not because we'd like to hear what New Bedford's [Bus Riders United](#) has to say about the meeting.

It's because SRTA scheduled this meeting for 4 – 6:00 p.m. and our last ride out of Mos Eisley blasted off at 5:25 p.m.

Rather than throw SRTA under the bus, we'll just helpfully suggest that in the future they push back their community meetings by an hour so that they finish up before they shut down for the night.

New Bedford Now ([info](#)) // Follow on [Facebook](#)//[Twitter](#)

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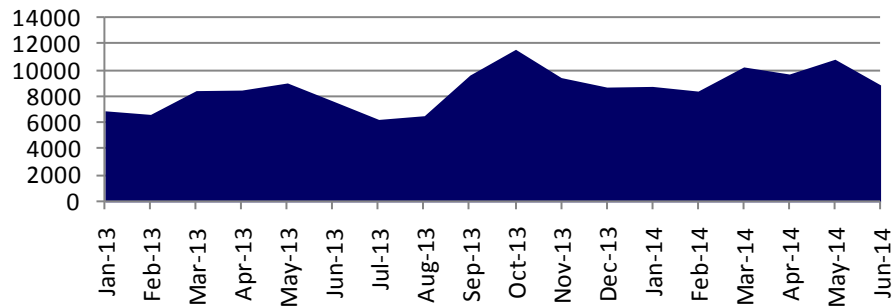
Appendix D:

Route Performance Cards

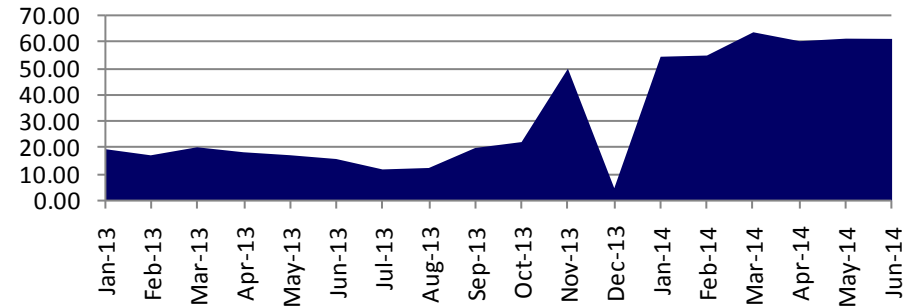
Fall River Route 1

Date	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14
Ridership - Total	6872	6600	8395	8436	8974	7605	6221	6502	9571	11513	9379	8661	8713	8360	10184	9648	10764	8824
Passengers per Revenue Hour	19.73	17.38	20.40	18.53	17.42	15.99	12.08	12.62	20.13	22.35	49.90	5.03	54.40	54.86	63.59	60.24	61.20	61.10
Passengers per Revenue Mile	2.64	2.36	2.75	2.56	2.43	2.23	1.64	1.71	2.72	3.03	2.34	1.67	2.13	2.23	2.49	2.36	2.58	2.21
Operating Cost per Passenger	\$3.46	\$3.88	\$3.33	\$3.65	\$3.76	\$4.10	\$5.05	\$4.84	\$3.04	\$2.73	\$3.54	\$3.82	\$3.88	\$3.70	\$3.32	\$3.50	\$3.21	\$3.75

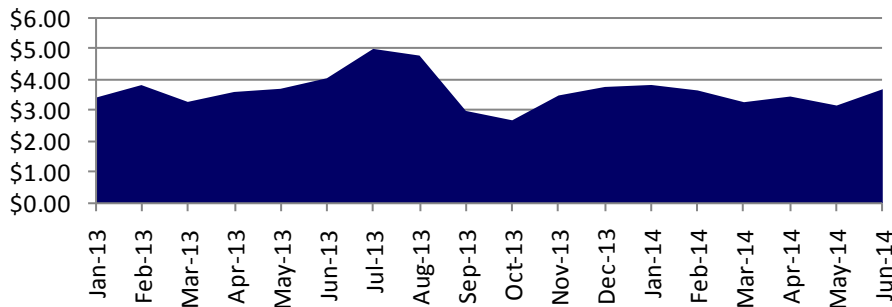
**Fall River Route 1:
Ridership - Total**



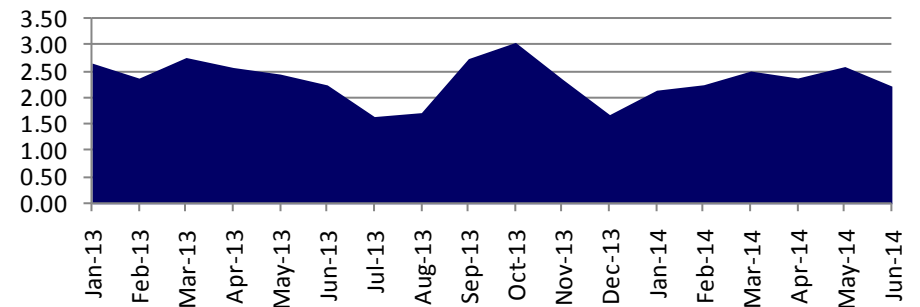
**Fall River Route 1:
Passengers per Revenue Hour**



**Fall River Route 1:
Cost per Rider**



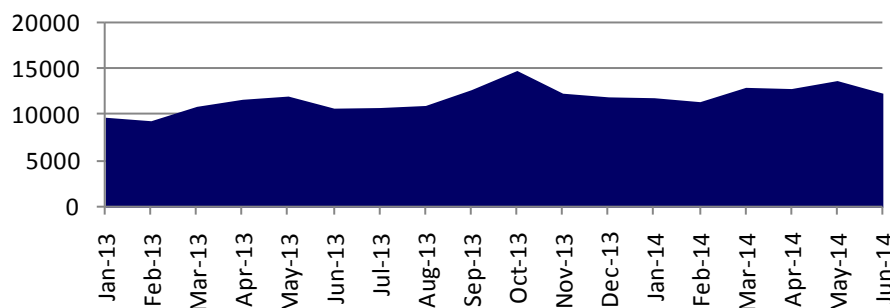
**Fall River Route 1:
Passengers per Revenue Mile**



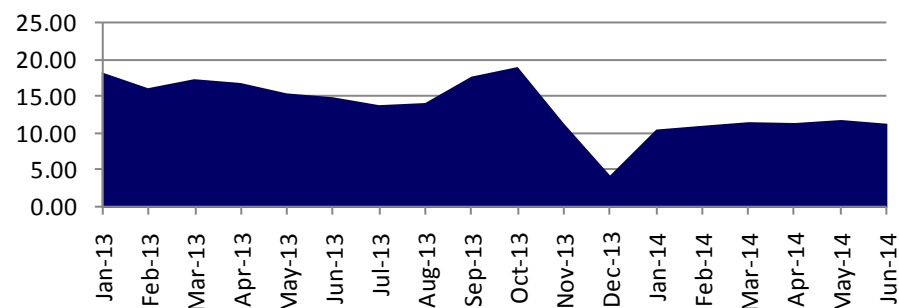
Fall River Route 2

Date	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14
Ridership - Total	9745	9367	10926	11692	12039	10729	10796	11020	12730	14811	12351	11954	11861	11433	12984	12853	13720	12351
Passengers per Revenue Hour	18.41	16.25	17.48	16.96	15.55	15.02	13.95	14.23	17.82	19.13	11.45	4.38	10.63	11.14	11.63	11.51	11.93	11.41
Passengers per Revenue Mile	1.39	1.24	1.32	1.27	1.12	1.09	1.00	1.02	1.29	1.38	1.31	0.63	1.24	1.30	1.36	1.34	1.40	1.33
Operating Cost per Passenger	\$6.59	\$7.37	\$6.91	\$7.27	\$8.17	\$8.40	\$8.24	\$8.08	\$6.41	\$6.01	\$6.30	\$6.45	\$6.68	\$6.36	\$6.10	\$6.16	\$5.93	\$6.24

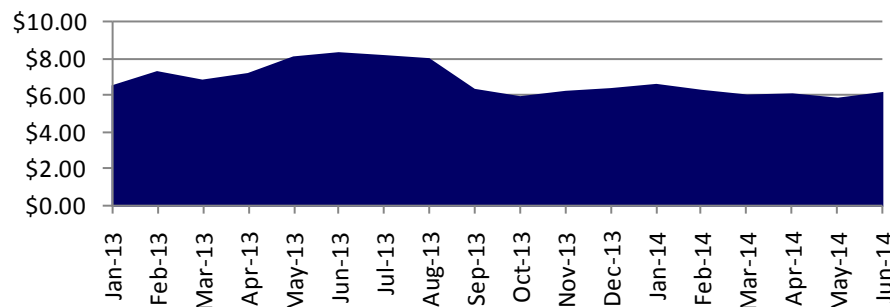
**Fall River Route 2:
Ridership - Total**



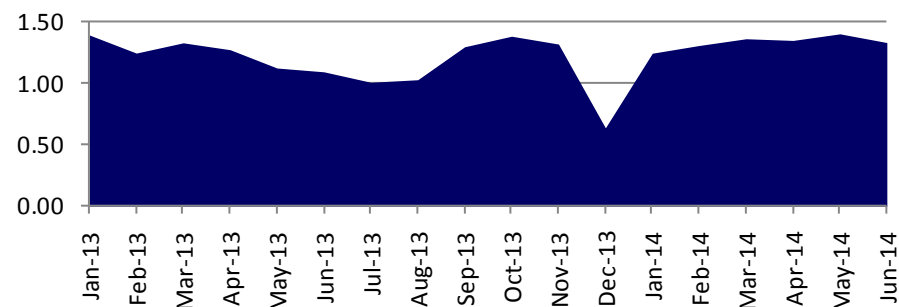
**Fall River Route 2:
Passengers per Revenue Hour**



**Fall River Route 2:
Cost per Rider**



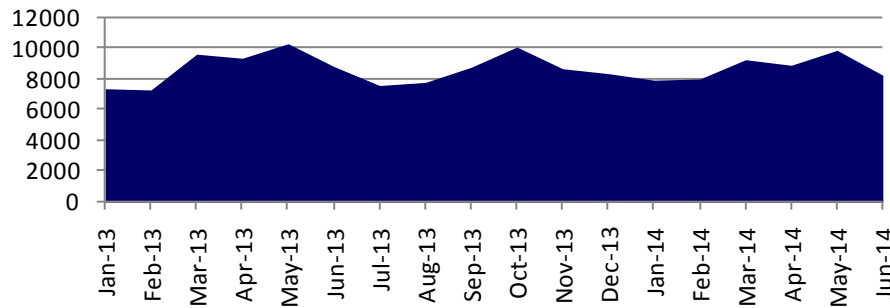
**Fall River Route 2:
Passengers per Revenue Mile**



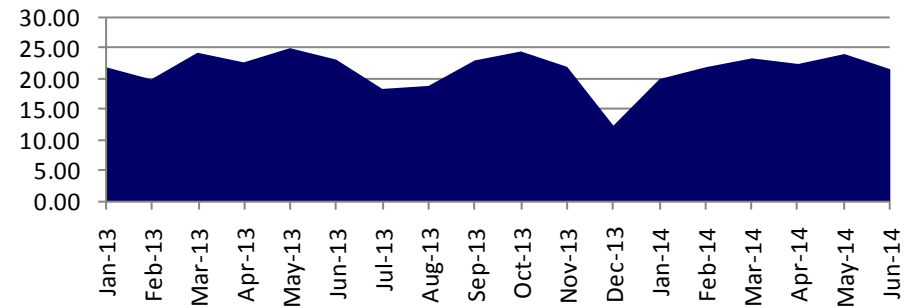
Fall River Route 3

Date	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14
Ridership - Total	7363	7280	9606	9339	10285	8805	7572	7772	8755	10068	8663	8342	7918	7996	9245	8885	9856	8238
Passengers per Revenue Hour	22.13	20.11	24.45	22.88	25.20	23.33	18.55	19.04	23.20	24.66	22.14	12.57	20.16	22.09	23.54	22.62	24.24	21.74
Passengers per Revenue Mile	2.60	2.37	2.88	2.68	2.97	2.75	2.18	2.24	2.73	2.90	2.69	3.25	2.44	2.69	2.85	2.74	2.97	2.60
Operating Cost per Passenger	\$3.51	\$3.86	\$3.18	\$3.39	\$3.08	\$3.33	\$3.79	\$3.69	\$3.03	\$2.85	\$3.07	\$3.14	\$3.39	\$3.07	\$2.90	\$3.02	\$2.78	\$3.18

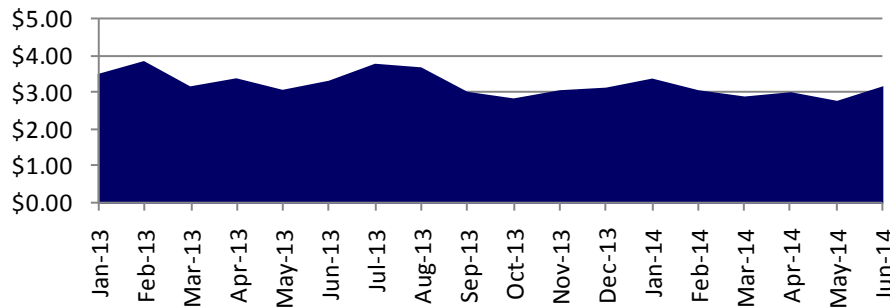
**Fall River Route 3:
Ridership - Total**



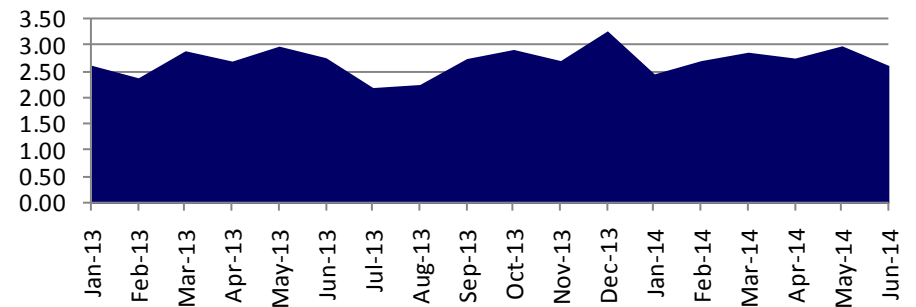
**Fall River Route 3:
Passengers per Revenue Hour**



**Fall River Route 3:
Cost per Rider**



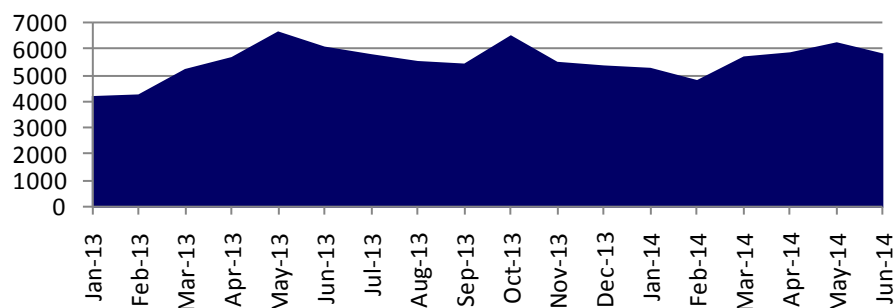
**Fall River Route 3:
Passengers per Revenue Mile**



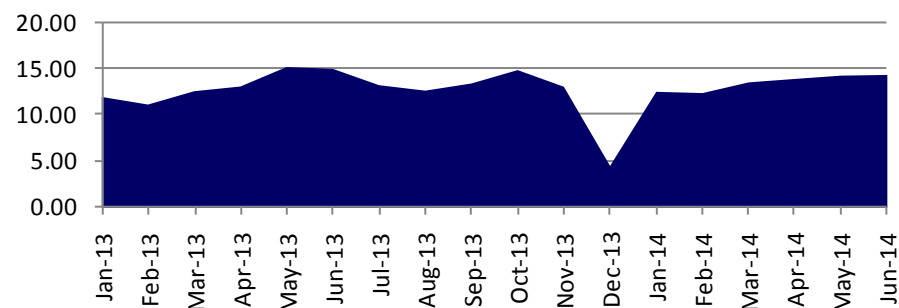
Fall River Route 4

Date	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14
Ridership - Total	4217	4280	5240	5691	6662	6088	5802	5543	5446	6517	5512	5376	5285	4823	5715	5872	6251	5824
Passengers per Revenue Hour	12.03	11.21	12.66	13.17	15.29	15.09	13.31	12.72	13.50	14.95	13.14	4.54	12.59	12.45	13.62	13.99	14.35	14.43
Passengers per Revenue Mile	0.99	0.93	1.04	1.08	1.27	1.27	1.11	1.06	1.13	1.25	1.11	0.75	1.04	1.04	1.13	1.16	1.21	1.18
Operating Cost per Passenger	\$9.26	\$9.81	\$8.76	\$8.40	\$7.18	\$7.22	\$7.46	\$7.81	\$7.30	\$6.64	\$7.44	\$7.61	\$7.92	\$7.95	\$7.33	\$7.13	\$6.85	\$7.03

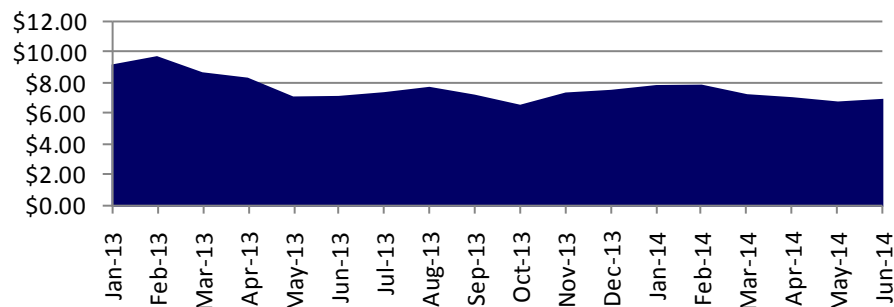
**Fall River Route 4:
Ridership - Total**



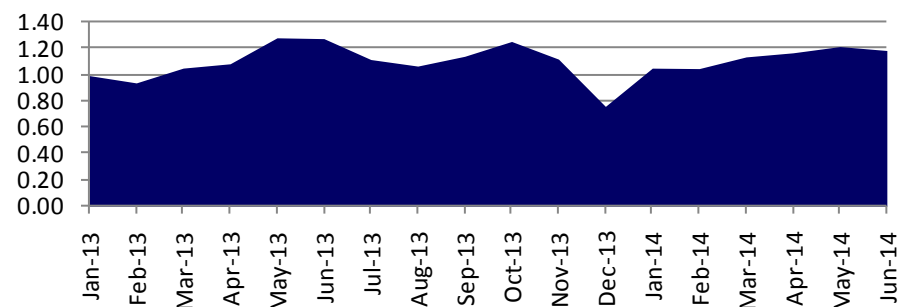
**Fall River Route 4:
Passengers per Revenue Hour**



**Fall River Route 4:
Cost per Rider**



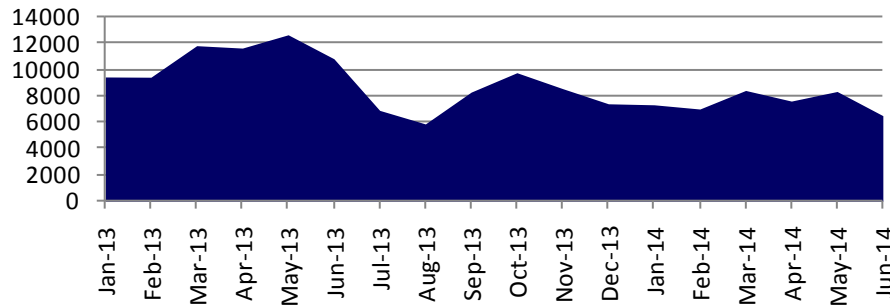
**Fall River Route 4:
Passengers per Revenue Mile**



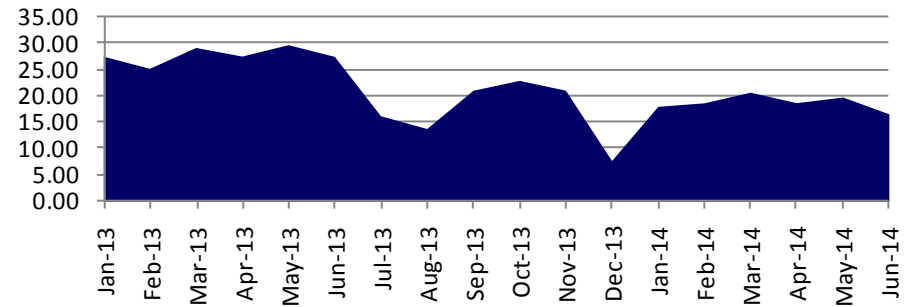
Fall River Route 5

Date	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14
Ridership - Total	9409	9391	11780	11597	12605	10789	6879	5852	8262	9731	8526	7377	7301	6981	8388	7582	8310	6479
Passengers per Revenue Hour	27.45	25.16	29.10	27.48	29.63	27.42	16.17	13.76	21.00	22.88	21.02	7.70	17.96	18.62	20.63	18.65	19.73	16.54
Passengers per Revenue Mile	2.22	2.04	2.35	2.14	2.42	2.24	1.32	1.13	1.72	1.87	1.65	1.00	1.40	1.46	1.61	1.46	1.55	1.28
Operating Cost per Passenger	\$4.12	\$4.49	\$3.88	\$4.10	\$3.77	\$4.07	\$6.25	\$7.35	\$4.81	\$4.42	\$5.00	\$5.67	\$5.89	\$5.66	\$5.13	\$5.68	\$5.33	\$6.45

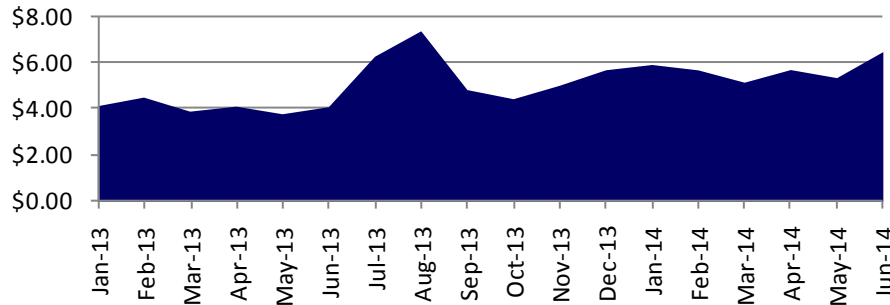
**Fall River Route 5:
Ridership - Total**



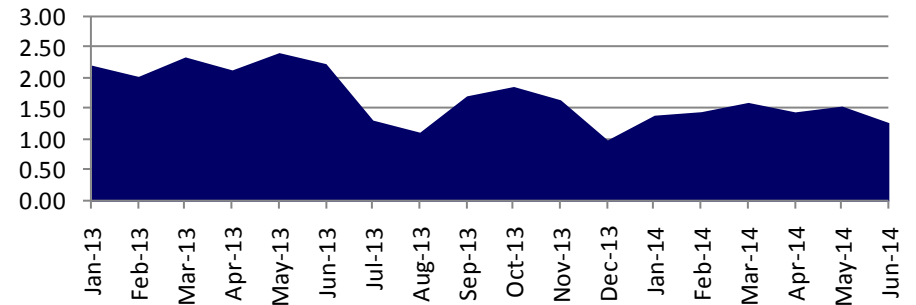
**Fall River Route 5:
Passengers per Revenue Hour**



**Fall River Route 5:
Cost per Rider**



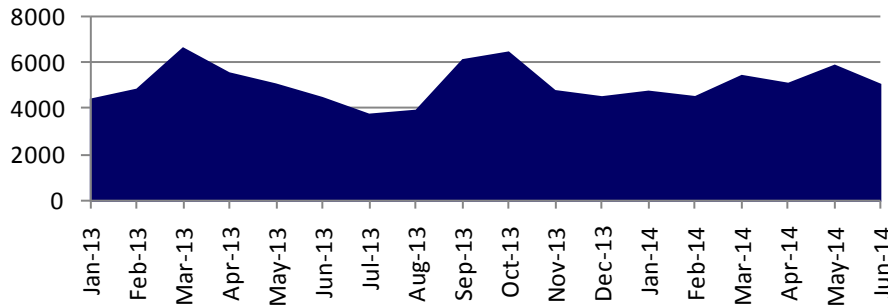
**Fall River Route 5:
Passengers per Revenue Mile**



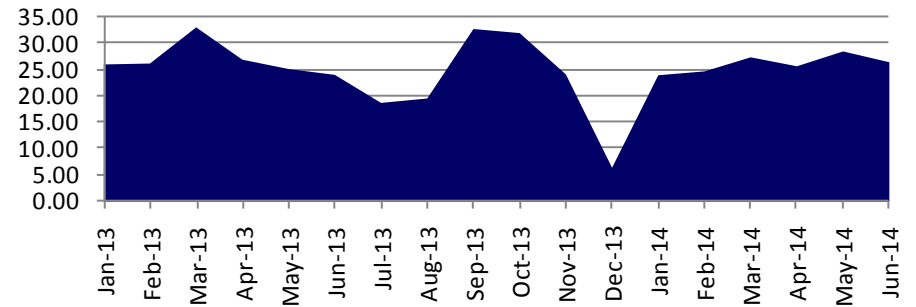
Fall River Route 6

Date	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14
Ridership - Total	4484	4922	6730	5635	5151	4560	3836	4007	6208	6547	4862	4596	4839	4603	5525	5182	5973	5130
Passengers per Revenue Hour	25.99	26.17	33.02	26.89	25.12	24.02	18.71	19.54	32.70	31.93	24.10	6.43	23.95	24.68	27.34	25.65	28.46	26.41
Passengers per Revenue Mile	2.35	2.37	2.99	2.42	2.18	2.08	1.62	1.69	2.83	2.77	2.05	1.13	2.03	2.10	2.32	2.18	2.43	2.23
Operating Cost per Passenger	\$3.89	\$3.86	\$3.06	\$3.81	\$4.20	\$4.39	\$5.10	\$4.88	\$2.92	\$2.99	\$4.03	\$4.15	\$4.07	\$3.94	\$3.56	\$3.80	\$3.40	\$3.71

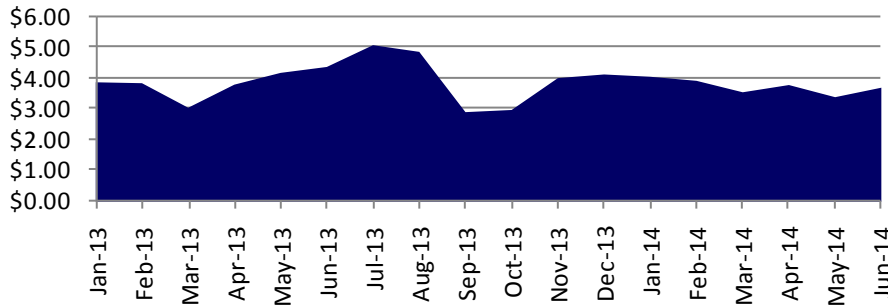
**Fall River Route 6:
Ridership - Total**



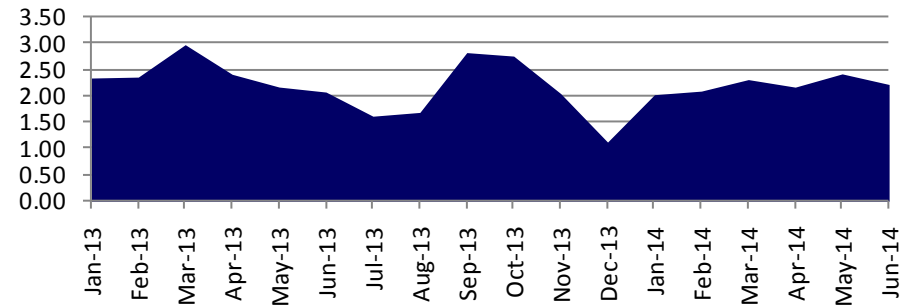
**Fall River Route 6:
Passengers per Revenue Hour**



**Fall River Route 6:
Cost per Rider**



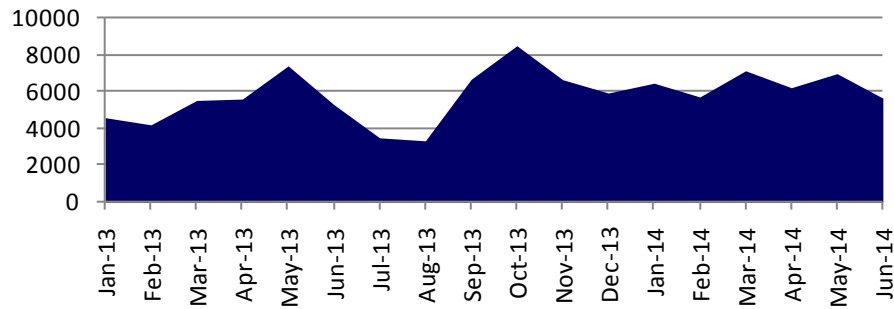
**Fall River Route 6:
Passengers per Revenue Mile**



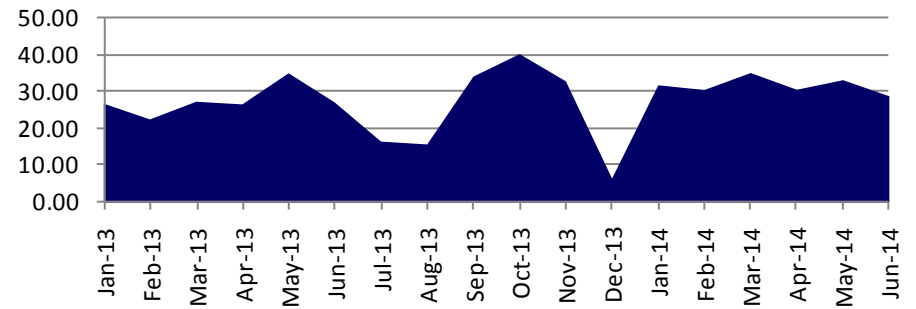
Fall River Route 7

Date	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14
Ridership - Total	4565	4176	5494	5570	7362	5268	3475	3313	6632	8452	6616	5895	6425	5683	7097	6181	6941	5620
Passengers per Revenue Hour	26.64	22.40	27.16	26.45	34.83	26.96	16.44	15.67	33.94	39.98	32.66	6.48	31.59	30.32	34.89	30.39	32.97	28.64
Passengers per Revenue Mile	2.25	1.89	2.29	2.28	2.96	2.29	1.40	1.33	2.88	3.40	2.47	1.10	2.36	2.27	2.61	2.27	2.47	2.13
Operating Cost per Passenger	\$4.06	\$4.83	\$3.98	\$4.08	\$3.09	\$3.99	\$5.92	\$6.21	\$2.87	\$2.43	\$3.35	\$3.70	\$3.50	\$3.64	\$3.17	\$3.64	\$3.35	\$3.88

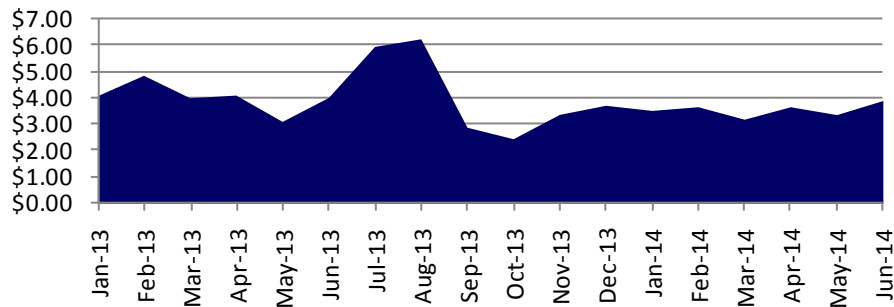
**Fall River Route 7:
Ridership - Total**



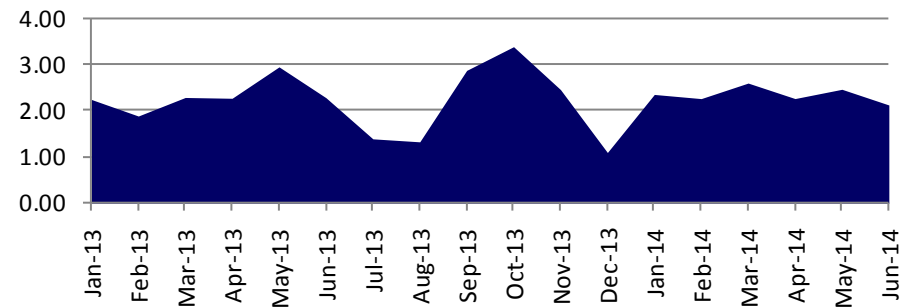
**Fall River Route 7:
Passengers per Revenue Hour**



**Fall River Route 7:
Cost per Rider**



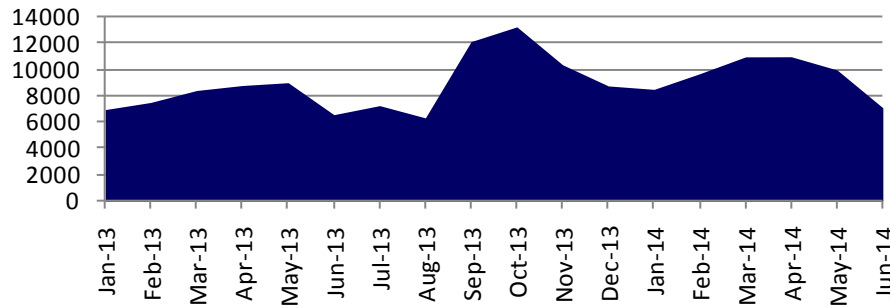
**Fall River Route 7:
Passengers per Revenue Mile**



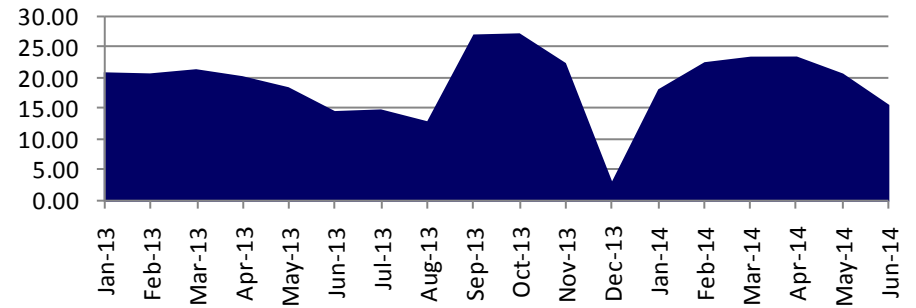
Fall River Route 8

Date	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14
Ridership - Total	6931	7476	8378	8755	8968	6547	7232	6304	12080	13194	10323	8722	8463	9651	10923	10931	9932	7068
Passengers per Revenue Hour	20.98	20.80	21.48	20.36	18.56	14.69	14.97	13.05	27.11	27.30	22.48	3.30	18.22	22.62	23.52	23.54	20.77	15.68
Passengers per Revenue Mile	1.78	1.79	1.83	1.72	1.54	1.23	1.24	1.08	2.27	2.27	1.88	0.67	1.50	1.88	1.94	1.94	1.73	1.27
Operating Cost per Passenger	\$5.13	\$5.11	\$4.98	\$5.32	\$5.93	\$7.44	\$6.65	\$7.63	\$3.65	\$3.65	\$4.39	\$5.26	\$5.51	\$4.41	\$4.27	\$4.26	\$4.77	\$6.49

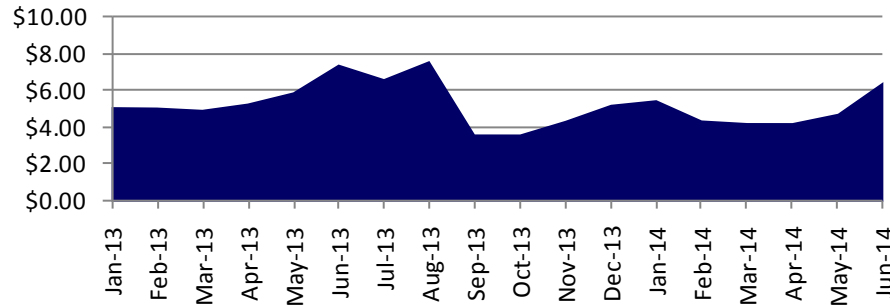
**Fall River Route 8
Ridership - Total**



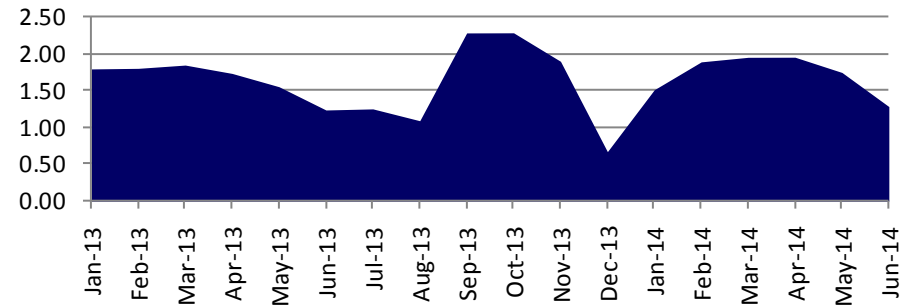
**Fall River Route 8:
Passengers per Revenue Hour**



**Fall River Route 8:
Cost per Rider**



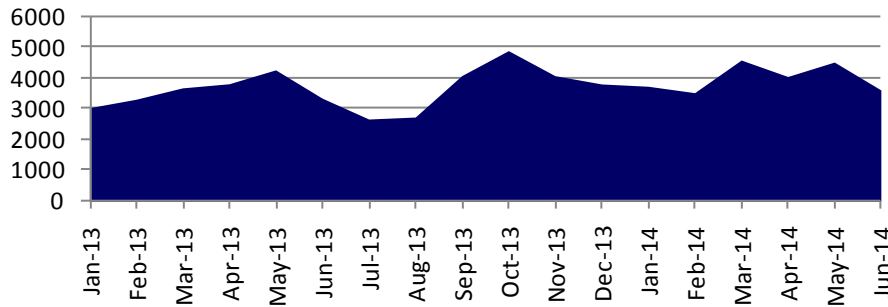
**Fall River Route 8:
Passengers per Revenue Mile**



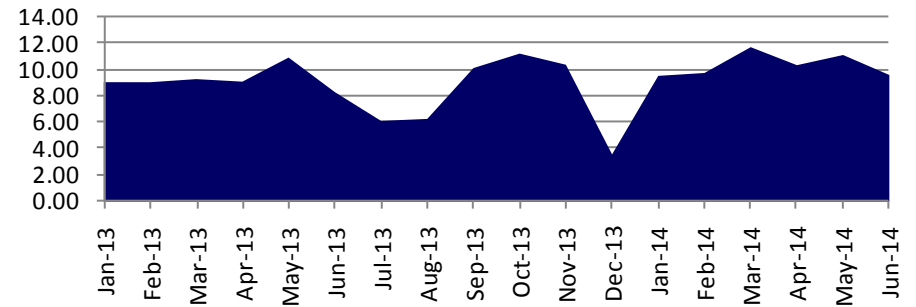
Fall River Route 9

Date	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14
Ridership - Total	6872	6600	8395	8436	8974	7605	6221	6502	9571	11513	9379	8661	8713	8360	10184	9648	10764	8824
Passengers per Revenue Hour	19.73	17.38	20.40	18.53	17.42	15.99	12.08	12.62	20.13	22.35	49.90	5.03	54.40	54.86	63.59	60.24	61.20	61.10
Passengers per Revenue Mile	2.64	2.36	2.75	2.56	2.43	2.23	1.64	1.71	2.72	3.03	2.34	1.67	2.13	2.23	2.49	2.36	2.58	2.21
Operating Cost per Passenger	\$3.46	\$3.88	\$3.33	\$3.65	\$3.76	\$4.10	\$5.05	\$4.84	\$3.04	\$2.73	\$3.54	\$3.82	\$3.88	\$3.70	\$3.32	\$3.50	\$3.21	\$3.75

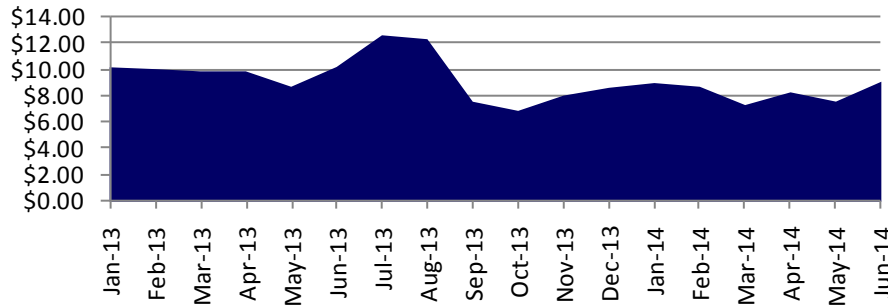
**Fall River Route 9:
Ridership - Total**



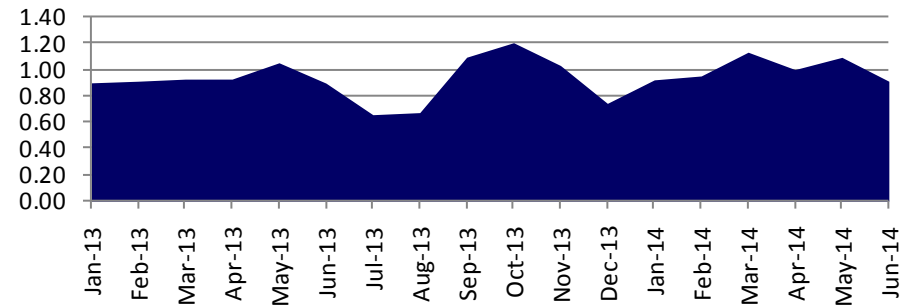
**Fall River Route 9:
Passengers per Revenue Hour**



**Fall River Route 9:
Cost per Rider**



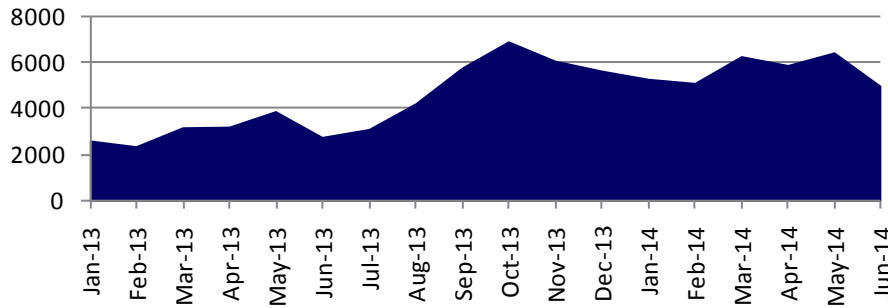
**Fall River Route 9:
Passengers per Revenue Mile**



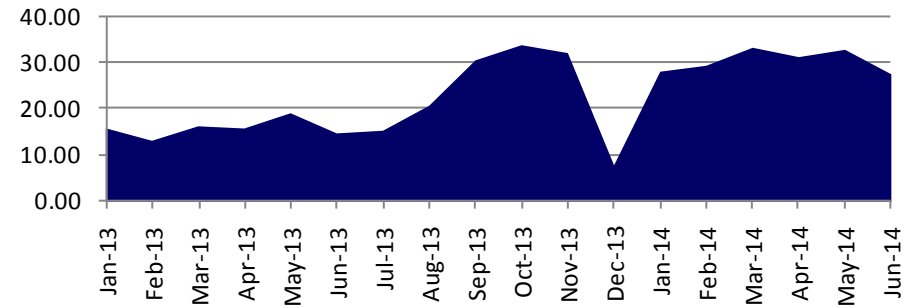
Fall River Route 10

Date	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14
Ridership - Total	6872	6600	8395	8436	8974	7605	6221	6502	9571	11513	9379	8661	8713	8360	10184	9648	10764	8824
Passengers per Revenue Hour	19.73	17.38	20.40	18.53	17.42	15.99	12.08	12.62	20.13	22.35	49.90	5.03	54.40	54.86	63.59	60.24	61.20	61.10
Passengers per Revenue Mile	2.64	2.36	2.75	2.56	2.43	2.23	1.64	1.71	2.72	3.03	2.34	1.67	2.13	2.23	2.49	2.36	2.58	2.21
Operating Cost per Passenger	\$3.46	\$3.88	\$3.33	\$3.65	\$3.76	\$4.10	\$5.05	\$4.84	\$3.04	\$2.73	\$3.54	\$3.82	\$3.88	\$3.70	\$3.32	\$3.50	\$3.21	\$3.75

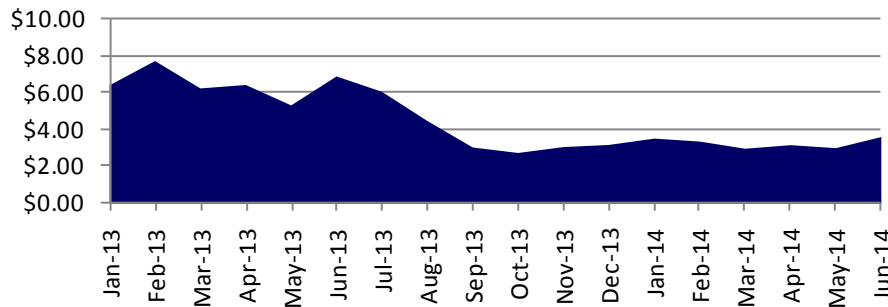
**Fall River Route 10:
Ridership - Total**



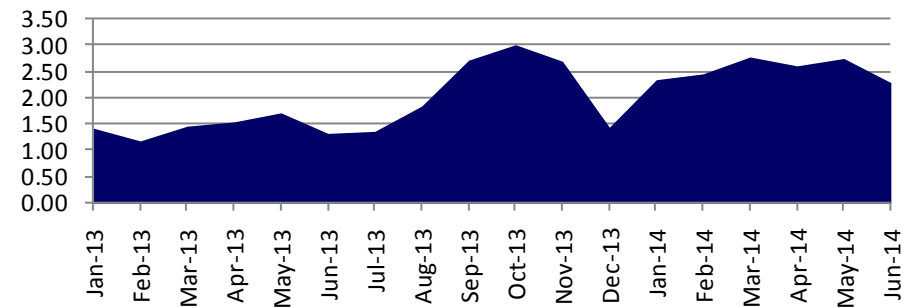
**Fall River Route 10:
Passengers per Revenue Hour**



**Fall River Route 10:
Cost per Rider**



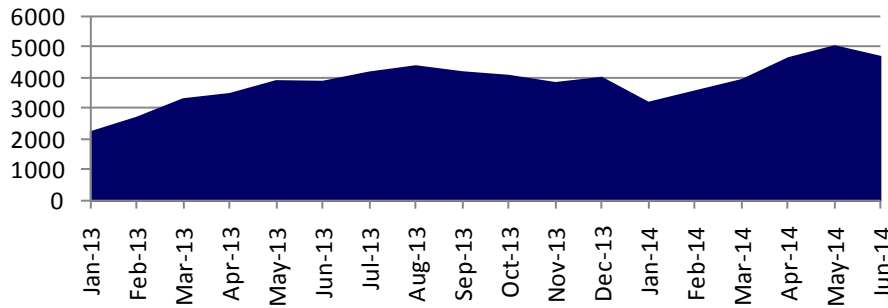
**Fall River Route 10:
Passengers per Revenue Mile**



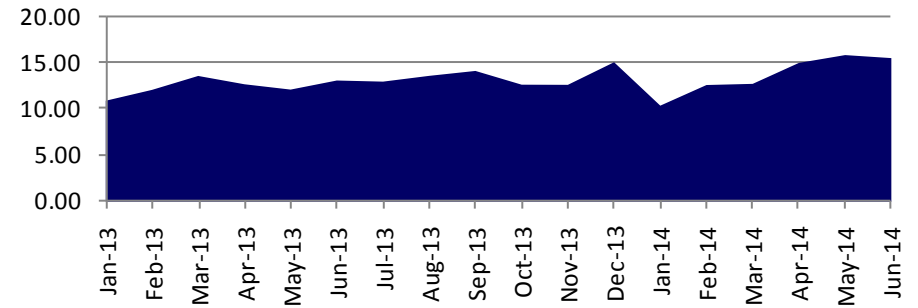
Fall River Route 14

Date	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14
Ridership - Total	2273	2746	3346	3515	3932	3911	4211	4414	4220	4104	3871	4041	3234	3602	3968	4674	5062	4713
Passengers per Revenue Hour	10.88	12.04	13.55	12.65	12.08	13.05	12.93	13.56	14.09	12.61	12.59	15.02	10.35	12.57	12.69	14.95	15.79	15.47
Passengers per Revenue Mile	0.46	0.52	0.58	0.60	0.59	0.64	0.63	0.66	0.69	0.62	0.61	0.85	0.51	0.61	0.62	0.73	0.77	0.76
Operating Cost per Passenger	\$19.69	\$17.71	\$15.78	\$16.15	\$15.46	\$14.34	\$13.07	\$12.46	\$12.03	\$13.41	\$13.54	\$12.68	\$16.35	\$13.50	\$13.33	\$11.32	\$10.77	\$10.87

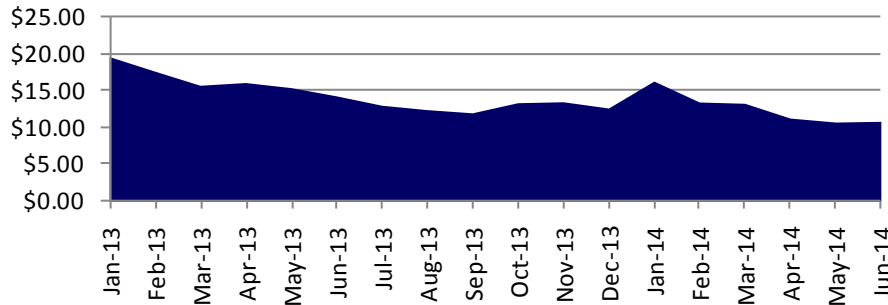
**Fall River Route 14:
Ridership - Total**



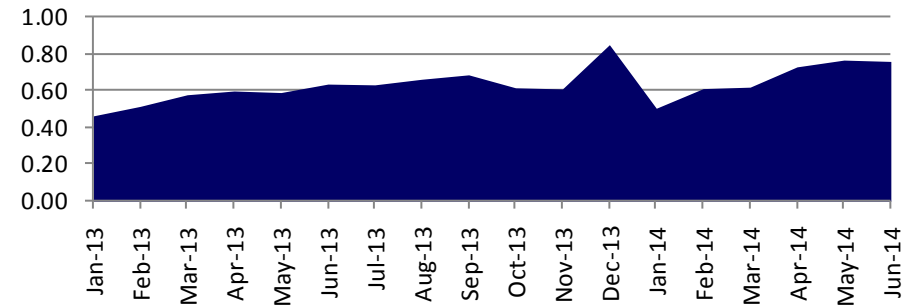
**Fall River Route 14:
Passengers per Revenue Hour**



**Fall River Route 14:
Cost per Rider**



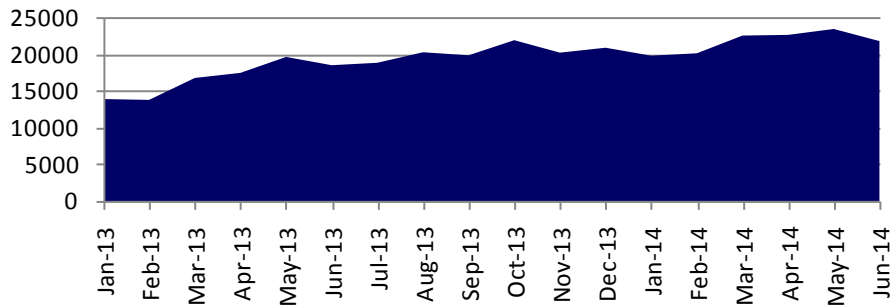
**Fall River Route 14:
Passengers per Revenue Mile**



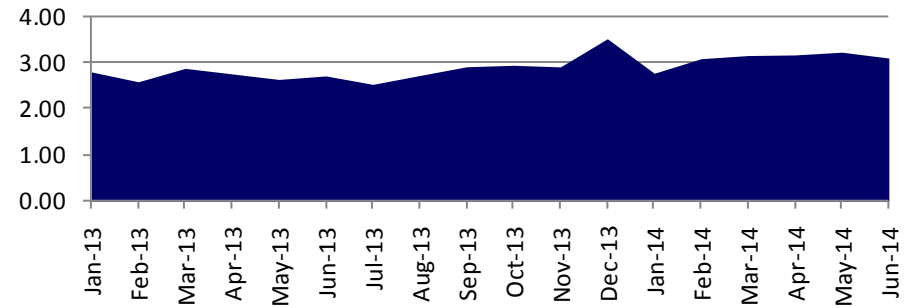
New Bedford Route 1

Date	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14
Ridership - Total	13898	13780	16770	17466	19640	18513	18844	20276	19867	21924	20225	20898	19810	20136	22555	22649	23453	21804
Passengers per Revenue Hour	25.72	23.46	26.30	24.14	23.34	23.76	23.57	25.37	26.97	27.43	21.63	12.57	20.64	22.84	23.49	23.59	23.75	23.38
Passengers per Revenue Mile	2.81	2.59	2.88	2.76	2.64	2.72	2.54	2.73	2.92	2.95	2.92	3.53	2.78	3.09	3.16	3.17	3.23	3.11
Operating Cost per Passenger	\$3.26	\$3.53	\$3.17	\$3.40	\$3.46	\$3.36	\$3.26	\$3.03	\$2.83	\$2.80	\$2.84	\$2.78	\$2.98	\$2.67	\$2.62	\$2.61	\$2.56	\$2.66

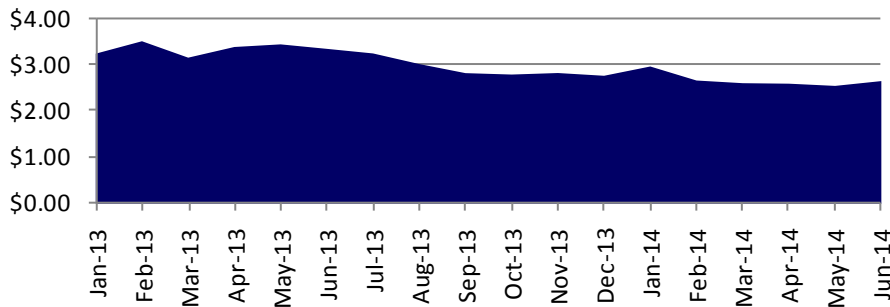
**New Bedford Route 1:
Total Ridership**



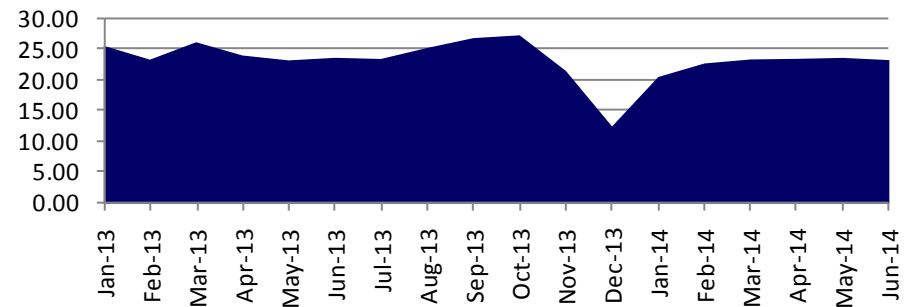
**New Bedford Route 1:
Passengers per Revenue Mile**



**New Bedford Route 1:
Cost per Rider**



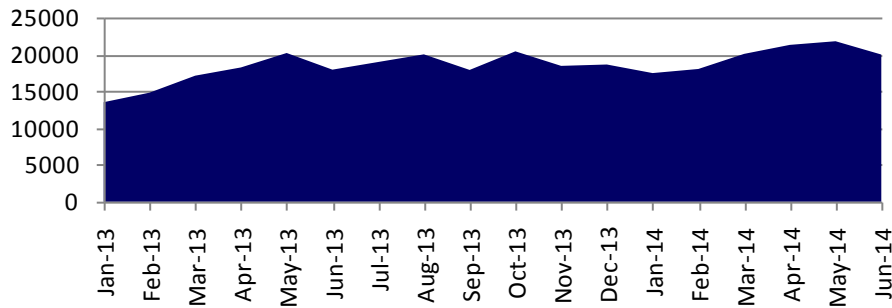
**New Bedford Route 1:
Passengers per Revenue Hour**



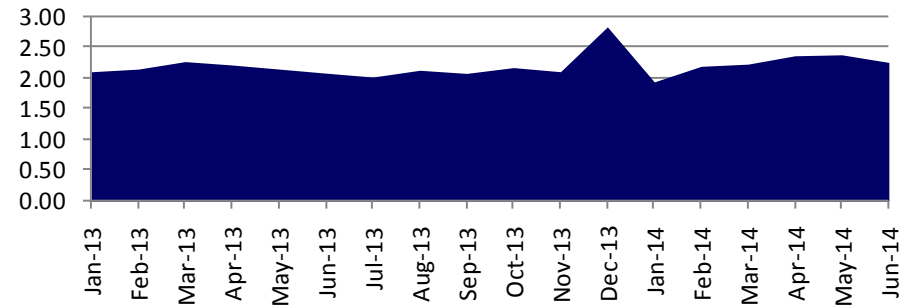
New Bedford Route 2

Date	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14
Ridership - Total	13561	14856	17173	18295	20262	17994	19036	20078	17957	20488	18509	18695	17527	18086	20141	21369	21866	20053
Passengers per Revenue Hour	24.37	24.56	26.15	24.93	24.34	23.34	24.16	25.48	24.71	26.00	20.14	13.02	18.60	20.89	21.37	22.67	22.54	21.92
Passengers per Revenue Mile	2.10	2.14	2.26	2.21	2.14	2.08	2.01	2.12	2.07	2.17	2.10	2.83	1.93	2.19	2.22	2.36	2.37	2.25
Operating Cost per Passenger	\$4.35	\$4.27	\$4.04	\$4.20	\$4.27	\$4.40	\$4.11	\$3.89	\$3.99	\$3.82	\$3.94	\$3.94	\$4.27	\$3.78	\$3.72	\$3.51	\$3.48	\$3.67

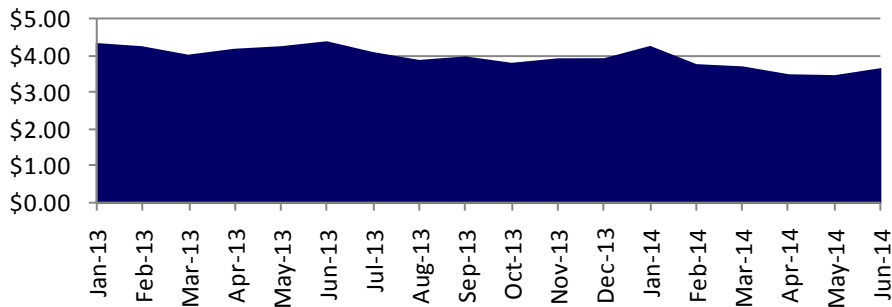
**New Bedford Route 2:
Ridership - Total**



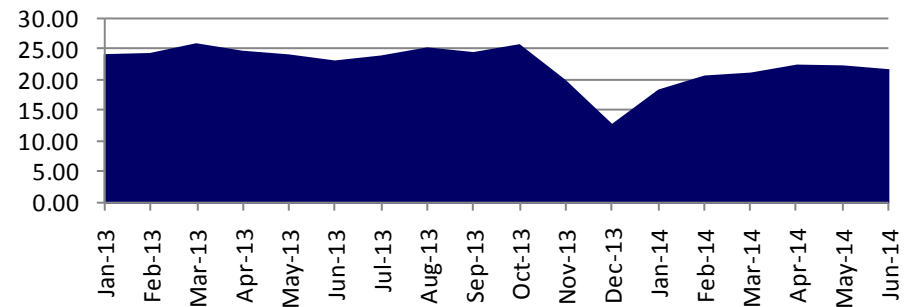
**New Bedford Route 2:
Passengers per Revenue Mile**



**New Bedford Route 2:
Cost per Rider**



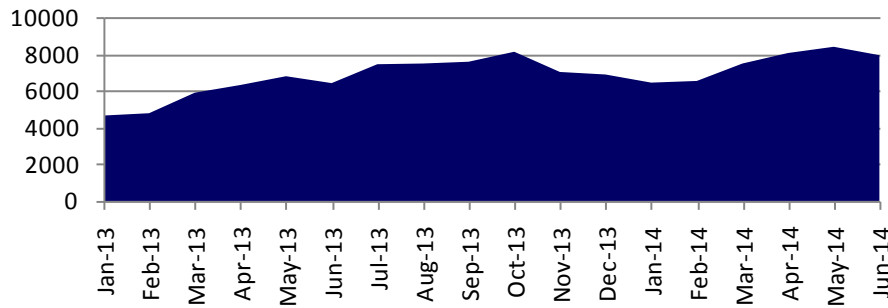
**New Bedford Route 2:
Passengers per Revenue Hour**



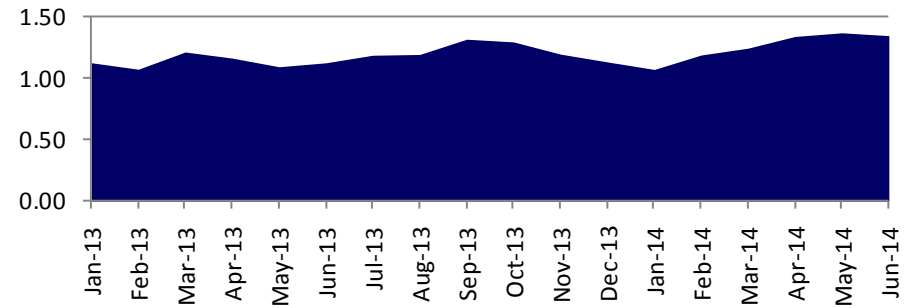
New Bedford Route 3

Date	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14
Ridership - Total	4663	4790	5910	6331	6810	6434	7465	7504	7601	8146	7042	6904	6460	6552	7504	8078	8418	7959
Passengers per Revenue Hour	14.46	13.67	15.53	14.32	12.78	13.05	13.29	13.36	14.70	14.50	13.24	7.53	11.97	13.24	13.91	14.97	15.20	15.16
Passengers per Revenue Mile	1.12	1.07	1.21	1.16	1.09	1.12	1.18	1.19	1.31	1.29	1.19	1.13	1.06	1.18	1.24	1.33	1.36	1.34
Operating Cost per Passenger	\$8.17	\$8.57	\$7.58	\$7.90	\$8.41	\$8.17	\$7.01	\$6.97	\$6.32	\$6.42	\$6.96	\$7.12	\$7.77	\$7.00	\$6.69	\$6.21	\$6.08	\$6.18

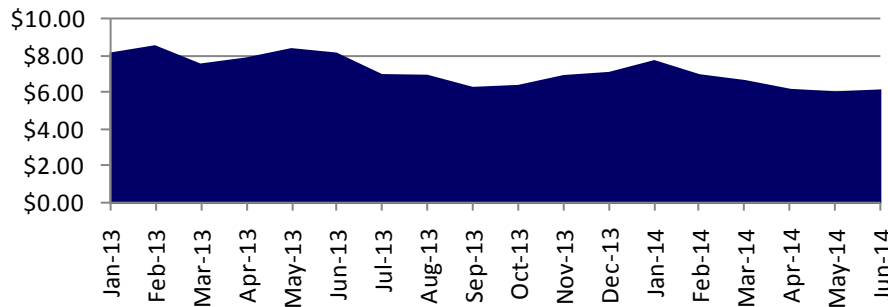
**New Bedford Route 3:
Ridership - Total**



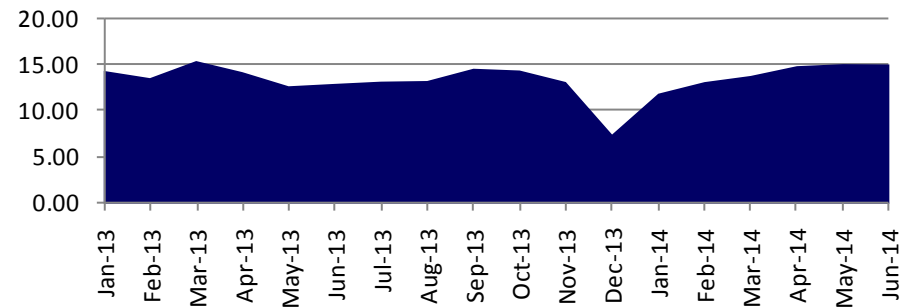
**New Bedford Route 3:
Passengers per Revenue Mile**



**New Bedford Route 3:
Cost per Rider**



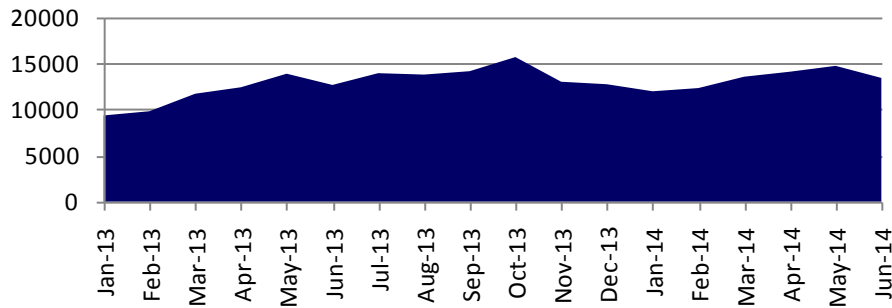
**New Bedford Route 3:
Passengers per Revenue Hour**



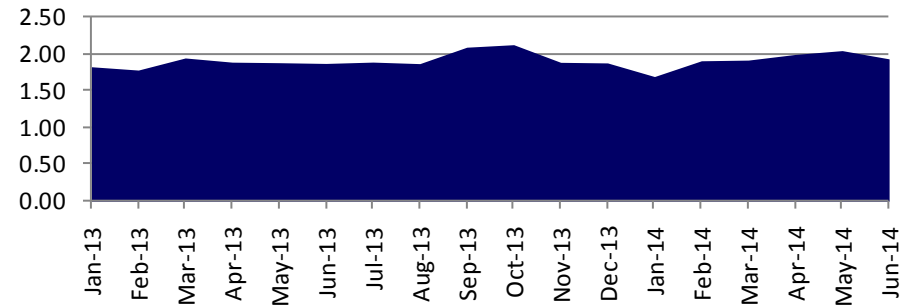
New Bedford Route 4

Date	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14
Ridership - Total	9347	9803	11701	12402	13871	12653	13930	13777	14144	15674	13001	12729	11967	12315	13545	14088	14723	13412
Passengers per Revenue Hour	26.02	25.14	27.62	26.04	25.47	25.09	24.05	23.78	26.50	27.06	23.66	11.36	21.50	24.10	24.34	25.32	25.73	24.80
Passengers per Revenue Mile	1.83	1.79	1.95	1.89	1.89	1.88	1.89	1.87	2.10	2.13	1.89	1.88	1.70	1.91	1.92	2.00	2.05	1.94
Operating Cost per Passenger	\$4.99	\$5.12	\$4.68	\$4.86	\$4.84	\$4.87	\$4.36	\$4.41	\$3.94	\$3.88	\$4.37	\$4.49	\$4.87	\$4.32	\$4.30	\$4.14	\$4.03	\$4.26

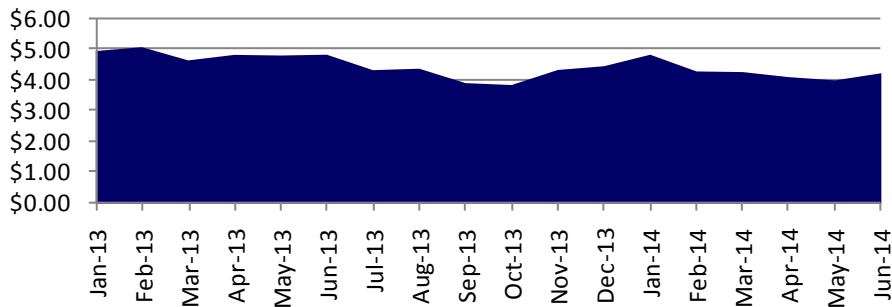
**New Bedford Route 4:
Ridership - Total**



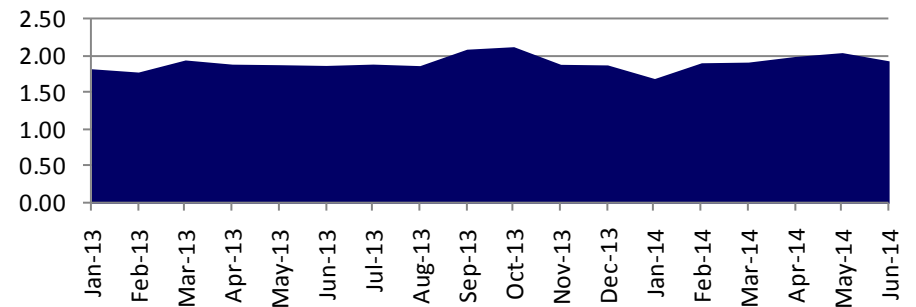
**New Bedford Route 4:
Passengers per Revenue Hour**



**New Bedford Route 4:
Cost per Rider**



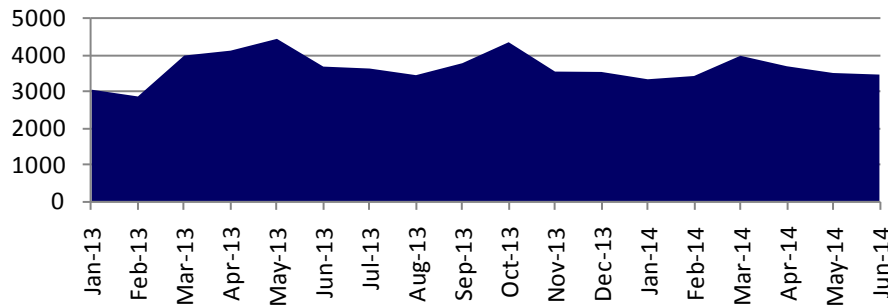
**New Bedford Route 4:
Passengers per Revenue Mile**



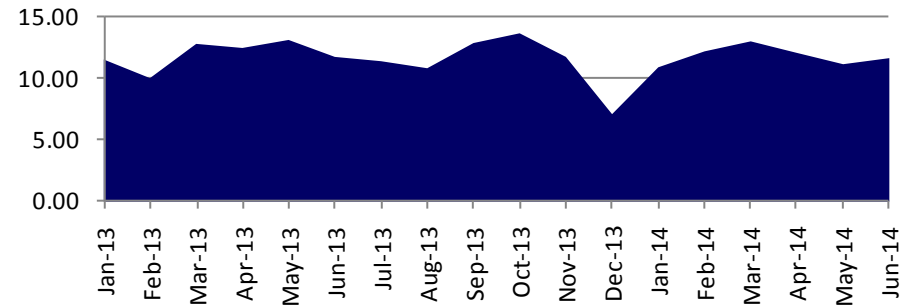
New Bedford Route 5

Date	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14
Ridership - Total	3040	2855	3973	4107	4429	3671	3618	3437	3764	4337	3535	3525	3325	3414	3967	3681	3496	3453
Passengers per Revenue Hour	11.57	10.05	12.84	12.51	13.16	11.78	11.43	10.86	12.91	13.70	11.78	7.12	10.93	12.23	13.04	12.10	11.18	11.68
Passengers per Revenue Mile	1.82	1.58	2.02	2.02	2.16	1.95	1.77	1.68	2.00	2.12	1.98	3.90	1.83	2.07	2.18	2.03	1.90	1.92
Operating Cost per Passenger	\$5.02	\$5.77	\$4.52	\$4.56	\$4.22	\$4.69	\$4.68	\$4.93	\$4.14	\$3.90	\$4.17	\$4.21	\$4.52	\$4.00	\$3.78	\$4.08	\$4.34	\$4.30

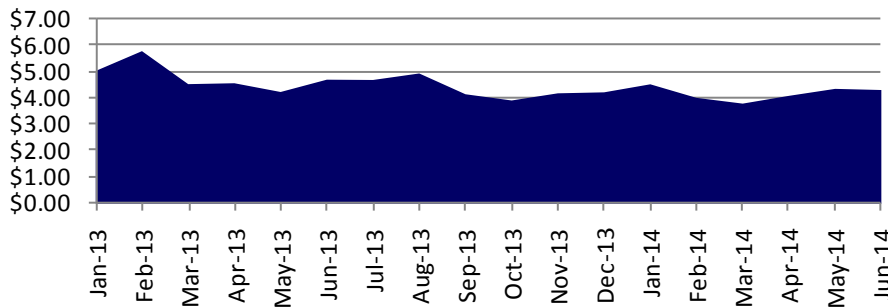
**New Bedford Route 5:
Ridership - Total**



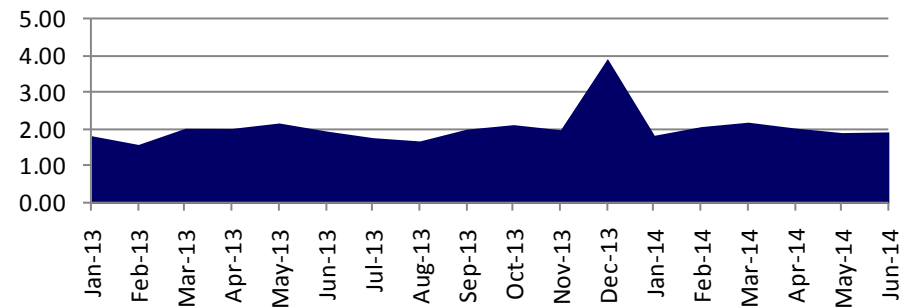
**New Bedford Route 5:
Passengers per Revenue Hour**



**New Bedford Route 5:
Cost per Rider**



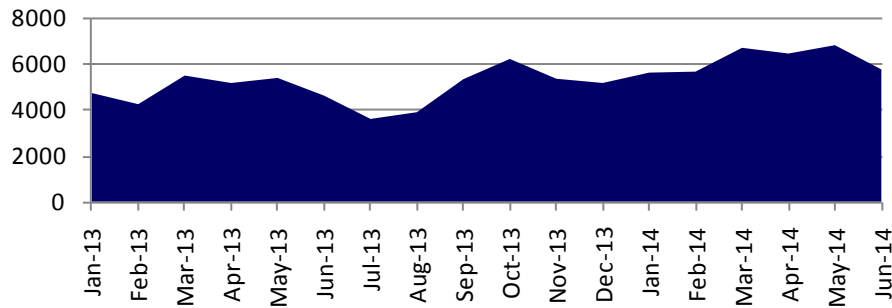
**New Bedford Route 5:
Passengers per Revenue Mile**



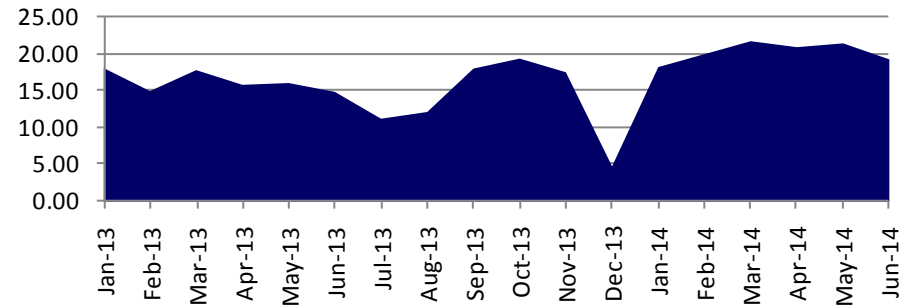
New Bedford Route 6

Date	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14
Ridership - Total	4715	4231	5474	5151	5371	4603	3592	3883	5316	6195	5336	5152	5601	5645	6678	6430	6792	5740
Passengers per Revenue Hour	18.08	14.97	17.81	15.82	16.06	14.87	11.23	12.14	18.02	19.37	17.53	4.79	18.22	19.97	21.73	20.92	21.44	19.27
Passengers per Revenue Mile	1.13	0.94	1.12	1.03	1.05	0.98	0.70	0.76	1.13	1.21	1.10	0.51	1.14	1.25	1.36	1.31	1.35	1.20
Operating Cost per Passenger	\$8.09	\$9.73	\$8.20	\$9.07	\$8.70	\$9.34	\$11.77	\$10.89	\$7.32	\$6.82	\$7.49	\$7.67	\$7.25	\$6.60	\$6.08	\$6.31	\$6.13	\$6.89

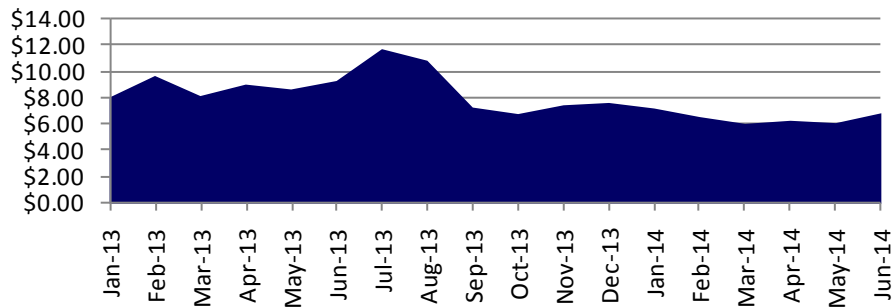
**New Bedford Route 6:
Ridership - Total**



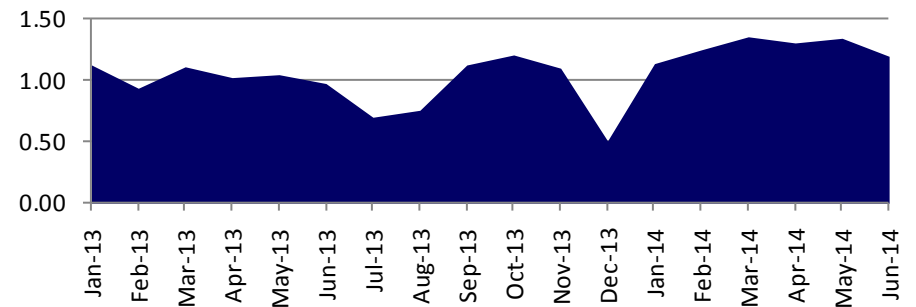
**New Bedford Route 6:
Passengers per Revenue Hour**



**New Bedford Route 6:
Cost per Rider**



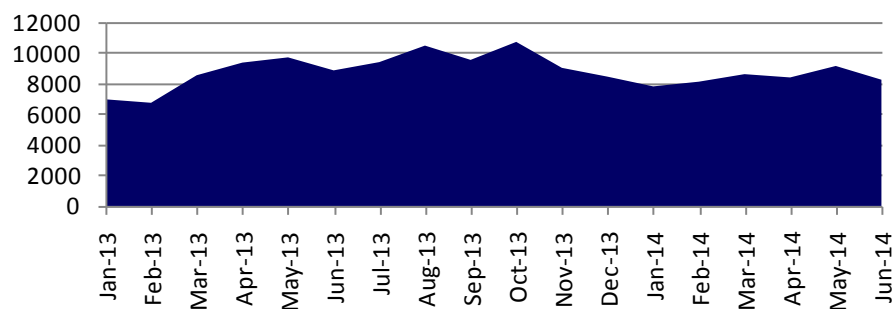
**New Bedford Route 6:
Passengers per Revenue Mile**



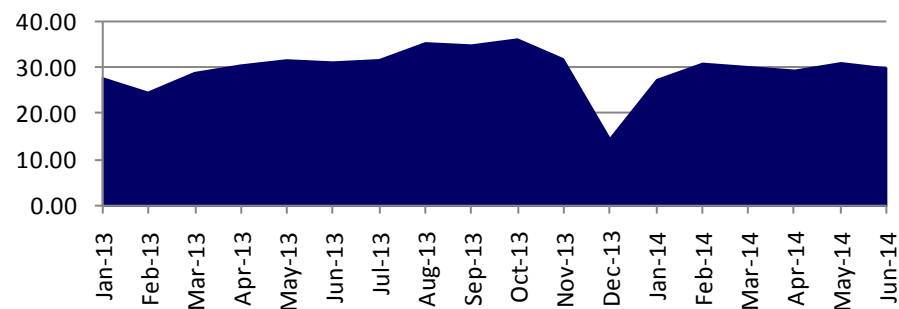
New Bedford Route 8

Date	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14
Ridership - Total	6993	6766	8573	9401	9745	8892	9434	10517	9580	10760	9057	8479	7841	8150	8644	8428	9181	8279
Passengers per Revenue Hour	28.20	25.01	29.26	30.90	32.03	31.57	32.07	35.75	35.26	36.57	32.24	15.09	27.71	31.30	30.55	29.79	31.42	30.25
Passengers per Revenue Mile	2.88	2.57	3.00	3.20	3.28	3.24	3.17	3.54	3.49	3.62	3.19	2.72	2.74	3.10	3.02	2.95	3.11	2.99
Operating Cost per Passenger	\$3.17	\$3.56	\$3.05	\$2.89	\$2.79	\$2.82	\$2.61	\$2.34	\$2.37	\$2.29	\$2.59	\$2.70	\$3.02	\$2.67	\$2.74	\$2.81	\$2.66	\$2.76

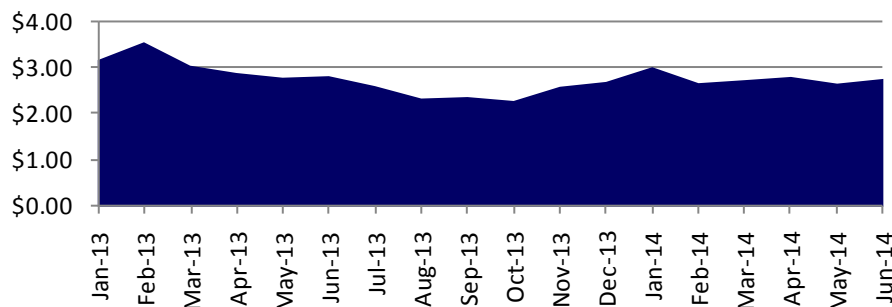
**New Bedford Route 8:
Ridership - Total**



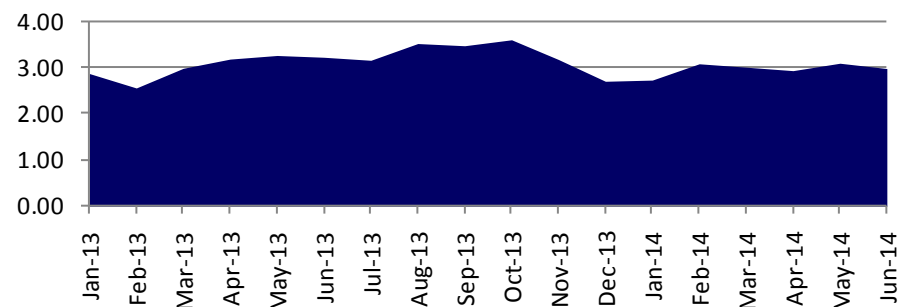
**New Bedford Route 8:
Passengers per Revenue Hour**



**New Bedford Route 8:
Cost per Rider**



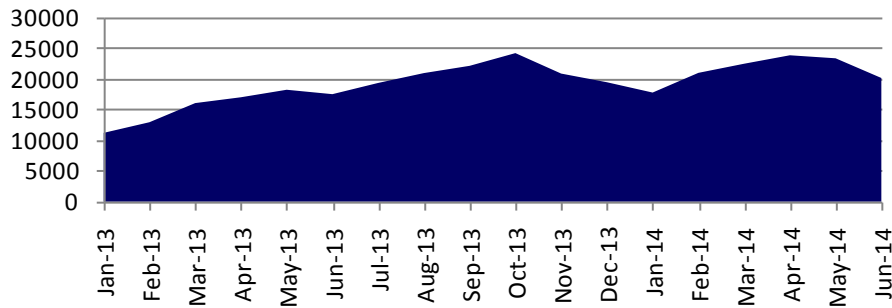
**New Bedford Route 8:
Passengers per Revenue Mile**



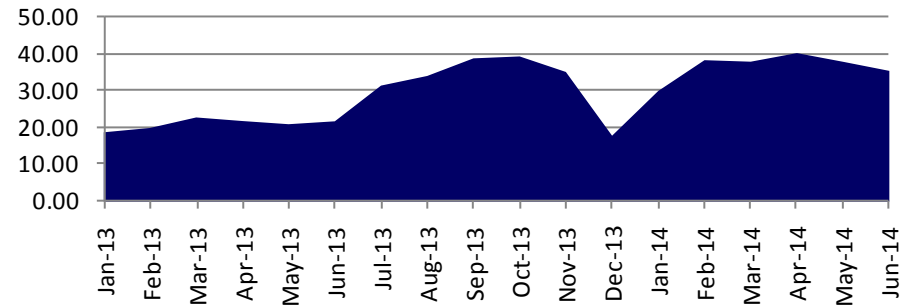
Intercity Route

Date	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14
Ridership - Total	11200	12931	16045	16994	18215	17498	19324	20930	22111	24180	20850	19439	17759	20966	22451	23827	23336	20132
Passengers per Revenue Hour	18.78	19.95	22.80	21.83	20.97	21.76	31.43	34.04	38.80	39.32	35.12	17.86	29.98	38.31	37.90	40.22	37.87	35.41
Passengers per Revenue Mile	1.19	1.27	1.45	1.46	1.40	1.46	1.48	1.61	1.84	1.86	1.69	1.55	1.42	1.82	1.80	1.91	1.81	1.66
Operating Cost per Passenger	\$7.67	\$7.22	\$6.32	\$6.45	\$6.53	\$6.27	\$5.57	\$5.14	\$4.49	\$4.45	\$4.91	\$5.16	\$5.82	\$4.53	\$4.61	\$4.34	\$4.56	\$4.98

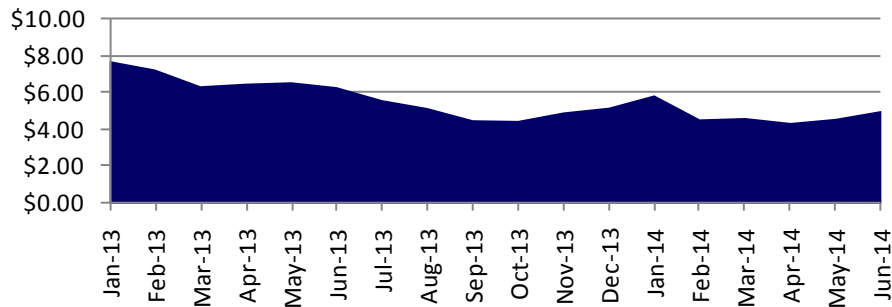
**Intercity Route:
Ridership - Total**



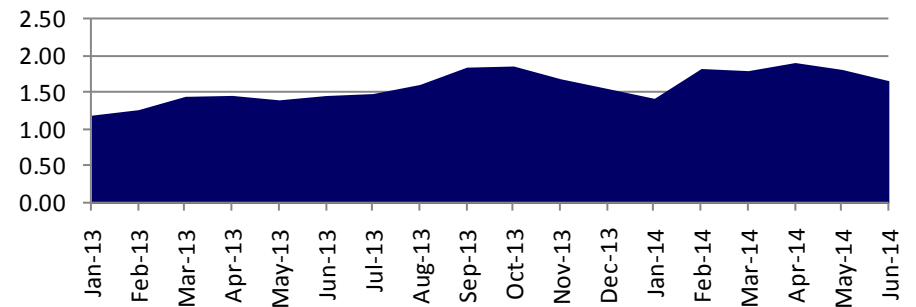
**Intercity Route:
Passengers per Revenue Hour**



**Intercity Route:
Cost per Rider**



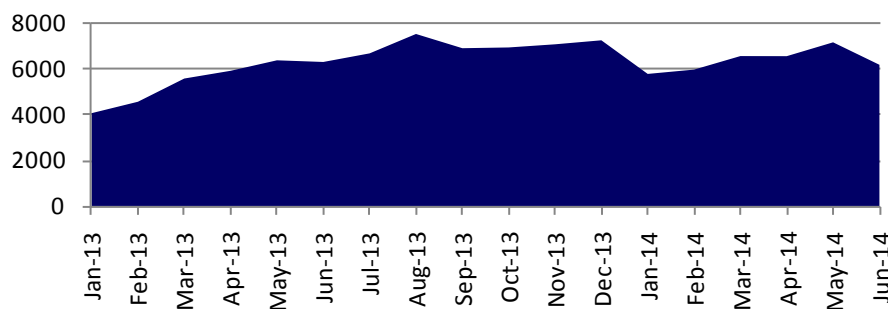
**Intercity Route:
Passengers per Revenue Mile**



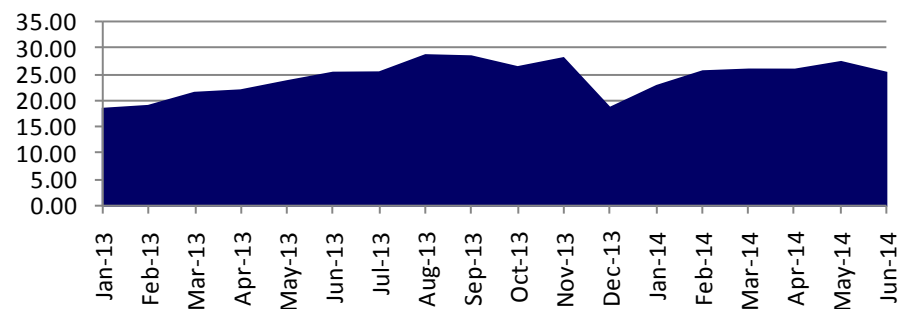
New Bedford Route 10

Date	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14
Ridership - Total	4076	4578	5598	5938	6399	6326	6704	7556	6931	6964	7102	7278	5801	5990	6585	6581	7189	6202
Passengers per Revenue Hour	18.62	19.17	21.64	22.10	23.82	25.43	25.49	28.73	28.51	26.48	28.19	18.84	22.93	25.69	26.02	26.01	27.45	25.40
Passengers per Revenue Mile	1.31	1.35	1.52	1.56	1.68	1.79	1.76	1.98	1.96	1.82	1.94	2.36	1.58	1.77	1.79	1.79	1.89	1.75
Operating Cost per Passenger	\$6.97	\$6.76	\$6.00	\$5.87	\$5.45	\$5.10	\$4.71	\$4.18	\$4.21	\$4.53	\$4.26	\$4.03	\$5.23	\$4.67	\$4.61	\$4.61	\$4.37	\$4.72

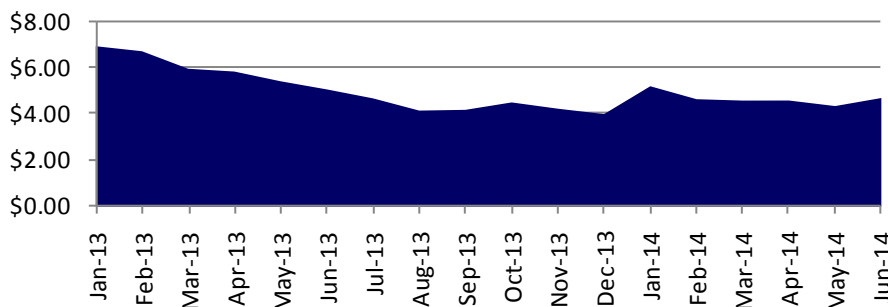
**New Bedford Route 10:
Ridership - Total**



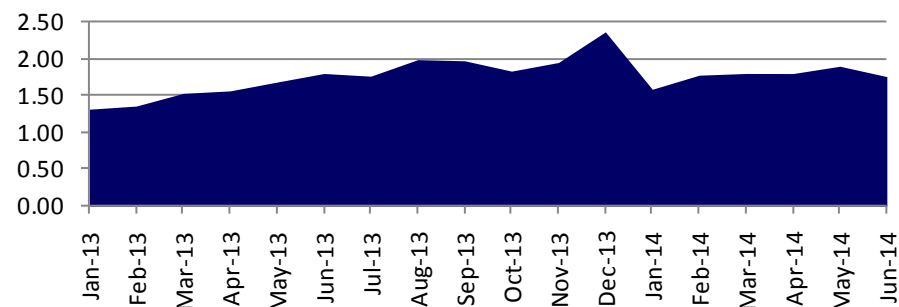
**New Bedford Route 10:
Passengers per Revenue Hour**



**New Bedford Route 10:
Cost per Rider**



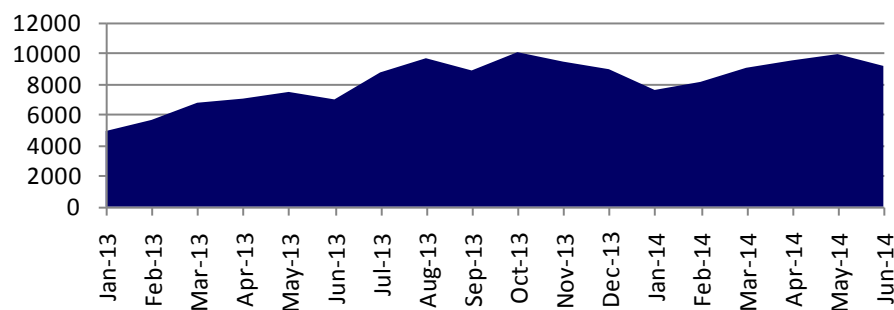
**New Bedford Route 10:
Passengers per Revenue Mile**



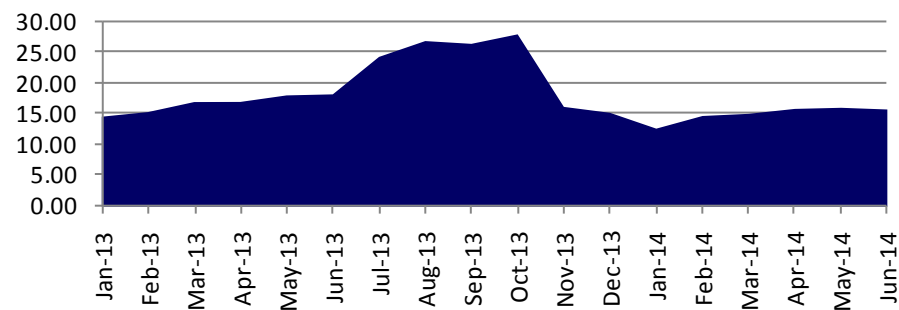
New Bedford Route 11

Date	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14
Ridership - Total	4948	5675	6799	7069	7507	7017	8784	9713	8912	10108	9489	8994	7636	8163	9086	9569	9983	9209
Passengers per Revenue Hour	14.70	15.45	17.09	17.11	18.18	18.35	24.47	27.06	26.60	28.16	16.30	15.33	12.75	14.81	15.17	15.97	16.15	15.88
Passengers per Revenue Mile	0.78	0.83	0.91	0.98	0.97	0.98	1.13	1.25	1.25	1.30	1.29	1.50	1.03	1.19	1.22	1.28	1.30	1.28
Operating Cost per Passenger	\$11.67	\$11.03	\$10.01	\$10.02	\$9.43	\$9.31	\$7.29	\$6.60	\$6.63	\$6.34	\$6.44	\$6.63	\$8.07	\$6.94	\$6.78	\$6.44	\$6.36	\$6.48

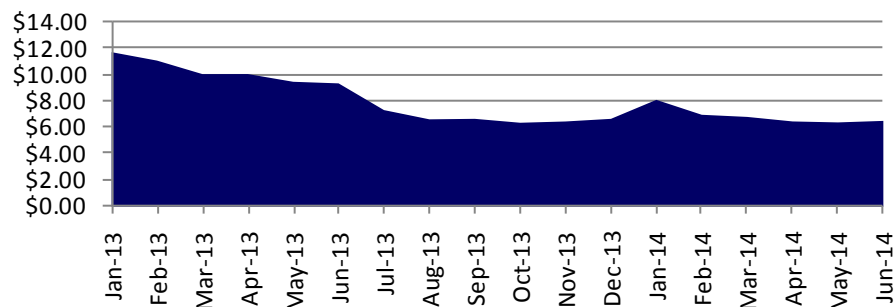
**New Bedford Route 11:
Ridership - Total**



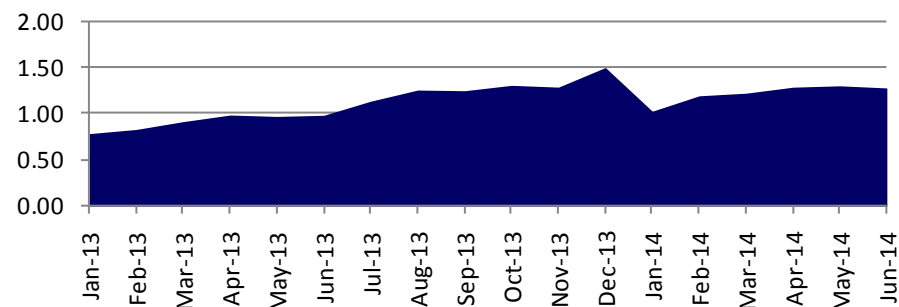
**New Bedford Route 11:
Passengers per Revenue Hour**



**New Bedford Route 11:
Cost per Rider**



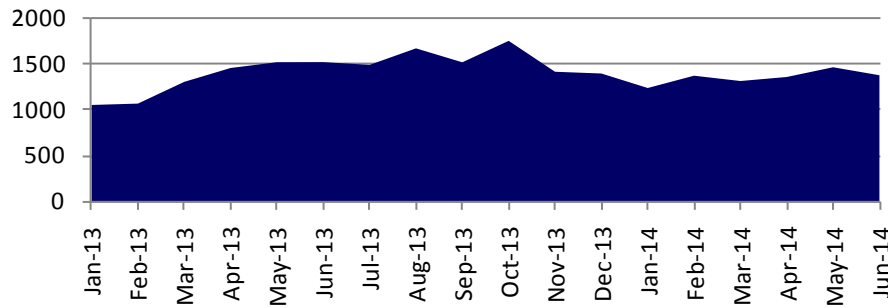
**New Bedford Route 11:
Passengers per Revenue Mile**



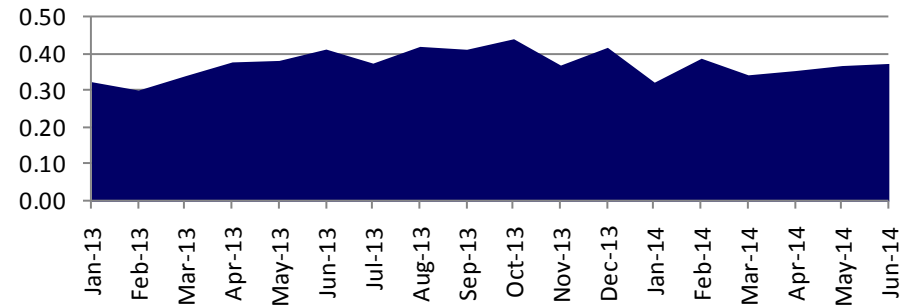
New Bedford North End Shuttle

Date	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14
Ridership - Total	1046	1061	1298	1449	1512	1513	1483	1663	1511	1745	1408	1389	1231	1365	1307	1351	1457	1370
Passengers per Revenue Hour	6.07	5.65	6.38	6.88	7.23	7.81	7.09	7.95	7.80	8.34	6.99	6.42	6.11	7.34	6.49	6.70	6.96	7.07
Passengers per Revenue Mile	0.32	0.30	0.34	0.38	0.38	0.41	0.37	0.42	0.41	0.44	0.37	0.42	0.32	0.39	0.34	0.35	0.37	0.37
Operating Cost per Passenger	\$28.18	\$30.31	\$26.84	\$24.97	\$23.93	\$22.14	\$22.07	\$19.68	\$20.06	\$18.76	\$22.39	\$21.82	\$25.61	\$21.32	\$24.12	\$23.33	\$22.47	\$22.12

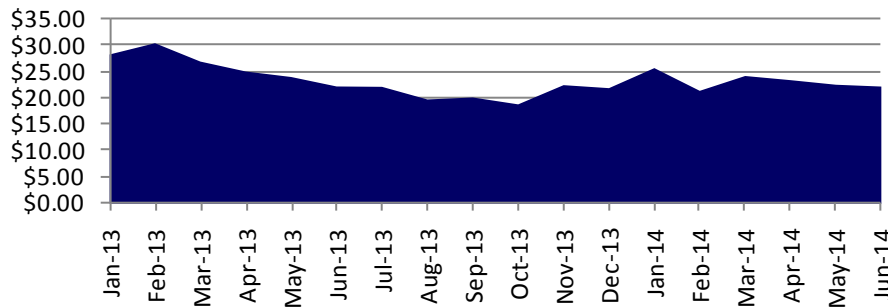
**New Bedford North End Shuttle:
Ridership - Total**



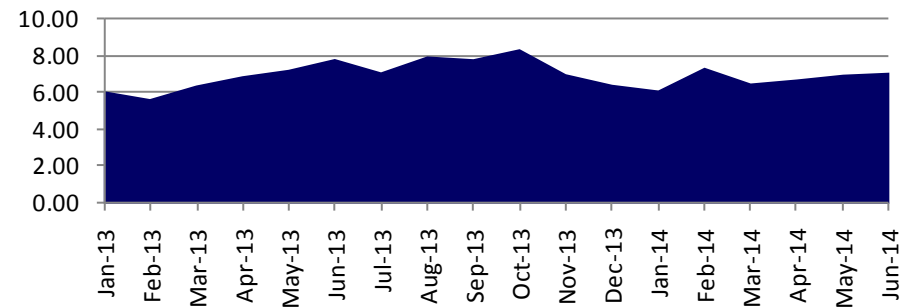
**New Bedford North End Shuttle:
Passengers per Revenue Mile**



**New Bedford North End Shuttle:
Cost per Rider**



**New Bedford North End Shuttle:
Passengers per Revenue Hour**



Appendix E:
Service Alternative Maps

Fall River Proposed-A Routes 6, 9 and 10

Fall River Bus Route

- Proposed Route 6 Pleasant St.
- Proposed Route 9 Bedford St.
- Proposed Route 10 Rodman St.

Environmental Justice

- Minority and Low Income
- Minority
- Low Income
- Limited English Proficiency

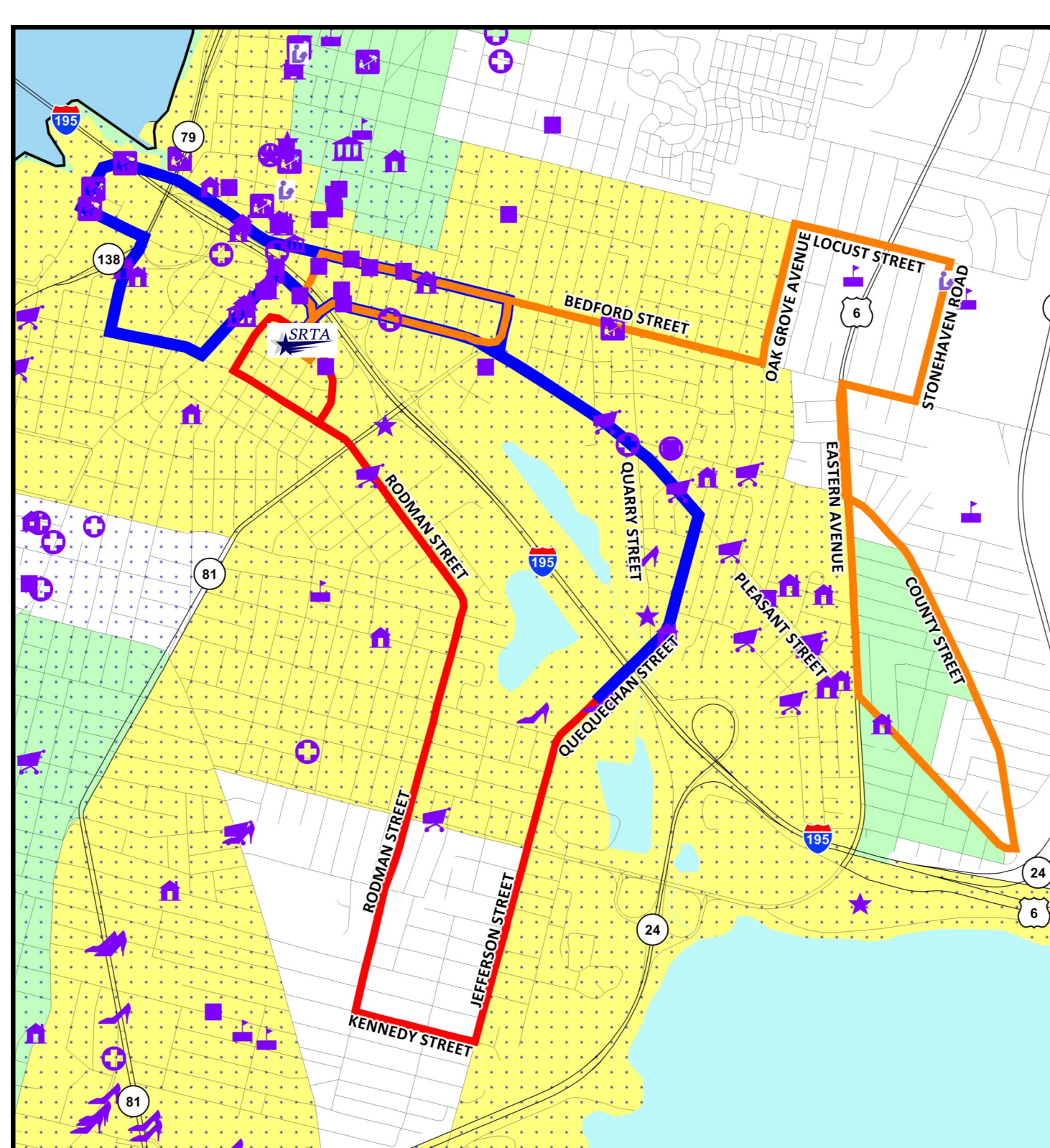
Points of Interest

- ★ Education/Training
- 🏭 Employer
- ⚓ Fish House
- 🏛️ Government
- 🛒 Grocery
- 🏥 Health Care
- 🏠 Housing
- 📖 Library
- 🏢 Public Agency/Social Services
- 🎮 Recreation
- 🎓 School grades 5-12
- 👠 Shopping

Minority (PL94-171):
2010 Census Block Groups > 13.38%

Low Income (B17001):
2005-2009 ACS Tracts > 13.85%

Limited English Proficiency (B16001):
2005-2009 ACS Tracts > 10.69%



Fall River Proposed-B Routes 6, 9 and 10

Fall River Bus Route

- Proposed Route 6 Pleasant St.
- Existing Route 9 Bedford St.
- Proposed Route 10 Rodman St.

Environmental Justice

- Minority and Low Income
- Minority
- Low Income
- Limited English Proficiency

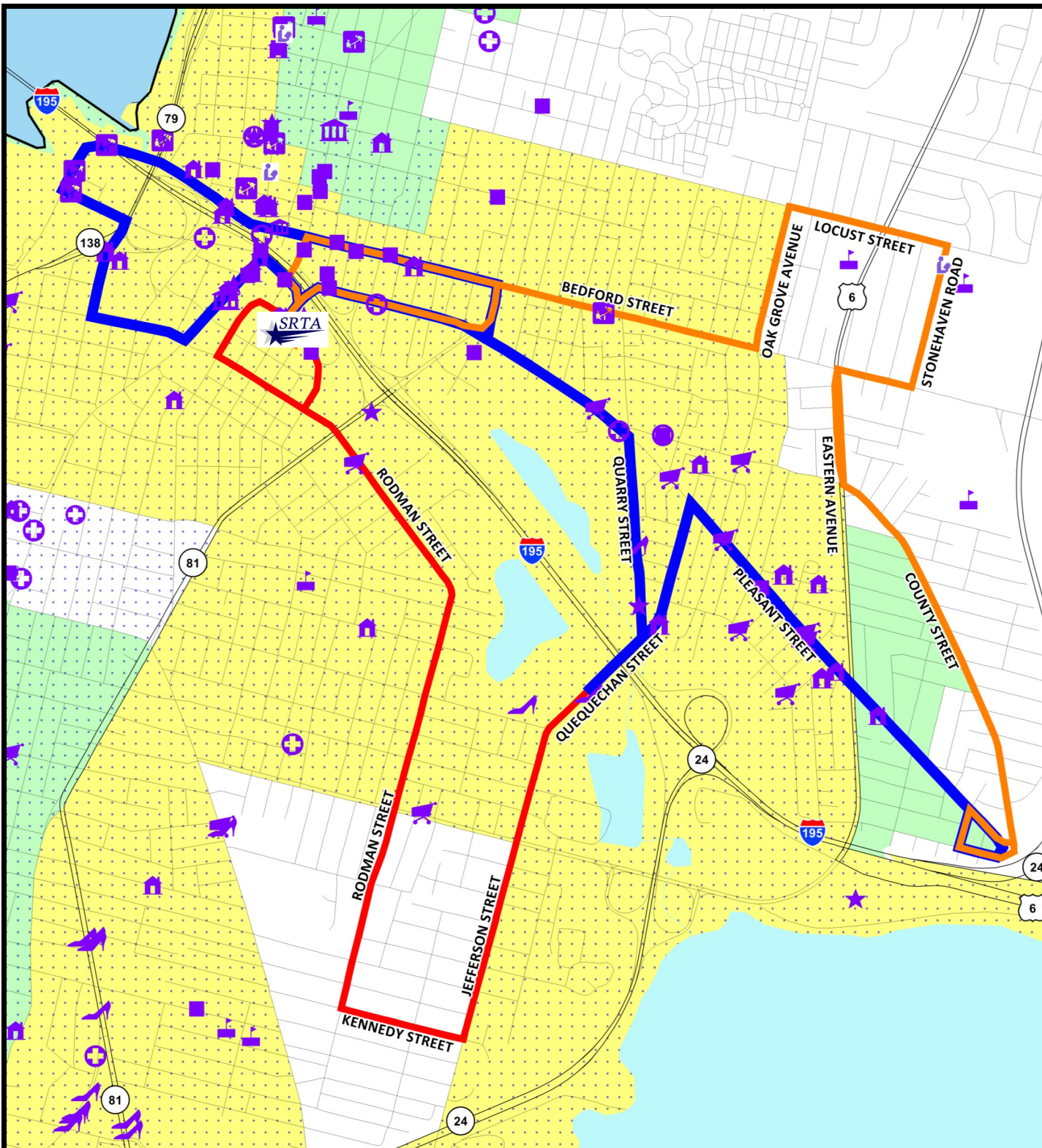
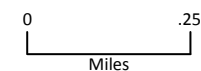
Points of Interest

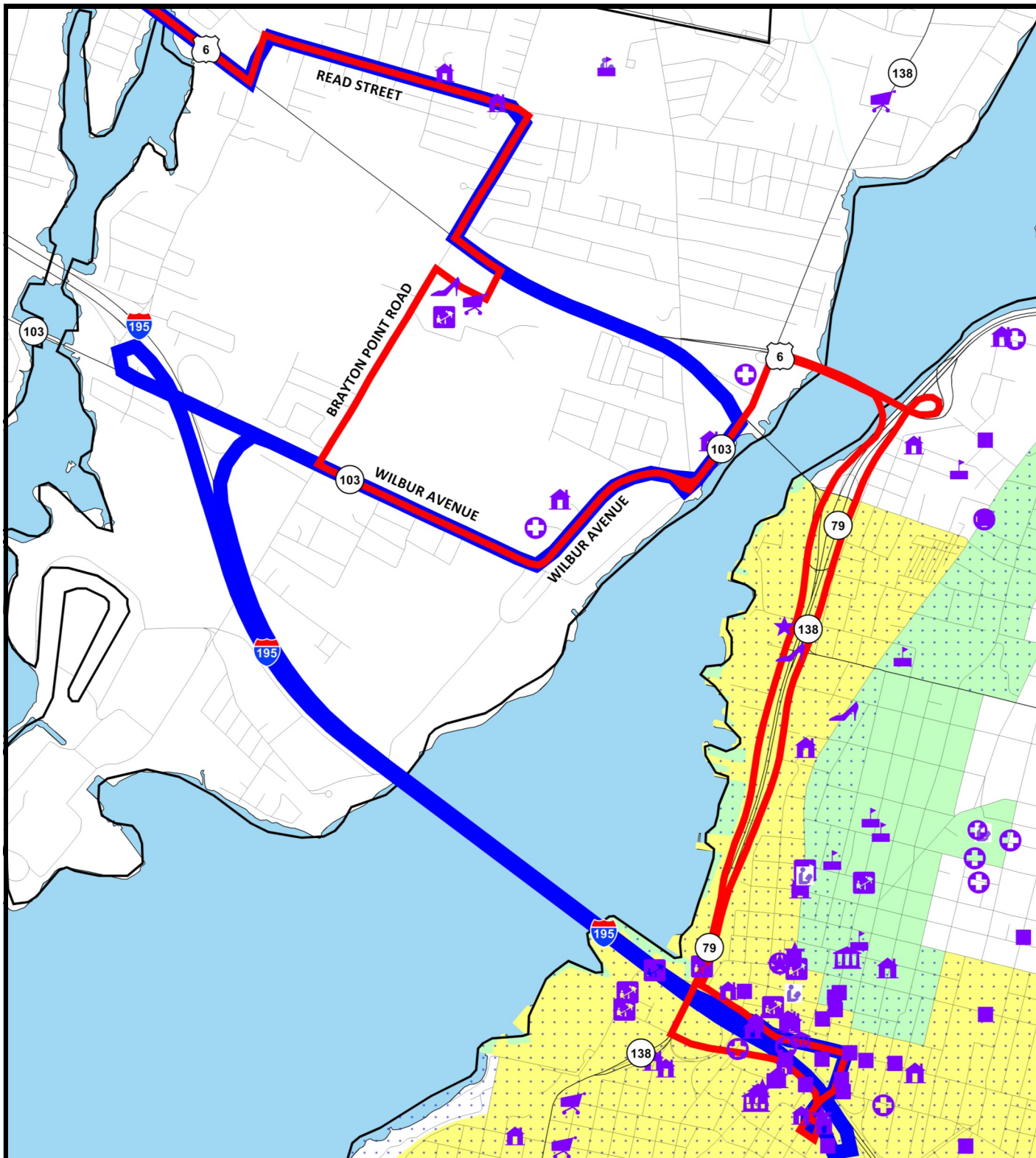
- ★ Education/Training
- 🏭 Employer
- ⚓ Fish House
- 🏛️ Government
- 🛒 Grocery
- 🏥 Health Care
- 🏠 Housing
- 📖 Library
- 🏢 Public Agency/Social Services
- 🎮 Recreation
- 🎓 School grades 5-12
- 👠 Shopping

Minority (PL94-171):
2010 Census Block Groups > 13.38%

Low Income (B17001):
2005-2009 ACS Tracts > 13.85%

Limited English Proficiency (B16001):
2005-2009 ACS Tracts > 10.69%





Fall River Route 14 Swansea Mall

Fall River Bus Route

- Existing Route 14
- Proposed Route 14

Environmental Justice

- Minority and Low Income
- Minority
- Low Income
- Limited English Proficiency

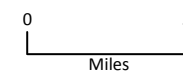
Points of Interest

- Education/Training
- Employer
- Fish House
- Government
- Grocery
- Health Care
- Housing
- Library
- Public Agency/Social Services
- Recreation
- School grades 5-12
- Shopping

Minority (PL94-171):
2010 Census Block Groups > 13.38%

Low Income (B17001):
2005-2009 ACS Tracts > 13.85%

Limited English Proficiency (B16001):
2005-2009 ACS Tracts > 10.69%



New Bedford PROPOSED Routes 1 and 5

New Bedford Bus Route

- Proposed Route 1 Fort Rodman
- Proposed Route 5 Rivet Street

Environmental Justice

- Minority and Low Income
- Minority
- Limited English Proficiency

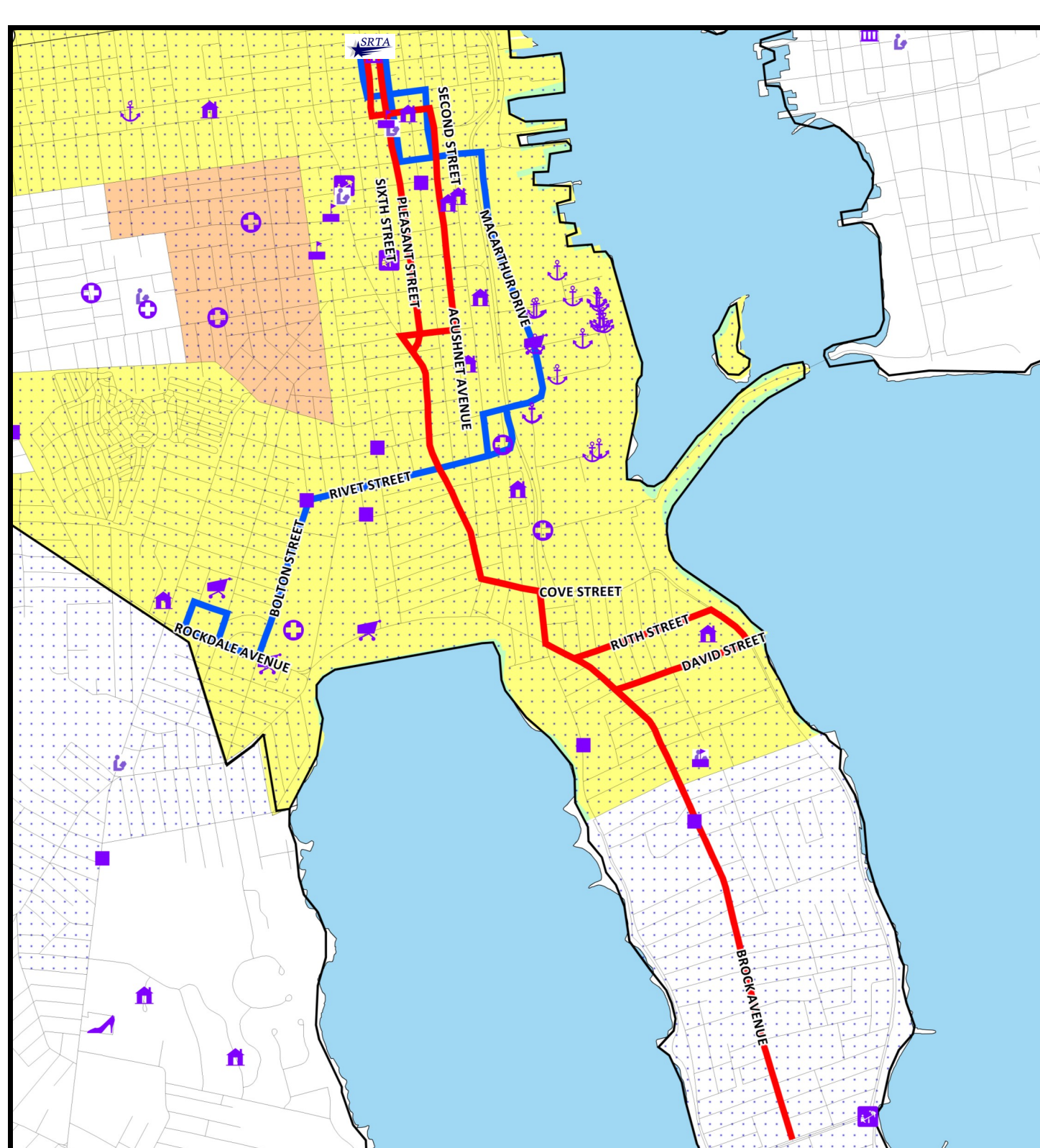
Points of Interest

- ★ Education/Training
- 🏭 Employer
- ⚓ Fish House
- 🏛️ Government
- 🛒 Grocery
- ⚕️ Health Care
- 🏠 Housing
- 📖 Library
- 🏢 Public Agency/Social Services
- 🎮 Recreation
- 🎓 School grades 5-12
- 👟 Shopping

Minority (PL94-171):
2010 Census Block Groups > 13.38%

Low Income (B17001):
2005-2009 ACS Tracts > 13.85%

Limited English Proficiency (B16001):
2005-2009 ACS Tracts > 10.69%



New Bedford PROPOSED Route 2

New Bedford Bus Route

— Proposed Route 2
Lund's Corner

Environmental Justice

- Minority and Low Income
- Minority
- Low Income
- Limited English Proficiency

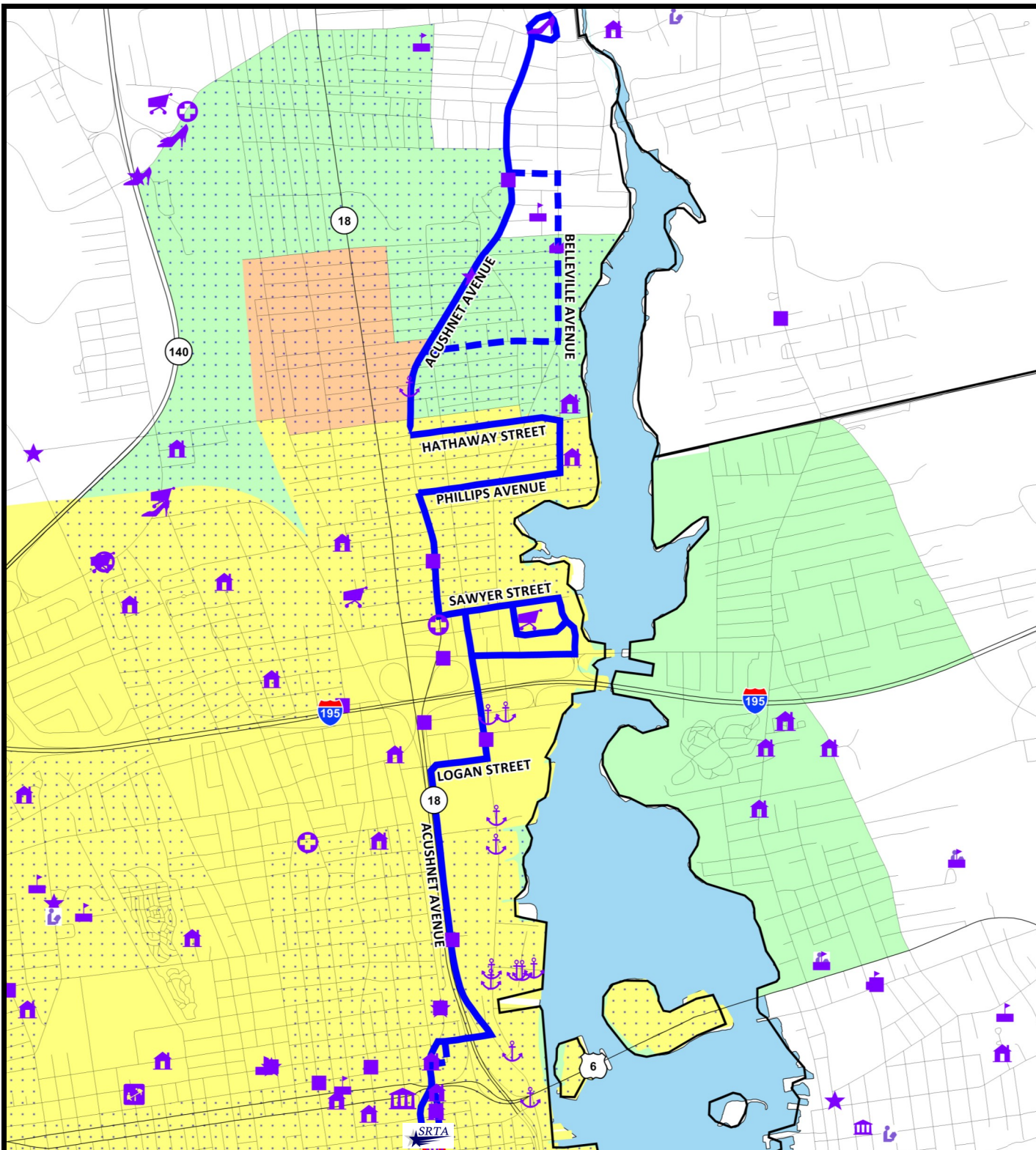
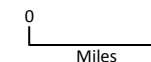
Points of Interest

- ★ Education/Training
- 🏭 Employer
- ⚓ Fish House
- 🏛️ Government
- 🛒 Grocery
- 🏥 Health Care
- 🏠 Housing
- 📖 Library
- 🏢 Public Agency/Social Services
- 🎮 Recreation
- 🎓 School grades 5-12
- 👠 Shopping

Minority (PL94-171):
2010 Census Block Groups > 13.38%

Low Income (B17001):
2005-2009 ACS Tracts > 13.85%

Limited English Proficiency (B16001):
2005-2009 ACS Tracts > 10.69%



New Bedford Proposed Routes 3 and 6

New Bedford Bus Route

- Route 6 Shawmut/Rockdale
- Route 3 Dartmouth Street

Environmental Justice

- Minority and Low Income
- Minority
- Low Income
- Limited English Proficiency

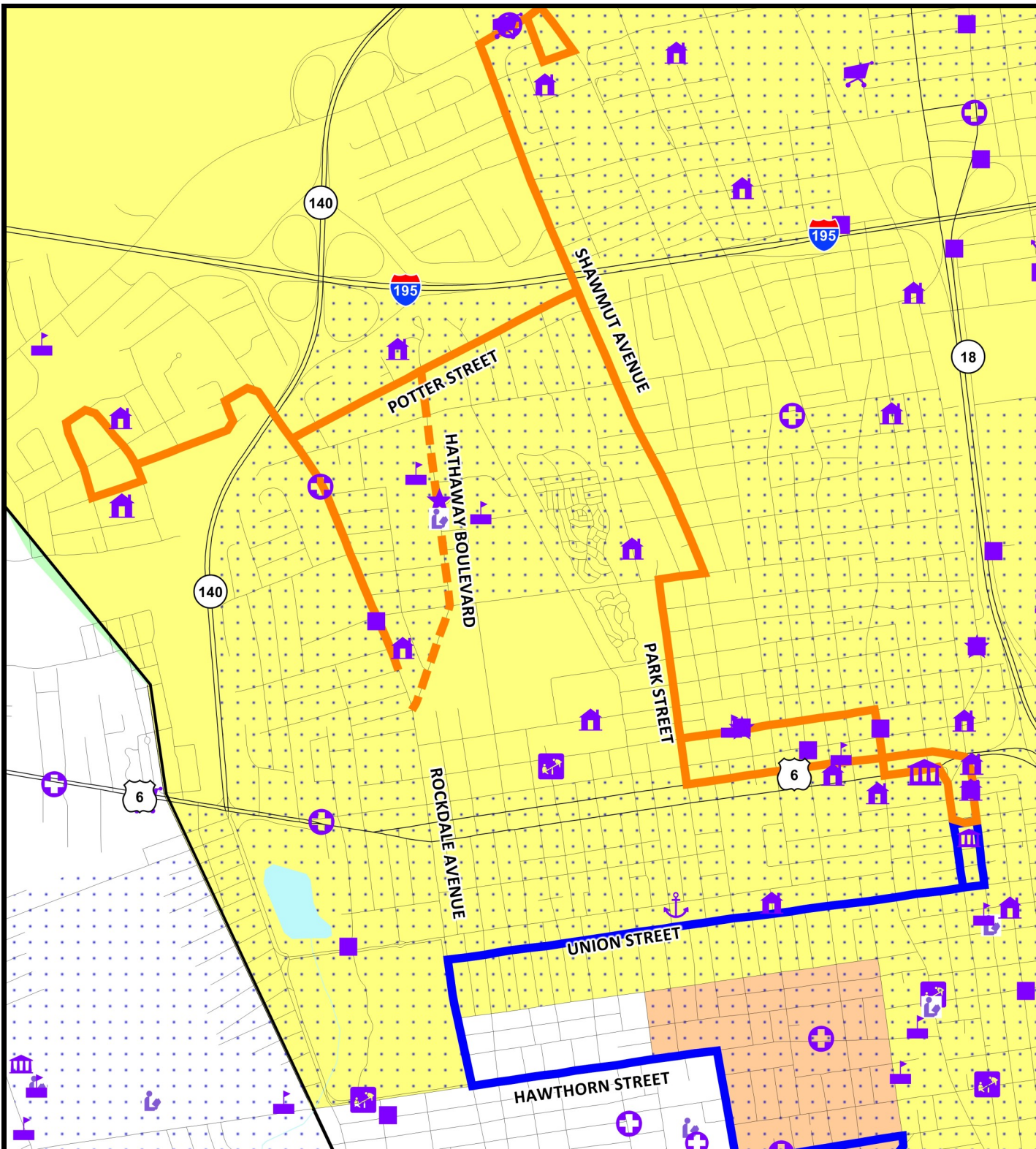
Points of Interest

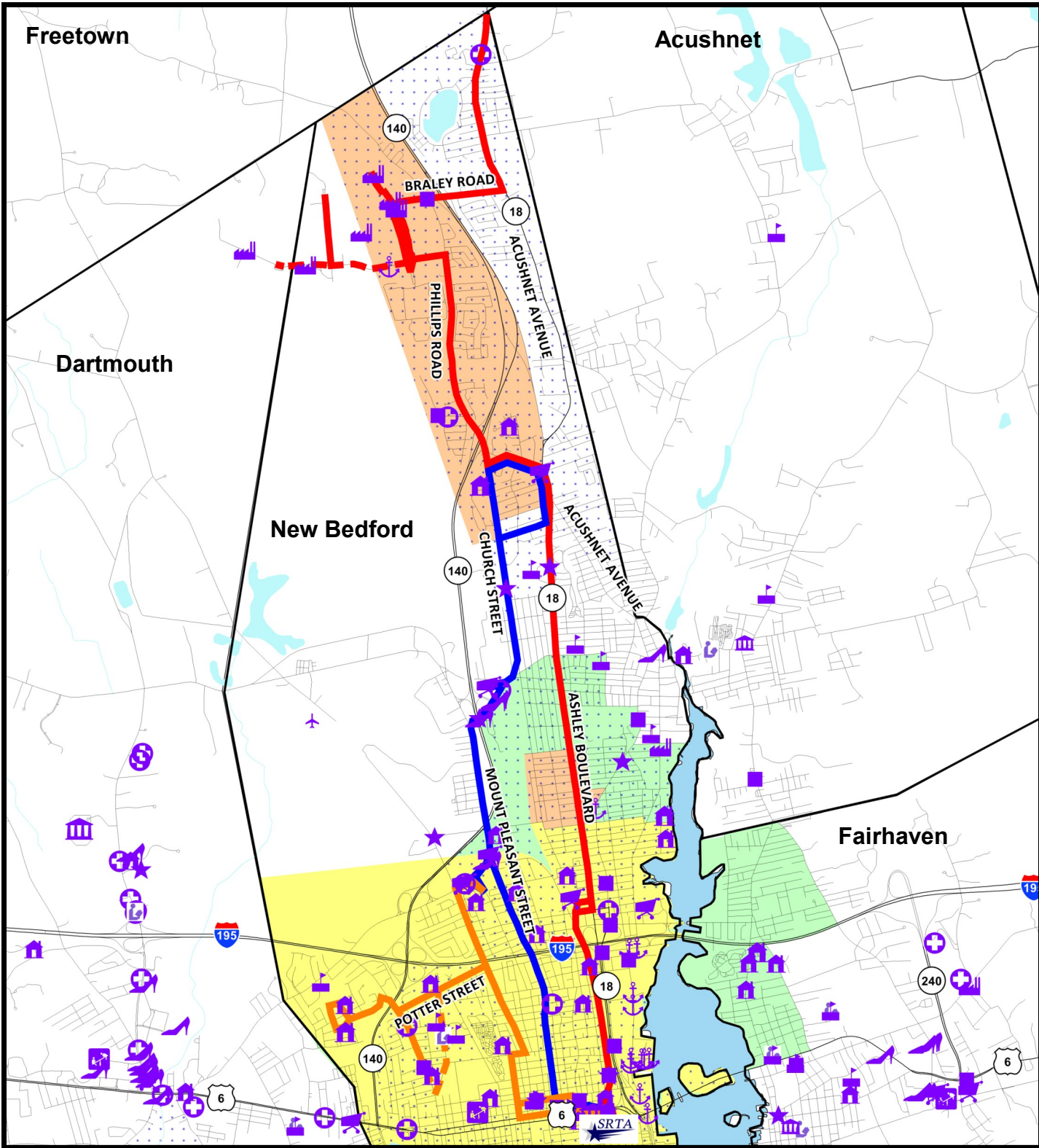
- ★ Education/Training
- 🏭 Employer
- ⚓ Fish House
- 🏛️ Government
- 🛒 Grocery
- 🏥 Health Care
- 🏠 Housing
- 📖 Library
- 🏢 Public Agency/Social Services
- 🎡 Recreation
- 🎒 School grades 5-12
- 👠 Shopping

Minority (PL94-171):
2010 Census Block Groups > 13.38%

Low Income (B17001):
2005-2009 ACS Tracts > 13.85%

Limited English Proficiency (B16001):
2005-2009 ACS Tracts > 10.69%





New Bedford PROPOSED Routes 4 and 8A

New Bedford Bus Route

- Route 4 Ashley Blvd.
- Route 6 Shawmut/Rockdale
- Route 8 Mt. Pleasant

Environmental Justice

- Minority and Low Income
- Minority
- Low Income
- Limited English Proficiency

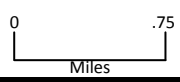
Points of Interest

- Education/Training
- Employer
- Fish House
- Government
- Grocery
- Health Care
- Housing
- Library
- Public Agency/Social Services
- Recreation
- School grades 5-12
- Shopping

Minority (PL94-171):
2010 Census Block Groups > 13.38%

Low Income (B17001):
2005-2009 ACS Tracts > 13.85%

Limited English Proficiency (B16001):
2005-2009 ACS Tracts > 10.69%



New Bedford Route 10 Dartmouth Mall

New Bedford Bus Route

- Existing Route 10
- Proposed Dartmouth Shuttle

Environmental Justice

- Minority and Low Income
- Minority
- Low Income
- Limited English Proficiency

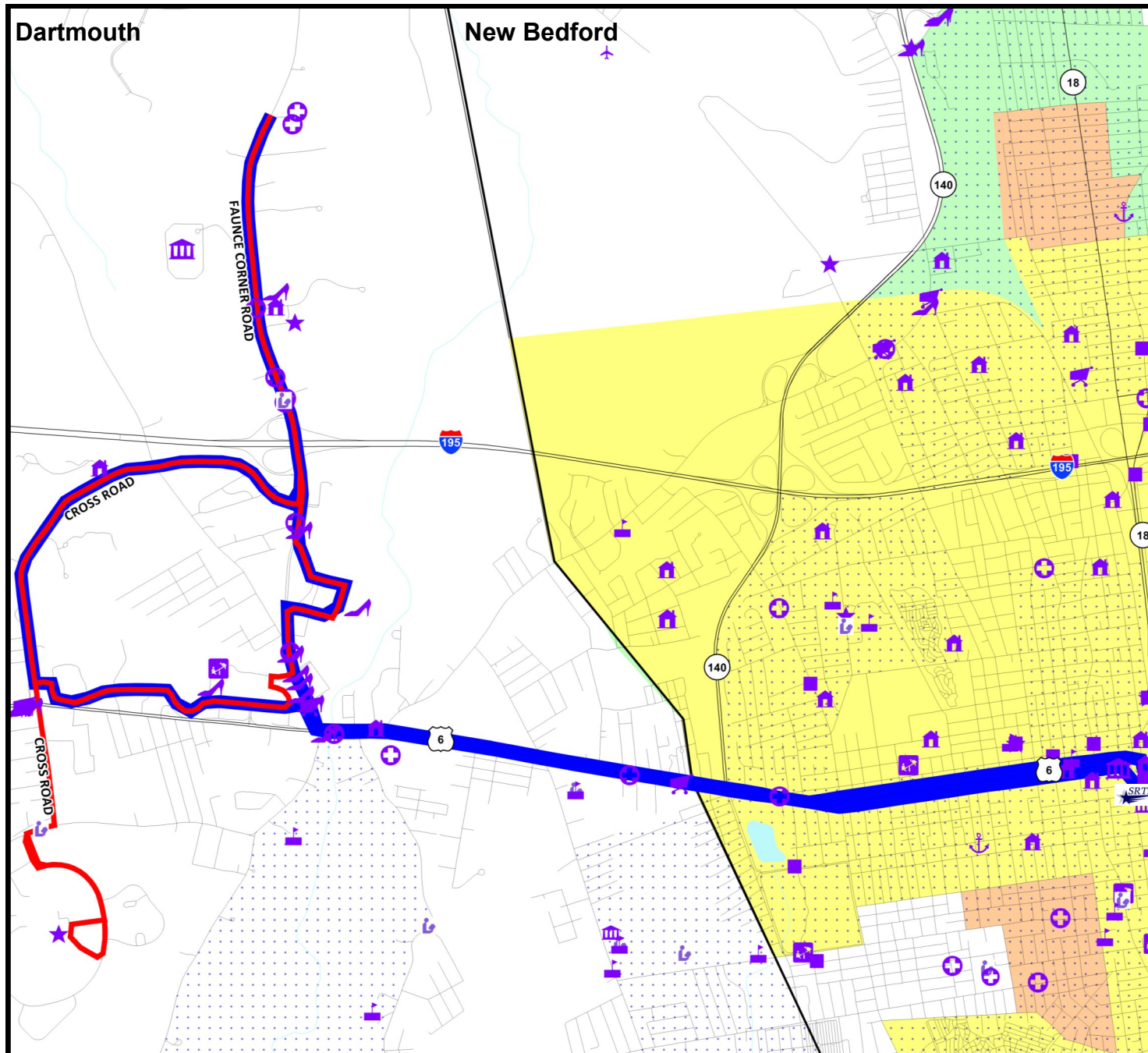
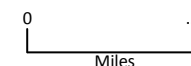
Points of Interest

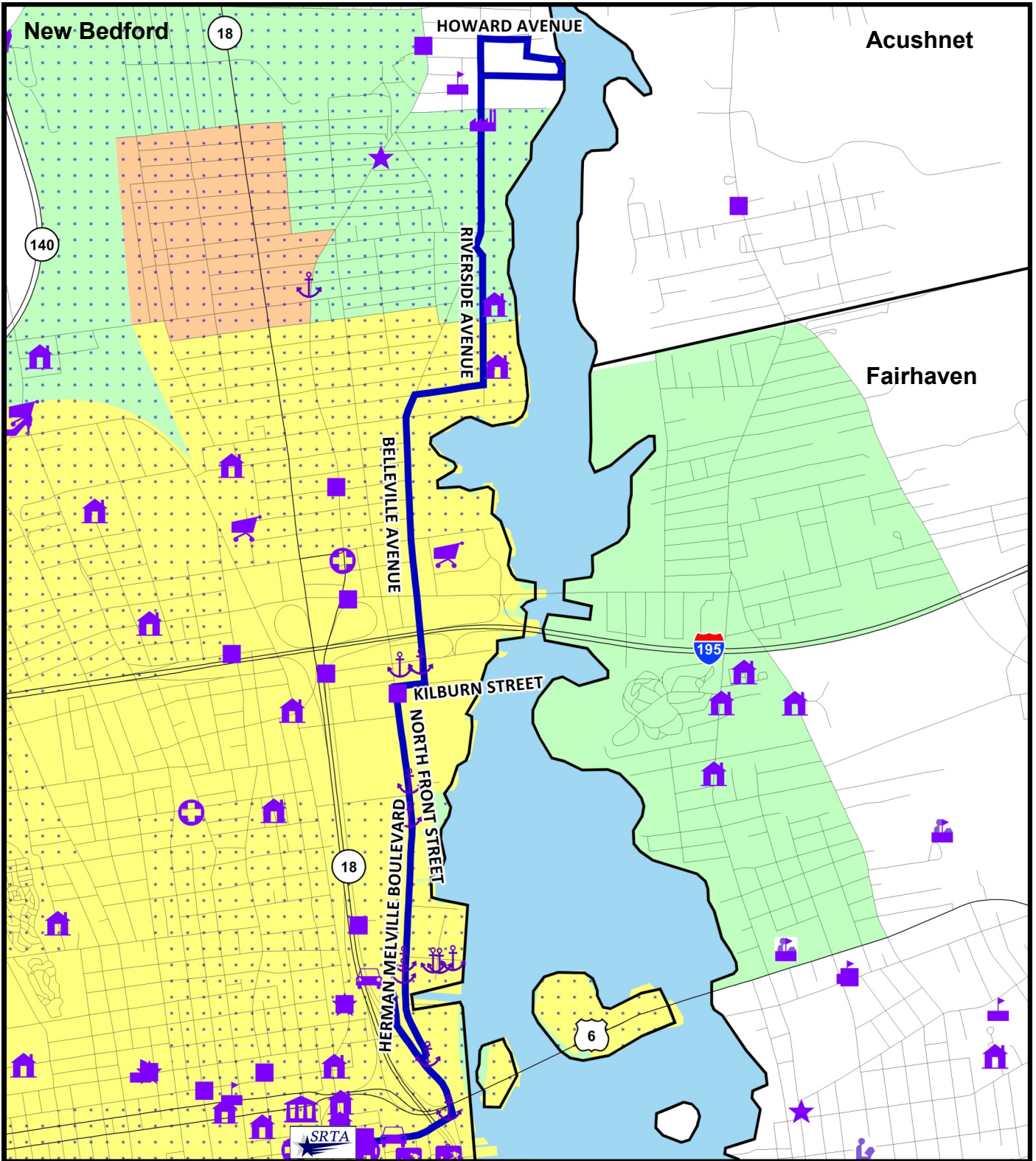
- Education/Training
- Employer
- Fish House
- Government
- Grocery
- Health Care
- Housing
- Library
- Public Agency/Social Services
- Recreation
- School grades 5-12
- Shopping

Minority (PL94-171):
2010 Census Block Groups > 13.38%

Low Income (B17001):
2005-2009 ACS Tracts > 13.85%

Limited English Proficiency (B16001):
2005-2009 ACS Tracts > 10.69%





New Bedford Proposed Waterfront North Route

Proposed Bus Route

— Waterfront North

Environmental Justice

- Minority and Low Income
- Minority
- Low Income
- Limited English Proficiency

Points of Interest

- Education/Training
- Employer
- Government
- Grocery
- Health Care
- Housing
- Fish House
- Library
- Parking
- Public Agency/Social Services
- Recreation
- School grades 5-12
- Shopping

Minority (PL94-171):
2010 Census Block Groups > 13.38%

Low Income (B17001):
2005-2009 ACS Tracts > 13.85%

Limited English Proficiency (B16001):
2005-2009 ACS Tracts > 10.69%

